

ACCIONA Service

In a complex environment, the Company maintained its level of activity and remains a leader in terms of quality, efficiency and commitment.

ACCIONA Service provides the public and private sector with a complete offer that optimises services organization through rationalising expenditure in most cases. This line of activity represents ACCIONA's commitment to present customers with its facility management approach and help them free up resources, reduce costs, and enhance the efficiency, reliability and quality of work processes.

ACCIONA Service provides its customers with end-to-end solutions that include the design, management and operation of all of their non-core business activities. The Company is a leader in providing these services to industry, especially sectors such

as agri-food, automobiles, hospitality, heavy industry and metallurgy. It also serves large services companies, shopping centres, banks and insurers.

ACCIONA Service provides a complete services proposal, which includes:

- Specialized, technical cleaning services for industry, healthcare and laboratories.
- Ancillary services.
- Technical services and facility maintenance.
- Energy services.

- Environmental services.
- Municipal services.
- Handling.
- Event organisation.
- Foodservice.
- Security services.

ACCIONA FACILITY SERVICES

This company has more than 45 years' experience in services and facility management, and has 2,000 clients, some of which have been using ACCIONA's services for more than a decade. The company has 32 branches in Spain and Portugal with a view to being as close to customers as possible.


ACCIONA Facility Services (AFS) has a strong international presence, in Portugal, Belgium, the Netherlands, Italy, Romania and Canada, and has plans to expand into other countries in 2013, including Qatar, Great Britain, Germany and Mexico. Its service quality and social and environmental commitment are supported by its many certifications: ISO 9001, ISO 14001, SA 8000, ISO 2200 and OHSAS 18001.

In 2012, it provided comprehensive solutions—from design through to management and operation of non-core business activities—to optimise clients' resources and reduce their operating costs. The company expanded and strengthened its presence in several sectors:

- Automotive:
 - Ford. Cleaning the plant in Romania.
- Agri-food:
 - Auchan Group. Cleaning Sabeco supermarkets.
 - Nestlé plants in Spain and Portugal. Cleaning, gardening and package delivery at head offices.
- Pharmaceutical:
 - Roche. Facility and lab cleaning services.
- Industrial:
 - Novartis Farmacéutica. Facility cleaning services.
 - ArcelorMittal. Industrial cleaning, Avilés plant.
 - Liberbank. Branch cleaning and maintenance for CCM.
 - Orange. Central office cleaning.
 - Grupo Antolín. Plant cleaning services
 - BBVA. City of Arts maintenance services.

**ACCIONA Facility Services,
which has more than
45 years of experience, has
2,000 loyal customers**

ACCIONA Urban Services obtained **29.3 million euros** in turnover in 2012



- Logistics:
 - Barcelona Port. Cruise ship luggage handling.
 - Emtisa. Plant logistics.
- Healthcare and Hospitals:
 - Diaverum. New plant.
- Hotels:
 - Sotogrande Hotel. Comprehensive cleaning services.
- Public sector:
 - Renfe. Passenger train cleaning services, Madrid and Galicia.
 - Barcelona University. Facility cleaning services.

ACCIONA URBAN SERVICES

ACCIONA Urban Services provides end-to-end solutions to the public and private sectors.

In a highly competitive environment, the company is a leader in providing efficient, safe services which contribute to sustainable development of cities and a better quality of life for citizens.

To this end, the company has a strong, multidisciplinary management team, a highly-qualified workforce, and machinery and equipment which is adapted to customers' needs and aligned with the commitment to the environment.

ACCIONA Urban Services is involved in the following activities, among others:

- Municipal waste collection and transport.
- Ecopark and recycling centre management.
- Waste transfer station management.
- Treatment plant management.
- Landfill and composting plant operation.
- Street cleaning.
- Cleaning and maintenance of beaches, coastlines and housing complexes.

- Municipal building cleaning and maintenance.

ACCIONA Urban Services has been providing end-to-end municipal solid waste (MSW) management services for more than 20 years. The company provides services to several public sector clients including: MSW collection, source sorting, street cleaning, urban furniture maintenance, beach cleaning, coast maintenance, cleaning of public buildings, machinery maintenance, ecopark management, treatment and waste transfer plants, etc.

The company had an average workforce of 450 in 2012—reflecting its major presence in Spain. Moreover, at 31 December 2012,

the backlog totalled 74.5 million euros. Total turnover was 29.3 million euros.

Notable projects in the last year include the extension of the waste collection contract with the L'Eliana city government (Valencia) for a five-year period, as well as the adjudication of a contract for building and street cleaning and plant waste collection and transport, for an initial period of four years, with the possibility of two-year extensions.

ACCIONA ENVIRONMENT

ACCIONA Environment is specialised in the design, construction and maintenance of green areas, forest and environmental actions, landscape integration, irrigation and

rural roads. It serves both the public sector (local, regional and central government) and large private corporations.

ACCIONA Environment organises and deploys temporary teams from bases in Valencia, Madrid, Sant Cugat de Vallés (Barcelona), Zaragoza, Valladolid, León, Mérida (Badajoz), Seville and Orense to provide services in all parts of Spain (mainland and islands). Headquarters and central departments are located in Madrid (Management and Human Resources) and Valencia (Administration, Analysis, Hiring, and Landscaping).

ACCIONA Environment has the necessary infrastructure for **rapid intervention** anywhere in Spain

ACCIONA Environment obtained major new contracts in 2012 in the areas of maintenance, environment services and sports pitches, including:

- Cleaning, maintenance and upkeep of green areas at public schools and parks and gardens in Lorca (Murcia).

- Maintenance of green areas in the Sotogrande complex and the Almenara golf course (Cádiz).

- Garden maintenance at Alicante airport, for Aena.

- Felling and pruning trees around Endesa's electricity grid.

EROM, AN O&M SPECIALIST FOR RENEWABLES

EROM was created in 2011 from companies specialised in maintaining renewable energy assets owned by ACCIONA and third parties. It currently has a workforce of 430. In 2012, it provided maintenance services for close to 3,000 MW of

ACCIONA-owned wind farms, helping reduce their maintenance costs and increase energy production.

It also certified the entire system, collaborating with public and private organisations to further reduce the environmental impact by placing nesting boxes on electricity towers.

- In 2012, EROM certified the integrated management system to the ISO 9001, ISO 14001 and OHSAS 18001 standards. This triple certification was accredited by ENAC and reflects the company's strong commitment to achieving the highest certification standards. This recognition applies to all of EROM's activities.

- Collaboration with the Catalonia regional government. In 2012, EROM helped train the Grupo de Actuaciones Especiales (GRAE), Catalonia's elite team of firefighters, which establishes EROM as a go-to company for consulting and training emergency teams in Catalonia.
- Cooperation with the Galicia regional government. From May to September, EROM and the Galicia Academy for Public Safety providing training for dealing with emergencies in wind towers. This strengthened EROM's position in providing this type of service to the Galician government.
- An agreement was signed in 2012 with the Navarre Government Department of Education to provide teachers with practical training in risk prevention. The Company participated in several training sessions.
- Cooperation in installing nesting boxes on electricity towers throughout Spain as part of a company-wide sustainability project at ACCIONA.
- Collaboration with the Employment Ministry, through the National Institute of Safety and Hygiene, to provide advisory services on the risks associated with renewable energies and draft reports on industrial hygiene in connection with electromagnetic fields.

A general analysis of the Company's activity revealed a very high level of customer satisfaction. One hundred percent of customers completed the quality survey, and all of them recommended EROM. The surveys addressed all the Company's areas of activity, including personnel training, Group commitments to workplace safety, environmental preservation efforts, and service quality and response time.

MUSEUMS AND EVENTS: PRODUCCIONES Y DISEÑO

Producciones y Diseño is specialised the planning and assembly of museum exhibitions as well as themed events and shows in all kinds of venues. The Company played an important role in major cultural and corporate events in Spain and other countries in 2012.

Its most noteworthy activities in the last year include:

- Content design and execution for the *Ancient Cypriot Art* permanent exhibition at the Museum of Cycladic Art in Athens (Greece), inaugurated on 15 March.
- Content design and execution for the *Arts of the Book and Calligraphy Collection* permanent exhibition in the Sakip Sabanci Museum (Turkey), inaugurated on 9 May.
- Project development, execution, technical maintenance and operation of the Russian pavilion at Expo 2012 Yeosu, in South Korea, from 12 May to 12 August.
- Commenced work on the design, supply and installation of interactive panels at the Wu Kingdom Helv Relics Museum, in Wuxi (China). Technical designs and content were delivered, and the company is currently supervising the civil engineering work and the procurement of audiovisual materials. The inauguration is planned for the end of 2013.
- Design, production and operation of the 4D multimedia show (light, sound, music, fireworks and special effects) on the façade of the Santiago de Compostela cathedral from 25 to 31 July 2012.
- The company used the same video-mapping technique for a Christmas audiovisual event on the façade of Seville City Hall, from 11 December 2013 to 5 January 2013. It was a carbon-neutral event.
- Design, production and operation of a musical fireworks display on the façade of the Virgin del Rocío chapel in Almonte (Huelva), on 15 August, in honour of the Marian Jubilee Year.
- Completion of the design and execution of content and the multimedia installation of the multidisciplinary Climate Change Observatory, in Valencia, inaugurated in June 2012 by the mayor of Valencia, Rita Barberá.
- Completion of the technical development, production, installation and supply of

content for the Russian-Jewish Museum of Tolerance in Moscow, in the former Bakhmetevsky Bus Garage, inaugurated on 8 November with Israeli President Shimon Peres in attendance.

- Design, execution and installation of the *Bartholomeus Schachman 1559-1614: The Art of Travel* permanent exhibition at the ALRIWAQ DOHA exhibition space (Qatar), inaugurated on 14 November.
- Complete technical production, design and execution of the sustainability plan for Music Day, held at Madrid's Matadero arts centre for Music2Day, for which ACCIONA was a sustainable sponsor. It was a carbon-neutral event.

- Design, production and operation of Vodafone's MOVE roadshow in November in six Spanish cities: Seville, Valladolid, Barcelona, Bilbao, Madrid and Valencia. It was a carbon-neutral event.

- Design, production and coordination of several corporate events: presentation to analysts in Madrid (November) for Adveo (Unipapel) and annual conference for Bestinver clients in Madrid and Barcelona.

- Technical and artistic production for the 22nd Ibero-American Summit of Heads of State and Government, in Cádiz (16 and 17 November). The company completed the set design, decoration and furniture assembly at the Conference Centre, the

principal site of the Summit, and provided technical and artistic assistance and set design at the Falla Theatre.

Activities after 2012 year-end:

- Design, execution and installation of content for the permanent exhibition in celebration of the 90th anniversary of Santa Lucía insurance company, inaugurated on 11 January 2013.
- Design, execution and installation of the *Memoirs of an Ambassador* temporary exhibition at the Museum of Islamic Art in Doha (Qatar), inaugurated on 24 January 2013 by the Prime Minister of Qatar.

One of the
Company's objectives
is that the events that
it organizes are CO₂
neutral



Videomapping, interactive panels, 4D technology...
Producciones y Diseño offers cutting-edge services in Spain and other countries



HIJOS DE ANTONIO BARCELÓ

Hijos de Antonio Barceló, S.A. is a wine company comprising several wineries located in Spain's most emblematic and prestigious wine regions. It produces, ages and commercializes quality wines, with a strong position in the Spanish market and an increasingly solid footprint abroad.

Weak consumer spending in 2012 impacted turnover, which ultimately declined by just 1% compared with the previous year.

The company's internationalization (44% of sales come from foreign markets) provided it with more stability in the current situation in Spain. Sales outside Spain were mainly concentrated in Latin America (19% of turnover), Europe (14%), the rest of America (10%) and Asia, Africa and Oceania (the remaining 1%).

Hijos de Antonio Barceló is also committed to enhancing the flexibility of its offer, developing a wide and varied range of wines in the most prestigious denominations of

origin, as well as an extensive selection of wine types and associated brands. The goal is to adapt better to target markets; to achieve this goal, the company has a sound competitive position from which to develop its business lines, which include:

- Wines with Denomination of Origin (D.O.) Ribera del Duero, Rueda and Toro. This strategic line of business represents almost 27% of total turnover. Viña Mayor is the umbrella brand for the three Denomination of Origin wines:
- Viña Mayor D.O. Ribera del Duero, which produces high quality red wines that have made it one of the top 5 wines in this Denomination of Origin.

- Viña Mayor D.O. Rueda. which offers varietal white wines made with the prestigious Verdejo grape.
- Viña Mayor D.O. Toro, offers quality red wines made with the local grape, Tinta de Toro.
- Rioja Qualified Denomination of Origin (DOCa) wines. Bodegas Palacio's Glorioso and Cosme Palacio brands are market leaders and account for 22% of the winery group's turnover. Glorioso received additional support from an advertising campaign in Spain in the last two years.

In 2012, the winery undertook a project to improve and expand the facilities for

receiving grape deliveries and winemaking, which it expected to be completed in 2013.

- Vinos de Castilla y León and quality rosé, by Bodegas Peñascal (Valladolid) Bodegas Peñascal is the undisputed leader in quality rosé wines in Spain, which, together with its line of Castile-Leon wines, account for 25% of turnover.
- The line of dessert and other sweet and aperitif wines, under the Sansón brand, accounts for 26% of turnover.
- The vineyards. The group has vineyards in Finca Caserío de Dueñas (Villaverde de Medina, Valladolid) and Finca Anzil (Toro). Both maintain a policy of vertical

integration, which allows product quality to be controlled, from the vineyard through to bottled wine. Finca Caserío de Dueñas has a 300-hectare vineyard and produces D.O. Rueda and Castilla y León wines. Finca Anzil, in D.O. Toro, has an integrated winery on almost 90 hectares of vineyard, which supply the line of wines under this D.O.

The company's strategy and values can be summarized as follows:

- Develop a wide-ranging portfolio of wines from Spain's most prestigious regions which can adapt to changes in demand for different categories and varieties.

Hijos de Antonio Barceló remains committed to internationalisation, to denominations of origin and to an increasingly flexible offer

- Build leading brands in each market segment.
- Pursue brand expansion in international markets with the highest potential.
- Meet the quality standards demanded by

the market through a vertical integration policy.

- Implement a policy of continuous improvement in quality management in the Company's functional areas.

ACCIONA SECURITY SYSTEMS

ACCIONA Security Systems has more than 25 years of experience in the sale, installation and maintenance of security systems, as well as security consultancy. It is specialised in the following areas:

- Project implementation:
 - CCTV and video surveillance.
 - Access control.

- Fire alarm systems.
- Burglar alarm systems.
- Communication networks.
- Security projects.

- Installation of systems that ensure:
 - Maximum equipment quality.
 - Compliance with deadlines.
 - Commissioning and testing of installed systems.
 - Issuance of installation certificate and warranty period.
 - User training and equipment documentation.
- Preventive and corrective maintenance of all security systems.

The company has been developing its own comprehensive surveillance and security systems (hardware and software) since 1982, complying with the highest standards and ensuring flexibility to adapt to each customer's needs. It has developed notable security systems, including:

- Cofrentes Nuclear Power Plant, Vandellós II.
- Prado Museum.
- Spanish Mint.
- Maremagnum (leisure centre in Barcelona Port).

- Torre Triana (offices for some departments of the Andalucía regional government).

- Meirama Environmental Plant.

ACCIONA Security Systems undertakes project design, installation and maintenance of security systems, fire protection and alarm management. In 2012, the company completed several projects related to safety and fire protection, including:

- Supply and installation of the security and CCTV system for the Soria I prison.

- Supply and installation of a perimeter security system using video analysis at the Orellana solar thermal power plant in Orellana la Vieja (Badajoz), for ACCIONA Energy.

- Supply and installation of a control system for pedestrian and vehicle access at the Orellana solar thermal power plant Orellana la Vieja (Badajoz), for ACCIONA Energy.

- Supply and installation of security and CCTV systems at ACCIONA Infrastructure's La Granja RDI facility in Alcobendas (Madrid).

- Supply and installation of security and CCTV systems at ACCIONA Infrastructure's

San José Artesano RDI facility in Alcobendas (Madrid).

- Security and fire protection installations at the Antena 3 headquarters in Tenerife and a building in Paracuellos del Jarama (Madrid).
- Supply and installation of a fire detection system in the Bienvenida Room at the Las Ventas bullring in Madrid.
- Transfer of the Antena 3 access control at its headquarters in Alcobendas (Madrid).
- Supply and installation of security systems at ACCIONA Infrastructure's new offices in Bilbao.

■ Expansion of security, CCTV and access control installations at the ACCIONA offices in the Albatros building, Alcobendas (Madrid).

- Supply and installation of security systems for assembly warehouse and security gateway for the Orellana solar thermal power plant, in Orellana la Vieja (Badajoz), for ACCIONA Energy.
- Maintenance of the security and fire protection system at ACCIONA Infrastructure's east coast machinery depot.

The following projects were completed in 2012:

- Supply and installation of car park management system, including number plate reading and guidance to empty spaces, in an off-road car park at Palma de Mallorca airport, for Aena.
- Supply and installation of an upgrade to the closed circuit TV system at Palma de Mallorca airport, and integration with the access control and public address system, for Aena.
- Supply and installation of access control systems at the ACCIONA Infrastructure Central Spain region offices in Madrid.

The following maintenance contracts were renewed in 2012:

- Maintenance of security and firefighting systems at ACCIONA Group buildings.
- Maintenance of security systems at SOGEPIMA's TN-9 and TS-19 buildings in Alcobendas (Madrid).
- Security and CCTV system at ING Direct in Alcobendas (Madrid).

ACCIONA AIRPORT SERVICES

ACCIONA Airport Services, an independent business unit of ACCIONA S.A., is a leading provider of ground and passenger handling services at airports.

This business dates from the 1990s, when ACCIONA subsidiary Ineuropa Handling was awarded contracts to provide handling services in the initial phase of liberalisation of the industry in Spain by Aena. In the late 1990s, it obtained concessions to provide handling services at several airports in Germany.

ACCIONA Airport Services is an established brand in ramp handling and operations, passenger handling, reduced mobility assistance, and operation of cargo terminals and telescopic boarding ramps. It serves more than 200 clients from all over the world at four airports in Spain (Palma de Mallorca, Ibiza, Menorca and Las Palmas de Gran Canaria) and four in Germany

(Frankfurt, Berlin Tegel, Berlin Schönefeld and Hamburg). In 2012, it handled more than 206,000 flight operations, serving about 30 million passengers, performed more than 109,000 boarding ramp connections/disconnections and handled 1,305 metric tons of air cargo.

**ACCIONA has
developed specific
security systems for the
Prado Museum
and Spanish Mint**



In 2012, ACCIONA Airport Services attended to **30 million passengers** and managed **1,305 metric tons of cargo**



In 2012, ACCIONA Airport Services recertified its integrated quality and environmental management system under the ISO 9001 and ISO 14001 standards for handling activities, manipulating boarding ramps, and serving passengers with reduced mobility.

Also in 2012, it implemented and certified a workplace risk management system in compliance with the OHSAS 18001 standard; through its safety policy, the company evidences its commitment to workplace health and safety.

During the year, it obtained a European Quality Assistance certificate for Technology Content Innovation and

RDI Implementation for the Airport Management and Operations Control System, which was implemented in 2011.

Also in 2012, the company implemented and audited a Safety Management System that complies with IATA's ISAGO standard. This system, whose primary goal is to establish guidelines for handling companies in order to optimise operational and airport safety, is audited by IATA very two years.

ACCIONA FORWARDING

1. Commercial

1.1 New lines of business

Within the new Customs division, ACCIONA Forwarding, S.A. was authorised to handle customs clearance and exports through a single customs agency for goods presented at any customs post in mainland Spain and the Balearic Islands. The Company was also authorised to print customs documents on plain paper, consequently optimising costs.

A total of 9,200 exports were cleared in Madrid and Barcelona via the Customs division.

1.2 Traffic

Telefónica:

In 2012, ACCIONA Forwarding was awarded the contract to air freight mobile telephony equipment from several sources in China to several destinations in Latin America. The high level of quality attained in the service enabled the Company to be re-certified as a supplier and be invited to participate in the next RFQ.

Perishables:

Continuing with its drive to obtain more traffic in the food business, the Company carried over 500,000 metric tons of fish between Spain and the Canary Islands.

Chinese community:

Commercial relations were strengthened.

A total of 7,600 metric tons of goods were shipped from China to Spain in 20-foot containers for the association of Chinese household goods stores.

Other:

Shipments of rubber by container between Spain and Latin America; a total of 110 20-foot containers, i.e. around 2,200 metric tons, were carried.

2. Authorised economic operator

In 2012, ACCIONA Forwarding obtained AEOF certification (Authorised Economic Operator — Customs Simplifications/ Security and Safety).

This commitment obliged it to adopt a policy on safety for goods and persons and implement safety and security procedures in 2012, as well as reviewing and implementing procedures to obtain and maintain its Authorised Economic Operator (AEO) certificate. The Regional Customs authority performed a number of audits in 2012, all of which were passed successfully, leading finally to AEOF certification.

The fact that ACCIONA Forwarding is an Authorised Economic Operator provides advantages for the company and its clients throughout the EU: fewer physical and documentary checks, priority in controls, international recognition, etc.

3. Installation of a new ERP system

As part of the strategy of unifying and standardising IT systems within the Company, the customs module was installed, thereby integrating all the management modules in the same ERP, alongside the operational modules (air and sea), the accounting and finance module and the commercial module.

The process of developing and integrating IT systems in Latin America commenced in 2012 and is scheduled for completion in 2013.

The ACCIONA Forwarding, S.A. website was created in 2012, thereby fulfilling the standards set by the parent company. The website integrates all the pre-existing sites for Latin America.

ACCIONA INTERPRESS

ACCIONA Interpress expanded rapidly once again in 2012.

A new line of business was implemented in Catalonia, consisting of delivery of print publications and related promotional items to subscribers' homes.

Articles outside our normal range of products that are delivered to the points of sale we normally serve were introduced into our distribution structure.

The result was that the company established itself as the undisputed leader in the sector.

ACCIONA Forwarding
enhanced commercial
relations **with China**: last year
it transported **7,600 metric
tons** of products for distribution
in variety shops in Spain

