



ACCIONA'S Commitment

- a. Good governance
- b. People
- c. Innovation
- d. Environment
- e. The value circle**
- f. Society
- g. Stakeholder engagement
- h. Dissemination and Leadership
- i. Accountability

The value circle

2012

CHALLENGES	ADVANCES
<ul style="list-style-type: none"> ■ Extending the self-evaluation questionnaire to suppliers with sales with ACCIONA above €100,000 in Spain, and broadening the scope to include suppliers internationally 	<ul style="list-style-type: none"> ■ Questionnaire sent to suppliers with annual sales with ACCIONA in Spain equal to or above €100,000, including international suppliers (more than 2,500 new suppliers)
<ul style="list-style-type: none"> ■ Assigning a rating to suppliers evaluated in 2010 and 2011 as a pilot experience for the sustainable development rating 	<ul style="list-style-type: none"> ■ Some 1,600 suppliers evaluated in 2010-2012 to which a sustainable development rating was assigned
<ul style="list-style-type: none"> ■ Disseminating the Ethical Principles for Suppliers, Contractors and Partners, along with the Ethics Channel 	<ul style="list-style-type: none"> ■ Circulated the Ethical Principles among more than 12,000 suppliers
<ul style="list-style-type: none"> ■ Sending invitations, as part of the Supplier Campus Training Pack, to the courses on Code of Conduct, Integration of the Disabled and Workplace risk prevention 	<ul style="list-style-type: none"> ■ Launched several "Training Pack" courses (more than 1,000 persons registered)
<ul style="list-style-type: none"> ■ Drafting of the first version of the sustainable-product buying catalogue, with 45 products, and conducting of the first purchases based on it 	<ul style="list-style-type: none"> ■ First version of the Sustainable Products and Services Catalogue drafted, with 435 products or services. The main divisions have carried out bids based on the catalogue
<ul style="list-style-type: none"> ■ Broadening the scope of the supplier audits 	<ul style="list-style-type: none"> ■ Audit and verification plan of suppliers that have been evaluated for sustainability
<ul style="list-style-type: none"> ■ Consolidating ORP Bulletin for suppliers and extending it to the international level 	<ul style="list-style-type: none"> ■ Sending out a quarterly bilingual version of the ORP bulletin to domestic and foreign suppliers (some 12,000 copies sent out per issue)
<ul style="list-style-type: none"> ■ Conducting bids based on rules containing positive discrimination and in accordance with corporate responsibility (CR) and sustainability criteria 	<ul style="list-style-type: none"> ■ Corporate responsibility and sustainability criteria incorporated into the bids, with a priority on the contracting of suppliers that fulfill these criteria
<ul style="list-style-type: none"> ■ Giving the CR and Sustainability in the Supply Chain Course to all employees involved in purchases 	<ul style="list-style-type: none"> ■ A call was made for the employees involved in purchases to attend the CR and Sustainability in the Supply Chain Course
<ul style="list-style-type: none"> ■ Attaining 92% revenue certified in ISO 9001 and 88% in ISO 14001 	<ul style="list-style-type: none"> ■ New activities and centers certified, attaining 93% revenue certified in ISO 9001 and 90% in ISO 14001
<ul style="list-style-type: none"> ■ Attaining triple certification (energy efficiency, environmental management, and air quality) at one of the facilities of ACCIONA 	<ul style="list-style-type: none"> ■ Double certification (energy efficiency and environmental management) attained at the R+D Technology Center of ACCIONA Infrastructure. External audit conducted for certification to UNE 171330
<ul style="list-style-type: none"> ■ Launching a project to improve various processes at the Company, which will include gauging and redesigning those processes focused on creating economic value. 	<ul style="list-style-type: none"> ■ Operating innovations in processes conducted, translating into approximately €12.4 million in savings.

2012

HIGHLIGHTS

- ACCIONA has increased its number of contracts with special employment centers (SECs) to help differently-abled people enter the labor market
- ACCIONA has incorporated risk management into the supply chain, preparing the first Suppliers Risk Map and assigning a sustainability rating to suppliers
- Targets for compliance with the commitments set forth in the Sustainability Master Plan 2012 have been incorporated with regard to the value circle for the evaluation of procurement staff performance
- The unity and consistency of the procurement processes and the control of the supply chain have been enhanced with the implementation of the SAP internationally (ACCIONA Energy Poland and Portugal, ACCIONA Agua Italy) and in other divisions (ACCIONA Services)
- A new Supplier Approval and Evaluation Procedure, which includes corporate responsibility and sustainability criteria, has been drawn up
- New value-added services for customers: proposals to raise efficiency; three carbon-neutral events; and certification of ACCIONA Forwarding as an authorized economic operator (AEO)
- The accessibility of ACCIONA products and services continues to improve: introduction of braille labeling on Hijos de Antonio Barceló wines; personalized attention for people with hearing impairment at the Rodovia do Aço concessionaire.

2013

CHALLENGES

- Consolidation of the scope of the self-evaluation questionnaire at the international level
- Broadening of the scope of the questionnaire verifications in all of ACCIONA's divisions, as set forth in the Audit Plan for 2013
- Consolidation of the Occupational risk prevention (ORP) Bulletin initiative for suppliers at the international level
- Passing on the Sustainable Products and Services Catalogue to divisional procurement staff, broadening the scope of the catalogue and carrying out bids based on it
- Preparing the draft rules for the Annual Sustainable Practices Award for suppliers, allowing the award to be launched in 2014
- Obtaining ISO 20121 certification, sustainable event management, for General Productions and Design (GPD)
- Obtaining Wineries for Climate Protection certification at Hijos de Antonio Barceló.

→ Value circle indicators

	2011	2012
% local suppliers	94.12	92.41
% of orders that include the Global Compact clause	99.75	99.63
% of suppliers self-assessed on sustainability/total number of suppliers selected for assessment	36.66	35.11
Global customer satisfaction index (%)	85.5	83.4
% of activity ISO 9001-certified	88	93
% of activity ISO 14001-certified	85	90

ACCIONA's commitment to its supply chain

ACCIONA has strengthened communications links and mutual awareness with its suppliers, by enhancing communications channels, ongoing relations, circulating its Ethical Principles, and providing training, in order to share the best practices and the positioning of its companies in these matters. By carrying out these initiatives, ACCIONA expects to create value, for the good and benefit of all.

The Company has striven to manage risk in its supply chain, in order to have suppliers that abide by minimum ethics standards. In addition, ACCIONA is committed to integrating corporate responsibility and sustainability criteria into its procurement processes and to implementing a responsible management process that will favor the acquisition and contracting of environmentally friendly products and services manufactured or rendered under socially just conditions.

RISK MANAGEMENT IN THE SUPPLY CHAIN

By managing risk in its supply chain, ACCIONA aims to:

- have a sound knowledge of its supply chain, its scope and its critical suppliers;

- understand its risk exposure, identifying both its operational risks, linked to business results, as well as its social risk, associated with sustainability;

- undertake initiatives and actions that will help manage the supply chain: ethical principles, approval criteria, evaluations and audits, supplier training and incentives;

- integrate corporate responsibility and sustainability criteria into its management strategy and procurement processes;

- reap benefits from responsible and sustainable purchases management (lower costs and higher revenue for the business);

- set performance indicators allowing this management to be evaluated;

- enhance transparency and ethics in procurement processes.

Familiarity with the entire supply chain is important in order to implement effective improvement actions. Consequently, ACCIONA seeks to identify the main suppliers with which it may sign comprehensive agreements, those with

the largest sales volume with the Group, and those that are critical for the proper conduct of the activity.

In 2012, the number of ACCIONA suppliers stood at 28,656 of which 7.98% had sales to the Company totaling more than €100,000 a year.

For some supplies and services that are common to most of the divisions of ACCIONA an effort has been made to sign framework agreements beneficial to both the Company and the vendor. The remaining principal materials, equipment, and services purchased are those that are specific to and necessary for the activity of each division.

ACCIONA promotes contracting with local suppliers, strengthening their capacities and contributing to the economic development of the communities where they are based. In addition, the development and integration of local suppliers makes it easier to obtain supplies and services, especially those that are the most essential and basic, providing for greater flexibility and ensuring optimum response times. This relationship generates mutual benefits, as it also has a positive effect on the growth of implementation areas, guaranteeing the existence of close ties.

BREAKDOWN OF SUPPLIERS BY DIVISION, 2012		
DIVISION	TOTAL	LOCAL
ACCIONA, S.A.	678	92.77%
INFRASTRUCTURE ⁽¹⁾	13,873	98.06%
ENERGY	5,994	89.64%
AGUA	1,174	85.60%
LOGISTICS ⁽²⁾	1,781	89.76%
SERVICES ⁽³⁾	4,079	97.34%
OTHER BUSINESSES ⁽⁴⁾	1,077	93.69%
TOTAL	28,656	92.41%

⁽¹⁾ Includes Real Estate.

⁽²⁾ Includes Trasmediterranea and Forwarding.

⁽³⁾ Includes ACCIONA Environment Services, ACCIONA Urban Services, ACCIONA Environmental and Urban Services, ACCIONA Facility Service, ACCIONA Airport Service and EROM.

⁽⁴⁾ Includes GPD, Wineries and Bestinver.

In 2012, ACCIONA Agua began monitoring local contracts in its pre-award comparative studies to promote contracting with local suppliers, as another criterion to be taken into account in awarding contracts.

ACCIONA has identified a series of critical suppliers, whose level of criticality is determined by the type of risk that they pose for the Company and their potential impact on its businesses:

- Economic risk. Suppliers with an annual sales volume from ACCIONA above €300,000 are considered critical.
- Country risk. Suppliers are considered

critical when their origin or the source of the supply is in a country not belonging to the OECD.

- Activity risk. Suppliers are considered critical when the nature of the supply or the service that they provide is considered critical by ACCIONA.
- Other risks. Each division has identified the suppliers that pose a risk for the correct operation of its businesses due to their degree of technological or economic dependence, or given that they are irreplaceable, or because of their reliance on subcontractors, or for reasons of quality associated with the end product, etc.

CRITICAL SUPPLIERS BY LINE OF BUSINESS		
DIVISION	CRITICAL	%/TOTAL
ACCIONA, S.A.	58	8.55
INFRASTRUCTURE ⁽¹⁾	376	2.71
ENERGY	869	14.50
AGUA	95	8.09
LOGISTICS ⁽²⁾	21	1.18
SERVICES ⁽³⁾	824	20.20
OTHER BUSINESSES ⁽⁴⁾	21	1.95
TOTAL	2,264	7.90

⁽¹⁾ Includes Real Estate.

⁽²⁾ Includes Trasmediterranea and Forwarding.

⁽³⁾ Includes ACCIONA Environment Services, ACCIONA Urban Services, ACCIONA Environmental and Urban Services, ACCIONA Facility Service, ACCIONA Airport Service and EROM.

⁽⁴⁾ Includes GPD, Wineries and Bestinver.

By working with certified suppliers and contractors, ACCIONA is assured of the professionalism, quality, and sustainability of the supplies and services that they offer. For this reason, bid documents include clauses that positively value bidders' possession of quality, environmental, and safety and health certificates. In 2012, ACCIONA Energy sent a letter to 147 suppliers recommending that they become certified. This letter focused especially on suppliers of critical materials and contractors.

For ACCIONA, working with certified suppliers and contractors is a guarantee of professionalism, quality and sustainability

The following table provides the data available for the companies in the Group:

COMPANY	ISO 9001	ISO 14001	OHSAS
ACCIONA WINDPOWER	82.00%	39.00%	20.00%
ACCIONA AIRPORT SERVICES	100.00%	100.00%	n/a
BESTINVER	14.91%	6.21%	2.48%
ACCIONA INFRASTRUCTURE MAINTENANCE	44.48%	30.81%	3.44%
ACCIONA ENGINEERING AND FACILITIES	27.50%	67.50%	9.00%
ACCIONA REAL ESTATE	41.00%	65.00%	12.00%
ACCIONA INFRASTRUCTURE	39.08%	20.11%	8.85%
ACCIONA AGUA	57.31%	10.29%	1.75%
ACCIONA ENERGY	64.58%	37.85%	21.10%
H. A. BARCELÓ	93.00%	29.00%	3.00%
GPD	3.92%	1.82%	n/a
ACCIONA SAFETY SYSTEMS	20.00%	20.00%	20.00%

NOTE: Percentage of main or critical suppliers and/or contractors for which these certifications are controlled and monitored.

IDENTIFYING RISKS ASSOCIATED WITH PROCUREMENT PROCESSES

In procurement processes, ACCIONA distinguishes between two types of risks: operational risks and social risks. Operational risks are those that are linked to the results of the business and refer to the supplier-customer relationship during the procurement process, while social risks refer to sustainability criteria (mitigating the environmental impact, respect for internationally recognized human and labor rights, transparency, and ethics/good governance in procurement processes).

In 2012, on the basis of these considerations, ACCIONA carried out an assessment of its supply chain through different initiatives, which are described below.

Risk matrix in procurement and payment processes

The Company has developed a matrix that includes the procurement and payment processes and in which, through a detailed analysis of all the subprocesses and activities involved in procurements and payments, the risks that may arise in carrying out these activities have been identified. Once the risks were identified, the corresponding controls were entered into the matrix.

In addition, a function-segregation matrix was developed in order to avoid the presence of people at moments during the process when they might undermine its transparency, so as to avoid any risk of noncompliance with the norms and procedures that have been established.

Adapting corporate regulations to the systems (ERP) and procedures of Group companies

The Corporate Procurement Standard (NCC001) specifically establishes ACCIONA's position with regard to sustainability as it relates to procurement and refers to our commitment to ensuring ethical behavior by employees who take part in procurement processes. It also sets forth the requirements and guidelines that employees are to abide by in terms of conduct when carrying out their work, and it expressly sets forth how conflicts of interest are to be avoided in the procurement process.

ACCIONA transfers these principles to its internal process-management systems (ERP) in terms of the design and control of procurement processes and of the Vendor Master Record. In 2012, the implementation of the SAP was broadened to the international level (ACCIONA Energy Poland and Portugal, ACCIONA

Agua Italy) and to other divisions (ACCIONA Service).

Self-Evaluation Questionnaire on Corporate Responsibility and Sustainability in the Supply Chain and supplier rating

Since it was introduced in 2010 to disseminate ACCIONA's sustainability criteria to its suppliers, the Self-Evaluation Questionnaire on Corporate Responsibility and Sustainability in the Supply Chain has served to shed light on the practices of ACCIONA's suppliers in these matters. In 2012, the scope of the questionnaire was broadened, and it was sent to suppliers that had sales to the Group above €100,000 in 2011, including foreign suppliers.

In 2012 the questionnaire was sent to 2,495 suppliers, of which 35.11% responded. Since this methodology was introduced, 4,310 questionnaires have been sent, of which 37.33% have been answered.

Based on the responses obtained for the self-evaluation questionnaire, a CR and sustainability rating has been assigned to 1,609 suppliers, who have received an average A-. In ACCIONA's ERP, the Vendor Master Record form includes a field to record the supplier's sustainability rating.

Supply chain risk map

In 2012, on the basis of an analysis of 3,756 suppliers with 2011 sales to ACCIONA Spain above €100,000, the Company formulated a risk map of its supply chain. The purpose of the Risk Map is to identify the current position of the main partners and detect risks within the supply chain in order to prevent inappropriate practices, control and manage supplier relationships and, especially, determine points of improvement in order to offer training and information on these matters to the Company's partners. In formulating this map, the following considerations were taken into account:

- Economic risk (level of economic dependence)
- Activity risk (workplace risk prevention and environment)
- Country risk (overall, corruption, human rights and environmental legislation)
- Supplier-type risk.

Most ACCIONA suppliers are in the medium-to-low risk segment, and no supplier was detected that poses a high risk for ACCIONA.

By improving its risk management systems, ACCIONA ensures transparency in contracting processes, evaluates its suppliers' capacities, and practices and cooperates with them to overcome possible limitations, transmitting its values and ensuring that minimum principles are complied with so as to guarantee that it has a responsible supply chain.

By improving its risk management systems, ACCIONA guarantees the transparency of contracting processes

RESPONSIBLE MANAGEMENT INITIATIVES AND ACTIONS IN THE SUPPLY CHAIN

ACCIONA has implemented different responsible management and risk control initiatives:

- Dissemination of Ethical Principles for suppliers, contractors and partners
- Formulation of a new supplier Approval and Evaluation Procedure
- Supplier audit plan
- Communication with, and training and incentives for, suppliers.

Ethical Principles for Suppliers, Contractors and Partners, and Ethics Channel

In 2012, the Ethical Principles for Suppliers, Contractors, and Partners, approved the preceding year together with ACCIONA's code of conduct, were translated into seven languages and published on ACCIONA's website in order to reach most of the Group's suppliers in their own languages. These principles cover issues related to transparency and ethics, human and social rights, health and safety, and quality and the environment. Together with these

principles, an Ethics Channel has also been made available to suppliers.

By circulating these principles among more than 12,000 domestic and international suppliers, ACCIONA intends to encourage suppliers to align themselves with its own positions. In addition, the Company recommends that its suppliers adopt specific policies to guarantee that these principles are abided by.

Ethics clauses in orders, contracts, and bid terms of reference: a commitment to ethical behavior

In 2012, ACCIONA reviewed the ethics clauses that it includes in all orders, contracts, and bid terms of reference in order to ensure that they specifically refer to its Ethical Principles for Suppliers, Contractors, and Partners. Also in 2012, the clauses were included in more than 10,000 requests for bids and tenders. The purpose of this inclusion is to be able to terminate contracts with suppliers whose activities are not guided by corporate responsibility and sustainability criteria in line with ACCIONA's standards. In 2012, no suppliers or contractors were found to be violating or jeopardizing compliance with these clauses in any of the Group's divisions.

The clauses also call for making the Ethics Channel available to suppliers and contractors so as to allow them to report any irregular practice constituting a violation of these principles.

One of the ethics clauses refers to ACCIONA's commitment to the Global Compact. In the final phase of negotiations with suppliers, special emphasis is placed on encouraging supplier adherence to the initiative. In 2012, ACCIONA Infrastructure and ACCIONA Energy sent out information on the Global Compact, leading to 140 and 45 suppliers to adhere to it, respectively. Meanwhile, ACCIONA Agua provided information on the Global Compact and access to the Compact's website through emails.

Supplier Approval and Evaluation Procedure

ACCIONA has devised a corporate approval and evaluation procedure for suppliers setting forth the process to be followed, defining criteria and assigning responsibilities stemming from this process. This procedure, which will take effect in 2013, serves to define the relevant policy to be followed by the remaining companies in the Group.

The aim of the approval process is to ensure that any third party that sells goods or services to ACCIONA is qualified in accordance with transparency and ethics, human and social rights, health and safety, and quality and environmental standards.

The procedure identifies the suppliers that must be approved on the basis of what are considered to be risk factors:

- Economic risk
- Country risk
- Activity risk
- Qualification-level risk, based on evaluations of supplies and/or services
- CR and sustainability risk.

The procedure also sets forth types of approval and defines the minimum criteria for receiving approval according to the type of risk that a supplier poses to ACCIONA.

The evaluation is conducted according to criteria based on timeliness, workplace risk prevention, quality, the environment, compliance with administrative requirements, and technical capacities.

Evaluations are conducted when an order or service is received, and they serve to assign a score on the order or service delivered, which is used in making decisions on subsequent awards. The use of these scores - A, B, C or D - avoids issuing new contracts to the suppliers with the lowest ratings (type D).

In addition to evaluations, ACCIONA conducts both internal and external audits of its suppliers, depending on the activity carried out by each company.

DIVISION	AUDITS AND EVALUATIONS CONDUCTED IN 2012
ACCIONA Infrastructure	9,107 evaluation reports of 3,179 suppliers (i.e., 63% of orders have been evaluated) Has conducted visits to workshops and factories and audits of suppliers in Chile, Mexico, Brazil, and Canada
ACCIONA Facilities	Has carried out 546 evaluations of 239 suppliers (47% of orders have been evaluated)
ACCIONA Energy	35 supplier audits completed and 22 currently underway. In addition, through the Quality Department, audits have been conducted of operations and maintenance (O&M) services contractors and of assembly processes
ACCIONA Windpower	Conducts audits of its suppliers linked to the end product, in terms of both quality and the environment (48 audits). Assembly audits have been conducted (Spain, Croatia, and Poland)
ACCIONA Infrastructure Maintenance	209 evaluations conducted
ACCIONA Facility Services	Conducts audits on suppliers as part of SA8000 certification, OHSAS certification and ISO 14001
ACCIONA Agua	Conducts audits of suppliers which, upon registering, do not provide documentation on ISO 9001 and 14001 certifications
ACCIONA Airport Services	Suppliers with a significant environmental impact are inspected quarterly for compliance with ISO 14001 standards as well as applicable legislation
ACCIONA Real Estate	50 evaluations conducted
H.A. Barceló	Has conducted a total of 60 audits through the Quality and Environment Department, covering 28% of suppliers. All suppliers and contractors go through an initial evaluation

2012 Audit Plan: verification of quality of questionnaire responses

In 2012, ACCIONA introduced an Audit Plan that aims to increase the number of audits conducted and to ensure that audits incorporate corporate responsibility and sustainability criteria.

After the CR and sustainability questionnaire had been conducted, a group of suppliers that had responded were selected for a pilot verification of their responses and were asked to give evidence backing up those responses. Of the 1,609 questionnaires answered between 2010 and 2012, 229 suppliers from the different divisions were selected. In the last quarter of 2012, verifications were carried out on 64.19% of the selected suppliers. Some audits are currently underway.

COMMUNICATION WITH, AND TRAINING AND INCENTIVES FOR, SUPPLIERS

ACCIONA is strengthening communication links and mutual awareness with its suppliers, by enhancing communications channels, ongoing treatment, and training, in order to share the best practices and the positions of its companies in these matters. To this end, in addition to the Ethics Channel, it has made an email address available to its suppliers, proveedores@ACCIONA.es, where they can send comments or questions on any issue.

Following the 2011 launch of the Suppliers Campus at ACCIONA's Corporate University, the Training Pack was completed in 2012, with a total of five online courses designed specifically for suppliers, in order to give them training on the main issues related to sustainability.

In 2012, four invitations were sent to selected suppliers who had answered the CR and Sustainability Self-Evaluation Questionnaire, in order to enhance their knowledge of and promote good practices in these areas. To encourage supplier training, the Company offers these courses to suppliers free of charge and assumes the cost of the courses. There is no limit on the number of people who can register. Of the suppliers who were invited this year, 30.8% registered.

COURSE	SUPPLIERS REGISTERED	PEOPLE REGISTERED
CR and Sustainability in the Supply Chain (available in Spanish, English, and Polish)	228	328
Equality and Prevention of Discrimination	136	306
WRP in the Supply Chain	107	278
Disabilities	47	61
Code of Conduct	48	64
TOTAL	566	1,037

Moreover, in 2012, four issues of the ORP quarterly bulletin for suppliers were published in bilingual (Spanish-English) format and were sent to the email addresses of more than 12,000 suppliers in every division, including international divisions, in addition to more than 3,000 ACCIONA employees. The bulletin may be requested at boletinproveedores@ACCIONA.es, where, in addition, partners may

send comments on matters or content that they deem of interest as well as questions.

In addition, in 2012 ACCIONA invited 251 persons responsible for procurement, from every division, to take the online course on corporate responsibility and sustainability in the supply chain. Employees responsible for procurement at ACCIONA Corporation, Energy, Agua and Infrastructure have incorporated their objectives, for compliance with the SMP relative to the value circle, into performance evaluation for 2012.

SUSTAINABILITY CRITERIA IN MANAGEMENT AND IN PROCUREMENT PROCESSES

In 2012, by putting together a Sustainable Products and Services Catalogue, ACCIONA created a key tool for implementing a responsible management process that will favor the acquisition of products and contracting of services which are environmentally friendly and have been manufactured or generated under socially just conditions.

The Sustainable Products and Services Catalogue favors eco-friendly and socially responsible procurement

The catalogue defines the criteria for determining which suppliers and/or products and services may be considered sustainable; identifies the tools for verifying compliance by these suppliers, products and services; and sets forth the procedure for incorporating new products and services. Once the criteria and guidelines for incorporating items into the catalogue have been defined, the different divisions identify goods and services based on three types of responsible procurement:

- **Green Procurement.** Environmental criteria for reducing to a minimum the impact of the Company's activity.
- **Social Procurement.** Social criteria for ensuring quality and employment, favoring the hiring of people with different capacities, and eliminating discrimination.
- **Ethical Procurement.** Criteria that ensure decent working conditions and respect and support for local communities where the Company's activity is carried out (fair trade) and promote anti-bribery and corruption efforts.

The catalogue also includes an appendix with the principal labels and recognized seals that comply with environmental, ethical, and social requirements.

In 2013, the catalogue will be disseminated in order for all employees involved in procurement to incorporate it into their daily routine.

One of the main objectives in preparing the catalogue was for ACCIONA's principal divisions to carry out, in 2012, the first bids and purchases based on the catalogue.

Renewable energy sourcing

ACCIONA is committed to renewable sourcing of electricity contracted in Spain. In 2012, the amount of green energy contracted increased by 4% compared with the previous year, and the Group had 572 points of supply. In addition, 488GWh of energy was purchased, 58% of which was green-source energy, as was attested to by the issuance of the Certificate of Guarantee of Origin by Spain's National Energy Commission (CNE). It is estimated that contracting in 2013 from the nine points of supply (50 GWh/year) with a renewable source guarantee will translate into a 7% average cost saving.

Supplies of raw materials for biodiesel

The Caparrosa and Bilbao (Spain) biodiesel plants obtained sustainability certification in accordance with the requirements of the International Sustainability and Carbon

Certification (ISCC) for biofuels and bioliquids, ensuring that all oil supplied to ACCIONA Energy's biofuel plants will be backed by the corresponding sustainability certifications.

Eco-efficient vehicles in ACCIONA's fleet

In 2012, 213 new eco-efficient vehicles were incorporated into the fleet of the Group's companies, bringing to 586 the number of vehicles of this type (31.69% of the total). In addition, ACCIONA carried out a bid on the renewal of the rental agreements on its fleet of vehicles, and the bid rules contained a clause positively valuing tenders that included proposals to increase the percentage of eco-efficient vehicles in the fleet. As a result, the rental of the basic eco-efficient model that is the most widely used in the fleet will translate into savings of 28% in fees.

Sustainable wood

ACCIONA's commitment to using certified wood continues to affect all facets of procurement management. Clauses are being introduced to ensure this type of supply, and in negotiation processes this requirement is taken into account. A certified origin of wood is a criterion for awards.

ACCIONA Infrastructure is taking corrective actions through the Corrective/Preventive

Actions Report with regard to the use of certified wood (AC/AP: 2010-02). The purpose of this is to implement necessary processes regarding the use of wood and wood byproducts with a certificate of sustainable forest management, starting with the planting and provisioning phase. In 2012, approximately 1,249.27 metric tons of wood consumed by ACCIONA Infrastructure was certified.

Energy efficiency

Some divisions of ACCIONA have incorporated efficiency-related issues into their procurement criteria. For example, Agua and Infrastructure modified their procurement procedures in 2012 to include energy efficiency criteria in the acquisition of equipment and materials. Moreover, in its projects, ACCIONA Facilities has opted for air-conditioning and lighting solutions that translate into improvements both in terms of the yield of the facilities and in terms of reduced consumption.

Contracting with special employment centers

In light of its continued commitment to encourage the employability of differently-abled groups, in 2012 the Company made it a priority to contract the supply of products and services from SECs in order to enable differently-abled people to

enter the labor market. The contract for the supply of safety materials and work clothes for Energy, Agua, Trasmediterranea, and Infrastructure was awarded to these centers. For its part, ACCIONA Trasmediterranea contracted an SEC to provide part of its customer service (through a call center).

Commitment to innovation and the environment

Files for purchases of €100,000 or more include a form to analyze, in conjunction with the supplier, the characteristics of the purchase in order to identify innovative components in the design, production and/or utilization of the item being contracted and the operational efficiency of the processes. In 2012, 38 files were processed using this procedure.

In its purchases management, ACCIONA has incorporated mechanisms to detect any type of action that has an environmental component. Consequently, employees responsible for purchases have been asked to report on all orders or contracts with a repercussion on the environment, and a list of environmental actions - intended to serve as a guideline rather than an all-encompassing list - has been provided in order to include contracts related to the environment.

Beyond excellent management

ACCIONA works with an advanced management model, integrating different issues that are important for its stakeholder groups, in order to meet the expectations of its customers and ensure that its activities are economically and environmentally sustainable. The fundamental points of this model are:

- Commitment at all levels of the organization, establishing objectives for improvement, providing needed resources, and recognizing employees' involvement in the improvement of the organization;
- Customer focus. ACCIONA depends on its customers, and it strives to understand their current and future needs, meet their requirements, and exceed their expectations;

- Process-based management. Contribute to ACCIONA's effectiveness and efficiency in achieving its objectives;
- Results-based orientation, continually improving through learning and innovation;
- Corporate responsibility for the environment;
- Mutually beneficial relationships with ACCIONA's stakeholder groups, increasing the capacity to create value.

This commitment has translated into the establishment of objectives for improvement by ACCIONA's divisions and into the framework of its management systems, the most noteworthy of which in 2012 were those indicated in the following table:

OBJECTIVE	DEGREE OF FULFILLMENT
RAISING CUSTOMER SATISFACTION	
ACCIONA Facility Services. Obtaining an average above 3.7 out of 5 in the annual satisfaction surveys	105%
ACCIONA Infrastructure Maintenance. Obtaining a response rate to the customer satisfaction survey above 60%	112% Response rate = 67%
ACCIONA Green Energy. Obtaining a score higher than 3.7 out of 5	122%
IMPROVING PROCESSES	
ACCIONA Agua. Recycling treated water from the Güeñes Wastewater Treatment Plant (WWTP) through the disinfection system for the preparation of polyelectrolyte; elimination of consumption of potable water	100%
IMPROVING THE QUALITY OF PRODUCTS AND SERVICES	
ACCIONA Concessions. Introducing a measurement and control method in attending to and resolving notifications so as to extract conclusions that will make it possible to take improvement actions at the Hospital del Norte	100%
ADVANCING TOWARDS CERTIFICATION OF MANAGEMENT SYSTEMS	
ACCIONA Agua. ISO 50001 certification of the Energy Management System implemented by ACCIONA Agua	100%
ACCIONA Forwarding. Certification as an authorized economic operator	100%
REDUCING THE ENVIRONMENTAL FOOTPRINT	
ACCIONA Infrastructure. Substituted 100% of air conditioning equipment in machinery pools in Spain with R22 refrigerant gas	100%
ACCIONA Energy Mexico. Compliance with the compensation program at ACCIONA Energy Mexico	100%

CERTIFIED MANAGEMENT SYSTEMS

ACCIONA's divisions have management systems (quality, environment, energy, social responsibility, food security) which have been implemented according to applicable national and international reference standards.

In 2012, ACCIONA continued to make progress in certifying these management systems, while those certified in 2011 were maintained and their scope was broadened and new activity centers were certified.

	2009	2010	2011	2012
% of revenue ISO 9001-certified	82	86	88	93
% of revenue ISO 14001-certified	79	83	85	90

In 2012, the following ACCIONA activities, products, and services were certified according to the ISO 9001 and ISO 14001 standards:

DIVISION	ISO 9001 AND ISO 14001 CERTIFICATIONS
INFRASTRUCTURE	100% of construction activity in Spain, Chile, Brazil, Mexico, Colombia, Canada, Poland, and Abu Dhabi 100% real estate development and property management in Spain (100% in Poland in ISO 9001)
ENERGY	98.8 MW installed 100% wind turbines and blades manufactured 100% marketing of green energy
AGUA	62% of water treated (100% in Spain, Italy, and Australia) 100% of water management services
LOGISTICS	100% of transport and international logistics activities in ISO 9001 100% of passenger and cargo transport activities
SERVICES	100% of ACCIONA Environmental activities, ACCIONA Urban Services and ACCIONA Facility Services 100% of handling and ground handling and attention to people with reduced mobility, Spain (100% in Germany in ISO 9001)
OTHER BUSINESSES	100% of event organization 100% of exhibit mounting and museum set-up 100% of the wine produced at the Peñascal, Viña Mayor, Caserío de Dueñas and Palacio wineries (in addition, under ISO 9001: 100% of the Viña Mayor, Caserío de Dueñas and Finca Anzil wineries)

Two new management systems were introduced and certified in 2012 to improve the energy efficiency of activities and installations

In 2012, ACCIONA implemented and certified two new management systems to improve facets of the energy efficiency of its activities and facilities.

ACCIONA Agua was the first company in the water sector to have all of its O&M and services management activities certified under international standard ISO 50001, Energy Management Systems. The following activities have been certified:

- Operation and maintenance of drinking water and urban wastewater treatment plants and brackish and ocean water desalination.
- Management of water supply (catchment, treatment, distribution, customer management) and wastewater services.

In 2012, ACCIONA Infrastructure obtained a double environmental certification (ISO 50001 and ISO 14001) for its R&D Technology Center.

The implementation of these energy management systems makes it possible to identify opportunities for improvement by monitoring energy consumption, which will translate into important financial savings and reduce greenhouse gas emissions, in addition to improving continually efficient and systematic energy management at ACCIONA.

For its part, ACCIONA Facility Services has maintained the certification that accredits its commitment to social responsibility, with a management system that was implemented and has been certified under standard SA8000 since 2001.

Process monitoring and measurement

The Company's main processes are analyzed regularly in order to determine ACCIONA's performance in terms of effectiveness, environmental impact, customer satisfaction, and meeting of targets.

In 2012, it is especially worth noting that 418 internal audits were conducted and 80 customer audits were received.

The audits that ACCIONA receives from its customers and other stakeholders allow it to determine the degree to which its products and services conform to their requirements and expectations.

It should be stressed that ACCIONA Facilities and ACCIONA Facility Services (Portugal) were declared strategic suppliers in the utilities sector after audits were carried out by an external third party. The outcome of both audits was fully satisfactory, and was above average in terms of corporate social responsibility, quality, environment and workplace risk prevention, in the case of ACCIONA Facilities, and in all issues that were audited, in the case of ACCIONA Facility Services.

Tools for improvement: sharing positive experience

ACCIONA's main, ongoing, improvement tools are improvement programs and groups, as well as the identification and dissemination of lessons learned and good practices.

Improvement programs and groups are formed each year to analyze the areas of the organization where there is considered to be room for improvement. In 2012, a total 22 improvement groups were formed (7 more than in 2011).

The lessons learned, and good practices, make it possible to record the work experience of any person when this experience may be useful for others and raises the Company's efficiency.

In 2012, the process of identifying, evaluating, approving, and disseminating lessons learned was consolidated by ACCIONA Infrastructure, which determines procedures and responsibilities and has called for the creation of a committee to evaluate the proposed lessons learned. In the different areas and countries, 90 proposed lessons learned were drawn up and subsequently analyzed by the corresponding Technical Committee. Ten of these proposals were classified as lessons learned and eight as good practices and a decision is pending on 43.

ACCIONA's commitment to the quality of its products and services

The quality of ACCIONA's products and services is essential for the customers and users of those products and services and is thus an absolute priority for the Company.

ACCIONA has established mechanisms making it possible to ensure the high quality of its products and services through timely control activities throughout its value circle:

- Supplier control through the approval and evaluation process and regular audits.
- Quality controls in processes, products, and services: e.g. ACCIONA Energy has the largest renewables control center (CECOER) in the world, which carries out real-time monitoring of the operations of the renewable energy plants managed by ACCIONA (9,593 MW owned by ACCIONA Energy and customers). The work of the CECOER is directly responsible for the attainment of the high availability rates of the facilities: above 98.7%.
- Product traceability, allowing for exhaustive control at any point in the process. In 2012, ACCIONA Energy implemented an application at its biomass plants to track the traceability of raw materials, from supply to utilization, allowing the company to use higher-quality biomass.
- Product certification. Ensures that ACCIONA complies with the strictest international quality standards. In 2012, ACCIONA Blades obtained two certifications (one for products and one for plants) under the Germanischer Lloyd GL2010 standard, "Guide for certification of wind turbines."
- Insourcing of critical processes and products. In 2012, ACCIONA Forwarding created its own customs department at its Madrid and Barcelona offices, allowing it to make 100% of its dispatches from these offices and to give its customers higher quality service. ACCIONA Forwarding's air export and import department is considered one of the best cargo agents in Spain, according to the International Air Transport Association (IATA) rating.
- Innovation to improve the quality of products and services. In 2012, ACCIONA Agua took steps to divide the water system into sectors and provide GPS remote control of various services, making it possible to improve the quality of the water supplied to users.

ACCIONA's commitment to its customers

ACCIONA's overriding aim is to meet its customers' needs and expectations, promoting the establishment of lasting relationships based on a permanent attitude of service, mutual confidence, and value creation. This commitment to its customers is based on the following central elements:

- Two-way communication channels in all the divisions
- Annual improvement targets
- Exhaustive methods to gauge customer satisfaction
- Dealing with and promptly resolving complaints and claims
- Incorporating customer feedback to improve processes, products, and services
- Value-added proposals making it possible to create value for both parties
- Protecting customer health and safety
- Universal accessibility.

COMMUNICATIONS CHANNELS ADAPTED TO EACH CUSTOMER'S UNIQUE NEEDS

All ACCIONA divisions personalize their customer care through various communications channels that have been developed and that are permanently being updated through a bilateral mechanism allowing customer feedback to be taken into account. The chapter on Stakeholder Engagement includes more information on communications channels.

CUSTOMER SATISFACTION IS A FUNDAMENTAL OBJECTIVE FOR ACCIONA

In 2012, ACCIONA continued to take strides to determine customer satisfaction with its products, services and customer care through a broad variety of channels to become familiar with their opinions and record all complaints and claims as well as suggestions on improvements, most notably through surveys and Customer Care Services.

ACCIONA has conducted more than 13,000 direct customer surveys in all of its divisions.

All of ACCIONA's divisions have a customer care service, whether provided by an after-sales department, project manager, area delegate, physical contact point with customers, user advocate or call center, in addition to contact boxes on the different company websites. The user care services of ACCIONA Concessions are unique in that all transportation infrastructure concessions have permanent user care services located at various points along the stretch of highway that they manage. In addition, the Brazilian concession of Rodovia do Açúcar has a user advocate.

After-sales surveys by ACCIONA Facility Services

The after-sales service of the Customer Care Department (DAC) monitors the quality of the service and end-customer satisfaction through telephone surveys of all customers, except those of the industrial division.

Each week, a minimum of 20 calls are made to the centers where ACCIONA

Facility Services provides services. When minor incidents are detected, the area delegate is contacted to solve the issue promptly. If an important failure in the service is detected, an improvement form is filled out and the matter is monitored until it is resolved. The sales department analyzes the outcome of the surveys each month.

Overall satisfaction among ACCIONA customers in 2012 was 83.4%. The breakdown of the satisfaction indexes for different products and services is given below, as percentages:

SATISFACTION INDEX			
ACCIONA PRODUCTS AND SERVICES	2010	2011	2012
Construction projects (domestic) ¹	81.8%	84.9%	83.0%
Construction projects (international) ²	N.A.	85.0%	76.0%
Concession services	N.A.	77.8%	86.9%
ACCIONA Engineering customers	84.0%	87.0%	87.8%
ACCIONA Facilities customers ³	72.1%	76.0%	73.7%
Infrastructure maintenance services	73.8%	81.6%	84.0%
Renewable source of electricity ⁴	91.4%	94.0%	90.0%
Water treatment plant operation and maintenance services	87.1%	86.2%	89.9%
Construction and maintenance of parks and gardens	N.A.	71.0%	81.5%
Real estate assets ⁵	N.A.	63.3%	63.3%
Handling and ground handling services ⁶	81.4%	82.6%	84.9%
Logistics services ⁷	N.A.	77.2%	N.A.
Maritime transport services ⁸	81.1%	81.5%	77.3%
Urban solid waste collection and treatment services ⁹	N.A.	90.0%	75.2%
Cleaning, maintenance and helpdesk services ¹⁰	77.4%	76.1%	92.2%
Exports, direct sales, food sales channels and hotel, restaurant and catering service channels of HAB wineries	91.9%	82.0%	86.0%
Security device and system installation and maintenance services	N.A.	N.A.	75.0%
Renewable Energies Operation and Maintenance (EROM)	N.A.	N.A.	80.9%

¹ Lower response level than in 2011.

² The evaluation criterion was modified in 2012 so as to align it with Infrastructure domestic business.

³ ACCIONA Facilities includes the Energy line of activity (not included in 2011).

⁴ In 2012 the response rate was significantly higher than in 2011.

⁵ Surveys conducted every two years (last survey in 2011).

⁶ Inclusion of the walkways and people with reduced mobility (PRM) lines of activity.

⁷ Last satisfaction study carried out in 2011.

⁸ The Consigna line of activity not taken into account (was included in 2011).

⁹ Number of responses much higher than in 2011.

¹⁰ Includes satisfaction of the VIP-DAC services (not included in 2011).

It should be noted that:

- ACCIONA Infrastructure obtained a 100% overall rating on the construction project at the Baja California Sur III internal combustion plant, with the Company being considered “much better” than others in the sector
- ACCIONA Airport Services obtained a 99% degree of satisfaction from reduced mobility customers served at Menorca airport
- Hijos de Antonio Barceló received high overall ratings of 97% and 99% in the Direct and Food channels, respectively.

In certain products and services, the satisfaction indexes decreased, for the following reasons:

- An important increase in the size of the sample at ACCIONA Facilities and ACCIONA Urban Services
- A change in the rating criteria (from a semantic to a numeric criterion) at ACCIONA Infrastructure International.

ACCIONA's divisions have procedures, within the sphere of their management systems, to receive and deal with customer

complaints and claims. The ultimate objective is customer satisfaction, through the rapid resolution of issues that arise in their dealings with ACCIONA.

CUSTOMER FEEDBACK AS AN OPPORTUNITY TO IMPROVE

All ACCIONA divisions use information received from their customers as a tool to improve their products, processes, and services, working to eliminate the root cause of the complaints and claims and to incorporate suggestions that will allow customers' needs, expectations, and concerns to be taken into account.

Outstanding actions in 2012 include the following:

- ACCIONA Green Energy. Improving the energy-sales website, in response to a suggestion from some customers who visited it in 2011/2012, including with new features.
- ACCIONA Concessions. Hospital del Norte: as a result of a review of customer claims, the Hospital del Norte concessionaire company set as an objective for 2012, for the food business, the implementation of pre-conditioned carts to improve the temperature of food in hospitalization plans thereby optimizing service quality.

VALUE-ADDED PROPOSALS TO STRENGTHEN THE CUSTOMER RELATIONSHIP

To improve customer satisfaction, ACCIONA made progress in 2012 in presenting new value-added proposals, offering customers products and services that raise the efficiency of its processes and decrease the environmental impact of its activities, as well as encouraging the responsible use and consumption of available resources.

Eco-efficient housing

In 2012, ACCIONA Real Estate promoted the Parque Reforma development in Cumbres de Santa Fe (Mexico), delivering 140 houses with the “Efficiency” certificate, under Mexico City's Sustainable Certification and Environmental Efficiency Program.

Proposals to raise energy efficiency

Through its ACCIONA Green Energy Development subsidiary, ACCIONA offers its customers energy audits to detect opportunities to optimize their energy consumption and advice on the most efficient type of contract.

ACCIONA Facility Services offers its customers energy consumption management and the selection and supply

of the most suitable energy source for each case, thereby optimizing consumption, raising transformation output and ensuring efficient energy use. In 2012, various audits of automobile factories were carried out, identifying important opportunities to save energy with the consequent reduction in associated costs.

ACCIONA has developed a new carbon-neutral event system: the final balance of CO₂ emissions equals zero

Carbon-neutral events for customers

In 2012, ACCIONA's General de Producciones y Diseño (GPD) division established a new sustainable event model: the carbon-neutral event for customers (www.eventossostenibles.com). Carbon-neutral events carried out this year include the ACCIONA shareholders' meeting, Music Day, Vodafone's MOVE12 and the Christmas 2012 Multimedia Show of the Seville city government.

"Carbon neutral" means that the CO₂ emissions associated with designing, producing, organizing, and holding an event have a net zero effect. The idea is, firstly, to reduce CO₂ emissions through an analysis of CO₂ sources and the implementation of a sustainability plan for the event, with preventive and corrective actions that help considerably diminish such emissions. In addition, the emission rights needed to offset the CO₂ generated at the event are acquired, and the credits are deposited in voluntary carbon markets.

GPD also selects suppliers and contractors to carry out and prepare these events, for which it takes into account environmental, social and ethical criteria. The most noteworthy supplies and services contracted according to sustainability criteria include the following:

- Paper supply with chain of custody in accordance with Forest Stewardship Council (FSC) and Programme for the Endorsement of Forest Certification (PEFC) standards
- Printer toner acquired from a special employment center
- Catering with a fair trade certificate
- Sustainability consulting and advice at events, and sustainable management
- Energy efficiency through the use of LED lighting.

Special attention has been placed on environmental training and awareness for all suppliers in the events area, who are given a guide of good practices and a questionnaire allowing them to calculate CO₂ emissions.

Local contracting is promoted in the countries where the activity is conducted. During the preparation of the Qatar expositions in 2012, local suppliers were contracted. Audits were conducted on these contractors, who were required to sign ACCIONA ethics clauses.

GPD's challenge for 2013 is to obtain ISO 20121 certification in sustainable event management.

Ecological wines

In 2012, Hijos de Antonio Barceló registered 7.5 hectares of vineyard land under ecological agriculture precepts in Spain's Ribera del Duero wine-producing region.

Promotion of responsible resource consumption

Not only does ACCIONA offer its customers environmentally friendly products and try to extend its commitments in this regard to its value circle, but it also promotes responsible resource consumption among its customers. For example, in 2012, ACCIONA Agua conducted a campaign to promote responsible water consumption among the inhabitants of Cáceres (southwest Spain).

Under the slogan, *We all gain by saving water: The solution doesn't always fall out of the sky*, ACCIONA Agua, together with Cáceres city hall, and the support of the *Excelencia Hidranatura* campus of the University of Extremadura, conducted a series of activities to raise awareness among the residents of Cáceres and surrounding areas on the importance of adopting habits to save water.

The campaign was supported by:

- Publicity marquees and billboards, newspaper inserts and spots on local radio stations

- Creation of a website, *www.caceresahorraagua.com*, to allow interested parties to monitor the level of the Alcántara and Guadiloba reservoir and compare current water consumption with that of previous years
- Creation of a public profile in Facebook and Twitter
- Holding of a sporting event, the "People's bicycle race", for participants to see the level of the reservoir first-hand and thus become aware of the need to limit their water consumption, and
- Talks and training workshops.

Thanks to this campaign and other actions carried out by ACCIONA Agua together with Cáceres city hall in 2012, water consumption during the summer period decreased by 2.8% on the previous year, representing a saving of 111 million liters.

The Company encourages
**responsible resource
consumption** among its
customers



CUSTOMER HEALTH AND SAFETY

ACCIONA products are made and built, and its services rendered, with maximum rigor, according to quality standards established by the Company and set out in the corresponding norms and regulations, with the required inspections carried out.

To protect the safety and health of its customers, ACCIONA:

- Conducts regulatory inspections and complies with applicable requirements
- Incorporates elements to provide even greater safety
- Analyzes critical points and carries out product quality control
- Continually monitors facilities
- Implements and certifies safety management systems, and
- Informs customers on the safe use of the products and services it offers.

In addition, safety management systems have been implemented to ensure that the activity is carried out according to

international standards established for each sector:

- ACCIONA Airport Services. implemented in 2012 a safety management system according to the IATA Safety for Ground Operations (ISAGO) standards; certification is expected in 2013.
- Hijos de Antonio Barceló. A total of 79% of its revenue is certified according to British Retail Consortium (BRC) food safety standards and International Featured Standards (IFS Food Standards).
- ACCIONA Facility Services. Has been ISO 22000-certified since 2007 regarding its sanitation activities at food plants.
- ACCIONA Forwarding. Was certified in 2012 as an authorized economic operator (AEO). This certification aims to increase security in the international logistics chain and prevent the risks of a terrorist threat.
- ACCIONA Trasmediterranea. Has a safety management system whose procedures are approved by the General Merchant Marine Directorate and which was designed in accordance with the

International Safety Management Code providing for the safe operation of ships and for pollution prevention (IMS Code) developed by the International Maritime Organization.

ACCIONA takes timely communications actions to inform its customers on the safe use of its products and services. For example, Hijos de Antonio Barceló includes the degrees of alcohol and the presence of allergens (SO₂) on its labels. In 2012, Viña Mayor included in the design of its labels a QR (quick response) or BIDI (bidimensional) code, through which the consumer may gain access, in real time, to a complete product sheet. In addition, Hijos de Antonio Barceló has joined the "Wine in Moderation" program, an initiative of the European winemaking sector aimed at promoting moderation and responsibility in wine consumption and contributing to prevent excessive or inappropriate consumption of alcoholic beverages in Europe.

In 2012, ACCIONA received no reports of incidents related to compliance with legal regulations or voluntary codes relative to the impact of its products and services on customers.

ACCESSIBILITY FOR ALL

ACCIONA collaborates closely with Spain's ONCE Foundation to incorporate universal accessibility into the Company's products and services. In 2012, ACCIONA continued to make progress in developing this commitment. The most important actions were the incorporation of the braille system into all back labels of its Viña Mayor line of products in Ribera del Duero, and Rueda and Toro appellations of origin. Following the advice given by ONCE, the brand intends to eliminate the barriers that visually impaired people often encounter in their everyday activities.

ACCIONA works with the
ONCE Foundation
to ensure **universal access**
to its products and services

