

AIRPORT SERVICES

**YOUR PARTNER IN
AIR TRANSPORT**

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ACCIONA, pioneers in development and sustainability

ACCIONA is one of Spain's leading corporations, a front-runner in promoting and managing infrastructures, renewable energies, water and services. The Company goes back a hundred years and is made up of 30,000 professionals, and it is to be found in thirty countries on five continents. ACCIONA is an Ibex-35 listed company and an industry benchmark. In 2011, it posted 6.46 billion euro in revenues.

ACCIONA's position as a pioneer in sustainability and development expresses its ability to use its full range of business activities to respond to the challenges posed by sustainable development. Among other specific commitments, ACCIONA sets out to gradually reduce its carbon footprint and lead the way towards a low-carbon economy. As a result, ACCIONA's activities and businesses avoided 11.7 million metric tons of CO₂ emissions to the atmosphere in 2011.

ACCIONA's strategy revolves around sustainability principles and social wellbeing as vectors for economic growth, environmental balance and social progress. This commitment is underscored by the fact that the Company is a component of several highly reputed sustainability indices, such as the Dow Jones Sustainability World Index (DJSI World) and the Dow Jones Stoxx Sustainability Index (DJSI Stoxx), in which ACCIONA obtained the highest score in its sector. In 2012 it ranked 37th — the top Spanish company— in the Global 100 Most Sustainable Corporations in the World, a table compiled by Corporate Knights.

ACCIONA's has consolidated its bet on innovation by stepping up investment and coming up with more and more projects, programmes and resources. Our intention is clear: we aim to continue to lead the field in more sustainable solutions and alternatives.

end-to-end solutions and high valued-added

ACCIONA Services' ability to adapt seamlessly to market demands makes it the service partner of choice for leading IBEX-35 companies.

ACCIONA Services is an ACCIONA division dedicated to managing logistics, transport, cleaning, security and maintenance services for facilities and green spaces (parks, gardens, etc.). The division's activities are focused on the man and woman on the street, and are channeled through public administrations and/or private and public companies and institutions. ACCIONA

Services' strategy consists of using its services to contribute to environmental sustainability and quality, by delivering end-to-end solutions both in Spain and overseas. Thanks to innovation and the development of management programs, the Company leads the way in end-to-end solutions. ACCIONA Services' core activities are as follows:

- Airport Services.
- Facility Services.
- Forwarding.
- Interpress.
- Environment.
- Rail Services.
- Urban Waste.
- Urban Services.
- Security Systems.
- Barceló.
- Erom.



the strength of a large group

ACCIONA Airport Services

is a services company and one of the main independent handling operators in Germany and Spain.

ACCIONA Airport Services started its handling activities in Spain in 1993 and today, it is a young and dynamic company aiming to achieve a growth based on the quality of service, security and innovation in its handling processes.

ACCIONA Airport Services is part of the logistic and transport services division of ACCIONA, leader group in infrastructures and services tailored towards a sustainable development and social welfare.

ACCIONA Airport Services, throughout its network, provides services designed according to the individual needs of each airline. The independence from the airport where it operates

or from the predominant airline in it, allows ACCIONA Airport Services to count with great flexibility when adapting to the needs of all types of airlines and to keep close attention to the needs of its customers.

The Company is present at
nine airports and assists more
than 200 customers in the cities
of Madrid, Las Palmas, Ibiza,
Menorca, Palma de Mallorca,
Frankfurt, Berlin and Hamburg



Commitment to people, quality and innovation

In ACCIONA Airport Services the orientation of the processes to the satisfaction of the needs and expectations of its customers it is considered fundamental, demonstrating the fact of having been the first handling agent in Spain to implement and certify a quality system management according to the ISO 9001 regulation.

It has also been a pioneer in the certification of the environmental management system according to ISO regulation 14001, designing for it an integration of both systems, quality and environmental management, according to the guidelines

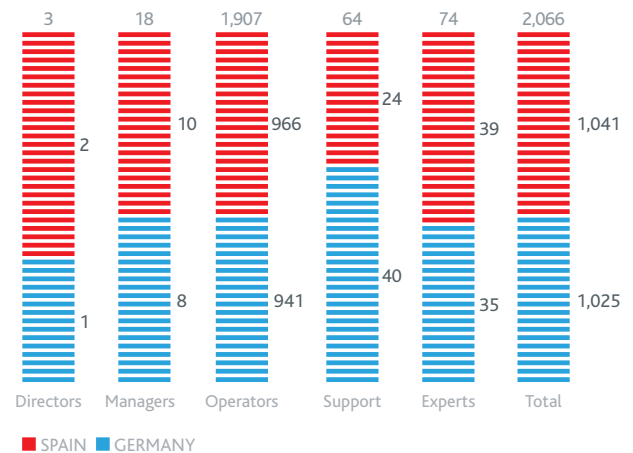
set by the sustainability policy of ACCIONA Group.

Commitment to this policy covers not only the main activity of the Company, the handling; air-bridge operations in Palma de Mallorca and Las Palmas, as well as the attention to passengers with reduced mobility in Menorca, have been certified both in quality and environment, during the first year of delivery of such services.

At German Airports where ACCIONA Airport Services provides services a quality system has been implemented according to ISO 9001 regulation.

ACCIONA Airport Services has its own prevention service that supervises activities and decisions in technical processes and in the chain of command, to ensure the protection of the workers.

Employees





Key figures

NUMBER OF HANDLING

ACCIONA Airport Services carried out 104,902 handlings during the year 2011.

CLASSIFICATION OF THE COMPANY

ACCIONA Airport Services is registered at the Official Registry of Classified Companies with the following classifications:



Products and services

ACCIONA Airport Services, throughout its airports network, provides passenger, ramp, cargo and other handling services outside the airport premises, which become an extension of those activities carried out inside the airport.

- Passenger Handling.
- Operations Handling.
- Ramp Handling.
- Cargo Handling.
- General Aviation Handling.
- ATO. Airport Ticket Office.
- De-Icing Handling.
- PRM Handling.
- Air-Bridge Handling.
- Off Airport Handling.

ACCIONA Airport Services provides the following services:

///// HANDLING		PASSENGER SERVICE	OPERATIONS	RAMP	CARGO	GENERAL AVIATION	ATO. AIRPORT TICKET OFFICE	DE-ICING	PRM (*)	AIR-BRIDGE (*)
SPAIN	Madrid - Barajas (MAD)	✓	✓	-	-	-	-	-	-	-
	Palma de Majorca (PMI)	✓	✓	✓	✓	-	✓	✓	-	✓
	Ibiza (IBZ)	✓	✓	✓	✓	✓	✓	✓	-	-
	Menorca (MAH)	✓	✓	✓	✓	✓	✓	✓	✓	-
	Las Palmas (LPA)	-	-	-	-	-	-	-	-	✓
GERMANY	Frankfurt (FRA)	✓	✓	✓	-	-	-	-	-	-
	Berlin Tegel (TXL)	✓	✓	✓	-	✓	-	-	-	✓
	Berlin Schönefeld (SXF)	✓	✓	✓	-	✓	-	-	-	-
	Hamburg (HAM)	✓	✓	✓	-	-	✓	-	-	-

(*) Outsourced by AENA.







Through its activities and services the Company is a global solutions supplier able to satisfy a wide range of needs

01. PASSENGER HANDLING

Assistance to passengers at the airport from the arrival of the flight or until the boarding of it.

The following services are provided:

- Passenger check-in.
- Arrival and departure services (transits).
- Boarding services.
- Assistance to passengers with flight irregularities.
- Special passengers assistance (unaccompanied minors, VIP's).
- Mechanical check-in systems.
- Information desks.
- Excess baggage collection.
- Flights statistics.
- Lost and found baggage services.





02. OPERATIONS HANDLING

Assistance throughout the stopover of the aircraft through a specialized agent.

- Ground to cockpit communication during starting-up phases.
- Load and Balance.
- Ramp coordination (ramp agent).

03. RAMP HANDLING

Provision of services required by the aircraft during its stopover at the airports.

- Loading and unloading of aircraft.
- Push back and towing of aircraft.
- Water / Toilet services.
- Aircraft cabin cleaning.
- Air starters, Ground Power and Air conditioning Units.
- Passengers and crew transports between aircraft and terminals.
- Baggage and Cargo transportation.

04. CARGO HANDLING

Custody, handling and delivery of the cargo at the cargo terminal.

- Cargo acceptance and consolidation.
- Building up and breakdown of ULD (Cargo Units).
- Inventory control.
- Trucks loading and unloading.
- Express Cargo Service.
- Dangerous good handling.



05. GENERAL AVIATION HANDLING

Complete assistance to private jets and their passengers.

- Assistance to the flight.
- Passenger services.
- Catering orders, hotel bookings and crew and passengers transport.

- Loading and unloading of baggage.
- Auxiliary equipment for the aircraft.
- Payments coordination and airport fees.
- Cabin cleaning.

06. TICKET SALES AT THE AIRPORT

Booking and sales of tickets for the airlines customers.

- Information to the passenger.
- Sale and collection of airline tickets.

07. PMR HANDLING

Service and assistance to passengers with reduced mobility.

- Facilitate the boarding and de-boarding of passengers with reduced mobility through qualified staff and specific equipment.







08. DE-ICING

Provide De-icing service to the aircraft.

09. AIR-BRIDGE HANDLING

Positioning on the aircraft of the Air-Bridge to allow the boarding and de-boarding of passengers.

10. OFF AIRPORT HANDLING

- Crew transport between Airport and Hotels.
- Passengers and baggage check-in at:
 - Hotels.
 - Maritime terminals (Cruises).



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“El Greco”

ACCIONA and the Fundación El Greco 2014 [El Greco 2014 Foundation] have signed a collaboration agreement whereby ACCIONA has joined the team of Official Sponsors of the programme of events to mark the 4th Centenary of the death of El Greco.


ACCIONA will be contributing to a cultural project designed and organized by the Foundation and scheduled for 2014. This ambitious Toledo-based (Spain) initiative will feature a number of commemorative events on a regional, national and international scale. ACCIONA has taken on a commitment with a long-term cultural and social project at the regional level. In addition, the Company is now the Official Sponsor of a sculpture project that Cristina Iglesias has been commissioned for Toledo.

DOMÉNIKOS THEOTOKÓPOULOS “EL GRECO”

(Candia, Crete; 1541 - Toledo, Spain; 1614) El Greco, the painter who brought together the Greek painting tradition, Venetian color, and Roman design, enjoyed a fantastic and ever-changing career as an artist in Crete, Roma and Toledo; in this latter city he spent more than half of his life. In Spain, the so-called “Greek of Toledo” took his place as the country’s most singular artist during the reign of Philip II and Philip III. He amazed spectators with his complex compositions, his bright colors, his interplay of light and dark, transparency and reflections, his naturalistic skill when representing fabrics or cloudscapes, his boundless imagination when it came to portraying the supernatural, or his ability to breathe life into pictorial fictions.

EL GRECO 2014


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