

SERVICE

24 HOURS AT YOUR SERVICE

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ACCIONA, profitability, development and sustainability

ACCIONA is a leader in providing sustainable solutions for infrastructure and renewable energy projects across the world. Its offer covers the whole value chain, from design and construction to operation and maintenance. With a presence in more than 30 countries, the Group develops its business activities based on the desire to contribute to economic and social development in the communities in which it operates.

ACCIONA executes its sustainability strategy through a Sustainability Master Plan, a road map containing all the initiatives of the Company in this field. The aim of ACCIONA is to lead the transition towards a low-carbon economy, bringing quality criteria and innovation processes to all projects in order to optimize the efficient use of resources and respect the environment, with the ambition and determination to become a carbon-neutral company from 2016 onwards.

This commitment has been ratified by the inclusion of ACCIONA in the world's top sustainability indexes, such as the Dow Jones Sustainability World Index, FTSE4Good, the 2015 MSCI Global Climate Index, 2015 CDP Climate A List, 2015 CDP 125 Iberia Climate Disclosure Leadership Index and The Supplier Climate A List, among others.

A complete range of services

ACCIONA Service offers a complete range of services for the operation and maintenance of assets in the infrastructures, the industrial sector and cities, capitalising on the synergies offered by global, integrated management of all activities.

With over 50 years' experience and an in-depth understanding of the business and its clients' needs, through its 10 activities, ACCIONA Service can tailor its offer and develop customised projects.

In both the public and private sector, by applying innovative, efficient management models, ACCIONA Service successfully optimises quality, flexibility and costs, capitalising on the synergies granted by the global, integrated management of all activities.

BUSINESS SECTORS



INFRASTRUCTURAL SERVICES



SERVICES FOR THE INDUSTRIAL SECTOR



SERVICES FOR CITIES

AREAS OF ACTIVITY



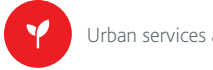
Facility services



Airport Services



REOM



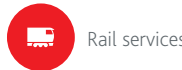
Urban services and the environment



Energy efficiency



Forwarding



Rail services



Healthcare services



Smart city services



Events and museums (APD)



ACCIONA Service optimises
resources and improves
business and operational
productivity

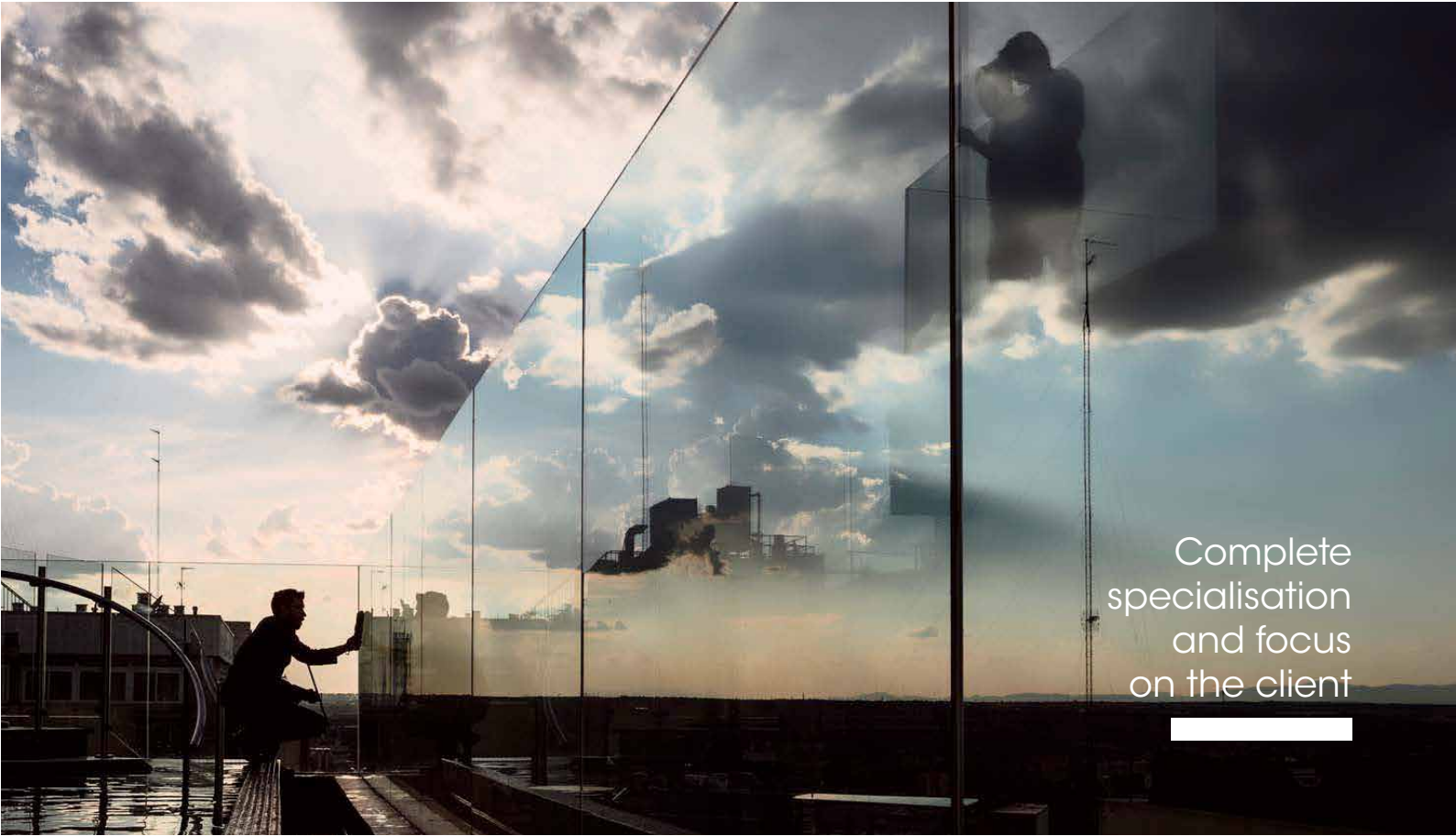
A unique management model

ACCIONA Service is continuously striving to improve; with this in mind, it has globally implemented the OneLEAN Productivity Services by ACCIONA methodology, a pioneer in the services sector.

This working method optimises existing resources and processes by eliminating, simplifying or replacing practices that generate wastage and do not contribute any added value.

The aim is to achieve more efficient, flexible business processes that optimise business and operational productivity, thereby successfully improving the profitability of its clients, reducing costs and simplifying procedures.

ACCIONA Service in figures



Complete
specialisation
and focus
on the client

A highly qualified team

ACCIONA Service boasts an extensive team of highly skilled, experienced professionals through whom it analyses the needs of its clients, quickly detects points for improvement and where savings can be achieved, and successfully and

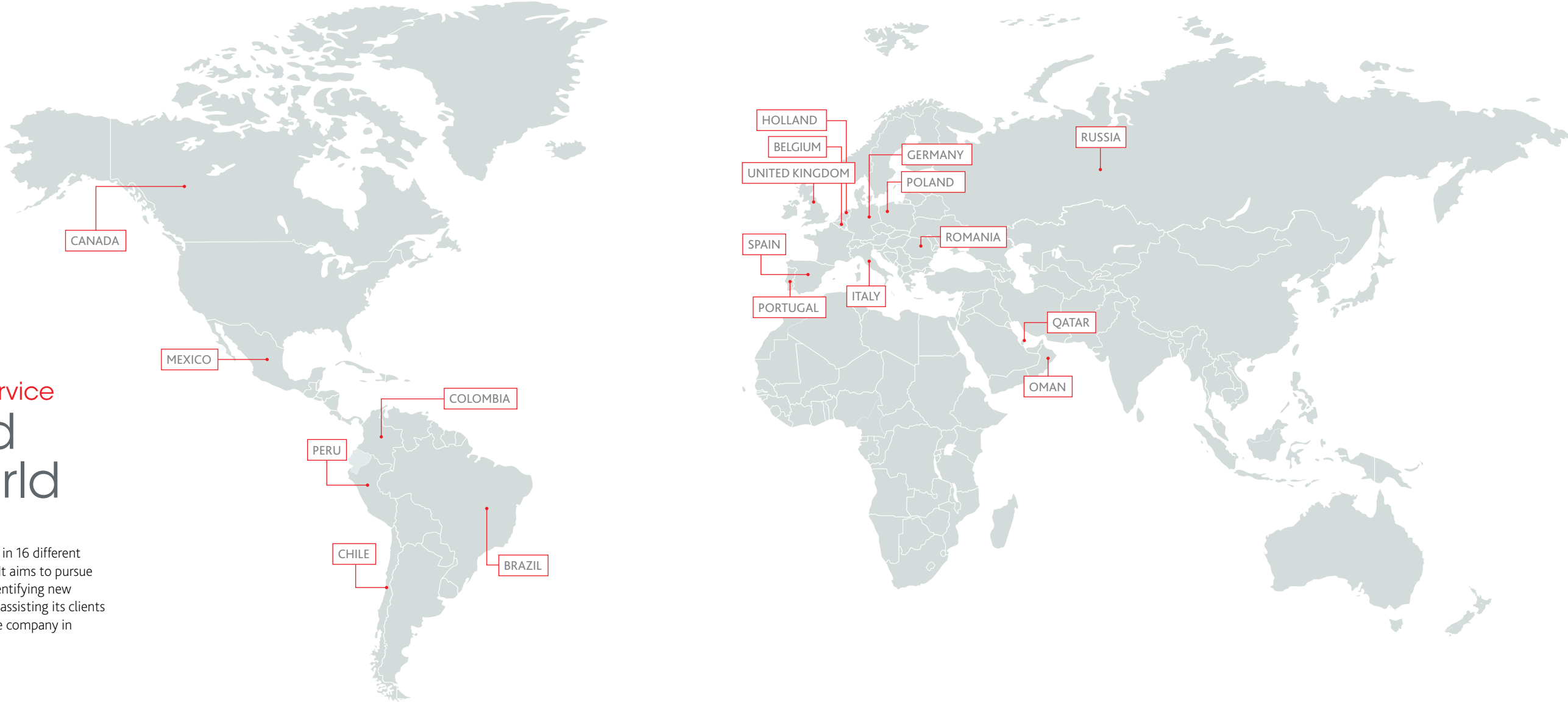
dynamically makes the necessary changes. A managerial, technical and operational team with specific training for each position.

The employees are the real driving force behind ACCIONA Service. So

the company prioritises the delivery of continuous training and professional development programmes in all areas, focussing on values such as respect, transparency, equal opportunities, meritocracy, continuous communication and diversity.

ACCIONA Service
Around
the world

ACCIONA Service operates in 16 different countries across the globe. It aims to pursue its international growth, identifying new business opportunities and assisting its clients with solutions fitting for the company in which they operate.





Facility services

One of the world's top operators on the facilities management/facilities services market. As a leader in the industrial and agrifood sectors, where technological and process innovation based on the OneLEAN method is essential in order to offer more efficient services, it has a highly specialised organisation, concentrated on the client's needs.

It offers a wide range of services - cleaning, maintenance, auxiliary services, internal logistics, customer services, support services, etc. - both in buildings and installations and for its own users.

- Cleaning and sanitisation.
- Maintenance of installations and industries.
- Internal logistics.
- Auxiliary services and BPO.

Commitment
and involvement
in improving
processes
in all activities



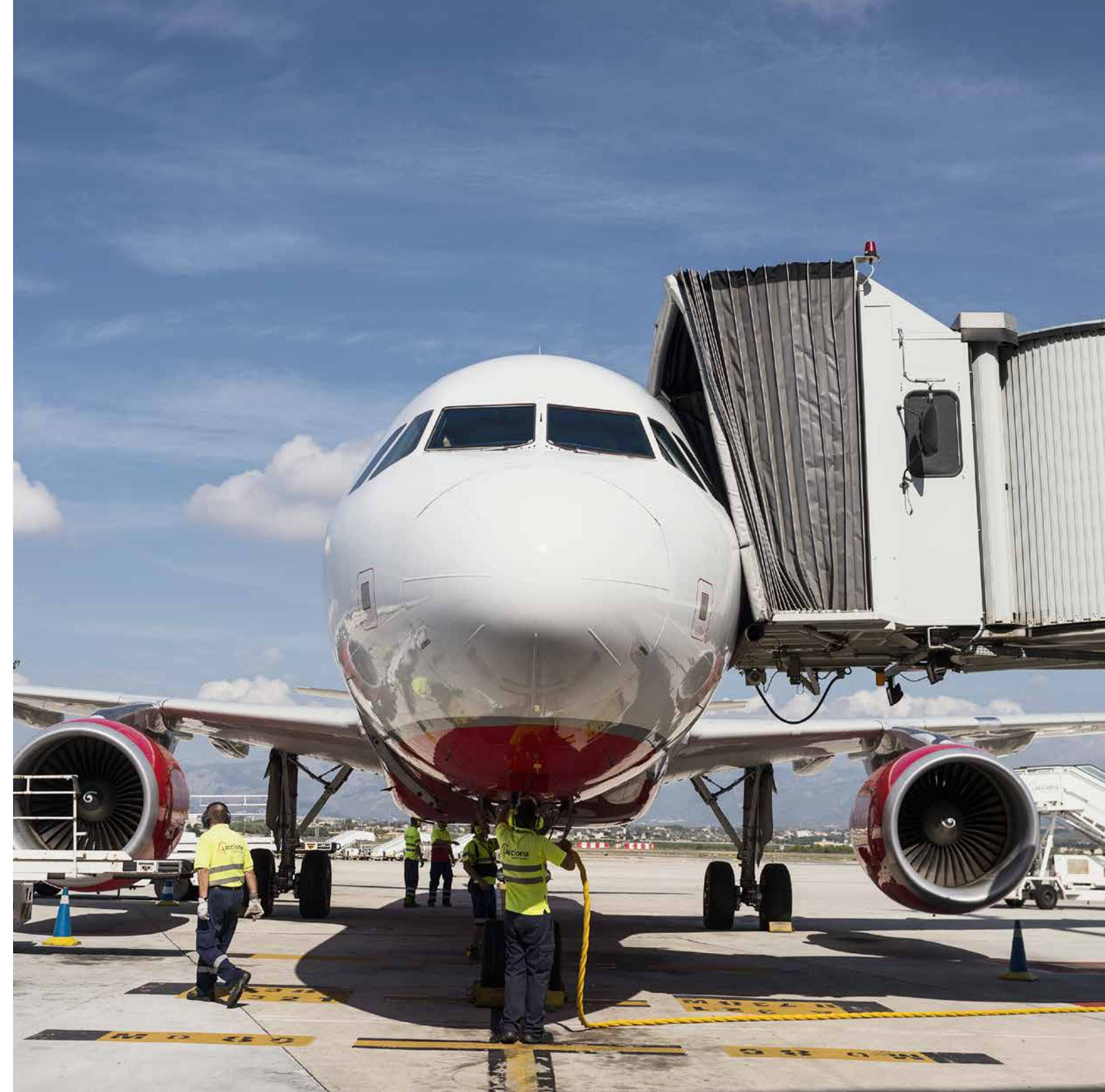


Airport Services

Throughout its network, it provides services tailored to satisfy the individual needs of airlines. Airport Services's independence with respect to the airport in which it operates or the main airline using it, means that it benefits from great flexibility when it comes to adapting itself to suit the needs of any airline, successfully maintaining a clear focus on its clients' demands.

- Passenger services.
- Operations and load sheets.
- Apron.
- General aviation.
- Cargo.
- Ticket sales at the airport.
- Handling PMR.
- De-icing services.
- Runways.
- Handling in non-airport installations.

Handling
services
to suit each
airline





Urban Services and the Environment

Specialised in the cleaning, maintenance and conservation of public urban spaces, it offers sustainable solutions to environmental services and works.

The knowledge we have accrued over more than 100 years means that we can offer a highly specialised multidisciplinary team who are able to help and act anywhere.

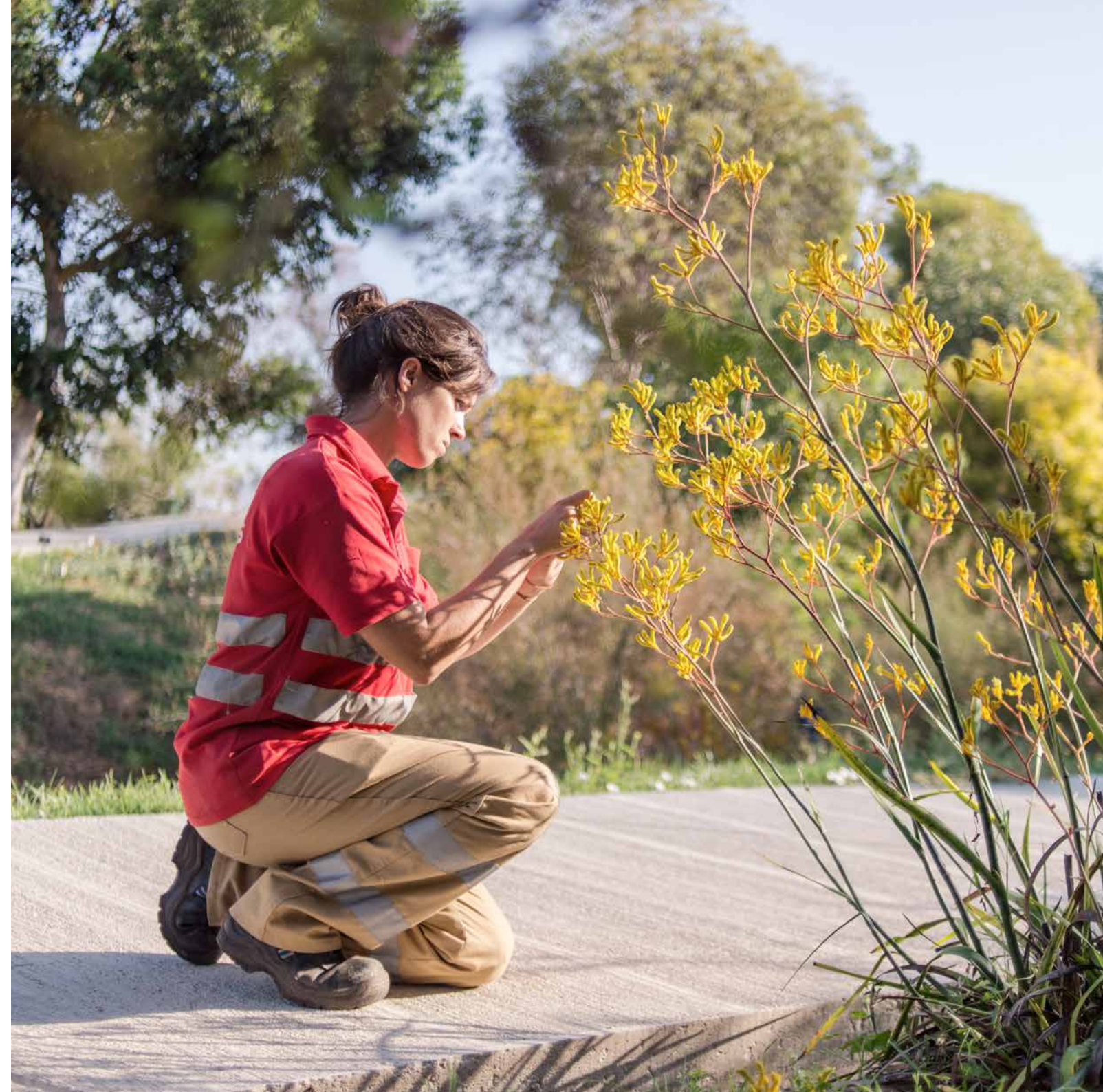
Environmental services

- Gardening and urban landscaping.
- Forestry, hydrological restoration and coastal regeneration.
- Electrical power lines, roadsides and rail lines.
- Golf courses and sports areas.
- Watering and irrigation systems.
- Urban development and the restoration of heritage.

Urban services

- Waste collection.
- Miscellaneous cleaning.
- Beach and urban development maintenance.
- Management of treatment plants and transfers.
- Use of landfills.

Sustainable
solutions for urban
services and
environmental
works





Energy Efficiency

Energy efficiency services that start from a demand management study to establish a project development model that reduces energy consumption and improves the operating and process conditions of installations.

- Energy monitoring.
- Tracking of energy consumption.
- Demand management.
- Measurement and verification of savings.
- Energy audit and technical assessment.
- Energy service contracts.
- Sustainable building and energy rehabilitation.

Complete energy
management system
guaranteeing
energy savings





Specialists in the operation and maintenance of renewable energies.

The competitiveness of the environment in which it operates allows it to stand out in terms of its efficiency, becoming a collaborating

partner for its clients, helping them maximise production, cut operating costs and optimise maintenance.

- Wind power.
- Photovoltaic.
- High voltage.

Operative
excellence in
installation
maintenance
of renewable
energies





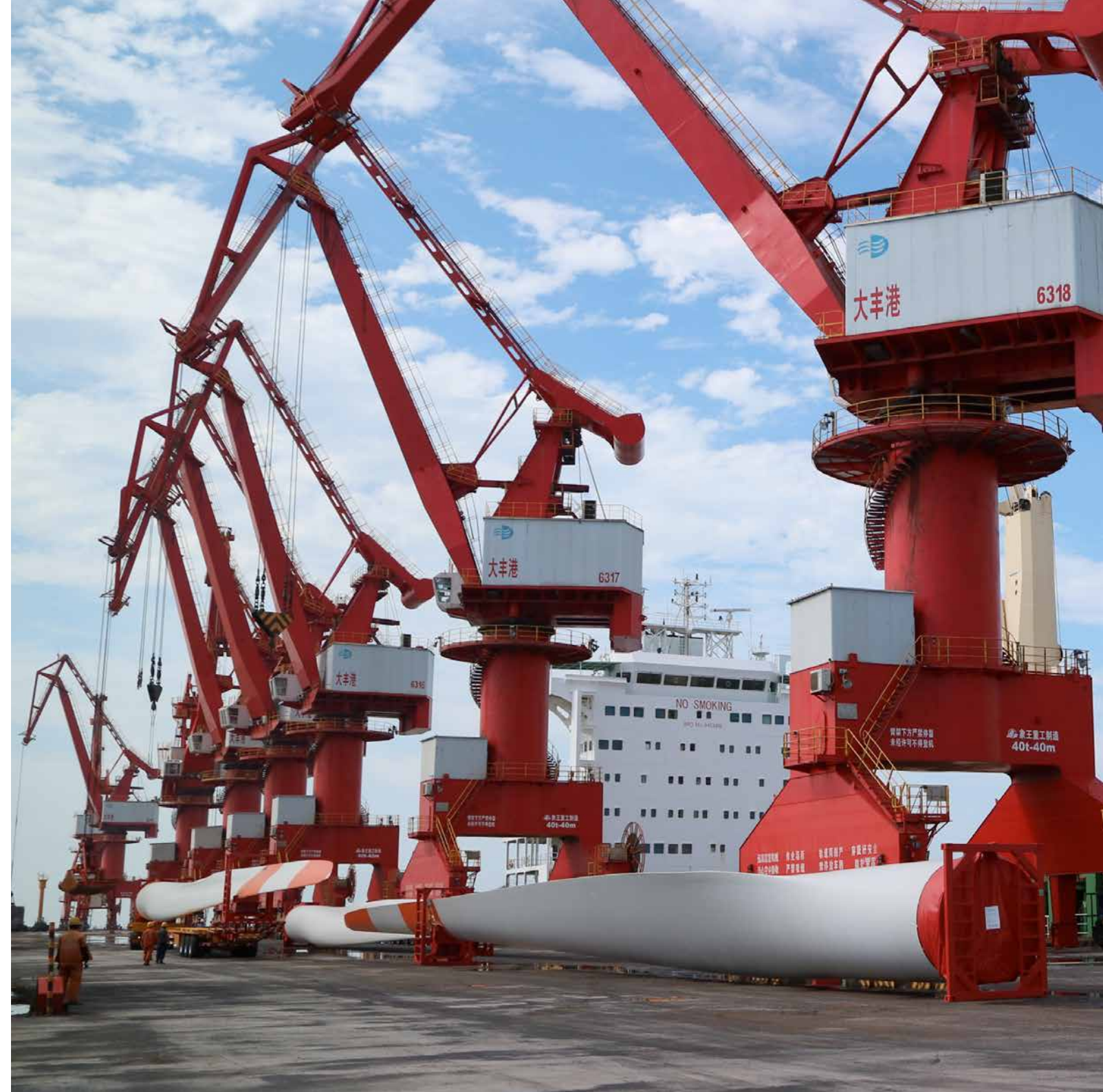
Forwarding

With more than 30 years' experience in the sector, it specialises in the complete management of international cargo transport, offering solutions tailored to suit its clients with the most appropriate option for each operation.

It has an extensive network of offices throughout Spain and Latin America and representatives worldwide that guarantee dispatches across the globe.

- By air.
- By sea.
- Multimodal transport.
- Customs.

Complete
management of
international cargo
transport





Rail

Private rail transport services with highly qualified operative and planning staff and drivers, guaranteeing the best possible quality of service:

- Rail transport.
- Training.
- Rail materials rental.
- Integrated logistics services.

Tailor-made
rail transport
services





Healthcare Services

A wide range of healthcare services to attend to and improve patient health.

Boasting highly qualified, specialised staff, as well as the most advanced technologies and materials, it carries out all activities effectively and safely.

- Medical transport.
- Social attention.
- Respiratory treatments.
- Electromedicine.
- Logistics for materials and medicines.

Healthcare services
to suit the needs
of each and every
patient





Smart City Services

Top technological partners focus on the design, installation and operation of complete solutions for cities, applying new technologies and innovative business models to successfully ensure infrastructures and services that guarantee sustainable development.

- City mobility.
- Social-home help for the elderly.
- Digital education.

Cutting-edge
technology
and smarter
business
models





Events and Museums (APD)

With more than 25 years' experience, ACCIONA Producciones y Diseño (APD) specialises in the design and execution of museums, exhibitions, events and multimedia shows.

It develops complete projects on a worldwide scale for both private and institutional clients, starting from the initial concept through to full development.

- Museums.
- Exhibitions.
- Events.
- Audiovisual installations and shows.
- EXPO halls.
- Trade fairs and congresses.
- Theming and shopping centres.
- Fairs and stands.

Turnkey projects,
from the concept
through to design
and production



Sustainable quality management

ACCIONA Service is fully committed to protecting the environment and society, collaborating to comply with the sustainability, social responsibility and quality requirements of its clients. Throughout its activities, it has the following certifications:

- ISO 9001 Quality Management System.
- ISO 14001 Environmental Management System.
- OHSAS 18001 Health and Safety Management System.
- EMAS Regulation.
- ISO 22000 Food Safety Management System.
- SA 8000 Social Responsibility Management System.
- GWO Standard Management System.
- ISO 50001 Energy Management System.
- Certification of the Safety System according to the IATA ISAGO standard.
- OEA Authorised Economic Operator.



ACCIONA acts: Sustainability Master Plan

New strategy for 2020: Sustainability Master Plan

ACCIONA plays its part in the economic, social and environmental transformations that surround it. The ACCIONA sustainability strategy is developed through the Sustainability Master Plan. This is a road map that

combines all of the Company's initiatives in this area. In preparing the SMP 2020, it carried out an assessment of the achievements and difficulties experienced over the five years of implementing the previous SMP.

The new Plan is structured by strategic and operative objectives, applied across the organisation, with specifications for the different areas of business that aim to bring sustainability closer to the specific nature of each line.



Presence in organisations and international initiatives

As a world leader in sustainability, both for its strategic value and for the dissemination of its sustainable

company model, ACCIONA takes an active part in international initiatives that strengthen its commitment to

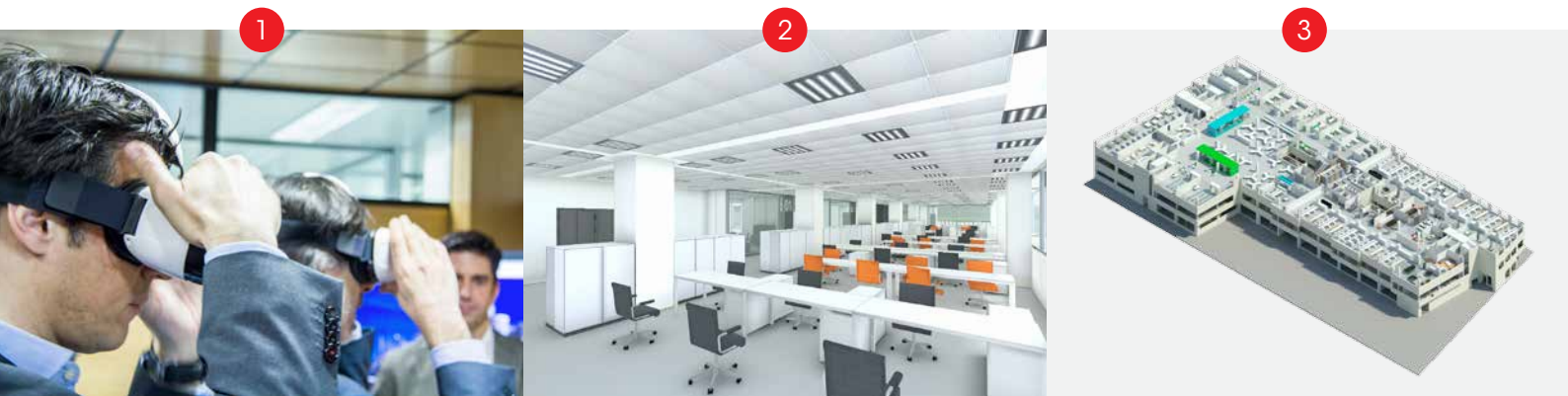
sustainable development, the fight against climate change and the dissemination of these issues.

 United Nations Global Compact www.unglobalcompact.org	 Initiative "Sustainable energy for all" www.se4all.org	 World Business Council for Sustainable Development www.wbcasd.org	 Corporate Leaders Group www.cisl.cam.ac.uk/clg
 World Economic Forum www.weforum.org	 World Bank Group www.worldbank.org	 Grupo Español Crecimiento Verde www.grupocrecimientoverde.org	



REALITY CAPTURE

by ACCIONA



1. From physical to digital

ACCIONA Service enables the digitisation of a wide range of constructions, buildings and installations. It offers potential applications in the store, such as virtual tours, works monitoring, BIM models, as-built plans, space planning, process improvement, marketing, prevention, etc.

Reality Capture by ACCIONA differs from other techniques used to create three-dimensional models insofar as,

to obtain the data, it starts by taking 360° photographs, combined with infrared technology to facilitate the process and quickly generate a 3D model that matches with reality and the construction plans of the actual environments captured.

The technology offers numerous services for the industrial, real estate, tourism and facility management sectors as it boasts both commercial and marketing applications with

immersion-type virtual tours, as well as operative applications with measurements and the generation of floor plans extremely quickly, allowing for the planning for reform works, process improvement, space and property management or installation maintenance.

2. Virtual tour and immersion experiences

This technology enables virtual tours of real settings, using 360° photography.

In addition, by employing virtual reality devices, we can obtain a real full-immersion experience where the

impression is that you are physically within the environment captured.

3. As-Built Plans and BIM Model

During the recording process, a 3D digital model of the space is automatically generated, with real dimensions. Starting from this model, it is possible to use BIM software applied to the construction and infrastructures to generate three-dimensional digital models, for the operation and maintenance

of buildings, monitoring works, generating floor plans, etc.

The models created with this “captured reality” are available to the client over the internet and are also prepared for use on virtual reality devices, to make the experience even more of a full immersion. This

characteristic gives the “captured reality” great power as a commercial tool for properties, museums, hotels, shopping centres, etc., which can use it as a reminder on their websites or at events and fairs.

Advantages

- Shows the inside of buildings using 3D models and 360° photography, with no need for travel.
- Creates a model that can be accessed via the internet and virtual reality devices.
- Offers tools for planning and displaying reforms in buildings.
- Obtains 3D and BIM models for operation and maintenance.
- Quick and user-friendly in all its works.
- Boasts innovative technology with great marketing power.



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