

ACCIONA SERVICE: a multi-service approach

More than 50 years of experience in meeting the needs of its clients - the perfect credentials in end-to-end solutions.

ACCIONA Service, a leader in the services sector, provides a broad offer of end-to-end solutions to its clients.

With more than 50 years of experience and a profound understanding of both the business and its clients' needs, ACCIONA Service is able to adapt its offering and provide custom services.

The division's management models optimise quality, flexibility and costs, both in the private and public sectors, making efficient use of the synergies provided by an overarching management approach that covers all services for a single client.

The services provided by ACCIONA Service include:

Facility Services	Meets all needs that are not part of clients' core businesses, with the capacity to manage end-to-end services contracts under the Facility Management model. Services offered include cleaning and hygienisation, internal logistics for industry, and the design, management and execution of manufacturing processes.
Environment	A multidisciplinary team with extensive experience in services and projects, from maintenance, gardening and landscaping of municipal areas, to forestry projects and irrigation networks, among others.
Municipal Services	Provider and manager of end-to-end solutions, from waste collection to recovery, which contribute to sustainable development on the part of public administrations.
Airport Services	End-to-end airport services, including handling, passenger management, cargo and general operations, designed individually for each airline.
Producciones y Diseño	ACCIONA Producciones y Diseño (APD) is a leader in the design and execution of museums, exhibitions, events, shows and ephemeral architecture. It operates in the field of cultural engineering, which includes leveraging cultural and historical heritage through technology, social innovation and sustainability, the fundamental pillars of the company's approach.
Forwarding	Custom logistics solutions to meet their transportation needs anywhere in the world. With more than 25 years of experience and global coverage in more than 100 locations, it performs more than 75,000 transport operations per year.
EROM	Operation and maintenance of renewable energy assets. Its objective is to provide superb maintenance services in order to ensure a long useful life, optimising shut-downs to improve the productivity of its clients' facilities and reducing operational and maintenance costs in the short and long term.

ACCIONA Service provides a complete services proposition, which includes:



Municipal services



Handling



Specialised, technical cleaning services for industry, health care and laboratories



Maintenance of green areas, gardens and landscaping



Event organisation



Technical services and facility maintenance



Energy services



Foodservice



Security services



Ancillary services



Environmental services



185,000
HANDLING OPERATIONS

■ The company performed 185,000 operations for more than 200 clients, with 99% punctuality in flight departures.



35,000
BOARDING RAMP OPERATIONS

■ More than 35,000 boarding ramp operations.



11,500
PEOPLE PROVIDED WITH SPECIALISED SERVICES

■ Specialised attention for more than 11,500 passengers with reduced mobility.



1,240
TONNES OF CARGO MANAGED

■ Management of 1,240 tonnes of cargo at terminals in Balearic Island airports.

Main activities in 2014

- ACCIONA expanded its services contracts with the automobile industry in Spain and Portugal, signing agreements with:
 - Ford España, to undertake over 20 new projects in a diverse range of services at the Almussafes plant in Valencia: maintenance, industrial cleaning, logistics, etc.
 - Volkswagen Autoeuropa Portugal—a logistics contract at the Setúbal (Lisbon) plant for the next few years.
- It continued to implement energy efficiency measures at various General Motors plants in Europe, notably projects involving efficient lighting, heat recovery and efficient thermal systems in Spain, Germany and the UK.
- The Company reinforced its position in Spain's railway sector, with rolling stock cleaning contracts with Renfe (more than 1,500 employees to execute 70% of its train cleaning contracts in all of Spain) and Talgo (more than 200 employees to execute the contract to clean conventional and high-speed trains in Spain).
- ACCIONA has increased its presence in the hotel services sector, signing contracts with some of the leading hotel chains in Spain (NH, AC, Holiday Inn, Hesperia, Intercontinental, etc.).
- As part of the internationalisation process, a new Company was created in Qatar (ACCIONA & GSSG Facility Service MENA), which is working to develop the Facility Services market in the Middle East, and a new ACCIONA Producciones y Diseño subsidiary was established in Oman, which has already executed projects there (the National Museum) and in Kuwait (Shaheed Garden Park, the Memorial Museum and the Habitat Museum).
- In the design and execution of shows, exhibitions and events in Spain, the company was responsible for the

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final phase of the Vuelta Ciclista a España 2014 cycle race, Ciudad Mágica in Córdoba, and the Fuegos del Apóstol fireworks show in Santiago de Compostela.

- The Group maintains its presence in Europe's airport sector, with handling contracts at the following airports: Frankfurt, Berlin Tegel, Berlin Schönefeld, Palma de Mallorca, Ibiza, Menorca and Las Palmas de Gran Canaria. It also manages boarding ramps at Las Palmas Airport in Gran Canaria.
- As for Municipal and Environmental Services in Spain, it obtained contracts for street and beach cleaning in Almería and Caravaca de la Cruz (Murcia), in addition to those already in place in such towns as Torrevieja, Águilas, Gandía, Calpe, Tres Cantos, Martorell, Vinaroz, Isla Cristina (Huelva), León, as well as Madrid's historic parks and gardens.
- ACCIONA's activity in the forestry sector in Spain is especially noteworthy, with contracts to provide preventive tree felling and pruning services for Endesa, and land clearing and forestry treatment for various companies and public administrations.
- The Service business expanded in Mexico, with more than 60 million euros in contracts over the next few years for various activities in the industrial and healthcare sectors. It also maintains its presence in Canada's healthcare sector, with multi-services contracts at the Royal Jubilee Hospital and Patient Care Center in British Columbia.

ACCIONA SERVICE IN THE PUBLIC SECTOR:

ACCIONA Service continues to successfully build an active presence in municipal services. Citizens' living standards depend, among other things, on the quality of these services. The year 2014 brought strong growth in public services contracts at all levels and in a broad range of services. The Company has a presence in the main infrastructures—transportation, rail and air—in many of Spain's major cities.

ACCIONA Service's main public sector contracts in 2014:

<p>Madrid's Historic Parks</p> <p>MAINTENANCE CONTRACT FOR 8 YEARS WORTH 9.5 M€/YEAR</p>	<p>Municipal buildings in Gandía</p> <p>CLEANING CONTRACT FOR 4 YEARS WORTH 1.5 M€/YEAR</p>	<p>Beaches and roads in Isla Cristina</p> <p>CLEANING CONTRACT FOR 3 YEARS WORTH 1.3 M€/YEAR</p>
<p>Public schools in Móstoles</p> <p>CLEANING CONTRACT FOR 3 YEARS WORTH 2.3 M€/YEAR</p>	<p>Green areas in Gandía</p> <p>MAINTENANCE CONTRACT FOR 4 YEARS WORTH 1.4 M€/YEAR</p>	<p>Municipal buildings in Pamplona</p> <p>CLEANING CONTRACT FOR 2 YEARS WORTH 0.74 M€/YEAR</p>
<p>Roads in Vinarós</p> <p>CLEANING AND WASTE COLLECTION CONTRACT FOR 8 YEARS WORTH 1 M€/YEAR</p>	<p>Roads and beaches in Almería city</p> <p>CLEANING CONTRACT FOR 10 YEARS WORTH 11.0 M€/YEAR</p>	

ACCIONA SERVICE IN THE PRIVATE SECTOR:

In addition to traditional services such as cleaning, internal logistics, maintenance, gardening, help desk, etc., new companies have been created within this group to provide ancillary services to meet the specific needs of companies and to provide tailored services to meet clients' demands: handling for cruise ships, container repair, and services for trains and stations, among others.

ACCIONA Service's main private sector contracts in 2014:

<p>SEAT factory in Martorell</p> <p>MULTI-SERVICE CONTRACT FOR</p> <p>3</p> <p>YEARS WORTH</p> <p>4.4</p> <p>M€/YEAR</p>	<p>Barcelona El Prat Airport, AENA</p> <p>BOARDING RAMP SERVICES CONTRACT FOR</p> <p>2</p> <p>YEARS FOR</p> <p>2.2</p> <p>M€/YEAR</p>	<p>Bankinter</p> <p>FACILITY MANAGEMENT CONTRACT FOR</p> <p>1</p> <p>YEAR WORTH</p> <p>1.5</p> <p>M€/YEAR</p>
<p>Volkswagen Autoeuropa</p> <p>LOGISTICS SERVICES CONTRACT FOR</p> <p>3</p> <p>YEARS WORTH</p> <p>3.5</p> <p>M€/YEAR</p>	<p>ALSA coaches, terminals and workshops</p> <p>CLEANING CONTRACT FOR</p> <p>3</p> <p>YEARS WORTH</p> <p>5.7</p> <p>M€/YEAR</p>	<p>Globalia aircraft in Tenerife and Barcelona</p> <p>CLEANING CONTRACT FOR</p> <p>1</p> <p>YEAR WORTH</p> <p>3.3</p> <p>M€/YEAR</p>
<p>Creuers del Port de Barcelona</p> <p>BAGGAGE HANDLING CONTRACT FOR</p> <p>1</p> <p>YEAR WORTH</p> <p>3.6</p> <p>M€/YEAR</p>	<p>Ford Logistics Centre in Almussafes</p> <p>LOGISTICS, CLEANING AND MAINTENANCE CONTRACTS FOR</p> <p>2</p> <p>YEARS FOR</p> <p>4.3</p> <p>M€/YEAR</p>	<p>Green areas at Las Palmas Airport</p> <p>MAINTENANCE CONTRACT FOR</p> <p>3</p> <p>YEARS WORTH</p> <p>0.56</p> <p>M€/YEAR</p>

Awards and accolades

Construction

Best Public Works Project	<i>Kreator Budownictwa Award 2014</i>
<p>Barceló Multi-purpose Centre in Madrid won the latest edition of the Madrid Institute of Civil Engineering awards in the Best Public Works Project category.</p>	<p>Mostostal Warszawa won the <i>Kreator Budownictwa 2014</i> Award. This award was granted for the introduction into the Polish market of innovative technology solutions for construction.</p>

Water

The company has been recognised for **eight consecutive years with various awards from Global Water Intelligence magazine**, one of the industry's most prestigious publications, for the quality of its projects and its commitment to both the environment and its professionals.

Water performance initiative of the year for ACCIONA	Leading young water professionals	UN-Water Best Practices Award	Best Desalination Plant and Company
<p>Winner of the Water performance initiative of the year award from Global Water Intelligence magazine for the SmartWater4Europe project. The award recognises the project's commitment to improving long-term performance of water services for the general public.</p>	<p>Jesús Ortiz, an ACCIONA Agua engineer, was recognised as one of the "Young Water Professionals of the Year" in Australia. Ortiz, Head of Operations and Water Quality at the Mundaring plant, was chosen by the Australian Water Association (AWA) to receive one of two Young Water Professional of the Year Awards.</p>	<p>The south-east district of Gran Canaria was named a finalist for the "Water for Life" UN-Water Best Practices Award. The district implemented a series of innovative initiatives in a context of drought, combining renewable energy sources with waste water treatment systems and producing drinking water from seawater.</p>	<p>The desalination plant in Copiapó, Chile, received two awards. The Latin American Association of Desalination and Water Reuse (ALADYR) named it the Best Seawater Desalination Plant and ACCIONA Agua the Best Desalination and Reuse Company of 2013.</p>
Best Infrastructure and Construction; and Best technology for regional communities		Best presentation in the areas of waste water and reuse	
<p>Western Australia Division Engineers presented two awards to the Mundaring drinking water treatment plant at the 2014 WA Engineering Excellence Awards: Best Infrastructure and Building (in recognition of the concept, development and implementation of a network of protection against forest fires at the plant), and Best Engineering for Regional Communities award (for the use of cutting-edge technology). The WA Engineering Excellence Awards identify, recognise and promote technical excellence.</p>		<p>Nuria Margarit was recognised at the AEDyR (Spanish Association for Desalination and Reuse) conference for the Best Presentation on Wastewater and Reuse at the event. The presentation was entitled Optimisation in the design of the Atotonilco waste water treatment plant (Mexico) using hydroelectric modelling. Nuria is part of ACCIONA Agua's R&D and Innovation department.</p>	

Engineering

Award for the Best International Project	European Environment Award	2014 FIDIC Award for the most Outstanding Project	Segovia Aqueduct Award in the Designer category
<p>For the Vidin-Calafat bridge, a cross-border road and railway bridge, awarded by the Association of Civil Engineers of Madrid (Spain).</p>	<p>In the Product and/or service for sustainable development category, for the constructive system developed by ACCIONA Engineering based on caissons made of composite materials for port facilities which reduce CO₂ emissions and the effect on the marine ecosystem, granted by the Ministry of Agriculture, Food and the Environment through the Biodiversity Foundation.</p>	<p>For its participation in the Madrid M-30 M-Río project, granted by the International Federation of Consulting Engineers to the group comprising ACCIONA Ingeniería S.A., Ginprosa Ingeniería S.L., Técnica y Proyectos S.A. and Intecsa-Inarsa S.A.</p>	<p>For the baseline survey, construction design of the northbound and southbound roads, and project oversight in the A-4 Southern Highway through the Despeñaperros ravine, in Jaén.</p>

Service

Airport services	ACCIONA Producciones y Diseño		EROM
<p>2013 Award for Best Management Practices at Palma de Mallorca airport, conferred to ACCIONA in November 2014.</p> <p>2014 Award for Operational Excellence, Best A320/321 Turnaround Performance, granted by Thomas Cook Airlines Condor to Palma de Mallorca Airport.</p>	<p>Wu Kingdom Museum</p> <p>The immersive audiovisual installation created for the Wu Kingdom Helv Relic Museum, in Wuxi, China, received three awards: the Red Dot Design Award, the iF Gold Award and the Silver World Medal.</p>	<p>200 years building...</p> <p>The 200 years building San Sebastián audiovisual show obtained the Bronze Elephant Trophy for the European Best Public Event at the 2014 European Best Event Awards.</p> <p>The show aimed to commemorate 200 years since the burning, destruction and subsequent reconstruction of the city in the context of the Napoleonic Wars, with a spectacular visual and audio show projected on the façade of the city hall, made possible by cutting-edge technology.</p>	<p>EROM received the award for Best Quality and Environmental Management in 2013 (ACCIONA Service), in recognition of its outstanding work in that area, at the 14th edition of the awards. It was also a finalist for the Best Management award.</p>
	<p>Best Quality and Environmental Management</p> <p>Within the Group, ADP was a finalist in the Best Quality and Environmental Management category at the annual awards organised by ACCIONA Infrastructure.</p>		