

ACCIONA URBAN & ENVIRONMENTAL SERVICES

Urban & Environmental Services is the business line by which ACCIONA manages the provision of services connected to the urban and environmental protection areas for companies in the public and private sectors.

The Urban & Environmental Services division manages the provision of urban and environmental services for public and private sector clients. ACCIONA provides its clients with better cost-effectiveness and greater flexibility coupled with a high degree of specialisation, ranging from solid waste management to street cleaning and the provision of multiple services and facility management. To achieve this degree of specialisation, each activity is provided by: ACCIONA Facility Services, ACCIONA Environmental Services and ACCIONA Urban Services.

ACCIONA Facility Services

Is specialised in end-to-end infrastructure management for companies; it aims to meet the needs of its clients by developing innovative, creative, cost-cutting solutions. In 2008, demand increased for comprehensive facility management solutions from industrial, services and infrastructure clients. This enabled ACCIONA Facility Services to strengthen its position in the market, where it has a diversified portfolio of over 2,000 clients, joined in the last year by such leading companies as Solvay, Oracle, PepsiCo, Vitalicio, Cobega and Rodamco.

Major projects in 2008 include the contract with Laboratorios Almirall to provide all non-core services at

all its industrial plants in Spain and its corporate offices. This contract confirms ACCIONA's leading position in the sector, given Laboratorios Almirall's standing at the forefront of Spain's pharmaceutical sector and as a global benchmark, with subsidiaries in Germany, Austria, Belgium, France, Italy, Mexico, Poland, Portugal, the UK, Ireland and Switzerland.

Another major project in 2008 was the logistics management and production support contract with Robert Bosch under which ACCIONA fulfils up to 25,000 orders per month to the production line providing maximum guarantees for shipping and supply.

ACCIONA has increased its flexibility, offering clients greater sectoral specialisation

In 2008, the company renewed its ISO 9002 and OHSAS 18000 certifications and maintained its commitment to decent working conditions through SA8000 certification. It was also the first Spanish facility management company to obtain ISO 9002 certification.

ACCIONA Facility Services' commitment to sustainability has taken shape with the ACCIONA Green Facilities programme, which designs and supports sustainability initiatives in the services area. The Green Facilities project, implemented in 2008, provides a scorecard and allows for tracking of sustainability actions.

- **ACCIONA is the first Spanish company to be certified for ISO 9002 in facility management**

- **ACCIONA Environmental Services stands out in Spain for its ability to offer integrated solutions**

Its functions include measuring buildings' environmental impact and providing a guide for implementing and monitoring the parameters needed to obtain sustainable building certifications (ISO, LEED).

ACCIONA Environmental Services

ACCIONA Environmental Services specialises in the design, construction and maintenance of parks, gardens and green zones in urban areas, as well as forestry work. ACCIONA Environmental Services uses the human and material resources at its field offices, and also organises project-specific crews as needed. It has the capability to operate

anywhere in Spain. Its know-how places the company at the forefront of Spain's environmental sector, where it also stands out for its ability to provide end-to-end solutions.

2008

ISO ENVIRONMENTAL
& QUALITY
MANAGEMENT
RENEWED

Major contracts obtained in 2008 include:

- Maintenance and upkeep of **green areas in** Getafe and Parla (Madrid) and in Martorell (Barcelona).
- Extension of contract for the **maintenance of the Hoces del Río Duratón and Hoces del Río Riaza natural parks** for the Castile and León Regional Government.
- **Forestry work** in Valencia.
- **Restoration of natural habitats** and pine forests in the Baza and Huétor hills for the Andalusia Regional Government.
- **Signposting and adaptation of mountain bike routes** in Castile and León mining areas and forestry work in the Alt Empordà region.

ACCIONA Urban Services

The company is a leader in Spain in the municipal services sector, in particular comprehensive municipal solid waste management. It also provides various government organisations with services such as street and urban furniture cleaning, landfill operation and eco-park management.

ACCIONA Urban Services obtained a groundbreaking contract for the source-sorting of paper/cardboard, glass and packaging, as well as management and operation of recycling centres in the Montsià region (Tarragona) plus expansion of municipal solid waste management and street cleaning services.

In 2008, the company renewed its ISO 9001 and ISO 14001 certifications for quality and environmental management, respectively.

**ACCIONA
Urban Services
is the sector leader
for community
services
in Levante**