

# Social Dimension:

1. OUR PEOPLE

**2. SAFETY, OUR PRIORITY**

3. DIALOGUE AND COOPERATION

# OUR GOAL: To create a culture of safety in order to eliminate and control workplace risk factors

## 2008 MILESTONES

- Creation of the Workplace Health and Safety Institute.
- Presentation of the Prevention of Risk at Work Management System Manual.
- OHSAS 18001 certification of ACCIONA, S.A., ACCIONA Concessions, ACCIONA Hospital Services, Bestinver, ACCIONA Energy and ACCIONA Agua.
- Reduction of accident rates over previous years in most areas.
- Organisation of the first in-company seminar on Prevention of Risk at Work.

## 2009 GOALS

- Application of ICT to improve the Prevention of Risk at Work management systems (greater efficiency and cooperation between business lines, active participation, cost and time saving, centralised information).
- Annual renovation of OHSAS 18001:2007 certification. Implementation of the first phase of OHSAS 18001 certification for ACCIONA Concessions and for the Hospital del

Norte concession company. Implementation of OHSAS 18001:2007 certification at ACCIONA Infrastructure. Implementation of voluntary external audits at GPD, Grupo Barceló and the Real Estate division.

- Implementation of the first phase of the Prevention of Risk at Work Management System, based on OHSAS 18001:2007 certification, at the Company's international businesses.

## OUR APPROACH

- Accidents are a serious problem in the sectors in which we operate.
- We aim to raise awareness among all our staff and collaborators of the importance of their safety and their responsibility for working safely.
- We must create a strong culture of safety and build safe workplaces. Our goal is to encourage the incorporation of Prevention of Risk at

Work and instil safe work values, attitudes and behaviours in all ACCIONA employees.

- To this end, we continue advancing our Safety Strategy as part of the 2007-2012 Workplace Health and Safety Strategy.
- We also aim for our Code of Conduct to be the framework that guides health and safety in all of our relations.

### PREVENTION, INDISPENSABLE TO ACCIONA BUSINESS PLANS

The health and safety of all employees in the workplace and across all activity areas is a priority for ACCIONA, and is in line with the Company's pioneering position with regard to sustainability.

Therefore, ACCIONA's senior executives consider safety management to be a key factor in the business model and in designing business plans. To this end, ACCIONA has implemented all of the safety measures required of a benchmark company which seeks to take the lead in the area of workplace health and safety.

ACCIONA aspires to reach a zero accident rate at its work centres by implementing its 2007-2009 Prevention of Risk at Work Strategy. The Strategy includes an Action Plan which promotes strict compliance with legal requirements, provides specialised training, raises awareness of responsibilities in this area and promotes a Company-wide commitment to implement the corresponding certification.

The following events and activities took place in 2008 as part of the Prevention of Risk at Work Strategy:

- Creation of ACCIONA's Workplace Health and Safety Institute.
- Presentation of the framework manual for the Prevention of Risk at Work Management System.
- Implementation of awareness-raising actions as part of the "Frágil" (Fragile) Campaign in new business lines such as the Hospital del Norte concession company and ACCIONA Concessions.
- Design of the 2009 Training Plan, which includes Prevention of Risk at Work training.

**ACCIONA's aim in the area of health and safety at work is to achieve "zero accidents" in its workplaces**

- Implementation of internal audits throughout the Company's various business lines to certify that the Prevention of Risk at Work Management System of each is up to standard.
- Organisation of the first in-company Prevention of Risk at Work Seminar, promoted by the Workplace Health and Safety Institute as part of Europe's Workplace Health and Safety Week with the goal of raising awareness in this area.

- Participation in forums for cooperation with external bodies and institutions.

Through these initiatives, ACCIONA aims to reduce workplace accidents, a serious problem in the sectors in which it operates. The Company's many efforts in recent years have reduced accident rates significantly and ACCIONA Infrastructure's rate is now below the industry average.

**ACCIONA  
Infrastructure is  
below the sector  
average in accident  
rate indices**

## Prevention of Risk at Work Management System Manual

- In 2008, ACCIONA presented its Prevention of Risk at Work Management System Manual, in line with the OHSAS 18001:2007 standard. This manual will serve as a template for all ACCIONA's business lines, which must draft their individual manuals in accordance with their specific activities.
- The manual reflects ACCIONA's senior management's commitment in the form of an affirmation of Prevention of Risk at Work Policy and includes guidelines for the Prevention of Risk at Work Management System.
- The Manual sets out a series of procedures and instructions, including the Procedure for Control of Prevention of Risk at Work Documentation, a requirement for 18001:2007 certification.
- It gathers and standardizes all the Prevention of Risk at Work related information in ACCIONA and its business areas.
- For example, the Infanta Sofia Hospital, jointly-managed by Madrid's regional government and ACCIONA (specifically, by ACCIONA Concessions and the Hospital del Norte concession company), used the manual to prepare all documentation necessary for obtaining OHSAS 18001:2007 certification.

### JOINT ACTION FOR ALL ACCIONA COMPANIES

In order to integrate workplace risk prevention across all company levels, it must be taken into account in all of ACCIONA's decision-making processes.

The Workplace Health and Safety Department, created in 2007, takes measures in those areas in need of improvement, leveraging existing resources and standardizing the workplace health and safety management systems of ACCIONA's various business lines.

In 2008, ACCIONA's Workplace Health and Safety Committee, which comprises all the heads of safety and human resources from all ACCIONA

companies, continued working to improve safety practices with the priority goal of integrating all the companies' safety management models. In order to effectively carry out the tasks, the organisational structure of ACCIONA's various companies includes:

- Joint Safety Unit;
- In-house Safety Units;
- Outsourced safety services;
- Designated employees.

Several initiatives aimed at raising awareness and training ACCIONA professionals on the importance of Prevention of Risk at Work were implemented in 2008.

• **Prevention of Risk at Work is a factor to be considered in all decision-making processes**

• **The Risk Prevention Committee is to integrate preventive management models in all the companies**

• **During 2008, ACCIONA came up with multiple awareness and training initiatives in workplace risk for professionals**

ACCIONA's ambitious Workplace Health and Safety Plan is certified by the OHSAS 18001:2007 standard; over the years, the Company's business lines have gradually obtained this certification, enabling all the Company's professionals to receive proper training in this area.

### MONITORING AND TRACKING, HIGH SAFETY STANDARDS

ACCIONA implements workplace health and safety audits that go beyond legal requirements at all Group companies, the goal being continuous improvement, in line with the Prevention of Risk at Work Management System.

Audelco, an external specialised company, carries out the audits. The results are used to design action plans to improve Prevention of Risk at Work. According to the agreement signed by ACCIONA and Audelco, all improvements proposed by the auditor must be implemented upon completion of the audits.

In compliance with one of the requirements of OHSAS 18001:2007, in 2008 ACCIONA Energy conducted a series of voluntary internal audits at ACCIONA, S.A., Bestinver, ACCIONA Concessions and ACCIONA Hospital Services. These audits, known as "cross-checks", were conducted by the Company itself. The project proved so beneficial that it was immediately adopted throughout all the Group companies.

As a result of these internal audits, the foregoing companies obtained OHSAS 18001:2007 certification and ACCIONA Facility Services obtained partial certification. ACCIONA Energy and ACCIONA Agua renewed their OHSAS 18001:2007 certifications.

Other companies such as ACCIONA Infrastructure, ACCIONA Concessions and the Hospital del Norte concessions company commenced implementation of the safety management system for OHSAS 18001:2007 certification. For the remaining Group companies, audits are carried out annually, regardless of company size or existing legal requirements.

Audits were performed at ACCIONA Trasmediterranea and ACCIONA Agua as required by law, and voluntary external audits were performed at ACCIONA Logistics and ACCIONA Facility Services.

**VOLUNTARY  
INTERNAL AUDITS  
ARE PERFORMED**

### UNIFORM SAFETY STANDARDS ACROSS ACCIONA

ACCIONA continues to advance in implementing the Prevention of Risk at Work Management System in its international businesses, based on OHSAS 18001:2007 certification.

The Company is working hard to expand on the human and technological resources that are necessary for the task, and which vary depending on the volume of business in each country.

Strengthening institutional relations in the countries where ACCIONA operates, with a view to working together to reduce workplace accidents, is considered vital for success. With this in mind, in 2009 ACCIONA Infrastructure scheduled a

meeting in Brazil with the Ministries of Prevention of Risk at Work and Labour to communicate ACCIONA commitments in this area, learn about future plans for workplace health and safety in Brazil's construction sector, and establish commitments for cooperation.

The Company is also applying new technologies to its Prevention of Risk at Work Management System. Specifically, it is implementing a joint database application to monitor and track employee training, draft bids., implement safety and emergency plans and assess workplace risks.

ACCIONA considers that it is crucial to reinforce programmes for raising awareness and specific training on Prevention of Risk at Work and to improve information dissemination via multilingual instruction manuals in line with safety legislation.

It is also implementing procedures to monitor and report accidents according to the legislation in force in each country. In 2008, the Company implemented its workplace accident notification protocol at ACCIONA Infrastructure's companies outside Spain.

ACCIONA Infrastructure organised a seminar at its head offices at the end of 2008, attended by managers responsible for Prevention of Risk at Work, where the general objectives of the various safety departments were presented and 2009 Action Plans were set out.

**ACCIONA is implementing the Prevention of Risk at Work management system in its international businesses**

### THE SAFETY INSTITUTE, A KNOWLEDGE-BASED TOOL

In 2008, ACCIONA created the Workplace Health and Safety Institute under the Human Resources and Organisation Area as a platform for launching Prevention of Risk at Work training actions and external and internal safety forums.

Over the year, the Institute launched a number of initiatives with a view to raising awareness and training ACCIONA professionals on the importance of Prevention of Risk at Work.

The Institute uses common training content throughout all of ACCIONA's business lines with a view to promoting cross-training and taking advantage of

the synergies that exist between different businesses. The Institute generally provides online training.

The Institute seeks to make ACCIONA a leading company in Spain in terms of the amount of safety training it provides and to serve as a support for international growth.

In 2008, the Institute provided the following training programmes, among others:

- Hands-on training in first aid, teaching employees the procedures to follow in the event of accidents and emergencies;
- Classroom training in emergency equipment, teaching designated employees what to do in the event of a fire or evacuation;

- Classroom training in fire extinguishing equipment to teach designated employees what to do in the event of a fire;
- Road safety and ecological driving, to teach employees safe, ecological and sustainable driving techniques;
- An e-learning programme about computer terminals, via ACCIONA's Virtual Campus, in order to teach office employees about ergonomics and healthy posture;
- European Week for Safety at Work.

**The Health & Safety Institute is designed to convert ACCIONA into one of the organisations that invests most hours in training**

### TRAINING AND AWARENESS-RAISING, OUR BEST RESOURCES

The Company is committed to training employees to carry out their responsibilities and functions and to ensure their own and their colleagues' health and safety in the workplace.

Safety training is vital for employees directly involved in risk activities and for those who are responsible for executing Company projects.

ACCIONA's training programmes reflect its commitment to the health and safety of its employees. Each ACCIONA company includes its Prevention of Risk at Work training needs in the Annual Training Plan. Training is provided according to two priority lines of action:

- General training, which includes Prevention of Risk at Work, in line with the General Training Plan, and;
- Periodic training, which focuses specifically on each professional's job or function, covering existing and new risks.

Along the same lines, the "Frágil" (Fragile) campaign has the aim of raising awareness among all workers at all Company sites and emphasises the importance of Prevention of Risk at Work measures, the importance of working responsibly and safely, and taking all necessary precautions. In 2008, the Company raised awareness by disseminating specific training and information on safety to all professionals at newly-created companies, such as the Hospital del Norte concession company and ACCIONA Concessions.

ACCIONA has a specific procedure for supervising contractors, suppliers and temporary work agencies with which it works.

In 2008, ACCIONA Infrastructure provided a total of 39,824 hours of Prevention of Risk at Work training in Spain. 20,607 of which were given to employees of contractors, suppliers and temporary work agencies.

**39,824**  
**TRAINING HOURS**  
**PREVENTING RISK AT**  
**WORK**

## Promising results

The Company's accident frequency and severity rates continue to decline and are below the sector average as a result of the Company's Prevention of Risk at Work training efforts. ACCIONA Infrastructure's indices are substantially lower than the nationwide average for its sector.

## What do the frequency and severity rates mean?

The Frequency Index is the number of accidents that have led to lost time (including occupational diseases) per 1,000.000 hours worked. The Severity Index reflects the number of days lost as a result of workplace accidents, per 1,000 hours worked.

In both cases, the figures are referenced to workers paying social security contributions under various systems which cover workplace accidents, and to the average working day.

| WEIGHTED ACCIDENT INDICATORS               |           |       |          |      |           |
|--|-----------|-------|----------|------|-----------|
|  | Frequency |       | Severity |      | Incidence |
|  | 2008      | 2007  | 2008     | 2007 | 2008      |
| ACCIONA CORPORATION (1)                    | 3.16      | 3.19  | 0.05     | 0.05 | 534.76    |
| ACCIONA AGUA                               | 17.41     | 28.31 | 0.40     | 0.76 | 4,928.91  |
| ACCIONA ENERGY                             | 8.59      | 11.80 | 0.19     | 0.14 | 1,407.41  |
| ACCIONA LOGISTICS & TRANSPORT SERVICES (2) | 29.67     | 28.25 | 0.85     | 1.36 | 5,215.51  |
| ACCIONA AIRPORT SERVICES                   | 84.29     | n.a.  | 1.80     | n.a. | 14,632.45 |
| ACCIONA INFRASTRUCTURE                     | 27.75     | 34.47 | 1.01     | 1.61 | 5,656.20  |
| ACCIONA FACILITY SERVICES                  | 75.77     | 74.70 | 1.58     | 1.15 | 1,574.36  |
| ACCIONA REAL ESTATE                        | 4.64      | n.a.  | 0.06     | n.a. | 763.36    |
| OTHER BUSINESSES (3)                       | 37.91     | n.a.  | 1.10     | n.a. | 5,530.97  |

Does not include accidents on route to or from work

Definitions according to NTP 593

FREQUENCY INDICATOR = No. of workplace accidents x 1,000,000 / No. of actual hours worked

SEVERITY INDICATOR = Time lost due to a workplace accident x 1,000 / No. of actual hours worked

INCIDENCE INDICATOR = No. of workplace accidents leading to lost time x 100,000 / No. of workers

Notes:

The 2008 data are complete except for the following qualifications:

- 1) ACCIONA Corporation includes ACCIONA, S.A.
- 2) The Logistics & Transport Services division includes ACCIONA Trasmediterranea and the logistics and forwarding companies.
- 3) Other Businesses include GPD, the wineries and Bestinver.
- 4) The figures refer to Spain.

## WHAT IS THE ABSENTEE RATE?

- The absentee rate is the average number of workdays lost due to employee illness

### WORKPLACE HEALTH

ACCIONA has its own medical team to ensure employees' health and provide information on healthy work habits. This team, located at the Company's central offices, includes qualified doctors and nurses trained to handle issues related to the health and physical well-being of ACCIONA employees. There were 2,776 medical consultations in 2008.

Throughout the year, ACCIONA's medical team carried out several campaigns to raise awareness of and prevent illnesses, including:

- Flu vaccination;
- Blood donation;
- Prevention and control of high blood pressure;
- Prevention and control of high cholesterol;
- Prevention of obesity;
- Prevention of diabetes;
- Early cancer detection;
- Screening for colorectal cancer.

The implementation of preventive measures, awareness-raising campaigns and exhaustive medical checks has enabled ACCIONA to steadily improve its workplace health indices. The absentee rate at ACCIONA Infrastructure was 2.79%.

### PARTICIPATION, ADDING VALUE IN SAFETY

For safety policies and tools to be useful and effective, it is vital that employees and other stakeholders participate in their design.

To this end, ACCIONA is implementing various initiatives to include employee needs and requirements in planning activities, in line with industry best practices.

Employees best understand the risks they face in their daily work and their input is fundamental for the success of the safety programmes.

ACCIONA understands that while employee participation in safety measures is required by law, it is also an effective tool for the design and continuous improvement of Prevention of Risk at Work policies, a goal defined within the Company's activities and its commitment to sustainability.

For example, with a view to encouraging employee participation in designing safety mechanisms in work centres, ACCIONA Infrastructure plans to set up a suggestion box enabling employees to contribute ideas to improve safety.

It also considers collaboration with sector and institutional organisations to be fundamental for finding joint solutions and sharing experiences and best practices.

## The first in-house Prevention of Risk at Work seminars were held in 2008, organised by the Madrid Training Institute

An example of this was the First Seminar on Prevention of Risk at Work. (organised by the Madrid Institute for Training), which involved experts from the government and workers' compensation insurance companies, and representatives from business and the legal system in addition to the social partners.

ACCIONA professionals participated in the main industry forums, both as company representatives and as experts in their fields, including the Chamber of Contractors' Safety Committees, the National Institute of Safety and Hygiene at Work, and workers' compensation insurance companies. ACCIONA also participated actively in various regional conferences and seminars, and is involved at an institutional level in the publication of Prevention of Risk at Work manuals, books and documents.

ACCIONA works with the government, trade unions and workers' compensation insurance companies to promote multi-sectoral cooperation forums to develop strategies and policies for Prevention of Risk at Work. The most significant activities in 2008 included:

- Participation in the ORP 2008 6th International Conference on Occupational Risk Prevention in A Coruña and organisation of a workshop entitled "Healthy, sustainable and socially-responsible companies".
- Participation in the 2nd Conference on Occupational Risk Prevention in the Community of Madrid, which, due to the highly successful workshop given at the conference in A Coruña, was repeated here at the request of the Madrid Regional Government.
- Attendance at the Antonio Baró 2008 awards ceremony.

- Participation in the Sagardoy Foundation's Prevention of Risk at Work Forum.
- ACCIONA Energy participated in the 1st European Meeting on Prevention of Risk at Work in the wind energy industry.
- ACCIONA Infrastructure participated in the Safety Commission of SEOPAN (Association of Spanish Construction Contractors), the Commission of the Construction Industry Labour Foundation, the Laboralia Technical Commission and its trade show for Prevention, Protection, Health and Safety at Work.

## In-Company Seminar on Prevention of Risk at Work

- In October 2008, as part of the European Week for Health and Safety at Work, ACCIONA held its First In-Company Seminar on Prevention of Risk at Work, organised by Madrid's Institute for Training; experts from the government and workers' compensation insurance companies, and representatives from business and the legal system participated along with social partners.
- The seminar's aim was to reflect on the integration of Prevention of Risk at Work regulations at all levels of the Company.
- This event was particularly important for ACCIONA, given that the active promotion of a culture of safety-based on awareness, training and information, and its incorporation at all echelons, is one of the Company's strong social commitments.
- The seminars served to highlight ACCIONA's commitment to sustainability and its pioneering approach to applying innovative Prevention of Risk at Work policies. ACCIONA's performance is reflected in its leading position in the Dow Jones Sustainability World Index and the Dow Jones STOXX Index, which are international benchmarks of sustainability and socially-responsible investment. The event was also a meeting point for workplace health and safety professionals from different ACCIONA companies and provided a platform to strengthen synergies and share experiences and best practices between the Group's various companies.
- Attendees at the seminar included: the Social Security and Prevention of Risk at Work Management Department of CEOE (Spanish Confederation of Employers' Organisation), high-ranking representatives from MINTRA (Madrid Transport Infrastructure), the Chief Labour and Social Security Inspector for Madrid, the General Secretary of the CNC (National Construction Confederation), and the Head of the Permanent Secretariat of the National Commission for Workplace Health and Safety at the National Institute for Prevention of Risk at Work and Hygiene. Speakers at the seminar included representatives from Asepeyo, Fremap, MC, Mutua Navarra, Audelco, the Cuatrecasas and Muñoz Arribas law firms, and union representatives from various ACCIONA business divisions.
- The seminar included a theoretical and practical workshop entitled "Health and Sport", which covered issues such as improving mental and physical health through sport, and offered therapeutic tools for this purpose. Experts in nutrition, dieting, education and personal training attended.

## ACCIONA received the ORP 2008 award for model prevention systems and its commitment to disseminating and applying prevention values in the area of workplace risk

### EXTERNAL DISTINCTIONS, RECOGNISING OUR COMMITMENT

External awards and distinctions recognise the work of ACCIONA professionals in Prevention of Risk at Work. These awards provide an additional incentive to the excellent results obtained and recognise efforts in this area in recent years. The Company's most prestigious awards include:

- The 9th Best Prevention of Risk at Work Management Award was awarded to the project to refurbish Mata Castle in Las Palmas de Gran Canaria (Spain), for best practices in Prevention of Risk at Work management.
- The ORP 2008 International Award for Occupational Risk Prevention, as part of the ORP 2008 6th International Conference on Occupational Risk Prevention held in A Coruña (Spain), recognised ACCIONA for its exemplary

safety system and its commitment to disseminating and applying a culture of safety. The award, presented by the President of Galicia's regional government, reflects ACCIONA's commitment to, and excellence in, Prevention of Risk at Work. The panel of judges highlighted the Company's public commitment in the area of corporate social responsibility "through its active contribution to the social welfare of its employees, their personal lives and health and safety at work". It also recognised ACCIONA's 2007-2009 Strategic Plan for Prevention of Risk at Work as "an exemplary management system that best reflects its commitment in this area".

- The SAMOTER International Award at the International Exhibition on Earth-moving and Building Machinery in Verona (Italy), awarded to ACCIONA in the Foreign Company category. This award recognised ACCIONA's contributions towards

the development and management of infrastructure, real estate projects, transport and urban services and the development of new sources of renewable energy. It also acknowledges the work of those people who have developed and consolidated the construction system through important projects and technologically-advanced, innovative projects.

### INFRACTIONS

In 2008, ACCIONA Infrastructure received six fines and ACCIONA Facility Services received five, totalling 51,269 euros for non-compliance of Prevention of Risk at Work regulations. This was considerably less than the 14 fines received in 2007, which amounted to 95,287.44 euros.