

ACCIONA Urban & Environmental Services

ACCIONA's highly-specialized, flexible solutions provide public and private clients with efficient, competitive services.

ACCIONA Urban and Environmental Services handles outsourced ancillary services, street cleaning and waste collection, construction and maintenance of green areas, and security services. It operates via four independent, specialized companies: ACCIONA Facility Services, ACCIONA Urban Services, ACCIONA Environment and ACCIONA Security Systems.

ACCIONA FACILITY SERVICES

ACCIONA Facility Services delivers end-to-end solutions for ancillary service design, management and operation, enabling clients to focus on core business. Tailored offerings and the resulting synergies help clients trim costs, optimize facilities and enhance competitiveness.

ACCIONA Facility Services provides comprehensive tailor-made ancillary services



Ancillary service outsourcing by companies and institutions is a growing market, as is the trend to hire a one-stop shop to provide all ancillary services. ACCIONA Facility Services has taken advantage of the favourable business environment and currently offers bespoke end-to-end services to its clients.

The Company's commitment to quality is one of the keys to its success and the reason behind the continued trust of its

clients, who have worked with the Company for 10 years on average. ACCIONA Facility Services was also the first company in its sector in Spain to obtain ISO 9002, ISO 14001, OHSAS and SA8000 certification.

ACCIONA Facility Services is staunchly committed to sustainability. The Company created an environmentally-friendly cleaning service, ACCIONA Green Cleaning, which employs a proprietary

methodology based on best practices in sustainability propounded by international organizations such as the US Green Building Council, ISSA, the Environmental Protection Agency, Green Seal, and the BRE Environmental Assessment Method.

In 2009, the Company signed contracts with major public and private sector clients in Spain and abroad. They include the:

- Contract with Alstom Transporte to provide the following services at the Santa Perpètua de Mogoda factory in Barcelona: logistics and operations, technical maintenance, industrial production maintenance, general facilities maintenance, technical cleaning, waste collection and removal, and facility cleaning.
- Contract with the Navieras del Norte shipping company to provide the following services: naval shipyard cleaning, facility maintenance, smart warehouse logistics, transport logistics and procurement of ship-building materials.
- Provision of soft services at the Royal Jubilee Hospital in Victoria, British Columbia, Canada, in cooperation with ACCIONA Infrastructure, which is responsible for the hospital's construction. ACCIONA Facility Services is the first Spanish company to participate in a public-private partnership (PPP) in Canada. The Group's strong foothold in Canada provides ACCIONA Facility Services with an opportunity to expand abroad.

New clients in 2009

- ALSTOM
- CALADERO
- GAES
- GRUPO GENERALI
- NAVIERAS DEL NORTE
- OEPM (Spanish Patent and Trademark Office)
- PORTUCEL
- PROSEGUR

ACCIONA URBAN SERVICES

This Company's core business is municipal solid waste (MSW) collection and treatment. It also provides street cleaning, street furniture maintenance, beach cleaning, coast maintenance and management of recycling centres and waste transfer stations. It operates in many locations on the Mediterranean coast.

In 2009, the Company extended major contracts in Águilas (Murcia), Torrevieja (Alicante) and the Montsià district (Tarragona).

ACCIONA ENVIRONMENT

This Company is specialized in the design, construction and maintenance of green areas and parks. It serves local, provincial and regional governments, central government agencies, government entities and private companies.

In 2009, the Company's revenues came to 34.6 million euros, half of which is attributable to gardening and landscaping work. Maintenance of urban green areas accounted for 23% of revenues, environmental projects for 17%, and forestry work for 10%. New contracts in the year amounted to 50.2 million euros, and the pipeline at the year's end was 41 million euros.

ACCIONA Environment organizes and deploys temporary teams from bases in Paiporta (Valencia), Madrid, Abrera (Barcelona), Zaragoza, Valladolid, León, Mérida (Badajoz), Seville and Orense. This enables the Company to operate anywhere in Spain. Headquarters are located in Madrid (Management and Human Resources) and in Valencia (Administration, Studies, Contracts and Landscaping).

ACCIONA Environment's most important new contracts in 2009 were:

Environmental
services generated
revenues of

34.6 million
euros in 2009



- Gardening and civil works for city governments under the State Fund for Local Investment (FEIL) in La Campana (Seville), Getafe (Madrid) and León, worth 6.7 million euros.
- Other municipal works awarded by city authorities and local government agencies in Barcelona and L'Eliana (Valencia), worth 1.8 million euros.
- Municipal maintenance and related public services in León (joint venture with ACCIONA Infrastructure and ACCIONA Facility Services), L'Eliana (Valencia), and Barcelona, and private services in Banco Santander's 'Financial City' complex in Madrid and for Endesa in Catalonia; these contracts, which range from two to four years, are worth a total of 35.5 million euros.
- Forestry works awarded by agencies of the Ministry of the Environment and Rural and Marine Affairs in Toledo, Cartagena

and Palencia, and by the Environment Departments in Andalusia and Castile and León, valued at 6.7 million euros in total.

The Company has an average of 400 direct employees, 44 of whom are management and technical personnel; the remainder are administrative and manual workers. The average workforce in joint ventures was 120 employees, all of whom were administrative or manual workers.

At the end of 2009, the Company changed the name of Medio Ambiente Dalmau, S.A. to ACCIONA Medio Ambiente, S.A., aligning its legal name with the 'ACCIONA Environment' brand, under which it has operated for the last two years.

ACCIONA SECURITY SYSTEMS

After 27 years in the industry, ACCIONA Security Systems has become one of the most renowned companies in the fields of Security and Fire Protection in Spain and overseas, due to the top-flight services it provides to its customers.

The Company delivers the following services: design and implementation of safety and protection schemes, installations, maintenance, and alarm systems.

Clients in 2009 in Spain included: the Vandellòs and Cofrentes nuclear power plants, Madrid Regional Government, the Administrator of Railway Infrastructure (Adif), the Spanish airports authority (AENA), the Ministry of Infrastructure, the Ministry of Foreign Affairs, the Prado Museum, the Spanish Mint, the Universal Exposition of Seville, the Andalusia Regional Government, the Ministry of Defence, and Barcelona's Maremagnum shopping centre.

Certifications

- Directorate-General of Police, number 352.
- AENOR quality and environment certification.
- Register of companies at the Directorate-General of Armaments (Ministry of Defence).
- Official register of suppliers to the Government.
- Official register of companies in the Madrid region as a fire protection installation and maintenance company.
- Adif general register of suppliers.
- RENFE general register.
- Achilles procurement centres.
- ProTrans procurement centre.
- Cepreven procurement centre.
- Audelco workplace health and safety certification.