

social dimension

a. our people

b. safety, our priority

c. dialogue and cooperation

safety, our priority

2009 milestones

- Certification of almost all of ACCIONA's operations in Spain to the OHSAS 18001:2007 standard.
- Year-on-year reduction in severity index by 16 and frequency index by 10.
- Recognized as "Best in Class" for the third consecutive year by the Dow Jones Sustainability Index.
- Employees rated Workplace Health and Safety Policy 4.2 on a scale of 5.
- 4.4 out of every 5 employees are familiar with the Company's safety policy and are aware of the workplace risks associated with their post.
- Commitment by Senior Executives to Workplace Health and Safety activities.

2010 goals

- Draft the 2010-2012 Workplace Health and Safety Plan.
- Expand existing policies in this area to offices worldwide.
- Increase the number of medical professionals on staff as a key element in the health policy, in line with the idea that preventive medicine is a profitable investment.
- Give continuity to the Strategic Plan for Workplace Health and Safety in international operations.

WH&S Plan hits the mark

The 2007-2009 Workplace Health and Safety (WH&S) Plan completed its period in 2009. It sought to create a business model based on health and safety which aligns with benchmark national and international standards and ensures a safe, healthy workplace for all employees.

The Plan focused on the following:

- Strict compliance with legal obligations.
- Training for all employees on the risks associated with their posts.
- Training and awareness-raising for all employees on their obligations and responsibilities.
- Commitment by the Company to comply with and enforce the safety regulations in their broadest sense.

At ACCIONA, a corporate culture based on health and safety underpins the Company's corporate social responsibility plans; as a result, the Company implemented an innovative internal communication plan - 'Frágil' (Fragile) - which focuses on Workplace Health and Safety.

The Plan has been a success: accident indices have improved and the majority of employees are aware of the risks inherent in their jobs.

ACCIONA is drafting the 2010-2012 WH&S Plan, which will maintain the previous plan's lines of action, but will focus on businesses outside Spain and on increasing the number of medical professionals on staff in line with the idea that preventive medicine is a profitable investment.

ACCIONA is preparing
a new Workplace
Health & Safety
Plan to cover
the next
3 years



Safety, ACCIONA's prime commitment

In recent years, ACCIONA has worked diligently to become a benchmark in WH&S: the results are there to see in the Company's certifications and significant improvements in accident rates.

ACCIONA's goal is to create a corporate culture which focuses on health and safety by disseminating information and raising awareness.

The Company's management sees WH&S management as a key factor in developing its business plans in Spain and in other countries.

A safety management system will only function effectively if it has the right materials and people. Each year, ACCIONA

invests heavily to improve the system, but staff who are responsible for complying with and committing to the regulations are also key to its success.

Improved working conditions serve to encourage workers, who are further motivated if they participate directly in safety-related issues.

Sectors especially sensitive to health and safety

ACCIONA operates in industries that have high accident rates; action taken in recent years has brought down those rates to below the sector average in Spain.

Risk prevention is one of the most important factors in the development of Company business plans

Additionally, the following information is available to all employees on the ACCIONA intranet, Interacciona:

- ACCIONA's Safety Plan, which sets out the functions and responsibilities and the approach to safety.
- The Procedures in the Workplace Safety Management System.
- Documents on how to proceed in an emergency and the technical specifications for the protection equipment required for each job.

The most significant safety management activities in 2009 were as follows:

- Development of Health and Safety Audit Programmes for all business lines, in line with the goal of attaining OHSAS 18001:2007 certification or its equivalent in practically all business areas in Spain.
- Update of the Manual for the Workplace Safety Management System.
- Drafting of the Safety Planning document.
- Preparation of the Annual Safety Programme.
- Information and awareness-raising actions as part of the "Frágil" campaign.
- A seminar on heart-healthy habits in the framework of the World Workplace Health and Safety Day.
- Design of the 2010 Training Plan, adapted to the training needs in the Plan for Certification under OHSAS 18001:2007.
- Implementation of the Self-Protection Plan at Madrid's Infanta Sofía Hospital and subsequent validation of the plan by Civil Defence.
- Drafting of a range of relevant procedures such as the Plan for Preparation and Response to an Influenza Pandemic On-Board Ship and in other locations, and management and notification of accidents at the Infanta Sofía Hospital.
- Creation of a document listing the Personal Protection Equipment for each job and their technical specifications; this document is available on Interacciona and notice boards.
- Participation in forums for cooperation with external bodies and institutions.

Coordination in management

ACCIONA's Workplace Health and Safety Department responds to identified improvement needs by leveraging existing resources. The Business Activities Safety and Coordination Committee, which comprises all Safety and Human Resources Officers in all of ACCIONA's business lines, continued working in 2009 to standardize and integrate all the companies' safety management systems.

To fulfil the assigned duties in connection with WH&S, the organizational structure of ACCIONA's business lines has the following resources:

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

Workplace Risk Prevention Seals of Excellence

In 2010, ACCIONA Infrastructure plans to obtain two seals of excellence in workplace safety, in the Cantabria region and the Basque Country.

Zero Accident Target Seal. This seal is a voluntary project open to any company that does not have a high accident rate. Its goal is to encourage the adoption of effective safety management programmes over the medium and long term and to provide useful guidance to assist in effective compliance with the regulation by employers and workers and by independent safety consultants.

The **LOTU** seal acknowledges construction companies that take an active part in in the dissemination and development of this programme to avoid specific workplace risks, namely falls.

Safety management in other countries


ACCIONA continues to develop its workplace safety organization outside Spain. The main actions in 2009, based on each country's individual priorities, were as follows:

- Establishment of a specific WH&S action plan for each country.
- Drafting of Safety Procedures by adopting standard rules for action and requesting regular performance reports in line with OHSAS 18001:2007 guidelines.
- A new strategy for OHSAS 18001:2007 certification depending on each country's needs and characteristics.

The establishment of a Workplace Safety Management System pursues four main objectives:

- Improving accident rates.
- Improving working conditions on site.
- Creating a safety culture among workers, staff and contractors alike and implementing this commitment by ACCIONA Infrastructure at workplaces worldwide.
- Creating a brand image in the area of safety.

'It doesn't matter where we are, we are all ACCIONA. Safety is something that concerns us all, and we are here to help achieve it'



Country-specific methodology

In order to standardize Workplace Safety Practices internationally, ACCIONA Infrastructure is drafting "Country Action Plans", taking into account each country's specific features in the area of WH&S. They will be based on detailed knowledge of local legislation and a survey of the safety situation internally, externally and in the market.

ACCIONA Infrastructure's WH&S departments worldwide will use this knowledge to draft proposals for action that must be approved by country management and ACCIONA's International Department. Approved action proposals lead to a Country Action Plan, for which an implementation plan is developed and distributed using new technologies.

Mexico Action Plan

In order to draft the Mexico Action Plan, during 2009 the local safety legislation was examined and a baseline survey of safety conditions was conducted which included visits to Company sites and other sites in the industry as well as a compilation of information from manufacturers and distributors about personal and collective protection equipment and ancillary equipment. This resulted in the Mexico Action Plan, specified in the following points:

- Practical manual for construction sites.
- Training plan.
- Plan to improve working conditions.

In 2009, the first steps were taken to draw up action plans for Brazil and Gabon.

First International Seminar on Safety

The First International Seminar on Safety was held in 2009 with the participation of safety units from Brazil, Chile, Gabon, Mexico and Venezuela. The purpose of the seminar was to standardize approaches to safety at ACCIONA Infrastructure projects, and present the procedure and computer applications developed for safety management. Participants also visited a work site and a training centre in order to see first-hand how safety is applied on-site.

Training and awareness-raising, the best tools for safety

Training and awareness-raising are essential for successful prevention of WH&S risks. Consequently, the Company makes major efforts and devotes considerable resources to training employees in health and safety.

Supported by the creation of the Workplace Health and Safety Institute, ACCIONA employees received a total of 163,458 hours of safety training in 2009, putting ACCIONA among the top Spanish companies in terms of expenditure on this type of training.

ACCIONA Infrastructure provided a total of 78,378 hours of WH&S training, 24,312 of which were given to employees of contractors, suppliers and temporary work agencies. ACCIONA Agua provided 31,333 hours of training to direct employees, and ACCIONA Facility Services 54,472 hours.

The Company also continued to disseminate specific health and safety educational materials under the "Frágil" campaign, aimed at workers in all ACCIONA workplaces throughout the organisation.

ACCIONA has a specific procedure for training and supervising contractors, suppliers and temporary work agencies that provide services to any of its business lines.

The Annual Training Plan covers the safety training needs of all ACCIONA's business lines. There are three types of safety training:

- General. Includes workplace safety, in line with the General Training Plan.
- Periodic. Focused on each person's job or function, covering existing and new risks.
- Specific. For middle management.

Information: 'Frágil' campaign

In 2009, ACCIONA continued its "Frágil" campaign to raise awareness, particularly among new hires, of the importance of taking responsibility for working safely with all the necessary precautions.

The campaign, which is ongoing, and is being conducted in tandem with expansion by all ACCIONA group companies is based on three principles:

- Informing employees and their representatives about the safety audits and reviews conducted in each business line, as well as their conclusions and the action plans drawn up as a result.
- Providing supplementary information regarding specific risks in each work station.
- Promoting ongoing awareness-raising activities.

All information is available in Spanish and English for worldwide distribution.

Workplace Health and Safety Institute

ACCIONA has a Workplace Health and Safety Institute, under the Human Resources and Organization Area, whose mission is to organize WH&S training actions and set up external and in-house forums on safety.

In 2009, the Workplace Health and Safety Institute continued to promote a range of initiatives aimed at raising awareness and avoiding risks in individual places of work.

The Workplace Health and Safety Institute operates along three basic lines:

- Common training content.
- Promotion of cross-offerings so as to respond to the needs of ACCIONA's various business lines and take advantage of synergies by standardizing workplace risk prevention systems.

- Using new technologies as an effective vehicle for training.

In 2009, the Workplace Health and Safety Institute conducted numerous initiatives in the area of safety. They include most notably:

- Updating training procedures, information and competencies.
- A procedure for integrating safety into contractor hiring processes.
- Courses on emergency procedures and first aid for in-house and contractor personnel.
- Specific assessments to gauge job suitability in the case of "sensitive workers".
- Training on handling loads and patients with reduced mobility at the Infanta Sofía Hospital.
- Training in waste-sorting at the Infanta Sofía Hospital.

Participation

Consultation with staff and their participation in safety processes are not only a legal requirement but are also an effective method for implementing policies, technical improvements and training programmes. Consequently, ACCIONA has developed new channels for participation in WH&S which enable ACCIONA Infrastructure employees worldwide to take an active part through suggestion boxes (pictured below) managed by the safety departments.

Control and monitoring

In 2009, ACCIONA continued to conduct Company-wide health and safety audits in an effort to improve ongoing safety training by integrating it at every level of the organization and using methodologies, tools and new technologies.

In line with the Strategic Plan, internal and external audits were conducted to assess the degree of compliance with the Management System.

Internal audits

Internal audits were carried out using the cross audit system with in-house resources, in compliance with OHSAS 18001:2007 requirements.

The audits took place at the following companies: ACCIONA, S.A.; ACCIONA Servicios Hospitalarios, S.L.; ACCIONA Concesiones, S.L.; the four Bestinver companies; AFS subcontractors for ACCIONA, S.A.; Sociedad Concesionaria Hospital del Norte, S.A. (including a compliance audit); ACCIONA Servicios Concesionales, S.L. (including a compliance audit); ACCIONA

Energía (including a compliance audit); ACCIONA Agua; ACCIONA Infraestructuras, S.A.; ACCIONA Instalaciones, S.A. and ACCIONA Security Systems. ACCIONA Infrastructure audited two companies: ACCIONA Concessions and Freyssinet.

In particular, ACCIONA Infrastructure made 2,778 site visits in 2009 as part of its Safety Assessments and Management Evaluation System. A total of 175 Health and Safety Plans were drafted in the areas that were visited and 15 voluntary internal audits were completed.

We continued to carry out health & safety management audits throughout

2009

ACCIONA Infrastructure & ACCIONA Installation Services obtained Workplace Safety certification in 2009



OHSAS 18001:2007 certification

The following companies renewed their OHSAS 18001:2007 certification in 2009: ACCIONA S.A.; ACCIONA Concesiones, S.L.; ACCIONA Servicios Hospitalarios, S.L.; the four Bestinver companies; ACCIONA Energy and ACCIONA Agua.

The following companies obtained OHSAS 18001:2007 certification in 2009: ACCIONA Infraestructuras, S.A.; ACCIONA Instalaciones, S.A.; ACCIONA Sistemas de Seguridad; ACCIONA Medio Ambiente Dalmau, S.L.; and ACCIONA Servicios Urbanos, S.L. Other companies such as Sociedad Concesionaria Hospital del Norte, S.A., ACCIONA Servicios Concesionales, S.L. and Aepo, commenced

the development phase of implementing a safety management system with a view to obtaining OHSAS 18001:2007 certification.

ACCIONA Infrastructure and ACCIONA Installations successfully completed the necessary audits for Workplace Safety Certification, which acknowledges the efficacy of their WH&S management system. The Workplace Safety Certification, which is based on OHSAS 18001:2007 and granted by specialized auditor Audelco, certifies that both companies foster safe working environments by coherently identifying and controlling their health and safety risks, reducing the scope for accidents, and generally improving performance.

Regulatory audit

ACCIONA Infraestructuras, S.A., ACCIONA Instalaciones, S.A., ACCIONA Sistemas de Seguridad, Sociedad Concesionaria Hospital del Norte, S.A. and ACCIONA Servicios Concesionales, S.L. underwent regulatory audits. These are mandatory audits covering the entire workplace risk management system and lead to the issuance of audit certificates.

Audelco, an external specialized company, performs the audits. The results are used to design action plans to improve WH&S.

ACCIONA continues to improve its Accident Rates

As a result of efforts in recent years, ACCIONA's accident frequency and severity rates are now below the industry average. In particular, ACCIONA

Infrastructure's accident frequency rate is more than 50% lower than the nationwide industry average.

ACCIONA	FREQUENCY		SEVERITY		INCIDENCE	
	2009	2008	2009	2008	2009	2008
ACCIONA CORPORATION ⁽¹⁾	2.47	3.16	0.03	0.05	484.46	534.76
ACCIONA AGUA	33.77	17.41	0.79	0.40	5,805.24	4,928.91
ACCIONA ENERGY	14.07	8.59	0.13	0.19	2,309.99	1,407.41
ACCIONA LOGISTICS & TRANSPORT SERVICES ⁽²⁾	15.38	29.67	0.87	0.85	4,001.76	5,215.51
ACCIONA AIRPORT SERVICES	84.45	84.29	2.15	1.80	11,459.47	14,632.45
ACCIONA INFRASTRUCTURE	23.39	27.75	0.99	1.01	5,110.75	5,656.20
ACCIONA FACILITY SERVICES	53.36	75.77	0.81	1.58	6,096.47	1,574.36
ACCIONA REAL ESTATE	5.26	4.64	0.17	0.06	878.16	763.36
OTHER BUSINESSES ⁽³⁾	72.23	37.91	1.01	1.10	11,492.82	5,530.97

Meanings by NTP 593

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

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

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

Notes: The 2008 and 2009 data are complete except for the following qualifications:

- 1) ACCIONA Corporation includes Acciona, S.A.
- 2) The Logistics & Transport division includes ACCIONA Trasmediterranea and the logistics and forwarding companies.
- 3) Other Businesses includes GPD, the wineries and Bestinver.
- 4) Data relative to national companies.

In **2009**,
our Workplace Health
& Safety Department
played a key role at
various forums and
seminars



Cooperation with institutions

In 2009, ACCIONA continued to participate actively in external forums in its ongoing programme to promote WH&S in all its activities. ACCIONA professionals participated in the principal industry forums, both as Company representatives and as experts in their fields.

ACCIONA works closely with the government, trade unions, and workers' compensation insurance companies to promote multi-sectoral cooperation forums to develop strategies and policies for WH&S.

In 2009, members of ACCIONA's Workplace Safety Department took part as keynote speakers at a number of forums and seminars, including most notably:

- A keynote address on "Health and Safety in the company during times of crisis" at a World Day on Workplace Health & Safety seminar organised by insurance company Asepeyo.
- ORP 229 Forum: International Workplace Health and Safety Congress held in Chile.
- AON seminar: keynote address on "H1N1 Flu, workplace prevention plans".
- Seminar organised by Marcus-Evans; presentation on "Plan for preparation and response to a pandemic in the workplace".

ACCIONA Infrastructure also participates in numerous organizations in connection with WH&S: the Framework Agreement on Cooperation with the National Workplace Health and Safety Institute (INSHT); participation in the European

Week for Safety and Health at Work, which in 2009 focused upon risk assessment, and in which ACCIONA took part in a technical seminar; the Commission of the Construction Industry Labour Foundation; Safety committee at the Cámara de Contratistas and other trade groups; Safety Commission of SEOPAN (Association of Spanish Construction Contractors); Safety Commission of AECOM (Association of Madrid Region Construction Companies); Infrastructure Ministry Site Monitoring Commission; National Construction Technical Platform "Looking to 2030: Innovation and efficient change in the construction sector"; and the 'Laboralia' Technical Commission.

As well as taking part regularly in conferences, courses and seminars, ACCIONA health and safety technicians and experts helped to develop training courses in first aid and emergency procedures, and in implementing procedures in ACCIONA's business lines and its subcontractors.

ACCIONA is firmly committed to continuous improvement of working conditions for its employees and it is aware of its workers' rights to enjoy safe and healthy working conditions. For that reason, it fully and unreservedly supports the Seoul Declaration on Safety and Health at Work.

ACCIONA Infrastructure Site Management Awards


In June 2009, ACCIONA Infrastructure presented the 9th Annual Site Management Awards, for 2008, in recognition of best practices in Safety, Quality, Environment and Site Management.

The award for Best Safety Management went to the Valencia Arts School construction site. Criteria included the site's safety record in the last year, and the degree to which safety has become part of the project's overall management scheme. The award for Best Site Management in 2009 went to the Villargordo del Cabriel-Venta del Moro section of the high-speed railway line, also in Valencia.

ACCIONA Infrastructure's Site Management Awards are an established event recognizing cooperation within the teams and their commitment to excellence in management. They confirm ACCIONA Infrastructure's pioneering management style, focused on quality, safety and sustainability.

In 2009, a project outside Spain received an award for the first time. The project to build Phases 3 and 4 of the Polytechnic University in San Luis Potosí, Mexico, received an honourable mention for the efforts, determination and resources used to maintain good working conditions and safety practices on site.

The employee
absentee rate
in 2009 was
2.69%
less than the year
before



Workplace health is growing in importance

Among other goals, ACCIONA's Workplace Safety Plan (2010 to 2012), which aims at continuing the Plan's priorities, sets out to enhance the field of workplace medicine under the principle of cost-effective investment in preventive medicine.

ACCIONA has its own medical service to monitor employee health and promote healthy lifestyles. This service is available to all ACCIONA employees at the Group's corporate HQ, where they are attended by a Healthcare Unit accredited by the Madrid Regional Government that is staffed by doctors and nurses; the Unit handles common illnesses, accidents and emergencies, and any issue related to employees' health and well-being that arises during work hours. In 2009, the Unit handled 3,941 medical and

nursing consultations, and, during the year, it conducted various prevention and awareness-raising campaigns, including:

- Flu vaccination: A total of 544 vaccinations were provided in the 2009-2010 campaign.
- H1N1 influenza vaccination.

Before the World Health Organisation declared the H1N1 influenza outbreak to be a pandemic, a working group was established at Madrid's Infanta Sofía Hospital as part of the preparation for the pandemic, to ensure that the response would be as effective as possible. ACCIONA's other business lines drew up a range of protocols, including one for office staff and another for shipping crews. Additionally, a range of fully updated rules and recommendations were published on

Interacciona. Shipping crew members and hospital staff were given specific instructions on hygiene measures required to minimize the risks posed by their jobs.

ACCIONA's workplace health indices continue to improve steadily, thanks to preventive measures, awareness-raising campaigns and exhaustive medical checks; the index of days lost at ACCIONA Infrastructure was 2.69% in 2009, slightly less than in the previous year.

ACCIONA, co-organiser of the Seminar on Heart-Healthy Habits

In 2009, ACCIONA devoted efforts to an important aspect of safety, namely Workplace Medicine. This aspect of preventive medicine is a key factor in improving ACCIONA employees' quality of life and, consequently, their professional efficiency.

ACCIONA's Workplace Health and Safety Institute helped to organize a Seminar on Heart-Healthy Habits featuring leading speakers from the insurance companies that sponsored the event. The Seminar took place in the auditorium at the Infanta Sofia Hospital.

The event was organized in the context of the World Day on Safety and Health at Work.

The Seminar set out to raise awareness of the importance of healthy lifestyles in order to have

"healthy people and healthy companies". ACCIONA contributed actively in 2009 to improving its employees' health through the following actions:

- Medical checks that are more exhaustive than required by law.
- Following the enactment of Spain's Anti-Tobacco Law, the Company provided assistance to employees wishing to give up smoking with a programme entitled "It's easy to give up smoking if you know how".
- Promotion of sport, nutrition and health programmes.
- Dissemination of tips, recommendations and information on medical matters over Interacciona.

Infractions

In 2009, ACCIONA companies received 11 fines for non-compliance of workplace safety regulations: nine of the fines were levied on ACCIONA Infrastructure, one on ACCIONA Infrastructure Maintenance and one on ACCIONA Facility Services. The fines in 2009 totalled 31,868 euros, a notable decrease on the 2008 figure (62,613.45 euros).