

**FACILITY
SERVICES
END-TO-END
MANAGEMENT
OF SERVICES**

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range of services

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Innovation,
Quality and
Environment

ACCIONA, pioneers in development and sustainability

ACCIONA is one of the main Spanish business corporations, a leader in the development and management of infrastructures, renewable energies, water and services. With a history stretching back a century and a present workforce of more than 30,000 committed professionals, it is present in more than 30 countries on the five continents. In 2013 it earned revenues of 6,607 million euros.

ACCIONA focuses its strategy on economic growth, environmental equilibrium and the progress of society as cornerstones of its Sustainability policy and has a long-term philosophy. Its businesses link it closely to the challenges and opportunities presented by Sustainable Development. Within the framework of these challenges, it has developed advanced sustainability practices that are expressed in a Master Plan (PDS 2015). Its objectives aim to contribute to improving the organization's competitiveness and consolidating its position as a leader in the field of sustainable practices.

The creation of value of ACCIONA's business goes hand in hand with innovation, in which 173.2 million euros were invested in 2013. We would highlight the effort made in the area of the internationalization of processes of innovation, reaching out to the main markets.

One of the company's specific commitments is to gradually reduce its climate footprint and lead the transition to a low-carbon economy. As a result, the activities and businesses of ACCIONA avoided the emission of over 15 million metric tons of CO₂ to the atmosphere in 2013. This approach has been ratified by its inclusion in prestigious sustainability indexes such as the Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Index, STOXX®Sustainability, Carbon Disclosure Leadership Index (CDLI) and Carbon Performance Leadership Index (CPLI) Iberia 2013.

**ACCIONA
Service takes
advantage
of all the
synergies
created
through
the overall
management
of all the
activities of the
Division.**



ACCIONA Service is the result of a series of efforts and a commitment to the integration of all the service companies of the ACCIONA Group into a single Division under the same brand. This means we can optimize quality, flexibility and costs, taking advantage of the synergies created by the overall and end-to-end management of all the Division's activities.

With more than 50 years' experience and in-depth knowledge of the business and the needs of its customers, ACCIONA Service

a comprehensive range of services

is able to adjust its range of services and offer them *à la carte*.

- Specialized cleaning.
- Full range of logistics services.
- Technical and maintenance services.
- Auxiliary services.
- Social and health / hospital services.
- Energy efficiency.
- Environmental services.
- Urban services.
- Logistics and forwarding.
- Airport services.
- Events and museums.
- Security services.
- Facility Management.

What characterizes ACCIONA Service is its readiness to serve. Oriented towards helping the customer achieve its objectives, taking care of all non-core business activities so that the customer can focus on its business completely, in the knowledge that ACCIONA Service will successfully manage the support services it needs.

ACCIONA Service has managed to position itself as the preferred service partner of the main companies in Spain.

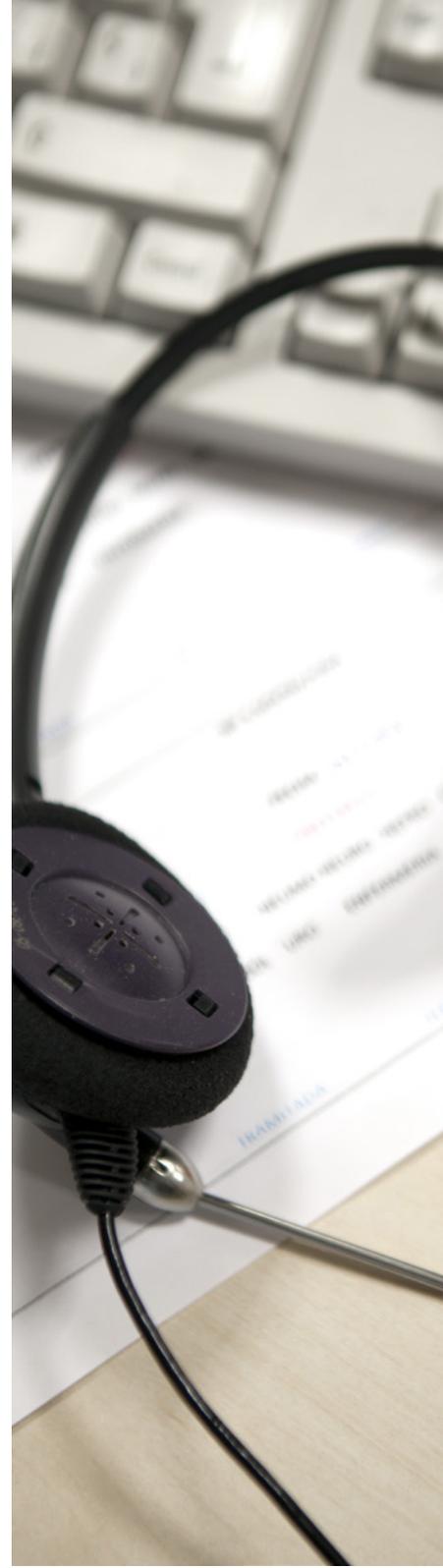


A unique business model

ACCIONA Service, through its company dedicated to Facility Services (ACCIONA Facility Services), acts as a partner to its customers and provides them with comprehensive solutions.

ACCIONA Service's great flexibility means that it can offer the customer a unique business model that ranges from

the contracting of a single service to the possibility of carrying out the complete management of the customer's non-core business, i.e. Facility Management. This means that the customer receives advice and services that are continually adapted to its needs, thereby optimizing resources and costs.



In all sectors

ACCIONA Service holds a strong position in the private sector, strengthened by the variety of services it can offer each customer. In this market, the simplification of management and economies of scale are the driving force for the Company's growth.

Among our main customers are leading companies in the agrifood, pharmaceutical, automotive, hotel, banking and hospital sectors.



Industrial



Automotive



Agrifood and
Pharmaceutics



Healthcare



Energy



Tourism



Logistics



Public

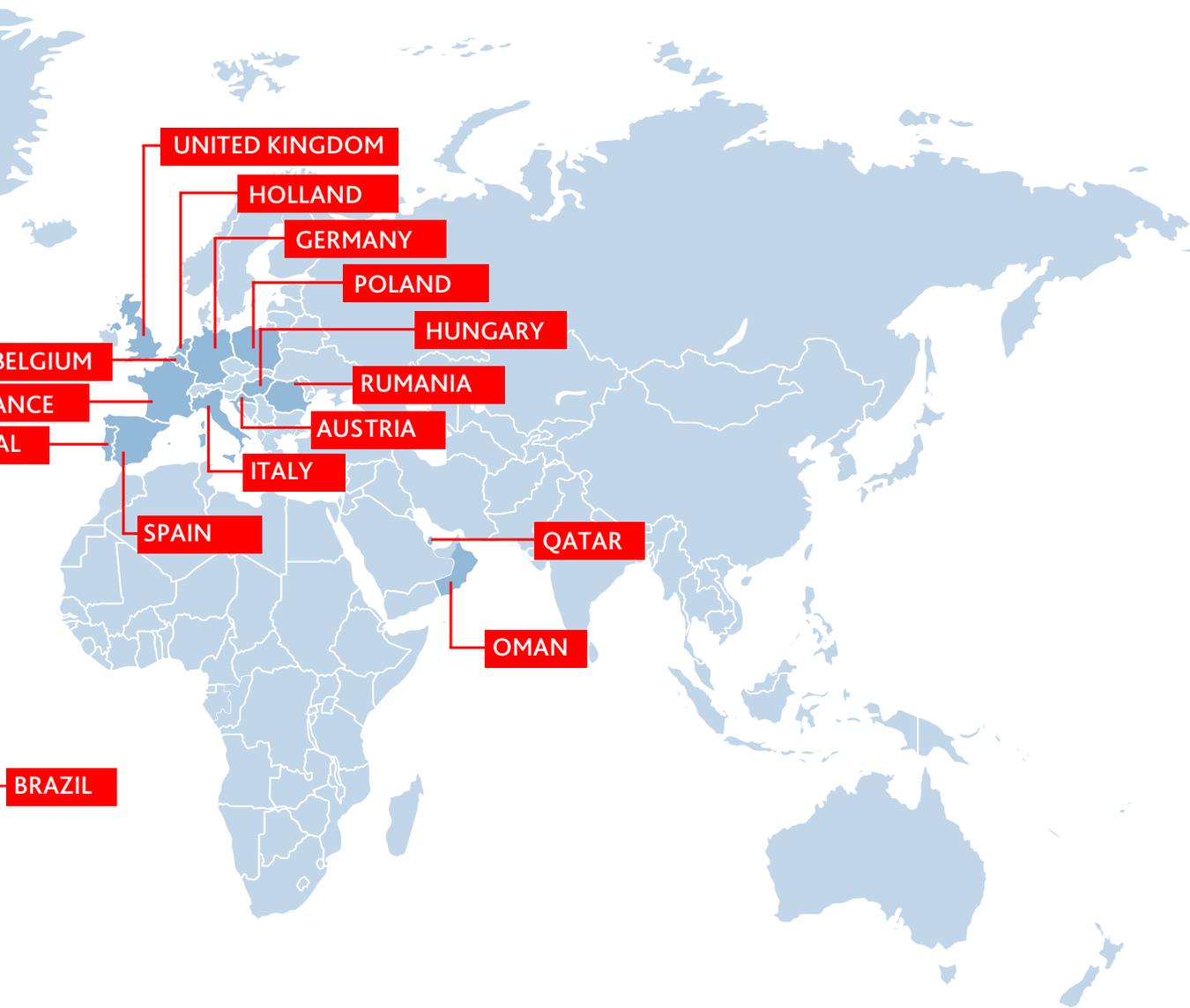


Worldwide

ACCIONA Service is present in 20 countries and its objective is to continue expanding internationally, identifying new business opportunities and supporting its customers in their internationalization process.

ACCIONA
Service
passes on its
recognized
experience and
know-how to
other countries





UNITED KINGDOM

HOLLAND

GERMANY

POLAND

HUNGARY

RUMANIA

AUSTRIA

ITALY

SPAIN

QATAR

OMAN

BRAZIL

BELGIUM

FRANCE

AL



Services offered

FACILITY MANAGEMENT

Facility Management is an end-to-end management model that covers fixed assets and the associated (backup) services that are required to develop the activities of a company or organization.

The expense associated with these areas is usually the second highest in a company's budget after human resources, which makes it an essential part of the profit and loss statement of companies.

ACCIONA Service has developed an end-to-end management model structured in the following services that are carried out during the working life of an asset: **DESIGN - CONSTRUCTION - OPERATION - REINVESTMENT / DIVESTMENT:**



01. Services consultancy

- Consultancy on the optimization of services.
- Consultancy on the design of FM models.
- RFI-RFQ.
- Implementation of a management model.
- Consultancy on the life cycle of installations.
- Consultancy on operating costs.
- Consultancy on improving service processes.
- Consultancy on the management of floor space.
- Consultancy on outsourcing models.



02. Facility Management

- Management of floor space.
- Commissioning.
- Energy efficiency.
- Collateral management.
- Management of services.
- Customer Service Desk.
- Coordination of business activities
- Quality, sustainability and the environment.



03. Provision of services

Backup services to the core business of the company:

- Internal logistics.
- Warehouse management.
- Auxiliary services (courier, room management, reception, hostesses, destruction of confidential documents), etc.

Services for buildings and installations:

- Specialized cleaning services.
- Technical and maintenance services.
- Energy services.
- Environmental services.
- Transfers and removals.
- Architecture and design.
- Building work and reforms, etc.

Servicios a las Personas:

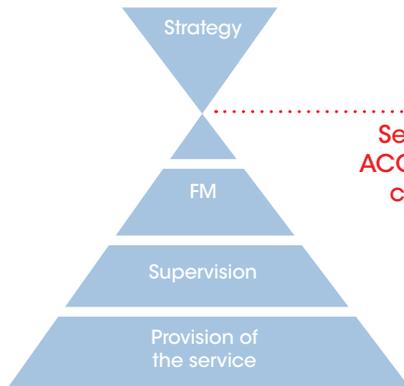
- Catering and vending.

MANAGEMENT MODEL

ACCIONA Service's management model is based on 4 basic pillars, all of them oriented to achieving results.



- Study of the customer's needs to optimize quality, reducing costs and applying continuous improvement processes to increase productivity.
- Good management means higher productivity in a company. Some experts consider this increase can be up to 20%.
- ACCIONA Service bases its model on efficiency and innovation, which allows you to consider an end-to-end management model for the different services.
- The model establishes a point of control between the management and the customer's strategy.



Services provided by ACCIONA Service that come under Facility Management

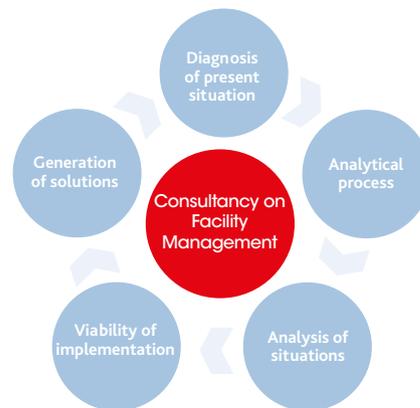


01. CONSULTANCY IN SERVICES

CONSULTANCY IN FACILITY MANAGEMENT

As a specialist in *Facility Management*, ACCIONA Service has long-standing experience in consultancy. It has a team of professional consultants with 15 years' experience.

Through the consultancy service in *Facility Management*, ACCIONA Service advises its customers on specific FM areas throughout the working life of a building (architectural design, construction, operation and divestment at the end), presenting alternatives that are in line with the customer's objectives.



CONSULTANCY SERVICES

CONSULTANCY AT THE BEGINNING, IN THE DESIGN PHASE

- Consultancy on the design of *FM* models.
- Consultancy on the life cycle of installations.
- Consultancy on operating expenses.
- Consultancy on spaces for services.



CONSULTANCY IN THE CONSTRUCTION PROCESS

- Consultancy on the design of *FM* models.
- **RFI-RFQ**
- Consultancy on the life cycle of installations.
- Consultancy on operating expenses.
- Consultancy on space management.
- Consultancy on outsourcing models.



CONSULTANCY IN THE OPERATIONAL PROCESS

- Consultancy on the optimization of services.
- Consultancy on the design of *FM* and **RFI-RFQ** models.
- Implementation of a management model.
- Consultancy on operating expenses.
- Consultancy on improving service processes.
- Consultancy on space management.
- Consultancy on outsourcing models.

02. OUR APPROACH TO FACILITY MANAGEMENT

MANAGEMENT OF SPACE

The planning of space has become an essential factor in the management of fixed assets, and it should be oriented towards achieving a company's business objectives.

Making space in the right conditions to be able to carry out business activities requires prior work to adapt it to the needs of the activity.

ACCIONA Service carries out comprehensive projects for the design and models of spaces adapted to the customer's needs,

following its Space Management process model.

MODEL OF INTERACTION AND AUTONOMY

Within the analytical process, interaction and autonomy models are developed based on the areas of activity of each customer.

PRE ZONING

Proposals are made based on the analysis of interaction and space for pre-zoning, visualizing the location of the different types of spaces and/or departments/functional areas of each customer until a

detailed project is implemented.

STANDARDIZATION OF WORKSTATIONS

In the design and standardization workstation descriptions are established in line with the objectives defined with each customer, indicating the distribution of space, furniture, etc.

01

STRATEGIC PLANNING OF SPACE

- Analysis of corporate needs.
- Analysis of starting situation.
- Diagnosis of use of space.
- Objectives.

02

DEVELOPMENT OF PROJECT PLANS

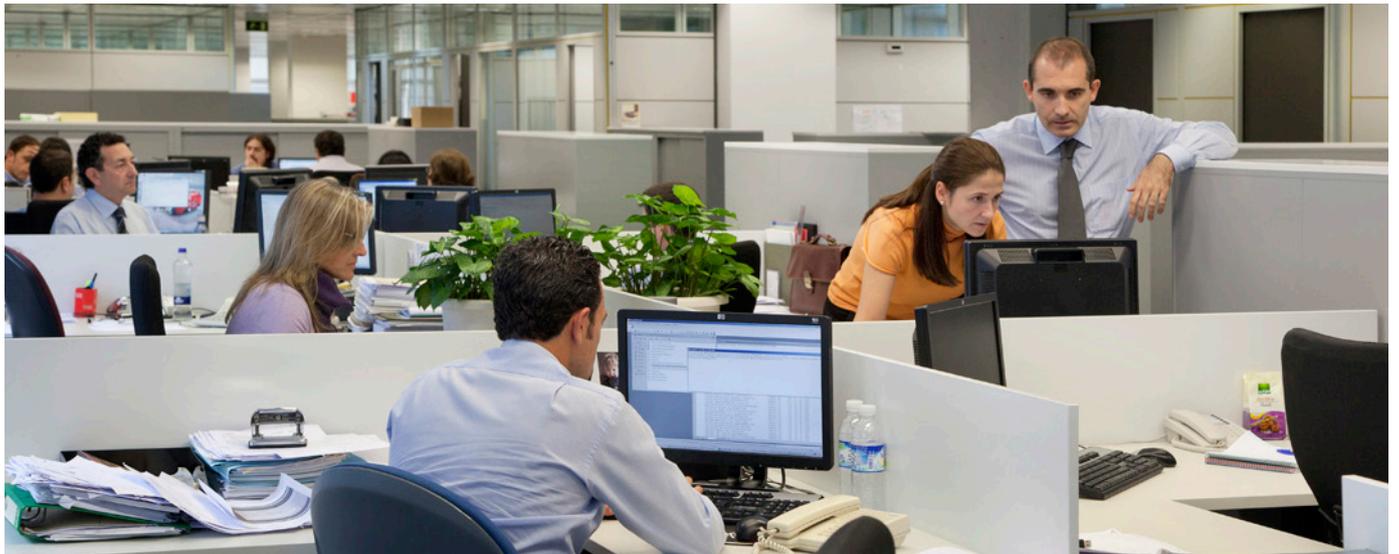
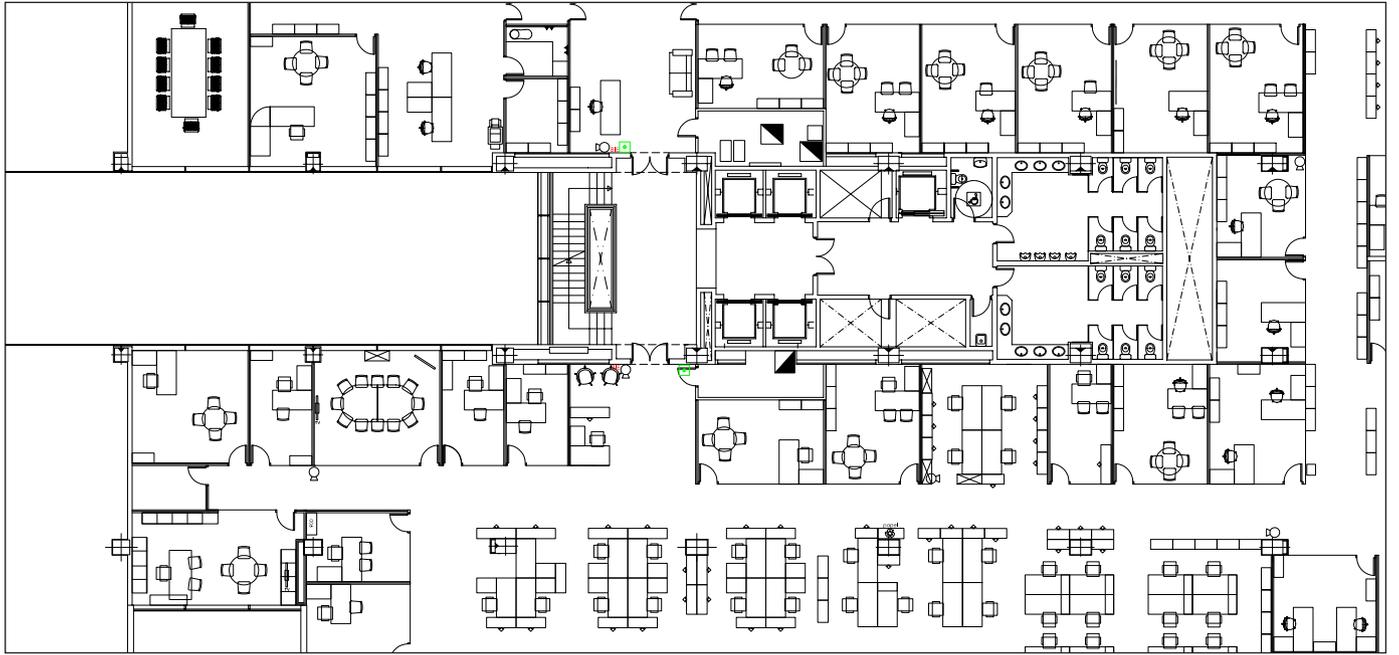
- Project design.
- Technical project.
- Approved plan - execution.
- Management of Change plan.
- Occupation and Transfer plan.
- Plan for surplus assets.

03

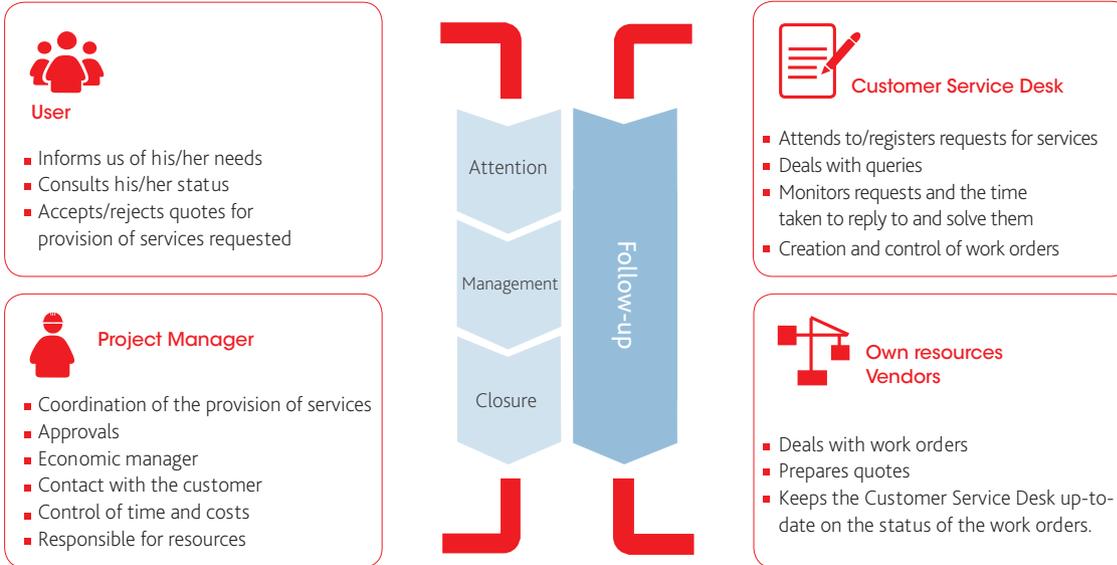
MANAGEMENT AND OPERATION

- Business plan.
- Maintenance plan.
- Evaluation of jobs and tasks.
- Profitability of the working environment.

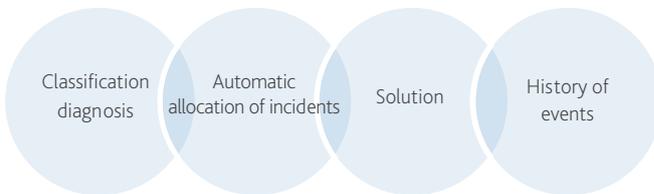
DECISION-MAKING



CUSTOMER SERVICE DESK



Total control and immediate resolution of incidents



Objectives:

- Provide a single point of contact for the customer.
- Ensure a service that is close to the user, with quick and quality responses to any request.
- Keep control over requests managed, with the aim of finding improvements in management, both of internal personnel and of vendors' personnel, identifying cost savings through the optimization of the use of resources.



03. PROVISION OF SERVICES

... backup services for a company's core business

INTERNAL LOGISTICS

ACCIONA Service has a specialized division in internal logistics that offers a comprehensive solution to industrial customers, by participating in the design process, the management of workflows and the carrying out of all operations.

ACCIONA Service is a benchmark internal logistics operator in its main production centers in Spain and Portugal. Its capacity enables it to carry out any materials handling task on the customer's premises within the supply chain flows.

The main activities are:

- Unloading, reception and storage of raw materials and components.
- Reception and management of delivery requests.
- Picking / sequencing / linefeeding / supply of empties to the production line.
- Extraction of the finished

product and storage.

- Preparation and loading of orders. Shipments.
- Comprehensive management of warehouses and dedicated distribution centers.

The following process of Reverse Logistics are included in ACCIONA Service's portfolio:

- Collection of empties in the plant: containers and cases.
- Cleaning, classification and management of empties, and dispatch to vendors.

Likewise, auxiliary production services:

- Packaging. Preparation of shipments.
- Pre-assemblies / sub-assemblies / post-assemblies.
- Quality inspections.

ACCIONA Service has the capacity to compete successfully with any

other logistics operator in the market, thanks to its know-how in internal logistics and production processes. It is used to working as part of improvement teams and task forces in any environment, even in highly competitive and demanding sectors such as the automotive industry.

ACCIONA Service is the main benchmark as an internal logistics operation in the main production centers of Spain and Portugal.





A vertical photograph on the left side of the page showing the interior of a warehouse. It features a high ceiling with metal beams, a red floor, and various pieces of equipment and materials, including a green pallet jack and several cardboard boxes.

WAREHOUSE MANAGEMENT

Within the logistics processes we would highlight warehouse management.

The reception of materials and their storage, the movement of materials within the warehouse or to the point of consumption are considered critical services by many organizations.

Warehouse management means that you can obtain data and treat them to achieve better results, which have a knock-on effect on the organization and the product.

Both in the industrial and the service sector, the arrangement of materials in an organized and efficient manner

enable you to guarantee supplies in the right way.

ACCIONA Service optimizes financial resources, depending on production needs and the use of materials, and adds value to the product or service.

- Design and layout of distribution warehouses
- Dimensioning of the warehouse
- Internal configuration of the warehouse
- Warehousing systems
- Materials flow
- Computer systems for control



**ACCIONA Service
provides solutions
depending on
each customer's
needs**

AUXILIARY SERVICES

The 'auxiliary' concept covers a wide range of services of very different types, with the aim of covering all the needs of a company or organization, providing specific and personalized solutions.

All the services that ACCIONA Service provides are carried out by specially trained personnel for

each task. These range from profiles with specific technical training for operational tasks to highly-qualified personnel with technical training to develop computer management applications.



Among the main activities, we would highlight:

- Design, manufacture and execution of manufacturing processes.
- Development of management applications.
- Management of general services.
- Meeting room organization.
- Attention to VIP rooms.
- Personnel for congresses.
- Management of car parking.
- Janitor services.
- Help Desk.
- Reception.
- Courier services.
- Destruction of confidential documents.
- Personnel for access control.
- Security, controllers and personnel transport.
- Fire service.

... services for buildings and installations

SPECIALIZED CLEANING SERVICES

ORDINARY CLEANING

ACCIONA Service innovates in the ordinary cleaning of the service sector (buildings, offices, shopping malls, hotels, etc.) by applying a methodology called 'Clean Team'. This system is based on organizational improvements and processes that increase productivity, optimize costs and encourage the motivation of the cleaning personnel.

The methodology for implementing these improvements is based on:

- Mass production system. A procedure tried out in several centers.
- Gradual mechanization of the service, making the process more technical and making the work easier to carry out.
 - Equipment for cleaning restrooms and changing rooms that increases productivity and avoids contact between the worker and the surfaces being cleaned (No-Touch Cleaning).
 - Microfiber mops with water incorporated: increase in productivity thanks to the elimination of unnecessary trips to a tap, which increases the ergonomics of the process by avoiding bad postures, etc.
 - Mechanical mopping using 'ec-H₂O' systems: increases productivity of the mopping thanks to the use of electrically treated water, without the need to use chemical products.
 - Mechanical mopping + shining through the 'Twister' system: equipment with special discs that shine the floor during the traditional mopping process.



TECHNICAL-INDUSTRIAL CLEANING

For industrial sector customers with technically complex facilities, ACCIONA Service applies the 'SENDA®' technical cleaning methodology designed for use in complex installations.

ACCIONA Service has extensive capacity and experience in different industrial sectors, which means that it can provide a consultancy/reengineering service that continuously adapts to customers' needs. As a result, it offers a comprehensive and personalized services that goes beyond a mere cleaning service.

ACCIONA Service has the capacity and resources to offer more efficient services thanks to investments in R&D+i in new equipment, machinery, personnel control systems, etc. It continuously transmits its know-how to industrial plants thanks to its task forces.

ACCIONA Service applies the most innovative technologies in the sector:

- Cryogenic cleaning techniques (CO₂ pellets at -78°C)
- Cleaning techniques using ultrasounds (ultrasound waves in water; cavitation)
- Cleaning at high pressure (> 3,000 bar)
- High-temperature steam
- Own developments involving cleaning robots
- Cleaning of conduits with own developments (robots)
- Autonomous and smart scrubber (ACNET project).





CLEANING IN THE AGRIFOOD SECTOR

By using sanitizing systems and PHI (Integral Hygiene Plan) methodology we guarantee the quality of food products and help the customer's quality control department to pass the demanding audits made on the sector. We also use the PROTO® program, developed in-house for managing cleaning, which keeps records.

ACCIONA Service is present in all the agrifood sectors:

- Meat.
- Dairy.
- Flour, pastries and biscuits.
- Canned foods.
- Vegetables.
- Liquids.
- Fish.
- Ready-to-eat meals.

Activities:

- Sanitization of industrial plants.
- Operational and pre-operational checks.
- Changes in production lines.
- Collection and Management of Waste.

- Sanitization of clean rooms.
- Checking on surface plates.
- Operational and pre-operational maintenance.
- Technical assistance in audits.
- Technical assistance in ISO and APPCC.

The working methodology used focuses on four key points:

■ **Visit to the plant.**

Detect and determine the conditions that should be in place for the correct performance of the sanitization service in the plant.

■ **Technical study.**

Classification by zones, in-depth analysis, planning of Optimal routines for L+D, selection of the most efficient mechanical devices, and the application of correct hygiene procedures.

■ **Economic proposition.**

Economic assessment and the presentation of a competitive proposition.

■ **Implementation of the system.**

The complexity involved in beginning operations in an industrial agrifood plant requires the application of a suitable start-up system, in which the different departments need to intervene in a coordinated manner. The start-up practices must be efficient in all the stages of the line in order to avoid errors, which could cause later problems that reduce the efficiency of the operators, or could lead to a negative impact on the customer's quality or production commitments.

CLEANING IN THE HEALTHCARE AND LABORATORY SECTORS

ACCIONA Service has specialized in the provision of services to healthcare organizations in both the public and private sectors, offering excellent value for money. It has considerable experience in providing solutions and serve packages to hospitals and the pharmaceutical industry.

ACCIONA Service designs a full hygiene program for each customer, based on the following key factors:

- It focuses its efforts on maintaining the highest standards of quality during the cleaning process, not just through improving procedures but also through a description of the entire system, designed with standardized documentation that makes up the specific cleaning program for the hospital.
- The sanitization process of hospitals and pharmaceutical laboratories is documented through an ***Integral Hygiene Program (PHI)***.

The program is based on the principles of the APPCC method, creating a chronological document as a record (PNCH) that relates the different processes of maintenance, cleaning, sanitation and inspection of the procedures Performed. This ensures the traceability of the service provided, and also the effectiveness of the established program. It also keeps records through PROTO®, an in-house program for cleaning management.

ACCIONA Service considers that the quality of the service depends on the rigor of the system, which is why it uses its own methods to describe cleaning routines and analyze reports on problems, as well as adapting its own skills and resources to the needs of each service.







ACCIONA Service optimizes the costs of installations, thereby extending their working life

TECHNICAL AND MAINTENANCE SYSTEMS

ACCIONA Service provides personalized maintenance services for offices, hospitals, shopping malls, hotels, industrial plants, etc.

Its strategy is based on reliability, the objective being to optimize the costs of the life cycle of customers' facilities and maintain their availability at a high level.

ACCIONA Service has the latest technology in predictive maintenance, vibration analysis, AC drive analysis, thermographic inspection, ultrasound inspection, telediagnosis, structural analysis, power/efficiency measurements...

Industrial maintenance:

- Production lines and machines.
- AT and BT distribution centers.
- Fluid networks.
- Automated process lines and machine based on PLCs.
- Robotized cells.
- Automatic warehouses.
- Disassembly, transfer and assembly of factories.

Renewable Energy sources:

- Maintenance of solar gardens and wind farms.
- Photovoltaic and thermal solar panel roofs.

Maintenance of buildings:

- Climatization.
- Electricity.
- Lighting control.
- Gas installations.
- Hot and cold domestic water.
- Structure (civil works and painting).
- Fire-fighting system.
- Robotized cleaning of ventilation ducts.
- Maintenance of distributed control systems (domotics).
- Elevators (lifts and goods lifts).
- Watering systems for gardens.
- Detection of alarms, CCTV and access control.

ACCIONA Service optimizes the management of energy consumption, ensuring profitability and the efficient use of energy.



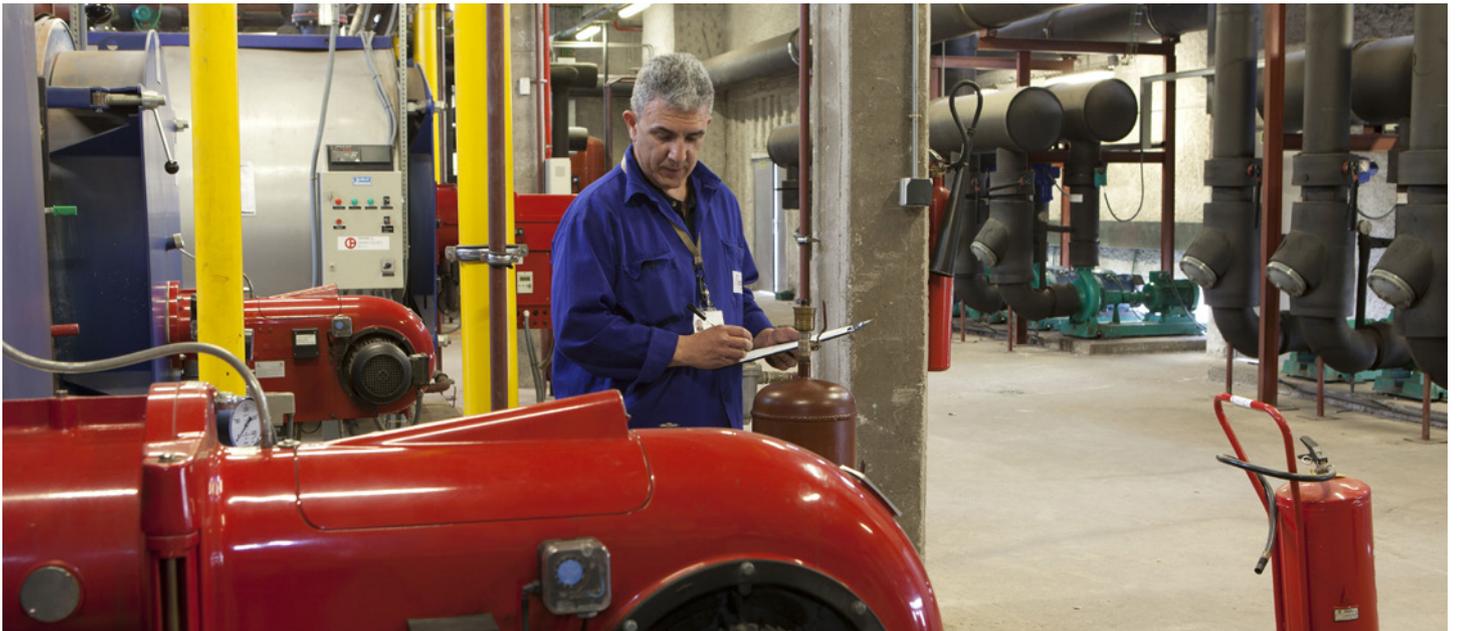
ENERGY SERVICES

Through its Energy Engineering Department, ACCIONA Service offers management of energy consumption and the selection and supply of the most suitable energy source in each case. This optimizes consumption, improves transformation and ensures the efficient use of energy.

ACCIONA Service guarantees the reliability, availability, profitability and duration of the installations.

Once the needs of each customer have been studied and analyzed, ACCIONA Service can carry out the following activities:

- Advice on contracting energy supplies (electricity, gas, etc.) to ensure that our customers pay less and contract energy services correctly.
- Implementation of an energy management system based on the UNE 21630.1 or EN16001 standards.
- Monitoring and follow-up of the consumption of the installation, drawing up reports.
- Detailed energy audit, analyzing lighting, heating, climatization and thermal cladding systems.
- Design and installation of renewable energies: thermal solar power, photovoltaic solar energy, biomass, etc.
- Design and installation of high-efficiency systems: Cogeneration and trigeneration.
- Contracts for Integral Energy Services (Energy Performance Contracting):
 - Savings guaranteed.
 - Shared savings, with partial financing of civil work and reforms arising from an energy audit.
 - Supply and management of energy, with financing of civil works and reforms.





ENVIRONMENTAL SERVICES

ACCIONA Service, through its company dedicated to environmental services, has recognized technical and professional prestige. It can undertake environmental works and services with full guarantees, its main activities being:

- Maintenance of green spaces.
- Forestry work and the correction of environmental impacts.
- Gardening work.
- Water-forestry restoration projects.
- Irrigation and waterworks.
- Urbanization, building work and the restoration of environmental and historical heritage.
- Coast regeneration projects.
- Maintenance services for green spaces along roads and other linear structures.

- Landscaping, engineering and site management.
- Works and maintenance services for golf courses and sports facilities.

ACCIONA Service has more than 500 specialized employees in the sector with material resources assigned to each local office, which makes it easier to arrange the movement and organization of temporary works teams. This means that it can intervene anywhere on mainland Spain and the Balearic and Canary Islands.



MANAGEMENT OF TRANSFERS AND REMOVALS

ACCIONA Service offers its experience in the management of both small- and large-scale transfers in very short timescales. The objective is to achieve total availability for the customer.

To ensure this, detailed planning and preparatory work is done together with the customer in advance, starting with a needs analysis related to requirements for the move.

Criteria and priorities are established, and a timescale for the transfer is prepared based on the information collected.

Benefits for the customer:

- Short unavailability for the customer.
- Lower costs thanks to shorter transfer and internal movement times.
- A single contact person.

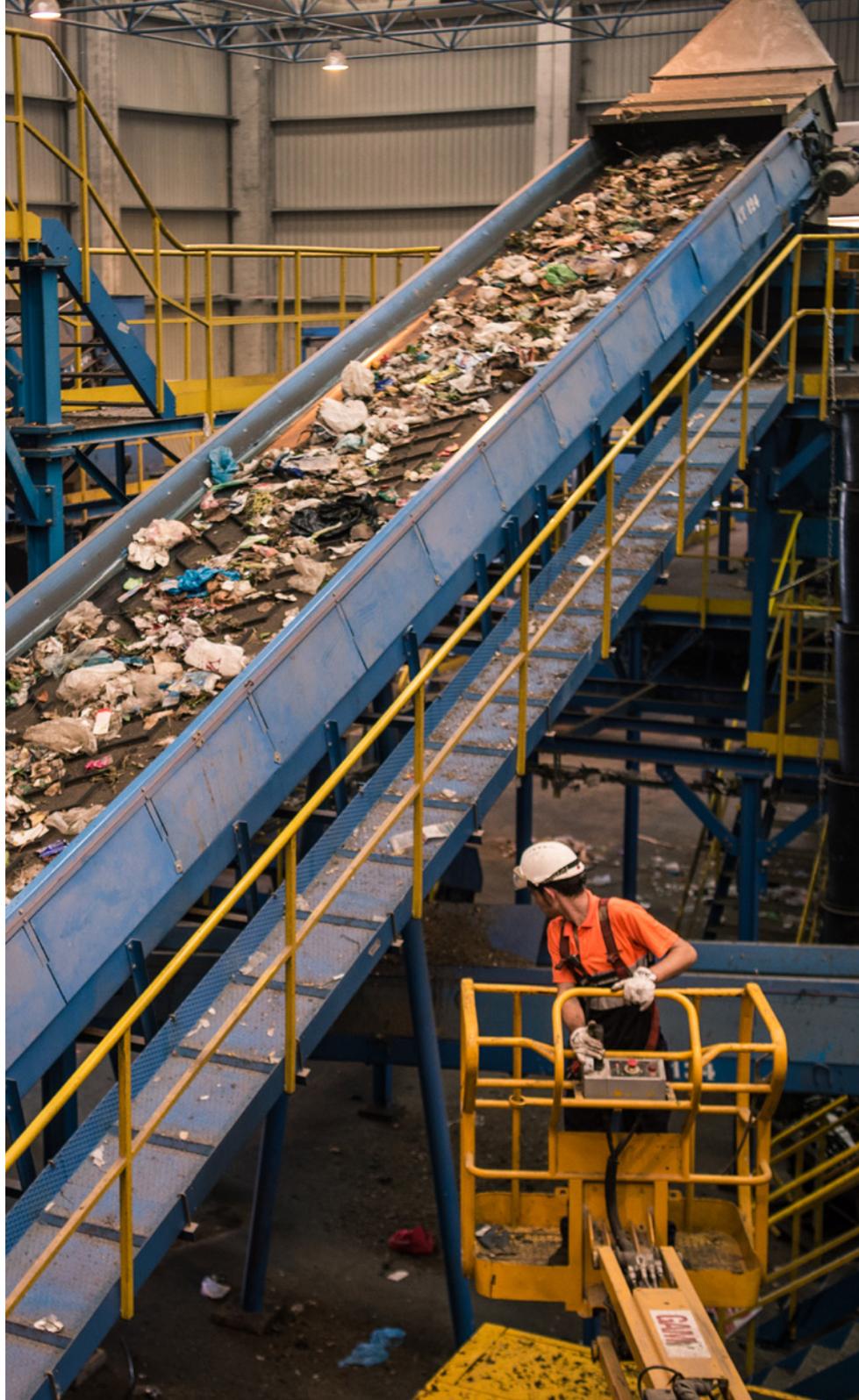
WASTE MANAGEMENT

Concern for the environment and sustainable development is one of our company's priorities.

Aware of the enormous environmental impact of the waste generated in different activities, ACCIONA Service provides an end-to-end management system for waste products.

This involves the following processes:

- Recycling.
- Re-use.
- Recovery.
- Reprocessing, and the optimization of logistics.



ARCHITECTURE AND DESIGN

The strategic planning of space has become a fundamental element in the management of fixed assets. These assets, consisting of spaces of different types, should be at the service of organizations, which design and use them in order to achieve their objectives.

The conception and use of work spaces has recently undergone a major transformation, as a result of a number of factors:

- The rising cost and value of property.
- The development of new technologies.
- An increase in the number and complexity of the technical installations and, therefore, higher Installation and maintenance costs.

- Greater demands by users regarding their working environment.
- The interrelation between technical installations, work spaces and the productivity of an organization.
- Constant organizational changes.
- Greater competitiveness, and therefore a need to reduce costs.

Faced with this scenario, each organization has to decide on the optimal physical infrastructure needed to run the business, and also establish the processes needed to permanently adapt this infrastructure to its business strategy. ACCIONA Service can work with its customers on the planning of their needs, developing proposals for the redistribution, release or acquisition of space.





BUILDING WORK AND REFORMS

In many cases, having spaces in the right conditions to do business requires previous work to adapt them to the needs of the moment.

This work ranges from interior design and decoration to larger-scale interventions such as refurbishing, reforms or changes of use. It is only when the space is in optimal condition can you implement plant distribution projects.

ACCIONA Service offers its customers assistance in everything related to their projects for space and construction, in accordance with:

■ **Construction Management:** The customer delegates the management, organization and control of the construction work or the execution of a project. We represent the customer's interests before contractors, vendors, Public Administration bodies, site management, etc.

■ **Total Management – Turnkey modality:**

The customer totally delegates to ACCIONA Service the joint responsibilities involved in carrying out the project and its construction, under the turnkey modality.

■ **Project Management:**

This is delegated by the customer, in which we only carry out the functions of coordination and control of both the project and the construction work.

Benefits for the customer, common to all the modalities:

- We protect the customer's interests in a complex and often unknown area in which the stakeholders who intervene are many and very different.
- Reduce the time the customer has to dedicate to projects and their construction

- Guarantee the objectives of functionality, price, timescale and quality
- Cost savings.
- Shorter deadlines.
- Smaller number of contact persons.



... services for people

CATERING AND VENDING

Under its FM management model, ACCIONA Service offers a comprehensive and top-quality service to cover the needs of the different types of customers in the industrial catering market by providing a wide range of services and options.

The main objective is to provide catering services to groups of companies, adapting to their different needs and expectations, and also offering a wide range of products to keep the service moving:

- Organizing gastronomic seminars.
- Tasting sessions.
- Studying new concepts in the catering world.

- We also offer solutions in the field of Vending, so that our customers can purchase all kinds of cold and hot drinks and food through vending machines, at any time of the day or night. We seek to help you save time, providing easy-to-consume quality goods at a reasonable price.



SIN SALIDA

DESCOPIRE O
MONTE U SPRAY
DE LA ASOCIACION
MAYOR

Innovation is an added value for us, and is present in each and every one of the services

Innovation

In ACCIONA, innovation is a priority, a factor that distinguishes us in competitive terms. Our commitment to innovation is contained in the company's Sustainability Master Plan 2010-2015.

ACCIONA Service, in line with the rest of the Group, also stands out for its commitment to sustainability and innovation.



A vertical image on the left side of the page. The top half shows a close-up of a person's eye looking through the eyepiece of a white and black microscope. The bottom half shows a person's hands working on a printed circuit board (PCB) with various electronic components, including two large black capacitors and a small blue component. The background is blurred, suggesting a laboratory or workshop setting.

Quality and the Environment

- 1st company in the sector to obtain ISO 9001 and ISO 14001 certification.
- 1st company in the sector to obtain ISO 9001 certification in the field of Facility Management.

ACCIONA Service undertakes to add value to its customers through the excellent management of its processes, always ensuring compliance with legal requirements and others of a voluntary nature.

The culture of quality and efficiency runs right through the organization in its Quality Management System, certified under the UNE-EN-ISO 9001 standard.

ACCIONA Service has a specialized team that provides support to services so that they can comply with the requirements of its Environmental Management System, certified under the UNE-EN-ISO 14001 standard.

ACCIONA Service's environmental strategy is based on a commitment against climate change, the optimization of resources, and the protection of the environment. ACCIONA has received awards for this commitment in the DJSI World and FTSE4Good indexes, and also in the Vendors' CDP listing.

A socially responsible company at work. SA 8000: 2008

- 1st company in the sector to obtain SA 8000 certification.

ACCIONA Service ensures respect for Human Rights and the principles governed by the International Labor Organization, and also for the security and well-being of all its employees in the workplace.

ACCIONA Service's culture vis-à-vis Corporate Social Responsibility is promoted through the hiring of the best professionals, ensuring real equal opportunities, personal equality and the recognition of skills and professional merit, rejecting any kind of discrimination for whatever reason.

ACCIONA Facility Services' commitment to CSR is backed up by its own Corporate Social Responsibility Management System, certified under the SA 8000 standard.

Food safety management systems. ISO 22000

Food safety is ensured through the involvement of all the parties that intervene throughout the food chain. To do this, ACCIONA Service has a culture of control and management of hazards based on HACCP principles in the sector companies where it provides a service. ACCIONA Facility Services' commitment goes further, seen through certification of Food Safety Management under ISO 22000, which applies to the sanitization of food production plants where the company carries out its activities.

Health and Safety in the Workplace. OHSAS 18001

The integration of Prevention into the company's management system is part of the preventive culture of ACCIONA Service, as a priority objective.

The end-to-end approach means that we carry out actions and strategies so that prevention becomes an essential part of our daily operations, bearing in mind that ACCIONA Service's main asset is its people and their creative capacity, which lead to an organization that works along healthy lines.

ACCIONA Service strengthens its commitment to Health and Safety in the Workplace with a management system that was implemented in 2007, and consolidated since, based on voluntarily adopted international requirements such as OHSAS 18001 certification: 2007

ACCIONA Service undergoes annual audits by external auditors with the aim of achieving continuous improvement in its Prevention Management System, improving the health conditions of all its personnel.

In the area of Prevention of Hazards in the Workplace, ACCIONA Service bases its approach on three basic pillars:

- Promotion and development of a Preventive Culture.
- Ongoing work on the integration of the Business System.
- Ongoing monitoring and implementation of Preventive Practices.





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