

# Sustainability | 2011 Report | 2012



Vidin Bridge between Romania and Bulgaria

Grupo FCC has approved the 3rd **Corporate Social Responsibility Master Plan** 2012-2014

Great **employment opportunities** abroad for the best professionals of the company

**Over 110 years** constructing sustainable infrastructures



**FCC Construcción** is a company committed to creating value by means of its business: value for its people, value for environment and value for the community in which it works. Sustainability lays down the company's strategy.

# Business strategy and profile

**FCC Construcción** is the brand within Grupo FCC that performs construction activity, both in the local (Spain) and abroad market. Its activities comprise all areas of construction activity and it is a leader in the performance of civil works (road, rail, airports, hydraulic works, maritime works) and building works (residential and non-residential). It has proven experience carrying out projects on a concessionary basis, and it also has available a set of subsidiaries devoted

to related industrial activities within the construction sector (engineering, pre-manufacturing, installations, etc.).

FCC Construcción is firmly committed to sustainable development. Not for nothing it was the first construction company worldwide having a sustainability report in accordance (2003-2004), which reflected its way of managing business. Then and now, it does not understand business success without an

ethical working dimension. Today, social responsibility is a constant in Grupo FCC as a whole, to which it belongs, where sustainability is also understood as imperative to success within their activity; and this philosophy is instilled in all company personnel regardless of their position.

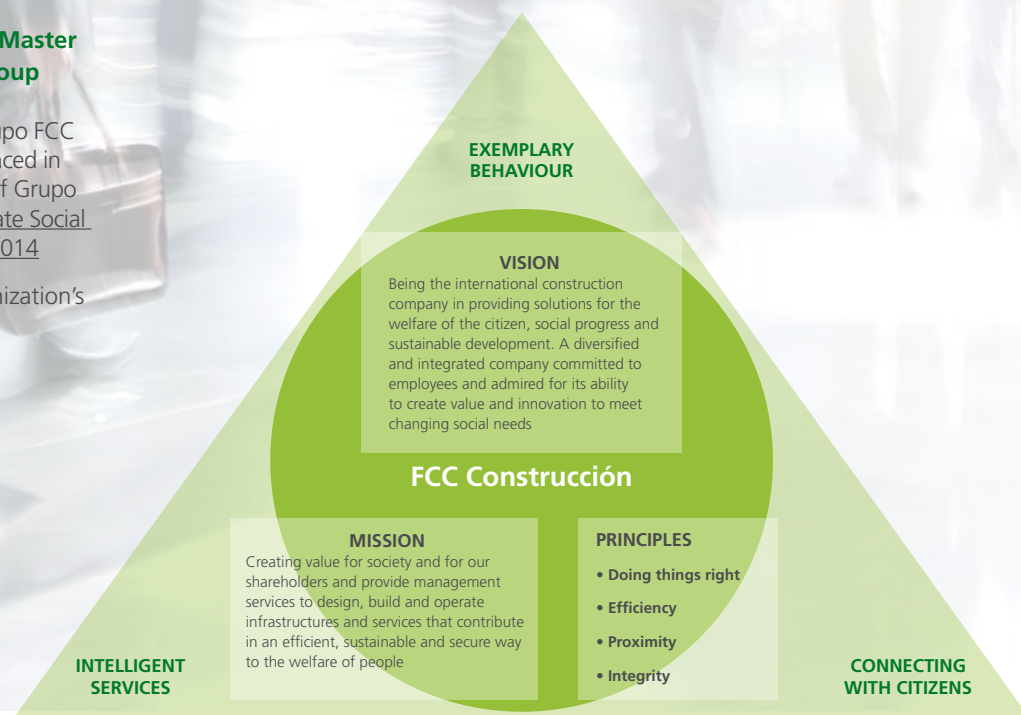
## Main Figures

### ► Mission, Vision and Values

#### 3rd Corporate Responsibility Master Plan 2012-2014 of the FCC Group

FCC Construcción applies the Grupo FCC Code of Ethics, revised and enhanced in 2012. Also, we share the values of Grupo FCC recorded in their [3rd Corporate Social Responsibility Master Plan 2012-2014](#)

The values that inspire our organization's identity are defined as follows:

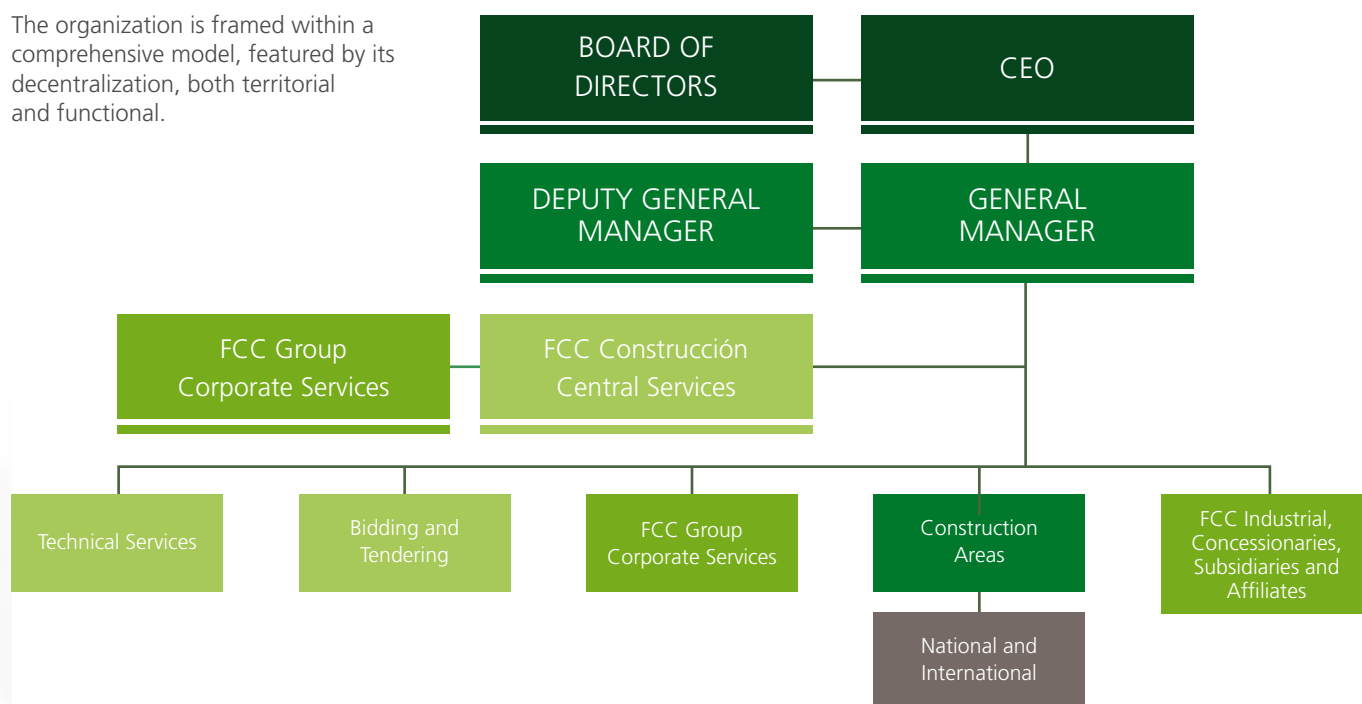


### ► MAIN FIGURES ON THE 31<sup>st</sup> OF DECEMBER, 2011

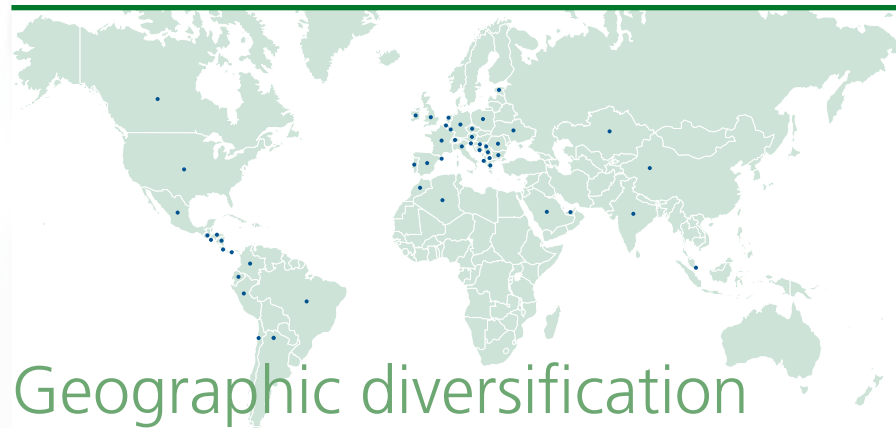
BUSINESS	PEOPLE	INNOVATION	COMMUNITY	ENVIRONMENT
<ul style="list-style-type: none"> <li>► Annual turnover 6,686 million Euro</li> <li>► 74% corresponding to civil works</li> <li>► It contributes nearly 57% of Group sales</li> <li>► 100% of FCC Construcción clients assess its performance as good or excellent</li> </ul>	<ul style="list-style-type: none"> <li>► 28,634 employees</li> <li>► 12% of the staff is female</li> <li>► Over 148,000 of training hours</li> <li>► Over 30,000 hours of environmental, quality control, and occupational health and safety training.</li> </ul>	<ul style="list-style-type: none"> <li>► Over € 4 m allocated to R&amp;D&amp;I projects on environmental matters</li> <li>► Certified R&amp;D&amp;I management system in accordance with the Spanish standard UNE 166002</li> <li>► 41 large R&amp;D&amp;I projects, 16 of which related to environmental sustainability</li> </ul>	<ul style="list-style-type: none"> <li>► Almost € 1m allocated to social actions and sponsorships</li> <li>► The economic value distributed amounted € 5,665 m</li> </ul>	<ul style="list-style-type: none"> <li>► 73% of our activities are covered by ISO 14001 environmental certification. 98%, in Spain</li> <li>► Over 6 million of m<sup>3</sup> of inert waste reused by FCC Construcción Spain</li> <li>► Over 4.500 m<sup>2</sup> of natural areas undergoing restoration measures</li> </ul>

## ► OPERATIONAL STRUCTURE

The organization is framed within a comprehensive model, featured by its decentralization, both territorial and functional.



## ► AREAS OF ACTIVITY, GEOGRAPHICAL DISTRIBUTION AND TURNOVER



### Geographic diversification continues to rise

THE MAIN AREAS OF ACTIVITY OF FCC CONSTRUCCIÓN ARE CIVIL ENGINEERING, BUILDING AND REHABILITATION, ADMINISTRATIVE AND SERVICE CONCESSIONS AND INDUSTRIAL BUILDING.

We have a steady presence in the different countries where we work, either directly or indirectly via local companies, subsidiaries and affiliates.

#### ■ AFRICA

Algeria.

#### ■ AMERICA

Brazil, Canada, Chile, Columbia, Costa Rica, USA, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama and Peru.

#### ■ ASIA

China, India, Singapore and Azerbaijan.

#### ■ EUROPE

Albania, Germany, Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Rep., Spain, Slovakia, Slovenia, Estonia, France, Greece, Holland, Ireland, Italy, Luxembourg, Macedonia, Montenegro, Poland, Portugal, UK, Romania, Russia, Serbia, Switzerland, Turkey and Ukraine.

#### ■ MIDDLE EAST

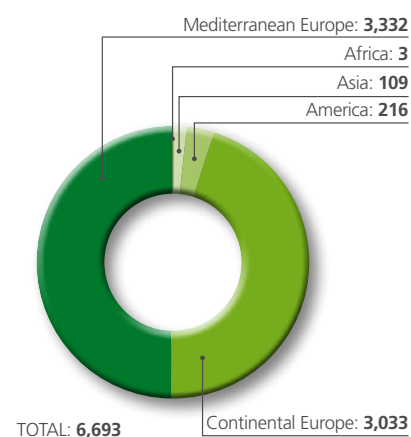
Saudi Arabia, United Arab Emirates, Kuwait, Qatar and Oman.

#### ■ ALPINE

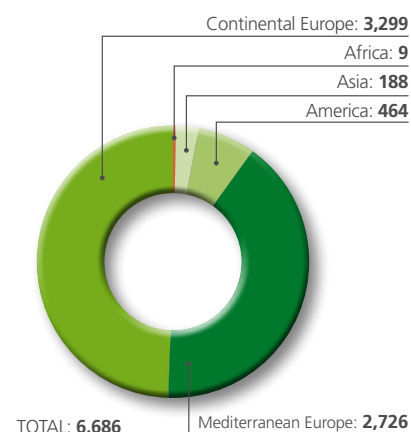
Albania, Bosnia Herzegovina, Bulgaria, China, Croatia, Czech Rep., Germany, Greece, Hungary, India, Macedonia, Montenegro, Holland, Poland, Romania, Russia, Switzerland, Serbia, Singapore, Slovakia, Slovenia, Turkey, United Arab Emirates, and USA.

### Geographical distribution of FCC Construcción turnover

#### 2010 (million euro)



#### 2011 (million euro)





## ► THE ATTRIBUTES MOST VALUED BY OUR CUSTOMERS

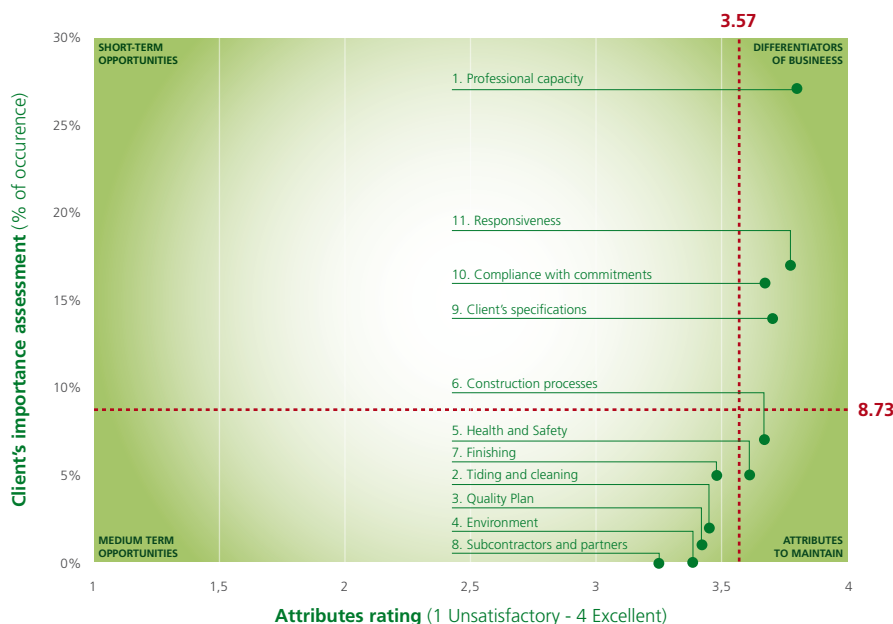
In the "Survey upon Completion of the Works" our clients grade FCC Construcción's performance in different areas (see attached table). The most highly scored aspects, both in qualification and importance, show the differentiating factors of our business.

**The best valued attribute is the capability of the professionals** who integrate the staff. Responsiveness and compliance with commitments also

attained a high score. Even more, those named "hygienic" attributes, i.e. those that are not deemed as important by the client because they are supposed to be guaranteed by our Management System, scored very high marks.

**Attributes of greatest importance** for the client comprise professional skills, responsiveness and compliance with commitments. These attributes in turn are those best valued in the survey,

indicating that **the added value of our efforts is in line with our customer's expectations**. This is the best guarantee of success.



The average grade attained at our survey to clients is close to **excellent**

The capacity of our professionals is assessed as **excellent**

## ► Stakeholders

Major communication channels	Stakeholders					
	Shareholders	Employees	( Public and private) Clients	Local community	Suppliers	Media
Associations			✓	✓	✓	✓
Press articles and other publications	✓	✓	✓	✓	✓	✓
Professional associations				✓		✓
Symposia on current issues			✓			✓
Grupo FCC Corporate Communication						✓
FCC Construcción Environmental Report	✓	✓	✓	✓	✓	✓
Assesment of our clients' satisfaction		✓	✓		✓	
FCC Corporate Social Responsibility Report	✓	✓	✓	✓	✓	✓
FCC Construcción Sustainability Report		✓	✓	✓	✓	✓
Brochures and thematic video	✓	✓	✓	✓	✓	✓
Training		✓	✓	✓	✓	
Intranet (News, forums, databases, information...)		✓				
Grupo FCC Annual General Meeting	✓	✓	✓			✓
Participation in trade fairs, conferences, symposia...			✓	✓		
Purchases Corporate Platform (ARIBA)					✓	
Grupo FCC Public Performances	✓		✓			✓
Regular internal meetings for objectives achievement		✓				
www.fcc.es; www.fccco.es; and other Webs	✓	✓	✓	✓	✓	✓

At FCC Construcción we promote the involvement and dialogue with stakeholders, in order to bolster our commitment with social responsibility.

In this regard, it should be noted that the FCC website Construction ([www.fccco.es](http://www.fccco.es)) recorded 124,963 visits during 2011, while its intranet received a total of 4,776 different users with 3,448,996 page views.

## ► CERTIFICATES AWARDED BY THE COMPANY

Management Area	Certificate	Scope (% of certified activity)
Quality	ISO 9001	81% (99% in Spain)
Environment	ISO 14001	73% (98% in Spain)
Information Security	ISO 27001	28% (81% in Spain)
Occupational Health and Safety	OSHAS 18001	79% (100% in Spain)
R&D Management	UNE 166003	28% (81% in Spain)

## ► RISK MANAGEMENT

Special Program for Risk Management of Technical Accidents (PETRA Spain)

In 2005 we implemented a Special Program for Risk Management of Technical Accidents (PETRA), a ground-breaking risk management plan in the sector. This plan has been developed and steadily enhanced until the creation last year of the Strategic Risk Management Committee,

comprising of the top management. Its main function is to centralize and manage the organization's risk set comprehensively; guarantee a uniform and consistent management by taking advantage of synergies; and making the necessary decisions to minimize losses, optimize resources and identify and seize opportunities.

## Milestones of 2010-2011 and future challenges

### MILESTONES 2010-2011

- Internationalization of the works developed by our technical experts in their support to production and the meeting our clients' needs.
- Development and implementation of an internal collaborative process between the technical and financial areas, in order to maximize opportunities and minimize the risks associated with tendering and contracting.
- Launching a new tool for internal control in bidding.
- Setting the Strategic Risk Committee at FCC. Developing a risk map according to the guidelines set in COSO II. Action plans and regular monitoring reports.
- Preparation of a Guide to support the internationalization.

### FUTURE CHALLENGES

- International Geo-location of activities supporting execution, where our clients' needs demand it.
- Deployment of a new tool to monitor international bidding.

### PETRA PLAN: RISK MANAGEMENT AT WORKS

Identification of technical risks at works	Year	
	2010	2011
No. of works subject to special risk treatment	34	27
No. of audits performed	170	111

Data in Spain

## ► AWARDS AND RECOGNITIONS

The chart below summarizes the most outstanding awards and recognitions received by FCC Construcción in 2011:

Award/Prize	Description	Date	Granting entity
Solid Bautech 2011	The specialized construction magazine SOLID awards the prize of best national project, to the ALPINE project "Steg-Ast" for the connection of districts 13 and 14 in Vienna.	April 2011	SOLID
Best free communication	The study "Sustainable Pavements PAS" was granted with the award for the best paper at the Sixth Conference of ASEFMA.	June 2011	Spanish Association of Asphalt Mix Manufacturers (ASEFMA in Spain)
Building of the year 2010	The MKS Krakow Stadium in Poland, built by ALPINE, obtains the award for the best built building of 2010 in the sports facilities category.	July 2011	Polish Association of Civil Engineers
Emporis Skyscraper Award 2010	The Porta Fira Hotel - built by FCC - receives the Emporis Skyscraper Award for architecture, which is awarded on a worldwide scale to buildings of great height.	July 2011	Emporis
Best Annual Report 2010	Among a total of 2,100 participants in 31 countries and several categories, the ALPINE team obtained the gold medal for their Annual Report for 2010 in the construction sector.	October 2011	ARC International Awards
SAP Quality Awards 2011	The FCC project Incorpora was awarded with the prize "Bronze" in the category of Large Sized Projects.	November 2011	SAP Iberia
Leonardo Award	The prize was awarded to a collaboration of FCC Construcción. The awarded article describes the main features of three dams constructed or under construction by Spanish companies abroad. Including that constructed by ALPINE in Bulgaria.	November 2011	Red INTIC





Despeñaperros bypass highway (Jaen, Spain)



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Portafira skyscraper (Barcelona, Spain)





# Our Chairman's Statement

*"Our construction activities are aimed at permanent global improvement"*

Our construction activities are aimed at permanent global improvement, and this is not a trivial reflection. Our various Strategic Plans prove that; the latest, the 3rd Corporate Social Responsibility Master Plan 2012-2014.

We agree these words, because we seek the same goal: to align business sustainability - what implies consolidation of results - with environmental and social sustainability.

However, our strategic priorities are: financial stability so as to face the economic situation since the fiscal strength; efficiency and internationalization; all in the service of social progress of the communities in which we operate.

A sustainable business must necessarily be profitable, but no vice versa. The principles of social responsibility are meaningful only if the company generates tangible value.

In those circumstances, we present our Sustainability Report 2011-2012 in which we wish to incorporate a focus change: to show what we are like and how we act on the basis of specific actions; we want you to understand how the reality and the day to day activity regarding sustainability matters are in FCC Construcción.

In our previous Sustainability Reports we outlined the traditional aspects of corporate social responsibility. In this new report we also wanted to give more prominence to the praxis of business, because we understand that is the most illustrative way of telling who we are really.

The current brunt of foreign business has made us a global and diversified geographically company, a key to our survival in the economic context in which we live. In this framework, we have persisted in the risk management policies, cost optimization and streamlining of billing.

On the social aspect, we try to care of our main business asset, our personnel, promoting internal mobility before incorporating new staff, so offering attractive employment opportunities to our top professionals.

FCC Construcción works every day in caring the welfare of its staff, observance of human and labour rights, prevention, respect for the environment and business ethics, as part of the corporate principles and people linked to our company.

Thus, in the environmental context we have developed our business in a responsible and integrative manner. Not only do we maintain a commitment to respect the environment, but we consider it a key differentiating factor for FCC Construcción.

Environmental protection, efficiency, reducing carbon footprint and fighting against climate change, are part of our daily work. In this sense we have been pioneers in getting our inventory of emissions of greenhouse gases verified by an independent accredited body.

Furthermore, our activity in R&D&I is targeted to be at the cutting edge of the most important technical developments in the construction sector.

Our mentality has changed with respect to former periods, and we have evolved in the direction indicated by the current market, that is who sets the rules. But we are still the same ones and all this effort only makes sense if our clients appreciate and value it; and it is clear in our surveys.







San Marcos Viaduct (Mexico)

## FROM INSIDE. Responsible construction

*“Compliance with worker and human rights, respect for the environment and business ethics form part of our corporate principles and of those persons linked with our company”*

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For the fourth consecutive year, **Grupo FCC** renews its presence in the **FTSE4Good** and **Dow Jones Sustainability Indexes (World and European)**

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The **Sustainability Committee** is composed by the **company's highest level of representation**

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Grupo FCC has approved its 3rd **Corporate Social Responsibility Master Plan 2012-2014**



## FCC Construcción corporate responsibility

Currently corporate responsibility is a constant throughout the entire Grupo FCC, who understands sustainability and the creation of shared value as a necessary attribute of its activity and strives to instil these concepts in all of its members regardless of their position within the company. We are committed to working with integrity, honesty and transparency on all organizational levels. We believe this to be the only way to build trusting relationships with our stakeholders.

This commitment is carried out by means of the Code of Ethics which is valid for the entire Grupo FCC. Our decisions are subject to a code of conduct which allows us to identify corrupt practice, take action

against possible conflicts of interest and manage the social and environmental repercussions of our activity.

Also, at FCC Construcción we have a Sustainability Committee which was formed up in 1992. Its main function is to establish the guidelines and objectives of the Sustainability and Management System, define the Corporate Operating Plan and monitor its compliance and effectiveness. Committee meetings are usually held every four months.

The Sustainability Committee is composed of: President, General Manager, Associate General Manager, Deputy General Managers of Operating Areas (Bidding and Tendering and Technical Services), Concessions, Administration and Finance, Quality and Training and Institutional Relationships.

## Corporate Social Responsibility Master Plan

Corporate Social Responsibility has received a new boost within the Grupo FCC, with the approval of the 3rd

Corporate Social Responsibility Master Plan 2012-2014 by the Board of Directors. This new Master Plan allows us to boost the externalization of our concept of Corporate Social Responsibility to continue to provide comprehensive and sustainable response to new challenges and opportunities that arise.

3 <sup>rd</sup> CSR Master Plan 2012-2014	
Principles	Actions
<b>Exemplary behaviour</b>	We are committed to sustain a framework of integrity and ethics for the entire Grupo FCC, as well as boosting CSR promotion in the suppliers' chain; the improvement of professional career of the employees, their health and safety; and the integration of disadvantaged groups or those at risk of social exclusion.
<b>Connecting with citizens</b>	Dialogue with city opinion leaders, promotion of sustainability via the employee cooperation, the evaluation and measurement of the positive impact in the target communities of Grupo FCC projects and services, and corporate voluntary programs.
<b>Intelligent services</b>	The configuration of interdisciplinary work and research teams which allow us to anticipate the future needs of cities and minimize the carbon footprint of business activity.

Further information on the 3rd  
Corporate Social Responsibility  
Master Plan 2012-2014 at

**www.fcc.es**  
(CSR section)

MUSAC (Museum of Contemporary  
Art Castilla y León, Spain)







Tsankov Kamac Dam (Bulgaria)

# CONNECTING INTERESTS.

## Business and economic context

*"Our strategic priority is financial stability to cope with the economic situation from the budgetary stability, efficiency and internationalization"*

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We have an **operating balance of €6,343** million and a **portfolio of €9,518** million

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Activity in **over 45 countries**

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Civil works **makes up 74% of turnover**

## Approach and good practices

The year 2011 has been marked by a strong economic crisis, especially in the Mediterranean area, which has significantly influenced all markets within the construction sector.

Thus, particularly in this geographic area, the current year we face demanding policies for cost optimization and incoming payments expediting.

Furthermore, in most cases we have prioritized the availability of treasury and we have continued the specialization in works of great added value and geographic diversification.

Our geographic diversification; and a responsible, highly qualified and technologically skilled staff have allowed us to take advantage of the opportunities arisen within this context.

### A. Main indicators

Main financial figures (FCC Construcción)		
	Million Euro	
	2010	2011
<b>Turnover</b>	<b>6,694</b>	<b>6,686</b>
<b>Gross Operating Profit (EBITDA)</b>	<b>356</b>	<b>304</b>
EBITDA Margin	5.3%	4.5%
<b>Net Operating Profit (EBIT)</b>	<b>242</b>	<b>212</b>
EBIT Margin	3.6%	3.2%
<b>Total before tax</b>	<b>187</b>	<b>143</b>
% of turnover	2.8%	2.1%
<b>Net Profit</b>	<b>156</b>	<b>109</b>
% of turnover	2.3%	1.6%
<b>Net assets</b>	<b>879</b>	<b>862</b>
<b>Contracting</b>	<b>6,134</b>	<b>6,343</b>
<b>Portfolio</b>	<b>9,984</b>	<b>9,518</b>

Distributed economic value (FCC Construcción)	
	Million Euro
	2011
<b>Procurement and other external expenditure</b>	4,242
<b>Employee salaries and compensation payments</b>	1,393
<b>Corporate Tax and Contributions</b>	30
<b>Total</b>	<b>5,665</b>

Overheads (FCC Construcción)		
	Million Euro	
	2010	2011
<b>Cost</b>	265	198

## MILESTONES 2010-2011

- ▶ Strong increase in the international portfolio that compensates for the decrease in local activity in Spain
- ▶ Launch and spread of the FCC Industrial brand (under which companies belonging to FCC Construcción work)
- ▶ Launch and deployment of the intranets of FCC Construcción subsidiaries
- ▶ Awarding of several emblematic projects

## FUTURE CHALLENGES

- ▶ Consolidate the geographic diversification of the portfolio
- ▶ Decrease the average collection period

### B. Case studies

#### CREATION OF FCC INDUSTRIAL

FCC Industrial is the youngest brand of Grupo FCC. It was created in 2010 to promote industrial facilities and services under the framework of our group diversification policy. A group of specialized companies in the industrial, energy and maintenance sector operate under this name, all of which belonging to FCC Construcción which provides a comprehensive service to its clients and provides added value in all of its activity.

This way, turnkey projects play a central role in FCC Industrial's activity and service portfolio. The new needs of society are its strategic priority such as the demand for energy efficiency and maintenance services. Its main business niche comprises

projects related to energy and large installations: integrated projects (EPC and clean energy), civil works and building projects, electrical networks, railroads facilities, electro-mechanical installations, gas-lines, oil-lines and water pipelines, maintenance of infrastructures (MATINSA Spain), etc.

Within the Installations Division, FCC Industrial has been able to lead the electrical mobility by developing the necessary infrastructure and technology for the operation of electrical vehicles, in their decided commitment to eco-friendly mobility.





# REINFORCING OUR BASE.

## Our professionals

*"FCC Construcción works daily on caring for the well-being of their staff"*

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**Staff stability:**

more than **28,600 employees**

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**Great employment opportunities**

abroad for the best professionals of the company

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Preference of **internal mobility** vs. hiring new personnel **in order to retain own staff**

## MILESTONES 2010-2011

### Equality

- Spread the Equality Plan
- Request for distinctive "Working equality"
- Development of an awareness advertising campaign against gender violence in conjunction with "Save the children"

### Fight against discrimination

- Collaboration agreement with different social integration entities: Fundación INTEGRA, Cruz Roja España, Fundación ONCE

### Training and talent retention

- Enhancing the e-learning training and its implementation for the personnel abroad

### Occupational Health and Safety

- Assumption of the four specialities in accordance with current legislation (formerly only two were assumed).
- Tailoring the management according to the new international structure of the company.
- OHSAS certification of various subsidiary companies. Renewal of certificates.
- 1st edition of the OHS Excellence Awards. MATINSA, a subsidiary Company of FCC, awarded the prize in the category of R&D&I for the "Fénix Project". It is a tool for the tracking, control and management of each operative member of a fire fighting team.
- FCC Construcción, the first company in its sector to sign a framework agreement with the International Federation of Trade Unions (IFTU) that groups free and democratic trade unions.

## FUTURE CHALLENGES

- Develop and update internal tools for on-line knowledge management, uploading information and providing feedback to our sustainability system
- Continuous enhancement promotion of the e-learning training applied to in the international area, given the increase in projects abroad.
- Implementation and development of an Occupational Health and safety Management System in accordance with OSHAS. Obtaining international OHSAS Certification for our performance abroad.
- Development of software applications for managing OH&S.
- Greater involvement of all workers in OH&S issues.

## Approach and good practices

At FCC Construcción we are aware that only the best professionals can provide the best services. Thus, we must develop a responsible staff management in what regards to: training, occupational health and safety, quality control, professional career, etc.

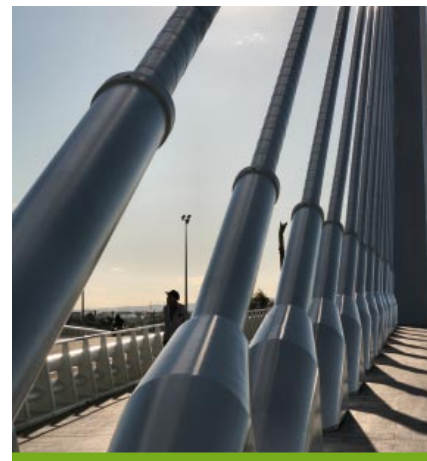
### People Management

Our duty is to attract the best talent to our organization, retain it, ensure job security and provide all the development opportunities within our reach. Furthermore, we want all those who work at FCC Construcción to share a commitment to the society to which they belong, everywhere around the world, thus facilitating relationships with local stakeholders.

The company is aware that the attraction of qualified talent must be done from the very start of the professional career, especially in the case of a company like ours with an exclusive internal promotion policy, and disregarding external contracting for positions of responsibility. Hence we do set permanent collaboration with universities and colleges and facilitate the insertion of young people into the labour market.

Once they have joined the company, training and knowledge transfer by means of training programs reinforce the personal and professional career of employees. Every year a survey is conducted in all our work centres in order to identify training needs and elaborate our Annual Training Plan. Our expansion and diversification abroad offers our professionals the opportunity to work in projects executed away from their home places, as well as exchange of experience.

Moreover, as stated in the Code of Ethics, we provide the means within our reach to ensure compliance with the provisions of the International Labour Organization (ILO). In this sense, and because we operate in some countries where the ILO Conventions relating to freedom



of association and collective bargaining have not been ratified, we negotiated an International framework agreement Building and Wood Worker's International (BWI) completed during the year and signed on 21 February, 2012. It sets out these rights explicitly and a mechanism of protection against the injuries of both rights, a formula for local publication and dissemination of the agreement and a joint body of study and resolution of conflicts. This is the first international framework agreement signed by a Spanish contractor.

**We promote the contracting of disabled people and we establish collaboration agreements with different foundations. In this regard, FCC Construcción collaborates with foundations such as Fundación ONCE and Fundación ADECCO with which it has created "Plan Familia", a family plan set to ease the families of disabled employees with their actual integration into the labour market.**



## A. Main indicators

**Employees by gender, contract type and geographical location (FCC Construcción)**

	2011					
	Total	Gender (No. of persons)		Type of work contracts (No. of persons)		
		Men	Women	Permanent	Temporary	Affiliate
Spain	7,373	6,347	1,026	3,390	3,770	213
Rest of EU	14,218	12,527	1,692	12,934	1,285	-
USA and Canada	41	30	11	40	1	-
Latin America	3,628	3,277	351	1,079	2,384	164
Rest of the world	3,374	2,993	381	2,883	491	-
<b>Total</b>	<b>28,634 (100%)</b>	<b>25,174 (88%)</b>	<b>3,460 (12%)</b>	<b>20,326 (71%)</b>	<b>7,931 (28%)</b>	<b>377 (1%)</b>

**Employees by gender and occupational category**

	2011		
	Men (No.)	Women (No.)	Total (No.)
Category 1	1,736	358	2,094
Category 2	4,077	761	4,839
Category 3	1,871	1,787	3,659
Category 4	17,489	554	18,042
<b>Total</b>	<b>25,174 (88%)</b>	<b>3,460 (12%)</b>	<b>28,634 (100%)</b>

**Voluntary turnover by gender and geographic location**

	2011		
	Men (%)	Women (%)	Total (%)
Spain	1.23%	1.55%	1%
Rest of EU	6.52%	7.72%	7%
USA and Canada	0.00%	0.00%	0%
Latin America	20.71%	12.59%	20%
Rest of the world	18.38%	8.66%	17%
<b>Total</b>	<b>8.44%</b>	<b>6.46%</b>	<b>8%</b>

**Personnel expense (FCC Construcción)**

	Million Euro
2010	1,347
2011	1,393

**Environmental, quality and OHS training: Hours and expense**

	Hours		Expenses (Thousands of euros)	
	2010	2011	2010	2011
Environmental, quality and OHS	22,288	30,236	356	666
Other	121,559	118,238	3,221	3,120
<b>Total</b>	<b>143,847</b>	<b>148,474</b>	<b>3,577</b>	<b>3,786</b>

**Hours of training by occupational category and gender**

	2011	
	Men	Women
Category 1	32	56
Category 2	103,795	30,229
Category 3	420	143
Category 4	12,314	1,485
<b>Total</b>	<b>116,561</b>	<b>31,913</b>

**Category 1:** Managers and directors, department managers and works managers

**Category 2:** University Graduates, section supervisors, business managers, workshop managers and other qualified graduates

**Category 3:** Officers, administrative assistants and technical assistants, and middle managers

**Category 4:** Operating and subordinate staff

Vela Hotel (Barcelona, Spain)



Vidin Bridge between Romania and Bulgaria

## B. Case studies

### PLANS FOR EQUALITY, DIVERSITY AND INTEGRATION

Pursuant to the commitment made by FCC Construcción with equal opportunities, respect for and promotion of diversity, and the eradication of all kinds of discrimination or harassment, we integrate victims of gender violence and persons in a situation of exclusion or with disability into our staff by means of subscription and implementation of different collaboration agreements, for example with the Spanish Ministry of Health, Social Services and Equality or different entities and foundations such as the Red Cross, Fundación Adecco, Fundación Integra and Inserta.

Furthermore, looking forward to maintaining a working environment that enhances and increases cultural diversity, talent, motivation & creativity, efficiency & productivity, and which improves decision making, we train employees

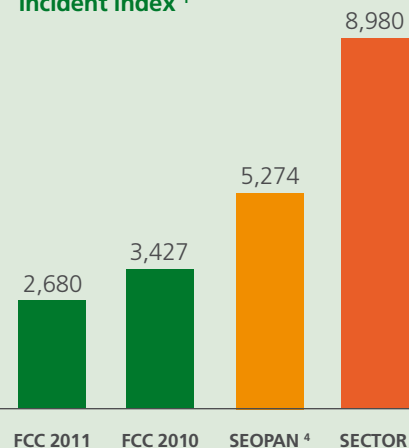
of all levels in equality, diversity and mobbing prevention. We also conduct important communication and awareness campaigns on the subject, which make the implementation of the policy of equality and diversity a reality in our company.

Moreover, the main objective of the Management Group for Equality and Diversity - composed of equality and diversity representatives from companies of Grupo FCC holding an Equality Plan in force - is the implementation of measures for the development and performance of all those positive actions included in the different equality plans signed. These measures include for instance, how to take advantage of resources and combine efforts to establish and promote an organizational environment that respects diversity and eradicates discrimination in all work areas.

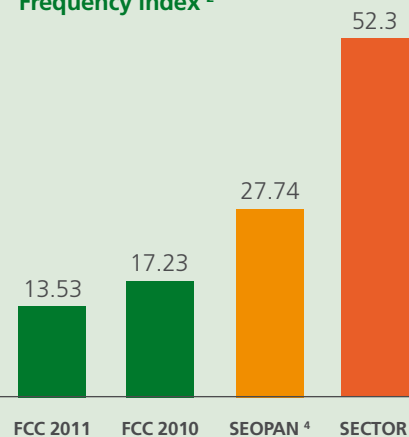
### OCCUPATIONAL HEALTH AND SAFETY

FCC Construcción considers essential the protection of all its employees' safety. Therefore it has an Occupational Health and Safety Management System accredited by an independent third party. It ensures that its workers and those subcontracted from other companies can enjoy the safest possible working conditions both in the works and in their work centres.

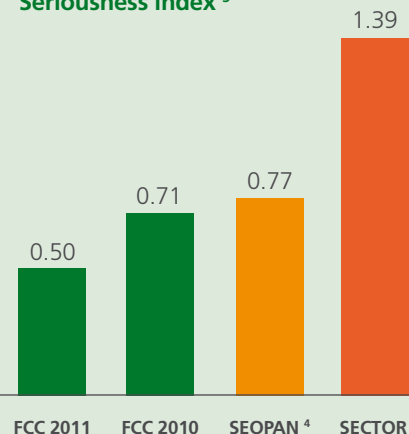
#### Incident index <sup>1</sup>



#### Frequency index <sup>2</sup>



#### Seriousness index <sup>3</sup>



<sup>1</sup> The number of accidents with sick leave per 100,000 workers.

<sup>2</sup> The number of accidents with sick leave for every 1,000,000 hours worked.

<sup>3</sup> The number of working days lost due sick leave accidents registered per 1,000 hours worked

<sup>4</sup> The Spanish National Constructors Association

(The criterion of accidents with sick leave is established nationally and differs from other countries)





Navia Viaduct (Asturias, Spain)

# ENVIRONMENTAL PROTECTION.

## Environmental sustainability

*“Not only do we keep our promise to respect the environment but we also consider this area as one of FCC Construcción’s key differentiating factors”*

---

Over **4,500.000 m<sup>2</sup>** of natural areas  
undergoing restoration measures

---

Over **6 million of m<sup>3</sup>** of inert waste  
**reused** by FCC Construcción in Spain

---

Over **272,000 m<sup>3</sup>**  
of **water reused or recycled**

---

**51.2% less waste** than predicted  
for works carried out in Spain

---

**12,939 t CO<sub>2</sub>** emissions **avoided**

---

Over **110 years** constructing  
sustainable infrastructures

## Approach and good practices

FCC Construcción is aware of the impact that its sector has on the environment, and how its deterioration can affect its own business as well as building and civil works. Therefore, since 2000 the company created the strategic objective of planning and adopting good practices, above and beyond strict compliance with current law, in order to transform the concept of "respect" into "integration".

FCC Construcción has implemented a Good Practices System® which includes legal and contractual or of any other origin requirements, that guarantee the best real environmental results (see annex 3).

We especially want to involve the society into our environmental management, and our commitment to improving the eco-efficiency of our construction processes. To this end, we periodically revise and publish our Environmental

Report<sup>5</sup>. The importance of this initiative was recognised when we were awarded in 2007 with the prize "Garrigues – Expansión – CIIS<sup>11</sup> in the Corporate Social Sustainability category.

The following describes the actions and results of FCC Construcción in environmental issues, classified according to the four main challenges of the sector: environmental protection, fight against climate change, responsible consumption and sustainable construction.

It should be noted that data from the leading indicators have a different scope depending on whether they are from 2010 or 2011. In the case of 2010 the data refers to FCC Construcción in Spain, whereas those in relation to 2011 cover the entire scope of FCC Construcción unless otherwise stated.

## MILESTONES 2010-2011

- Deployment of the Energy Saving Program in the Alpine offices.
- Implementation of a Greenhouse Gas (GHG) measurement protocol and verification of the inventory by an accredited body.
- Participation and promotion of FCC Construcción in the Sustainability Statement of ENCORD<sup>6</sup>
- Purchase of a fleet of electrical vehicles.

## FUTURE CHALLENGES

- Study the viability of Energy Saving Programs at other group offices.
- Extension of the geographical perimeter for the elaboration of GHG emission inventory.
- Qualification of own staff as consultants for the sustainability assessment of buildings.
- Increase in the effectiveness of the degree of implementation of Good Practices

### Environmental protection

According to the above and with a "case by case" approach, FCC Construcción takes lead in protection where appropriate and if necessary, in the restoration of degraded or vulnerable areas which are under our control.



### A. Main indicators

Measures of protection implemented at works		
	m <sup>2</sup>	
	2010	2011
Restoration of affected areas	356,000	4,769,898
Protection of sensitive areas	250,000	4,366,015

Good Practices related to the minimization of impact on the natural environment (FCC Construcción en España)		
	2011	
	% Works that apply Good Practices over the total works	% Works that apply Good Practices over the total works where they can be applied
Physical protection of vegetation specimens at works	27%	77%
Transplants.	22%	74%
Adaptation of works planning to the vital cycles of the most valuable species.	6%	39%
Movement of nests or individuals.	4%	34%
Use of methods to prevent dirt at the entrance and exit of worksites.	84%	94%
Occupation of pavements and roads	60%	89%

<sup>5</sup> [www.fccco.es/docs/repositorio/es\\_ES/sostenibilidad/fccco-comunicacion\\_medioambiental\\_2011-libro-1-esp.pdf](http://www.fccco.es/docs/repositorio/es_ES/sostenibilidad/fccco-comunicacion_medioambiental_2011-libro-1-esp.pdf)

<sup>6</sup> The European Network of Construction Companies for Research and Development. <http://www.encord.org>

© FCC Construcción 2009. "Environmental Performance Assessment System by means of Good Practices"



## B. Case studies

### PROTECTION OF THE ENVIRONMENT AND SOCIETY IN THE RIBEIRADIO AND ERMIDA DAMS

In general, dams are civil work projects which tend to generate great tension and disputes, and which involve a larger number of agents. This type of infrastructure is associated with important environmental and social impact especially on the nearest environment. However these projects are necessary to increase the resources available and to meet existing demands, and in many cases to reduce the risks associated with river floods.

In the Hydroelectric Harnessing Works of Ribeiradio–Ermida - located between the two Portuguese districts of Aveiro and



Viseu-, Ramalho Rosa Cobetar (RRC), a subsidiary company of FCC Construcción, considered a sustainable approach by evaluating the negative aspects of the works, as a first step in their minimization.

The works are located in a natural area classified as a National Agricultural Reserve (RAN, Portugal), of 409,000 m<sup>2</sup>; it is also classified as a National Ecological Reserve (REN, Portugal), of 3,256,400 m<sup>2</sup>. Its execution affects a surface area of 661.000 m<sup>2</sup> of Hydraulic Public Domain and water lines of 20,000 m in length.



The construction works of both dams in Ribeiradio and Ermida and their accesses have a large impact on the local community and therefore a set of measures have been implemented during their execution in order to minimize and regularly monitor the environmental impact during their construction.

[Further information >](#)

## Responsible consumption

Being convinced of return that it provides, both for the company and global sustainability, the company's management system is designed to encourage efficient consumption of natural resources by:

- The use of the best available technology in relation to efficiency and the reduction of consumption of water, energy resources and material.
- The recovery of materials in order to be reintroduced into the process.

Also, it is enhanced with specific means for awareness, training and participation of our own personnel and subcontracted workers.

The good results accomplished through the implementation of these measures in recent years have led the company to invest over 4 million Euro <sup>7</sup> in R&D&I projects in this area.

<sup>7</sup> Excluding ALPINE.

## A. Main indicators

Water consumption		
	(m <sup>3</sup> )	
	2010	2011
Water consumption	2,782,836	3,027,111

Energy consumption		
	Gigajoules (GJ)	
	2010	2011
Direct energy consumption	443,761	1,245,097
Fuel-oil consumption	51,128	30,369
Diesel consumption	367,816	1,161,673
Gasoline consumption	21,942	12,931
Natural gas consumption	2,876	32,494
Butane and propane consumption	0	6,973
Renewable energy consumption	-	657
Indirect energy consumption (electricity)	54,087	162,462

Consumption of raw material and material		
	2010	2011
Asphalt	1,773,002 t	5,302,498 t
Concrete	3,424,427 m <sup>3</sup>	6,771,781 t
Steel	31,083 t	57,272 t
Brick	ND	8,276 t
Aggregate, soil and gravel	ND	38,255,721 t
Topsoil	1,087,122 m <sup>3</sup>	1,887,777 t
Wood	ND	2,891 t
Paint, solvents, release agents, concrete curing liquids, accelerators, thinners, antifreeze and epoxy resins	253,244 m <sup>3</sup>	181,348 t
Other dangerous and toxic substances	6,254 m <sup>3</sup>	3,602 t
Container material and paper and cardboard packaging	ND	10,306 t

## B. Case studies

### ECO-EFFICIENT MEASURES IN THE HEADQUARTERS OF ALPINE

In ALPINE the awareness that the conjunction of environment and economy build a necessary and stable society is deeply rooted. The evidence is the Vienna Öko Business Plan program where a series of good environmental practices were implemented, and they have contributed to the efficiency of resource consumption and at the same time they have achieved important economic savings.

In 2009 two representative sites were chosen as pilot projects where to implement good practices: the headquarters of ALPINE Oberlaa and the machinery and equipment depot ALPINE

Trumau. After defining the environmental measures, they were applied in 2010, and continuing during 2011 together with new proposals and initiatives for the headquarters.

The Ökoprofit program is a program of the city of Vienna that has been promoted since 1998 by companies located in the city, for the implementation of sustainable technology and good environmental practices in their businesses, which result in environmental improvement of the company itself and hence the city of Vienna, and as well as a reduction in operational costs. If a company participates in the program successfully, it receives the distinctive "Ökoprofit" award. ALPINE Oberlaa has been given this award consecutively in 2009, 2010 and 2011 for their obtained benefits.



The developed good practices have resulted in a significant reduction in the consumption of paper, electricity and the generation of waste and an enhancement in the responsible behaviour of employees (eco-efficient driving, changes in the fleet of vehicles purchase of e-bicycles, etc.).

[Further information >](#)

## Fight against climate change

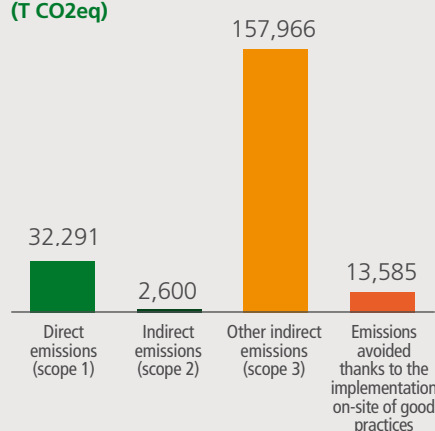
Climate change is one of the most important global problems, not only in the environmental area. In the construction sector we cannot remain aside. One of our specific commitments is the awareness of and the fight against climate change.

In 2011 the Climate Change Commission of Grupo FCC was formed, as a coordinating body in the fight against global warming to which FCC Construcción is committed. Its main objective is the development of the strategy of the group and its business areas in what regards to this matter, focusing on the risk management associated to climate change and the analysis and good use of opportunities.

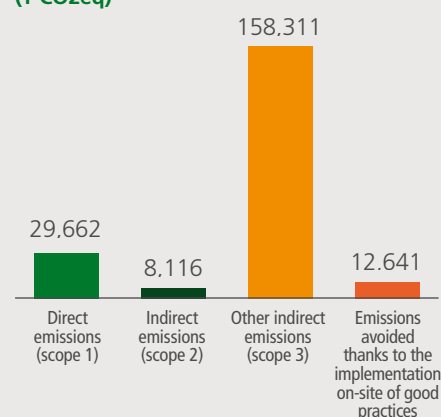
In this regard, FCC has implemented a Best Practices System ® that includes performances to reduce emissions (see Annex 4). The measures include: the reuse of surplus of soil and clean debris on-site, a proper maintenance of machinery, control speed of vehicles on-site, use of less contaminating petrol, etc.

### A. Main indicators

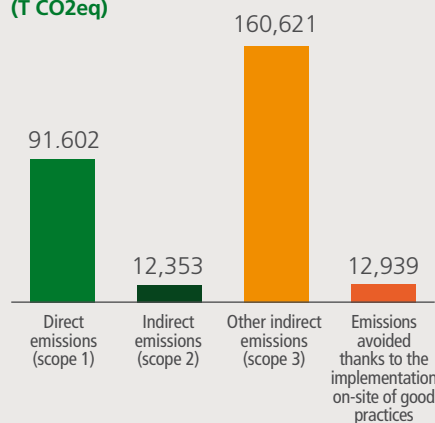
#### Greenhouse Gas Emissions 2010 (FCC Construcción in Spain) (T CO2eq)



#### Greenhouse Gas Emissions 2011 (FCC Construcción in Spain) (T CO2eq)



#### Greenhouse Gas Emissions 2011 (FCC Construcción)<sup>8</sup> (T CO2eq)



Further information in FCC Construcción Environmental Report and in the Green House Gas Emission Report, available at

[www.fccco.es](http://www.fccco.es)

<sup>8</sup> ALPINE only reports emissions under scope 1 and scope 2 from its headquarters in Vienna, and the emissions associated with business trips of its staff (those under the scope 3). The other entities report emissions under scope 1 and scope 2; a great number of them do not have procedures to measure and report total emissions under scope 3, nor those avoided emissions.



## B. Case studies

### GREENHOUSE GAS INVENTORY

The challenge of climate change is relatively new in the construction sector; but in only 2 years FCC Construcción has been able to meet objectives set.

Throughout 2010, the company implemented a Greenhouse Gas (GHG) Measurement Protocol designed to quantify these emissions and to become a key tool in their reduction. This has brought about an important adaptation of software applications for taking primary data, its quantification and later statistical treatment of GHG emissions from construction activity. This GHG Measurement Protocol has been created in accordance with requirements established by ISO 14064 and within the ENCORD sector reference framework<sup>9</sup>.

As a consequence of its implementation, in 2011 an inventory report of GHG at FCC Construcción worksites and fixed centres in Spain was issued. The said report also includes quantification of the emissions avoided by the implementation of good practices on-site.

The quantification of GHG gases of FCC Construcción is performed under operational control, considering the following scopes in the definition of operating limits:

- **Scope 1:** Direct GHG emissions, coming from sources owned or controlled by the company.
- **Scope 2:** Indirect GHG emissions, associated with the generation of electricity consumed by the company.
- **Scope 3:** Other indirect emissions, which result from the company's

activities, but they are produced by sources which are not owned or controlled by FCC Construcción.

After voluntarily submission for verification in 2011, FCC Construcción became the first Spanish construction company that got its GHG emission inventory verified by an independent accredited body. The emissions report on the works executed by FCC Construcción in Spain in 2011 has been verified again in 2012.

[Further information >](#)

## Sustainable construction

One of the most important challenges of our sector, especially nowadays, is the designing and execution of sustainable infrastructures. When speaking about sustainable construction, we do not refer to the environmental impact of management but of the "product" throughout its useful life cycle.

Sustainable construction must be developed by means of the implementation of the best practices available and under continuous development, and by considering the different alternatives in all life cycle phases, in order to select the most profitable from all points of view: environmental, social and economic. In this regard, one of the most outstanding efforts of FCC Construcción is its active participation in various work groups for the development of sustainable construction standards, being remarkable its leadership role on the international field, both in ISO<sup>10</sup> and CEN<sup>11</sup>, where the bases, the outlining and the understanding of sustainability within the framework of infrastructures and civil works are deployed.

## A. Main indicators

### PARTICIPATION IN SUSTAINABLE CONSTRUCTION WORK GROUPS (FCC CONSTRUCCIÓN SPAIN)

Currently, we participate in all Technical Committees of Sustainable Construction constituted in ISO (international scope), CEN (European scope) and AEN (Spanish scope), holding the presidency of the work

groups related to Civil Works in every scope. Furthermore, we are member of the iISBE<sup>12</sup> and the GBCe<sup>13</sup>, and members of the Advisory Council BREEAM<sup>14</sup> Spain.

More information in the annex "More relevant organisations in which FCC has played a significant role". Table 1 of the Environmental Report 2011 of FCC Construcción available at [www.fccco.es](http://www.fccco.es)

	Generated waste			
	(FCC Construcción Spain)			
	Forecast amount (t)		Real amount (t)	
	2010	2011	2010	2011
Hazardous waste	296	175	2,490	338
Non-hazardous waste	6,533,659	3,687,699	7,809,196	1,799,121
<b>TOTAL</b>	<b>6,533,955</b>	<b>3,687,874</b>	<b>7,811,686</b>	<b>1,799,459</b>

In 2011, total waste generated in FCC Construction as a whole amounted to 2,007,512 tons. Of this amount, only 0.03% was hazardous waste which are stored and delivered to authorized managers for transportation and treatment.

	Use of resources coming from waste	
	(FCC Construcción Spain)	
	(m³)	
	2010	2011
Surplus soil and stones	7,112,591	6,130,044
Excess clean rubble	38,534	65,572
<b>Total</b>	<b>7,151,125</b>	<b>6,195,616</b>

	Water reuse	
	(m³)	
	2010	2011
Onsite recycled water or reused water	46,248	272,273



## B. Case studies

### CONSTRUCTION WITH BREEAM CERTIFICATION

FCC Construcción built the headquarters of MRW in L'Hospitalet de Llobregat (Barcelona, Spain), and it resulted in the first BREEAM sustainability certification in Spain with a grade of "excellent", the highest grade achieved in the country as of yet.

The project involves a set of measures, installations and constructive processes developed by FCC Construcción in the execution phase that are unusual or different to other similar projects. Some of the measures taken in each one of the BREEAM certification categories can be seen in the "pdf" of the case study.

### CONSTRUCTION WITH LEED CERTIFICATION

FCC Construction is currently executing the project of development of the shopping and leisure centre Venice Port Complex (Zaragoza, Spain), within the frame of LEED<sup>15</sup> certification method upon request by the developer.

To obtain the LEED certification, FCC Construction is undertaking all necessary actions during the execution of works, and those can be read in the "pdf" of the case study.

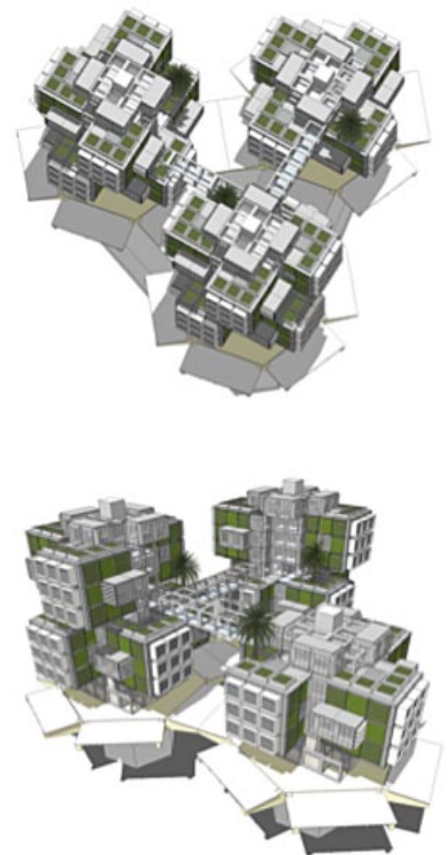
Many of these measures have been formerly deployed in our works, as a consequence of the implementation of the aforementioned FCC Construcción's Good Environmental Practices System. However helping our clients to obtain the certification of the buildings which construction they award us, is a decisive step which implies leadership, making ourselves visible and being reference for other professionals who, like ourselves believe that the words "building" and "sustainability" must always go hand in hand.

### INTEGRATED RESEARCH ON SUSTAINABLE ISLANDS (IISIS SPAIN)

FCC Construcción is developing an IISIS industrial research project (Integrated Research on Sustainable Islands) in conjunction with other Grupo FCC companies and other external partners. The project involves research on elements, material, technology and systems needed for the development of a construction of potential residential and tertiary use in a marine based environment, like there be islands. They are prefabricated, industrialized and reusable buildings that do not constitute a threat to the environment and which are self-sufficient in all ways (energy, water, basic supply, treatment and recycling of waste), equipped with all kinds of integrated facilities, advanced transport logistics and an intelligent control and management system.

By means of the necessary development processes these systems can be deployed in different types of isolated communities and not just purely insular environments.

The project has been selected by the Industrial Technological Development Centre (CDTI Spain), under the framework of the conditions of INNPRONTA<sup>16</sup> 2011.



[Further information >](#)

<sup>9</sup> European Network of Construction Companies for Research and Development: <http://www.encord.org/>

<sup>10</sup> International Organization for Standardization: <http://www.iso.org/>

<sup>11</sup> European Committee for Standardization: <http://www.cen.eu/>

<sup>12</sup> International Initiative for a Sustainable Built Environment. <http://www.iisbe.org/>

<sup>13</sup> Green Building Council España: <http://www.gbce.es/>

<sup>14</sup> BREEAM (Building Research Establishment's Environmental Assessment Method). See criteria [www.breeam.es](http://www.breeam.es)

<sup>15</sup> LEED (Leadership in Energy in Environmental Design). See criteria [www.usgbc.org](http://www.usgbc.org)

<sup>16</sup> <http://www.cdti.es/index.asp?MP=7&MS=580&MN=3>



# KEEPING SOCIAL COMMITMENT.

## Community

*"At the service of  
social progress of  
the communities in  
which we operate"*

---

Almost **€1m** allocated to  
**social action and sponsorships**

---

**We create wealth** in our environment by  
procuring a high percentage of supplies in local markets

---

**5,665 million** Euro of  
distributed economic value

## Approach and good practices

FCC Construcción acts in favour of contributing to the local economy wherever it is present, and whenever possible it promotes the productive system by creating direct and indirect work, collaborating with the local community and prioritizing procurement from local suppliers. In this manner we support the creation of wealth and look after these options to be economically viable for the company.

The planning and creation of infrastructure have a positive net impact, and provide a substantial return for local administrations, estimated at 60% of investment. However, sometimes they are not exempt from having certain negative impacts on local communities or the environment which must be minimized and compensated. Therefore, the organization takes the necessary measures to avoid and/or attenuate the negative effects which are monitored by the company's general system. Also, as a support tool and in order to communicate with those affected, the company has a claims and complaints system which helps it to improve their relationship with affected persons and institutions.

### Exemplary behaviour

FCC Construcción joined the United Nations Global Compact in 2004. As a founding member of the Spanish Network of the Global Compact it has pro-actively participated in the activities since the beginning in order to share the good practices facilitated by the implementation of its 10 Principles.

### A. Main indicators

Investment in social action/ corporate citizenship, collaborations and sponsorships		
	2010	2011
Investment (million Euro)	600	900

### B. Case studies

#### PERSONNEL BEHAVIOUR IN VIDIN (BULGARIA)

The bridge over the Danube between Vidin (Bulgaria) and Calafat (Romania) was FCC Construcción's first project to be executed in Bulgaria and therefore there was no prior experience of integration in Bulgarian society. It was advisable then to analyse and carefully plan the arrival of numerous foreign workers who were to reside in the Bulgarian city of Vidin.

Vidin is a small provincial capital with 50,000 inhabitants, with a purchasing power lower than the EU average. Although the bridge meant an important boost for the economy, the local community viewed the arrival of foreigners with different language and customs with certain suspicion. Therefore, an employee behaviour plan was created based on a set of guidelines regarding the respect for local people and customs, in order to prevent adverse reactions.

Five years later, and thanks to this project, the Spanish colony of Vidin is the largest

## MILESTONES 2010-2011

- ▶ Creation of a network of volunteers
- ▶ Participation of personnel in the children education project in the area of sustainability "The future of the Earth is in the classroom".
- ▶ Participation in the reconstruction works of the city of Lorca, Murcia

## FUTURE CHALLENGES

- ▶ Create wealth in areas where we operate ("we settle down there where we go")
- ▶ Develop a method to measure and show the environmental and social added value of our actions.
- ▶ Development of a catalog on sustainable social practices for internal distribution.

in Bulgaria and there are no problems of integration with the local population. The construction of the bridge created wealth and improved the standard of living of the inhabitants. Several FCC Construcción workers have achieved a noticeable level of the Bulgarian language, others found partners and some of them have even started a family.

In summary, the integration and good social image of FCC Construcción in Vidin and in the country is a success.



El Musel Port (Gijón, Spain)





## Participation and dialogue

Dialogue with stakeholders is an essential issue of FCC Construcción's policies in order to understand the reality surrounding us. We want to promote the participation of all agents involved and integrate them into a "culture" of responsible construction.

## A. Case studies

### CONSTRUCTION OF THE EL ZAPOTILLO DAM

The government of Mexico decided to build the "El Zapotillo" dam on the Río Verde river in Jalisco for the provision of drinking water to the town of Los Altos de Jalisco and the city of Leon. The dam is located in El Zapotillo, in the municipalities of Cañadas de Obregón and Yahualica in the state of Jalisco and will have a capacity of 910 Hm<sup>3</sup>.

Once designed and its impact evaluated the execution of the construction project was put out to public tender by the Government of Mexico. At FCC Construcción we understood from the start that the execution of these works involved very sensitive social and environmental issues and therefore the implementation of our good environmental practices became a priority. The awarding authority especially valued FCC Construcción's ability to protect the environment during the execution of the works.

### Supporting local economy

We contributed to the generation of wealth and well being by means of our proposals for responsibility, respect and involvement. We are aware that social development has also a positive impact on our company and its potential future business, and therefore for us it is an important factor. FCC Construcción moves forward along the path of social integration in decision making; in one hand to minimize the impact derived from our activity, and on the other hand to promote favourable local development initiatives.

In this sense the organization develops and deploys a set of measures to ensure the reduction of problems caused by the works, technical safety and compensation for the community, the latter by means of active policies for the creation of employment, well being and local wealth. This set of measures is planned in advance and before deciding to submit the bid, as part of the criteria for decision making.

## A. Main indicators

Communication material (FCC Construcción in Spain)		
	%	
	2010	2011
Communication of actions generating potential environmental risks	36.5%	42.2%
Sending information or documentation to stakeholders in response to prior request	30%	33.8%
Request for collaboration	14.5%	11.5%
Reception of guidelines or instructions	9.2%	6.1%
Resolution of stakeholders' claims and complaints	3.1%	1.6%
Suggestions and proposals for improvement	1.6%	2%
Others	5.1%	2.8%
Total	100%	100%

Communication with stakeholders (FCC Construcción in Spain)		
	%	
	2010	2011
European, State, Regional and Local Environmental Administration	46.2%	53.1%
European, State, Regional and Local Administration other than environmental	18.5%	23%
Hydrographical Basin Organisation	11.9%	8.4%
Private companies	9.7%	6.4%
Companies and public entities Regional bodies and official Institutes	6.7%	5%
Universities, sectorial associations, colleges and foundations	1%	0.6%
Others	6%	3.5%
Total	100%	100%

Willingness for dialogue (FCC Construcción in Spain)		
	Número	
	2010	2011
No. of environmental external communications	968	808

Vela Hotel (Barcelona, Spain)





On the other hand, FCC Construcción have continued their support to institutions committed to solving the social problems of every community, as well as to activities related to culture, health and education. Our company works with public and private organizations or initiatives that promote these kinds of activities.

#### A. Main indicators

Directly managed purchases from local suppliers (Grupo FCC)	
	%
	2011
Purchases from local suppliers	93.5

In 2011 Grupo FCC deployed a centralized Purchasing System seeking structural efficiency in the Procurement and Supply chain. For this reason, only data concerning Grupo FCC is available.

#### B. Case studies

##### SUSTAINABILITY IN LA SIERRA DE LA DEMANDA: CASTROVIDO DAM

Castrovido dam is located in the south-east end of the mountain range "Sierra de la Demanda", in the province of Burgos (Spain), 9 km far from the town Salas de los Infantes. The entire Sierra de la Demanda and in particular the Pinares region (Pinewood) is deeply rooted in the primary sector, particularly the wood and stone sector and to a lesser extent in agriculture and livestock. Since 2008, when the first effects of the economic crisis became evident, many industries in the area linked to the aforementioned activities were forced to close or drastically reduce their staff. This caused a dramatic increase of unemployment in an area that until then had been prosperous and always an area of attraction of workers. Rising unemployment indiscriminately affected all sectors of society and it was even worse for younger and less experienced people.

In 2009, after a period of slowdown due to different decisions - primarily political - the works were quickly resumed causing from then on a great corporate synergy with various businesses in the area, the effects of which were evident in the

boost to the economy and the creation of numerous direct and indirect work positions.

Due to its uniqueness, the works of the dam require a large staff to perform the different activities involved in its execution (movement of soil, cleaning and tidying, operators for specific installations, maintenance, formwork, concrete work and endless other skills).

FCC Construcción's policy promotes socio-economical and environmental sustainability wherever the company operates. A good example is the number of direct local employments created for this project, for which up to 350 persons worked simultaneously, the majority of which lived in the towns near the site. Even more, FCC Construcción has significantly contributed to their training, professional development and specialization in different skills, increasing their level of qualification and improving their professional capabilities for the future.





# BUILDING THE FUTURE.

## Innovation

*"Our R&D&I activity is aimed at being on the cutting edge of the most important advances in the construction sector"*

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Over **9 million Euro** allocated to R&D&I projects, 4m of which on environmental subjects

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FCC Construcción **renews its Certification** of Projects of R&D&I in accordance with the Spanish standard **UNE 166002 for the next three years**

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**41 large R&D&I projects,**  
16 of which are related to environmental sustainability



## Approach and good practices

### R&D&I Investment

Using the most appropriate technology for the executing of the works provides added value and it is a differentiating factor in the current highly competitive market. The most appropriate technology means more efficient, more effective, more accurate and less impact, and an affordable cost.

Furthermore, as mentioned in the Sustainable Construction section, FCC Construcción is involved in the promotion of various European and national initiatives within the construction sector and related to R&D&I, as well as in the development of its own projects or in collaboration with other business areas of Grupo FCC at a national and international level. They also participate in collaborative projects in partnership, which allow harness the synergies between the various members and obtain as a result a greater transfer of knowledge.

#### A. Main indicators

R&D&I Investment (FCC Construcción, Spain)		
	Euros	
	2010	2011
Total investment in fiscal year	5,735,322	9,475,429
Subsidies or grants received	1,090,384	766,091
Credit obtained on favourable terms	2,084,386	1,214,751

#### B. Case studies

##### RAILWAY TECHNOLOGY CENTRE-ANDALUSIA TECHNOLOGY PARK

Adif and FCC Construcción, in partnership with ALPINE, have created a framework agreement for technological investigation, innovation and development to be incorporated in Adif's Railway Technological Centre (CTF Spain) in the

Andalusia Technology Park (PTA Spain) in Malaga, Spain.

The Railway Technology Centre is designed as a space where to promote innovation and business collaboration focused on railway technological development by means of R&D&I projects, and at its premises there are over 25 cutting-edge technological companies.

The agreement - valid until 2012 with possibility of being extended for another two years -, sets the following priority lines of investigation: new constructive techniques and material, auscultation and monitoring of railway infrastructures, energy efficiency, aerodynamic interaction with railway infrastructure and tunnels, information, communication and signalling system technology.

#### Sustainability as a business

Sustainability, especially in the environmental area will become the business star of the 21st Century. Nowadays, among the great global challenges and risks, we find the problem of water considered under different perspectives: supply capacity, access to drinking water, water quality, hydrological control under the framework of climate change, sea level rise, etc.

This situation, in addition to our commitment to sustainability and synergies with other areas specialized in environment within the group, presents us with a clear business opportunity: construction of sustainable infrastructures. It is our responsibility to use our activities to meet these challenges and to create value for society.



## MILESTONES 2010-2011

- Extension of the scope of the R&D&I Management System Certificate
- Launch of the CETIEB European Project
- Development of projects featured in R&D&I material such as BUILDSMART and CLEAM
- Participation of FCC Construcción in referenced R&D&I forums

## FUTURE CHALLENGES

- Focus the project on strategic lines of the company
- Promoting rail projects with the participation of FCC Construcción enhancing the value of our presence in the Railway Technological Centre of Adif
- Increase our participation

#### A. Main indicators

Development of R&D&I projects (FCC Construcción)		
	Number	
	2010	2011
Total number of projects	27	41
Number of projects related to environmental sustainability	14	16

Innovation projects related to sustainability (FCC Construcción)	
Project	Description
QUIMIFLIX	Creation of new knowledge for cleaning contaminated sludge and the demolition of buildings with a high level of mercury contamination by developing a method that establishes maximum worker safety without diminishing the effectiveness of the system
COSTA BRAVA	The novelty of the project is the development of new methods to evaluate the management of construction and Demolition Waste (CDW's), to execute the subbase and stabilization of road pavements.





## B. Case studiess

### DECONTAMINATION OF THE FLIX DAM

The Flix dam in Spain contains a large amount of contaminated sludge originating in historical discharges from the industrial activity carried out in the area since the beginning of the 20th Century, and changes in the river's course due to the construction of the Mequinenza, Ribarroja and Flix dams.

From the very start we considered this project a challenge and a great opportunity for the future of the company. The objective of the decontamination works performed by FCC Construcción in joint venture with FCC Ámbito (also part of Grupo FCC), was to bring the river back to its original state. It implied the extraction of a volume of approximately 700,000 tonnes of contaminated sludge and its treatment. The decontamination processes include rigorous mesures of protection and safety.

This action -declared to be of general interest, high priority and urgent- responds to the principles of the A.G.U.A Program (Actions for Water Use and Management) of the Ministry for Agriculture, Food and the Environment, which includes actions for the improvement of water supply and management according to existing and future needs linked to sustainable territorial development.

Actions such as those carried out at Flix contribute to situate FCC Construcción as a leading company in the execution of projects of great significance which contribute to the restoration of water environment and serve as a basis for the awarding of projects of a similar nature.

Flix Reservoir on the Ebro River (Tarragona, Spain)

# Annex 1. Table of contents and indicators according to the GRI<sup>17</sup>

	Descripción del indicador	Global Compact	Página
1.1	Declaration of maximum responsibility, strategy	Adhesion to the UN Global Compact since 2005 signers in <a href="http://www.unglobalcompact.org">www.unglobalcompact.org</a>	Page 9 See Sustainability > Responsible Construction section in <a href="http://www.fccco.es">www.fccco.es</a>
1.2	Description of the main impacts, risks and opportunities		Pages 2,5 y 9  See Sustainability > Responsible Construction section in <a href="http://www.fccco.es">www.fccco.es</a>
2.1	Name of the reporting organization		FCC Construcción
2.2	Main brands, products or services		Page 3
2.3	Organization's operating structure		Page 3
2.4	Location of organization's main headquarters		Back page
2.5	Countries in which the organization operates		Page 3
2.6	Nature of ownership and legal form		FCC Construcción is a company of Grupo FCC. See section: Corporate area > Presentation / Organization of <a href="http://www.fccco.es">www.fccco.es</a>
2.7	Markets served		Page 3
2.8	Size of the reporting organization		Pages 2, 13,16
2.9	Significant changes in the organization		Page 13
2.10	Awards received during the reporting period		Page 5
3.1	Period covered by the Report		Page 38 About this report
3.2	Date of last most recent report		Page 38 About this report
3.3	Report presentation cycle		Page 38 About this report
3.4	Point of contact for report related questions		Page 38 About this report
3.5	Report content definition process		Page 38 About this report
3.6	Report coverage		Page 38 About this report
3.7	Existence of limitations of scope or coverage of report		Page 38 About this report
3.8	Basis for the inclusion of information in the case of subsidiary or affiliate businesses, etc.		Subsidiary companies have always been included within the scope of the information
3.9	Data measuring techniques and basis for performing calculations		Page 9 The economic information follows current accounting standards. In general, the environmental and social indicators follow protocols established for GRI. Furthermore, greenhouse gases emission quantification has been carried on according to standard ISO 14064, the GHG Protocol and the CO2 measuring protocol created by ENCORD.
3.10	Effect of the restatement of information belonging to previous reports		Page 38 About this report
3.11	Significant changes relative to previous periods within the scope		Page 19
3.12	Location of the basic contents of the report		Pages 31 to 37
3.13	Current policy and practice regarding the request for external report verification		Page 38 About this report,
4.1	Organization's governing structure		See section: Corporate area > Presentation / Organization of <a href="http://www.fccco.es">www.fccco.es</a>
4.2	Indicate whether the president of the highest governing body also occupies an executive role		The President is the executive chief
4.3	Number of member of the highest governing body that are independent or non-executive		1
4.4	Shareholder and employee means for communicating recommendations or indications to the highest governing body		See pages 54 of 55 of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section
4.5	Link between the compensation for members of the highest governing body, senior manager and executives and organizational performance		See pages 17, 20 and 22 of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section: Corporate responsibility > Corporate governance)
4.6	Procedures implemented to avoid conflicts of interest in the highest governing body		See page 44 of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section: Corporate responsibility > Corporate governance)

<sup>17</sup> View [www.fccco.es](http://www.fccco.es) AENOR certificate



4.7	Procedure for the determination of the skills and experience required of members of the highest governing body for guiding the organization's strategy on social, environmental and economic aspects		See page 24 of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section: Corporate responsibility > Corporate governance)
4.8	Internally developed value and mission statements, codes of conduct and relevant principles for economic, environmental and social performance		Pages 2, 10, 11
4.9	Procedures of the highest governing body for supervising the identification and management of economic, environmental and social performance on behalf of the organization		See page 61 onward of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section: Corporate responsibility > Corporate governance).  See also: management structure and sustainability monitoring in Corporate responsibility > Policies < Management structure > Committees section <a href="http://www.fcc.es">www.fcc.es</a>
4.10	Procedure to evaluate the performance of the highest governing body		See page 25 of the Corporate Governance Report 2009 for Grupo FCC available at <a href="http://www.fcc.es">www.fcc.es</a> (section: Corporate responsibility > Corporate governance)
4.11	Description of how the organization has adopted a precautionary planning or principles	GC7	Pages 10 and 11
4.12	Externally developed economic, environmental and social programs or principles, as well as any other initiative approved by the organization		FCC Construcción joins the UN Global Compact in 2005 (see <a href="http://www.unglobalcompact.org">www.unglobalcompact.org</a> )
4.13	Main associations to which it belongs or supports		Page 22 More associations in <a href="http://www.fccco.es">www.fccco.es</a>
4.14	List of stakeholders included by the organization		Shareholders (Grupo FCC), clients (public and private), employees, providers, local community and the media
4.15	Basis for the identification and selection of stakeholders to which the organization commits itself		Page 38 Materiality study (About this report)
4.16	Adopted approaches for the inclusion of stakeholders		Page 4
4.17	Main concerns and aspects of interest that have arisen due to the participation of stakeholders and the way in which the organization has responded to them in the report's creation.		Customers: result of end of works survey (page 4) Employees: work stability policies (pages 15, 16, 17) Subcontractors: timeliness of payment in accordance with agreed conditions Local communities: nuisances, technical risks, creation of local wealth (pages 2, 24, 25, 26 and 27)
5	Information on economic, social and environmental approaches		Pages 9, 12, 28 Approach to economic management Pages 9, 14, 24 Approach to socio management Pages 9, 18, 39 Approach to environmental management

## ECONOMIC DIMENSION

### ECONOMIC PERFORMANCE INDICATORS

Data on economic performance indicators for the year 2010 are available on the Sustainability Report 2009-2010, available at [www.fccco.es](http://www.fccco.es)

EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		Pages 3, 13, 24, 25
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.		See Sustainability Report 2009/2010, Pg. 21 Available at <a href="http://www.fccco.es">www.fccco.es</a>
EC3	Coverage of the organization's defined benefit plan obligations.		See Sustainability Report 2007/2008, Pg. 35 Available at <a href="http://www.fccco.es">www.fccco.es</a>
EC4	Significant financial assistance received from government.		3,149,434 Euro • Tax refunds/credits: 269,600 € • Grants (bonus for training): 770,677 € • R&D grants and funding: 2,109,157 €
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.		There is no difference by gender; salaries in accordance with country standards and sector agreements.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		Page 27
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.		There is no existing active policy on local contracting
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		Page 25
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.		Indirect economic impact on society is intrinsic to the activity of FCC Construcción All infrastructure answers to an economic viability plan created by the promoter

ENVIRONMENTAL DIMENSION			
ENVIRONMENTAL PERFORMANCE INDICATORS			
Data on environmental performance indicators for the year 2010 are available on the Environmental Report 2011, available at <a href="http://www.fccco.es">www.fccco.es</a>			
EN1	Material used, by weight or volume	GC8	Page 20
EN2*	Percentage of materials used that are recycled input materials.	GC8	Page 22. The surplus of soil or rocks that are reused on site represent 30% of total raw material used, and the surplus of clean debris reused is 1.3% of total semi-finished products used
EN3	Direct energy consumption by primary energy source.	GC8	Page 20
EN4	Indirect energy consumption by primary source.	GC8	Page 20
CRE1	Energetic intensity of buildings		This indicator only applies to real estate activities not included in the business area of FCC Construcción
EN5	Energy saved due to conservation and efficiency improvements.	GC8	Pages 20, 21, and 22
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	GC8	Pages 20, 21, and 22
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	GC8	Pages 20, 21 and 22
EN8	Total water withdrawal by source.	GC8	Page 20 Total consumption (m³): 3,027,111 <ul style="list-style-type: none"> <li>• Municipal supply intake (m³): 321,494</li> <li>• Underground water intake (m³): 350,337</li> <li>• Surface water intake (m³): 2.300.000</li> <li>• Intake from other sources (m³): 28,050</li> </ul>
EN9*	Water sources significantly affected by withdrawal of water.	GC8	Main water intakes in works located in protected areas : <ul style="list-style-type: none"> <li>• Surface water in protected areas: 27,311 m³ (84%)</li> <li>• Underground water in protected areas: 5,048 m³ (16%)</li> </ul>
EN10	Percentage and total volume of water recycled and reused.	GC8	Page 22
CRE2	Intensity of water use in buildings		This indicator only applies to real estate activities not included in the business area of FCC Construcción
EN11*	EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	GC8	Land adjacent to or located in natural protected areas or areas of high biodiversity: <ul style="list-style-type: none"> <li>• Location in natural or protected areas: 9 sites; 131,2 ha</li> <li>• Location in area with landscaped catalogued as relevant: 23 sites; 438,1 ha</li> <li>• Natural riverbed in protected area possibly affected: 12 sites; 22,5 ha</li> <li>• Catalogued or protected vegetation possibly affected: 22 sites; 448,7 ha</li> <li>• Possible influence on protected or catalogued animal species: 16 sites; 408,3 ha</li> </ul>
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	GC8	For further information refer to the Environmental Report 2011 available at <a href="http://www.fccco.es">www.fccco.es</a>
EN13	Habitats protected or restored.		Page 19
EN14*	Strategies, current actions, and future plans for managing impacts on biodiversity.	GC8	Page 19: Good Practices related to the minimization of impact on the natural environment
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	GC8	Records related to the number of endangered species are maintained at the production centres (sites, maintenance, concessions, etc.) so this information is not collected on a centralised basis
EN16	Total direct and indirect greenhouse gas emissions by weight.	GC8	Page 21
EN17	Other relevant indirect greenhouse gas emissions by weight.	GC8	Page 21
CRE3	Intensity of GHG emissions derived from buildings		This indicator only applies to real estate activities not included in the business area of FCC Construcción
CRE4*	Intensity of GHG emissions from new constructions and building remodelling		104 t CO <sub>2</sub> eq/ million € (**)
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	GC9	Pages 21 and 22
EN19	Emissions of ozone-depleting substances by weight.	GC8	281 t
EN20	NOx, SOx, and other significant air emissions by type and weight.	GC8	NOx: 767,789 kg SOx: 12,787 kg Particles: 2,650,735 kg



EN21	Total water discharge by quality and destination.	GC8	Total volume of discharged waste water (m3): 2,603,693  • Discharged to Poner: Public Water Domain or Maritime-Terrestrial Public Domain (m³): 2,375,714  • Discharged to sewage network (m³): 227,979
EN22	Total weight of waste by type and disposal method.	GC8	Page 22
EN23*	Total number and volume of significant spills.		No significant accidental spillages were produced during 2011.  FCC Construcción Spain:  • Spillages involving potential soil pollution: 32 (3.14 m³)  • Uncontrolled or accidental spillages: 52 (5.1 m³)
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	GC8	FCC Construcción does not transport hazardous waste within its activity but it contracts authorized transporters and managers for the proper management of said waste.
EN25*	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	GC8	Total related water resources and habitats affected by water discharges in 2011: 26 (sites)  • Significant discharges in protected natural areas: 14 (works)  • Significant discharges along the natural coast line: 18 (works)
CRE5*	Need for re-measurement and soil re-measurement for current and potential soil use, in accordance with the corresponding legal framework.		• Surface are of soils decontaminated during the financial year: 326 m²  • Surface area of contaminated soil awaiting decontamination: 8.3 m²  • Surface area of potentially contaminated soils awaiting detailed evaluation: 0 m²
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	GC8	FCC Construcción has implemented a Good Practices System that includes actions that guarantee the best environmental results (see page 39, Annex 3).
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	GC8	The construction activity of FCC Construcción does not include the production of wrapped or packaged goods on sale or sent to customers
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	GC8	18.0 thousand Euro There were not non-monetary sanctions
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce		The most significant environmental impact in relation to transport generated by civil works. This includes dust emission from soil or debris transport and the movement of machinery.  Page 29 ((Within the scope 3, CO2 emissions due to staff travelling are included)
EN30	Total environmental protection expenditures and investments by type.		54,387 thousand Euro.  • Waste management: 36,849 thousand Euro  • Treatment of emissions: 23 thousand Euro  • Remediation: 32 thousand Euro  • Environmental correction: 2,655 thousand Euro  • Environmental prevention: 213 thousand Euro  • Environmental management: 10,201 thousand Euro  • Other: 4,414 thousand Euro  <i>In the absence of environmental accounting linked to the economic system of the company, data are provided only for environmental expenses and investments for which information is available, for which a number of cases are estimated data.</i>
<b>SOCIAL DIMENSION</b>			
<b>SOCIAL PERFORMANCE INDICATORS</b>			
The data of social performance indicators for the year 2010 can be found in the Sustainability Report 2009-2010, available at <a href="http://www.fccco.es">www.fccco.es</a>			
<b>1. Working practices and ethics</b>			
LA1	Total workforce by employment type, employment contract, and region.		Page 16
LA2	Total number and rate of employee turnover by age group, gender, and region		Page 16 It is only available the distribution of the workforce by age for the entire FCC. Page 48 of the Corporate Social Responsibility Report 2011, available at <a href="http://www.fcc.es">www.fcc.es</a>
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations		All full-time, part-time and temporary employees enjoy the same social benefits
LA15	Return to work and the retention rates after maternity or paternity leave, by gender		Currently, FCC Construcción does not record this type of information. The indicator will be developed for the following report.
LA4	Percentage of employees covered by collective bargaining agreements	GC3	100%
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	GC3	Specified in collective agreements

LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs		5.4%, with 100% of representation. A Health and Safety Committee forms up in those workplaces where workers have elected OH&S delegates, according to legislation in force.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities by region		Page 17 Absenteeism rate: 5.85
CRE6	Percentage of the organization that operates under an internationally recognised health and safety management system		79%
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		Page 16 There is a Corporate Training Plan for matters that must be common and transversal across all business areas: management team training, training on culture and FCC values, corporate processes, skills and abilities, languages and Microsoft office
LA9	Health and safety topics covered in formal agreements with trade unions.		Total collective agreements: 56  Number of collective agreements with health and security specifications: 9  Number of workers covered by collective agreements: 16,278  Number of workers represented by health and safety committees: 1,548  The safety and health issues covered in formal agreements are the minimum requirements on health and safety issues in the construction sector and the training of workforce on such matters.
LA10	Average hours of training per year per employee by employee category.		Page 16
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		There is a Corporate Training Plan for matters that must be common and transversal across all business areas: management team training, training on culture and FCC values, corporate processes, skills and abilities, languages and Microsoft office.
LA12	Percentage of employees receiving regular performance and career development reviews.		Grupo FCC is immersed in the redesign process of its performance evaluation systems in order to make them common for all employees. The model is based on the annual process of planning, monitoring and evaluation of performance.
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	GC6	Pg. 16 See section: Corporate area > Organization of www.fcco.es
LA14	Ratio of basic salary of men to women by employee category.		In line with the ILO men and women's salaries are the same for the same work performed
<b>2. Human Rights</b>			
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	GC1-GC2	FCC Construcción does not have any investment agreements with human rights clauses
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening, and actions taken.	GC1-GC2	As well as considering the behaviour of all suppliers based on agreed company criteria on Occupational Health and Safety, environmental management, quality control, means and experience, they are contractually required to accept the commitment of FCC Construcción to its 10 principles of the United Nations Global Compact, but there is no specific assessment on human rights.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.		In 2010 all FCC Construcción personnel took an 8 hour training course on Code of Ethics.
HR4	Total number of incidents of discrimination and corrective actions taken	GC1-GC6	The organization's ethical code covers the measures to be taken in the case of incidents of discrimination (See Code of Ethics in the Corporate Responsibility > Corporate Government section of www.fcc.es)
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	GC3	The organization's Code of Ethics covers the measures to be taken in the case of these rights not being respected (See code of ethics in the Corporate Responsibility > Ethics and Integrity section of www.fcc.es) No activities or significant suppliers have been identified, for in which the right to association or cover by collective agreements are violated or at significant risk
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	GC5	Codes and agreements signed (***)
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	GC4	Codes and agreements signed (***)



HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.		All safety personnel have been trained on aspects of human rights relevant to their activities
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.		Codes and agreements signed (***)
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.		Codes and agreements signed (***)
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.		Codes and agreements signed (***)
<b>3. Society</b>			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		Pages 5, 25 and 26
SO9	Operations with significant potential or actual negative impacts on local communities.		No claims have been recorded from local communities in relation to disrespectful company actions
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		FCC Construcción has a system for the evaluation of the environmental impact in all its works, the result of which is the application of preventative and corrective measures. It also has communication channels with the interested parties
CRE7	Number of persons voluntarily or involuntarily moved and/or relocated for the development of the project		Not applicable. These events may occur prior to the entry of FCC in the construction projects, if so.
SO2	Percentage and total number of business units analyzed for risks related to corruption.	GC10	100% of the business units have been analyzed. There is a criminal offences risks map of the entire organization, an Action Plan and a Guide for Preventing and Responding to Criminal Offences. Page 5
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	GC10	During the analysed period, FCC Construcción has developed a training pack on business ethics that is mandatory for 100% of staff
SO4	Actions taken in response to incidents of corruption.	GC10	The organization's Code of Ethics covers the means to be taken (see section: Corporate responsibility > Ethics and Integrity at <a href="http://www.fcc.es">www.fcc.es</a> )  During the study period no incidents of corruption were recorded
SO5	Public policy positions and participation in public policy development and lobbying.		The organization's Code of Ethics covers the political neutrality policy (see section: Corporate responsibility > Ethics and Integrity at <a href="http://www.fcc.es">www.fcc.es</a> )
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		No financial contributions were made to any political parties
SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.		No legal actions were taken due to causes related to monopolistic practices and against free competition and their results
SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.		180.100 Euro There were no non-monetary sanctions
<b>4. Responsibility for products</b>			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.		They comply with all legal and contractual requirements in relation to salubrity and safety of buildings and infrastructures.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.		No incidents of this nature have been recorded
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.		In residential building: Building Record
CRE8*	Type and number of sustainability certification and classification method for new constructions, administration, occupation and modernization		•Energy Efficiency Certification 53 •BREEAM Certification: 1 •LEED Certification: 1
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes		No incidents of this nature have been recorded

PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Page 4. "The attributes most valued by our customers"
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Any practice is carried out in this sense
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.		Any incidents of this nature have been recorded
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.		Any incidents of this nature have been recorded
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Any incidents of this nature have been recorded

(\*) Scope: FCC Construction in Spain

(\*\*) The ratio was calculated by dividing the tons of CO2 verified of FCC Construction Spain (considering the scope 1, 2 and 3) between the turnover of this organization.

(\*\*\*) FCC has a Code of Ethics. Also, FCC Construction is signatory to the Global Compact Ten Principles and respects human rights and the legislation in force in the countries where it operates



# Annex 2. Principles applied to this report

## SCOPE

The aspects of sustainability covered in this report are focus on those specific events which have conditioned the social, environmental and economic results of the organization and its stakeholders in 2011.

## COVERAGE

All activity performed by FCC Construcción (including FCC Construcción and all of its subsidiaries and affiliates) in Spain, Austria, rest of Europe, America and Asia during 2009, including the behaviour of the supply chain in relation to those aspects to be monitored. Any information out of this scope will be duly indicated in the document

## BASIC PRINCIPLES OF THIS REPORT

**Materiality and participation of stakeholders:** This report has been prepared taking into consideration the results of the materiality study conducted by the FCC Group in accordance with AA1000 Standard.

**Context of sustainability:** the report analyses the results obtained by the company establishing links between sustainability and the strategy of the organization.

**Completeness:** The information displayed on this report allows for reasonable assessment of the organization's performance in the key aspects of 2011. Throughout the document reference is made to other available sources of further information.

**Reliability:** the information contained in this report is supported by internal and external controls and has also been validated and approved by independent third parties.

## FREQUENCY

Biennial, and updates in even years.

## PREVIOUS SUSTAINABILITY REPORT

2009/2010 – 2010 Update

This report has been approved by the Sustainability Committee of FCC Construcción of July 16<sup>th</sup>, 2012.

FCC Construction has prepared this report in accordance with the recommendations made by the Global Reporting Initiative. The information presented has been validated and verified by the Spanish Association for Standardization and Certification (AENOR) of August 9, 2012.

### For further information:

fcco@fcc.es (for the attention of Quality and Training Director)

**SUSTAINABLE VERIFICATION REPORT****VMS-Nº 026/12**

The Spanish Association for Standardisation and Certification (AENOR) has verified that the Report of the following firm:

**FCC CONSTRUCCION**

Entitled: ***SUSTAINABILITY REPORT 2011 -2012***

Legal deposit number: M-30471-2012

Provides a reasonable image and a balanced view of its performance, taking into account not only the data veracity but also the general content of the report, being its application level: **A+**

This external assurance is in accordance with the requirements of the G3.1 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 9<sup>th</sup> August, 2012 and no subsequent performances can be considered.

The present verification will be in force, unless it is cancelled or withdrawn upon AENOR's written notification and according to specific terms of the contract – application nº GRI-038/12 dated 26<sup>th</sup> July, 2012 and to the General Regulation of January 2007, which require, amongst other commitments, the permission to visit the installations by the technical services of AENOR to verify the veracity of stated data.

This declaration does not condition the decision that Global Reporting Initiative can adopt to incorporate FCC CONSTRUCCION, in the "GRI Reports List" which is published in its Web: <http://database.globalreporting.org>.

Issued on: 10<sup>th</sup> September 2012



**AENOR** Asociación Española de  
Normalización y Certificación  
Avelino BRITO  
Chief Executive Officer



# Annex 3. The Environmental Management System

At FCC CONSTRUCCION the Environmental Management System is based on the identification of environmental aspects most commonly found in our works.

To facilitate their identification and implementation, aspects and actions are classified into a number of groups. Criteria have been developed for the evaluation of the impact of each environmental aspect on a given project, in terms of magnitude and importance; as a result, the significance of every aspect is rated as part of the integrated planning process that takes place at the start of each.

Once the environmental aspects have been selected, their potential impact has been evaluated and the significant environmental aspects have been identified for each location, the actions on site are planned homogeneously throughout the organization.

FCC CONSTRUCCIÓN has implemented a system of Good Practices that calls for actions, which adds to the requirements established by law, contract or otherwise, a group of actions aimed to guarantee the best possible real improvement in environmental performances.

To minimize impacts at the planning stage, the works identify which environmental aspects are present, and evaluate their significance depending on the magnitude or the amount of pollution or

disturbance, and the importance and sensitivity of the area impacted.

The chart on this page summarizes the environmental aspects identified at the works evaluated in 2010, such aspects being either real or potential, and they who are significant after evaluation:

There is a catalogue of Good Practices that can be selected by projects and applied as and where applicable.

These Good Practices are weighted by their importance; that is, higher value is assigned to those that result in a greater benefit for the environment, as well as those that are intrinsically better and those that are new or involve a greater effort for the works, in terms of investment or research, management or talent.

The real actual scope of the Good Practice is also valued, so as a greater implementation, a wider generalization of the action taken, a higher number of interventions, or, all in all, a further scope of the Good Practice mean a better score.

All the works can select the Good Practices they consider to be most appropriate or applicable depending on their activities; thus obviating the difficulty posed by the huge diversity of project types (which prevents blanket application of a given practice).

Good Practices proposed within the following environmental areas are:

- Relationship with society (Training / attitude of people, communication and awareness)
- Atmospheric emissions
- Noise and vibrations
- Water discharges
- Use, contamination or loss of soils
- Use of natural resources
- Waste production
- Regional Planning

Application software manages the Environmental Plan at the company's worksites and other locations, and guarantees the reliability and availability of the data by:

- Identifying the environmental aspects through a checklist in which those stages of the works that can affect the environment are selected; it values their importance in order to reinforce those most significant.
- Selecting the environmental legislation to be applied for each aspect.
- Preparing a program of performances that gives compliance with legal requirements and others.
- Tracking the waste production at worksites, by using the Waste Management Record Sheet.
- Assisting the planning, monitoring and control of Environmental Practices deployed at the worksites.

The information generated at the worksites, and used by the works for environmental management, enters in a database that provides a snapshot of the company's environmental performance while guiding improvement actions and enabling disclosure to society.

A demanding system of internal audits and the inner controls within the different integration processes, validate the accuracy of the data.

The target Good Practices are evaluated on the basis of a standardized quantification these parameters:

■ Importance: It indicates the importance of the Good Practice, assigning a higher value (3) when the importance of the means by or the difficulty of carrying it into effect is higher, and a minimum value (1), when lower.

■ Target: It indicates its progress, assigning a higher value (3) when the implementation is more generalized or the best technologies are used, and a minimum value (1) when the implementation is lower.

The results of the degree of implementation obtained, given to the importance of good practice in internally demanded, provide a score, which is a true indicator of environmental performance and effort in the implementation of good practices at the worksites. The target now is to achieve a total of 57 points in all our works.

© FCC Construcción 2009. "Environmental performance assessment system through good practices".

ENVIRONMENTAL ASPECTS GROUP	% OF WORKS WITH THESE ASPECTS			% OF WORKS IN WHICH ARE SIGNIFICANT		
	ED	CEW	TOTAL	ED	CEW	TOTAL
Waste production	100%	100%	100%	65%	71%	68%
Regional Planning	94%	93%	93%	51%	71%	60%
Atmospheric emissions	100%	100%	100%	29%	69%	48%
Use of natural resources	96%	98%	97%	26%	64%	44%
Environmental accidents	99%	97%	98%	33%	41%	37%
Noise and vibrations	99%	100%	99%	27%	44%	35%
Water discharges	90%	98%	94%	13%	44%	27%
Use, contamination or loss of soils	91%	98%	94%	2%	36%	18%
Occupation of rivers- or seabed and water collection	1%	73%	35%	0%	36%	17%
Emission of radiation: use of radioactive sources	6%	37%	20%	0%	0%	0%

GENERAL DATA	ED	CEW	TOTAL
Media of the data identified at the Works	44	63	53
Media of the significant aspects identified in each works	4 (10%)	15 (24%)	9 (18%)

ED: Edification / CEW: Civil Engineering Works

