

**ACCIONA
SERVICE
YOUR PARTNER
IN SERVICES**



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ACCIONA, pioneers in development and sustainability

ACCIONA is one of Spain's largest corporations, a leader in development and management activities in the areas of infrastructure, water, services and renewable energy. The company boasts a century of experience and a workforce of over 30,000 dedicated professionals. It is present in over 30 countries on five continents, and in 2013 it posted €6.61 billion in sales. ACCIONA is listed on the selective Ibex-35 stock index and is a benchmark in the market.

ACCIONA focuses its strategy on economic growth, environmental balance and social progress. These are the keystones of its sustainability policy, which is part of a long-term company model, where business is closely intertwined with the challenges and opportunities of Sustainable Development. In the framework of these challenges, the company has implemented its advanced sustainability practices, articulated through its Master Plan (PDS 2015). Its objectives aim to contribute towards boosting the organization's competitiveness and to bolstering its position as a leader in sustainable practices.

Creating business value at ACCIONA is inconceivable without innovation. In 2013, the company allocated €173.2 million to R&D, including efforts to deploy its innovation processes in its main markets.

One of its specific commitments is to steadily reduce its carbon footprint and to lead the transition towards a low-carbon economy. In 2013, ACCIONA activities and business prevented the emission of more than 15 million tons of CO₂ into the atmosphere. In recognition of this commitment, the company has been included on such reputable sustainability indices as the Dow Jones Sustainability Index, FTSE4Good, MSCI ESG Index, STOXX®Sustainability, Carbon Disclosure Leadership Index (CDLI) and the Carbon Performance Leadership Index (CPLI) Iberia 2013.

an integral service offering

ACCIONA Service features a wide range of services to offer comprehensive solutions for clients.

With over 50 years of experience and a deep understanding of the business and the needs of its clients, ACCIONA Service is able to tailor its offerings and provide an *à la carte* system of services. By developing customized projects, ACCIONA Service has been able to position itself as the preferred service partner for major Spanish companies.

ACCIONA Service is noted for its desire to serve.

The company focuses on helping clients achieve objectives by taking care of all non-core business activities so they can fully dedicate to their business while having the peace of mind that ACCIONA Service will successfully execute all support services required.

In both the public and private sectors, with management models from the division, optimizations in quality, flexibility and costs are sought to make profitable

the synergies that global and comprehensive management provides from a services group for each client.

ACCIONA Service works together with clients internationally with the knowledge of countries where it already operates, providing know how and experience in the business.

ACCIONA Service, committed to the environment and society, collaborates with sustainability, social responsibility and quality requirements of clients.

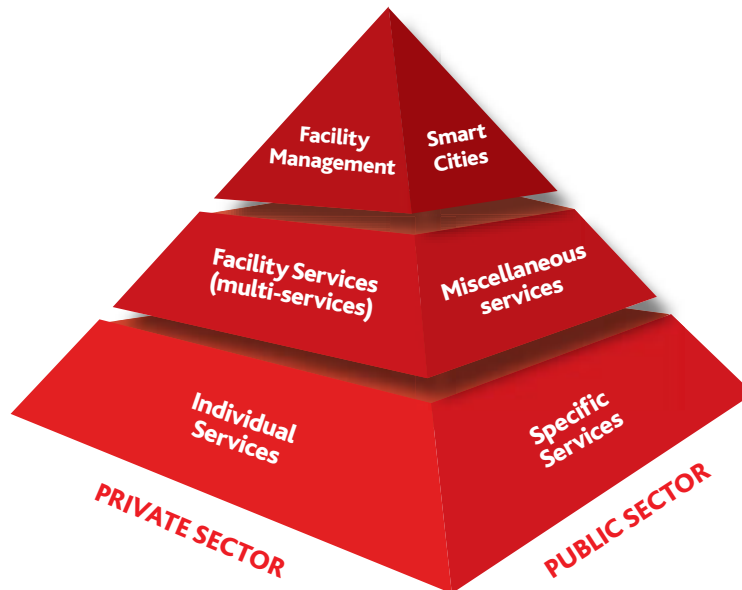


ACCIONA Service, Albatros Business Center, Alcobendas, Madrid.

A unique business model

ACCIONA Service's flexibility makes it possible to offer the client a unique business model with options ranging from a single service to complete management of all non-core activities, Facility Management.

Our clients receive advice and services that are continuously adapted to their needs, thus optimizing resources and costs.



In all sectors

ACCIONA Service is firmly established in the private sector and is backed by a variety of services rendered to a single customer. In this market, simplifying administration and economies of scale that are derived from a comprehensive and integrated range of services is one of the main pillars of growth in the

company. Noteworthy clients include leading companies in the following industries: agribusiness, automotive, pharmaceuticals, banking and services, transport, tourism and hospital centers, among others.

In the public sector, this division transfers knowledge and experience acquired

in private industry. With the criteria of profitability, flexibility and quality of service, ACCIONA Service has been able to achieve major efficiencies in comprehensive service rendering for the community, making the company the best ally for public administration, especially in times of change such as today.

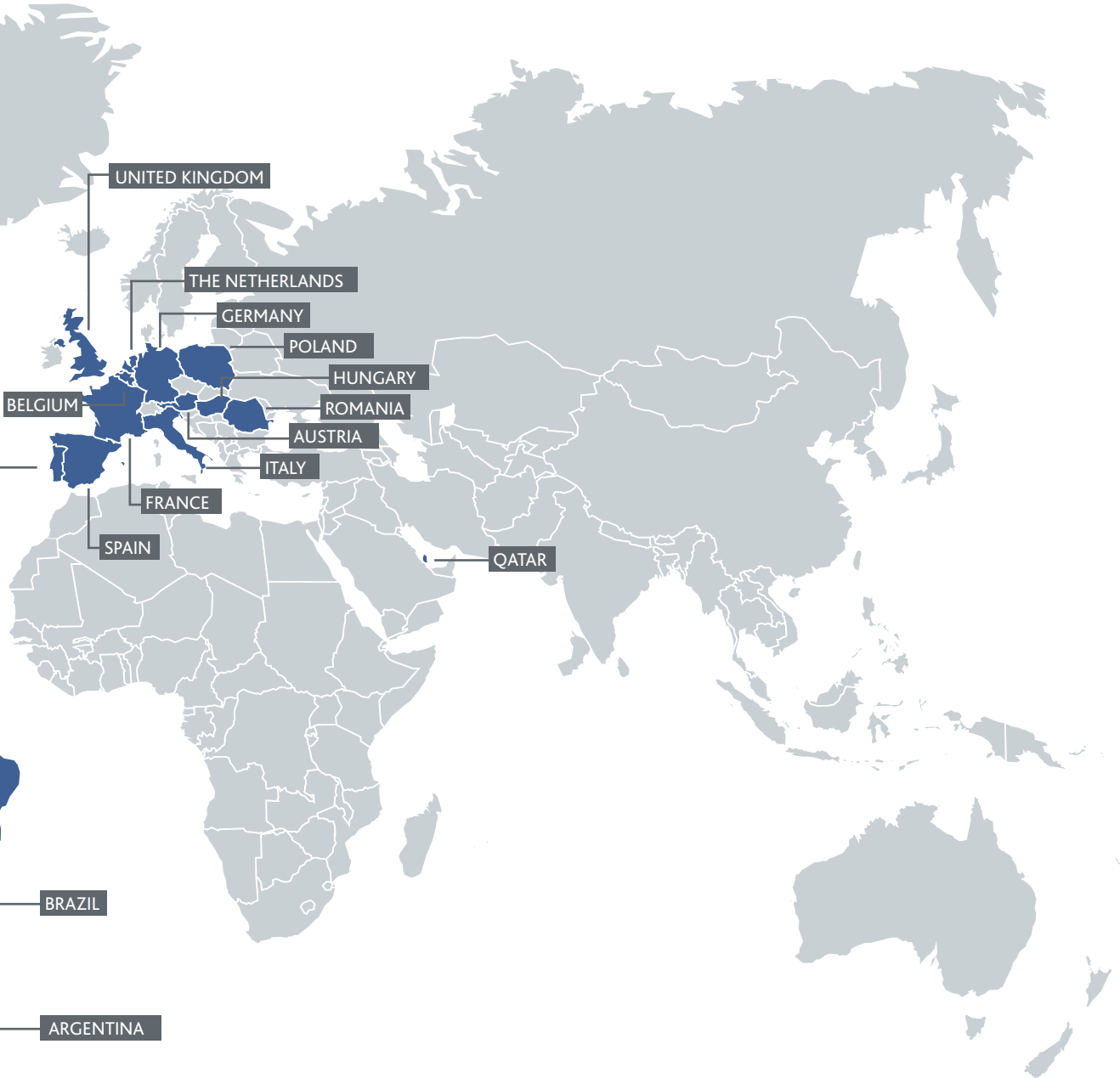


Around the world

ACCIONA Service is present in 20 countries and it aims to continue its international expansion by identifying new business opportunities and supporting clients in their own internationalization efforts.

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





ACCIONA Service company data

In 2013, ACCIONA Service posted 641 million euros in sales with an EBITDA of 20 million, over 2,000 clients with an average relationship of 10 years and 15,000 employees in 20 countries.



Qualified human team

ACCIONA Service has a highly-trained, experienced professional team that can quickly identify improvement and savings areas for clients and successfully and quickly apply the required changes.

A team with management, technical and operational experts with specific training in each position. ACCIONA Service believes its employees are the company's greatest asset. Providing them with continual training programs and professional development in all areas is a corporate priority, underscoring values such as talent and equality among people.

A division with multiple services

ACCIONA Service is the result of the effort and a focus on the implementation of a multi-service model, through perfect coordination and management of all activities.

- Specialized cleaning.
- Integrated Logistics.
- Forwarding.
- Ancillary services.
- Health and social services and hospitals.
- Remote support.
- Technical.
- Energy efficiency.
- Environmental.
- City services.
- Airports (handling).
- Events and museums.
- Hospitality.
- Security systems.
- Facility Management.



01. CLEANING SERVICES

Experts in all cleaning and hygiene areas, backed by a half century of experience in the industry.

- Specialized cleaning of buildings, offices, airports, shopping centers, municipal facilities, railway stations and trains, among others.
- Technical-industrial cleaning for complex facilities.
- Agribusiness hygiene and cleaning with the ISO 22000 system that ensures product quality.
- Health center and laboratory cleaning with processes through GLP-based Specific and Comprehensive Hygiene Programs.

02. ANCILLARY SERVICES

We cover all the needs that are not part of the core business.

- Internal logistics for manufacturing.
- Design, management and execution of manufacturing processes.
- General services management.
- Telephone assistance.
- Service for official government offices.
- Comprehensive parking management.
- Customer support.
- Staff for conferences.
- Reception.
- Telephone operators.
- Access control personnel.
- Firefighters.
- Restaurant services.
- Catering and Vending.

03. HEALTH AND SOCIAL SERVICES

ACCIONA Service helps improve the quality of life of those who need special attention. Seniors, disabled and dependent persons and the sick receive the best specialized care. Highly trained teams care for them with seriousness, professionalism and respect.

- Remote assistance.
- Home care.



04. TECHNICAL SERVICES

A wide range of technical and maintenance services for companies and public administrations with the objective of optimizing costs of the facilities and maximizing useful life.

- Maintenance of offices, industrial centers, power generation parks and railway stations and trains.
- Maintenance of heating and cooling systems, electricity, gas, structure, lifts, etc.
- Pest control & extermination, disinfection, rodent control.
- Construction and remodeling.
- Architecture and design.
- Area management and transfers.

05. ENERGY SERVICES

This division, sharing information from its parent company, a leading energy group, provides studies and re-engineering of energy uses and consumption of its clients to carry out projects that seek a more rational, efficient and economic power usage.

- Advice on contracting energy supply (electricity, gas, etc.).
- Implementation of an energy management system based on the ISO 50001 standard.

- Monitoring and follow-up of facility consumption, with reporting.
- Detailed energy auditing, with an analysis of lighting, heating, cooling and thermal enclosure.
- Design and installation of renewable energies: solar thermal power, PV, biomass, etc.
- Design and installation of high efficiency systems: cogeneration and trigeneration.
- Comprehensive Energy Service Contracts (Energy Performance Contracts).





06. ENVIRONMENTAL SERVICES

A multidisciplinary team with vast experience in services and works in various environmental areas.

- Maintenance and works in gardening and landscaping for urban green spaces.
- Forestry maintenance and works for reducing environmental impact, restoring forest-water conditions and enhancing coastal recovery.
- Maintenance of power lines, roadsides and railways.
- Maintenance and works of golf courses and sports venues.
- Maintenance and works for sprinkler systems.
- Environmental monitoring, landscaping and engineering.
- Works focused on urban development, construction and refurbishment of the historic natural heritage.

07. CITY SERVICES

Provider of comprehensive—from waste collection to recovery— contributing to the sustainable development of the various government agencies.

- Waste collection.
- Ecopark and clean area management.
- Transfer plant management.
- Treatment plant management.
- Landfill and composting plant operation.
- Roadway cleaning.
- Beach, coastal and urban development cleaning and maintenance.
- Parking meters.
- Business industrial waste management.

08. HANDLING SERVICES

Customized handling services for airlines. Its independence with regard to the airport or predominant airline ensures high flexibility to be able to adapt to the needs of air transport companies and clients.

- Ticketing.
- Operations.
- Ground services.
- Cargo.
- General aviation.
- PRM.
- De-icing.
- Fingers.
- Handling at other facilities.
- ATO. Ticket sales at airports.
- Aircraft cleaning.
- Aircraft water supply.
- Road clean-up.
- Finger operation.
- Gardening.

09. EVENTS AND MUSEUMS

One of the leading teams in organizing events, exhibitions and museums worldwide.

It develops and produces permanent and temporary exhibits. Services are provided on a worldwide scale to governments, private clients and foundations.

Videomapping, interactive panels, 4D technology, etc. are at the cutting edge in design and technology both in Spain and worldwide.

The numerous prizes and awards received include Gold Medal for the Saudi Arabia Pavilion at the Shanghai 2010 Expo and the European Best Event Award for the multimedia show at Santiago de Compostela in 2012.

10. LOGISTICS AND TRANSPORT SERVICES

Forwarding solutions tailored to meet the transportation and logistics needs of customers anywhere in the world. With over 25 years' experience and 160 professionals with training and experience in the sector, it has a network of over 100 offices and partners with global coverage. It successfully handles 75,000 annual transport operations.

It boasts its own customs representation and has the Authorized Economic Operator (AEO) certificate issued by Spain's Inland Revenue Office.

It specializes in offering complete service for large volumes and unconventional loads, special transport by road, sea shipments for extremely heavy items and chartering vessels in the international market.

Products and Services:

- Airfreight services.
- Ocean freight service.
- International road transport service.
- Integrated logistics service.
- Customs clearance.
- Distribution.
- Storage.
- International courier.
- Packing.
- Rush shipping.





11. SECURITY SYSTEMS

ACCIONA Service specializes in the technical development of monitoring and security systems with the support of an in-house team of engineers with vast experience in hardware and software.

- Security and surveillance.
- Closed circuit television and video surveillance (video, video recording, monitoring centers, systems maintenance, etc.).
- Access control (cards, readers, turnstiles, barriers, etc.).
- Fire protection systems (detection, suppression, emergency loudspeakers, etc.).
- Anti-burglar systems (premise protection, motion detectors, etc.).
- Communications networks (IP, loudspeakers, wireless communications, etc.).
- Security projects (systems integration, project management, technical assistance, etc.).

Innovation

At ACCIONA, innovation is a priority and a factor that differentiates us from the rest. This commitment is evidenced by the Company's 2010-2015 Sustainability Master Plan.

ACCIONA Service, in line with the rest of the group, is also noted for its focus on sustainability and innovation. It was the first Facility Services company to obtain ISO 9001 certification (service quality) and ISO

14001 (environmental management). It has improved even further in these areas with updates and expanded certifications in recent years (SA8000, ISO 22000, OHSAS 18001). It was also one of the first companies to obtain the Equality distinction from the Spanish Ministry of Health, Social Services and Equality.

ACCIONA avoids 17 times the CO₂ it generates, thanks in great part to ACCIONA Service efforts.

**In 2012,
ACCIONA
invested
€166.2 million
in R&D and
innovation**







SPAIN

ACCIONA Service
C/Anabel Segura 11,
edificio D, planta 2ºB
28108 Alcobendas MADRID
Tel: (+34) 911420300

Paseo Zona Franca 69-73
08038 Barcelona
Tel: (+34) 932075053
Fax: (+34) 934570178

PORTUGAL

Rua General Humberto Delgado, 12
1º Esq. 2685-340 Prior Velho
Tel: (+351) 218161670
Fax: (+351) 218161680

ITALY

Via Monte San Genesio, 21
20158 Milano
Tel: (+39) 028312111
Fax: (+39) 0283121137

GERMANY

Terminal 2E. POstfach 150.071
60549 Frankfurt am Main
Tel: (+49) 6969024954

CHILE

Av. Americo Vespucio Oriente 1309
Oficina 203
Nucleo Empresarial ENEA
Pudahuel
Tel: (+56) 26011210

COLOMBIA

Av. El Dorado 106 - 39 of 600
Bogotá
Tel: (+57) 17561300

PERU

Avda. Elmer Faucett, 2851 Piso 4
Oficina 414
Lima Cargo City, Callao
Tel: (+51) 16147500

ARGENTINA

C/ Reconquista, 887 Piso 7º
Oficinas A y B
C1003ABQ
Buenos Aires
Tel: (+54) 1143149200

BRAZIL

Rua Olimpíadas, 134 - 11 andar
Vila Olímpia – Sao Paulo
CEP: 04551 - 000
Tel: (+55) 11 3047 2900

MEXICO

Paseo de Tamarindos N° 90, Torre 1,
Piso 30,
Col. Bosques de las Lomas, Cuajimalpa
C.P. 05120 México D.F.
Tel: (+ 52) 5542116700

CANADA


Royal Jubilee Hospital - Patient Care
Centre Office # DT0116
1952 Bay Street
Victoria, BC V8R 1J8
Tel: (+250) 3708489

QATAR

ACCIONA-GSSG FACILITY SERVICES
MENA
1st Floor, GSSG Building,
Al Muthanna Complex,
Salwa Road, P.O.Box 4219, Doha – Qatar
Tel: (+974) 44991878
Fax: (+974) 44991879



Avda. de Europa, 18
Parque Empresarial La Moraleja
28108 Alcobendas
Madrid, Spain

 **Twitter: @ACCIONA_EN**

 **facebook.com/ACCIONA**

www.accionacom

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