

Sustainability report 2010

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cespa

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Strategy and analysis



Message from the Chairman

Santiago Olivares
Chairman of Cespa



The year 2010 has once again been characterized by a situation particularly affected by the economic crisis and lack of liquidity, both in the business sphere and, above all, in the public sector.

Despite this inauspicious context, Cespa has managed to maintain its turnover in Spain, the most relevant fact being the renewal of the comprehensive waste management contract in the municipality of Murcia, including cleaning, collection and treatment. This contract, with a term of 20 years, provides us a portfolio of over 1,000 million Euros and will further strengthen our relationship with the city of Murcia.

At an international level, Cespa has consolidated its presence in the United Kingdom, where it works alongside Amey –a company also belonging to Ferrovial Servicios- under the name, AmeyCespa. In 2010, AmeyCespa was named "Preferred bidder" for the waste treatment and energy production of York, a project which will provide us a portfolio of 860 million Euros. Furthermore, in September 2010, the acquisition of the company, Donarbon, was formalized, giving us a solid platform for growth, as well as top class treatment facilities and a strategic contract for over 20 years with the Cambridge City Council.

On the other hand, the constant efforts and investment in R&D has enabled us to continue developing measures for minimizing the environmental impact of our activities, putting us in a leading position in all aspects related to the protection and respect for the environment.

For all these reasons, at Cespa we can feel proud of the results obtained and of the huge efforts made in all spheres of the company.

The situation in 2011 will continue to be complicated: we are faced by clients with major budget restrictions; the liquidity of Town Councils in Spain will continue to be a major obstacle and the pressure at the margins from the strong competition will be increasingly intense. However, we can look to the future with a certain degree of optimism since we have done our homework and are prepared to face these challenges.

From a strategic viewpoint, the year 2011 will be of key importance in guiding the company in a new direction based on three pillars: continuing to improve the efficiency of our operations through the processes of continuous improvement and by the selection of clients that meet the necessary requirements of financial strength and liquidity; expanding our capabilities in order to offer a differentiated service to our clients, which in many cases will be reducing their costs; and, finally, exploring the possibility of entering new countries with a high growth potential with the idea of carrying out the services we now provide in Spain, Portugal and United Kingdom.

Interview with Javier Llansó, CEO of Cespa

Javier Llansó
CEO of Cespa



What does its commitment to Sustainability mean to Cespa?

At Cespa, sustainability is fully integrated in the corporate values of the company and forms part of the productive process. For us, sustainability means both a determined intention to protect the environment and a commitment to work well done and transparency in management. Our intention is for sustainability to be treated as a day to day fact, present in all areas of the company.

How do you articulate this commitment to sustainability with the deep economic crisis we are experiencing?

For Cespa, this commitment is our competitive advantage, the distinguishing factor that differentiates us from our competitors. In this context of strong competition and maximum price adjustment, we have to find values which, being unique to us, enable us to mark the difference. For Cespa, these values revolve around sustainability, innovation and efficiency.

On what does Cespa base its strategies for fighting the crisis?

On the one hand, on the consolidation of our domestic portfolio and, on the other, on our firm commitment to international growth. And all this, while thinking always of offering our clients solutions that give them value and meet their current and future needs.

What have we learned from this difficult year?

We have made a great effort to provide imaginative solutions that enable us to solve the economic difficulties our clients are going through, primarily the public clients with serious liquidity problems. Moreover, we have taken the opportunity to make a thorough review of our internal procedures, thus detecting new opportunities to be more efficient and, therefore, more competitive. Crises also offer great opportunities for change and improvement, above all for companies like Cespa that are firmly committed to innovation.

What are the main challenges for Cespa in 2011?

Firstly, the consolidation of our portfolio in Spain, implementing new processes to improve the efficiency of our services. Secondly, growth at an international level, both in United Kingdom, where we are already present through the Joint Venture, AmeyCespa, and in other countries where we are presented with opportunities to carry out new projects, such as Poland or South America, where Cespa can offer all its expertise in the field of comprehensive waste management.

And finally, the maintenance of our efforts in innovation and development, an absolutely essential point in consolidating our technological leadership and continuing to advance in an increasingly competitive market.

And finally, what are the pillars on which Cespa will sustain its growth plans and strategies?

At Cespa, one of our main pillars are the people, the more than 16,000 workers that make up our company, who through their work and effort have enabled us to maintain our good results, despite the unfavourable context we have had in 2010.

We must be capable of conveying to them our commitment to the growth of the company, to the expansion of the technological capabilities of the company and to the launch of new services and new business areas that will enable us to consolidate the Cespa of the future.



About us



Average staff (nº employees)
15,706

Consolidated Turnover (€)
951,619,097

Services to Spanish cities
800

Introduction

Cespa, which has belonged to the General Division of Services of Ferrovial since 2003, was created in 1970 to provide environmental waste collection, road cleaning and gardening services to municipalities. Over the years, our activities have expanded so that we now offer a complete catalogue of waste management and treatment services, from its collection, transport and storage, to its recovery or disposal in those cases where it is necessary.

Its headquarters are located at Avenida de la Catedral 6 and 8, Barcelona.

At the present time, Cespa provides its services to over 800 Spanish municipalities and to many thousands of private clients from all economic sectors (industry, trade, construction, services and agriculture) and, moreover, it is present in Portugal, Andorra and United Kingdom¹. Furthermore, in 2011, it will begin to tender in Poland.

Some overall data giving information about the size of the company are shown below. These are the consolidated data from 2010 for all the activities of Cespa, in Spain², in Portugal, and in ECOCAT.

¹ In the scope of this report, different mentions are made of the activity carried out in United Kingdom, but indicators of the same are not included since it has not been possible to obtain consolidated data for the whole of 2010.

² Throughout this report, the data from the Centre de Tractament de Residus d'Andorra, S.A. are included in those of Cespa España.

Services Provided and Organizational Structure

The activities carried out by Cespa are grouped in three lines of business, with the following scope:

Urban Services

- Collection and transport of urban solid waste (home, commercial and services), including selective waste collection and commercial collection.
- Road cleaning (manual and mechanized) including, in some cases, specific activities (rodent control, removal of dead pets, etc.).
- Drain cleaning.
- Interior cleaning.
- Beach cleaning.
- Maintenance of gardens, playgrounds and street furniture.
- Gardening.
- Forestry work and services.
- Management of recycling centres.

Waste Treatment

- Non-hazardous waste tips (urban and industrial).
- Inertized waste tips.
- Transfer stations.
- Collection points in treatment centres.
- Plants for the selection/classification/triage of waste and packaging.
- Composting plants.
- MSW energy recovery plants (incineration, biomethanization)
- Bulky waste treatment plants including WEEE.
- Dead animal incineration plants.

Industrial Services

- Comprehensive management of hazardous and non-hazardous industrial waste, including the activities of:
 - Collection and transport
 - Transfer.
 - Triage and recovery.
 - Management of recycling centres.
- Comprehensive management of hazardous and non-hazardous sanitary waste, including the activities of:
 - Supply of containers.
 - Collection and transport.
 - Storage and transfer.
 - Treatment and disposal.
- Industrial cleaning and other industrial services:
 - Dismantling and conditioning of fibre cement.
 - Removal of asbestos from equipment and facilities.
 - Industrial plant cleaning (dry and wet).
 - Descaling and chemical washing of equipment, components and systems (chemical cleaning).
 - Decontamination and support to nuclear and radioactive services and installations.
 - Inspection and calibration tests of safety valves.

Meanwhile, the subsidiary, ECOCAT, in which Cespa holds fifty percent of the shares and which is included in its Industrial Services Division, has the following activities:

-
- Hazardous waste transfer centres.
 - Controlled hazardous waste deposits.
 - Hazardous waste treatment.
 - Heat treatment (hazardous waste incineration).
 - Chemical operations and emergencies service.
-

In Spain, the first two lines of business, Urban Services and Waste Treatment, are managed jointly through two Regional Divisions at a territorial level and the Industrial Services are managed through a single Division at a national level, as shown in the attached diagram.

As for the other countries, all Cespa's activities in Portugal, United Kingdom and Poland are currently encompassed by the International Division, formed in 2010.

Corporate Structure

The following diagram shows the corporate structure of Cespa.

CESPA				
Ecocat	Cespa Urban Services / Industrial Services / Waste Treatment			
	Spain and Andorra		Portugal	United Kingdom
ECOCAT, S.L.	CESPA, S.A.	E.M. de Limpieza de Almendralejo, S.A.	CESPA Portugal, S.A.	AMEY-CESPA LTD
ECOCEM, S.A.	CESPA, Gestión de Residuos, S.A. (CESPA GR)	Albaida Residuos, S.L.	VALORHOSPITAL, S.A.	CESPA UK LIMITED
SOGARISA, S.A.	Ingeniería Ambiental Granadina (INAGRA)	Técnicas medioambientales avanzadas, S.L.	ECOBEIRAO, S.A.	CESPA VENTURES LTD
GRECAT, S.A.	CESPA JARDINERÍA, S.L.	Ayora Gestión Biogás, S.L.	CITRUP, LDA	DONARBON GROUP LTD
	CESPA CONTEN, S.A.	Cespa Nadafa, S.A.R.L.	VALOR-RIB, LDA	DONARBON LTD
	Contenedores Reus, S.A. (CORSA)	Companyia Especial de Recuperacions i Recondicionaments, S.L.		DONARBON SERVICES LTD
	CESPA, Gestión y Tratamiento de Residuos, S.A. (CESPA GTR)	Novalis Medio Ambiente, S.A.		DONARBON WASTE MANAGEMENT LTD
	Recollida de Residus d'Osona	Planta de RCD's de Albacete, S.A.		
	Ecoenergía de Can Mata, AIE	Serveis Medioambientals de la Selva, NORA, S.A.		
	Ecoparc de Can Mata, S.L.	SOGECAR, S.A.		
	CESPA, Inversiones Ambientales, S.A.	SITKOL, S.A.		
	Ingeniería Urbana, S.A.	NEVASA		
	Reciclados y Compostaje Piedra Negra, S.A.	GESMAT, S.A.		
	Valdemingómez 2000, S.A.	VIALNETVIC, S.L.		
	Ecoparc del Mediterrani, S.A.	Centre de Tractament de Residus d'Andorra, S.A.		
		ECOCLINIC (brand)		

Management Structure

The governing body of Cespa is its Management Committee, in which all the business Divisions mentioned in the previous sections are represented, as well as the General Division and the Divisions of the cross-cutting support areas, as shown in the following diagram:

The Management Committee of Cespa, which meets twice a month, is responsible for the designing, monitoring and supervising of the fulfilment of economic, environmental and social goals and policies, while following the guidelines established by the Management Committee of Ferrovial Servicios, where it is represented by its General Manager.

It should be pointed out that the International Division of Cespa was created in mid-2010, to adapt the company's organizational structure to its strategic needs. It is formed by the companies, Cespa Portugal (which manages waste in Portugal) and AmeyCespa (which manages waste in United Kingdom).

GENERAL DIVISION	
Business Division	Functional Area Divisions
Regional Division Zone 1	Human Resources and Communication Division
Regional Division Zone 2	Recruitment and Information Systems Division
Industrial Division	Technical and Development Division
International Division	Economic and Financial Division
	Legal Advice Division
	Quality and Environment Division

INDUSTRIAL MANAGEMENT		
Spain	Portugal	United Kigdom
<ul style="list-style-type: none"> Industrial Division Regional Division Zone 1 Regional Division Zone 2 		



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Urbanitat i Espais Verds

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Our Relationship with Interest Groups

Cespa is aware that continuous interaction with its interest groups provides relevant information to the company regarding the sustainability strategy to be followed.

Cespa's interest groups and the relationship maintained with them in 2010 are shown below.

INTEREST GROUPS						
Interest groups	Types	Size			Characteristics	Relationship with Cespa
Shareholders and Investors	Consubstantial	●	●	●	100% Ferrovial	<ul style="list-style-type: none"> Strategic decisions based on the triple results account Risk and contingency management report Assuming of commitments with external initiatives: The Global Compact, Dow Jones Sustainability Index, FTSE4Good Request for information for the Corporate Report Ethical Code
Employees		●	●	●	15,706 employees Cespa Spain: 72.56% permanent Portugal: 65.35% permanent Ecocat: 88.69% permanent	<ul style="list-style-type: none"> The basis of the business is supported by the qualification and enthusiasm of the employees Quality and Environment Policy Occupational Risk Prevention Policy Accident reduction Promotion of the Cespa culture
Strategic partners			●		Other companies from the sector with which partnerships, Joint Ventures, etc, are established	<ul style="list-style-type: none"> Influence in management according to the percentage of participation Shared responsibilities Long-term relationships
Insurance companies	Contractual	●	●		Insurance Companies (ZURICH, ALLIANZ), Mutual Societies (MC MUTUAL)	<ul style="list-style-type: none"> Contracting of civil and environmental responsibility insurance policies influenced by transparency and the suitable management of the environment Support tasks with regard to occupational risk prevention management
Clients		●	●		<ul style="list-style-type: none"> Local bodies (Public Services) Industrial sector (transport, treatment in waste tips and plants) 	<ul style="list-style-type: none"> Temporary contracts (administrative concessions with liquidity problems) Management of receivables Consolidated turnover 2010: 951,6 M€ Quality and environment policy: ISO 9001, ISO 14001 and EMAS certification. Assessment of degree of satisfaction. 2010 result: 8.01 out of 10 Management of complaints and claims
Receivers/users of the service (citizens)		●		●	Citizens (Public Services)	<ul style="list-style-type: none"> Receivers of services such as road cleaning, MSW collection, gardening, drain cleaning, beach cleaning, ecopark and recycling centre management, etc. Awareness campaigns: 23,006 visitors received in the facilities
Suppliers and subcontractors		●	●		Panel of authorized suppliers for investments and for support division and work centre expenses	<ul style="list-style-type: none"> Framework agreement establishments Approvals in accordance with standards of quality and environment, economic competitiveness, technological innovation, compliance with occupational risk prevention regulations and environmental conduct standards
Financial Institutions			●		Banks and savings banks	<ul style="list-style-type: none"> Granting of credit and capital management

● Environmental ● Economic ● Social

INTEREST GROUPS (continuation)						
Interest groups	Types	Size			Characteristics	Relationship with Cespa
Local communities	Contextual	●		●	Citizens (Public Services)	<ul style="list-style-type: none"> • Client service points for public services • Citizens awareness campaigns • Location of treatment facilities (tips, plants, etc.) • Environmental Risk Prevention and management of impacts to prevent nuisance
Countries, societies		●		●	Spain, Portugal, Andorra and United Kingdom	<ul style="list-style-type: none"> • The activity of Cespa contributes to the development of the countries and societies it operates in (influence in the unemployment rate, social integration of immigrants, economic development and environmental management). • International expansion (Poland)
Opinion Creators (associations,...)		●		●	ASEGRE, ACLIMA, ACITRE, etc.	<ul style="list-style-type: none"> • Assuming of common commitments • Collaboration in work groups for business development and the pooling of experiences
Public Administration		●		●	State, regional and local	<ul style="list-style-type: none"> • Permits, licences and authorizations necessary for carrying out the activities • Anticipation and collaboration in legislative changes (environmental responsibility policy)
Ecologist groups, NGO's		●		●	Given the activity, all ecologist groups operating in areas where Cespa has treatment plants become interest groups	<ul style="list-style-type: none"> • Need to set up dialogue in order for information to flow and mistrust towards our initiatives to be eliminated. • Change of relationships from mistrust towards involvement • Impacts in the media

● Environmental ● Economic ● Social

In general, these relations are of a local nature; occasionally they are global through the publication and distribution of the Sustainability Report, through which the intention is to transmit the relevant actions and events that have taken place over the last year.

In 2010, a total of 1,491 copies of the Sustainability Report 2009 were published and distributed and it was also published on the Cespa website, (www.cespa.es), on the intranet of the company and on the Global Reporting Initiative, GRI, website, (www.globalreporting.org).

Every year, the Report has a questionnaire attached, aimed at all the interest groups, whose aim is to gather information about the degree of satisfaction of the readers and their suggestions for improvement. All this, as far as possible, is taken into account in preparing the next Report.

In this way, Cespa intends for the information contained in this Sustainability Report, along with the information contained on the Cespa website and, additionally, on the Ferrovial website, (www.ferrovial.es), to be suitable to respond to the issues demanded by these interest groups.

Regarding the interaction with clients, during the Campaign for the Measurement of their Satisfaction in 2010, it has been shown that:

- 31.1% of clients have not visited our website
- 48.8% of clients are interested in receiving the Sustainability Report

Therefore, in 2011, actions will be taken to increased website access and facilitate the consultation and downloading of the Sustainability Report by clients.



Our 2010

3

Impacts

2010 has been characterized by the continuance of the economic-financial crisis and the restrictions to the financial markets for providing economic resources. Despite this, Cespa has managed to fulfil the sustainability strategy designed by the Management Committee and has taken major steps in the construction of the future Cespa.

Thus, in the interests of economic sustainability, in 2010 Cespa has spent major resources on improving operational efficiency, containing costs, consolidating or reorganizing certain activities, selecting the new contracts to tender for, increasing the monitoring of payment by clients and, therefore, reducing outstanding debt.

In the same vein, in 2010, Cespa has continued its international expansion strategy through the joint venture, AmeyCespa, with the acquisition of the English company, Donarbon, and the provisional allocation of the comprehensive waste management contract for York, strengthening its position in United Kingdom and clearly showing the synergies between different subsidiaries of Ferrovial Servicios to offer complete high value solutions to clients.

Despite the context, in 2010, Cespa has continued to take environmental sustainability into account, without even slightly reducing its level of demand regarding the environmental performance of its activities and meeting all the applicable legal requirements. Thus, Cespa has been able to adapt and optimize its treatment processes, managing, among other improvements, to increase electricity generation using biogas and decrease its greenhouse gas emissions with regard to 2009.

In 2010, we have also continued promoting measures to improve the health and safety of workers, as well as their training and environmental awareness. All this has undoubtedly led to a better working environment and improved accident rates. Actions have also been taken to increase citizens' awareness of the importance of their role in waste management and, moreover, major efforts have been made in R&D projects to enable the company to maintain its excellence over time.

In this context, it is worth mentioning that in the 2010 annual measurement campaign, one of the most significant interest groups for Cespa, its clients, gave their overall level of satisfaction a score of 8.01 out of 10, this being the highest score achieved over the last five years. Specifically, the attribute that obtained the highest score was that of "reliable and responsible" company, showing the results of the importance given by the company to its relationship with its interest groups and to conveying them its sustainability based principles.



Risks and Opportunities

Cespa's activity takes place in highly competitive environments. Thus, in the cleaning and waste collection services in the major cities there is a high level of competition between the large multinationals of the sector, and in the smaller municipalities this competition increases with the presence of numerous small local companies. In the maintenance of green zones, the competition is even greater, since the capacity for investment is not a barrier for tendering. In waste treatment, the competition is similar to that of urban services in major cities, since in many cases, besides technical capacity and references, it requires a significant investment capacity. In industrial waste management, there is also a very high degree of competition, since the range of services and treatments is very broad and there are many highly specialized companies.

Faced by this scenario, Cespa has adopted various strategic actions aimed not only at demonstrating the good work it has carried out for many years but also the fact that it is a leader in its sector, specialized and innovative, committed to the protection of the environment and society. In this vein, since 2001, it has published the Sustainability Report on an annual basis, showing the different goals and targets it sets itself and achieves.

In this way, Cespa has the opportunity to distinguish itself from its competitors, not only due to its capacity to provide a comprehensive, high quality service that not everyone can offer, but also because of the preferential situation it is in to meet the new environmental legal requirements to be applied in the short and medium term (for example, those arising from the Environmental Responsibility Act, the Sustainable Development Act or the future Waste and Contaminated Land Act).

As for economic management, what with the reduction in tonnage of waste to be managed and the increase in outstanding debt, Cespa will continue to look for alternative markets in which to diversify, with the needs for improved waste management and less tradition in waste treatment. Such markets are ideal for applying the know-how acquired over years in the Spanish market. Cespa will also continue to propose negotiated solutions with clients to allow them to rid themselves of their debt with the company, and to seek alternative funding to enable it to maintain its growth trend.

As for social management, far from applying cost adjustment policies in safety measures, Cespa has continued to fulfil its occupational risk prevention policy, taking actions for improvement that have resulted in a decrease in working accidents, a trend that has been continuously maintained in recent years and that has made the company an example to be followed.

Regarding the environment, the activities carried out by Cespa are strictly controlled by specific regulations, with all the authority for their surveillance and performance transferred to the Autonomous Communities. Therefore, Cespa actively participates in the work groups created in different Associations and Bodies for the analysis and writing of suggestions for the drafts and bills of the new regulations, during the public consultation periods. The prior knowledge of the new requirements gives the company more time to implement them and adapt its media. In this respect, 2010 has been characterized by the following new legislation:

- The Autonomous Communities, in the framework of their powers, have continued to publish regulations which implement the state regulations, and preparing Management Plans for different types of waste. Therefore, the complexity and heterogeneity of the provisions to be met has grown considerably, increasing bureaucratic tasks. A rupture of the uniformity of the national market is thus occurring, along with a rupture of the possibilities of achieving scale economies.
- The Ministry of Rural and Marine Environment has published several drafts of the Waste and Contaminated Land Bill, through which the 2008/98/EC Directive is transposed. Although the final text is not yet known, the proposals establish new collection and treatment requirements for local bodies and the achievement of more ambitious objectives for certain fractions of urban waste. The current context of crisis, along with the difficult financial situation of these bodies, indicates that it is not going to be easy to meet the deadlines or achieve the financing for the investments in the new infrastructures and media that will be necessary.
- The Environmental Responsibility Act has continued advancing slowly. There is a draft of deadlines for the different sectors to carry out their risk analyses, although Cespa, through Aselip, has already gone ahead with the preparation of the relevant MIRAT, which will be the reference for the sector.

- The Government has also initiated the parliamentary proceedings of the Sustainable Economy Act, although its contents will not have an immediate impact on the activity of Cespa since the precepts must be implemented later.
- Act 25/1999, of 22 December, known as Omnibus, simplifies the administrative arrangements for obtaining permits and licences, so it was very well received in the sector. However, its implementation has slowed down and we have still not seen the benefits, which should arrive next year.
- Act 5/2010 has amended the Penal Code, introducing new responsibilities for waste company managers. Cespa already has internal procedures for the control and monitoring of legal compliance, which have enabled it to adapt immediately to the new obligations.

Finally, the UNO climate change summit (COP16), held in Cancun from 29 November to 10 December 2010, has meant a new boost for the climate business, in which Cespa has been working for several years. The minimums framework agreement proposes a specific percentage reduction in greenhouse gas emissions by 2020 and opens the door for new more specific commitments for the reduction of emissions to be proposed and control mechanisms to be established at the next summit (planned for December 2011 in Durban).

For this purpose, it has been agreed to transfer substantial sums of money, from now until 2020, to help in the mitigation and adaptation in developing countries, which will come from a combination of public and private financing, and which will be aimed at the protection of tropical rain forests and the promotion of clean energies. Moreover, the procedure has been established for setting up a Climate Green Fund, which will be administered, in principle, by the World Bank.



Acknowledgements and Collaborations

Awards

The awards granted to Cespa in 2010 were as follows:

→ **"Life Environment Awards"**. Cespa has been awarded for the Microphilox Project, considered by the European Commission to be one of the five best 'LIFE Environment' projects of the 57 carried out in 2009. The prize giving ceremony took place in Brussels, in June 2010, in the framework of the so-called Green Week. The project involves the installation of the first microturbine in Spain, which operates with biogas from waste tips. This initiative has already previously been awarded other prizes, at both a national and international level, such as the Garrigues-Expansión Environment Award 2006, the Energy Award 2007 for Spain and the Silver Bioenergy Award 2008.



Live Environment Awards 2010 prize giving ceremony.

→ **"Platinum, Gold and Silver Broom Awards"**.

In the framework of the activities of the International Urbanism and Environment Fair Tem-Tecma 2010, the association, ATEGRUS, has awarded several Town Councils for activities carried out for them by Cespa. These awards include the following:

- Platinum Broom for the Murcia City Council, for the innovations introduced by the Murcia City Council and Cespa in recent years in the interests of improving the cleaning and solid waste management of the city, more specifically for the assessment of non-thermal plasma technology for advance odour removal treatment in treatment plants and environmental recovery.
- Platinum Broom for the A Coruña City Council, for the specific cleaning and collection tasks of Cespa, which meet the requirements of the City; the outreach and public education activities including open days; the citizens' awareness campaigns on the urban environment; the renewal of the fleet of vehicles and the introduction of new machinery to improve the mechanization of the services and minimize emissions.
- Gold Broom for the San Sebastián de los Reyes Town Council (Madrid), in recognition of the reinforcement service against graffiti and the agreement with traders associations to protect façades from vandalism.
- Silver Broom for the Alcobendas Town Council (Madrid), for the implementation of an additional cleaning service to cover the town on Saturdays, Sundays and bank holidays.
- Silver Broom for the Tomares Town Council, (Seville), for the expansion of the mechanical and mixed sweeping services carried out in the town.

→ **"ECOBACH flag awards"**.

In the framework of the activities of XII Congress and International Exhibition of Beaches held in Gijón, the society, ATEGRUS, awarded prizes to the beaches that have stood out for the quality of their sand from an environmental, touristic and sustainability viewpoint. The A Coruña City Council, where Cespa provides the beach maintenance service, has once again received the awards achieved in previous years for the beaches of San Amaro, Riazor-Orzán and Ozá.

Associations

The associations to which Cespa belongs and with which it collaborates are the following:

CESPA SPAIN
ACCS (Catalan Association of security counselors)
Achilles South Europe
ACTIRE (Catalan Association of Special Waste Treatment Facilities)
ACLIMA (Basque Cluster Association of Environment Industries)
AEA (Spanish Arboriculture Association)
AEPJP (Spanish Public Parks and Gardens Association)
AERCE (Spanish Purchasing and Stock Managers Association)
AESMA (Association of Environment Sector Companies of Andalusia)
APD (Management Progress Association)
APEVC (Association of Green Zone Professionals of Catalonia)
APROEMA (Professional Association of Environment Companies of Galicia)
Environment Division of the Barcelona Chamber of Commerce
ASEGRE (Spanish Waste Managers' Association)
ASEJA (Spanish Gardening Company Association)
ASELIP (Public Cleaning Business Association)
ASETRAIVI (Vizcaya Transport Business Association)
National Marpol Agents' Association
ATEGRUS (Technical Association for Waste Management and Environment)
CEPTA (Business Confederation of the Tarragona Province)
DESAMIANTA (Asbestos Removal Companies Association)
ECOEMBES (Eco-packaging Spain)
EUROLAB-Spain
FEAT (Auto-transport Business Federation)
FIDA (Environmental Research and Development Foundation)
Foment del Treball Nacional
Fundació Fòrum Ambiental
Gestora de Runes
Gremi de Recuperació de Catalunya
ISR (Spanish Waste Club)
IZAITE (Association of Basque Companies for Sustainability)
REPACAR (Spanish Paper and Cardboard Recovery Association)
SIGFITO (Integrated Plant Protection Product Waste Management System)
The Sustainable Landfill Foundation
Ziurtagiriaren Elkartea

Moreover, Cespa Portugal belongs to the following Portuguese associations:

CESPA PORTUGAL
AEPSA (Associação das Empresas Portuguesas do Sector do Ambiente)
APERLU (Associação Portuguesa dos Empregadores do Sector dos Resíduos e Limpeza Urbana)
AEP (Associação Empresarial de Portugal)

Forums, congresses and collaborations

During 2010, Cespa has attended and/or taken part in as a company through its employees, the following events:

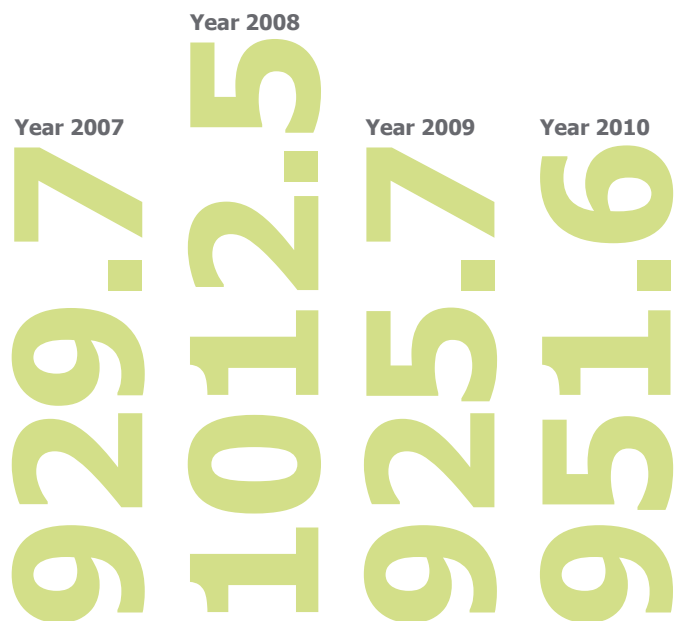
- **IX Conference of the Biomethanization of Municipal Solid Waste (BIOMETA'2010).** This conference, held in Barcelona, was attended by various technicians from the Cespa Technical and Development Division. The Biometa'2010 programme was much more extensive than that of biomethanization itself. The key issues dealt with at the conference, besides the technical visits to various plants, were the energy recovery from waste in the framework of the sustainable management of the same, with an international vision of the state of the art in biomethanization technologies, mechanical-biological treatments and incineration, and various talks about practical aspects of biomethanization.
- **XIII National Arboriculture Congress.** Held in Toledo from 23 to 27 April 2010 and organized by the Spanish Arboriculture Association under the theme "Restoring the past, planning the future". Its technical sessions and workshops were attended by Cespa managers who run green zone maintenance service contracts.
- **XXXVII National Parks and Gardens Congress (PARJAP 2010).** Held in Madrid, from 25 to 29 May 2010 and organized by the Spanish Public Parks and Gardens Association, under the theme "The urban ecosystem. Garden and citizen". Among those attending were Cespa staff with different responsibilities in the provision of green zone maintenance services.
- **XII International Beach Conference and Exhibition – ECOPLAYAS 2010.** This Conference, organized by Ategrus in Gijón in September 2010, was attended by various Cespa Urban Services Managers. Among other issues, the conference dealt with beach management and cleaning, beach services, erosion, sustainable development of the coast, municipal experiences, water pollution, cleaning of floating waste, etc.
- **IX Anavam National Environmental Management and Sustainability Forum.** The IX Anavam Forum took place in Madrid on 27 October 2010, with a lecture on sustainability and a panel discussion about energy and economic crisis, attended by staff from the Quality and Environment Department.
- **Climate Change Conference at the Ferrovial University.** A Climate Change Conference was held at the Ferrovial University on 29 October 2010, at which several speakers, including Ferrovial's Quality and Environment Manager, expressed their opinion of the legal framework of application, the scientific view and the business view. Among those attending were technicians and managers from various areas of activity of Cespa.
- **Technical Conference on "Voluntary Systems for the company for Reporting Greenhouse Gas Emissions".** On 18 November 2010 in Bilbao a Technical Conference was held regarding the voluntary reporting of greenhouse gas emissions, in the framework of the "Stop Co2 Euskadi"

initiative, in which Cespa participated as Associate Plus. The purpose of the conference, which was attended by technicians from the Quality and Environment Department of Cespa, was to present the various systems provided by companies to report the greenhouse gas emissions associated with the performance of the activity, as well as the practical experiences of several companies in their use.



- **National Environment Congress – CONAMA 2010.** The tenth National Environment Congress took place at the Palacio de Congresos in Madrid from 22 to 26 November 2010 under the theme "Now, more than ever". Ferrovial participated actively with 66 professionals in all the work groups related to its activity. These participations included Ferrovial's Quality and Environment Manager (who was a speaker at the work group "RSE as a tool for competitiveness"), the Ferrovial Services Manager (who was a speaker at the technical session "Why is waste collection still a problem?") and the Manager of Cespa (who took part in a debate about new technologies and experiences in the management and energy recovery of waste).





Changes in the Consolidated Turnover of Cespa (2007-2010)

The Economic Issue

Since the beginning of the economic crisis, there have been several factors that have affected the activity of Cespa: on the one hand, the decrease in the quantity of waste produced, especially from industrial activity and, on the other, the economic situation of many Spanish municipalities, causing a considerable increase in municipal debt and also an adjustment of the services contracted and therefore turnover.

These factors have meant that the turnover for last year was the same as for 2009, with the allocation of some new contracts and the renewal of many others, among which it is worth mentioning the contract for cleaning, collection and treatment of waste of the municipality of Murcia, which has a term of 20 years and provides a portfolio of over 1,000 million Euros.

Investments in 2010 have been made bearing in mind criteria of efficiency and profitability, enabling us to maintain the confidence of our shareholders and, therefore, the possibility of investing in new businesses, which ensure adequate profitability and enable us to maintain the growth, albeit moderate, of the company, and to be prepared for any new business opportunities that arise.

Finally, in 2010 Cespa has taken a great stride in its internationalization strategy through the joint venture, AmeyCespa, whose most significant accomplishments have been the acquisition of the English firm, Donarbon, and the provisional award of the waste contract for Yorkshire.

Awards, acquisitions and relevant facts

At the end of 2010, the Murcia City Council awarded Cespa the management of the public Road Cleaning and Waste Collection and Treatment service for the next 20 years, this being the most noteworthy award of those achieved during the year.

Other relevant awards in 2010 have been the following:

RELEVANT AWARDS IN 2010

Road cleaning services in the municipalities of Inca (Mallorca), Alella (Barcelona), Traña-Matiena (Bizkaia) and Berango (Bizkaia).

Waste collection and urban cleaning services in the municipalities of Cerdanyola del Vallès (Barcelona), Basauri (Bizkaia), Amorebieta (Bizkaia), Teo (Coruña), Cassà de la Selva (Girona), Arafo (Santa Cruz de Tenerife).

Urban waste collection services in the municipalities of Sant Sadurn d'Anoia (Barcelona), Sant Jaume dels Domenys (Tarragona), Mancomunidad de Busturialdea (Bizkaia), Mancomunidad de Garachico – El Tanque (Santa Cruz de Tenerife).

Green zone maintenance services in the municipalities of Vilanova i la Geltrú (Barcelona), Burriana (Castellon), Arucas (Gran Canaria), Oieras (Portugal), Arrasate - Mondragón (Gipuzkoa).

Green zone maintenance service at the airports of Gran Canaria and Bilbao.

Construction and operation of the waste minimization centre in Osona (Barcelona)

Management of the transfer plant and recycling centre in "El Serranillo" (Guadalajara)

Management of the green waste treatment plant in Motril (Granada)

Construction and operation of a construction and demolition waste management plant in Miguelturra (Ciudad Real)

Comprehensive Management of the waste from the Barajas Airport (Madrid)

Management of sewage sludge in the Isabel II Canal (Madrid), Iberia (Madrid), Sobreiras (Porto) and other municipalities in Portugal

Management biosanitary, toxic and urban waste from hospitals in the cities of Melilla and Ceuta, Hospital de la Vall d'Hebron (Barcelona), Centro Nacional de Biotecnología (Madrid), Hospital de Fuenlabrada (Madrid)

Management of industrial waste from companies such as Sanofi, Navantia, Serviabertis, Leche Pascual

Work for the prevention of forest fires in various districts of the Xunta de Galicia

Energy efficiency improvement and selective waste collection work in the Juan Carlos I Park (Madrid)

Container burial work in the municipality of Murcia

Construction of special waste collection points in the municipality of Mostoles (Madrid)

Installation of sports circuits in the area of Madrid Río (Madrid)

Gardening and irrigation improvement work in the municipality of El Prat de Llobregat (Barcelona), San Cristóbal de la Laguna (Santa Cruz de Tenerife), Tudela (Navarra)

Construction of the Olarizu arboretum in the municipality of Vitoria – Gasteiz (Araba)

Landfill work in Altura (Castellón) and Formentera (Balears)

At an international level, the most important facts have been the following:

→ Acquisition by the company, **Donarbon Ltd.**, which is the successful bidder, from the Cambridgeshire County Council, of the contract for the management of its waste under the PFI modality (private financing initiative). Donarbon has treatment facilities, a tip, two transfer centres and nine recycling centres, as well as other industrial and commercial services.

→ Provisional award to **AmeyCespa**, by the City of York Council and the North Yorkshire County Council, of the PFI contract for the construction and operation of the waste treatment complex, Allerton Waste Recovery Park.

Finally, during 2010, new facilities have been set up and improvements have been implemented in some of the already existing ones, among others, those mentioned below:

Ecoparc 4

Cespa manages the Ecoparc 4, located in Centro Integral de Can Mata, in Els Hostalets de Pierola (Barcelona), whose facilities were opened in November 2010. 59 million Euros have been invested in them and they occupy a plot of 10.6 hectares. The centre has a treatment capacity of 365,000 t/year and will make it possible to extract the recoverable materials contained in the urban waste for later recycling and compost production, thus minimizing the final amount sent to the tip.

The Ecoparc 4 forms part of the network of treatment plants that provide service to the metropolitan area of Barcelona, which includes 33 municipalities and nearly three million inhabitants. The consortium that promotes it is formed by the Entitat Metropolitana de Serveis Hidràulics i del Tractament de Residus, the Waste Agency of Catalonia and the Els Hostalets de Pierola Town Council.

The plant has the largest composting line in

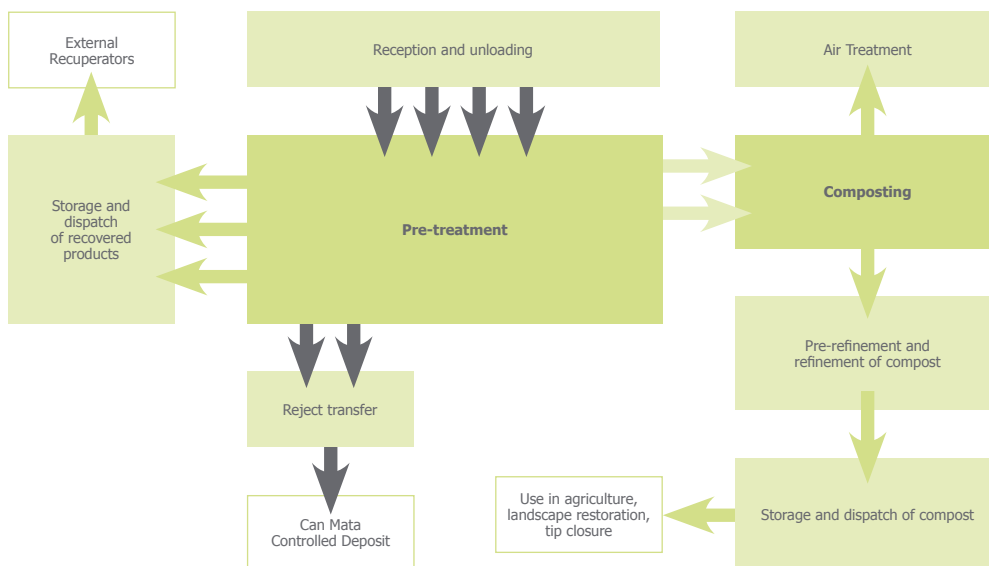
Spain, with an area of 22,000 m², and is one of the first in Europe to incorporate technologies for reusing materials as solid fuel in energy recovery processes.

At Ecoparc 4, the main processes carried out are the following:

- Reception and unloading of waste.
- Pre-treatment. Equipped with three 30 t/h lines for the "rest" fraction (mass municipal waste) and two aerobic reactors for the biostabilization of the organic material of the "rest" fraction.
- Composting. One 20 t/h line for the organic fraction and one aerobic reactor.
- Conditioning of the "planar" fraction as C.S.R.

Apart from the Ecoparc 4, in the Centro Integral de Can Mata, Cespa runs a controlled waste deposit and a packaging selection plant. This plant was opened in February 2010, has a treatment capacity of 15,000 tonnes a year and is fully automated.

Process



Bulky Waste Treatment Plant Galicia

2010 saw the completion of the work for the expansion and improvement of the Plant, property of the Xunta de Galicia and run by Cespa, where WEEE and other bulky waste is treated, making it one of the most modern plants in Europe.

It has the following process lines:

- **Treatment of white appliances with CFC's:** It has a capacity 35-40 units/h and treats differentially cooling appliances containing CFC's. The main phases of the process are:
 - Dismantling and manual separation of glass, wood, organic material, etc.
 - Recovery of the CFC gas and oils from the compressor.
 - Crushing of the housing and automated recovery of its component materials and of the CFC contained in the polyurethane.
- **Treatment of white appliances without CFC's:** It has a capacity 20 units/h

and treats washing machines, microwaves, ovens, dishwashers, etc. After the dismantling and manual separation of certain components, the housing is crushed and the aluminium, copper and plastics recovered.

- **Treatment of small electric and electronic appliances:** It has a capacity of 1.5 t/h y and treats computers, hairdryers, irons, DVD players, etc., by means of the manual dismantling of their components. It should be mentioned that this disassembly line is adapted for disabled staff (spinal injuries).
- **CRT treatment,** cathode ray tubes such as TV screens and monitors: It has a capacity of 20-25 units/h. After the manual separation of certain components, the electron source of the CRT's is removed.
- **Bulky waste treatment:** It has a capacity of 30-35 units/h and basically treats furniture and mattresses, crushing the latter and separating the steel of the springs from the foam rubber and fabric.

Positioning

In overall terms, Cespa remains in the first three Spanish companies of its sector.

In the Urban Services area, this positioning varies according to the activity. Thus, if we consider the "Number of inhabitants served by Cespa", the market share percentages for Cespa España in 2010 were the following:

- In MSW collection: 15%
- In road cleaning: 18%
- In gardening: 15%

Positioning in the activities of industrial waste management and waste treatment is much more difficult to calculate, but taking into account the services it provides, the centres it runs and the tonnes of waste received, Cespa can be considered a leading company in the management of industrial waste.



Bulky Waste Treatment Plant Galicia.

The Environmental Issue

Cespa's activity, focused on waste management, undoubtedly has a beneficial effect on the environment, but, at the same time, it involves certain negative impacts (noise nuisance, waste water, gas emissions, etc.), which the company controls and minimizes by strict compliance with environmental legislation and the use of the best technologies available, in addition to the training and raising of awareness of all the staff in the application of good practices in all fields of their work.

To this end, on the one hand, Cespa keeps careful track of proposals for new regulations and takes part in the initiatives of different public and private bodies, trying always to keep one step ahead of the current legal requirements. As examples of this, among others, we can mention the collaboration Aselip in the development of an MIRAT (Environmental Risk Report Model) for the analysis of environmental risks in the activity, the participation in the initiative "Stop CO₂ Euskadi" promoted by the Basque Government and the voluntary renewal of the EMAS Register of the CRR of El Puerto de Santa María in accordance with the new EMAS III regulations.

On the other hand, for many years, Cespa has had a Quality and Environment Management System integrated and implemented in all its activities, which in 2010 is certified in accordance with the ISO 9001 and ISO 14001 standards in over 84% of the annual turnover (consolidated turnover). Compliance with its requirements ensures the continuous improvement of environmental conduct in all the activities carried out by Cespa (road cleaning, gardening, waste collection and transport, treatment).

Moreover, in comparison with 2009, Cespa has managed to adapt and optimize its treatment processes, achieving, among other improvements, a 17% increase in electricity generation using biogas and a 21% decrease in greenhouse gas emissions from its tips than in 2009.

Finally, it should be mentioned that Cespa has continued to carry out actions aimed at improving the environmental conduct of the citizens in the municipalities where it provides its services and that, moreover, it has continued to devote significant effort to R&D projects which enable the company to maintain its excellence over time.

Environmental Responsibility

During 2010 Cespa has launched the fourth biennial cycle of technical audits of its treatment facilities. The aim of these audits is to detect and prevent situations that might be interpreted as offences against the protection of the environment and to identify other risks of relevance to the organization.

During 2010 Cespa has also continued to participate in the MIRAT Aselip project to prepare itself for the coming regulatory changes arising from Environmental Responsibility Act 26/2007 and its implementing regulations. This Act establishes that the activities contained in Appendix III, which include many of those carried out by Cespa, shall have a financial guarantee to enable them to meet their environmental responsibility, and that the determination of the latter must start with the analysis of the environmental risks of the activity.

Cespa, aware of the importance of this legislation, has been working in the field of environmental risk assessment for years and, since 2009, has been collaborating in the development of a tool for the analysis of risks in urban waste management companies, promoted by the Association of Public Cleaning Companies (ASELIP). This Association, to facilitate and standardize the risk assessments of its members, considered it would be very useful to prepare a common and specific methodology for the identification and assessment of environmental risks and from this need the working group arose that developed the MIRAT (Environmental Risk Report Model), a tool provided by law, along with the Methodological Guides, to help companies meet the obligations arising from the Environmental Responsibility Act.

Cespa has actively participated in the development of the MIRAT, which has taken into account, as established in the regulations, the criteria established in the UNE 150008:2008 standard, on Environmental Risk Analysis and Assessment, and in Royal Decree 2090/2008 approving the Regulations of partial implementation of Act 26/2007, using proven and validated information from numerous sources. Besides the theoretical development of the tool, pilot tests have been conducted in order to validate whether the methodology designed is useful for the analysis of risks and calculation of the financial guarantee.

Objectives 2010-2011

The following table tracks the fulfilment of the environmental improvement measures included in the previous Sustainability Report:

IMPROVEMENT MEASURES 2010	FULFILMENT 2010
To design and distribute the documentation necessary for the implementation of the Quality and Environment Management System in the activity of "Recycling Centre Management", in order to increase, in 2010, the scope of the current Urban Services and Industrial Services Certificates.	In July 2010 the PGC 05/04 SU – Recycling Centre Management was approved in the Portal CMA-PRL application. At the beginning of 2011, at the end of the external audit period, this activity has been included in the scope of the ISO 9001 and ISO 14001 Certificates of Cespa.
To complete the "Manual of Good Office Practices", distribute the same and promote its implementation at least in the Central Offices and the regional headquarters.	The Manual has been distributed through the Portal CMA-PRL application and its implementation has been promoted in the Central Offices, regional headquarters and all the centres in general.
To increase Cespa's investments in environmental protection issues by 5% with regard to 2009.	With regard to 2009, Cespa's investments in environmental protection issues have decreased by 16.27% as a result of a decrease in the item of investment in equipment.
To decrease the emission of greenhouse gases by 2% with regard to 2009 as a result of the capture of biogas on waste tips.	A decrease of 21% has been achieved thanks to the completion of the degasification work at the Guadalajara waste tip and to the improvements introduced in the capturing networks on other waste tips.
To increase the total area with permanent coverage by 4% with regard to 2009 (tips in use and closed tips).	In 2010, an increase of just 1% has been achieved, due to the closure of the Guadalajara tip, with a total area of 11 ha.
To increase the generation of electricity from the biogas generated on waste tips by 2% with regard to 2009.	An increase of 17% has been achieved by the optimization of the process with the existing motors. The new motors of the Alcalá del Río and Albacete tips have yet to be started up.

And new improvement measures are established for 2011, the most relevant of these being the following:

IMPROVEMENT MEASURES 2011
To implement and certify the Quality and Environment Management System in the activity of "Construction and Demolition Waste Management".
To extend the scope of the existing ISO 9001 and ISO 14001 Certificates on Industrial Services (multi-site mode), with the inclusion of the Alicante centre.
To extend the scope of the existing ISO 9001 and ISO 14001 Certificates of the Treatment Division (multi-site mode) with the inclusion of the Ecoparc 4 centre.
To implement the requirements of the (EC) Nº 1221/2009 (EMAS III) Regulations at the Non-Hazardous Waste Tip in Zalla.
To increase the generation of electricity using the biogas generated on waste tips by 2%, with regard to 2010.
To decrease the emission of greenhouse gases by 2% with regard to 2010 as a result of the capture of biogas on waste tips.
To increase the total area with permanent coverage by 4% with regard to 2010 (tips in use and closed tips).
To increase Cespa's investments in environmental protection issues by 5% with regard to 2010.
To implement the Training Module, of the BRIDGE tool, to facilitate the management, control and information regarding training, talent development and human resource management.

ISO Certifications

The improvements introduced over the 12 years that have elapsed since the first Certification and the standardization and integration of the Quality and Environment Management System requirements in all the activities carried out by Cespa, has enabled the company to implement a change in its ISO (9001 and

14001) Certification strategy, which has basically consisted in encompassing all the ISO Certifications in a single Certification File managed directly by the Quality and Environment Division of Cespa.

THE SCOPE OF THE ISO 9001 AND ISO 14001 CERTIFICATIONS OF CESPA

CESPA Urban Services Division (companies and activities)	CESPA Treatment Division (companies and centres)	CESPA Industrial Services Division (companies and managements)
CESPA, S.A. CESPA JARDINERÍA, S.L. INAGRA, S.A. CESPA PORTUGAL, S.A. GESMAT, S.A. UTE VALLS UTE ALMANZORA UTE PARQUE JUAN CARLOS I UTE ZAMORA LIMPIA VIALNETVIC, S.L.	CESPA, S.A.: <ul style="list-style-type: none"> • Murcia Waste Treatment Centre • MSW Selection and Composting Plant in Almeria • Bulky Waste Treatment Plant in Galicia 	CESPA GTR, S.A.: <ul style="list-style-type: none"> • Zona Franca (Barcelona) • Mollet del Vallès (Barcelona) • Constantí (Tarragona)
<ul style="list-style-type: none"> • Collection and transport of Municipal Solid Waste (home, commercial and services), including selective waste collection and commercial collection. • Road cleaning (manual and mechanized), including, in some cases, specific activities (rodent control, removal of dead pets, etc.). • Drain cleaning. • Interior cleaning. • Beach cleaning. • Maintenance of gardens, playgrounds and street furniture. • Gardening. • Forestry services and work. • Recycling Centre Management. 	CESPA CONTEN, S.A.: <ul style="list-style-type: none"> • Larrabetzu waste tip (Bizkaia) • Zalla waste tip (Bizkaia) • Reception and Recycling Centre in El Puerto de Santa María (Cadiz) 	CESPA CONTEN, S.A.: <ul style="list-style-type: none"> • Sevilla • Fuenlabrada (Madrid) • Bilbao • A Coruña • Vigo (Pontevedra) • Cofrentes Nuclear Power Station (Valencia) • San Cesáreo (Madrid)
	CESPA GR, S.A.: <ul style="list-style-type: none"> • Controlled Deposit in Santa Maria de Palautordera (Barcelona) • Treatment Centre in Els Hostalets de Pierola (Barcelona) • Mutiloa waste tip (Gipuzkoa) • Treatment Centre in Golmayo (Soria) • Colmenar Viejo waste tip and Transfer Stations in Collado Villalba, El Molar, Lozoyuela and San Sebastian de los Reyes (Madrid) 	CESPA GR, S.A.: <ul style="list-style-type: none"> • Zona Franca (Barcelona) • Alginet (Valencia) • Atarfe (Granada) • Coría del Río (Seville) • Sant Cugat del Vallès (Barcelona) • Alcázar de San Juan (Ciudad Real) • Burgos • San Sebastián de los Reyes (Madrid) • Vall d'Uixó (Castellon)
	CONTENEDORES REUS, S.A. (CORSA): <ul style="list-style-type: none"> • Controlled Deposit in Reus (Tarragona) 	CESPA PORTUGAL, S.A.: <ul style="list-style-type: none"> • Matoshinos (Portugal)
	UTE CETRASE: <ul style="list-style-type: none"> • Municipal Solid Waste Treatment and Selection Centre in Ulea and Transfer Stations in Los Alcázares, Calasparra and Mazarrón (Murcia) 	CESPA GR DIVISIÓ FORD: <ul style="list-style-type: none"> • Ford Almussafes (Valencia)
	RECICLADOS Y COMPOSTAJES PIEDRA NEGRA, S.A.: <ul style="list-style-type: none"> • MSW Treatment Plant in Jijona (Alicante) 	UTE CESPA GR – CESPA CONTEN: Hospital Universitario de La Paz (Madrid)

84% OF TURNOVER CERTIFIED WITH ISO 14001 AND ISO 9001

In 2010 Cespa has also passed an assessment audit for the maintenance of the “**Madrid Excelente Guarantee Mark**”, which it first

obtained in 2001 and which it has maintained since then, having performed various improvement actions over the intervening years.



EMAS Registration

On 11 January 2010 came into force the new (EC) Regulation N° 1221/2009 of the European Parliament and the Council, of 25 November 2009, regarding the voluntary participation of organizations in a community environmental management and auditing system (EMAS), repealing (EC) Regulation n° 761/2001 and the 2001/681/EC and 2006/193/EC Declarations of the Commission.

The Reception and Recycling Centre of El Puerto de Santa María (Cadiz), run by Cespa CONTEN, S.A., has been pioneer in the renewal of its EMAS Registration in accordance with the requirements of this new EMAS III Regulation, after successfully passing the audit for the verification of its Environmental Declaration on 28 May 2010. Similarly, the Parque Central de Zona Franca (Barcelona), run by Cespa, S.A., has also successfully passed the surveillance audit carried out on 29 October 2010.

The latest Environmental Declarations of both centres are published on the Cespa website: www.cespa.es.

Environmental Awareness

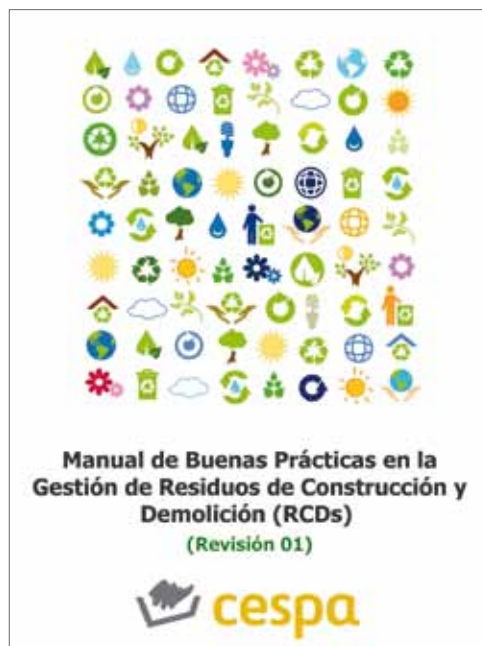
Over the years the company has taken many measures to arouse the awareness of employees, citizens and other interest groups about the importance of adopting good practices of environmental conduct. Two of the most recent actions are described below.

Manual of Good Practices in CDW Management

Cespa has published and distributed internally the **"Manual of Good Practices in the Construction and Demolition Waste (CDW) Management"**, in which guidelines are set out to ensure that the work of Cespa in which this type of waste is produced causes the least possible impact on the environment.

The idea is to make workers aware that with the suitable management of CDW it is possible to:

- Reduce the final production of CDW by selective collections and reuse, thus reducing the negative impacts associated with its manufacture.
- Minimize the negative impacts of its transport to the place of disposal (emissions, fuel consumption, noise and vibrations, etc.).
- Generate beneficial environmental aspects, such as:
 - Recovering degraded areas such as quarries and opencast mines.
 - Prolonging the life of waste tips.
 - Conserving natural areas (due to a decreased need to use new mineral resources to obtain raw materials).
 - Consuming less energy resources (in manufacture), etc.



Communication Campaigns in Murcia

Since 2008, Cespa and the Murcia City Council have carried out a number of actions regarding the recycling of waste, which have meant one more step in raising the awareness of citizens and a source of learning about waste management.

Thus, in 2010, numerous awareness campaigns have been carried out. For example, continuing with the campaign, **"I believe in recycling"**, the visits of schools and collectives to the Cañada Hermosa Treatment Centre have been complemented by a visit to Reciclajes Elda, selectively collected paper and cardboard manager, where they are shown the path followed by the paper until it is converted into recycled paper.

Moreover, in May 2010, Cespa opened the exhibition, **"Welcome to the mountain of rubbish"**, with over a hundred photos showing waste tips in distant countries (such as those of Payatas, Guatemala, Papua New Guinea or Antananarivo, where the treatment of waste causes desolating scenes) and, by way of contrast, pictures taken in the Cañada Hermosa Treatment Centre, to make people think about the way urban waste is managed throughout the world.

Similarly, in May 2010, the campaign, **"I believe in trade"**, was launched, during which the cleaning and collection service technicians visited shops to remind them of the operation of the waste management system, the different waste fractions that should be separated and the municipal services available to them.

Also in 2010, the **"100% RRR Exhibition: domestic proposals to Reduce, Reuse and Recycle, and more..."**, was opened, focusing on the exhibition of a recycled home prototype in which all the articles of furniture came from recycled materials and waste, with the idea of promoting environmentally friendly daily habits and raise awareness about the need to save energy and reduce waste.

Another initiative in 2010 was the campaign, **"I am Murcia"**, with a "Dog Excrement Campaign", in which citizens were informed about the basic guidelines of urban hygiene it is necessary to follow in order to keep the town clean, and were given bag-holder bones for cleaning up the excrement of their pets.

Also, in June 2010, the **Environmental Journalism Guide** was published under the name, **"Waste and its management. Guide for its media treatment"**. It is a book which gives the keys to the terminology and operation of waste management in understandable language, making it a working tool and reference publication for journalists working in the environment sector.

After the recent renewal of the management of the public Road Cleaning and Waste Collection and Treatment service of the Murcia City Council, Cespa and the Murcia City Council will continue with the Environmental Communication Plan started in 2008, creating new initiatives to enable citizens and other interest groups to become even more involved in the world of waste and recycling.



100% RRR exhibition: Domestic proposals to Reduce, Reuse and Recycle, and more.

Carbon Footprint Calculation

In 2008, Ferrovial identified the sources of emission of all its business divisions and subsidiaries, including Cespa, and in 2009 it developed the procedure establishing the method of calculation of the Carbon Footprint produced by the activities it carries out, calculated as the amount of Greenhouse Gases (GG) produced.

The ultimate purpose of calculating the corporate carbon footprint is to establish targets for the reduction of greenhouse gas emissions.

The calculation method established by Ferrovial is based on the GHG Protocol (WRI&WBCSD), since this is the most internationally accepted, while also maintaining compliance with the ISO 14064. The emissions currently calculated are those included in the so-called scopes 1 and 2.

Scope 1 includes the direct emissions produced by sources that are the property of or are controlled by the company. The mainly come from:

- The use of fuel in stationary equipment (boilers, furnaces, turbines, etc.) to produce electricity, heat or steam.
- Fuel consumption in vehicles which are the property of or are controlled by the company.
- Diffuse emissions: emissions not associated with a specific source, such as biogas emissions from waste tips.
- Channelled emissions: Greenhouse gas emissions from a fixed source, excluding those from fuel use.

Scope 2 includes emissions arising from the use electricity purchased from other companies that produce or control it.

There is also a scope 3, which includes the remaining indirect emissions. These emissions are the result of the company's activities but take place in sources that are not the property of or controlled by the company.

Energy Audits

During 2010, energy audits have been carried out in the Composting and Biomethanization Plant in Terrassa and in the urban services centres in Sant Vicenç dels Horts and Premià de Dalt, all in the province of Barcelona.

The possible improvements have been analysed and a set of measures proposed in the areas of electricity and fuel contracting, lighting, air-conditioning and ventilation, engines, machines and office processes, and the installation of new equipment (photovoltaic and thermal solar panels, etc.), measures that will be analysed and assessed and, where appropriate, implemented in 2011.

THE EMISSIONS PRODUCED BY CESPA IN 2009 AND 2010 FOR THE DIFFERENT SOURCES OF EMISSION

Source	Scope	teq CO ₂	
		Year 2009	Year 2010
Mobile equipment	1	91,333	113,458
Static equipment	1	43,542	55,741
Diffuse emissions	1	1,024,429	949,873
Electricity	2	14,003	13,780
	Total	1,173,307	1,132,852

R&D&i Projects

In the current context of economic recession, Cespa continues to promote knowledge, maintaining the efforts historically devoted to innovation activities, believing that in the current situation innovation makes even more sense and is the greatest guarantee for the future.

The activities carried out by the Technological Development Division of Cespa are a tool for maintaining its current position on the market, but are even more important in looking for new positions which will enable the company to maintain its excellence over time.

In 2010, the following projects have been completed:

→ **WINE project. Wine waste recovery for the production of lactic acid and biosurfactants for soil bioremediation.** The project has demonstrated at laboratory scale the technical viability of the process for obtaining biosurfactants from grape bagasse and the efficiency of the same in soil bioremediation. Moreover, it has also been possible to isolate lactic acid, a by-product in the production of biosurfactants, used in the manufacture of biodegradable plastics and in the tanning industry. The project has been co-financed by the Xunta de Galicia in the Applied Research Programme of the Industry, PEME I+D and I+D SUMA, of the Plan Galego de Investigación, Desenvolvemento e Innovación Tecnolóxica (INCITE).

→ **TRADE Project. Study of alternatives for the management and treatment of biomass waste.** This project has provided the necessary technical data to establish the suitability or otherwise of the energy recovery processes tested (combustion grate and/or fluid bed) for different materials deposited on tips. The project was carried out in collaboration with the CEDER (Renewable Energy Development Centre), which belongs to the CIEMAT (Energy, Environment and Technical Research Centre).

→ **ELECTROLIX Project.** This has assessed the performance of pilot-scale leachate treatment consisting of a combination of Electrocoagulation+Electrooxidation+Advanced Filtering+Reverse Osmosis. The tests were carried out at the controlled deposit in Santa María de Palautordera and used leachates from six Cespa run controlled deposits, making it possible to assess the efficiency of the process with leachates of different origins and qualities. The project has provided the operating costs of the leachate treatment consisting in the aforementioned combination of processes, processes which depending, among other things, on leachate quality, could be used in the treatment of these liquid effluents at Cespa.

→ **PROBIOGAS Project. Development of sustainable systems of production and use of agro-industrial biogas in Spain.** This project has investigated the possibility of using different waste (WWTP sludge pellets, diatomaceous earth and residual polyurethane) to absorb the contaminants contained in biogas for purifying before energy recovery. The results obtained indicate that the materials investigated cannot be considered valid for the purpose. This project is included in the Special Strategic Project Programme of the Ministry of Science and Innovation (SPECIAL STRATEGIC PROJECT PS-120000-2007-6).

In addition, in 2010, the following projects have continued to be carried out:

b. Controlled Deposits: Treatment of Emissions

LEACHATE DRYING Project. Optimization of existing leachate drying systems. In 2010, three sets of tests have been developed making it possible to verify the possibility of adapting Cespa's existing leachate drying plants to the leachate concentrate drying process. In the tests, solid waste was obtained

that can be deposited on tips for non-hazardous waste. In 2011, a final test is to be developed prior to the first industrial application of the process.

LEAMMOX Project. Biological treatment of leachates using the PANAMMOX® process. The aim of the LEAMMOX process is the optimization at a semi-industrial scale of the results obtained in the PANAMMOX® project (PANI-SBR + ANAMMOX process) to be able to begin their industrial application in the treatment of leachates. In 2010, the optimization of the operational parameters of the PANI-SBR process and the development and optimization of the ANAMMOX process have continued. The project is carried out in collaboration with the LEQUIA research group of the University of Girona, and is co-financed by the Ministry of Science and Innovation. It is expected to be completed in 2011.

b. Controlled Deposits: Optimization of design and management

MODUELO Project. Application of the MODUELO programme in the management of tips. This programme, developed by the University of Cantabria, is used to produce waste tip models based on the available historical data. In 2010, tests have been started to analyse the water retaining capacity of waste, although up to now there are not experimental data available.

BIOREACTOR Project. Controlled deposit as bioreactor: alternative for a more sustainable management. The management of a waste tip as a bioreactor consists of the implementation of a number of techniques to speed up the process of stabilization of the waste deposited on a tip, reducing environmental risks after its closure and ensuring its stability after the 30 years required by the law. In 2010, the monitoring of the control cell forming part of the project has been completed, the bioreactor cell has been built and the use and monitoring of the same has been started.

GEORES Project. Geotechnical classification of waste in controlled deposits by the performance of field tests. In 2010, a study has been carried out to establish the most suitable methods and conditions for performing geotechnical classification tests on waste in controlled deposits, and the work plan has been established as from 2011. The project is carried out in collaboration with the Land and Material Sciences and Engineering Department of the University of Cantabria, and is scheduled for completion in 2012.

c. Treatment of mechanical and biological waste

TECNOPLASMA Project. Assessment of the applicability and capacity of non-thermal plasma technology for the treatment of odour emissions in waste treatment and recovery plants. In 2010, tests have been performed with Non-Thermal Plasma + UV technology. Field olfactometry has given high efficiencies in odour elimination but dynamic olfactometry has not obtained the same results, so in 2011, we are going to investigate why this difference exists and which of the two olfactometric methods is giving the correct results, all this with the ultimate aim of validating the technology. The project is financed by the Ministry of the Environment and Rural and Marine Affairs and is scheduled for completion in 2011.

d. Energy recovery from waste

Proyecto SRF. Manufacture of quality fuel from waste. This project began in 2008 and since then different lines of work have been implemented with the aim of achieving its goals: the validation of new processes of SRF preparation from waste employing technologies that have appeared after the completion of previous projects, the validation of processes for conditioning SRF and obtaining high quality fuel to increase the range of end users, the establishment of an SRF sampling and analysis programme in accordance with the standards developed by the CEN 343 committee, etc.

EINA Project. Development of a web application for studying the technical, economic and environmental viability of different waste treatment scenarios, including the manufacture of SRF. A software tool has been obtained which enables the user to simulate simply and automatically various situations according to the characteristics of the flow to be treated, the equipment used and the mechanical-biological and thermal processes applied. The purpose of this application is to facilitate the management of projects and of users with access to the same, and to centralize all the relevant information. The tool is in the validation phase.

BIOETHANOL Project. Development of a new comprehensive waste treatment process with the generation of liquid biofuel as a final result. For this purpose, two innovative technologies are combined: active sanitation GEISERBOX® + simultaneous saccharification and fermentation (SSF). In 2010, they have managed to achieve the complete treatment of waste using the aforementioned processes at a semi-industrial scale, obtaining positive results and now possessing technical and economic data which, once the outstanding tests have been performed in 2011, will make it possible to assess the suitability of the process proposed for the treatment of waste. The project is subsidized by the Ministry of Industry, Tourism and Commerce and is scheduled for completion in 2011.

e. Other treatments

NIMMOX Project. Partial nitrification and anaerobic oxidation with anammox biomass of the ammonium from the digestion returns of an urban WWTP. The purpose of the project is the design and subsequent construction, commissioning and operation of an industrial pilot plant for the application of the PANAMMOX® process for the biological removal of nitrogen from the high ammonium content returns from urban WWTP's. In 2009, the pilot plant was built and installed at the WWTP in La Llagosta. In 2010, the plant has been commissioned



and inoculated and the treatment of highly nitrogenous effluents from the WWTP has been started. The project is being carried out with the collaboration of the LEQUIA Research Group of the University of Girona, the Agència Catalana de l'Aigua (ACA), the Consorci per a la Defensa de la Conca del Riu Besòs. It is also co-financed by the Ministry of Industry, Tourism and Commerce. The project is scheduled for completion in 2011.

RECIPUR Project. Development of new absorbents from the recycling of waste materials for use in oil cleaning processes in the marine environment and in the purification of biogas. The purpose of the project is the recovery of residual polyurethane foam obtained in bulky waste treatment plants, whose present destination is the controlled deposit, to be used as absorbent in the processes of cleaning up oil spills in the marine environment, or to be conditioned and applied as an absorbent in the cleaning of biogas. The project was started at the end of 2010 and up to now the flows of material to be studied have been identified. The project is financed by the Xunta de Galicia in the Applied Research Programme, PEME I+D and I+D SUMA, of the Plan Galego de Investigación, Desenvolvemento e Innovación Tecnolóxica (INCITE), and is carried out in collaboration with the University of A Coruña.

In 2011, the Leachate Drying, Leammox, Moduelo, Bioreactor, Geores and Tecnoplasma, SRF, Eina, Bioethanol, NimmoX and Recipur projects will be continued, and the following new project will be started:

COMBOX Project. The purpose of this project is the development of a comprehensive MSW treatment including the application of the innovative Geiserbox® active sanitation technology and subsequent treatment of flows which are not materially recoverable by means of new selection and conditioning processes that permit their energy recovery.





The Social Issue

The impacts of Cespa's activities in social systems is suitably regulated and controlled by the Ferrovia Ethical Code (www.ferrovial.es). This Code contains the guidelines of conduct, responsibilities and assessment and monitoring of aspects related to: Basic principles of conduct, Relation with and between employees, Commitments to third parties and the market, and Commitments to the Community.

As from 2010, all employees from functional divisions and all business staff with management responsibilities can take a training course about said Code through the "Online Campus" platform.

The results obtained in 2010 in the areas of Occupational Risk Prevention, Worker training,

Charity Collaborations, Service Responsibility and Equality are shown below. Also, the end of the section describes the initiatives taken by Ferrovia on these issues in 2010 in which Cespa has taken part.

Occupational Risk Prevention

Over the last three years, Cespa has carried out a prevention campaign focused on treating the working accident with a positive, optimistic tone, using familiar language to help and encourage.

Thus, three different lines have been worked out to create a model of integration of all the parties involved:

In the new 2010-2011 period, under the theme "**Stop accidents. Use your 5 senses**", the idea is to put across the need to place maximum attention in your daily work, preventing working accidents as far as possible.

As shown by the analysis of accident figures, over the last four years Cespa has achieved an accumulated reduction of over 49% in the number of accidents, reaching figures well below the average of the different sectors of activity.

The IV Occupational Risk Prevention Conference has become a caravan that has visited over 120 Cespa centres over its more than six month itinerary (October, November and December 2010 and January, February and March 2011), in order to transmit the importance of prevention at work.



2007: ME, "A big round of applause"



2008: MY FAMILY, "Thank you for looking after yourself at work"



2009: MY WORKMATES, "Today for you, tomorrow for me"

2010-2011 Objectives

The following table tracks the fulfilment of the measures included in the previous Sustainability Report with regard to Cespa España:

2010-2011 OBJECTIVES	
Improvement Actions 2010	Current Status
To optimize the traceability of corrective maintenance of work facilities and equipment, reviewing the maintenance procedure of equipment and facilities, promoting the incorporation of preventive maintenance of the safety systems in work facilities and equipment in maintenance plans.	In 2010, the following actions have been taken in this respect: <ul style="list-style-type: none"> • Implementation in pilot centres of a new workshop application to ensure the traceability of corrective maintenance. • Checking in the various audits (internal and external) of the degree of implementation of the procedure that ensures safety devices are inspected in preventive maintenance.
To continue the implementation of the authorization system of the handling of work equipment.	The various audits (internal and external) have verified the degree of implementation of the authorization system for the handling of work equipment.
To promote the participation of ORP technicians in the Management Committees to track the non-compliances detected in safety reports.	The collaboration of the ORP Dept. and Management has been promoted, to jointly solve any possible non-compliances and deficiencies detected in the Safety Reports and, furthermore, the Purchases and Machinery Department has collaborated to provide technical solutions.
To adapt and improve the methodology used by ORP technicians to carry out Risk Assessments and Planning.	The application has been designed and the budget approved.
To implement communication systems for reporting Accidents/Serious Incidents and Accident Data to the Management Committee and to Ferrovia Services.	Accidents and serious incidents are communicated to the Management Committee and Ferrovia Services by means of Report.
New ORP awareness campaign for 2010.	Creation and implementation of the Campaign, "Press the ORP button".

And new improvement actions, considered of relevance for 2011, are established:

IMPROVEMENT ACTIONS 2011
To continue with the implementation of Preventive Safety Observations in the Cespa work centres in order to minimize unsafe conduct.
To proceduralize high risk work operations to guarantee the safety of workers: To prepare ORP Reports for Unloading of Chemicals and ORP Reports for Chemical Transport.
To review the Management System. To modify the ORP General Procedure PGPRL 01: Risk Assessment, and create a new Works Procedure.
To continue with the communication system for reporting Accidents/Serious Incidents and Accident Data to the Management Committee and to Ferrovia Services.
To continue with the ORP awareness campaign for 2011: "Prevention Caravan. Stop Accidents. Use your 5 senses".
To renew the Cespa real incidents/accidents Campaign, "Press the prevention button".
To prepare new Safety Notes to promote ORP communication with all levels of the company.
To develop the ORP application for Risk Assessment and Planning.
To promote the improvement of the safety conditions of selection and transfer plants by installing automated safety systems and to promote the search for new Safety Systems for Work Equipment and Plants.

Certification

The Occupational Risk Prevention Management System designed by Cespa meets the requirements of the OHSAS 18001 specification. A list, by companies, of the centres with the OHSAS 18001 certification is set out below.

OHSAS 18001

CESPA, S.A. (Urban, Industrial and Treatment Services Divisions)

Chamberí, San Blas/Chamartín, Pau San Chinarro/Las Tablas, Vicálvaro, Móstoles, Aranjuez, Brunete, Humanes, Ocaña, San Marín de Val, Tres Cantos, Villanueva de la Cañada, Oficinas de Albarracín (Madrid), Complutense, La Orotava, Forestales, Patrimonio Nacional, Colmenar Viejo, Parques y Jardines Madrid Zona 5, San Sebastián de los Reyes, Alcobendas, Fuente el Saz, San Agustín de Guadalix, Daganzo, Torrejón, Cobeña, Ajalvir, Meco, Velilla de San Antonio, Villalba, Cerdanyola, San Vicenç del Horts, Oficinas Catedral (Barcelona), Barcelona, Arnedo, Estella, Noain, Barañain, Tudela, Zizur Mayor, Santurzi, Sestao, Mercabilbao, Oficinas Henao (Bilbao), Ávila, Medina del Campo, Peñafiel, Burgos, Amorebieta, Bergara, Durango, Etxebarri, Galdakao, Gernika, Lasart, Mondragón, Mungia, Oiartzun, Zumaia, Basauri, Aena, Getxo, Berango, Plentzia, Alcázar de San Juan, Almadén, Puertollano, Talavera, Valdepeñas, La Solana, Hellín, Albacete, Guadalajara, Badia del Vallès, Castellbisbal, Llinars del Vallès, Molins de Rei, Sant Fruitós del Bages, Sant Just Desvern, Punto Limpio Gelida, La Garriga, Sitges, Cubelles, Sant Sadurní d'Anoia, Premià de Mar, Caldes de Montbui, Masnou, Canet de Mar, Sant Feliu de Guixols, Tossa de Mar, Punto Limpio de Alella, Masnou y Teià, Tomares, la Rinconada, Oficinas Sevilla, El Puerto de Santa María, Lucena, Fuente Palmera, Aguilar de la Frontera, Huelva, Cortegana, Aracena, La Palma del Condado, Gibraleón, Alcantarilla, Caravaca, Puerto Lumbreras, Alguazas, Lorquí, Inca, Ibiza, Formentera, Sant Vicenç del Raspeig, Javea, Moncofa, Vila-Real, Torrent, Novelda, L'Alcora, Alcañiz, Estepona, Benalmádena, Almería, Adra, Carboneras, Berja, Níjar, Benahadux, Albox, Velez Rubio, Almería, El Toyo, La Orotava, Las Majoneras, A Coruña, As Mariñas, Sarria, Viveiro, Nigrán, Pontevedra, Vilagarcía, Santiago de Compostela, Vigo, Cerceda, Murcia Waste Treatment Centre.

CESPA CONTEN, S.A. (Industrial and Treatment Services Divisions)

Zalla, Mutioloa, Larrabetzu, El Puerto de Santa María, Córdoba, Montalbán, Fuente Palmera, Huelva, Miranda de Ebro, Fuenlabrada, Aena, Guadalajara, Daganzo, Bilbao, Vigo, Madrid San Cesáreo.

CESPA GR, S.A. (Industrial and Treatment Services Divisions)

Mollet del Vallès, Santa María de Palautordera, Orís, Sant Cugat del Vallès, Vic, Terrassa, Barcelona, Els Hostalets de Pierola, Atarfe, Coría del Río, Orihuela, Alicante, L'Alcora, Alcala del Río, Colmenar Viejo, Collado Villalba, San Sebastián de los Reyes, Burgos, Alcázar de San Juan, La Vall d'Uixó, Albares, Alginet, Ford-Almussafes, Cabanes, Legazpia y Golmayo.

CESPA GTR, S.A. (Industrial Services Division)

Mollet del Vallès, Constantí, Barcelona.

RECICLADOS Y COMPOSTAJE PIEDRA NEGRA, S.A. (Treatment Division)

Jijona.

UTE CONSERMANCHA

La Puebla de Almoraduel, Tomelloso.

UTE CESPA GR, S.A. – CESPA, S.A. (ALMANZORA UTE)

Albox.

GESMAT, S.A.

Toledo – Algodor, La Sagra – Torrijos y Talavera de la Reina.

CESPA JARDINERÍA, S.L.

Navarra, La Rioja, Gipuzkoa, Getxo, Portugalete, Sestao, El Prat de Llobregat, Cerdanyola y Almería.

Formación

Training

In 2010, a total of 14,301 pupils have been trained in Cespa España, Portugal and Eco-cat. This has meant an increase of over 12% in the number of trained workers, giving one more step in the company's commitment to the training and development of its employees. For this training, a total of 270,260 hours have been employed among the more than 1,600 courses given.

With regard to Cespa España, the changes in the number of pupils trained over the last three years have been as follows:

SPAIN CESPA STUDENTS

Year	Nº pupils
2007	10,840
2008	12,883
2009	12,065
2010	13,481

As a novelty, in 2010, the new platform "Online campus" has been launched, in which a total of 768 pupils have been trained, thus expanding the company's training offer.



Scholarship

In 2010, at Cespa España, a total of 129 scholarship holders, 56% more than in 2009, have collaborated in the different functional divisions and in the different business centres.

During 2010, Cespa has extended the educational collaboration agreement to 9.3% of the people who carried out practical training in the company. 6.2% of the scholarship holders with agreements signed in 2010 have been incorporated on the Cespa staff; in total, 6 people in the business division and 2 in functional divisions.

The scholarship holders who have collaborated with Cespa and have completed the assessment questionnaire about their practical training, have given the company a total of 9.14 points out of 10, a score which exceeds last year's by nearly 1 point, and they all show an interest in taking part in future selection processes in our company.

The most positive aspects highlighted in the assessment are: expansion of knowledge, good atmosphere, team work, acquisition of professional experience and the help given by workmates and those responsible for their incorporation.

Society

Open door and guided tour policy

The policy of open doors and guided tours to the various Cespa plants has managed to attract a total of 23,006 visitors in 2010. These visits are made by schools, universities and all types of institutions and bodies.

Also, as a novelty, during the Client Satisfaction Measurement Campaign in 2010, clients were asked about their interest in visiting the Cespa facilities, and 43.3% answered that they were.

Therefore, apart from the particular actions taken by the managers of the facilities themselves in each case, in a general way, clients will be reminded of the option they have, and have had for several years, of requesting a visit through the website, www.cespa.es.

Children's party: children's calendar

As in previous years, following the Cespa's tradition of familiarizing children with the world of waste and recycling, on 18 December last year, the Children's Party was held at c/Albaracín facilities in Madrid for the youngest members of the household. The 12 best drawings presented by the children received prizes in the XI edition of the Drawing Competition and were used to produce the corporate calendar of Cespa for 2011.

Supportive Collaborations

Supportive Cespa: Toy collection campaign

The toy collection campaign was organized last December at the Madrid and Barcelona headquarters. The organization that coordinated the distribution and delivery of toys was the NGO Avanza. This organization was chosen because of its great dedication to the children and families of Spanish cities. In a year in which the socioeconomic situation in our country has led to an increase in the number of disadvantaged families, our aim has been to help the neediest families to spend a happy holiday season.

Corporate Volunteer Day

A total of 125 employees took part in various tasks in benefit of different collectives, a participation which in some cases meant direct contact with the beneficiaries, either disabled persons or the homeless and, in other cases, the interaction was indirect consisting of the translation of letters to sponsored children in South Africa. In the words of all the volunteers, it was a very rewarding and satisfying experience.

Various bodies have collaborated in organizing this event, promoting different activities. These include the Les Corts Occupational Centre, where a charity football match was played, and the NGO, Plan España, with whom we were able to translate 113 letters to sponsored children.



Collaboration with Fundació Integra

Fundación Integra is a non-profit organization whose aim is to find employment for marginalized groups such as ex-drug addicts, prisoners and ex-prisoners, women victims of domestic violence, disabled persons, young people at risk, etc., with the purpose of giving these people an opportunity and thus achieving their genuine integration in society through employment.

At Cespa we have been collaborating with Fundació Integra since 2006. In 2010, we have managed to incorporate 6 people in the different work centres, offering job opportunities to people with special needs.

Collaboration with Fundació Èxit

Fundación Èxit was created with the aim of achieving the social and professional integration of young people at risk of social exclusion who have not successfully integrated into the academic or professional world.

Cespa and Fundació Èxit collaborate in the 'Coach Project'. This is a scheduled programme of professional skills training whereby a group of employees accompany and facilitate the first contact of these young people with the business world.

Another of the initiatives carried out in 2010 is the 'Anem per Feina' (Let's get to work) Project. This involves the planning of "guided tours" through the Parks and Gardens of Barcelona for the young people who are participating in Workshop Schools and learning a trade, for the purpose of familiarizing them with the real world of work.

Collaboration with Fundació XAMFRÀ

Fundación Xamfrà-Sant Miquel is a non-profit social initiative for the training and professional and social integration of the mentally handicapped. The purpose of the organization is to offer this collective the necessary training and services to provide them with the maximum quality of life and personal autonomy.

At Cespa we collaborate with Fundació Xamfrà in the practical training of its pupils. We carry out 3 month periods of practical experience in our gardening centres, promoting their professional and social integration.

Collaboration with Fundació APIP

The association, APIP, is a non-profit social initiative declared of Public Interest, which, since 1982, has collaborated with public administrations in the deployment and application of active policies of inclusion, training, occupational, residential and community work; all projects aimed at social cohesion and, in particular, at solving the needs of people, families or collectives at risk of exclusion.

At Cespa we collaborate with this association by offering the possibility to this type of collective of learning the gardening trade by participating in 3 weeks' practical experience, completed by the theoretical training given at the Association.

Collaboration with Red Incorpora Fundació "La Caixa"

Cespa currently maintains two collaboration agreements withing the Red Incorpora of the Obra Social of Fundació "La Caixa", the first with Fundació Carmen Pardo Valcárcel, in the Community of Madrid, and the second with APADEFIM (Feaps), in Castilla y Leon.

In both agreements, we collaborate in the integration of disabled people, following a programme of employment with support, through which each of the foundations or associations that collaborates with us, on the one hand, carries out the monitoring and support of the people taken on, solving any possible incidences that may arise on a day to day basis and, on the other hand, advises Cespa at all times over any eventuality.

Over 2010, 5 mentally handicapped persons have been taken on under these programmes of employment with support in various Green Zone Maintenance and Conservation Centres in which Cespa provides its services.

Collaboration with IMEPE – Alcorcón Town Council

In 2010, Cespa has collaborated with the Municipal Institute of Employment and Economic Promotion of the Alcorcón Town Council, within the “Adaptability and Employment” Programme, by taking on 42 unemployed people in one of our garden maintenance and conservation services.

This is a Professional Integration project, co-financed by the Ministry of Public Administrations and the European Social Fund, with the purpose of promoting the employment of collectives with particular difficulties of access to the labour market.

Collaboration with Fundación Iniciativas Sur

Fundación Iniciativas Sur (F.I.S.) is a non-profit social organization, created in 1993 and promoted by the Orcasitas Neighbours’ Association, Madrid. Its purposes include the promoting and offering practical experience and occupational training for employment throughout Spain.

The area of the organization with which Cespa has collaborated by taking on 7 pupils for practical experience is the Environment division, where theoretical and practical training is given on various subjects such as: Recovery of Degraded Urban Landscapes and Spaces, Maintenance and Recovery of Gardens, Floral Art or Water Analysis.

Collaboration with Fundación Abside

From the Cerdanyola del Vallès plant (Barcelona), in May 2010, through the Fundación Abside, ten tents were sponsored for a refugee camp in Leoane, Haití. These tents were used to give shelter to 100 people who had lost their homes in the earthquake.

Responsibility over Services

With regard to Cespa’s responsibility over the services that may directly affect users, the following aspects should be mentioned:

- Cespa is very careful to comply with current health and safety legislation, as has been mentioned in the social management approach, thus reducing any risks that may arise from the provision of the service and affect the health and safety of clients. However, it is worth mentioning that in the provision of environmental services, particularly those of waste management, clients’ exposure to risk is minimal.
- Due to the nature of the services, the only labelling processes are those related to the company’s own waste produced on the Cespa plants, in general, and specifically and in cases of delegated management, to the hazardous waste generated by the client. For this purpose, the guidelines established in the hazardous waste management regulations are followed in all cases.



→ Cespa limits access to the personal information of its clients strictly to the staff that require it for the normal performance of their functions. This is applicable both to the identification details of the client and to data related to their activity (management data, analytical data, etc.).

Equality

Since signing the Equality Plan Framework Agreement on 2 July 2009, Cespa has taken measures in various areas (Selection, Recruitment, Training, Collective Standards, etc.) to ensure full equality of opportunities between women and men in our organization. Said measures include the consolidation of the Conciliation Plan, the Professional Ethics Code and the inclusion in the 2010 Training Plan of awareness-raising actions on equality for different groups.

Ferrovial Initiatives

Cespa, as a company integrated in the Ferrovial Services Division, has once joined the initiatives promoted by Ferrovial Corporación, taking part in the following:

Supportive Collaborations

The International Cooperation project, Maji Ni Uhai (Water is Life), carried out by Ferrovial in Tanzania, has enabled 8 volunteers (including one Cespa worker) to carry out surveillance work in the field and training tasks in the local communities.

With this initiative, Ferrovial, in collaboration with the African NGO AMREF, intends to build sanitary and water supply infrastructures in five towns in the Serengeti district: Issenye, Kyambahi, Kebanchebancha, Rin`Wani and Natta. The aim is to improve the health and quality

of life of the local communities, providing them with safe water and sanitary facilities and training in good hygiene practices.

For this programme, Ferrovial has been awarded by the European Commission in the European Environment Awards, in the category of International Cooperation for Sustainable Development, in recognition of the Maji ni Uhai (Water is Life) Project, which will supply drinking water to over 50,000 people and will continue until 2011.

It should also be mentioned that Ferrovial has received a second award for this project, in XIV Edition of the CODESPA Awards, in the category of "Company showing Solidarity", given by the Prince of Asturias, Honorary President of Fundación CODESPA (non-profit organization dedicated to international cooperation for development since 1985).

Fundación Adecco Family Plan

In 2010, at Ferrovial and Cespa, we have continued with the initiative, "One more step", of the Fundación Adecco Family Plan. The family plan is aimed at the families of employees with a disability certificate of 33% or more and is intended to improve their quality of life and promote their social and professional integration.

With this project, Ferrovial intends to contribute towards achieving the normalization of the different groups that make up society, promoting equal opportunities for all, in accordance with our values of respect, equality and integrity and enabling us to establish internal models of socially fair and responsible conduct.

The Family Plan has started up various actions that improve the quality of life and promote the social and professional integration of 15 relatives of Cespa workers in 2010.

Every Little Helps: Haití

The earthquake that occurred in Haití in January 2010 aroused the sympathy of the Ferrovial employees, who transmitted their support to the inhabitants of Haiti by launching a special edition of the programme, "Every Little Helps", with the aim of contributing towards the emer-

gency action carried out in Haiti following the devastating consequences of the earthquake in Puerto Principe.

Ferrovial undertook to contribute the same amount as was donated by all the employees and to distribute this aid among the NGO's it collaborates with, namely, Acción contra el Hambre, Intermón Oxfam and Plan, with the addition of Cruz Roja, as the latter is an organization which is specialized in major catastrophes.

Thanks to the solidarity of the employees and to the contribution of the company itself, 117,081.78 € was raised for carrying out emergency and reconstruction programmes in the area.

Every Little Helps: Rutana

In Rutana, one of the poorest provinces of Burundi, a link has been set up with the Ferrovial employees, who, this year, have decided that the educational reconstruction project of the Fundación Entreculturas should be the beneficiary of Every Little Helps.

For one week, the employees had the chance to vote for the project they wanted to donate their money to via the intranet. In total, 90,000 € (45,000 € raised among the employees and 45,000 € contributed by the company) will be used to expand the infrastructures of the Rutan primary school and to train 150 teachers.

With their donation to the Every Little Helps programme, 382 Ferrovial employees will make it possible for 1,015 children, both refugees and locals, to have access to decent, quality education through the building of a school and the training of its teachers. Over the next few months, donors will receive in their homes their donation certificate issued by the Fundación Entreculturas.



2010 in Figures

4

HUMAN RESOURCES

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Total hours of training (including all types of training)	2010	261,683	5,331	3,246	h	M	
Average hours of training per year and employee	2010	17.50	8.37	25.75	h	M	LA10
	2009	17.90	7.98	13.84	h	M	LA10
	2008	16.33	13.44	30.24	h	C	LA10
Total number of courses	2010	1,560	54	34	Number	M	
Number of employees trained in 2010 (broken down by professional category)	2010	13,481 (90.74% operators, 8.22% technicians, 1.04% managers)	694 (95.39% operators, 4.18% technicians, 0.43% managers)	126 (5% operators, 57% technicians, 38% managers)	Number (%)	C	LA10
Salaries (total payroll and benefits) differentiated by countries, activities and regions	2010	492,939,610	8,589,122	7,410,504	Euros	M	EC1
	2009	495,325,963	9,710,373	8,366,533	Euros	M	EC1
	2008	482,035,000	8,437,012	8,687,941	Euros	M	EC1
Percentage of salaries used for staff training	2010	0.30	0.30	0.17	%	M	LA10
	2009	0.30	0.26	0.51	%	M	LA10
	2008	0.31	0.37	0.43	%	M	LA10
Years in the company (average)	2010	9.10	5.80	8.50	Years	C	LA2
	2009	8.30	5.60	7.60	Years	C	LA2
	2008	7.80	5.31	6.83	Years	C	LA2
Number of workers that have taken sick leave in the current year	2010	565	175	37	Number	C	LA2
Percentage of the number of workers that have taken sick leave by sex	2010	Men: 84.25% Women: 15.75%	Men: 72% Women: 28%	Men: 70% Women: 30%	%	C	LA2
Percentage of the number of workers that have taken sick leave by age	2010	<30: 28.32%, 31-50: 58.94%, 51-65: 12.74%, >65: 0%	<30: 17.71%, 31-50: 54.29%, 51-65: 27.43%, >65: 0.57%	<30: 30%, 31-50: 59%, 51-65: 8%, >65: 3%	%	C	LA2
Number of senior occupational risk prevention technicians	2010	14	2	5	Number	M	
Average number of employees (broken down by age groups)	2010	14,901 (<30: 12.50%, 31-50: 63.68%, 51-65: 23.74%, >65: 0.07%)	637 (<30: 14.36%, 31-50: 57.43%, 51-65: 27.06%, >65: 1.16%)	168 (<30: 16%, 31-50: 72%, >50: 12%)	Number (%)	C	LA1
	2009	15,406 (<30: 14.45%, 31-50: 63.66%, 51-65: 21.89%, >65: 0%)	671 (<30: 14.75%, 31-50: 59.91%, 51-65: 24.44%, >65: 0.89%)	189 (<30: 23.81%, 31-50: 65.08%, 51-65: 11.11%, >65: 0%)	Number (%)	C	LA1
	2008	15,518 (16-30: 16.55%, 31-50: 62.97%, 51-65: 20.42%, >65: 0.06%)	655 (16-30: 17.10%, 31-50: 60.46%, 51-65: 21.22%, >65: 1.22%)	206 (16-30: 28.15%, 31-50: 61.17%, 51-65: 10.68%, >65: 0%)	Number (%)	C	LA1

HUMAN RESOURCES (continuation)

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Net creation of employment in the year	2010	-505	-65	-22	Number	C	
TF1: Frequency rate of accidents with sick leave	2010	44.14	31.88	13.67		C	LA7
	2009	46.35	29.10	16.80		C	LA7
	2008	57.25	42.90	21.68		C	LA7
Number of days lost during the year due to professional illness or working accident	2010	40,605	992	247	Number	C	LA7
Number of work-related fatalities	2010	0	0	0	Number	M	LA7
Rate of absenteeism = (total nº of days lost through absence / total nº of days worked by the worker collective) * 100	2010	4.72	4.14	6.6	%	C	LA7
Accident rate = (total nº of accidents / total nº of hours worked) * 200,000	2010	8.82	10.32	7.51	Number	C	LA7
Breakdown of the persons employed by Cespa, differentiated between permanent and temporary staff	2010	Permanent:72.56%, Temporary: 27.44%	Permanent: 65.35%, Temporary: 34.65%	Permanent: 88.69%, Temporary: 11.31%	%	C	LA1
	2009	Permanent: 69.69%, Temporary: 30.31%	Permanent: 66.92%, Temporary: 33.08%	Permanent: 90.48%, Temporary: 9.52%	%	C	LA1
	2008	Permanent: 70.06%, Temporary: 29.93%	Permanent: 69.62%, Temporary: 30.38%	Permanent: 84.85%, Temporary: 15.04%	%	C	LA1
Percentage of employees covered by a collective agreement	2010	100	0	100	%	E	LA4
	2009	100	0	100	%	E	LA4
	2008	100	0	100	%	E	LA4
Percentage of female staff	2010	14.53	15.18	34.52	%	C	LA2
	2009	14.10	16.24	31.75	%	C	LA2
	2008	14.43	14.35	31.70	%	C	LA2
Percentage of female staff on the Management Committee	2010		9		%	C	LA13
	2009		9		%	C	LA13
	2008		9		%	C	LA13
Breakdown of the Management Committee by age group	2010	From 16 to 30 years: 0%; from 31 to 50 years: 81.82%; over 50 years: 18.18%			%	C	LA13

SOCIAL

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Number and volumen of significant accidental spills	2010	0			Number	M	EN23
	2009	0			Number	M	EN23
	2008	0			Number	M	EN23
Number of claims on environmental issues with administrative or judicial processes	2010	6			Number	M	EN28
	2009	17			Number	M	EN28
	2008	8			Number	M	EN28
Number and amount of convictions related to enviromental incidents	2010	4 (10,712 €)			Number	M	EN28
	2009	4 (7,444 €)			Number	M	EN28
	2008	4 (74,000 €)			Number	M	EN28
Number of visitors to the facilities (controlled deposits, environmental classrooms, etc.)	2010	20,027	2,515	464	Number	C	
Total number of incidents of discrimination and measures adopted	2010	0			Number	M	HR4
	2009	0			Number	M	HR4
	2008	0			Number	M	HR4
Activities identified that involve a potential risk of child exploitation incidents and measures taken to help eliminate them	2010	None			Activities	M	HR6
	2009	None			Activities	M	HR6
	2008	None			Activities	M	HR6
Operations identified as having a significant risk of giving rise to forced or compulsory labour and measures taken to help eliminate them	2010	None			Operation	M	HR7
	2009	None			Operation	M	HR7
	2008	None			Operation	M	HR7
Total number of incidents related to violations of the rights of indigenous people and measures taken	2010	0			Number	M	HR9
	2009	0			Number	M	HR9
	2008	0			Number	M	HR9
Cost of significant fines arising from non-fulfilment of legislation in relation to the supply and use of products and services of the organization	2010	0			Euros	M	PR9
	2009	0			Euros	M	PR9
	2008	0			Euros	M	PR9

ENVIRONMENTAL

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Percentage of treatment plants included in the biennial auditing programme for the identification of risks and non-conformities	2010	56			%	C	
Number of ISO 14001 Certificates	2010	51			Number	M	
Number of ISO 9001 Certificates	2010	50			Number	M	
Percentage of turnover covered by a certified quality and environment management system	2010	84			%	C	
Number of R&D&i projects	2010	15	0	0	Number	M	
Total budget of R&D&i projects	2010	906,012	0	0	Euros	M	
Number of patents	2010	5 (4 existing and 1 pending)	0	0	Number	M	
Subsidies obtained (% over R&D&i budget)	2010	21	0	0	%	C	EC4
	2009	18	0	0	%	C	EC4
	2008	13	0	0	%	C	EC4
Number of agreements signed with Research Centres	2010	10	0	0	Number	M	
Total number of vehicles	2010	7,358	268	65	Number	M	
Percentage of the fleet run on alternative energies (Biodiesel, Natural Gas, Liquefied Natural Gas, electricity and hybrid)	2010	5.87	0.37	0	%	C	EN18
	2009	5.36	0.34	0	%	C	EN18
	2008	2.67	0.34	0	%	C	EN18
Total water consumption measured (calculated by estimate according to turnover)	2010	845,114	62,920	188,626	m ³	E	EN8
	2009	583,919	ND	30,006	m ³	E	EN8
	2008	410,410	ND	36,693	m ³	E	EN8
Total water consumption measured (calculated by estimate according to turnover)	2010	126,809	4,919	9,161	GJ	E	EN3
	2009	119,539	5,143	18,451	GJ	E	EN3
	2008	133,590	ND	17,592	GJ	E	EN3
Total liquid fuel consumption (calculated by estimate according to turnover)	2010	40,800	1,757	402	m ³	E	EN3
	2009	65,326	1,801	1,095	m ³	E	EN3
	2008	40,316	2,483	395,13	m ³	E	EN3
Mineral and hydraulic oil consumption (calculated by estimate according to turnover and the weighting of consumptions in the most representative centres)	2010	896.51	16.17	10.09	t	E	EN1
	2009	1,313	32.9	3.27	t	E	EN1
	2008	994	33.3	3.47	t	E	EN1
Number of municipalities served	2010	801	24	NA	Number	M	
Number of inhabitants served by Collection	2010	5,770,078	564,911	NA	Inhabitants	E	
Number of inhabitants served by Road Cleaning	2010	5,829,319	166,574	NA	Inhabitants	E	
Number of inhabitants served by Gardening	2010	4,748,935	12,950	NA	Inhabitants	E	
Amount of Municipal Solid Waste collected by means of Classical Collection	2010	2,327,217	109,932	NA	t	E	
Area of gardens maintained	2010	25,653,319	143,500	NA	m ²	E	
Percentage of turnover covered by Emergency Plans for environmental accidents	2010	84			%	C	

TREATMENT

TRIAGE

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Triage Plants	2010	35	2	NA	number	M	
Amount of waste received by Triage Plants	2010	2,328,370	750	NA	t	M	EN22
	2009	1,855,661	3,608	NA	t	M	EN22
	2008	1,959,179	6,991	NA	t	M	EN22
Output of recovered materials (paper and cardboard, plastic, glass, wood, metal and other materials)	2010	893,901	22,581	NA	t	M	
Percentage of recovery	2010	Packaging: 56.72% Industrial: 82.15% MSW: 33.48% CDW: 77.05%	Industrial: 30,01%	NA	%	C	
Greenhouse gas emissions avoided by the triage activity (estimated using EPA coefficients)	2010	382,043	392	NA	teq CO ₂	E	EN18
	2009	342,061		NA	teq CO ₂	E	EN18
	2008	361,104		NA	teq CO ₂	E	EN18

COMPOSTING

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Composting Plants	2010	23	0	NA	number	M	
Amount of waste received by Composting Plants	2010	1,149,745	NA	NA	t	M	EN22
	2009	941,020	NA	NA	t	M	EN22
	2008	825,730	NA	NA	t	M	EN22

BIOMETHANIZATION

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Biomethanization Plants	2010	5	1	NA	number	M	
Amount of waste treated by Biomethanization	2010	31,613	0	NA	t	M	EN22
	2009	34,723	0	NA	t	M	EN22
	2008	43,505	0	NA	t	M	EN22
Electricity generated by Biomethanization	2010	45,006	0	NA	GJ	M	EN6
	2009	43,618	0	NA	GJ	M	EN6
	2008	21,268	0	NA	GJ	M	EN6

TRANSFER

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Transfer Centres (of home and normal industrial waste)	2010	46	6	NA	number	M	
Amount of waste received by Transfer Centres	2010	980,645	128,967	NA	t	M	EN22
	2009	1,126,992	121,858	NA	t	M	EN22
	2008	1,275,039	118,178	NA	t	M	EN22

TREATMENT (continuation)

SANITARY WASTE TREATMENT

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Treatment Plants (excluding co-incineration plants and organic and normal waste tips) and of sanitary waste Transfer Centres	2010	6 Treatment Plants + 1 Transfer Centre	NA	NA	number	M	
Amount of sanitary waste collected	2010	9,240	NA	NA	t	M	EN22
	2009	9,150	NA	NA	t	M	EN22
	2008	9,203	NA	NA	t	M	EN22
Number of sanitized 60 l containers for sanitary waste	2010	388,107	NA	NA	number	M	
Amount of sanitary waste treated	2010	8,085	NA	NA	t	M	

HAZARDOUS WASTE TREATMENT PLANTS

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Hazardous Waste Centres (treatment, pre-treatment and transfer)	2010	NA	NA	7	number	M	
Amount of hazardous waste received, managed and treated	2010	NA	NA	138,307	t	M	EN22
	2009	NA	NA	224,628	t	M	EN22
	2008	NA	NA	293,704	t	M	EN22
Total amount (from all hazardous waste treatment centres) of hazardous waste recovered as substitute fuel in cement factories	2010	NA	NA	23,200	t	M	
Tonne Oil Equivalent (TOE) recovered (from hazardous waste) by co-incineration in cement factories and others	2010	NA	NA	10,755	TEP	E	
Greenhouse gas emissions in Hazardous Waste treatment centres (excluding Incineration Plants)	2010	NA	NA	4,123	teq CO ₂	C	EN16
	2009	NA	NA	4,250	teq CO ₂	C	EN16
	2008	NA	NA	4,380	teq CO ₂	C	EN16
Amount of lime (by-product) used	2010	NA	NA	6,757	t	M	EN2
	2009	NA	NA	5,623	t	M	EN2
	2008	NA	NA	6,124	t	M	EN2

TREATMENT (continuation)

DECONTAMINATION OF LAND AND WATER

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Total area of land decontaminated	2010	NA	NA	5,000	m ²	C	
Volume of contaminated land treated	2010	NA	NA	8,000	m ³	E	
Amount of contaminated land treated outside the centre of operations	2010	NA	NA	1,000	t	C	
Amount of water (from natural channels) decontaminated by the "water decontamination" activity	2010	NA	NA	0	m ³	M	

INCINERATION OF HAZARDOUS WASTE

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Incineration Plants with energy recovery	2010	NA	NA	1	number	M	
Amount of waste received for incineration	2010	NA	NA	58,300	t	M	EN22
	2009	NA	NA	56,639	t	M	EN22
	2008	NA	NA	83,683	t	M	EN22
Amount of waste incinerated in plants with energy recovery (excluding co-incineration)	2010	NA	NA	47,042	t	M	EN22
	2009	NA	NA	41,384	t	M	EN22
	2008	NA	NA	45,230	t	M	EN22
Greenhouse gas emissions from Incineration Plants	2010	NA	NA	46,784	teq CO ₂	C	EN16
	2009	NA	NA	36,647	teq CO ₂	C	EN16
	2008	NA	NA	41,187	teq CO ₂	C	EN16
Greenhouse gas emissions per tonne of waste incinerated (teq CO ₂ / t of waste incinerated)	2010	NA	NA	0.99	number	C	EN16
	2009	NA	NA	0.89	number	C	EN16
	2008	NA	NA	0.91	number	C	EN16
Amount of electricity produced (by cogeneration) in the incineration of hazardous waste	2010	NA	NA	68,216	GJ	C	EN6
	2009	NA	NA	66,290	GJ	C	EN6
	2008	NA	NA	66,082	GJ	C	EN6

TREATMENT (continuation)

INCINERATION OF NON-HAZARDOUS WASTE

Indicator	Year	Andorra	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of Incineration Plants with energy recovery	2010	1	number	M	
Amount of waste incinerated in Plants with energy recovery	2010	37,332	t	M	EN22
	2009	40,527	t	M	EN22
	2008	48,440	t	M	EN22
Amount of ash (fly, non-fly and base) and slag produced	2010	7,388	t	M	
	2009	9,097	t	M	
	2008	9,746	t	M	
Greenhouse gas emissions (calculated from the real CO ₂ value measured per plant).	2010	23.23	teq CO ₂	C	EN16
	2009	33.13	teq CO ₂	C	EN16
	2008	115.37	teq CO ₂	C	EN16
Greenhouse gas emissions per tonne of waste incinerated (teq CO ₂ / t of waste incinerated)	2010	0.00062	number	C	EN16
	2009	0.00082	number	C	EN16
	2008	0.00240	number	C	EN16
Amount of electricity produced	2010	59,026	GJ	M	EN6
	2009	66,730	GJ	M	EN6
	2008	73,030	GJ	M	EN6

CONTROLLED HAZARDOUS WASTE DEPOSITS

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Number of controlled hazardous waste deposits open	2010	0	0	1	number	M	
Amount of hazardous waste dumped	2010	NA	NA	55,978	t	M	EN22
	2009	NA	NA	53,941	t	M	EN22
	2008	NA	NA	72,293	t	M	EN22
Amount of leachate collected	2010	NA	NA	8,325	m ³	M	

CONTROLLED NON-HAZARDOUS WASTE DEPOSITS

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Total number of controlled non-hazardous waste deposits open	2010	33	3	NA	number	M	
Number of controlled deposits with biogas recovery (torch or energy production)	2010	18	2	NA	number	M	
Number of controlled deposits with electricity generation from biogas	2010	9	1	NA	number	M	
Number of controlled deposits with generation of a type of energy other than electricity from biogas (thermal)	2010	4	0	NA	number	M	

TREATMENT (continuation)

Indicator	Year	Cespa España	Portugal	Ecocat	UNITS	Estimate(E), Measurement(M) or calculation(C)	Code G3
Amount of Domestic Waste dumped	2010	1,838,851	200,131	NA	t	M	EN22
	2009	1,587,135	163,426	NA	t	M	EN22
	2008	2,112,061	186,997	NA	t	M	EN22
Amount of Non-Hazardous Industrial Waste dumped	2010	2,677,883	218,040	NA	t	M	EN22
	2009	2,669,818	49,186	NA	t	M	EN22
	2008	3,877,405	32,681	NA	t	M	EN22
Amount of Inert Waste received	2010	640,945	1,306	NA	t	M	EN22
	2009	686,313	3,879	NA	t	M	EN22
	2008	985,266	0	NA	t	M	EN22
Amount of leachate collected and treated	2010	426,968	24,182	NA	m ³	M	EN21
	2009	410,431	24,765	NA	m ³	M	EN21
	2008	447,515	17,057	NA	m ³	M	EN21
Proportion of methane burnt in torch and used for generating electricity with regard to the amount potentially emitted	2010	48	4	NA	%	E	
Greenhouse gas emissions (calculated according to the EPA formula, which takes into account the tonnes received and the years from the start of the activity) per tonne of waste deposited (teq CO ₂ / t of waste deposited)	2010	0.18	0.06	NA	number	C	EN16
	2009	0.23	0.26	NA	number	C	EN16
	2008	0.23	0.24	NA	number	C	EN16
Amount of electricity produced by biogas recovery	2010	361,593	0	NA	GJ	C	EN6
	2009	308,959	0	NA	GJ	C	EN6
	2008	321,464	0	NA	GJ	C	EN6
Amount of electricity produced by biogas recovery, which has been sold	2010	310,291	0	NA	GJ	C	EN6
	2009	259,501	0	NA	GJ	C	EN6
	2008	272,967	0	NA	GJ	C	EN6
Amount of thermal energy produced by biogas recovery	2010	102,568	0	NA	GJ	C	EN6
	2009	146,666	0	NA	GJ	C	EN6
	2008	118,168	0	NA	GJ	C	EN6
Greenhouse gas emissions avoided by the capture of biogas	2010	628,874	2,807	NA	teq CO ₂	C	EN18
	2009	519,604	471	NA	teq CO ₂	C	EN18
	2008	526,267	35	NA	teq CO ₂	C	EN18
Total area of controlled deposits open	2010	4,292,849	291,400	NA	m ²	M	
Total area (of controlled deposits open) used for dumping	2010	3,254,387	171,000	NA	m ²	M	
Total area of controlled deposits closed	2010	868,314	0	NA	m ²	M	
Total volume of waste dumped	2010	4,629,079	419,477	NA	m ³	M	
Amount of methane produced, according to Cespa estimate measurement (calculated according to the EPA formula, which takes into account the tonnes received and the years from the start of the activity)	2010	87,034,082	4,330,924	NA	m ³	C	

ECONOMIC

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Aggregated Turnover	2010	1,170,757,605			Euros	M	EC1
	2009	1,138,110,343			Euros	M	EC1
	2008	1,202,512,011			Euros	M	EC1
Consumption of raw materials, goods and other operating costs (without tax). Consolidated data	2010	279,180,262			Euros	M	EC1
	2009	279,988,060			Euros	M	EC1
	2008	345,489,163			Euros	M	EC1
Percentage Turnover Non-Hazardous Waste Tips	2010	9.04			%	C	
Percentage Turnover Industrial Collection	2010	10.89			%	C	
Percentage Turnover Hazardous Waste Management and Treatment	2010	3.77			%	C	
Percentage Turnover MSW collection	2010	22.87			%	C	
Percentage Turnover Urban Cleaning (including beach cleaning, etc.)	2010	24.18			%	C	
Percentage Turnover Gardening (including playground maintenance)	2010	9.61			%	C	
Percentage Turnover Waste Selection	2010	6.69			%	C	
Percentage market share in Road Cleaning*	2010	18	ND	NA	%	E	
Percentage market share in MSW Collection*	2010	15	ND	NA	%	E	
Percentage market share in Gardening*	2010	15	ND	NA	%	E	
Short and long-term debts with credit institutions	2010	155,501,316			Euros	M	
Short and long-term debts with Group companies and associates	2010	330,148,715			Euros	M	
Distribution of the amounts owed to the different credit institutions Cespa works with	2010	139,773,153	15,728,163	6,632,530	Euros	M	
Total sum of taxes paid	2010	18,962,319	359,335	0	Euros	M	EC1
	2009	24,397,430	272,534	44,097	Euros	M	EC1
	2008	27,223,534	277,286	442,292	Euros	M	EC1
Intereses y otros tipos de beneficios financieros no relacionados con la prestación de servicios	2010	3,970,928	171,280	33,925	Euros	M	
Donations and sponsorships to communities, associations and volunteers	2010	1,230,807	15,000	0	Euros	C	EC1
	2009	1,058,349	15,000	2,038	Euros	C	EC1
	2008	792,119	300	13,020	Euros	C	EC1
Consolidated Turnover	2010	951,619,097			Euros	C	EC1
	2009	952,968,146			Euros	C	EC1
	2008	1,012,517,688			Euros	C	EC1

* taking into account the percentage of inhabitants served in municipalities of over 10,000 inhabitants.

ECONOMIC (continuation)

Indicator	Year	Cespa España	Portugal	Ecocat	Units	Estimate (E), Measurement (M) or Calculation (C)	Code G3
Consolidated Profits after Tax	2010	52,048,723			Euros	M	EC1
	2009	58,440,637			Euros	M	EC1
	2008	63,829,610			Euros	M	EC1
Amount allocated to Environmental Protections	2010	79,157,715 (Sealed provision: 91.24%, Quality and Environment Dept.: 0.82%, Investment equipment: 7.94%)			Euros	M	EN30
	2009	94,538,160 (Sealed provision: 69%, Quality and Environment Dept.: 1%, Investment equipment: 30%)			Euros	M	EN30
	2008	79,489,847 (Sealed provision: 76.94%, Quality and Environment Dept.: 0.84%, Investment equipment: 22.21%)			Euros	M	EN30
Percentage of contracts paid to suppliers in accordance with the agreed terms	2010	100			%	E	
Total capitalization expressed as Debt + Equity	2010	1,259,409,860.13 (total capitalization) = 485,650,031.33 (debt) + 773,759,828.80 (equity)			Euros	M	



Other GRI Requirements

5

REPORT PARAMETERS

GRI Section	GRI Point	Definition	Contents
Report Profile	3.1	Period covered by the information contained in the Report	From 1 January 2010 to 31 December 2010
	3.2	Date of the most recent previous Report	2009 Sustainability Report, verified by Aenor on 5 April 2010 and published on 30 April 2010
	3.3	Report presentation cycle	Annual
	3.4	Point of contact for issues related to the Report or its contents	Cespa website: www.cespa.es or the email address: sostenibilidad@cespa.es
Scope and Coverage of the Report	3.5	Process of definition of contents of the Report	The selection of the qualitative contents that comprise the 2010 Sustainability Report has been made on the basis of the opinion of the interest groups, the experience from previous years, the economic, social and environmental context in which the Report is written and the need to meet the GRI requirements to reach the selected level (B+).
	3.6	Coverage of the Report	<ul style="list-style-type: none"> → Information coverage: related to environmental and social actions for the activities of environmental services and non-hazardous waste management (Cespa Spain, Portugal and Andorra) and hazardous waste management (Ecocat). → Geographical coverage: Spain, Portugal and Andorra, except in those cases in which it has not been possible to compile the information, indicated by the initials ND. → Share composition: Cespa Spain and Portugal: 100% Ferroviario; Ecocat: 50% Cespa and 50% TERIS.
	3.7	Indicate the existence of limitations to the scope or coverage of the Report	This Report contains various mentions of the activity carried out in United Kingdom, but indicators of the same are not included as it has not been possible to obtain consolidated data for the whole of 2010.
	3.8	The basis for including information in the case of joint ventures, subsidiaries, leased facilities, sub-contracted activities and other companies that might significantly affect the comparability between periods and/or between organizations	<ul style="list-style-type: none"> → Cespa Spain and Portugal: 100% Ferroviario → Ecocat: 50% Cespa and 50% TERIS
	3.9	Data measurement techniques and bases for making calculations, including hypotheses and techniques underlying the estimates applied in the compilation of indicators and other information of the Report	The results are presented by activities, regardless of the subsidiary/subsidiaries that carry them out. We have also taken into account the techniques, calculations and bases contained in the indicator protocols of the G3 Guide of the Global Reporting Initiative.
	3.10	Description of the effect the restatement of information from previous reports might have, along with the reasons for said restatement	With regard to the last Report published, the structure and presentation of the contents are maintained.
	3.11	Significant changes in relation to previous periods in the scope, coverage or assessment methods used in the Report	None.
Verification	3.13	Policy and current practice in relation to the request for external verification of the Report	By independent verifying agency. This agency checks the accuracy and completeness of the data and indicators included in the Report. The Verification Certificate of this Sustainability Report is attached on the last page of this document.

GOVERNANCE, COMMITMENTS AND PARTICIPATION OF INTEREST GROUPS

GRI Section	GRI Point	Definition	Contents
Governance	4.2	Compositions and functions of the Board of Directors of Ferrovial and functions of the Chairman of the Board of Directors of Ferrovial	www.ferrovial.es
	4.3	Number of members of the Board of Directors of Ferrovial that are independent and not executive	Link: Corporate Governance/Corporate Governance Report/ "2010. Corporate Governance Report. PDF"
	4.4	Mechanisms for shareholders and employees to communicate recommendations or indications to the Board of Directors	
	4.5	Link between the compensation of the members of the highest governing body, senior managers and executives and the performance of the organization	The managers making up the Management Committee, directly dependent on the General Manager, have accrued in 2010 a joint compensation of 2,061,045 Euros (approximately 30% linked to financial and non-financial objectives). As for the performance of the organization, see page 3 of this Report.
	4.6	Procedures implemented to prevent clashes of interests in the highest governing body	See Ferrovial Ethical Code, available on www.ferrovial.es
	4.7	Procedure for the determination of the qualifications and experience required of the members of the highest governing body	www.ferrovial.es Link: Corporate Governance/Corporate Governance Report/"2010. Corporate Governance Report. PDF"
	4.15	Bases for the identification and selection of the interest groups with which the organization takes on a commitment	In 2003, following the Code of Governance for the Sustainable Business (IESE, 2002), Cespa identified its interest groups, being aware of the relationship existing with each one.



Index of GRI Contents

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In accordance with the requirements established in the G3 guide, the page numbers or web links where you can find the information indicated in section 3.12 of said Guide are shown below.

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STRATEGY AND PROFILE

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MANAGEMENT APPROACH

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EC4	45	Main	LA2	42 and 43	Main
EN1	45	Main	LA4	43	Main
EN2	47	Main	LA7	43	Main
EN3	45	Main	LA10	42	Main
EN6	46, 48, 49 and 50	Additional	LA13	43	Main
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Glossary



Glossary

- **Biogas:** Gas produced by the fermentation of organic waste due to absence of air (methane/carbon dioxide). This gas, by means of a motor, can be transformed into electricity.
- **Biomethanization:** Anaerobic (in the absence of air) biological process by which microorganisms act on biodegradable material speeding up the production of methane used for the generation of electricity.
- **EPA coefficients:** Emission coefficients designed by the Environmental Protection Agency (EPA) of the United States.
- **Composting:** Aerobic (in the presence of air) and thermophilic (requiring high temperatures) biological process by which microorganisms act on biodegradable material to produce compost, a product used as fertilizer in agriculture and gardening.
- **CTC:** Collection and Transport Centre.
- **SRC:** Solid Recovered Fuel.
- **Greenhouse Effect:** This is one of the causes of global warming. When the sun's rays that penetrate the atmosphere reach the surface of the earth they are partially reflected by the same. But certain gases present in the atmosphere absorb the ascending rays and reflect them back to the earth in the form of heat, naturally maintaining the temperature of the earth at around 15°C. However, human activity causes an increase in the presence of these gases in the atmosphere causing the earth's temperature to increase.
- **EMAS:** This is a voluntary regulation of the European Union which recognizes those organizations that have implemented an Environmental Management System and have taken on a commitment to continuous improvement, verified by independent audits.
- **Expertise:** Specialization, experience.
- **G3:** Third version of the methodological guide for the drafting of Sustainability Reports, published by the Global Reporting Initiative.
- **Greenhouse Gas (GG):** Gas whose emission into the atmosphere causes the greenhouse effect. The most important of these are: CO₂ (carbon dioxide), CO (carbon monoxide), CH₄ (methane) and CFC's (chlorofluorocarbons).
- **GHG Protocol (The Greenhouse Gas Protocol):** Corporate Standard of Calculation and Reporting of gas emissions into the atmosphere, promoted by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD) and which is taken into account by Ferrovial for the calculation of its Carbon Footprint.
- **GJ:** Gigajoules.
- **GRI (Global Reporting Initiative):** International body that provides the guidelines for organizations to use a uniform language and common parameters in the drafting of Sustainability Reports, in order to communicate sustainability related issues in a clear, transparent way, regardless of their size, sector or location.
- **R&D&i:** Research, development and technological innovation.
- **ISO 9001:** International standard defining the standards to be met by the Quality Management Systems of companies in order to obtain certification from an accredited independent external agency.
- **ISO 14001:** International standard defining the standards to be met by the Environmental Management Systems of companies in order to obtain certification from an accredited independent external agency.
- **Joint Venture:** Type of strategic alliance involving a commercial agreement for long-term joint investment between two or more legal persons.
- **Know-how:** Set of knowledge and activities carried out by a company, acquired through experience and research and which is difficult to imitate.
- **Leachates:** Liquid effluents containing organic or mineral pollutants produced by the waste in a controlled deposit.
- **M:** Millions.
- **Methane (CH₄):** Main gaseous component of natural gas and biogas.
- **NA:** Not applicable.
- **ND:** Not available.
- **OHSAS 18001:** Technical specification for Health and Safety at Work that must be met by companies in order to obtain certification from an accredited independent external agency.

- **NGO:** Non-Governmental Organization.
- **The Global Compact:** This is an international initiative, proposed by the United Nations, whose aim is to achieve the voluntary commitment of companies in social responsibility through the implementation of Ten Principles based on human, working and environmental rights and the fight against corruption.
- **PFI:** Private Finance Initiative.
- **EEAW:** Electric and Electronic Appliance Waste.
- **CDW:** Construction and Demolition Waste.
- **Recycling:** Process whose purpose is the recovery, either directly or indirectly, of the components contained in waste.
- **Selective Collection:** Municipal solid waste collection system permitting the removal of a single type of waste to be taken to its respective processing plant. It involves the need to deposit waste separately in the different selective collection containers (glass, paper, plastic, rubbish, organic material...).
- **Hazardous waste:** Waste whose characteristics may represent danger when they are handled or a risk to the environment, meaning special attention and caution must be taken in its management (used oil, paints, aerosols, etc.). This waste may be of domestic or industrial origin.
- **Industrial waste:** Waste from industrial activities including hazardous and non-hazardous industrial waste.
- **Reuse:** Use of materials or objects that have been used before. This promotes the minimization of the waste to be treated.
- **Environmental Risk:** Possibility of damage occurring to the environment due to natural phenomena or human action.
- **MSW:** Municipal Solid Waste.
- **t:** Tonne.
- **teq:** Tonne equivalent.
- **Triage:** Manual and/or mechanical selection process by which the recoverable fractions of waste are separated, such as paper, glass, metals, plastics and organic material.
- **JV:** Joint Venture.
- **Energy Recovery:** Operation for using the calorific power of waste when it is similar to a fuel and the environmental balance is favourable.

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SUSTAINABLE VERIFICATION REPORT

VMS-N° 009/11

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

CESPA, S.A.

Entitled: ***SUSTAINABILITY REPORT 2010***

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: **B+**

This external assurance is in accordance with the requirements of the G3 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 31th March, 2011 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 n° GRI-009/11 dated 11th February, 2011 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 CESPA, S.A. in the "GRI Reports List" which is published in its Web <http://www.globalreporting.org/GRIReports/GRIReportsList/>.

Issued on: 5th April 2011

The logo of AENOR (Asociación Española de Normalización y Certificación) is displayed in blue. Below the logo is a blue ink signature of the General Manager of AENOR. The signature is written over a white, arrow-shaped graphic pointing to the right.

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