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Communication Network

News for the people of FCC

Emilio Cuartero, our "Bob Sponge Street Sweeper" receives Cadena 100's Pie Derecho Award

FCC key for building smart cities

the future was designed at the Smart City Expo World

Alpine buils a cable-stayed bridge in Alta, the Norwegian city of the Aurora Borealis

FCC Environment Canary Island employees get in shape

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FCC converts junk into toys

The Dragon Don Don, made of wood or cardboard; Gusatapón and Bólido Loco are some of the choices, among other toys, jointly with Muñeco Dosojos, Vuvuzela, the lightbulb Flora Florita and Robotteitor.

This past Christmas, FCC launched the "From junk to toy", campaign, a sustainable initiative for transforming waste handled by the company into toys.

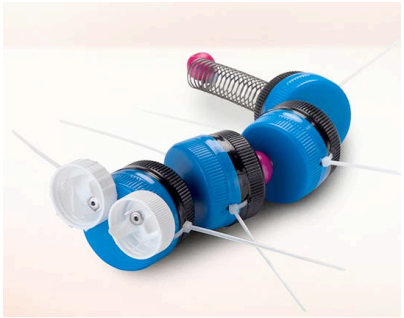
With this initiative, and in collaboration with the Zuloark architecture firm, FCC designed ten prototypes of different toys using the materials generated every day which are collected by the company's business areas. These include the figure of a dragon made with cardboard, a racing car with wheels made of bottle caps, a hedgehog made of detergent containers and brushes, or a "vuvuzela" horn made with a funnel.

The ideas materialised thanks to the unselfish collaboration of FCC employees who participated in making the toys using waste arriving from the company's recycling plants. Nearly 1000 toys were produced and were sold in a few hours through the website designed specifically for this initiative (www.detrastoajuguete.es).

In order to disseminate the work being carried out by the company, the initiative's

objective was to show that everything we throw in the garbage could be used again by recycling the materials and using them for new imaginative purposes. The imagination of the designers, the skills of those who build the toys and consumer's desire for sustainable magic were the elements which made this campaign possible.

The "From junk to toy" initiative included an online spot, a website, forwarding information to opinion-makers, a graphic campaign, and a workshop-type event for FCC employees.



FCC donates the cost of the Christmas toast to Cáritas

José Manuel Velasco, general manager of Communication and CSR gave the check to Rafael del Río, chairman of Cáritas.

FCC gave a check worth 40,000 Euros to the charity, Cáritas. This sum corresponds to the money that would have been spent for the traditional Christmas toast which was suspended this year in order to be able to make this donation.

The check was delivered by José Manuel Velasco, general manager of Communication and CSR at FCC to the chairman of Cáritas, Rafael del Río.

Rafael del Río expressed his appreciation for the confidence placed in Cáritas and the efforts of its employees, the best incentive for continuing to work in favour of those experiencing the greatest needs.

Caritas appreciated this generous gesture on the part of FCC and said that the funds would be used to bolster several actions being carried out for the neediest people and families.

José Manuel Velasco, on his part, highlighted "the worthy social work that Cáritas has been carrying out way before the current crisis brought attention to the situation of those in need.

Most of the resources of Cáritas Spain come from private donations as well as those from public entities. The Cáritas network in Spain extends to 6,000 parishes, 68 dioceses, and the corresponding sites of Caritas at the regional and Autonomous Community levels.

2nd Edition of the Safety and Health Awards

FCC announces the 2nd Edition of the FCC Safety and Health Awards which is open to the entire Group. Born in 2011, these awards aim to be transparent and open, with great participation, and on a worldwide level, the same objectives sought in this latest edition.

The Safety and Health Awards aim to bring good practices within the organization to the forefront, disseminating them and taking the greatest advantage of a job well done.

The awards reward the organizations or FCC people who stand out for their actions in the field of occupational hazard prevention, by collaborating and promoting the integration of the company's safety and health values, and are also active in the community where the company provides its services.

For further information on these awards, click on the following link:

http://fccnet/ES/ic/comunicados/Paginas/IIEdicionPremiosSeguridadSalud.aspx

2ª Edición

de los premios de seguridad y salud de FCC

FCC convoca la **2º EDICIÓN DE LOS PREMIOS DE SEGURIDAD Y SALUD** para reconocer el trabajo, la dedicación y el valor que la organización y las personas que la integran confieren a la prevención de los riesgos laborales en todos los ámbitos de actuación.

Puedes participar en cualquiera de las tres categorías siguientes:

- ✔ Premio a la gestión preventiva.
- ✔ Premio a la innovación técnica.
- ✔ Mención a la trayectoria personal.

Consulta las bases en la intranet de FCC, el portal de prevención, o solicitándolas a la dirección de correo DireccionPRL@fcc.es o en el tlf. +34 91 343 74 51.

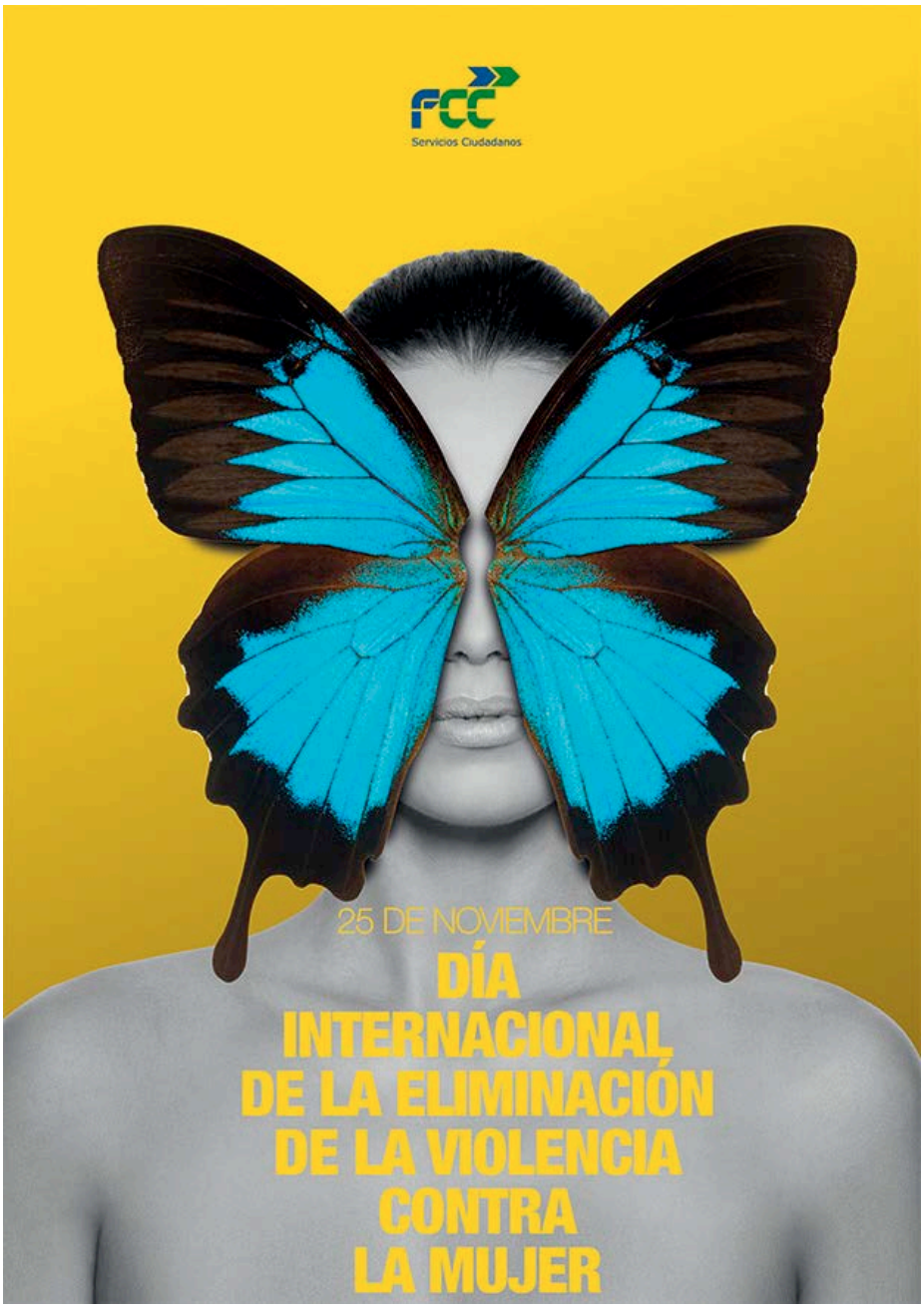
Presenta tu candidatura hasta el 31 de marzo de 2013.

seguro que SÍ

En mi trabajo la prevención, SÍ vale la pena. SEGURO QUE SÍ.

FCC
Servicios Ciudadanos

New campaign
against gender violence



Coinciding with the International Day for the Elimination of Violence Against Women, and in general, against gender violence, FCC launched an international campaign for the entire company with the objective of reminding everyone of the work that is still pending in this area. The campaign was translated into 12 languages and related information was sent to the heads of the communication departments in all the countries where the company conducts its activities.

With this action, FCC renews its commitment to the different public administration and community representatives. The company plans to continue implementing more actions to build awareness on the need to eliminate this social scourge and to contribute to mitigating the effects on victims of this type of violence.

The key to success is to transmit to all the members of the Group a vision of change, progress, awareness-building, applied in all actions aimed at putting an end to gender violence, encouraging communication, especially in countries where gender violence is commonplace.

Click here to see the campaign in the different languages:

- Posters

- Newsletters

International Day of Persons with disabilities

Coinciding with the celebration of the International Day of Persons with Disabilities, FCC stresses that every day it maintains and strengthens its commitment to this group of people by promoting actions and projects to encourage equality through work.

FCC, complying with the United Nations Declaration on the Rights of Persons with Disabilities, recognises the right of persons with disabilities to work in equal conditions and opportunities at a freely-chosen job and their right to be accepted in an open, inclusive, and accessible work environment.

Furthermore, in accordance with the equality and diversity Policy, FCC implements and maintains work practices to ensure that nobody in the staff or any potential job candidate is treated unfavourably because of different capabilities or due to any other unjustified reason that has nothing to do with their skills, knowledge, or professional performance.

In all parts of the world and at all levels, there are people with disabilities. Equal opportunities are one of the cornerstones of the organization and, accordingly, for FCC equality means respecting differences.

6th Job Fair for Persons with Disabilities 2012

On 15 and 16 November 2012, the 6th Job Fair for Persons with Disabilities 2012 was held at the IFEMA fair grounds. The event was co-funded by the European Social Fund in collaboration with the Department of Social Affairs.

The objective of this new edition of the fair was to put in contact employers and persons with disabilities who are looking for a job so as to facilitate their integration and to encourage their participation in the job market, providing companies with the means for recruiting these persons with disabilities.

As in previous editions, FCC joined the initiative, promoting equal job opportunities for this group of citizens. To this end, the company participated at the fair and had a stand as one of the Sponsors, meeting personally with these persons and collecting their job applications.

Trabajamos para conseguir una reacción positiva ante los elementos visibles de la marca: el logotipo, la comunicación externa e interna, el lenguaje y un estilo visual coherentes.

Cuidamos actitudes, valores y sentimientos afines a cualidades específicas de la organización, donde se fragua la lealtad hacia la misma.

Analizamos el resultado de las experiencias adquiridas por parte de las diferentes audiencias: clientes y grupos de interés.

The brand, essential tool for international expansion

FCC, the Group's corporate brand, is in the process of becoming a single reference, with few timely exceptions, as recommended for clearly differentiating subsidiaries which are highly specialised and strong in a sector or territory, and which operate as endorsed brands.

Coherent brand architecture, updating the message to reach the market in a clear and easy to understand fashion.

The objective is for FCC's proposal to be perceived by stakeholders and clients as a more attractive alternative within its category.

The necessary steps are being taken to this end within the framework of the strategic brand management model.

In order to achieve this single and strong brand for the Group, the company is committed to the implementation of the Strategic Brand Management (SBM) Project.

The objective is to analyse the Group's current brand catalogue and then design the FCC brand architecture in line with the company's current reality and with its nationwide presence and international expansion. A specific group has been created, led by the Corporate Marketing and Brand Corporate Department with representatives of the main FCC Group business lines and activities who are involved in communication and marketing. This group participated in the meeting in December 2012 and will meet periodically throughout 2013 on the different project phases in order to achieve the defined objectives:

- Analyse the current situation of the FCC brand catalogue nationwide and internationally.
- Define the brand architecture and its application.
- Define the Basic Standards for implementing the brand.

FCC is evolving towards a vision beyond the visual identity: it encompasses the strategic idea, know-how, assets, culture, people, and programs of the organization as a whole.

A brand vision capable of facing the future from a dominant positioning.

Brand Academy

This is the reason why a project parallel to Strategic Brand Management has been created: the Brand Academy.
The objective of this project is to dissemina-

te the single brand within the Group by raising awareness and increasing integration. This is carried out through multidisciplinary groups made up of company employees so as to ensure that the in-house public becomes an active part in this transformation process. It will be aligned to the SBM team.

These multidisciplinary teams will participate in the periodical meetings to be organized in various geographical regions.

They will be in charge of providing information on the Group's Single Brand at their respective areas, departments, companies, creating a feeling of belonging, understanding, and active acceptance in their surroundings.

To achieve this goal, the Brand Academy will use a series of tools, such as in our intranet, magazine, and several timely campaigns, to facilitate a point of encounter where these Brand Angels can inform on the progress achieved and conclusions.

First work phase

After completing the first work phase, the following documentation has been developed:

- First Brand Guide. Distributed and the Management Convention 2012, the guide is being currently updated.
- Policy, approved on 17 December by the Executive Committee, for creating, registering, and managing the new brands/names that will be distributed throughout the organization. This policy will be mandatory for the entire group and should be taken into account in the following cases:
- Whenever a new company is founded, either in Spain or in any other country in the world.
- When FCC or a Group company opens a new office (branch, agency, or permanent offices) in another country and wishes to add a local name or reference.
- When one has an interest in a company in which the Group is the majority shareholder or its principal manager.
- In general, whenever it is necessary to name a company or activity within the FCC Group either because it was founded, acquired, or is the result of a merger or an internal structural change.
- Where company activities are conducted under the corporate "FCC" brand and/or other Group brands.
- Report on the registration of the FCC brand worldwide, done by the Legal Department to record the current corporate brand situation at the global level.

Citizen Services-Intelligent Services Forum

In search of positive synergies

> “Various professionals from the Company’s different business areas will be participating in the project, driven by a dynamic exchange of knowledge and team work”

Thanks to FCC’s participation in the Smart City Expo World Congress, held last November in Barcelona, the preparatory seminar for the Citizen Services Forum was organized.

This Forum is born with the intention of becoming a place for the exchange of ideas, of debate and analysis of situations, as part of the FCC repositioning process. Various professionals from different company business areas will be participating, guided by a dynamic exchange of knowledge and team work.

It will be a space for bringing out, strengthening, and seizing the synergies among all the business areas and aligning the company’s messages and communication to our activity as a Citizen Services Group so as to achieve a coherent image and the desired brand perception.

Prior to starting this initiative on a regular basis in 2013, a preparatory seminar was held in Barcelona. Its objective was to define the needs and adjust the contents discussed in the different Forum sessions.

The topics discussed in the Forum included the brand, the Brand Academy, contents

and positioning in intelligent services under the standpoint of the Citizen Services corporate descriptor, the sponsorship policy in relation with the communication media, the importance of in-house communication, local communication campaigns, projects stemming from the SCR Master Plan, and the development and application of all of the above to the corporate activity.

"Solutions for cities, solutions for citizens"

Juan Pablo Merino, director of Corporate Marketing and Brand and leader of this initiative, gave the opening speech explaining the objective of the seminar and of the Citizen Services Forum to those attending the session which included representatives of all corporate and business areas.

All agreed that , at present, the FCC Group has the greatest potential for being the driving force behind the development of intelligent cities. Thanks to its diverse services, expertise and experience, FCC can offer, better than anyone else, global solutions and can identify and develop the concept of integration whenever this solution is deemed appropriate. The idea is to focus on the concept of "solutions for cities, solutions for citizens" and transmit this message coherently and in a coordinated manner through communication plans to the different business areas in a transversal manner.

As part of this strategy, the unification of the brand, taking pride in belonging to the company, and showing the market that FCC enjoys a competitive positioning and conducts its activity in a "Smart" manner is of particular importance. To achieve this it is important to unify, coordinate, and create "products" with global solutions and then communicate this clearly to be able to reach a positioning that sets the company apart from the competition.

Two-pronged approach

The development of the Intelligent Services-Citizen Services is based on a two-pronged plan: technical and scientific work driven from the business areas, and driven from the communications standpoint in terms of contents and messages.
The project is supported by various tactic actions:

1. The GEM - Brand Academy project for brand unification and internal implementation.
2. Sponsorship Manual and Local Communication Campaigns as the theoretical-practical reference for the different business areas.
3. Projects stemming from the CSR Master Plan to maximise the positive impact of our activities in the communities where we operate.
4. In-house Communication to help bring together the different areas to take advantage of synergies.
5. Relations with local and regional media as a coordinated communications media strategy with uniform messages.

All projects aim to contribute to the repositioning of FCC, linked to its corporate descriptor "Citizen Services" to facilitate the company's differentiation and the consolidation of its market positioning.

The future Forum sessions will aim to encourage the exchange of information, experiences, and work among the different areas so as to continue developing the use of intelligent solutions in the services that the company provides to cities.

FCC bolsters its leadership positioning in Central America

New contracts in Panama and Costa Rica worth 100 million euro.

Will be building the Mina de Cobre access roads and widen the Interamericana Norte highway in Costa Rica.

FCC, the Citizen Services Group, has strengthened its leading positioning in Central America with two new contracts: construction of access roads for the Mina de Cobre project in Panama and widening of the Interamericana Norte highway in Costa Rica.

Both contracts represent revenues of 100 million euro, of which 93 million euro correspond to the Mina de Cobre project in Panama. Thanks to this new contract, the Citizen Services Group now has more than 2 billion euro in contracts in Panama.

Mina de Cobre is 120 kilometres west of Panama City and 20 kilometres from the Caribbean coast. Construction will be completed in 19 months. This contract is part of the Cobre Panama project, currently under construction, in which a world-class copper mine in Colón province is being developed, with a potential mine life of 30 years.

Investment in the project totals more than 4 billion euro (around 5 billion dollars), making it the largest private investment in Panama's history. This project is headed by Minera Panama, S.A., a subsidiary of Inmet Mining Corporation, a multinational based in Canada.

The works awarded to FCC's construction subsidiary in Central America contemplate the construction of a 6.6-kilometre access road connecting the mine with the facilities on the coast. It will also build two additio-

nal roads: one providing access to the mine from the east (1.5 kilometres) and a second running parallel to the principal pipeline (5.5 kilometres).

Expanding in Costa Rica

The second project awarded to the Citizen Services Group in Central America calls for the construction of eight bridges on the Norte Interamericana highway in Costa Rica. This contract (worth slightly more than 6 million euro) is especially important because it is part of the project to extend the Cañas-Liberia road in Guanacaste (northwest Costa Rica, around 280 kilometres from San José), which FCC is currently undertaking, for 75 million euro.

The bridge building contract has an execution period of 17 months. This project will be financed by the Inter-American Development Bank (IDB), with an initial packet of infrastructure funding (IDB I) totalling 235 million euro (300 million dollars).

Operating in Panama and Costa Rica since 1996

One of the company's most emblematic projects currently under way in Panama is the construction of line 1 of the Metro, which will be the region's first underground railway; the Hospital Complex mega-project, for 440 million euro; the Luis Chicho Fábrega Hospital; and the new access channel to the Panama Canal from the Pacific Ocean.

In Costa Rica, the company began its operations with road maintenance contracts and projects in rural areas. It also participated in the country's most important road project: the concession to build the 77-kilometres road linking the capital, San José, with Caldera, on the west coast. FCC also built the 12-kilometres highway linking Alajuela and Heredia, west of San José.

24th Civil Engineering Week in Panama

Ángela Laguna, dean of the Civil Engineering Faculty, handed the Recognition Certificate to the engineer Jesús Javier Mateos Hernández, director of FCC's Technical Services offices in America during this event.

FCC participated in the IV edition of the VORSEI conferences last 19 September as part of the 24th Civil Engineering Week organized by the faculty of Engineering at Panama's Universidad Tecnológica. From a practical standpoint, the cycle served as the platform for the discussion of some of the main executions of structures and infrastructures of linear, underground, and ground projects.

Jesús Mateos Hernández, an engineer at FCC, manager of FCC's Technical Department for America, gave a speech on Structural Instrumentation in Singular Projects recently executed in Madrid: the Cajamadrid Tower and the Royal Collections Museum.

Both of these projects are good examples of the implementation of control measures to ensure the correct structural functioning of the projects.

FCC plays leading role in the First Panama-European Forum

FCC was one of the leading participants in the first-ever Panama-European Union Forum, which went by the motto "Panama, Canal for Access to the Americas". The transoceanic gathering was organized by Euroamérica and held in the opening week of this month in Panama City. The Forum's objective is to provide a platform where participants can talk, cooperate and share their experience with each other, to strengthen relations between Panama and the EU.

Avelino Acero, corporate manager of the Construction branch of FCC, participated on the group's behalf. In his speech he talked about how the Citizen Services Group has been doing business in Panama since in 1996. "We're global, but local too", said the FCC executive.

Also present with Acero were Minister of Development Ana Pastor of Spain; Minister of Public Works Jaime Ford of Panama; Roberto Roy, chairman of the Board of Directors of the Panama Canal Authority and minister for Canal Affairs; Olmedo Alfaro, administrator of the Panamá Pacífico Agency; Ilya Marotta, executive vice chairman for Engineering and Programme Administration at the Panama Canal; and Antonio Juan Sosa, corporate vice chairman for Infrastructure at CAF, Banco de Desarrollo de América Latina. The proceedings were moderated by Ana Irene Delgado, ambassador for Panama in the United Kingdom and Northern Ireland. The Chairperson of the Euroamérica Foundation, Benita Ferrero-Waldner, gave the closing speech, highlighting the fact that Panama is the EU's main trading partner in Central America and is expected to be the main beneficiary of the new association agreement between the EU and Central America, which is scheduled to go into force shortly.

NOSOTROS RECOGEMOS
Y TRATAMOS LOS
RESIDUOS.
TÚ LOS SEPARAS.

LO ESTAMOS
HACIENDO JUNTOS

Servicios Ciudadanos

Infraestructuras | Medioambiente
Gestión del agua | Energías renovables

FCC wins 96 million euro contract to revamp Riga Airport

FCC, the Citizen Services Group, heads a consortium with German company Hochtief and Latvia's ACB.

Above, a photograph of the current airport; below these lines, the city of Riga.

FCC's internationalisation strategy has brought it most recently to Latvia. FCC, the Citizen Services Group, has landed a 96 million euro contract to refurbish Riga International Airport, in Latvia, in a consortium with German company Hochtief (34%) and Latvia's ACB (32%).

The refurbishment work contemplates the reconstruction of the runway and reinforcement of the safety areas, which will contribute to enhancing the safety of the airport facilities. It also includes building two new taxiways to increase the runway capacity and rebuild two aprons.

The location of Riga Airport and the adverse weather conditions in winter require the construction of two de-icing areas and two hangars, for vehicle washing and waste collection. The project also includes the renovation of the drainage system and improvements to the lighting system.

Scale model of the Renaissance Hotel.

ALPINE builds a 5-star hotel in Warsaw Airport

On 14 November 2012, a ceremony was held to mark the placement of the roof of the Hotel Renaissance project. This traditional ceremony is held to commemorate the completion of the principal structure of the building and the floors foreseen in the project.

First-class comfort and service at the airport

This modern hotel is being built on the grounds of Chopin Airport in Warsaw and is the first "Renaissance" brand hotel in Poland. The 5-star hotel will feature the highest standards and will bolster the airport services for passengers on business trips.

"It is a great honour for us to be part of a very prestigious project such as the construction of the Renaissance Hotel in Warsaw". Our collaboration with the client is going very smoothly and we are certain that we will be celebrating very soon the inauguration of this magnificent building", Janusch Ewert, technical director of ALPINE Construction Polska said.

The new hotel is build on top of multi-storey parking facility at Terminal 2. Designed by the architecture firm Jems Architekci, the hotel will feature 225 rooms, five conference halls, a dance hall, swimming pool, spa, gymnasium, several restaurants and a bar. Once completed, 400 guests will be able to enjoy all the comfort of an 8-floor luxury hotel.

From left to right: Janusch Ewert, technical director, ALPINE Construction Polska; Michal Nowotny, financial director of Porty Lotnicze; Radosław Żuk, Public Relations director of Porty Lotnicze

FCC lands in Colombia

Wins contract to expand El Dorado Airport (Bogota)

FCC, the Citizen Services Group, has further expanded its international operations in and landed its first major contract in Colombia. The company will build a new control tower and management centre for Colombia's largest airport, El Dorado, located 15 kilometres west of central Bogotá. The contract, which is worth 45 million euro, has an execution period of 40 months.

The new control tower will be 80 metres tall and allow for future expansion of the airport while also serving as an important landmark for the city. The new building and the management centre, which will span 16,300 square meters, will accommodate the increase in air traffic and airport operations.

El Dorado ranks first in Latin America in terms of cargo volume and third in passenger traffic (20 million per year). This project, one of the most important airport infrastructure works awarded by Colombia's civil aviation authority (Aerocivil), will provide the country with a modern airport which meets the needs and future challenges of providing air travel and traffic control services in Latin America.

Presence in Latin America

This contract strengthens FCC's leading position in Latin America, a strategic area in the company's globalisation process. Other important projects currently under way in the region include the construction of Line 1 of Panama Metro, the first in Central America; a hospital complex in Panama City; a new access channel from the Pacific to the Panama Canal; and the Mina de Cobre road. In Costa Rica, the company is expanding the Cañas-Liberia national highway in Guanacaste and holds the concession, through Globalvía, to operate the San José-Caldera toll road.

Cemusa pays tribute to architect Óscar Niemeyer

On the occasion of the recent death of the architect Oscar Niemeyer, CEMUSA has paid tribute by showing a campaign on the streets of his hometown Rio de Janeiro as well as in Brasilia, Salvador, Manaus and Belo Horizonte.

A precursor of modern Brazilian architecture and one of the most important architects of the 20th century, Oscar Niemeyer collaborated with Cemusa to design several street furniture items.

He received many awards in his long and productive career; the main ones were the Pritzker prize, considered to be one of the most prestigious international awards for architects, which he received in 1988, and the Prince of Asturias Award for the Arts, which he received one year later.

In his professional career, he participated in more than 600 projects, including the UN building in New York, in collaboration with Le Corbusier and other architects, and his masterwork, the city of Brasilia itself, created jointly with city planner Lucio Costa and considered a World Heritage Site by UNESCO.

Although his usual work material was concrete, Niemeyer proposed metal designs for CEMUSA while maintaining his most characteristic feature, the curve, which gives his designs a characteristic personality. Niemeyer provided a very high creativity level to the designs for street furniture, such as bus shelters and information panels, taking utmost care of their functional aspects.

The impact of his projects on modern city architecture has been unanimously acknowledged. Niemeyer prepared cities for the future and integrated quality street furniture.

CEMUSA is proud to have included in its designer portfolio this master of international modern architecture, a pioneer in new architectural concepts.

.A.S.A. and ECO-TRENDS (ECO TRENDS)

.A.S.A. in Poland has embarked, together with one of its clients, a supermarket chain, on organizing a series of environmental actions called “ECO TRENDS”, which consist of the collection of secondary raw material like glass, plastic bottles and waste paper. For the clients of the shopping centre, we have organized a system to collect the waste they bring directly to the collection point, i.e. at the shopping centre.

It is also an opportunity for everyone to get a close look at the equipment used in this process – the special vehicles and containers necessary for performing these tasks.

Each participant in this collective action automatically became enrolled in an environmental competition, where they were able to win a bike as a gift from our company.

The local community and clients of the shopping centre welcomed this initiative with great interest. The company has supported similar actions involving the collection of secondary raw materials.

FCC's water activity provides services to more than 30 million people worldwide

Global Water Intelligence (GWI) ranks FCC just behind Veolia and Suez as the only Spanish company among the top 20 in the world.

The prestigious international publication, Global Water Intelligence, in its November issue publishes a new ranking of the fifty leading water management companies across the world based on the number of people to whom it provides services. This year, Aqualia remains in third place, just behind Veolia and Suez. As to the number the population to which it provides services, in has increased to 30,151,000 in the 17 countries where the company operates.

Aqualia bolsters its leadershi0p as the first Spanish company worldwide and the only one of the twenty national companies whose growth was boosted by contracts in Spain and international contracts, such as its recent landing in Abu Dhabi, the first water management contract awarded to a Spanish company in the Middle East.

Link: http://www.globalwaterintel.com

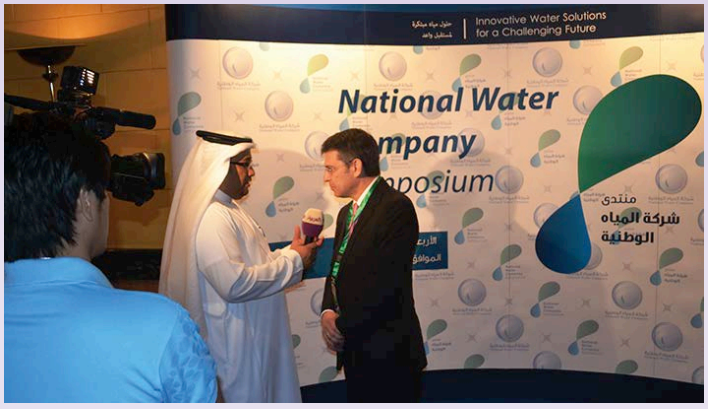
Other news on Aqualia

- 25-year end-to-end water management contract in Almansa (Albacete)
- Management of the new waste water treatment station in Isla Verde (Algeciras)
- Aqualia participates in the Saudi Water & Power Forum in Jeddah (Saudi Arabia)

Check the latest news on Aqualia at its intranet site:

http://fccnet2/aqualia/marketing_prensa/flash.asp

From left to right: Pascual Blanco, secretary and controller at the City Council; Matías Loarces, manager of Aqualia's branch office; and, Francisco Núñez, mayor of Almansa.



Miguel Jurado, deputy general manager of the Development and International Department answers questions during the interview at the Al Arabiya TV channel.

FCC Industrial and Energy Services signs its Equality Plan

FCC SIE now has its own Equality Plan, affecting its 673 employees working in seven different autonomous communities throughout Spain. The plan will remain in force until 31 December 2016.

The agreement was signed at FCC's new corporate headquarters in Las Tablas by Dionisia Muñoz Morales, Secretary of Social Policy and Equality for the General Union of Workers Federation of Metal, Construction and Related Sectors; Juana Aguado Pérez, Secretary of Equality for the Comisiones Obreras Federation of Industry; and Antonio Alfonso Avelló, manager of FCC SIE.

As things stand, seven FCC Group companies have signed Equality Plans: FCC S.A., FCC Construction, aqualia, Cementos Portland Valderrivas, Cemusa, FCC Logistics, and FCC SIE.

The agreements, promoted by the Labour, Legal and Corporate Social Dialogue Area of the Human Resources Department, share a common goal: to encourage specific measures and actions with a view to extending activities and campaigns related to equality throughout the Group's business areas.

The Equality Plans focus principally on access to employment, training, promotion, and compensation, measures to avoid harassment and to protect victims of gender violence, workplace health, work-life balance, shared responsibility, and building awareness about equality. FCC SIE will also adopt the agreement signed between FCC and the Spanish Ministry for Health, Social Policy and Equality to facilitate job placement for female victims of domestic violence.

Link to the FCC SIE Equality Plan:

http://fccnet/corp/ES/rrhh/Documents/Plan%20de%20Igualdad%20FCC%20SIE14%2012%2012.pdf

Link to the Equality section in intranet:

http://fccnet/corp/ES/rrhh/Paginas/FCC-comprometidaconlaigualdad.aspx

Matinsa, awarded fire-fighting contract

Will conduct this activity in the eastern region of the Madrid Autonomous Community.

Matinsa is awarded a 21.9 million Euro contract for forest fire prevention and extinguishing services in the eastern part of the Madrid Autonomous Community.

The fire-fighting team consists of 15 crews, plus another four providing support and control services, two teams for removing plant debris, a special action brigade for the area, plus 14 forest engineers.

The equipment includes 10 heavy UNIMOG forest fire pumps, 20 light pumps, 28 vehicles for transporting personnel, 1 helicopter, plus two tractors.

FCC Logistics renews the quality of its processes and services

FCC Logística, a Spanish company belonging to the Fomento de Construcciones y Contratas Group, is firm in its commitment to quality in all its activities, as can be seen in the renewal of the certifications that ensure continuous improvement and excellence in all its activities in supply chain management.

The company has recently achieved an extension to the scope of ISO 9001, extending the level of quality requirements of the services it performs to the recently started up logistics centres in Lerida, the drugstore and perfumery hub in Cabanillas del Campo (Guadalajara) and the platforms of La Granada en Barcelona.

Concerning the environment and its management model based on ISO 14001, the company maintains its strategy to ensure a responsible service, promoting activities aimed at minimising the polluting effects in our surroundings and in adapting to climate change, incorporating in turn measures that tend to increase the current level of commitment to our customers through solutions of profitable adaptation for every company within dynamic and collaborative surroundings.

As company sources indicated “maintaining these certifications and constantly extending them means a stimulus to carry on advancing in our policies of quality and respect for the environment. These are areas in which all of us who form part of the company are fully committed”.

New contract

FCC Logística recently reached an agreement with Guascor Power under which it will be in charge of managing the logistics of its activities at the new 7,800 metre square platform in Zestoa (Guipúzcoa).

FCC Wins Civil Engineers' Award

for the new Tres Cantos Development Complex

José Manuel Pradillo, managing director of CRTM, handed the award to Mayor Jesús Moreno of Tres Cantos and Carlos García León representing FCC Construcción.

The Professional Association of Civil Engineers of Madrid chose to give FCC its Best Municipal Public Works award for the development complex in Sector AR Nuevo de Tres Cantos. The award was received by Mayor Jesús Moreno of Tres Cantos and Carlos García León representing FCC Construcción at the Civil Engineers' fifth annual awards ceremony.

The execution of this sustainable complex is one of the most important urban developments currently being executed in the Madrid Autonomous Community. It contemplates several measures to provide services to a population of 30,000 inhabitants.

Great efforts were made to provide the area with access to the surrounding road network.

All the work carried out contributes to improving the quality of life of the current and future residents of this zone.

The service-rerouting work and the development work are aimed at improving the environment while keeping environmental impact to a minimum. The amount of garden and park area has been increased by more than 50 hectares.

The mayor said, "In the northern area of Tres Cantos the first residents have already moved in and more than 4,000 homes are under construction. The area will have 7,000 homes and a strong industrial fabric, in addition to broad avenues, parks, gardens and a bike lane. It's certainly a very attractive location for people looking for a home, and new companies are also showing interest in setting up shop in Tres Cantos. Our population is young and highly educated, and we've got an unemployment rate of just 8%. I'd like to dedicate this award to all the citizens of Tres Cantos and everybody who shows that they believe in our city every day, by living and working in it".

Key highlights of the Northern Area Tres Cantos project

- 35 kilometres of new streets.
- 235 kilometres of new drinking-water, natural gas, telephone and power lines, including 84 transformer stations.
- 90 kilometres of new sewer pipes.
- 8 kilometres of bike lanes.
- 10 bridges and two tunnels.
- Burying of 15 kilometres of high-voltage power lines.
- Widening and improvement of two kilometres of road M-607, plus two new major road junctions for the sector.

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Emilio Cuartero, our "Bob Sponge Street Sweeper" receives the "Right Foot" prize from Cadena 100

The ceremony of the Sixth Edition of the Right Foot Award (url: http://www.cadena100.es/premiospiederecho) was held on 14 December. Organized by Cadena 100, the prize is given to extraordinary people who, anonymously, contribute with their efforts to make a better world. The Right Food awards is given to ordinary people who, without seeking any financial benefit and voluntarily, make sacrifices for the good of others.

The case of Emilio "Bob Sponge" hit the news last May when someone included a video in YouTube. The video showed how a waste collection worker stopped at the door of a school to sing the Bob Sponge song to children who anxiously waited to see his performance. In a few hours, the video became a hit in social networks and digital media, with nearly 2 million views.

> "Emilio thanked everyone for the support he has always enjoyed at FCC, "they have always treated me very well, as a worker and as a person"

Emilio is one of the colleagues working at the waste collection service at Parque de Manoteras. Over the past two years, he has been bringing joy to the children at the Las Tablas neighbourhood in Madrid with his version of the "Bob Sponge Show".

Link:

http://reddecomunicacion.fcc.es/ES/Documents/13/index.html#/36/

The hosts at the gala event were Javi Nieves and Mae Amate from the "Good Morning Javi Nieves" radio program which is broadcast every morning at Channel 100. Emilio received the prize from Pablo Alborán, the singer, who had a few words for our protagonist: "When you sing from the heart, you don't sing badly, you sing very well since you have a very big heart".

Watch the award ceremony (link:http://www.youtube.com/watch?v=BxHmJzcgZjg)

Warm-up and stretch

exercises before work

FCC Medio Ambiente employees in the Canary Islands shape up.

The branch office of FCC Environment in the Canary Islands has launched an exercise program with warm-up and stretching exercises for all the employees so as to prevent injuries when performing their jobs.

The exercise class takes place first thing in the morning with the participation of all employees in the park and garden maintenance service in Las Palmas.

Before launching this initiative, employees received information and training with practical monitoring and brochures containing information on the human back and different types of exercises and stretching to prevent certain types of injuries.

Workers have been enthusiastic about this initiative which counted with the collaboration of Fremap, (the occupational hazard and accident association of the Social Security system, number 61).

Bad posture, handling heavy loads, and repetitive movements are major risk factors that can cause muscle-skeletal disorders.

The correct design of work stations and good posture has a direct bearing on the prevention of these disorders.

The leading Real Madrid team and junior players will have their residence at Valdebebas

Real Madrid will allow its players to rest at the Valdebebas Sports City. FCC is building two homes, one for the players in the major team and another one for junior players.

The future 7,284 square metre home of the major team will feature 60 single rooms, a dining room, an audiovisual room, digital library, common areas, a reception area and all the necessary spaces for their days of training and concentration. It will also have a wide terrace overlooking the training fields used by the different team categories.

On 5 November, at the unveiling of the 3rd Phase, Florentino Pérez, Real Madrid's chairman, said that "the club is a reference since we have always wagered on this. Our obsession is to continue growing in the future without losing sight of our past".

Canteranos Residence (for junior players)

This will be the residence for junior players. It features more than 9000 square metres of floor space; 56 double rooms; a study area; facilities for training and entertainment; a dining room; and other common areas. It also includes a basement for parking facilities and other installations. An English patio on the south-side of the building will allow the sunshine in to lighten up all the rooms.

The boss and his work

José Luis Fernández

Head of the project of the Real Madrid residence at Valdebebas

Age: 36 years

Experience: I am currently managing this project but, before this, I had worked at different jobs for the Real Madrid soccer club such the roof over the stands on level five on the east side of the Santiago Bernabeu soccer stadium; the structure for the first amphitheatre; the provisional area for the press offices, and the building adjacent to the stadium. I worked in Phase I at the Real Madrid Sports City , including grading and road infrastructures; the construction of buildings for the principal team, and other categories, and the enlargement of infrastructures and competition field.

Progress achieved: We are currently working on the interior finishes of the residence for the first team and the structure for the junior players. So far, 40% of the project has been executed.

What challenges do you have to face?

The most important challenge is meeting deadlines. The only condition that José Mourinho, the head coach of the Real Madrid soccer team, stipulated was that when they return from training, after the preliminary season, the work should not interfere with the team's training. This is why it was decided to work at full speed during June, July and August (with workers working double shifts so as to make greater progress) and only one shift in the evening when the team has training during the morning after their summer break.

Another challenge had to constantly adapt to changes in the project while work was

From left to right: Pedro Ventureira, project supervisor; José Luis Fernández, head of the project; Lourdes González, project technician; Virginia Martín, project technician.

Project team

Head of the department:
José Luis Rivera Guindal
Head of Project:
José Luis Fernández
Project technicians:
Virginia Martín Álvaro/María Lourdes González Hernández
Supervisor:
Pedro Ventureira Carrasco
Assistant:
Marco Antonio Ortiz Osuna

From right to left, the FCC employees in charge of the project: Lourdes González, project technician; Pedro Ventureira, project supervisor; José Luis Fernández, head of the project; Virginia Martín, project technician. At Virginia's right, the staff from Jucarma, and the aluminium frames and sections company: Pablo Deiros, supervisor, and the workers Ivan Aribas, Juan Manuel and Carlos Dasilva.

ongoing; for example, the area for the technicians was one of the biggest challenges in terms of the deadline. It was necessary to dismantle all the interior and exterior finishes to reinforce the metal structure over the new foundations of pile caps and micropiles. This was so that it could be assembled again since the new materials were not delivered on time. Rebuilding and testing all the deteriorated installations and delivering the offices in their original condition were another challenge.

What is the contribution to this project of the FCC Construcción team?

In my opinion, the team contributes:

- Knowledge of the client's work methods since it has already executed many projects for the Real Madrid soccer club.
- The ability to react to changes in the project.
- Collaboration with the project managers.
- Great work spirit, comradeship, and optimism.

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Gestión del agua | Energías renovables
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ENERGÍA EÓLICA
EJECUCIÓN
GERENCIA
TESORERÍA
EJECUCIÓN
GERENCIA
TESORERÍA
PLANIFICACIÓN
IMPLEMENTACIÓN
PLANIFICACIÓN
IMPLEMENTACIÓN
INVERSIONES
DTO. CONTABILIDAD
INVERSIONES
DTO. CONTABILIDAD
MANTENIMIENTO
INVERSIONISTAS
MANTENIMIENTO
INVERSIONISTAS

José Luis Luege; José Ramón Ardavín, deputy general manager for Drinking Water, Drainage, and Sanitation of CONAGUA; Alberto Pérez-Jácome, managing director of Hermés Construcción; and Javier Santiago, managing director of Aqualia, third on the right.

View of one of the pumping sumps at the El Caracol pumping station.

Aqualia celebrates the inauguration of the El Caracol pumping station in Mexico

Last November, former Mexican President, Felipe Calderón, inaugurated the El Caracol pumping station in the State of Ecatepec. The project was executed by Aqualia Infrastructures in a consortium with Grupo Hermes de Construcción.

The plant's output is 40 m3/sec (cubic meters per second), averaging 8m^3/sec of waste water and up to 32m^3/sec during the rainy season. Built on top of the tunnel cylinders and equipped with 20 submergible pumps each with a capacity of 2m^3/sec, the equipment is unique in its category. The main equipment also includes 12 power generators each with a generation capacity of 3100 kw. The total generation capacity at the plant is 37 MW.

The most important benefit of this new plant is that it will mitigate the risk of flooding in the event of any failure at the Central Outlet Tunnel. It will also protect one of the vital infrastructures in the area, such as the international airport of Mexico City and the subway installations. Sustainability is also a key issue and the discharges of waste water will be channelled to the Atononilco waste water treatment plant to prevent the rivers from becoming contaminated and diminish

Once the West Discharge Tunnel is completed, the pumping station will make it possible to maintain the flow required from the major discharge channel by the Chiconautla Irrigation District and absorb surplus stormwater.

Aqualia Infraestructuras has consolidated its positioning in Mexico as one of the leading companies specialising in the design and construction of water projects, such as the Aqueduct II in Querétaro, already in operations, the El Realito Aqueduct, currently under construction, the Salamanca waste water treatment station, currently in the testing stage, and the upgrading of the Los Berros drinking water treatment plant.

The FCC soccer team in Panamá is one of the finalists at the Corporate Tournament

With great enthusiasm, the FCC Construcción Panama soccer team reached the finals at the Inter-Company Friendly Tournament where they played against the team from the company Samtec. The final score was 4 to 2 in favour of the Samtec Tam. FCC workers demonstrated a lot of energy and that there is always time to play sports.

Carlos Moreno, an FCC team player, said that "thanks to this soccer tournament, we were able to strengthen friendship among colleagues".

Members of the FCC team.

Julio de León and Carlos Moreno

Members of the FCC soccer team show the trophy they won.

FCC gives joy to children

FCC employees delivered the Christmas gifts to children from poor families at the Guillermo Patterson School. More than 130 children of different ages go to this school situated in Mocambo (Panama).

Thanks to this initiative, the children enjoyed a day full of happiness, playing with the toys they received in a Christmas atmosphere.

Tour of the RECOPAP facilities

Our endeavours to educate future generations in environmental spirit were once again proved by organizing an ecology excursion at the premises of our company RECOPAP in Bratislava, which took place on 29 November.

The excursion was for the seventh grade students of one grammar school from Bratislava who regularly, every year, participate in the separated waste collection competition.

During the visit, the kids got to learn and see the waste being picked from separated collection, its final separation and processing into a form which is suitable for further handling and recycling. They got to see how important it is to separate waste thoroughly and properly as well as where to put items which they don't exactly know where they belong.

When they were leaving, the entire class got on a scale used for weighing vehicles upon their arrival and departure from the premises, and they found out that as a class they have quite a heavy load (1.7 tons).

Hong Kong University students pay a visit to FCC Construcción

On 31 October, 40 students from the School of International Business and Global Management, of Hong Kong University, visited FCC Construcción as part of their annual study trip supervised by professor Kevin Zhou.

The presentation of our company was held at the auditorium of the Esther Koplowitz Biomedical Research Centre in Barcelona, which was built by FCC Construcción.

The meeting served as a platform for expressing the values and experience of our company and FCC Construcción's trajectory over the 100 years of its history until becoming a global Citizen Services group. The presentation was followed by a chat with the students on diversification, synergies, new challenges, and opportunities.

As part of the tour, the students from Hong Kong University also visited other leading Spanish companies and entities such as Banco de Santander, Telefónica and the Barcelona Soccer team.

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Social Responsibility

Aqualia colaborates with Acción Contra el Hambre

To improve the water supply and sanitation network in a town in Nicaragua

The result of the solidarity campaign "hazqueseoiga", launched on the World Water Day.

Aqualia End-to-End Management participates in the project "Improve and increase potable water and sanitation coverage by strengthening local capabilities for management of basic services in Las Sabanas, Madriz Department" in Nicaragua.

The project aims to improve the quality of life and health of the families in the rural area in a sustainable manner and over the long term. These conditions are negatively affected by the deficient coverage of basic water and sanitation services.

Involvement in this project is the result of the collaboration with the Acción Contra el Hambre (Action against hunger) charity through the "hazqueseoiga" campaign launched by Aqualia coinciding with the celebration of the World Water Day. The project aims to build awareness of the situation affecting 1.4 billion people who lack access to water and also to raise funds for Acción contra el Hambre to be used in several projects underway.

The results will make it possible for approximately 5000 people in Madriz (Nicaragua) to have drinking water. So far, 15,000 Euros were collected which will be earmarked to bring water to the population of this Central American country.

The project will mean that the basic requirements for drinking water and sanitation will be covered by upgrading the three water supply networks and the construction of 305 waste water treatment family systems in the most vulnerable communities in Las Sabanas.

Support will also be provided to bolster the municipality's capabilities by providing equipment and technical training to the Project Units of the local government, especially

for the Municipal Water Unit (UMA, Spanish acronym). The Department of Madriz is situated in the north-central region of Nicaragua and is one of the most impoverished departments in this country.

The "hazqueseoiga" campaign invited people to use music and water in their computers and cell phones to compose a melody. The objective of the campaign video, starring a German musician who is an expert in composing melodies with Petr Spatina crystal glasses, was to increase the visits to the www.hazqueseoiga.org. Website.

Links:

http://www.youtube.com/watch?v=5n8qQXPdCdg

http://www.accioncontraelhambre.org/empresas_colaboradoras2.php

www.hazqueseoiga.org.

Fridays at the Residence

Lourdes Martínez Zabala shares her knowledge of oenology

Lourdes Martínez Zabala, a board member of FCC and representative of the Faustino Group, one of the leading wineries in Spain, participated at the Fridays at the Residence to speak to the audience about oenology and its close relation with our senses.

Esther Koplowitz, the chairman of the Foundation and other FCC board members, such as Alicia Alcocer, Fernando Falcó, Rafael Montes, Felipe García, Juan Castells, and other members of the Executive Committee and personalities from the academic and business world were also among the members of the audience.

Lourdes Martínez Zabala explained in her talk the different senses involved in wine tasting, such as sight, smell, taste, and hearing.

Several residents participated in the wine-tasting event. Thanks to the suggestions of the guest speaker, they were able to enjoy the wine-tasting experience using all their senses.

She also shared her great knowledge and experience in the world of wine. Since she was a child, she has been close to the wine production industry since her family and their firm is one of the most important wineries in Spain, producing white, red, and pink wines under the “Faustino” brand name.

Fridays at the Residence

Marta Michel, director of "Yo Dona"

The director of the magazine "Yo Dona", a woman's supplement magazine published on Saturdays by the newspaper El Mundo, visited the "Nuestra Casa" residence at Collado Villalba, invited by the Esther Koplowitz Foundation and by "FCC Volunteers".

During her conference, entitled "This is how a magazine is made", she shared with the audience the main challenges involved in drafting and publishing a woman's magazine.

Marta Michel and the residents exchanged impressions on creativity and publishing since the Collado Villalba residence publishes an in-house magazine "Nuestra Casa" with the involvement of those who live at the residence as well as its employees.

Before collaborating in "Yo dona", Marta Michel was the deputy manager of "Elle" Magazine where she worked for seven years, five of which was as the editor-in-chief of the Beauty section. She also worked previously at the weekly supplement, "Mujer de Hoy".

She also collaborated during 12 years in the news agency Colpisa where she witnessed key events, such as the definitive opening of the gate at Gibraltar (1985), the International Conference on the Middle East held in Madrid (1991), and the 2nd Latin-American Summit of Heads of State and Government (1992).

Fridays at the Residence

Jaime Peñafiel,

celebrity writer

The well-known writer and radio and TV journalist, Jaime Peñafiel, participated at the "Fridays at the Residence" conference invited by the Esther Koplowitz Foundation and FCC Volunteers.

His presence sparked the interest of the residents since he is one of the journalists who cover what is known in Spain as the "Prensa de corazon", that is, coverage of celebrities. He also participates in several programs on private TV networks.

Jaime Peñafiel is a journalist with vast experience in the media, including newspapers, magazines, radio and television. He worked at the Europa Press agency for several years and then was named editor-in-chief at the Hola Magazine where he worked for twenty years. He has also collaborated with the Cope Channel, was the director of the magazine "La Revista" and is a frequent guest in several TV shows hosted by Ana Rosa Quintana, María Teresa Campos and Jorge Javier Vázquez.

Peñafiel shared with the residents his vision on the media, particularly those covering celebrities and the Royal House since he became an expert covering various monarchies over the last fifty years.

Somos agua de principio a fin.

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FCC Environment, committed to health and safety

As part of European Health and Safety Week, FCC Environment, FCC's environment subsidiary in the United Kingdom, launched a new in-house campaign aimed and transforming and improving employees' attitude on health and safety. The campaign includes a film "You could be the next one" which is available at the Company's intranet and in a DVD.

Other measures include the distribution of special packages containing letters to build awareness on health and safety among managers, supervisors and employees. The aim of these initiatives is to ensure that health and safety are uppermost in the minds of all employees and to shore up the message "Don't play with your health and safety".

The objective of the campaign is to simplify and improve current procedures and ensure that health and the prevention of risks are at the heart of the company's culture.

According to Paul Stokes, head of safety, health, environment, and quality at FCC Environment, "this programs aims to change the way we think about health and safety to be sure we are taking care of ourselves and everyone around us".

"In time, we hope we can share our learning from this process with the Environmental Services Association (ESA) as we all strive

to improve the industry's health and safety record."

Notice to all employees

The programme, which follows the rebrand of Waste Recycling Group and Focsa Services as FCC Environment in May, was announced to all employees on 22 October and brings all health and safety procedures and processes together so that there is one consistent approach across the company.

Throughout that week FCC Environment's health and safety programme was featured through a wide range of communications activities, including the use of the company intranet, notice boards and posters, team briefings at all operational levels and personal messages from the Chief Executive.

Along these lines, in October of last year, FCC launched the first international Occupational Hazard Prevention Campaign under the slogan "At my work, prevention IS worthwhile. OF COURSE IT IS". The objective of this initiative is to encourage and bolster the positive attitude of all employees on the prevention of occupational hazards and to promote health at the work place.

See the campaign

Web:
http://www.fcc.es/fccweb/personas/campanas/campana-prevencion-riesgos-laborales/index.html?lang=ES

Intranet:
http://fccnet/ES/ic/campanas/Paginas/prl.aspx

PREVENLAND Awards

We have the winners

In December 2012, Antonio Guzmán Córdoba, general manager of Mapfre Foundation's Institute of Prevention, Health, and the Environment; Jose María Seoane Yarza, manager of FCC's Corporate Expenses and Services; and Francisco Martín Monteagudo, general manager of the FCC Human Resources Department, gave out the PREVENLAND awards in an event where the stars were the three winners: Lucrecia, María and Laura.

As part of the new "healthy company" approach and in order to establish strategies able to generate change, evolution, involvement and commitment and which takes into account the person as a whole and not just as a company worker, the FCC Group and the Mapfre Foundation had entered into an agreement in June 2012 whereby both would work jointly to use the contents of the "Educate your World" website, to promote involvement and participation in the PREVENLAND contest for the children and grandchildren of FCC employees nationwide.

With these types of actions, the FCC Group aims to contribute to encourage good habits in prevention, health, and sustainability to improve the quality of life and the health of the community in general and most particularly, that of FCC employees and family members.

On this occasion, initiative focused on the youngest members, the essential pillars for the development of society. The contest offered a virtual world where children could have fun in a safe way and with an educational focus on the prevention of accidents, a healthy lifestyle, and the conservation of the environment.

The game

Those participating in the contest play the role of a would-be hero who has to pass several tests and handle several missions in the struggle against the bad guys who are causing quite a commotion in the Prevenland world.

The characters are:

- Pollute, who is constantly threatening the environment. ,
- Vaglotón, an enemy of health and good lifestyle habits.
- Dangerous, a threat to safety.

The children, following the advice of allies such as Árbol Sabio, Agüita, Señales, and Entrenadom at different scenarios, such as school, home, the city, will work in order to

From left to right: José María Seoane Yarza, director of FCC Corporate Expenses and Services; Francisco Martín Monteagudo, general manager of FCC Human Resources; and Antonio Guzmán Córdoba, general manager of Mapfre's Foundation Institute of Prevention, Health, and the Environment. In the first lines, the winners of this contest: in the centre, Lucrecia, winner of the first prize; on the left, María, who came in second; and on the right, Laura, very proud of winning the third prize.

Do you have any idea that you want to propose? Contact us at DirecciónPRL@fcc.es

Prizes for the girls

The winners of the PREVENLAND contest were:

Lucrecia, winner of the first prize which consisted of a bicycle and safety helmet, is the daughter of Lorenzo Ballesteros Palomo, an employee at the Central Services Department of the Environment Division.

María, winner of second prize, earphones for listening to music, and Laura, who came in third and was given the official soccer and handball club uniforms, are the daughters of Juan Alberto Martínez Rocillo, an employee at Megaplás, the Division of Shared Construction projects.

The winners demonstrated what they had learned from the games by making the following remarks:

Lucrecia, "The images on the hazards were quite easy for me and I was able to learn them by heart"; "don't waste water or light", "we should play sports, eat fruit and a varied diet, keep clean, and don't use cell phones when you can talk direct with your friends".

María, "we should throw garbage in the appropriate containers", "don't all over the place", "don't eat too much greasy food".

Laura, "You have to be careful with dangerous stuff", "it's important to watch what you eat"; "We must recycle".

get the world rid of the dangers and threads posed by the wicked ones. Through the multiplayer option, they are able to cooperate with other heroes who participate in this campaign so as to learn that it is necessary for each to contribute and to build awareness among the community members.

Following the success of this initiative and its popularity among the youngest members of FCC, the intention is to develop new educational and dissemination measures on the Safety, Health, and Wellbeing principles so that, with the help and participation of everyone, we can enhance the culture and awareness of the community on aspects as important as sustainable development and quality of life.

Although the contest has ended, there are still possibilities to continue learning while playing. Visit the www.prevenland.com website for further information.

Greater safety for waste collection personnel

FCC Medio Ambiente has implemented individual head protection equipment as an additional safety measure for waste collection employees.

Solid urban waste collection is one of the most important activities carried out in the Environment business. The human team which performs this work includes the truck driver plus one or two workers who handle the waste. For long stretches, they travel inside the truck while in shorter routes, they travel holding on to handles on the side of the trucks.

In the risk assessments for the job of employees who work in back-load waste collection trucks, one of the dangers detected was the risk of falling from the truck.

Improving safety and health conditions

FCC Medio Ambiente, in order to improve the safety and health conditions of its workers, has decided that in all the urban solid waste collection contracts using back-loading trucks, the workers must wear safety helmets when travelling on the outside part of the truck in order to protect their heads in the event of a possible fall from these vehicles.

> “Workers who travel hanging on to the sides of the waste collection trucks must wear these helmets”

These helmets absorb the impact, thereby minimising the risk of head injuries and provide protection on the front, side, and back of the head, the temples, and the crown of the head. Its design is ergonomic and takes into account the anatomical and physiological characteristics of the worker without hampering visual or hearing capacities.

Studies were conducted and the helmets currently available in the maker were analysed and tested in several departments, providing training and information to wor-

> By implementing this measure, FCC Medio Ambiente aims to protect workers from possible head injuries and to improve the levels of occupational safety

kers who are already using these protective helmets.

The implementation of this measure involved the participation of workers' representatives in the area of safety and health, as well as middle-management in charge of production.

Preventive measures

- The use of rear loading waste collection trucks marketed in accordance with the UNE-EN 1501 standard, complying with safety measures in machines for their commercialisation and rollout.
- Compliance of rear loading vehicles with the requirements stipulated in Annexes I and II of Spanish Royal Decree 1215/1997.
- Implementation of alternative solid urban waste collection systems so that workers do not have to travel on the outside of the truck such as in side-loading vehicles.
- Training and information for workers by providing specific courses and providing them with the safety regulations and instructions for travelling in the vehicles.
- Organizational measures in designing the routes so that the sleeve on the outside of the truck is used as least as possible and only for short routes, travelling inside the cabin of the vehicles in all other routes.

Workers will have to wear a helmet as a protective measure.

The "0 Accidents" target almost a reality

The Company's strategic "0 Accidents" target as the standard of the commitment and concern of all FCC workers in the area of occupational safety and health, is increasingly materialising in many of the organization's management areas. This is a great achievement in many cases due to the important volume of projects and the number of working hours.

The Salamanca Waste Water Treatment Plant in Guanajuato (Mexico).

Aqualia: Construction of the Salamanca Plant in Mexico

The work on the Salamanca waste water treatment project in Guanajuato (Mexico) was completed recently. From the start to the end of the project, zero accidents were recorded.

Due to the characteristics of the project, several major risks were faced during the execution phase. These included working at high altitudes, works subject to electricity risks, and the handling and lifting heavy loads using cranes.

An average of 150 workers was involved in the project over a 10-month period, which implies a total of more than 250,000 work hours without any accidents at the work site.

Preventive measures at the project were supported the presence of an Occupational Hazard Prevention technician from Aqualia Infrastructures at the project as well as the support of all the production line at the delegation. Constant technical and docu-

In these photos, workers from the FCC Environment Murcia-Almería branch.

mentary support was provided by Aqualia's Prevention Department.

Achieving a zero accident rate during the Salamanca project is a definitive boost for the internationalisation of prevention management at work sites in accordance with the annual objectives and the company's safety and health policy.

Environment: Murcia-Almería regional department

In 2012, several Environment delegations did record any accidents in a monthly period. Among these was the Murcia-Almería delegation which employs nearly 1,000 workers and with more than 140,000 hours worked during the month without recording any accidents resulting in sick leave during the months of January, June, August, and September. This implies a 15.23% year-on-year drop in the rate of accidents based on data at October 2012. The rate is much lower than the average in the industry.

Other branches which recorded zero accidents in certain months of the year were Galicia, Cataluña II and Andalucía I.

These good results were possible thanks to the constant and persistent work carried out by the prevention team at these delegations and the involvement of the production line in the efficient control of work conditions and accidents. It was also possible thanks to the support of the FCC Medio Ambiente shared services.

The ongoing reduction of the accident rate in the Environment division is a great stimulus for striving to achieve new records and for taking measures to improve the quality and work conditions of all employees.

The C510 team wins the Crossrail Gateway Award

The C510 team: Walter Zeiszig, Senior SCL engineer, 8th on the left; and Martin Fischer, head of SLC Coordination, 10th on the left.

"Zero Target" ensures greater occupational safety at England's most important railway project.

The "Zero Target" initiative aims to reduce the rate of accidents and occupational hazards at the Crossrail project in Central London to zero. "Target Zero is much more than a prevention policy; it is a state of mind which affects the way we think and work", this is the motto of our client, Crossrail.

A success for the BBMV C510 team

On Monday 24 September, the BBMV C510 team received two Crossrail Gateway Award certificates and trophies from Steve Hails, the Crossrail manager for Health and Prevention, and by the commercial director, Martin Buck. Paul Hoyland, the head of the C510 project, collected the prizes on behalf of the team for occupational hazard prevention and improved performance,

Crossrail Gateway Awards.

Presentation of the Crossrail Gateway Awards. Paul Hoyland, head of the BBMV C510 project, and Martin Buck, Crossrail commercial manager.

Description of the Gateway Awards

The Gateway Award is an initiative contemplated in the Crossrail Target Zero policy which performs an assessment of the partners by means of a four-part system: leadership and performance, communication, health and prevention in design, health and prevention at the work place, and improved performance.

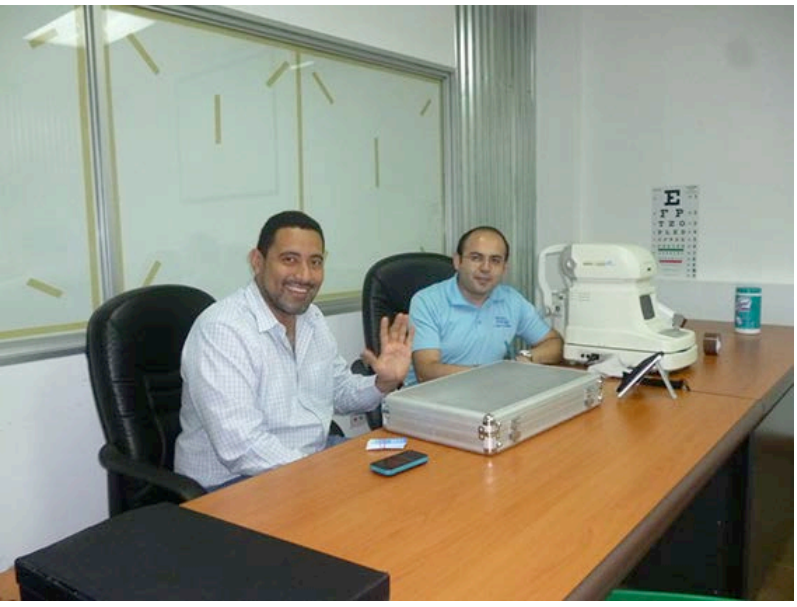
The following best practices were considered exemplary:

- Special labelling of construction equipment and machinery to facilitate the necessary inspections.
- Protecting access shafts with special scaffolding and steel beams to prevent objects from falling down.
- Promoting the implementation of Nationwide's "Sky Siren®" system for working at heights.
- Using a personalised access system for the tunnels (use of access labels and ID cards with photographs).
- Training on the prevention of occupational hazards (NVQ2).

Links: http://www.crossrail.co.uk/delivering/health-safety-security/target-zero

Zeila Ramos from the Human Resources Department took part in the Health Fair.

Personnel being given a relaxing muscle massage.



The architect Irán Moreno also participated at the Health Fair.

FCC celebrated its first Health and Services Fair in Panama

The Human Resources Department at FCC Panama organized two parallel events: the Health and Wellbeing Fair and the Services Fair in which suppliers and financial entities participated. The event was held at Central Headquarters in Panama with the participation of the entire organization.

The activities at the Health and Wellbeing Fair included eye exams, blood pressure tests, discounts in dental treatments, and massages. At the Services Fair, the financial entities that participated included Citibank, BAC Credomatic, and BBVA as well as representatives from other service companies such as Emi Panamá, Pricesmart and Power Club.

All of them offered very tempting promotions and great access facilities for workers.

Prize for the work team at Line 9 of the Barcelona Metro system

On 22 November, the prizes were given out corresponding to the 6th edition of the Atlante Occupational Hazard Prevention Awards organized by Foment del Treball every two years. A special prize was given this year by the panel of judges to the team working at Line 9 of the Barcelona Metro system. The team is part of the FCC Cataluña Civil Works Department.

This team combines workers from various private companies and entities involved in the construction of Line 9 of the Barcelona underground system. It made a very valuable contribution for the prevention of occupational hazards associated with work using type EPB tunnel boring machines by injecting pressurised air so as to stabilise the ground where drilling work is to be carried out.

The prize was collected at event held at the Foment del Treball (Work Association) headquarters. With these awards, the leading business association in Cataluña recognises the work carried out by companies aimed at the effective implementation of occupational hazard prevention measures.

Time management at work

By Dr. Román Rodríguez Barrigüete

Time is often a very limited resource, particularly at the work place, where the accumulation of outstanding tasks can test our organizational skills when trying to define our priorities. The impossibility of tackling all our obligations immediately, forces us to plan ahead, identifying that which is urgent and cannot wait and other matters that could be tackled later.

Not being able to do this could diminish our efficacy in resolving and handling these issues.

It is not always easy to actually implement such a logical and seemingly simple strategy: we are bombarded with messages, orders pile up, and the problems overcome us and block our ability to think. The stress caused by this situation complicates our ability to tackle problems and paralyses our ability to think. Managing our time correctly has a positive impact on our work as well as in our health.

To be able to control our time, it is necessary that we first plan ahead, considering two approaches:

- Long-term planning, defining the issues by their order of importance and which will require our attention in the coming days, weeks or months.

- Another planning, this time with a short-term horizon of the current day or two or three days ahead, differentiating those issues that must be tackled immediately and which cannot be delayed, and others that can wait or can be postponed without any major consequence.

Managing our time at the work place

Taking a few minutes at the beginning of our working day or taking a break to organise ourselves when other work unexpectedly comes our way and piles up with other pending work, can help us redefine the way we are going to tackle this work; it will not cause any major delay in our work, no matter how urgent it is.

Another step to avoid being overwhelmed with our work is to learn how to delegate. This is essential for planning and it is impossible to manage a department, no matter what type of department it is, if the person in charge pretends to do everything directly without counting on the participation of the workers under his responsibility. In fact, there are many tasks that have to be handled by the head of the department directly, but many others could be carried out by his helpers and collaborators so as to improve efficiency in the final results. Believing that one is indispensable could mean that the boss was not able to choose an efficient team or could mean personal psychologi-

	high	URGENT	low
IMPORTANT	high	1 Urgent and Important *To do it now*	2 Important and Not Urgent *Choose when to do so*
	low	3 Urgent and Not Important *Delegate*	4 Not Urgent and Not Important *Quit*

cal problems reflecting insecurity and lack of leadership skills.

Having identified the main principles for planning our schedules correctly, we should also mention several aspects, influences, and strategies that have been badly interpreted, which normally come up and divert our attention from our principal goal: comply with our objectives as efficiently and rapidly as possible by properly managing our work space. These are what we call "time-stealers" which most of us will be able to identify:

- Unnecessary interruptions, such as continuous phone calls or the temptation to go and have a cup of coffee at odd hours of the day. To prevent this, we must study our work environment and try to control it to the degree that this may be possible.

- Not knowing how to say "No". Our capacity is limited and if we know that we are not going to be able to do something, we should reject the work, postpone it, or pass it on to someone else.

- Doing more than one thing at a time is NOT an efficient way of organizing our time.

It is more productive to spend our time and focus our efforts on one thing, complete it, and then dedicate this same concentration to another task.

- People with greater responsibilities should NOT work more hours to set an example. Responsibility, the difficulty or quality of work is not a question of working more hours.

In fact, working too many hours makes us tired and less efficient and productive. In addition, this can also be interpreted as lack of efficacy and sends out the wrong message linking up efficiency with the number of hours spent working.

Responsibility and availability

Responsibility and availability are independent concepts and could be in contradiction.

Quite often, we stop doing an important activity to take care of another secondary or insignificant task just to prove that we are available.

The quality of the decision-making process does not improve just because we spend more time on this process. Once we have gathered the necessary and sufficient information, the more time we let go by, the less efficient the decision. We must understand that in most cases, we will never be able to have all the information that we would want. Perfectionism, when badly interpreted, could often be a sign of an indecisive personality.

For now, we will not mention other issues that could be subject to another article. These could be family-related or psychological (a bad marriage, being a workaholic, etc.) which could, in some cases, be considered pathological.

In short, we are aware that the situations in our jobs could be quite diverse and, in many cases, not easy to solve. The approach we suggest is difficult to apply in certain jobs and specific cases requiring other types of solutions. Nevertheless, we should start to think about this problem which affects, most particularly, the "Spanish way of working" and start to look for solutions to resolve this situation. More hours are spent working in Spain and yet, productivity in this country is among the lowest in comparison with our neighbouring industrial countries.

Knowledge

FCC at the Smart City Expo World Congress

The Smart City Expo World Congress, the leading movement worldwide for the development of intelligent communities that promote innovative and sustainable cities, was held in Barcelona from 12 to 15 November 2012. For the first time, FCC participated under a single brand.

The congress offered the opportunity of starting to work in-house among the different business areas. For the first, time, FCC participated under a single brand and under the Intelligent Services banner. The company has combined the institutional projection of the company with the initiatives and interests of the different business areas.

More than 3000 people received information from FCC and more than 400 participated actively in our activities, including clients, authorities, companies, and delegations. The involvement of more than 100 people from different FCC Group companies and business areas contributed to the success of this second edition of the Smart City Expo.

Actively participated in the exhibit and the plaza

Representatives from all FCC areas participated in the key conferences during the Congress: Environment, Water Manage-

Íñigo de la Serna, the mayor of Santander
Victor Calvo-Sotelo, Secretary of State for Telecommunications and the Information Society, and the mayor of Barcelona, Xavier Trias at the company's stand.

Petr Vokral, CEO of .A.S.A., during his speech at the plenary session on the Environment.

Xavier Trias participating in our interactive wager at the stand, the 3D3.

ment; Public-Private Collaboration; Intelligent growth; and E-Mobility. More than 1000 visitors attended these conferences.

The plenary session on the Environment counted with the presence of Petr Vokral, the CEO of .A.S.A. who described the challenges involved in achieving more sustainable cities. He stressed the need to learn about the historical, socio-economic, and behaviour of each city so as to be able to address their specific needs.

Jose Manuel Velasco, general manager of FCC Communication and CSR participated in a parallel session on public-private collaboration and highlighted the necessary re-

lationship among the public administration and service companies.

Juan Luis Castillo, director of Aqualia's Cataluña and Balearic Islands delegation spoke at the Water Management session on the need of creating intelligent water networks and on greater optimisation of water resources.

Antonio Burgueño, director of Quality and Training in the Infrastructures area was the moderator of the session on Intelligent Growth. He described the strategies for achieving urbanisation processes with the least possible impact on the environment.

Álvaro González, head of Electric Mobility, was the moderator of the session on E-Mobility and Infrastructures. He reiterated the importance of improving mobility in the design of intelligent cities so as to reduce pollutant emissions.

He also highlighted the active presence in the Smart Plaza, a space recreating a city with various smart solutions where the company has participated through some infrastructures and materials provided by the different business areas jointly and made a presentation of the technological management platform.

View of the exhibit area.

Alfonso García, manager of FCC Environment's technical services, made a presentation in this space of a latest-generation side-loading garbage collection and compactor truck.

Full activity program at the stand

The inauguration of the stand underscored the necessary and essential relationship among the public administration, service companies, and citizens for the effective development of Smart Cities as well as the importance of the intelligent use of services. At the 100 metre square stand, information was provided on the Company and its positioning in the Smart Cities concept, using screens, panels, and interactive supports. It also served as the scenario for

Teresa Ugarte, head of FCC Energy in Cataluña, stressed the potential diversification, and capabilities of the projects that FCC is currently developing in the various areas.

the presentation of several innovative projects currently being carried out in different company areas, such as IISIS, ECOE and ENERCITY.

The stand was also the venue for the presentation of the book “Barcelona Subterránea” by the author Mireia Valls and sponsored by FCC.

A meeting and cohesion point among the business and corporate areas

In order to reinforce the synergies among all the business and corporate areas, a seminar was held for preparing the Citizen Services Forum where more than 30 people from different areas and corporate jobs participated.

The Forum is to be inaugurated as of January 2013. Its objective is to disseminate and communicate the messages of the Intelligent Services Project under the Citizen Services brand.

Link to the projects:

A key event

Smart City Expo World Congress 2012, with more than 7000 visitors, 3055 participants, 319 speakers, and 140 companies participating is a key event, a meeting point on Intelligent Services; a scenario for highlighting the company’s potential and leadership positioning, a wager for listening and sharing trends and innovative ideas for the development of the Smart City.

The City Council, Aqualia and the University of Cantabria promote the development of Santander as a Smart City

The three entities sign an agreement and commit themselves to developing an R+D project incorporating the end-to-end water management cycle.

Fernando Moreno, general manager of Aqualia, during his speech in the presence of Íñigo de la Serna, the mayor of Santander.

The city of Santander shores up its positioning as an international reference of the so-called Smart Cities. The City Council, the Foundation Leonardo Torres Quevedo of the University of Cantabria and Aqualia have entered into an agreement to promote the R+D program as part of the "Santander Smart City" Innovation Master Plan.

The objective of this agreement is to develop the necessary activities for innovating and for upgrading the services rendered to citizens and, most specifically, those in

From left to right: Fernando Moreno, Íñigo de la Serna, and José Carlos Gómez sign the agreement.

In this respect, the City Council of Santander assumes the role of the sponsor of the aforementioned Innovation Master Plan; the Leonardo Torres Quevedo Foundation will act as the participating social agent with the scientific and technological capabilities.
The participation of Aqualia, in charge of managing the Santander Municipal Water Services, a specialist in managing a key natural resource for sustainable development, will be essential.

See the complete news item.

connection with end-to-end water management as part of a Smart City model.

Pursuant to the agreement, the three entities agree to cooperate in developing the instruments and tools for the intelligent management of the urban water cycle.

From left to right: Fernando de la Torre, representative of Aqualia;
Emilio Fernández, manager of Aqualia in Santander; María Tejerina, councilwoman form the Santander City Council; Fernando Moreno, Íñigo de la Serna, José Carlos Gómez, Santiago Lafuente, and José Luis Gil, a University of Cantabria researcher.

Guest column

By: Alfonso García García

Director of Technical Services of
FCC Environment

Energy-efficient electric

FCC's fleet of electric vehicles for urban services comprises 12,000 industrial vehicles dedicated to environmental and urban activity. Of these vehicles, 1,200 run on natural gas and consume more than 12 million cubic meters of natural gas each year. The company has more than 300, proprietary technology, electric vehicles.

The electric vehicles provide services causing less environmental impact and noise pollution is significantly reduced. These vehicles optimise energy consumption, recovering energy from the breaks and replace to a large extent the use of diesel fuel or gas with electricity, which can be recharged at the park, from the electricity network or self-charge during functioning as a mode of transport. Energy savings and, consequently, the reduction of emissions is achieved thanks to two technical advantages: On one part, greater performance of electric traction versus mechanical traction the conventional heat engine (the former is nearly five times more energy-efficient than the latter); and, on the other part; the traction design, developed by FCC recovers energy during heavy traffic which is stored in the battery. This is a very important factor considering that the vehicle is used in the city and is constantly stopping and starting.

For waste collection work, FCC has opted for an electric-hybrid vehicle since the energy consumption of a garbage collector-compactor truck is very high because of the compacting features and the many stops and starts that the truck has to make. Because of these factors, it is not technically possible today to have a purely electric vehicle for collecting and compacting waste with the same performance as a vehicle driven by a kinematic chain with a heat engine and gearbox (it would require very large batteries and no sufficient useful load left would be left).

A reference in the industry in launching new sustainable technologies

These electric-hybrid vehicles function during collection as an electric vehicle, with a battery adapted to its size, making the self-charging process possible during transport (that is, while the vehicle moves on to downloading). The rest of the day it functions as a transport vehicle with a gas or diesel fuel powered heat engine, self-charging the batteries. The electric vehi-

vehicle

cle also enables greater acceleration and is faster while providing the services as a whole. Other features and the performance of this vehicle are similar to a conventional vehicle with a heat engine.

For street cleaning services, FCC has developed an ancillary electric-traction vehicle with features and performance similar to combustion engine vehicles in terms of speed and load capacity. The acceleration of the electric engine is quite notable, providing the maximum part at slow speed. As to autonomy, the vehicle is able to complete an entire service without any problems and, in some cases, could work a double-shift without it being necessary to recharge the battery.

FCC is a pioneer in researching and introducing new technologies in urban services. It was the first company with collection trucks powered by natural gas (1999) and in electric-hybrid collection trucks (in 2005). The company intends to remain a reference in the sector by introducing new technologies, sustainably, in these services, working with cutting-edge companies in the different technology sectors, and always looking for sustainable and real solutions that maintain or enhance service quality. We believe that we are on the right path, developing vehicles with very limited environmental impact, optimising our services, and introducing new technologies.

The challenge we face is to continuously improve provided that the technology allows it, in the quality of the services rendered, and to continue to minimise the impact on the environment. The development and implementation of new technologies is increasingly more demanding and we must make important efforts to continue along the same path, the one we believe in and the one in which we have been making efforts for many years.

> “For street cleaning services, FCC has developed an ancillary electric-traction vehicle with features and performance similar to combustion engine vehicles”

The Place

Lleida, end-to-end water service since 1994

Lleida's City Council has once again entrusted management of the end-to-end water cycle to Aqualia for another 25 years. The renewed contract implies 461 million euro backlog for the Group.

Aigües de LLeida started operations in Lleida in 1994. Since then, the company has been charge of end-to-end management of the city's water cycle, including water supply and sanitation. In 1996, it incorporated in its portfolio management of the waste water treatment plant.

65 professionals: the company's main asset

The company's main assets in the capital city of Lleida are its 64 professionals whose capabilities and service-focused vocation have enabled the company to grow and have made its service a reference among its competitors.

Water deposit in Lleida.

The Aigües de Lleida staff

Aqualia currently provides water supply to a population of 138,416 through the 633 kilometres of pipes and 280 kilometres of sanitation network. The Company is also in charge of managing the two wastewater treatment plants and two potable water stations.

Over the 19 years, it has achieved significant improvements in the technical management of this service:

- Hydraulic performance improved 25 percentage points. This implies savings of three million cubic meters of the water supplied to the city and the resulting positive impact on the environment.

- A telecontrol system has been installed at the facilities.

- Several measures were implemented that have made it possible to eliminate most of the pumping stations all of which has resulted in energy savings.

- A new 75,000 m^3 deposit was introduced which will enable the city of Lleida to have a back-up supply equivalent to two and a half days of consumption.

- The water and sanitation network was digitalised in the Aqualia's corporate Geographic Information System (GIS) known as Aqualiagis) and the mathematic modelling of the supply network was executed.

- Water pressure throughout the city has been improved by meshing the networks and eliminated unnecessary pressure regulation systems.

Master Plan

An ambitious water supply Master Plan was launched in 2008 and is expected to be completed by 2023. The Plan contemplates all the actions to be carried out in relation to water supply over these 15 years, such as segmentation, increasing telecon-

11 municipalities in the province of Lleida

Following the new agreements, Aqualia will be operating in eleven municipalities in the province of Lleida, providing services to more than 180,000 inhabitants or 45% of the total population. It will also be managing nine drinking water treatment plants, two waste water stations, and six irrigation associations, in addition to its participation in the Segarra-Garrigues project, including its management.

trol, network upgrading, and expansion of other systems.

The Lleida waste water treatment plant started operations in 1994. It treats water from the city and also from the neighbouring town of Alpicat.

In 2012, two major enlargement works, executed by FCC Construcción and Aqualia, were completed. This has made it possible to increase and improve the plant's treatment capacity.

In mid-2011, a cogeneration system started operations. Powered by the combustion of biogas generated in the process, the system is able to generate up to 30% of the electricity consumed at the plant. In addition, all the sludge resulting from the process is used as fertilizer for agricultural purposes.

Customer care

Throughout all these years, several tools have been implemented to improve customer service. These include the opening of the Customer Service Centre, the introduction of the e-invoice, the inauguration of a new office, and the implementation of the Municipal Water Services website.

> "The company's positioning in Lleida is strengthened after the extension of the contract in the capital and by increasing its sphere of action in the Pinyana community, jointly with the 2-year extension of the contract in Almacelles and Tèrmens"

The creation of the Quality Seal is worth mentioning. It is the reflection of several technical, information, and service commitments of the Company to its clients. The process makes it mandatory to improve water management since the document guarantees compliance with the obligations acquired. It if does not live up to this commitment, Aigües de Lleida offers each client cash for the sum equivalent to 10,000 litres of water based on the tariffs in force.

The laboratory

Lleida's laboratory, known as Aqualia LAB-Lleida, is responsible for performing analytical control of the quality of water supply. The company has made great efforts, technical and human, to ensure that the laboratory complies with regulations in force, the provisions of Spanish Royal Decree 140/2003. This laboratory has been certified by the national accreditation entity pursuant to the criteria contemplated in the UNE-EN ISO/IEC 17025: 2005 (CGA-ENAC-LEC) standard.

The Pinyana, Almacelles and Tèrmens Commonwealth

In the past few months, Aqualia has bolstered its presence in the province of Lleida thanks to the extension of its contract in the capital city.

This extension is in addition to the contracts it has executed for the Pinyana Commonwealth for water supply to a total of 19 municipalities. The contract is worth more than 10 million euro. Aqualia will be providing water supplies to the population in this region through its more than 87 kilometres of pipe network. The other members of the Commonwealth are expected to be incorporated in the water supply service.

The mayor of Almacelles, Josep Ibarz, and the director of Aqualia's East Zone, Juan Luis Castillo, recently entered into an agreement for extending the end-to-end water cycle management contract, in addition to the two years remaining from the last extension of the agreement. The municipal authorities, in a plenary meeting, also approved a 22% increase in the water tariff which substantially enhances the terms and conditions of the agreement.

The City Council of Tèrmens also approved a five-year extension of the contract. These two extensions imply an increase of more than 2.2 million euro in the company's business portfolio.

In the photograph, Josep Ibarz, the mayor of Almacelles (on the right) and Aqualia's director of the East Zone, Juan Luis Castillo (on the left) after signing the contract extension.

NOSOTROS GESTIONAMOS
EL CICLO DEL AGUA A
TRAVÉS DE AQUALIA.
TÚ HACES UN CONSUMO
RESPONSABLE.

LO ESTAMOS
HACIENDO JUNTOS

FCC
Servicios Ciudadanos

Infraestructuras | Medioambiente
Gestión del agua | Energías renovables

Communities

ALTA,

in northern Norway,

the city of the Aurora

Alpine builds the cable-stayed Kafjor bridge.

*1.

Alta is a great place for trekking and for cross-country skiing.

Norway is a country of many contrasts: The tranquillity of the fiords; the quiet rocky southern coast; the North Sea which flows into the Atlantic; the magic of the Northern lights, also known as the Aurora Borealis; the midnight sun; all these identify Norway, making it a unique country and a great place to live.

The country is experiencing rapid economic growth. The third oil-exporting country after Russia and Saudi Arabia, Norway is also rich in natural resources, such as hydroelectric power, gas, minerals, fishing, and forestry. Away from the industry and pollution, however, we find a spot surrounded by nature in its purest state which provides tranquillity and offers the opportunity

*2.

of engaging in healthy activities, besides the enjoyment of its rich cuisine based mainly on reindeer meat, fish, and game.

Northern Norway is famous for its Northern lights, also known as the Aurora Borealis, the midnight sun, Cape North, and safaris of wild animals. The province of Finnmark, Norway's largest, is situated here. It has a population of 73,210 which includes most of the Lapp population. The beautiful city of Alta, with a population of approximately 19,000 inhabitants, is located in the centre of the province. Several ALPINE employees live here, including Marcello Gebhardt, Stefan Ebenbauer and a great team of professionals.

Marcello Gebhardt, engineer and project manager.

Marcello Gebhardt is an engineer and project manager currently working in the construction of the 300 metre-long, cable-stayed concrete Kafjord bridge which, when completed, will significantly improve the infrastructures of Alta and the surrounding areas. The pile, the technical name of the concrete tower to which the cables are attached, is eight metres tall and practically sustains the entire weight of the bridge.

*3.

Norway is a country full of natural contrast, surrounded by mountains, and famous for its impressive fiords.

*4.

A whole world of adventure awaits you in Alta. Here you can enjoy a ride on a sled pulled by reindeer, dogs, or take a ride on a snow bike.

*5.

Cave paintings, protected by UNESCO, with images of fishing scenes were found in Alta.

Asked about the unusual conditions in the summer and winter seasons, Gebhardt told us "in winter we work with artificial light all the time, which not only slows things down, but also affects your natural body rhythm. Sometimes I feel terribly tired and it's only one o'clock in the afternoon". For Gebhardt, the opposite is true in the summer months.

A
A
doka

> “Marcello Gebhardt, Stefan Ebenbauer and a great team of professionals are building a cable-stayed bridge in Alta, one of the most complex engineering feats.”

Stefan Ebenbauer, engineer

Stefan, an engineer, has been living and working in Alta since May 2011. He has had experiences similar to those of his colleague: “The harsh weather conditions, logistics problems in such a remote region, the difficulties in communicating because of the language barrier,...”.

Then, there are the challenges posed by the project: a cable-stayed bridge is one of the most complex engineering projects. On top of this, 100 km/hour wind in the autumn and temperatures below 30 degrees in the winter, do not make the job easier. Ebenbauer, told us that “we are making progress thanks to a highly professional and skilled project supervisor in Germany and a very qualified team of technicians, in-

The cable-stayed Kafjord Bridge represents an improvement of the infrastructures in Alta.

*6.

*7.

Northern Norway is also known for the Aurora Borealis, the midnight sun, Cape North, and safaris of wild animals.

cluding carpenters and steel workers from Hungary".

Goals unite!!

Contact with the residents is minimal. ALPINE employees speak English but, since they do now speak Norwegian, relations are rather superficial. "Nevertheless, one of our colleagues plays soccer with a Norwegian team. This has made it possible to break the language barrier", Gebhardt explained. Goals bring us together!

The largest city in Finnmark

Alta is the largest city in Finnmark and one of the leading academic and research centres in northern Norway. The first Aurora Borealis observatory in the world was built here in the nineteenth century, after which, Alta was known as the Aurora Borealis City. During the winter months, this explosive dance of light and colour is visible, making the sky flooded with a very special tone of blue, something quite distinctive in Finnmark, which has served as the inspiration for many writers and artists.

Rock carvings and engravings, protected by UNESCO and dating back 2,000 to 6,200 years, are also found in Alta. A great world of discoveries and adventures await visitors in this region of Lapland in Norway.

*8.

The Aurora Borealis

The Sun is the origin of the Aurora Borealis. During the great solar explosions and flare-ups, the Sun launches great amounts of particles into space. When these particles reach the Earth's magnetic shield, they are launched towards the circle surrounding the magnetic North Pole where they interact with the upper layers of the atmosphere. The energy liberated produces the Aurora Borealis. This happens at an approximate altitude of 100 kilometres from the Earth's surface.

The Norwegian Arctic region is one of the best places on Earth to observe this unique and surprising natural phenomenon. The Aurora Borealis is more frequent at the end of Autumn and the beginning of Spring, and the best months to watch it are October, February, and March. The full Moon and places where there is a lot of light should be avoided since they diminish the experience of watching this spectacular show of light.

Photographs courtesy of the Norwegian Tourist Office (www.visitnorway.com)

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