ISSUE 05
January-February 2011

# Communication Network

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This is how we decontaminated the pond of Flix, Tarragona

Wrexham has a lot to celebrate

Fernando Cerezo presented his book "Plasticine Wings"

FCC signed the Road Safety European Charter

## FCC employees will draft a Citizenship Conduct Handbook

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# Corporate

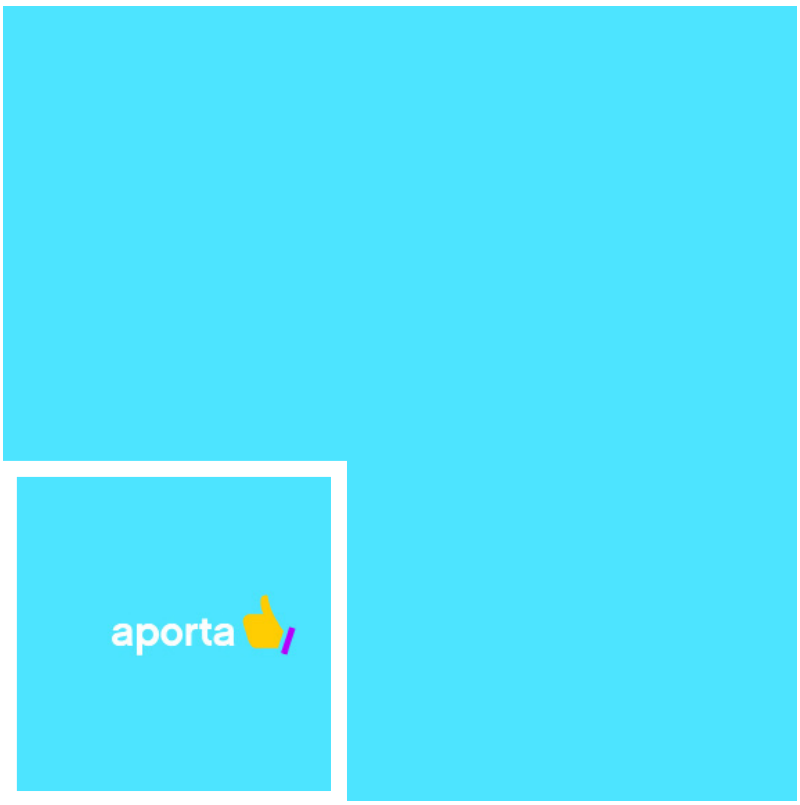
¿Cómo sería tu ciudad ideal?

¿Responsable?

¿Saludable?

¿Sociable?

# FCC employees will create a Citizenship Conduct Handbook




FCC is committed to improving the quality of life of individuals living in society and has therefore resolved to create a Citizenship Conduct Handbook in which the employees themselves will propose, update and debate their contents.

This handbook aims at recovering and fostering attitudes which make it easier for all of us to live together in harmony.

To this purpose, a Wiki site has been created in our corporate intranet, which may be accessed at http://fccnet/sites/crc/mcc/default.aspx in which you may participate and make suggestions.

To begin with, we propose a script or a sequence of behaviours for a certain environment both from a social point of view (relationship with other persons in different areas of life) and environmental standpoint (relationship with nature and use of resources) which are the mainstays of the Citizenship Conduct Handbook to be developed between all FCC employees. This handbook purports to become a reference as to citizenship attitudes.

The creation of this Handbook is a challenge focused on generating changes in many of our attitudes. In FCC, we are convinced that your ideas and contributions shall generate a valuable document of citizenship conducts which will have a clear impact on the improvement of our city, on a more comfortable work environment and it will also help us to be more friendly and civil with the persons that surround us, to be more respectful and, in summary, to build a more healthy and sustainable social and environmental settings.

# FCC obtained €301 million in 2010

## During the most difficult year of the economic crisis, it managed to improve by 1.5% its net profit

- International activity represents 46% of the Citizen Services Group revenues.
- The EBITDA of Services and Energy reached €862 million, 11% more than in 2009 and represents at present 60% of the total operational profit.
- The total backlog amounted to €35,309 million, up 2.2% year-on-year and equivalent to almost three years' revenues
- The Group maintained its sound financial position, with an indebttedness similar to 2009.

FCC obtained net profit of €301 million in 2010, a 1.8% improvement over 2009. During the most difficult year of the economic crisis, the Citizen Services group reported a slight improvement in net profit, a gain in market share outside Spain, an improvement in efficiency in all business areas, and containment of debt.

FCC further advanced its internationalisation strategy in 2010. The company, whose core shareholder is Esther Koplowitz, now operates in 54 countries, and international revenues and backlog expanded as a percentage of the group total. Foreign revenues totalled €5,562 million, i.e. 46% of the total, and international order intake increased by 7%. As a result, the total backlog amounted to €35,309 million, up 2.2% year-on-year and equivalent to almost three years' revenues.

The application of international accounting standards to operating licences for certain Versia contracts is behind the downward adjustment in 2009 figures (net profit of €298 million vs. €307 initially reported). The 2009 figures have been restated in accordance with this criterion to allow for a homogeneous comparison with 2010.

According to FCC Chairman and CEO, Baldomero Falcones: "During the two most difficult years of the economic crisis, FCC obtained a net profit of over €300 million, evidence of its strong geographic and business diversification and effective cost containment policy."

Revenues expanded in Energy (+5.4%), Versia (+3.2%) and Services (+2%), offsetting the decline in Construction (-7%) and Cement (-14.4%). The group's 2010 revenues totalled €12,114 million, down 4.6% during a complicated year for the whole sector due to the economic crisis.

Despite the adverse situation, FCC ended 2010 with an improvement in profitability and margins. FCC cut structural and other indirect costs by €64 million in the year, and also contained personnel costs. The company created a centralised Procurement Department to manage Group-wide procurements.

EBITDA reached €1,434 million, and the EBITDA margin improved 0.1 percentage points to 11.8%, attributable to improvements in operating efficiency. Services and Energy accounted for 60% (€862 million, +11.3%) of total EBITDA.

The Citizen Services group maintained its sound financial position in 2010. At 2010

**KEY FIGURES**

| (million euro) | 2010 | 2009 | Chg. (%) |
|---|---|---|---|
| Net sales | 12.114,2 | 12.699,6 | -4,6% |
| EBITDA | 1.434,6 | 1.484,9 | -3,4% |
| EBITDA margin | 11,8% | 11,7% | +0,1 p.p |
| EBIT | 773,7 | 789,5 | -2,0% |
| EBIT margin | 6,4% | 6,2% | +0,2 p.p |
| Income attributable to equity holders of parent company | 301,3 | 296,0 | 1,8% |

Baldomero Falcones, Chairman and CEO of FCC Group in the presentation of the 2010 results with the CFO, Víctor Pastor.

year-end, net financial debt was €7,748.7 million, up just 1.2% and in line with the target set at the beginning of the year. In September 2010, FCC reached an agreement with 14 financial institutions from Spain and other countries to extend the group's largest syndicated loan (€1,287 million). The agreement extends loan maturity by three years (from May 2011 to spring 2014) and constitutes recognition by the market of the Group's sound finances.

## Highlights

FCC continues to gain market share and improve EBITDA in Services, which accounts for 55% of the group total. In 2010, it renewed practically all municipal waste management contracts in Spain and obtained new contracts in the Iberian Peninsula, the UK and Central Europe.

Aqualia, the group's end-to-end water management subsidiary, also expanded its backlog by 5% to €13,000 million, including several multimillion euro contracts in Portugal and Chile. In Spain, Aqualia obtained new contracts in Andalucía (426 million euro) and in Castilla y León and Castilla-La Mancha (€127 million).

In the area of infrastructures, railway construction has been one of the highlights of the Citizen Services group. In 2010, FCC Construcción obtained €3,100 million in railway contracts in consortium. In October, the company was awarded the contract to build the Panama City Metro for over 1,000 million euro. In May it clinched the contract to build a railway line in northern Algeria for 935 million euro; the execution period is 54 months.

In December, Alpine in consortium obtained a contract from Crossrail to build tunnels in London for 250 million pounds (around 295 million euro). The company also obtained a contract in February for the construction of a city railway tunnel in Karlsruhe (Germany) for 310 million euro.

FCC retained its leading position in high-speed railway construction in Spain; in November it was awarded a contract valued at €129 million to connect the Mediterranean Corridor with the Madrid-France line. In September, the company won two projects worth €122 million to build the Madrid-Lisbon and North-Northwest railway lines. FCC obtained a contract in Guipúzcoa to build a section of line (€106 million) and in Sagrera, Barcelona for railway station accesses (€223 million).

In November, FCC Energy and Japanese company Mitsui & Co, Ltd signed an agreement for the joint development of solar thermal energy projects in Spain. Their first joint project will be the commissioning of a 50 MW plant in Palma del Río (Córdoba).

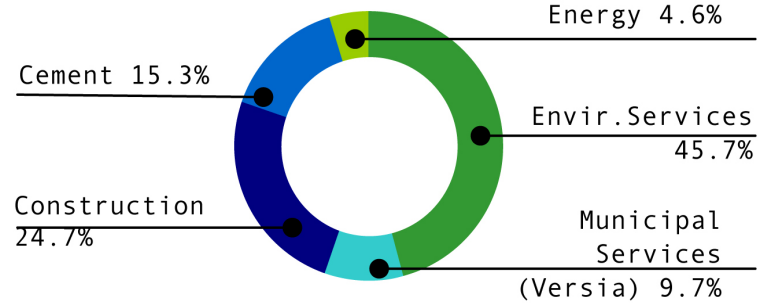
## Active management of business portfolio

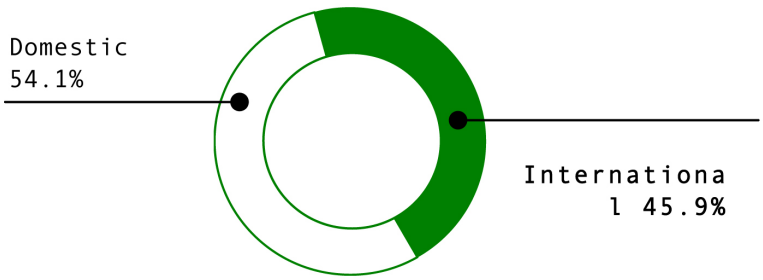
The company's strategy for the active management of non-core assets led to the sale in 2010 of its vehicle-testing business and underground car parks, neither of which are

From left to right, Antonio Gómez Cirla, General Director of Administration and I.T., Baldomero Falcones, Chairman and CEO of FCC; Víctor Pastor, CFO, and Eduardo González, General Director of the Energy division.

part of its strategic growth areas (infrastructure, environmental services and energy). The vehicle inspection business and the 19 underground car parks that were sold generated combined revenues of €66 million in 2010.

## Income and EBIDTA by areas in 2010



FCC
Servicios Ciudadanos
RESULTADOS
2010

# Campaign to foster employment

# for women who have been subj

> Discretion and confidentiality as to the identity of the victims is totally guaranteed

# opportunities ect to gender violence

Furtter to entetering into a Collaboration Agreement signed with the Spanish Ministry of Health and Welfare Policies and Equality in order to foster employment opportunities for women who have been subject to gender violence, FCC Group has launched a campaign focused on raising the awareness of its employees regarding this problem and requestig zero tolerance for these cases.

During the first semester of 2011, the campaign has targeted as many working centres as possible, placing signboards in visible areas at strategic points in order to ensure maximum awareness for these messages. Another collective message has also been launched embracing the campaign led by the NGO, Save the Children, which focuses on other victims, closely connected to gender violence and that relates to the children of women who have suffered cases of gender violence, and are even more exposed to this misfortune.

This initial action intends to keep alive our message and encourage an on-going commitment aimed at raising awareness and providing employment opportunities for these persons in a normal working environment, insofar as possible.

This task requires the efforts of each of us and our solidarity. As a group, such commitment will reinforce our ethics and corporate responsibility policy contributing to the welfare of our society.

**Gender violence will not be tolerated**

We must all contribute towards professional and social integration of persons who need help.

Likewise. we are working on the creation and dissemination of a protocol for care and counselling of female employees of FCC Group who have been exposed to gender violence. A communication channel has been set up in which discretion and total confidentiality regarding the identity of the victims have been our major concern.

# Become a friend of the Prado museum

FCC in cooperation with the non-for-profit organization Friends of the Prado Museum offers you the Friends of the Prado card making it possible for you to enjoy excellent conditions in terms of access to the collections and temporary exhibitions of one of the world's best museums.

This card allows you to obtain free and preferred tickets for this museum and for other State museums included in the network managed by the Sub directorate General of State Museums of the Spanish Ministry of Culture, to obtain invitations for your guests and take part in educational and leisure activities organized by the museum, among other options.

These favourable conditions are the consequence of the close ties which since 1997 FCC maintains with the non-for-profit organization Friends of the Prado Museum.

Being part of this group also entails enjoging, to enjoy the satisfaction of supporting a project which contributes to the conservation, study and dissemination of the rich cultural heritage vested in the Prado museum.

The contribution of FCC is essential to support the Prado museum and is carried out by means of donations of works of art; sponsoring exhibitions and publications and taking part in other activities focused on increasing the public awareness of the museum collections.

**For more detailed information log into**

Red de Comunicación
El espacio de las personas de fcc

LAS PERSONAS

Lucía y Nuria ganan los Premios a la Eco-eficiencia

Compañeros de Chequia ayudan en las inundaciones de Frydlant

Candelario Toribio salva la vida a un joven de Albacete

Comunicarse entre compañeros con lenguaje de gestos

CORPORATIVO

El Código Ético, cada vez más accesible para las personas de FCC

CONOCIMIENTO

Los investigadores de Cementos Portland

RESPONSABLES

Voluntarios de FCC en Madrid festejan la Navidad con los mayores

OTRAS NOTICIAS

El Ayuntamiento de Badajoz y FCC recogen en globos los deseos navideños de los habitantes de la ciudad extremeña.

FCC y sus empleados construyen con PLAN un centro escolar en Haití.

El programa de radio dedicado a la inserción social "Las Gestionadoras" ha contado con la participación de FCC.

El equipo de FCC en Vitoria, comprometido con la sostenibilidad de la Capital Verde Europea de 2012.

Vladimir, empleado de A.S.A. en Liberec (República Checa), nos habla del orgullo que produce mejorar el aspecto del lugar donde vives.

Si quieres ver más información entra en http://reddecomunicacion.fcc.es

# Successful launch of the Poster "Communication network"

Following the success obtained with the launch and distribution of the poster of Communication Network magazine to all FCC work centres, where many employees do not have an email address or corporate intranet, we also wish to share with all of you this new information format which contains the most relevant news published in the on-line magazine available in the intranet and in the web (http://redcomunicación and http://reddecomunicacion.fcc.es).

This initiative has been well received by all work centres and we have received lots of photographs where the employees show us where they have displayed their posters.

We hope that this new internal communication tool shall help to bring together the people who are part of FCC Group and we are convinced that it will improve our communication and boost the common values of an international company such as FCC focused on citizen services.

This second issue has been translated into English, Italian, German, Portuguese, Romanian, Serbian and Polish.

# Benita Ferrero-Waldner has joined Alpine's Supervisory Board

The Board of Directors of FCC has approved the incorporation of Benita Ferrero-Waldner, former European Commissioner from November 2004 to February 2010 to the Supervisory Board of Alpine Holding GmbH, the spearhead of the construction and industrial services subsidiary of FCC in Central Europe.

Benita Ferrero-Waldner, born in Salzburg (Austria) and PhD in Law, held different positions in the European Commision. Initially was Commissioner of Foreign Relations and European Neighbourhood Policy and in her final term of office as Commerce Commissioner. She was appointed Federal minister of Foreign Affairs of Austria, running for presidential elections in the 2004 campaign, State secretary of Foreign Affairs and Cooperation for Development, chief of protocol at the UN and has also worked as a diplomat for her country.

Currently, in the private sector, Ferrero-Waldner is director of Munich Re, one of the leading reinsurers in the world and member of the International Advisory Council of the architect Norman Foster. She is a trustee of the Foundation Príncipe de Girona and FRIDE (Foundation for International Relations and Dialogue).

The Board of Directors of FCC considers that the degree of experience and knowledge evidenced by Ferrero-Waldner in the course of her diplomatic career, her experience in the government and her contribution to the construction of the European Union may add a substantial value to the growth of Alpine in the capacity of member of the Supervisory Board currently chaired by Dietmar Aiuta-Oityan.

> "Former European Commissioner up to February 2010, she has also held office as the Minister of Foreign Affairs of Austria"

# First edition of Prevention Prizes

The first edition of Prevention awards is still open. The purpose is to provide greater visibility and acknowledge the work, dedication and value which the organization and the people who are part of it bestow on the prevention of labour risks at all levels.

This prize shall take into account particularly the dedication in the areas of production and the initiatives or actions conducted by Group employees towards improving the safety and security protection levels of employees.

There are three categories of awards:

- Preventive Management Award
- Technical Innovation Mention
- Personal Achievement Mention

This first edition will only be launched in Spain but in future editions this award shall be made extensive to all of our organization.

FCC invites employees and those interested in participating to submit their contributions and to encourage the participation of all individuals who are part of the company. Anyone wishing to take part in this first edition should refer to the terms posted in the intranet of FCC.

**The terms of the Award are available in the Intranet of FCC**

# And the winners

> Awards in recognition of employees efforts

The British company Waste Recycling Group celebrated on February 3, 2011 last in Nottingham its traditional awards ceremony distinguishing those employees who have excelled in their performance.

The Managing Director of WRG, Paul Taylor, was present, joined by Vicente Orts, Financial Director; Agustín Serrano, Operations Director; Paul Stokes, Prevention, Health, Environmental and Quality Manager; and Lesley Callaghan, Human Resources director. The awards were granted to:

**ABCD Award to Best Customer Service:**

**Wigan Contract Team**

Shane Harrison (SBM – Kirkless), Christine Deakin (contract manager); April Glover (manager), Mat Emmes (supervisor of the urban waste recycling center); David Napier (commercial director) and Colin Fletcher (RBM), all of them members of the Wigan Contract Team were nominated for the development of their approach to customer care at Wigan's Local Council.

# of WRG are...

**ABCD Award to Best Environmental Practice:**

**Work Group committed to reduce $CO_2$ emissions**

Lisa Green (environmental manager); Martin Lowe ( technical review manager); Claire Hill (purchasing expert) and Derek Chatting (training manager) were nominated due to their major effort in a number of projects (managed by Lisa Green) in order to reduce carbon dioxide emissions in the Group. This award recognizes their significant achievements such as having obtained the Carbon Trust Standard and the Automatic Meter Readers, as well as the interactive training modules.

**ABCD Award to Health and Prevention:**

**Graham Manley and Glen Brennan (Maw Green)**

Graham Manley (plant operator) and Glen Brennan (supervisor) were nominated due to a number of Health and Prevention initiatives which reduced the number of failures and accidents. The installation of side barriers in the ramps of wheel washers preventing vehicles from sliding from the ramps has been one of the initiatives included in the nomination.

**ABCD Award to the Best Industrial Site:**

**Bryn Lane (Wrexham)**

The industrial site of Bryn Lane has had an outstanding year receiving high praise from the HSE (Health and Safety executive) in a recent report on its management system and also from our auditors, SGS, having qualified for the 14001 certification.

At national level, they have also received wide acknowledgment following the award "Excellence Wales" and they have increased their recycling figures by 10%. Basically they have been acknowledged as the Best Site.

**ABCD Award to the Best Costs Savings Initiative:**

**Gerry Taylor**

Gerry was nominated by his director, David Lenton, having generated considerable savings by comparing the invoices with the meter readings for the Blackborough End waste treatment plant. He detected that the company was being overcharged because the invoices included also the consumption of third parties at the site instead of that specific to WRG.

**ABCD Award to the Best Improvement in an installation:**

**Norwood Waste Treatment Plant**

A number of significant improvements have been carried out in Norword waste treatment plants. To name a few:

Improvement of the Health and Safety procedures, improvement in costs efficiency, new welfare facilities, cleaning and maintenance of the plant, technical improvement and ash storage management as well as surface water treatment.

**ABCD Award to Recycling of the year:**

**Suffolk Contract**

The Suffolk contract was nominated in two categories and obtained the Recycling of the year award. The 18 installations included in the scope of this contract obtained the best recycling ratios, improving from 68% to 73% last year. It is indeed a magnificent achievement which has merited this award.

**ABCD Award to the Major Effort:**

**Phillip Revell and Colin Jackson**

This award was granted to two employees assigned to the Harborough contract, waste collection division. Philip and Colin had been collecting large chunks of waste when a lady asked them for help. Her disabled husband was trapped in their home. They managed to rescue him and their knowledge of first-aid procedures allowed them to ascertain that he was not injured. After this event, they carried on with their work.

waste
recycling
GROUP

# FCC Construcción has granted the 2010 Fomento Awards

> "The Awards were given to Hotel Porta Fira in Barcelona and the subway network of Madrid"

The FCC Construcción Sustainability Committee, in its meeting held on 24 January 2011, has granted the 2010 Fomento Awards to the following projects:

- The Fomento Quality Award for project excellence in 2010 in Building has been granted to the Hotel Porta Fira, a project belonging to the Cataluña Building II office, Zone III.

This building designed by the architects Toyo Ito & Associates Architects in collaboration with b720 Architects encompasses a joint building project comprising two towers 117 metres high joined at street level by means of a commercial thoroughfare and access points located in Plaza Europa de Hospitalet in Llobregat, Barcelona. This building commissioned for an hotel has a pseudo-cylindrical shape and spans over a total built surface of 35,724 sqm.

• The Fomento Quality Award for project excellence in 2010 in Civil Engineering Work has been granted to the Madrid Railway Network's New Puerta del Sol-Gran Vía local train station, built by the Zone IX Transport office.

The new light railway station of Sol is part of the new railway junction of 8,500 metres length between the stations of Atocha and Chamartin. Its construction is unique in view of its characteristics and location posing major technical challenges which has placed Spanish engineering in the front line. It comprises two main areas: the platforms' sub-basement, the largest in the world excavated from the surface and the access corridor for commuter trains.

•The 2010 Fomento Innovation Award has been granted to the new tubular façades on the Hotel Porta Fira, belonging to the Cataluña Building II office, Zone III.

The main objective of this project of R+D+I was the research and development of a new typology of tubular façades focused mainly on the design of its anchoring points to the building's structure capable of resisting the demands posed by vibration arising from atmospheric agents, principally wind, on façades of high buildings. The award Fomento Works' Quality of the Year, were instituted in 1995 by the management of FCC Construcción in line with its policy of on-going improvement in order to acknowledge the efforts of those employees who have distinguished themselves in the implementation of Quality Management principles during the development and execution of works.

At a later stage, in view of the innovation policy of the company, the Fomento Innovation Award was created in order to acknowledge the actions of those employees who have distinguished themselves in fostering, developing and implementing activities related to Investigation, Development and Innovation in the construction sector.

# More than 160 snow are working this winter

> "More than 150 persons and 169 machines worked throughout the winter"

FCC acts through Mantenimiento de Infraestructuras, S.A. (MATINSA) in the performance of conservation and maintenance tasks for roads in the winter season in the autonomous communities of Castilla La Mancha, Castilla y León, Madrid, Extremadura, Murcia, Andalucía, Cataluña, Cantabria, País Vasco, Asturias y Aragón.

More than 500 people between technicians, operators and mechanics in addition to 169 snowplough machines worked throughout the winter in order to guarantee, to the extent as possible, road traffic and safety under conditions of heavy snowfall and ice, focusing on the safety of drivers.

Among the special measures adopted which are part of the standard protocol, the company guarantees the availability of reserve engines at strategical points and back-up personnel.

# ploughing machines in the Spanish roads

## 2010 Figures

- 3,615 kilometres under maintenance
- 96 warehouses for ice melter procurement.
- 24 salt manufacturing plants
- More than 200,000 tons of brine supply.
- 39 meteo stations
- 900 preventive actions during the campaign
- 267 days of curative actions during the campaign
- 35,700 tons of sodium chloride used.
- 14,977,071 litres of brine used.
- 25 tons of calcium chloride used.

# Action Protocol

### Preventive Treatments

Preventive treatments consist in applying ice melters to avoid ice formation on the road surface.

The protocol is activated when the operator detects that air temperature falls below 2 degrees according to the readings of the thermometers placed at hazardous road points such as shady areas or viaducts where ice tends to solidify.

In most contracts, preventive treatment is carried out by snowploughing trucks that pour sodium chloride brine on road surfaces.

### Curative treatments

Curative treatments are undertaken to melt and clear the snow from the roads. Trucks with traction in all their wheels, provided with ploughs or blades and brine or salt sprinklers, are used for this purposes.

In contracts where it is anticipated that large areas shall be covered with thick snow, drilling machines capable of clearing large amounts of snow are used.

The action protocol is activated following an alert due to adverse meteorological events, triggered by the Government Commissioner of each province on the basis of the meteorological forecast offered by the National Institute of Meteorology which is then relayed to each of the units involved, such as road patrols, traffic posts and Civil Protection.

Next, the road units inform the companies in charge of maintaining each geographical area to activate their own action protocol which implies allocating strategically the different snowploughing teams throughout the affected zone.

In general, this alert is activated a few hours before the snowfall takes place so that when it starts all teams and equipment are effectively placed at the road points where they must act.

# New archaeological findings in the Zohor waste area, in Slovakia

When we hear about a dump, we usually associate it with waste. But sometimes a pile of garbage may yield something unexpected, even miraculous. The Zohor waste area in the region of Záhorie in Slovakia is a good example because numerous remains from the time of the Roman empire have been found.

The archaeologists from Slovakia, Czech Republic and Austria have unearthed a settlement which dates from the first century after Christ. The most valuable discovery so far has been the grave of a Germanic prince surrounded by artefacts. This is a unique finding in Europe.

The discovery of this exceptional grave belonging to a member of the Germanic nobility next to a settlement of the same race which migrated from the Baltic sea to the region of Záhorie is the result of three years

of archaelogical research. The last tomb opened has been the richest one in terms of artefacts of the 36 graves uncovered to date.

The funerary objects belonging to the deceased member of the nobility include seven bronze plates, two glass pitchers, several brooches, accessories and iron buckles. One of the most valuable pieces is a bronze ewer which was probably used by noble families to store wine.

The company A.S.A. Zohor Ltd (a subsidiary of A.S.A. Slovakia) has provided funds for the archaelogical works which commenced in the Zohor waste area in 2008.

# FCC to build the Toronto Subway extension for €304 million

Toronto Transit Commission has awarded the contract to build the Toronto-York Spadina Subway Extension (TYSSE) to a joint venture involving FCC Construction.

The project, which includes construction of the North tunnels and the Highway 407 Station, is worth €304 million.

It includes a 4,500 metre underground section with three intermediate stations: York University Station, Steeles West Station (not included in this contract) and Highway 407 Station, as well as a train depot.

Highway 407 Station will be a newly-built underground station 165 metres long, 22 metres wide and 23 m deep; it will have a central platform and three floors, two below grade and one above grade, forming a Y-shaped building with a bus termines and open-air parking for 600 cars.

# Dialogue with interest groups in Enfidha, Tunisia

The sustainability work team of the Technical Corporate Direction of Environment and Innovation of Cementos Portland Valderrivas, travelled to Tunisia at the end of 2010 to hold meetings on site with the representatives of Tunisian institutions and organizations and with a delegation of employees working in the cement and concrete sector.

Meetings were held during three consecutive days in order to explain to the representatives of the institutions the Social Responsibility actions carried out by Cementos Portland Valderrivas: Ministry of Environment, National Energy Agency, National Environmental Agency, Waste Treatment National Agency, Citet, Tunisian Cement Producers Chamber, Sousse regional government, Institute for Advanced Technological Studies of Sousse, Local Council of Enfidha, Delegation of Enfidha, Delegation of Ain Mt dhaker, Professional Training centre of Enfidha and Labour Medicine Inspection Unit of Sousse.

The planning of all meetings was carried out by François Cherpion, corporate director of the African Market who participated in all of them as another member of the work team.

A visit was made to the plant Select Béton, Sousse. At the plant of Enfidha, a meeting was held with fifteen employees using the communication tool "Stakeholder Engagement Trust" (SET), as a guide for channelling the process of dialogue and debate which yielded valuable contributions. The SET tool identifies the expectations and priorities of participants, detects potential risks and future opportunities and helps gather suggestions for improvement.

Finally, a barometer of the trust placed by each group of interest is obtained. The favourable reception of this dialogue initiative by all participants consolidates the strategical approach of Enfidha focused on sustainability.

Fully aware of the importance which transparency and communication may have for Tunisian society, they expressly requested to continue these dialogue sessions in the future, and to become informed of Sustainability actions conducted at Group level.

# FCC has been awarded a section of Crossrail in London

The consortium comprising Alpine Belvlo Tunnelling GmbH, the Austrian subsidiary of FCC, Balfour Beatty Civil Engineering Ltd, Morgan Sindall (Infrastructure) and VINCI construction have been awarded a section of Crossrail, the new subterranean railway link which is being built in London.

The contract includes building the access and caverns for the stations of Whitechapel and Liverpool Street and amounts to GBP 250 million (€300 million).

Crossrail will traverse 118 kilometres from Maidenhead to Heathrow in the West to Shenfield and Abbey Wood in the East, by means of 21 kilometres of new twin tunnels excavated in the centre of London.

# Ducks and geese in the recycling plant of Weel, Beverley, England

Ducks and geese have settled in a home at the domestic waste treatment plant of Weel, Beverly, which is managed by Waste Recycling Group (WRG) for East Riding in the Yorkshire county.

They have now become part of the local scene, gathering near the glossy green doors of the compound with their litter following them while they stop in the middle of the road for a rest. The WRG personnel have assumed traffic coordination duties in order to ensure that they do not stand in the way of the more than 500 vehicles which traverse this area on a daily basis because their residents have a strong recycling commitment.

# ICT bet for sustainable growth

The financial journal Expansión, the firm Ericsson and the Sustainability Excellence Club hosted a meeting on January 31 at the headquarters of Unidad Editorial in Madrid, with the individuals responsible for ICT of major companies operating in Spain in order to debate on the role of new technologies for sustainable growth.

The breakfast session was attended by Baldomero Falcones, Chairman and CEO of FCC, as well as other guests such as Vicente Moreno, chairman of Accenture, Jorge Longás, CEO of BSH Electrodomésticos; Joaquín Estrada, CEO and managing director of Cemex España; Claudio Boada, chairman of the Businessmen Association; Juan Alfaro, secretary general to the Sustainability Excellence Club; Ingemar Naeve, CEO of Ericsson; Teresa Ribera, State Secretary of Climatic Change; Francisco Martín Frías, chairman of MRW; Fernando Ballestero, secretary general of Orange; Francisco Celso González, general director of the financial division of Renfe, and Eduardo Montes, chairman of Unesa.

> “ICTs allow us to undertake an intelligent management of resources”

Baldomero Falcones highlighted in his speech that “ICTs (Information and Communication Technologies) help us to undertake a more efficient management of resources and are therefore a clear response to sustainability”. For the chairman of FCC, the ideas of “intelligence and creativity” are underlying the ICT concept, and thas these technologies must be managed taking into account these two key ideas.

The FCC chairman quoted as an example FCC itself, and the role that ICT applications play in different business areas of the construction and services company. Among other useful examples he mentioned the following: fleet monitoring; watering control of parks and gardens; efficiency in detecting leaks within the integral water cycle; new digital panels in Cemusa; works’ supervision in FCC Construction; verification of CO2 emission levels in cement plants; generation of clean energies; or bicycle rental services available in Spanish cities.

FCC’s bet for sustainable growth implies that it also participates in the commission created by the Sustainability Excellence Club in this area through its Systems and Information Technology Unit.

# Inauguration of FCC parking with a charging station for electric vehicles

In the picture, from left to right: Manuel Orejón, director of the Electrical Panels Division of FCC Industrial and Energy Services; José María Seoane, director of Corporate Expenses and General Services; and Vicente Cerezuela, director of Fleet Management of FCC.

FCC has inaugurated in its headquarters located in the street Federico Salmón (Madrid) the first parking lots with power supply points in order to recharge the lithium batteries of electric vehicles.

In this event, the main representatives of the company involved in the project were present. In the opinion of the managing director of FCC Energía, Eduardo González, this initiative implies for the Citizens Services Group a step ahead "in our commitment with the development of electric mobility".

The charging system requires between six to eight hours for a complete recharge of the vehicle's battery. The new charging points for electrical vehicles are compatible with all brands and models of motorcar manufacturers.

The new charging installations are one of the environmental commitments acquired by FCC and which shall be made extensive, according to demand, to the parking lots of the building itself and to other buildings of the company.

After the inauguration, a demonstration of how these charging points within the network operate took place using the electric vehicle with fuel battery and solar energy, EPISOL, developed by the FCC subsidiary specialised in urban furniture, CEMUSA, in cooperation with the research centres INSIA and CSIC, and the electric vehicle manufactured by Citroën, C-Zero model, within the framework of the Memorandum of Understanding signed between FCC and Citroën.

By means of this agreement, both companies intend to conduct preliminary studies related to the electric vehicle and to launch negotiations regarding a possible supply of electric vehicles to be used by FCC within the framework of its project "e-mobility" in Spain.

FCC, as a citizen services group, intends to acquire voluntary environmental commitments and launch initiatives which foster a clear reduction of the impact of our activities in the environment.

From left to right. Enrique Hernández, Services Management director of Aqualia and representative of the company in the Advisory Council; and Serafín Carballo, director of the EOI Master.

# AQUALIA in the advisory council of the EOI

## In its Master of Business Quality and Excellence

Aqualia has recently become a member of the Advisory Council of the Industrial Organization School (EOI). This institution, which belongs to the Ministry of Industry, Tourism and Commerce, has other companies in the Council acting as advisors such as ENAC, AENOR, Novotec, Vodafone, Alstom, Orange, Enresa, Ericsson, Prysma, RTVE or Metro of Madrid. In this regard, Aqualia is the only urban services company in the Council.

From now on, Aqualia will be involved in the design of this Master, the first one of this nature which was implemented in Spain. In the year 2011-12, this Master shall celebrate its 20th anniversary, a major landmark for a training program of this nature and which confirms its potential and degree of implementation.

# FCC inaugurates its first electric vehicle charging station in Albacete

> "The project has been developed jointly with the motorcar dealer Talleres"

FCC has inaugurated in Albacete its first electric vehicle charging station which will supply energy to electric vehicles. The project has been developed jointly with the motorcar dealer Taller Chinares.

Albacete has thus become the first city within the regional community of Castilla La Mancha which has an electric vehicle charging station. The project received a grant from the Regional Government of Castilla-La Mancha for 30% of its total amount.

The electric charging station was inaugurated by the President of the Regional Parliament of Castilla-La Mancha, Francisco Pardo, by the major of Albacete, Carmen Oliver, together with other members from the central and regional goverments as well as the main representatives of the companies involved in the project and the managing director of FCC Energía, Eduardo González.

In the opinion of the managing director of FCC, this initiative implies for Citizen Services a step forward in its commitment to the development of electric mobility.

The charging station is located in the industrial site of Campollano within the compound of the motorcar dealer Talleres Chinares, a strategical point where many vehicle owners will drive their cars for charging, maintenance and where they may collect their tests, use statistics, mobility and efficacy of the charging system. This will help gather data on real experience of how electric vehicles perform on a day-to-day basis.

The industrial division of Siemens has supplied the intelligent charging points consisting in a master unit and two satellites. These electric charging points are compatible with all vehicle manufacturers brands and models.

The electric charging point, referred to as EPOs, comprises a central unit and two satellite units which allow for the charging of vehicles on a slow basis (between 6 and 8 hours) or with fast option (between 1 to 2 hours). It is more than a pump station because in fact it is a complete unit with an information terminal. In addition, this system allows for measuring and testing the charging process under real conditions.

The users of this service will request an approach card based on time or amount at the offices of Talleres Chinares because this is the only payment system available in the charging station.

The driver will park the car next to the charging point and will access the system by inserting his card at the master point where he will select the charging point where the vehicle has been stationed, the charging modality and the amount, either in terms of time or energy. Next, he will connect the vehicle to the charging point by means of a cable.

The new installation at Albacete for charging electric vehicles is another of the environmental commitments acquired by FCC which shall be made extensive to other areas according to the demand levels.

After the inauguration, a demonstration followed at the charging installations using an electric vehicle manufactured by Citroën, model C-Zero.

The electric charging station was inaugurated by the President of the Regional Parliament of Castilla-La Mancha, Francisco Pardo, by the major of Albacete, Carmen Oliver, together with other members from the central and regional goverments as well as the main representatives of the companies involved in the project and the managing director of FCC Energía, Eduardo González.

Envases
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# Pamplona launches a pneumatic waste collection system

FCC has commenced operation of a pneumatic waste collection system in Pamplona's historic quarter, with 28 collection points and 93 hatches for organic waste, packaging, and paper and cardboard.

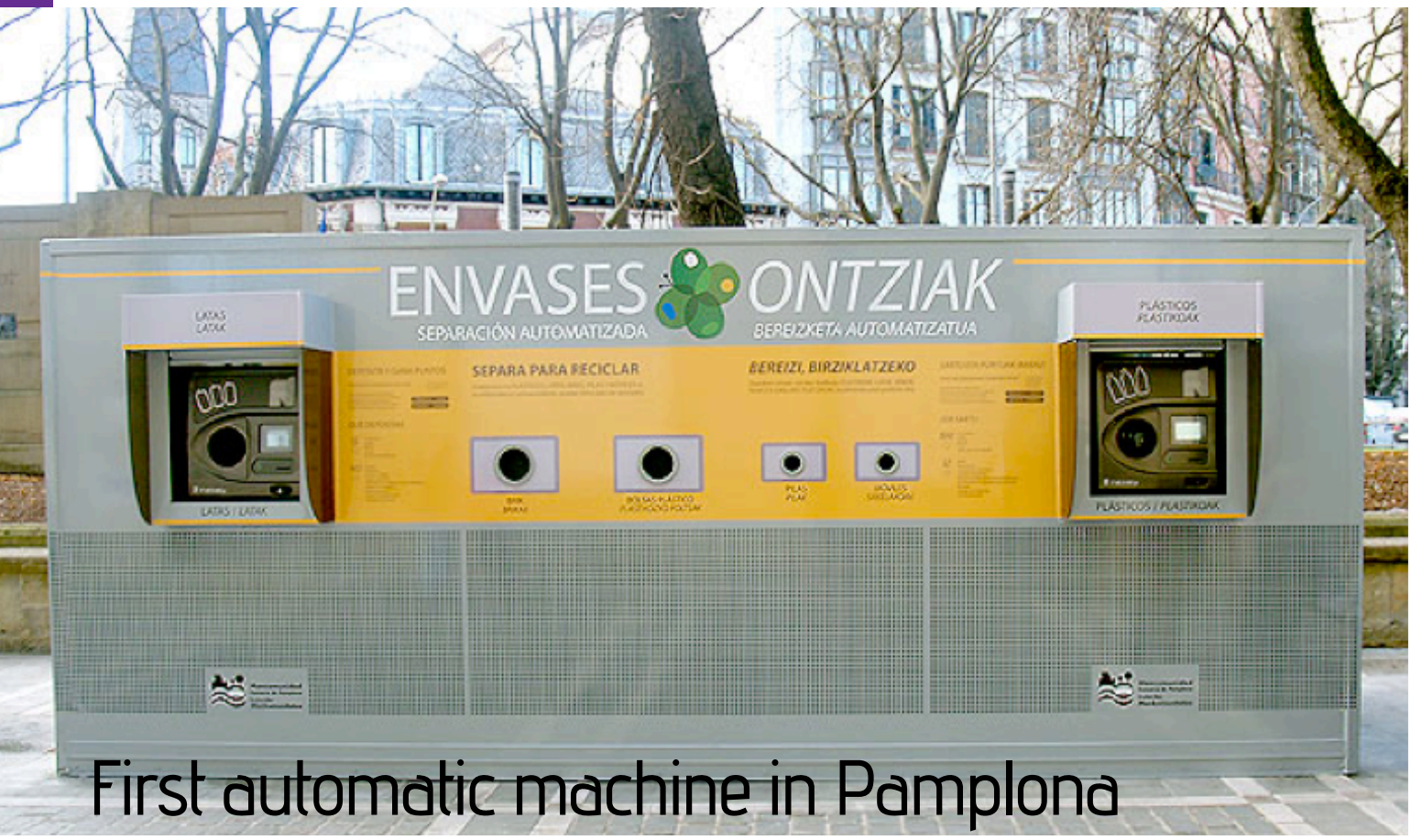
The collection system was inaugurated by the Mayor of Pamplona, Yolanda Barcina, and the Chairman of the Pamplona Area Grouping of Municipalities, Javier Torrens, who said that Pamplona had long been waiting for a solution of this type.

This project is the outcome of an agreement entered into in February 2008 between the Pamplona Area Grouping of Municipalities, Pamplona City Government, and FCC.

Residents in the historic quarter can now dispose of their household waste in the new hatches at street level; the waste is accumulated in vertical tubes measuring 3 metres deep on average. The system can remotely open the valve at the bottom of each tube, in order to transport the waste by means of air pressure at almost 90 kilometres per hour through an underground pipe to the Trinitario waste management plant, also built by FCC.

The first phase of the project (costing €12.5 million; the total project has a price tag of €18.3 million) will be completed in the coming weeks with the addition of another 7 collection points with 25 hatches. An additional 15 collection points are expected to be added in the future.

The pipes measure 6.5 kilometres and run basically throughout the existing utility tunnels in Pamplona's historic quarter. However, the Castillo Plaza section was particularly complicated, requiring work to connect with the utility tunnel under Comedias Street in one case and the tunnel under Chapitela Street in two other cases. This system will notably reduce both waste truck mileage and fuel consumption, and $CO_2$ emissions will be cut by 57 tonnes per year, i.e. a significant amount considering that 16 tonnes of waste are collected daily.




# First automatic machine in Pamplona for recyling of containers

> "The capital of Navarra hosts the first automated machine for the differentiated treatment of disposable containers"

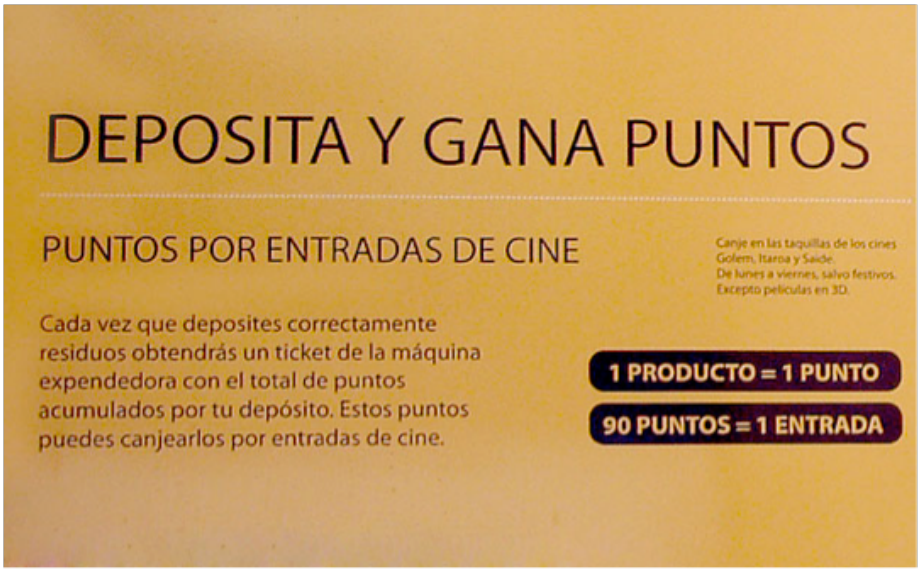
The first automated machine which separates plastic containers from cans and rewards the commitment of citizens that deposit containers by awarding them points which they may exchange for cinema tickets has been inaugurated in Ciudadela street (Pamplona).

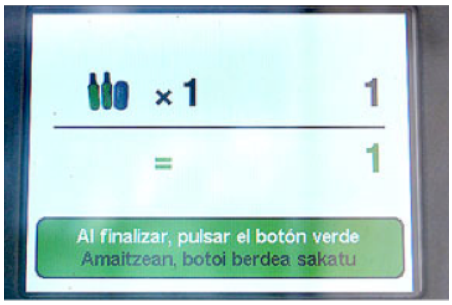
The machine is equipped with an automated device that is able to differentiate between the different types of containers according to their material, compacting them to reduce their volume and facilitating their subsequent removal.

The operation of the machine is very simple: citizens just deposit their plastic containers or cans in the machine and press the green button. Once the machine has classified, crushed and stored the different containers in their respective containers, it issues a ticket with the points obtained (one point per each container).

The user who accumulates 90 points may exchange them for a cinema ticket at the following exhibition halls: Cines Golem, Cines Saide or Itaroa, for any session from Monday through Friday (except holidays and 3D movies).

The machine is also fitted with hatches to deposit cartons, batteries, mobile phones, plastic bags; but their deposit does not generate any points in favour of the user of this service.


DEPOSITA Y GANA PUNTOS
PUNTOS POR ENTRADAS DE CINE
Canje en las taquillas de los cines Golem, Itaroa y Saide. De lunes a viernes, salvo festivos. Excepto películas en 3D.
Cada vez que deposites correctamente residuos obtendrás un ticket de la máquina expendedora con el total de puntos acumulados por tu depósito. Estos puntos puedes canjearlos por entradas de cine.
1 PRODUCTO = 1 PUNTO
90 PUNTOS = 1 ENTRADA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Al finalizar, pulsar el botón verde
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ENVASES ONTZIAK

# WRG receives an award for reducing $CO_2$ emissions

In the last years, WRG has managed to reduce $C0_2$ emissions below 14% by means of a systematic management and measurement plan.

This award has been instituted by the Carbon Trust Organization standard to foster good practices in the measurement, management and reduction of $CO_2$ emissions in private companies and in the public sector organizations.

The managing director of WRG, Paul Taylor, has stated that "our business is basically about waste management and sustainable resources for our clients and for society in general, wherefore it is important to show that we are in the frontline in terms of improving our own $CO_2$ management practices". He also added that "This reduction is a tribute to the efforts of teams and individuals throughout the Group. It is an achievement we can be proud of and which we can share with our customers, suppliers and regulators, and it also increases the credibility of our environmental services".

Paul Taylor also thanked Paul Stokes and Lisa Green, the environmental director, for their implication in the project, and had words of praise for Martin Lowe, John Watson, Don Sherwood, Claire Hill and his colleagues in the acquisitions' department for their efforts.

# Contract secured in Abu Dhabi for €81,7 million

Borouge, a leading provider of innovative value-creating plastics solutions, has awarded FCC, through its Austrian subsidiary Alpine, an €81.7 million euro contract to expand its plant in Ruwais, Abu Dhabi.

The project consists of the construction of 26 facilities, including office blocks, production plants and warehouses. Work will commence shortly and is scheduled to be completed in 2013

# A stopover of the Bitácora project at Mataporquera plant, Cantabria

It belongs to Portland Valderrivas Cement Group.

## Eleven different locations since 2007

Since the Bitacora Project was launched in 2007, four dialogue rounds have been held and a participation of 600 representatives of our interest groups has been achieved at 11 different sites. The main success for 2010 has been consolidation of the international scope of the project making use once more of videoconference consultation with the employees of Giant in the US and face-to-face consultation in the case of the employees and social representatives of Tunisia.

This project consists in meetings or dialogue sessions which are conducted at those sites in which the Group carries out activities with its employees on one hand, and with representatives of the civil society on the other.

In the case of Mataporquera, the two sessions were conducted on January 26 last at the offices of the plant and thirty-two people attended. Present at the meetings were representatives from the Local Council and the School of Valdeolea, members of the regional government of Cantabria, the Local Community Committee of Mataporquera, representatives of the major Spanish trade unions and employer associations, CEOE, CCOO, UGT, the Chamber of Commerce of Cantabria, the Foundation Naturaleza y Hombre, the Foundation CEMA, and the CSI-CSIF.

The two meetings benefited from the group dynamics provided by the Group Sustainability team and by the management team of the plant that used the tool Stakeholder Engagement Trust (SET) as a guide throughout the dialogue and discussion process.

The objective of the work sessions was to value the Social Corporate Responsibility Policies applied at the plant of Mataporquera; safety and heath; commitment with society; progress in environmental protection; professional training and development; solidarity initiatives and opening new communication channels, internal and external, related to company management results, yielding highly rewarding contributions which merit further development.

The SET tool identifies the expectations and the priorities of the participants, detects potential risks and future opportunities, and helps to gather suggestions in order to progress. Finally it provides a benchmark of the trust placed by groups of interest.

# First swimming championship finals between Aqualia work centres

More than 500 children and teenagers from different local councils of the regional community of Valencia and Murcia have been competing in the last months in order to classify themselves for the first Swimming Championship Finals between Aqualia work centres.

250 students between 7 and 18 years of age from different sports' centres managed by Aqualia in the councils of San Pedro del Pinatar, Mula, Callosa de Segura, Denia, Los Alcázares and Cabeza de Torres entered the competitions and the overall three fastest swimmers in each category classified for the finals.

The Sports Centre of Cabezo de Torres also prepared itself to host 400 families who cheered the participants in the finals. During the event, all services available at the complex were free for the families. Among the activities, the Sports Centre of Aqualia organized an indoor master class in which each person that wanted to participate donated one euro for charity. The amount collected will be used to finance the construction of a water well in Mali.

# Major success in the First Edition of Winter Games 2011 at the Sports Centre of Linares, Jaén

The Sports Centre of Linares has hosted on 3-4 January the First Edition of Winter Water Sports. The idea behind this project is to offer a number of free leisure and sports activities for all ages at the installations of the pool. Hydrotherapy sessions have been combined with running and a multi-game circuit.

Each of the 375 participants received a diploma and awards were given in the different categories.

# Water management
## for the youngest of Aqualia

Aqualia, the FCC company which specialises in the full cycle of water management, has organized in the local councils of Almansa (Albacete) and Berja (Almería) a number of open days at the water treatment stations it operates in order to show the students the work it carries out. They were joined by local representatives and community associations who described the visit as "highly educational".

The students listened with great attention to the explanations provided by the Aqualia plant managers who were showing them the different stages of the process. The most surprising piece of information was the number of litres of waste water generated in each of these councils (shower, toilet, washing machine, sink, etc..). On hearing this, they agreed to commit themselves to take care of the sanitary network and avoid throwing garbage, oils or other inadequate substances into it.

With these actions, Aqualia highlights the work it carries out in different councils and at the same time it disseminates water culture among the citizens maintaining an attitude of total transparency and commitment.

> "The company showed how a water treatment plant works to more than 60 children, councilmen and members of community associations."

# Fernando Cerezo, of Aqualia, presented his book "Alas de Plastilina"

Fernando Cerezo, our colleague from Aqualia, presented on February 22 last at the Fundación Universitaria San Pablo CEU his book "Plasticine wings" published by Pigmalion in which he describes his relationship with his son Javier who suffers from the Adams-Oliver syndrome and the way in which he and his family have faced this challenge.

The moderator was the director of corporate responsibility of FCC, Javier López-Galiacho, and the journalist Andrés Aberasturi, who had written a foreword for this book, acted as a guest speaker; the editor Basilio Rodríguez Cañada, the chairman of Adecco, Emilio Zurutuza and the author himself who thrilled the audience when he spoke about the disability of his beloved son in such direct and optimist terms and to whom this work is dedicated.

"Alas de Plastilina" is a homage to positive attitudes in life, and in this work our colleague Fernando shows us how to overcome our worst moments and provides us with a glimpse of his own way of understanding the disease of his son and in which we learn how it is possible to enjoy life in its fullness with a lot of love and patience.

Fernando had special words of thanks for the Adecco Foundation, and in particular for FCC, and its corporate responsibility department and also for Esther Koplowitz for the support given to ensure that the book would be finally published.

A number of FCC managers shared the book venue with Fernando, such as the managing director of Aqualia, Fernando Moreno and the manager of the Central region, Felix Parra.

Fernando Cerezo Rodero was born in Madrid in 1969. He is married and has three children. He graduated in Business Science from the Universidad Autónoma of Madrid and in the last ten years he has been working as head of planning and control of the Aqualia division in Madrid.

In the literary field he has tried his hand at many different genres: novel (Príncipe de Asturias which recounts life on board of the flagship of the Spanish Navy); essays (Playing in Television, about his experiences before and behind the cameras); poetry and stories. He is also an active blogger and has written articles for a web page about television.

> "Fernando had words of thanks for Esther Koplowitz for her support in ensuring that the book would be finally published"

## With the support of the Adecco Foundation

The cost of the first edition of the book has been borne by the Adecco Foundation in line with its commitment of facilitating social and employment opportunities for disabled individuals. The Foundation has entered into an agreement with FCC, the "Family Plan" in order to help employees who have disabled members in their family.

# People

From left to right. Basilio Rodríguez Cañada, the editor of the book; Andrés Aberasturi, who wrote a foreword for the book; Emilio Zurutuza the president of Adecco Foundation; Fernando Cerezo, the author of the book and Javier López-Galiacho, director of corporate responsibility of FCC.

• The writer Fernando Cerezo presented his last work, Alas de Plastilina, at CEU San Pablo University. Alas de Plastilina is a testimonial work of the writer's capacity of overcoming difficulties and hope. Enrique Cerezo recounts life with his son, Javier, who suffers a disability. The preface of the book was written by the journalist Andrés Aberasturi who was present at the event.

# Fund raising at the **Northampton office** against prostate cancer

Led by the manager of the commercial group, Gordon Fergus, the male members of the team at the Waste Recycling Group (WRG) offices have let their moustaches grow for thirty days. The girls also sported false moustaches to provide support to their male colleagues.

The team managed to raise the impressive amount of GBP 500 in its "moustache" mission, thanks also to donations received from WRG personnel, customers, friends, and relatives.

This initiative was sponsored by a non-for-profit organization against prostate cancer as part of a campaign to encourage research and fund raising to fight a disease which kills one man each hour in the United Kingdom.

# **WRG** employees wearing pink for a good cause

Spending one day at the WRG offices of Northampton and Doncaster wearing informal clothes combined with the sale of cake and coffee was part of a fundraising effort for a campaign about breast cancer which managed to obtain GBP 355.

Employees who chose to dress informally and wear something pink donated two pounds and those who did not, had to donate three pounds instead. All the food was prepared by the employees themselves and some of them also brought their own cakes. The atmosphere was great and, once more, the Northampton team showed its commitment to a good cause.

Cortesía de la BBC

# Adam survives a 1,000 feet fall

Adam Potter, manager of the Greengairs waste treatment centre, managed to survive miraculously from a 1,000 feet (305 metres) fall from an almost vertical incline while mountain climbing with some friends in Scotland.

Adam, who has a considerable experience in mountain climbing, hit the news in the United Kingdom end of January last, when he slid from the top of mountain Sgurr Choinnich Mor and fell some one feet below from the ice covered summit flanked by rocky peaks. Everyone was astounded when he was found by the rescue helicopters, -on his own feet and reading a map!.

A true miracle, Adam only suffered minor injuries and as you can judge from the photo just some scratches and bruises. However, Adam has fractured his back in three places and has a broken rib that hurts when he laughs.

His story has been in the news around the world and Adam finds it amusing that his adventure has been for some time the second most searched feature in the Internet after the Egyptian crisis. He was interviewed by Bill Turnbul in BBC Breakfast and has spoken to media from different parts of the world, including US, Germany, France and Italy.

Adam's mission is to climb the highest peaks in the seven continents. To date he has been successful in Kilimanjaro (Africa); Aconcagua (Argentina); Denali (Alaska) and Manaslu (Himalaya).

Cortesía de la BBC

However, Adam remarked that shortly he will attempt his greatest challenge to date: a 10 week expedition to crown the Everest (29,029 feet). For his new adventure we wish him a speedy recovery and the best of luck in his journey to Nepal. We are anxious to hear all the news when he gets back!.

# FCC celebrated Vo

**FCC Group celebrated its Volunteers' Day within the framework of initiatives launched by the European Commission for social cooperation**

The main event hosted in Torre Picasso was attended by the Chairman of FCC, Baldomero Falcones and other directors, officers of the company and volunteers who provide their help in Barcelona, Madrid and Valencia. Volunteers' Day included a number of communication actions, among which, the electronic portal "FCC Volunteers" is worth mentioning. This powerful tool will make it possible to manage different volunteer actions carried out within the campaign conducted by the company and to liaise with the different volunteers of the Group.

A video was shown providing a detailed account of the activities carried out by FCC volunteers at the residences built by the Foundation Esther Koplowitz in these three cities for senior citizens without financial resources and for individuals suffering from brain disabilities. In this line, other actions were carried out regarding environmental volunteer work, animal protection and the construction of a children's school in Haiti, a country which was devastated by a major earthquake one year ago.

In the course of this venue chaired and

# olunteers' Day

inaugurated by Baldomero Falcones, the manager of Corporate Responsibility, Javier López-Galiacho also made a speech regarding the portal and highlighting the activities coordinated from his department. The Managing Director of Communication and HR, José Manuel Velasco, stressed the strong social commitment of volunteer work. Representing FCC volunteers, the head of operations of Flightcare in Valencia, Javier Aranda, added on behalf of his colleagues that they were thankful for benefiting from this opportunity for personal development that volunteer work brings about.

Pablo Rodríguez Sierra

José Luis Santos

# FCC Volunteers in the resider

> More than 40 speakers have already taken part of "Fridays at the Residence" meetings

At the Collado Villalba residence which was built with the support of the Foundation Esther Koplowitz, new editions of the cycle of conferences "Fridays at the Residence" have been held. More than 40 guest speakers have already taken part in this initiative making Friday mornings of the residents more lively.

The last speakers have been:

- **Rubén Sánchez Gómez,** professor at the university Alfonso X El Sabio who stressed the importance of the preventive aspects regarding podology, a branch of medicine which focuses on the required foot care and treatment.
- **Beatriz Rodríguez Villaboa,** odontologist, who by means of a very compelling slide-show presentation provided valuable insights about types of smile in art, painting, history, cinema and literature.
- **Jose María Fidalgo,** former secretary general of the trade union CC.OO. His conference entitled "Support to elderly people" encouraged residents to take an active stance in society and also with regard to themselves.
- **Dariem Pozo Lorenzo,** fashion consultant, gave an interesting talk displaying pictures showing how standards of beauty have evolved from ancient times to the present.
- **Pablo Rodríguez Sierra,** managing director of Jubilo Group, delivered a

Beatriz Rodriguez Vilaboa

Vicente Cerezuela Reneses

Rubén Sánchez Gómez

José María Fidalgo

# nce for senior citizens of Collado Villalba

Dariem Pozo Lorenzo

conference on "Human Experience" and offered well-known examples of personal excellence, such as the case of professor Randy Pausch whose attitude in face of a major illness that caused his death in less than six months had a worldwide impact through the video "The last lesson".

- **José Luís Santos,** CEO of Santos Hotels made a strong case for family-run companies which are the backbone of Spanish economy.
- **Vicente Cerezuela Reneses,** FCC fleet manager, played the guitar and sung well-known themes from Spanish and French singers, cheering up the residents' birthday party.

# Take part in the contest with Mr Popela

## The Ecology Department of A.S.A. has launched a new project

Popela is the fictional character who gives name to this educational contest that intends to create a permanent paper recycling system at schools.

Nursery, primary and secondary schools are taking part in the contest, as well as special schools for children with disabilities in a number of regions in the Czech Republic, Slovakia, Poland, Bosnia and Herzegovina.

Prizes are divided into two categories: the first one is awarded to the student who collected more paper in terms of weight and the second one to the centre that gathered most paper for recycling. The ten schools with a higher degree of participation in each of the five regions will also receive a prize. Prizes consist in games and sports' equipment.

With this initiative, the youngest ones shall gradually assume a greater commitment in the collection of recycled materials and will also spread this message to other groups, such as their families and friends.

### Pioneers in ecological education

The Ecological Education Department of the ASA was created in 1997 in order to encourage the development of responsible behaviours and attitudes regarding the environment.

The character Mr Popela was created as a pedagogical tool to teach children and their parents how to handle waste correctly and also how to preserve our environment.

Among the projects launched, trips to waste collection centres and classification installations of the ASA, exhibitions about ecology and specific programmes such as Earth's Day or Children's Day should be highlighted.

# If you want to be a volunteer access FCC Volunteers Portal and enroll

The Foundation Esther Koplowitz has been undertaking in the last years an on-going effort to support the most disadvantaged groups and we have considered it appropriate to commence our FCC Volunteer programme supporting the welfare tasks carried out by the Foundation.

The purpose of launching the Volunteer Portal is to provide information about all events and projects which are being carried out in the residence homes. We now have almost 100 volunteers who bring joy to 447 elderly residents.

For the Madrid area, the Volunteer work shall focus on providing support for the needs that the residence "Residencia Nuestra Casa" has submitted us, chiefly accompanying elderly residents.

In the year 2001, the Foundation Esther Koplowitz delivered the "Nuestra Casa" home in Collado Villalba to the Madrid Regional Government in 2001. The facility houses 140 elderly people without resources on a permanent basis and also offers 40 places in a day centre.

The Foundation Esther Koplowitz has donated other similar residences in Barcelona and Valencia and is currently building another one in Valladolid and one more in Valencia.

The persons interested in taking part in this programme only have to complete the form uploaded in the volunteer portal, please refer to the web page (http://portaldelvoluntariado.fcc.es/quieresser/Paginas/default.aspx) and you will receive all the required information immediately.

The FCC Volunteers Programme intends to create a solidarity network comprising persons who work at FCC, relatives and friends who contribute their experience, knowledge and time to improve living standards and welfare of the most disadvantaged segments of society.

The programme is a unique opportunity to raise awareness and encourage participation from other employees.

## Description of the tasks of the employees

Initially the volunteer efforts relate to the requirements submitted by the residences and which basically relate to accompanying elderly residents, going for a walk with them, organizing workshops and taking part in birthday celebrations.

After the first contact with the residences, the volunteers started implementing with great success different initiatives at each residence.

## The Foundation Esther Koplowitz

was created in order to help the most disadvantaged segments of society.

Among the objectives of the Foundation we would highlight the creation and maintenance of residences for elderly citizens and psychological and medical assistance to children and to the physically and mentally disabled individuals. This institution is also committed to the furtherance of education, culture, arts and sciences and to the protection and sustainability of the environment.

The Foundation is launching new assistance programmes in the near future. In this regard, it has already reached agreements with the local councils of Valencia and Valladolid in order to build and equip two new residences for individuals with major mental disabilities.

The sponsoring of welfare projects carried out by Esther Koplowitz personally and through the Foundation has received a number of awards and the recognition of many institutions.

# Well-being

## FCC signs the European Road Safety Charter

> "The main goal is to set up specific actions for reducing traffic accidents"

The FCC Group is now a signatory of the European Road Safety Charter, a European Commission initiative designed to implement specific actions for reducing traffic accidents, assessing the results and promoting awareness of the need to reduce deaths resulting from this type of incidents.

The act of presentation of certificates was held at the Commission premises in Brussels, and was attended by Francisco Martin Monteguado, Head of the Group's HR sector, and Juan Carlos Sáez de Rus, its Risk Prevention Manager.

The European Road Safety Charter provides an open platform to all its signatories with an opportunity for pooling ideas and promoting good practices in the prevention of road accidents. In this respect, FCC submitted its undertaking to the Commission in the form of its Strategic Road Safety Plan 2010-2015 in answer to the social and occupational dimension of road accidents and proposed the challenge of implementing a road safety culture in the organisation through its prominent and proactive position on combating accident rates.

This Plan was praised by the Director of the European Transport Commission Department of Road Safety, Isabelle Kardaz, who called it a comprehensive project due to its plans for development and deployment in four specific areas of action, the PRL Road Safety Plan, the Road Health Plan, the Road Education Plan which also includes educational practices designed for disabled personnel, and a Road Mobility Plan

The Strategic Road Safety Plan is a project which will be gradually and progressively rolled out internationally and for which FCC has set a target of reaching over 92,000 employees distributed throughout the world and which, when properly disseminated, is expected to have a direct effect on over 200,000 individuals if the workers' family circles are included. Furthermore, there will be a considerable impact on the FCC group's transport fleet which amounts to 21,500 vehicles owned by the company.

# Agreement entered into with the Fundacion MAPFRE Road Safety Institute

The agreement was signed by Martin Monteagudo, FCC Director General of Human Resources, shown left, and by Julio Laria del Vas Director General of Road Safety to the right.

The FCC Strategic Road Safety Plan 2010-2015 includes the subscription of a Collaboration Agreement with the Fundacion MAPFRE Road Safety Institute thereby setting up an exchange of resources, information, knowledge and experience. As part of this collaboration, Fundación MAPFRE has made available to FCC the published results of a study carried out on the rate of occupational road accidents in Spain which can be found on the Fundación MAPFRE website "Development of occupational road accidents from 2005 to 2009."

This statistical report, compiled with the collaboration of the Association of Occupational Health and Safety Specialists (AEPSAL) describes the performance of the variables contained in the National Occupational Accident Report in respect of traffic accidents. The study analyses information compiled over the period 2005 to 2009, and through the development of the variables analysed it is possible to note existing trends and where to act in groups where the accident rate has increased or is slightly more significant.

Some results of this study include:

- The fact that one in every ten work related accidents is a traffic accident
- 71% of accidents occur on the way to work
- Most occupational or work related traffic accidents occur early in the day and particularly on Mondays
- Accident rates for women have increased by 10%
- The full document is available on the FCC Safety Site (General Documentation library accessed through the PRL web)

Http://www.mapfre.com/fundacion/es/seguridad-vial.shtml

At FCC we are working to comply with the European Commission undertaking to reduce European road deaths by half in the next ten years. In this respect initiatives are underway ranging from the establishment of more rigorous safety standards for vehicles to improving training of users of the public highway and stepping up compliance with the Highway Code.

In addition to to these initiatives is an undertaking to inform and disseminate road safety news on a regular basis

> "FCC is aware of this social and labour related problem"

## Strategic Road safety plan 2010 -2015

FCC aims to reduce the number of traffic accidents through four action plans as part of the Strategic Road safety Plan 2010-2015 (Safety, Health, Education and Mobility) which is designed in alignment with the Strategic Road Safety Plan 2011-2020 recently approved by the Council of Ministers.

# Tobacco, the greatest threat to health

Smoking is an addiction to tobacco caused chiefly by nicotine, one of its active components, which produces both physical and psychological dependency and can lead to numerous other diseases. In this article Dr. Román Rodríguez Barrigüete, member of FCC's Medical Service in Madrid, explains the harmful effects of tobacco, and provides some hints on how to give up smoking

## How to stop smoking

Tobacco consumption is the main single cause of preventable disease and premature death in developed countries. The link between tobacco consumption and the major chronic diseases (cardiovascular disease, cancer and chronic pulmonary disease to name just a few) has been amply demonstrated. There is also evidence of a reduction in the risk of dying from these diseases after giving up smoking.

The risk of death in ex-smokers is lower than that of those who currently smoke and 10-15 years after giving up smoking the risk is practically the same as that of a non-smoker.

Involuntary exposure to tobacco smoke –passive smoking – is also causing a serious problem to public health. This type of exposure is putting the non-smoking population at risk.

A third of adults who smoke make an attempt to give up before they finally manage to do so. Over 90% of such attempts are made without any formal treatment or help and only 3 to 5% of these smokers manage to achieve this alone within a year.

The main reason why a smoker decides to quit is on the grounds of health, although there may be other reasons such as financial motives, social pressure (in some countries), pregnancy, etc. Giving up smoking is more complicated than was previously thought some years ago, and the process of giving up smoking entails a change in behaviour in this respect.

At the present time, there are considered to be six stages involved in this change in attitude and behaviour: pre-consideration phase, consideration, preparation, action, maintenance and setbacks or relapses. It is interesting to discover which stage we are at in order to devise the best strategy:

- The pre-consideration stage
  The smoker has no intention of giving up within the next six months. At this stage he/she continues to value the alleged advantages of smoking rather than considering the risk in continuing to do so, sometimes due to lack of information, beyond the normal clichés, regarding the harmful effects of tobacco. The first step is to be properly informed, if possible by a professional.

- Consideration phase
  Half of current smokers are in this phase. They are planning to stop smoking within the next six months and have usually made several attempts to quit before without success, and so they feel particularly frustrated. They are aware of the risks inherent in smoking however, they are unable to make a final decision to quit.

- Preparation phase
  The smoker decides to stop smoking the following month and is firmly determined to do so. In the personal balance of this smoker the possible losses in terms of health or other reasons now outstrip the alleged benefits of tobacco.

- Action and maintenance stage

> Relapses are less frequent in those at the maintenance stage

The greatest percentage of relapse in terms of smoking occurs in the first six months of giving up. If a smoker has given up for less than six months we say that he/she is in an action phase, whereas if he/she has managed to go longer without smoking we can call it the maintenance stage.

- Relapse

Relapses are quite common in those who are at the maintenance stage. If by this time they start smoking again a few cigarettes and for just a short time even these setbacks mean a reduction in an individual's self confidence. During these relapses the following may have an important role:

- Factors relating to the specific individual (stress, depression, addiction, etc)

Environmental factors: day-to-day situations which the smoker associates with smoking, having a coffee, going out with friends, having a few drinks etc.

When someone has stopped smoking they might find themselves in a risky situation and may react by thinking "one cigarette won't make any difference" or admit "failure" if they accept that they cannot do without smoking. Having relapsed, an individual may feel guilty and frustrated and therefore he or she may well continue to smoke.

Five years after giving up an individual stops thinking about it and has no more desire to do so. The final stage has been achieved with very few possibilities of relapsing and the person can now truly be considered an ex-smoker.

## Strategies for giving up smoking

It is recommended that smokers who want to give up visit their doctor in order to devise a personalised plan, which will enable them to prepare themselves and manage to quit. If the plan to give up smoking is adapted to the needs of the individual smoker, this will strengthen their motivation and increase their likelihood of success. In any case, with or without the doctor's help, the plan should include a number of important points.

1. First of all, mental preparation is important. There is no point in stopping smoking by trusting to the medication or strategy chosen if you are not totally convinced and determined to give it up.

2. Choose the moment. Everyone has difficult moments at work, at home or problems of some other kind when we are subject us to exceptional stress and this is not the right

# The benefits of quitting smoking

Get healthy again

## Immediate benefits

**20 min.**
Blood pressure and pulse return to normal.

**8 hours**
Nicotine and carbon monoxide levels in the blood are reduced by half. Oxygen levels return to normal.

**1 day**
Carbon monoxide is completely eliminated from the body and the lungs start to clear out smoking debris.

**2 days**
There is no nicotine left in the body. Ability to smell and taste greatly improve.

**3 days**
Breathing becomes easier, the bronchial tubes begin to relax and energy levels increase.

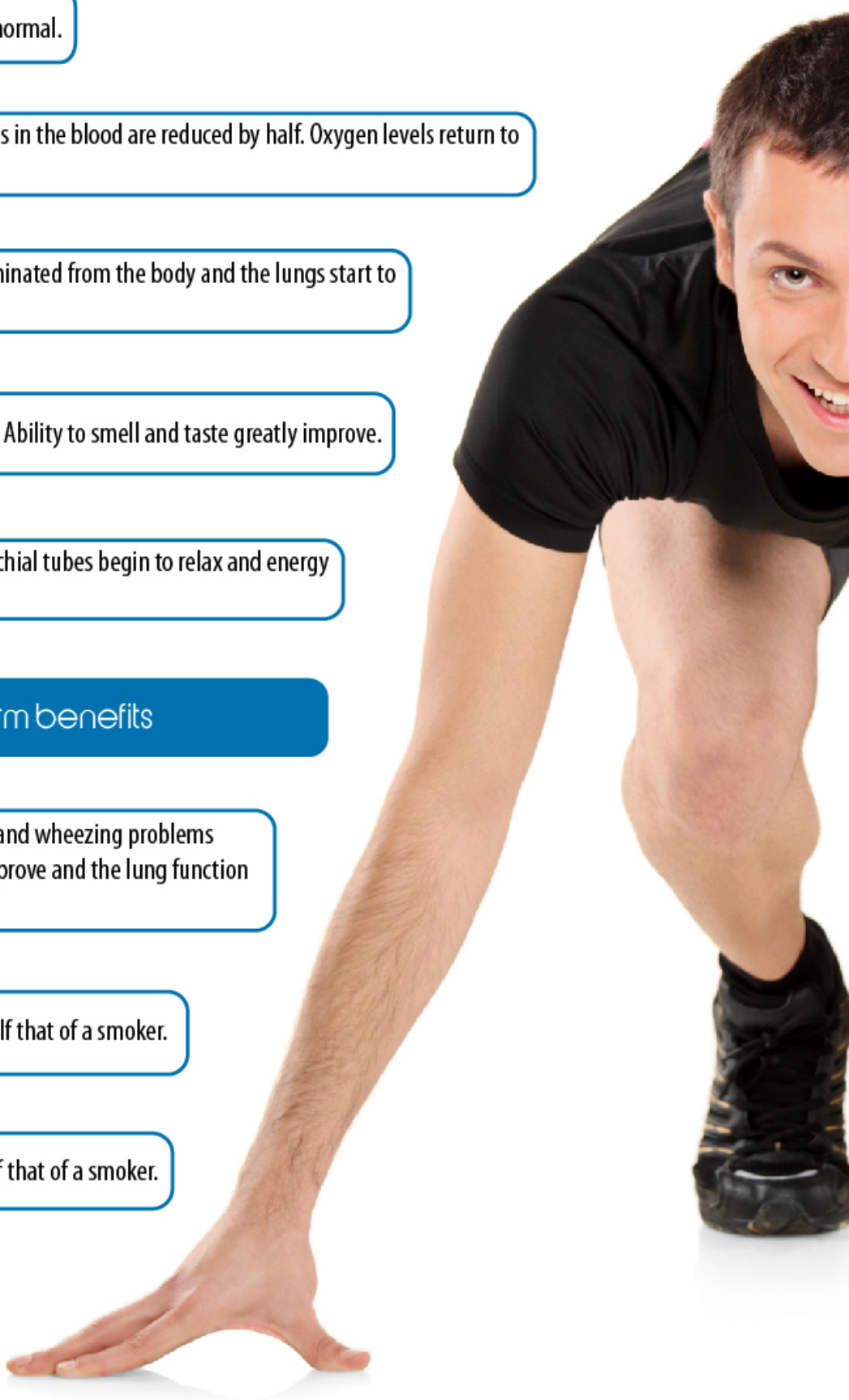
## Medium- and long-term benefits

**3 to 9 months**
Blood circulation improves, coughs and wheezing problems disappear. Respiratory problems improve and the lung function increases by up to 10%.

**1 year**
Risk of heart attack falls to about half that of a smoker.

**10 years**
Risk of lung cancer is reduced to half that of a smoker.

**15 years**
Risk of heart attack is the same as that of a person who has never smoked.



time to stop smoking. If we have been smoking for years we can easily wait a few more weeks or months.

**3** Establish a definite date for stopping smoking preferably within two weeks, however no longer than one month from the moment we have taken the decision.

**4** Make a list of all the important people (friends, family, work colleagues, neighbours) who you plan to tell of your decision to give up smoking and ask for their help, and in particular, and most importantly, they should not smoke in front of you.

**5** Go back over past attempts which you have made to give up smoking and clarify which were beneficial and which were harmful factors on those occasions. Consider, and if you do this with a professional, all the better, the difficulties you will face, symptoms of abstinence, temptations or situations which incite you to smoke and possible events which stress you and increase your desire to smoke.

**6** Given the previous consideration the next step is obvious. Avoid any situations which incite you to smoke. If you equate a cigarette with coffee or drinks, avoid both of these for a period of time which will vary, from person to person; however, if you are receiving treatment it will be during this period. Do not forget that a simple failure such as having a puff of someone else's cigarette can cause a complete relapse .

**7** Eliminate all smoking products from your surroundings prior to your chosen date for quitting. If your spouse or other significant person in your life continues to smoke, you should devise strategies to resist temptation and opportunities for smoking. In this case the couple should both agree to undergo treatment or stop smoking at the same time.

Finally, it should be emphasised that the professionals who at FCC Medical Services have considerable experience in treatments for giving up smoking both in an advisory and psychological capacity, as well as in terms of administering pharmacological products. I would like to take this opportunity to offer our service to all company employees who, despite attempting to follow the guidelines we have outlined here are unable to give up their addiction, and who are aware of the irreparable damage that this can cause them in the mid to long term.

“FCC Medical Services have considerable experience in treatments for giving up smoking both in an advisory and psychological capacity as well as in terms of”

# Know-how

# How we intend to decontaminate toxic sludge of the Flix reservoir, Tarragona

The FCC Group, as part of a Joint Venture between FCC Construcción and FCC Ambito are currently undertaking the most important environmental Project ever carried out in Spain to date, namely decontamination of the river Ebro where it runs through Flix in Tarragona.

Over the years over 900,000 tonnes of polluted sludge has accumulated on the right bank of the river as a result of past dumping from the existing factory which produced chlorine through mercury cell electrolysis along with a wide range of chlorine derivates (solvents, insecticides, etc). This sludge needs to be removed and treated in an appropriate manner, the pollutants contained in the sludge are varied and highly toxic and there is a potential danger that they could mobilise as a result of natural phenomena, chiefly through the river's tributaries.

> "This is the most important decontamination Contract ever to be tendered in Spain"

These contaminants consist largely of mercury and organochloride compounds (volatile chlorinated solvents, DDT, PCB etc) all of which are extremely persistent and highly toxic for both humans and the environment.

The work carried out will return the river to its natural state. The project will involve both construction work and decontamination. The former will consist of creating a protected area by installing a double wall of sheet piling 1.3 km long which will separate the working zone from the flow of the river Ebro, thus avoiding possible mobilisation of materials, and protecting the river bank by installing a screen of piles which will ensure its stability. The second part of the project will entail extracting over 900,000 tonnes of materials

## Over 900,000 tonnes of contaminated waste will be extracted

through ecological dredging and in the treatment of the materials extracted in the plants for which purpose they will be deposited in the work zone.

The treatment process consists of a granulometric classification of the material in order to separate out the fine fraction which is the part containing the pollutants. This fraction will be subjected to a dehydration process and subsequently stored in an area specially designed for this purpose. The material will then be systematically sampled in order to define how it should be treated. Part of this material will therefore be subjected to further decontamination processes such as thermal desorption, chemical oxidation and stabilisation as needed.

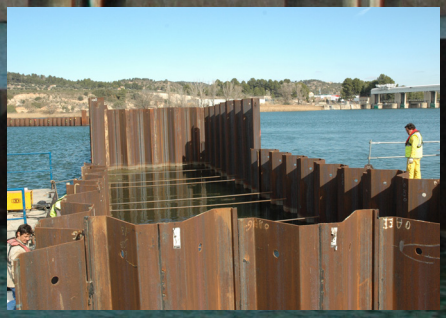
At the same time all the water extracted during the dredging will be treated in another plant in the work zone prior to being returned to the protected area. Following dehydration and treatment, the solid material will be deposited in a special land fill 6 kilometres away, the construction and operation of which will also be part of the project.

The entire project additionally includes a number of auxiliary works such as the installation of an emergency supply for populated areas downstream of the Flix reservoir which will serve as a preventive measure against the risk of possible pollution episodes in the future, which would result in a cut of the present water supply sources, along with protection of the Sebes nature reserve situated on the opposite bank of the zone to be decontaminated. As an essential item in controlling the effectiveness of the works a fully equipped laboratory has been set up to monitor and analyse of all the works during their various phases.

## Two-pronged approach: construction and decontamination

- Creation of a protected area with still water separated from the Ebro flow waters so that during the project it will be possible to keep the river flowing as a channel on the left bank of the reservoir and which, should there be an incident, will be confined thus preventing any pollution from reaching the waters downstream.

- Extraction of waste through ecological dredging and its subsequent treatment in plants which are to be set up in the work zone. The process consists of granulometric classification of the material in order to separate out the fine fraction containing the pollution and subject it to a dehydration process. Subsequently, according to the type of contamination, various treatments will be applied such as thermal desorption, chemical oxidation or stabilisation prior to sending the material for treatment in a landfill.



## Industrial origin

The contaminated sludge currently accumulated in the Ebro basin in its passage through Flix is the result of former dumping from the activities of successive chemical factories which have been based on the site on the right hand river bank since the early twentieth century, and also due changes in the river's water course due to the construction of the Mequinenza, Ribarroja and Flix dams.

# At the site

## in the Flix reservoir with the FCC team who will be extracting over 900,000 tonnes of contaminated waste

On 24 February we visited the decontamination site at the Flix reservoir and met the team who are all completely enthused with the project. They are Javier Vega, the site supervisor; David Blanc, a chemical engineer responsible for the treatment plants; Carlos Pallarés, site manager; and Jaume Breso, treatments supervisor.

Javier has worked for FCC for 20 years. In this particular project he has a staff of 80 and he informed us that the work is going well so far. This is the most interesting project he has managed to date in his career although he has worked on other major projects such as the Olympic Village in Barcelona and the port of Tarragona to name just a few.

David has worked for FCC for three years and he considers it both a privilege and a great opportunity to be working on this project. He is extremely proud to be working at Flix and very happy working alongside his colleagues: “we all get on really well, the team is combination of young members and those with a great deal of experience and so we really complement each other”. He will be in charge of the treatment plants once dredging of the materials starts.

> Being a part of this fascinating multidisciplinary project, working with such a highly skilled team as this, is an amazing experience

For Carlos "being a part of this fascinating multidisciplinary project working with such a highly skilled team as this, is an amazing experience". He finds the project particularly interesting in technical terms because "we are doing some very innovative things here and they have to carry out an impressive preliminary study which has contributed enormously in terms of knowledge and experience."

Jaume has worked for FCC for 18 years and it is his most important project to date. He considers the project to be extremely rewarding in terms of its variety and interest and precisely because of its complexity. "On this job – he tells us- people from completely different disciplines within the FCC group have come together, from construction on one hand to industrial waste on the other. We are collaborating on a tremendous project requiring professionals from both activities and we have a magnificent multidisciplinary relationship involving specialists from all sectors."

# Guest-Column

**By Julio Senador**
**Director of Institutional Relations**
**FCC Construction**

## We need to appear to be, as well as being,

Out of the thirty biggest economies in the world, four, Exxon Mobil, Wal-Mart Stores, Royal Dutch Shell and BP are businesses, and this out of a sample of one hundred and forty six. 46%, it goes without saying, report business turnover which makes them look like states, and in fact they really are states.

Singular states, instruments of wellbeing and prosperity, for this reason they need to adopt certain standards of living based on decency, values and social justice. However, one thing more is missing from the equation.

That controversial champion of economic freedom, Milton Friedman, attributed to business the task of maximising profits for their shareholders; today without renouncing the Nobel Prize, exponent of neoclassical monetarism of the Chicago School, we tiptoe round the term business profits and in other specialised RSC forums we focus debate on aspects which do not address the heart of the matter. Why be ashamed of focussing Sustainability on Profits?

A company that does not make money cannot survive. Only profitable companies are sustainable and if they are governed in addition by the principles, as we have expressed of decency, and the fact that money should not be earned at any price, that things should be done well, we will have more opportunities for business, we will be able to make the most of these opportunities and will develop new skills and improve profits. However, first things first.

To be fulfilled as a person, it is not sufficient to plant a tree, have a child and write a book. It is quite clear that this is not all that that it is about, there is something else, there is a need for resources.

It is the same with companies. Luckily, as the common good is focused on the same things as businesses, these need to be (and not just appear to be) responsible, prudent, bring to the supply chain better performance, make the best use of resources, internationalise and anticipate and, in addition, like Caesar's wife, they should be above all suspicion.

# responsible

However, they should also do something more, and that is make money, let's make no bones about it. That is the basis of Corporate Social Responsibility, although it may not appear politically correct to say so.

We recall the photo on the front page of the last FCC Construction Sustainability Report where the climber attempting to reach the summit, overcoming the enormous incline, eking out his vital forces, and suffering the changeable conditions of the environment, knows that the present is a temporary goal and he is thinking of the new challenges that tomorrow will bring, along with those of the next day and the day after that.

It is exactly the same in the world of business. Each "financial year" involves reaching a peak and we cannot just dwell at the top. Each season we have to achieve a new "eight thousand metres" however, we must reach it with full hearts, with all the attributes which for over a century have enabled the Company to scale the heights to reach a privileged position in the market with its business reputation and health intact, ready to undertake, despite the difficulties, a new challenge, that of appearing to be and actually being, without expiring in the attempt.

> "It is the same in the business world, each financial year involves reaching a peak and we cannot just dwell at the top"

# FCC, a healthy company

As a responsible organisation, FCC considers the care and protection of their workers' health to be a crucial issue, and therefore our company has put in place action plans which promote healthy life styles and develop behaviours which will conserve and protect the health of its people

## Company medical services

FCC has its own medical services as well as contracting the appropriate services for supervising the health of its workers. In addition to medical checkups adapted to the various occupational activities, the service also carries out actions to promote healthy living where there are risk factors such as cardiovascular disease, diabetes, high blood pressure, etc and encourages healthy hygiene, dietary habits and physical activity.

## Availability

FCC medical services are available to all employees and their families as needed. The Madrid medical service facility is staffed by 15 professionals who treat over 50 workers on a daily basis from all of the company's sectors of activity. There are various installations equipped for general medicine and orthopaedics, an X-ray room, surgery, a rehabilitation area and a laboratory, are just some of the installations on the premises.

FCC also has its own medical services in Barcelona, Tarragona, Castellón, Valencia, Cartagena, Albacete, Malaga, Sevilla, Vitoria, San Sebastian, Oviedo, Zaragoza and Las Palmas de Gran Canaria, staffed by a total of 57 including health professionals and administrators who are looking after the health of our employees.

The commonest ailment diagnosed among office staff is that of neck pain, back pain, tendon injuries, and anxiety and depression, whereas site and service personnel usually suffer lumbago and sprains in various areas of the body but in particular ankle and knee sprains.

A company doctor's duties include prevention of common illnesses, professional ailments and treatment of occupational accidents and diseases. The biggest advantage of having a company medical service lies in its personalised treatment, greater attention in terms of time available and speedy assistance.

## Comprehensive services

- 250 people are attended weekly in the Madrid medical services facility.
- Osteo-muscular pathologies, along with respiratory problems and anxiety and depression are the most common ailments diagnosed.
- 15 professionals including doctors, SRNs, physiotherapists, analysts and administrators care for our health on a daily basis at the Madrid medical services
- Assistance and advisory programmes for employees in matters in prevention of alcoholism, tobacco addiction, obesity, high blood pressure, prostate pathologies etc.

From left to right:
Gema Felipe,
Silvia Montes,
Rafael Echevarría,
Cristina Divar,
José Mª Criado,
Román Rodriguez,
Jesus Núñez,
Juan Manuel Aceves
and Jorge de la Cruz.

In the back row from left to right: Manuel Martínez,
Juan Manuel Pérez
and Iván Vázquez.

# Wrexham has a lot to celebrate

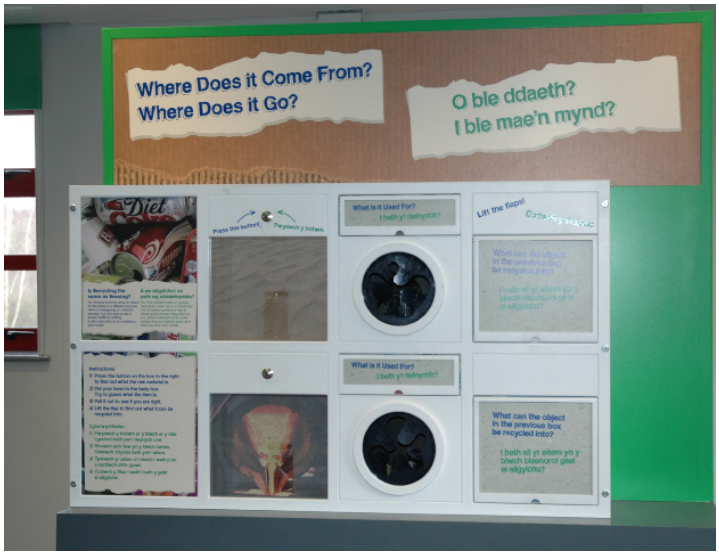
> "It used to be an agricultural town and now it has gained city status and become the main town in North Wales"

Wrexham is the largest city in northern Wales, and this year it has plenty to celebrate. It will host more than 300 cultural events in 2011, and its Pontcysyllte Aqueduct was recently inscribed on UNESCO's World Heritage List.

For centuries, Wrexham has been an important junction for trade between England and Wales, and there are many small shops in the area, as well as a shopping mall spanning over 300,000 m2. Every day is market day in Wrexham, which has three covered markets with more than 100 stalls in its pedestrian area.

Apart from its buoyant shopping scene, Wrexham is also the economic hub of North Wales and home to the third-largest industrial area in the UK.

Wrexham is also celebrating a major distinction in the public services sector, as its recycling centres recently received an award in the category "Our services – delivering high quality, citizen-centred services" from the Welsh Assembly. Excellence Wales status has been awarded to Wrexham County Borough Council and their



contractor Waste Recycling Group (WRG) for the first Private Finance Initiative for waste management in Wales. The Council and WRG are very proud of this award, since it raises the profile of both Wrexham (for its waste management initiatives) and WRG (as a company).

Rob Morton, Finance Manager of Wrexham PFI, showed us around the facilities, including the materials recovery facility & and the in-vessel composting unit (green and food waste from the area). A total of 30,000 tonnes of waste are currently processed at these two facilities each year.

Wales tends to be in the lead in Great Britain in waste recycling and management, and it has set a target of recycling 70% of municipal solid waste (MSW) by 2025, a major challenge for city governments.

According to Rob: "The compost plant is special because it is located in a closed building. We create garden compost from the food waste, green waste and cardboard we receive.,We currently use the compost for landfill restoration and also deliver 1,000 tonnes to our Household waste recycling centres to be distributed free-of-charge to citizens, the goal being to encourage people to bring their recyclable materials to the waste recycling centres."

The Council is very pleased with WRG's performance. "We have never failed to meet any of their objectives, and at times we have even implemented projects ahead of schedule. The people of Wrexham have also undoubtedly noticed a change, for example in the safer & more accessible waste recycling centres," according to Rob.

10 people work at the plant and 12 at the recycling centres. Management endeavours to maintain employees apprised of company news, and considers it important that employees are treated well and are happy in the workplace.

According to Rob: "FCC's in-house magazine is distributed in the cafeteria and via the intranet. It's great because we can see what FCC is doing at a global level, and I think our personnel should know that our parent company is very important and that we have the support of the core shareholder, Esther Koplowitz, especially in difficult times like the present".

WRG seeks be close to its clients, employees, and the populations where it operates, because they all benefit from the facilities. "The Council is pleased if we meet the needs of the people," he said.

The facility has an education centre for children, the general public and local associations, and community meetings are held regularly.

## Outstanding development in the last decade

Wrexham has developed notably in the last ten years to become one of the most visited cities in North Wales. The fully-restored town centre, with its excellent services sector, makes Wrexham an attractive place to live.

At our meeting at the recycling centre, Philip A Walton, Wrexham Council's Strategic & Performance Director commented: "In the last 10-12 years, the town has changed radically. It used to be a market town and now it has obtained city status, making it the main city in North Wales."

Philip A Walton Wrexham Council's Strategic and Performance Director and Rob Morton Finance Manager of Wrexham PFI.

Wrexham is a city that cares about citizen services. "We focus a lot", mentions Phil, "on delivering services directly to citizens and on listening to their needs: education, social services, housing. We also work hard to communicate with the public and to get their feedback. We need to know if the services we provide are the ones that citizens really want".

"For example, in 2000 and 2001, we worked intensely on designing this facility. We canvassed the 60,000 households in the area to see if people were willing to change their recycling habits, whether they supported energy-from-waste instead of landfills; we detected a lot of support for an installation of this type.

People have definitely seen the change. They have the support of a large team of recycling officers who go door-to-door, providing advice. There is also an education campaign in the schools, and the Council's Education Department also has an assigned recycling officer.

Asked what energy source he would like Wrexham to use in the future, Philip replies that "on a small scale, it would be a good idea to try and get this installation working on renewable energy. Installing a wind farm would send a very important message to the public.

Servicios Ciudadanos