We are FCC

Nº 18

FCC holds its 2021 General Shareholders Meeting



Junta General de Accionistas 2021

SUMMARY

Group FCC

Business
- Environment
- Water
- Construction
- Cement

People

Responsibility

Wellness

Innovation

The Place

Communication

Communities

Brief
- Environment
- Construction
- Water

FCC holds its 2021 General Shareholders Meeting



At its General Shareholders Meeting, FCC reviewed the economic and financial results obtained in 2020, approved the financial statements for the year and all the items on the agenda.

For the second consecutive year, the Meeting was held remotely, following the recommendations given by the competent authorities and in order to ensure the safety of participants.

It was chaired by Esther Alcocer Koplowitz, chairwoman of the FCC Group, and Pablo Colio Abril, the company's CEO. They both highlighted at this annual event the work

> In their respective speeches, the Chairwoman and CEO assured that, with the work of the company, the teams that form part of it and its strength as a Group, they will continue to build, day after day, the future of FCC

done by the almost 60,000 employees who have contributed in an exemplary way to the provision of essential services. Thanks to them, we have been able to ensure the provision of these services with the aim of guaranteeing the health and well-being of citizens, in health and socio-economic circumstances that required solutions, commitment and teamwork.

2020 has been a historic year for the FCC Group, which celebrated 120 years of existence, always at the citizen's side and an integral part of great moments. Today, FCC is one of the world's leading global operators, specialising in environmental services, end-to-end water cycle management and the construction and management of infrastructures, as well as the production of associated materials, with a presence in more than 30 countries.

In her speech to shareholders, Esther Alcocer Koplowitz stressed that "we have once again shown that we are capable of recovering from the greatest adversity and turning every difficulty into an opportunity, working together and serving society", to which she added: "this positive trend, despite the pandemic, is reflected in the extraordinary results we have achieved in the first quarter of this year, which is almost five times the earnings we achieved in the same period of 2020.

Pablo Colio highlighted the actions carried out at an operational, structural and financial level driven by FCC's new shareholder structure since 2015, with Grupo Carso as a focal point. This has seen the Group grow resilient in different areas and it has demonstrated this in this tough pandemic year. He presented to shareholders the breakdown of the 2020 financial results and referred to the most significant events and contracts obtained during the past year by the FCC Group's different business areas.

Colio concluded his presentation with the following thoughts: "we are looking forward to the coming years with great optimism, confident in our solid experience, in our results-oriented and prudent culture, and in our unbeatable human capital, all with the aim of building a business future in line with the strong commitment



ie-Urban, the 100% electric vehicle developed by FCC Medio Ambiente, won important awards in 2020 and 2021.



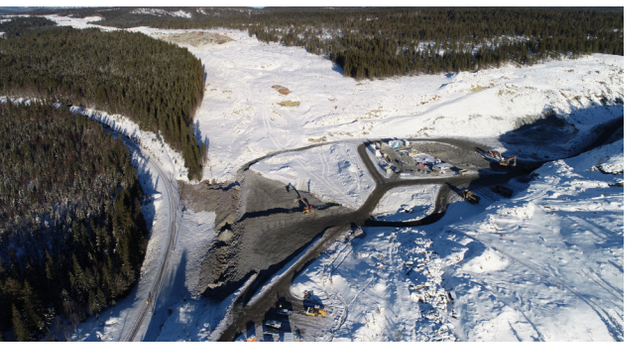
Allington Plant. FCC Environment strengthened its presence in the United Kingdom with the entry of the investment group ICON in the Environmental Services area.



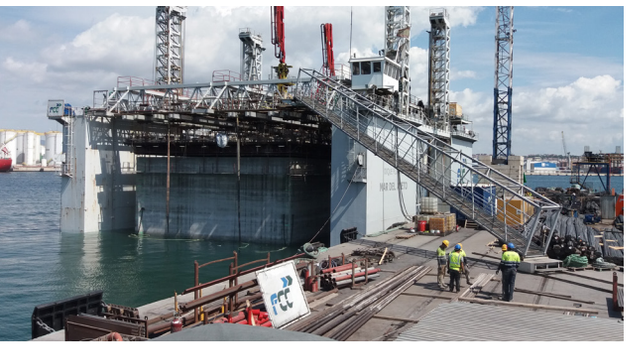
Aqualia acquires Ecosistemas de Morelos (EMSA), thereby bolstering its presence in Mexico.



ACUAES has once again entrusted Aqualia with the management of the upstream supply to Zaragoza (Spain).



FCC Construcción won its first project in Norway with the award of the E6 Ulsberg-Vindasliene highway.



Balearic Wharf. Port of Tarragona (Spain).



Vallarca quarry in Barcelona (Spain).



Cement mill. Alcalá de Guadaíra factory, in Seville (Spain).



Esther Alcocer Koplowitz
Chairwoman of the FCC Group

" We have once again shown that we are capable of recovering from the greatest adversity and turning every difficulty into an opportunity, working together and serving society. This very positive trend, despite the pandemic, is reflected in the extraordinary results we have achieved in the first quarter of this year, which is almost five times the earnings we achieved in the same period of 2020".

and socially responsible behaviour that precedes us, knowing with total certainty that we will be able to overcome the tough times we are living through". He also stressed that FCC's culture of constant innovation and its commitment to integrity and rigour with social welfare will allow it to strengthen its position at the forefront of the development of the communities of tomorrow and to continue to be a leading international group in the provision of citizen services.

Both Alcocer and Colio finished their speeches by ensuring that the work carried out by the company, its teams and its strength as a Group, will continue making up FCC's future, day by day.

The chairwoman and CEO took advantage of this important event to thank the Board of Directors, the management team, shareholders, customers and all FCC employees for their hard work during 2020, noting that their dedication contributed to FCC's sound earnings, and to the growth of the FCC Group.



Pablo Colio Abril
CEO of the FCC Group

"The actions carried out at the operational, structural and financial level driven by FCC's new shareholder structure since 2015, which has Grupo Carso as a reference, have provided the Group with a competent resilience in different aspects, which has been demonstrated in this tough year of pandemic".

2021 Executive Summary

ANNUAL REPORT

2020









INTERVIEW



Sonia Rio, general director of the **Diversity Foundation**, on the real management of diversity in the business environment

On the occasion of the first European Month of Diversity

More than 400 organizations in Spain, including the FCC Group, wanted to commemorate European Diversity Month for the first time. From the communication point of view, it has been a success, thanks to the work of the Diversity Foundation, which in three months has carried out more than 100 campaigns, with more than a thousand publications on social networks.

This initiative raises awareness of the benefits of diversity and inclusion (D&I) and motivates companies that support the Diversity Charter to make their actions and commitments visible.

The FCC Group, for its part, also launched a series of communication and diversity dissemination actions throughout the month of May, with the aim of continuing to work in favor of diversity and inclusion management.

In this regard, and as part of the set of actions, we spoke with Sonia Rio, general director of the Foundation for Diversity. Sonia has extensive experience in this field, having previously been coordinator of the Human Rights Program in Mexico City, and was also general director of Equality Policies for the Government of Mexico.

When was the Diversity Foundation born and how did this initiative come about?

The Foundation for Diversity was created in 2009 with the support of the European Commission. Its objective is to promote and ensure that the 10 principles of the Diversity Charter are implemented in companies and institutions in Spain. The Diversity Charter is a charter of European principles signed voluntarily and free of charge by companies and organizations in Spain to make visible their commitment to diversity and inclusion in the workplace. It stems from two EU directives from the year 2000 that establish a framework to prevent discrimination in employment on the grounds of gender, religion or belief, disability, age, sexual orientation, etc.

What are the milestones and progress achieved and where do we stand?

One of the main milestones was to include D&I in the corporate agenda. Initiatives such as the Diversity Charter, the UN Global Compact or the 2030 Agenda have contributed to this happening in Spain.

Now we need companies to deepen their knowledge and make real progress towards more inclusive work environments. In this regard, we are committed to:

- Continue to promote joint projects at European level such as the European Diversity Month or the exchange of good practices between countries.
- A broad vision of diversity, not only taking into account the most developed dimensions in Spain, such as gender and functional diversity, but also delving into other diversities such as ethnic, religious, socioeconomic inequality, cognitive diversity, etc.
- We also want this broad understanding of diversity to extend to all areas and therefore we actively seek to create synergies with the world of sports, culture and science.

What does the Foundation for Diversity offer to companies and what kind of actions does it carry out to achieve this?

We organize events, with which we seek to add value to our signatories with quality content and speakers; we award prizes each year to the most outstanding diversity management practices; we publish the Diversity calendar with the most relevant dates in terms of human rights and diversi-

EU DIVERSITY MONTH

United in Diversity

you_diversity

ty; we promote and carry out studies and surveys, such as the InnoDiversity Index; although we also meet with organizations with which we try to network and exchange best practices and we are currently coordinating the European Diversity Month campaign in Spain.

Diversity in the Company: Are companies really aware of the need and convenience of having diverse workforces?

The world of work is changing, and so is the workforce. There are social issues that demand more attention, such as human rights. A commitment to diversity in order to generate an inclusive and fairer work environment is undoubtedly an imperative for the sustainability and development of any company.

D&I brings value to companies, their businesses, customers and staff. It is not merely a matter of image and reputation; truly, companies that are committed to diversity and inclusion are more competitive, innovative and their workforces are more committed to their business objectives. There are more and more companies in Spain that understand this and have deployed programs and initiatives to generate an inclusive culture where all people can fully develop and contribute their talent.

Equality and Diversity. Personal and work conciliation, promotion without bias, female talent, are very present in the current situation of companies. How does the Foundation for Diversity work in relation to these matters?

Our recent InnoDiversity study, conducted with IE Foundation, yielded interesting results in relation to the management of female talent in companies. Eighty-seven percent of the participating companies indicated that they have initiatives and programs in place to promote equal opportunities for women, and 67% also indicated that they are measuring these initiatives to know their real impact.

Undoubtedly, the obligation to implement an equality plan has been an important impetus to advance in this Agenda. However, we still have a lot of work ahead of us to really achieve that women have access to managerial positions without having to sacrifice their personal and family life.

From my point of view, more effort needs to be made to drive change through specialized training on unconscious bias, equal opportunities, D&I in general, inclusive leadership and violence against women. On the other hand, we must promote safe spaces where staff can express themselves freely and contribute, without fear of dismissal or rejection. Lastly, we must promote communication and language that is egalitarian and free of stereotypes.

FCC renews its commitment to the **Diversity Charter**

FCC has once again renewed its commitment to the Diversity Charter for the period 2021-2023, for the recognition of equality policies, its commitment to being an increasingly diverse and socially responsible company, carrying out actions and projects to promote inclusion and equality through employment. Currently, more than 1,250 companies have signed the charter and ratified what it promotes.




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FCC Medio Ambiente renews the contract for **waste collection, urban cleaning and sewage maintenance** in Cornellà de Llobregat (Barcelona)

After signing a contract valued at 100 million euros, the company will once again be in charge of waste collection, street cleaning and sewerage in the Catalan town over the next decade.

FCC Medio Ambiente has signed the renewal of the waste collection, street cleaning and sewerage maintenance contract in Cornellà de Llobregat (Barcelona) for a period of ten years. The provision of the service, and the contract, whose portfolio amounts to 100 million euros, will begin in July 2021.

FCC Medio Ambiente has been linked to the Barcelona municipality of Cornellà for approximately 35 years and, since then, has been providing services in these areas uninterruptedly.

To serve the nearly 90,000 inhabitants of the city and collect a total of approximately 6,151 tons of recyclables (packaging, paper and cardboard, FORM and glass) and 21,607 tons of residual waste, the waste collection service will have a staff of 29 people and a renovated fleet of 21 collection and container cleaning vehicles.

Innovative and pioneering system

It should be noted that this is the first time that the company has implemented an innovative and pioneering system of personalized opening with user identification by card for all the service containers. In addition, the contract includes the complete renewal of the container fleet, which includes 1,228 lateral units and 184 two-wheel 120/240L units.

With the inertia of a consolidated service, which has been evolving year after year, a comprehensive reform of the central machinery park will be carried out with energy saving measures such as the ins-



> FCC Medio Ambiente will serve the 90,000 inhabitants of the city and will annually collect a total of 6,151 tons of recyclables and 21,607 tons of residual waste

tallation of photovoltaic panels for charging electric vehicles and the collection of rainwater for washing vehicles. In addition, the installations for collecting large amounts of rainwater will be renovated.

It should be emphasized that a campaign will be carried out to inform citizens about the implementation of the new collection system which, as a novelty, will include a service for collecting furniture from households.

> As a technological innovation, it is important to highlight that the service will be equipped with a pipe filming robot, a milling robot and a pipe detector from the surface

Sustainable mobility

As for the street cleaning service, which covers more than 134 kilometers of streets, the company will have a staff of 113 people, 39 units of specialized machinery and a fleet of 38 vehicles, of which twelve will be electric, including six auxiliary sweeping vehicles, three inspection vans and three light auxiliary vehicles.

The service will also have three hybrid vehicles, including two tanker trucks and an inspection vehicle. In addition, a complete renovation of all street cleaning vehicles is planned, with the aim of making them at least Euro 6d compliant with the European Union's standard to reduce nitrogen oxide emissions. This greener fleet is in line with the Cornellá City Council's commitment to sustainable mobility. As a novelty, it should be noted that two more operators will be incorporated to manual cleaning in the most densely populated neighborhoods of the municipality.

With regard to the sewerage service, maintenance and inspection cover 113.6 kilometers of non-visitable network and 24.6 kilometers of collector network. The service, which also covers the maintenance of 4,622 wells in the area, will be staffed by three people, a vacuum-impeller truck and an inspection and emergency van. As a technological innovation, it is important to highlight that the service will have a pipe filming robot, a milling robot and a pipe detector from the surface.

In the social area, there is a commitment by FCC Environment and the Works Committee to include positive action elements of gender equality in the selection processes to favor, in new hires, the ratio of two women for every man.

All the services will be organized and monitored through VISION, a digital platform for comprehensive management developed exclusively by FCC Medio Ambiente, which makes it possible to meet the objectives described and respond to the client's current and future requirements.

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Aqualia **will manage the water supply** to one of the main industrial complexes in **Saudi Arabia**



Aerial photo of Jizan industrial complex (Saudi Arabia).

Aqualia, through its Saudi Arabian subsidiary HAAISCO (Haji Abdullah Alireza & Co. Integrated Services Ltd), has just been selected to operate and maintain the desalination plant and the drinking water distribution system in the Jizan industrial area (Jizan City for Primary and Downstream Industries - JCP-DI), in the southwest of Arabia.

Marafiq, the company responsible for the supply of water and electricity in the Saudi Industrial Areas of Jubail and Yanbu , whose major shareholders are the Saudi State and Saudi Aramco, has awarded the management of the installations for a period of 3 years through a tendering process and according to strictly technical-economic criteria.

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60,000 m^3 of desalinated wáter per day

The plant has the capacity to produce 60,000 m^3 of desalinated water per day, both for drinking and service water, which will be supplied to the industries installed in the industrial hub.

Its treatment processes include a dissolved air flotation system, seawater ultrafiltration, reverse osmosis modules and post-treatment to adapt the water to the use requirements. In addition, it has all the auxiliary equipment such as a dosage of reagents, an in situ sodium hypochlorite production system, the corresponding pumping systems and a supply network to the entire industrial park.

Aqualia in Middle East

The total value of the contracts currently managed by Aqualia in the Arabian Peninsula (Saudi Arabia, UAE, Qatar and Oman) exceeds 600 million euros. Most of them are concessional and respond to models of public-private-partnerships. This way, Aqualia serves more than six million inhabitants in the region.

These contracts include the operation and maintenance of the sanitation network in the eastern area of Abu Dhabi (city of Al Ain), the operation and maintenance of the sanitation system of Abu Dhabi capital and the adjacent islands of Al Reem, Al Maryah and Al Saadiyat, the management of the hydraulic infrastructures of the Omani port of Sohar or the management of the Al Dhakhira sanitation system in Qatar.

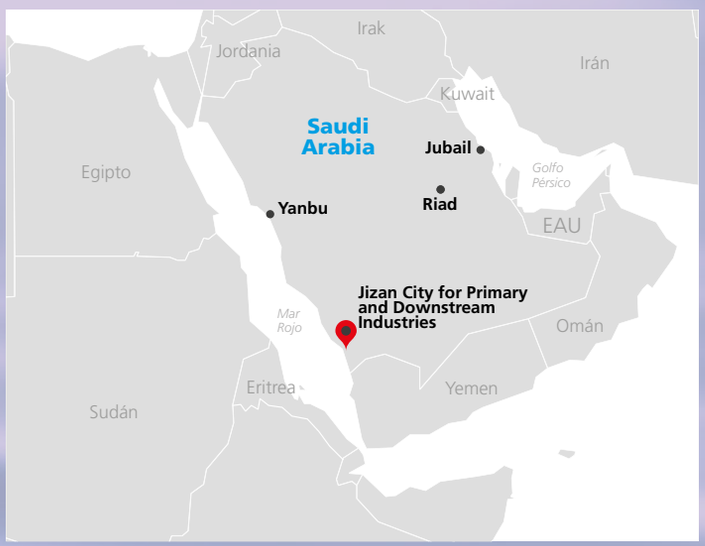
In the MENA Area, Aqualia achieved a turnover of 163 million euros in 2020, which represented almost 14% of its total income.

> The award brings a three-year contract to the company and increases its already significant presence in the region



Jizan

The city of Jizan, for primary and downstream industries, is located in the southwestern corner of the Kingdom of Saudi Arabia. This industrial enclave stretches along more than 11 kilometers of coastline, has a total area of more than 100 square kilometers and is located next to Saudi Arabia's third largest port on the Red Sea. The core of Jizan, dedicated to the secondary sector, maintains a strategic location due to its proximity to international maritime routes, hosts numerous international processing companies and constitutes a transcendental enclave for the economic development of the country.



Recent acquisition of HAAISCO

At the beginning of 2020, Aqualia acquired from the Saudi Arabian group Haji Abdallah Alireza 51% of the company HAAISCO (Haji Abdullah Alireza Integrated Services Ltd) which is in charge of the operation and maintenance of several desalination plants in Arabia. These include the desalination plant at King Abdulaziz International Airport in Jeddah, a concession of the Qatarat Company, of which Aqualia has also acquired a 51% share in the same operation. This initiated an alliance that, in the short term, is already producing relevant successes such as this contract in Jizan.

HAAISCO also operates and maintains two other desalination plants in Saudi Arabia: the seawater reverse osmosis desalination plant at KAUST University in Thuwal, which produces 52,250 m3 per day. It also operates and maintains the MED desalination plant (multi-effect distillation) in Rabigh, for Aramco-Sumitomo petrochemicals complex, with a daily production of 10,000 m^3.

FCC Construcción completes the "Airbus Futura Campus" in Getafe (Madrid)

The new Airbus corporate headquarters is one of the main non-residential corporate building infrastructures executed in Spain in recent years.

FCC Construcción has completed the "Campus Airbus Futura" project in Getafe, Madrid. The project has been designed by Estudio Lamela Arquitectos and is processing the BREEAM certificate with a VERY GOOD rating, which shows a clear commitment to sustainability and innovation.

The Company has executed a series of buildings with a similar aesthetic and consistent with the concept of "campus". The main building is the "Central Offices" building in which the corporate headquarters of Airbus Spain is located. The rest of the buildings are used for the corporate dining room, equipped to serve 3,000 meals a day; to the process of identification and security control, as well as to the surface parking with a basement called "Parking P7". The Shared Services building stands out, which has 4 office floors and an underground car park. The most characteristic thing about this building is its large precast concrete façade, which constitutes one of the most complex architectural and engineering challenges that this project has faced.



The urbanization, the backbone of the project, occupies 33,500 square meters, distributed between vehicle and pedestrian roads, as well as garden areas and services. The garden allows workers to enjoy a well-kept nature and ample recreational spaces, and, thanks to the vegetation, soften the high temperatures in summer and the low ones in winter.

Developed with BIM technology

The materials used in the facilities involve maximum energy use, in addition to optimizing their maintenance, thus achieving maximum integration of the systems in the building, campus and factory. It has been achieved that each of the elements of the building can be monitored and controlled, obtaining all the information related to consumption and states that allow obtaining not only the maximum energy performance but also reaching the adequate levels of comfort for the workers already living up to Airbus safety standards.

The project has been fully developed in BIM (Building Information Modeling), sharing information in real time between each and every one of the agents involved in the project. This project is one more example of how collaborative work through the BIM methodology.

During the construction of the Airbus corporate headquarters, more than 130,000 cubic meters of earth have been excavated; more than 25,000 cubic meters of fill; More than 36,000 cubic meters of concrete and 3,450,000 kilograms of corrugated steel have been used. All of this is a clear example of the magnitude of the project, constituting one of the main corporate non-residential building infrastructures executed in Spain in recent years.

> “The urbanization, the backbone of the project, occupies 33,500 square meters”





> “The project has been fully developed in BIM (Building Information Modeling)”



El Porcal,

an example of environmental restoration

In the heart of the Southeast Regional Park of Madrid and about 40 kilometers from the capital, in the municipality of Rivas Vaciamadrid, is the El Porcal estate, a silica aggregate gravel pit converted into a natural ecosystem, declared a protected area in 1994, which is part of the sedimentary basin of the Jarama and Manzanares rivers.

El Porcal is a former mining operation owned by the Cementos Portland Valderrivas Group located in the municipality of Rivas Vaciamadrid. It has an area of more than 400 hectares distributed between steppes and wetlands of the lower courses of the Manzanares and Jarama rivers in the Community of Madrid, currently included as Natura 2000 Network sites of the European Union.

As a result of the conservation strategy that has been applied over the last 30 years, El Porcal has now become one of the protected areas with the greatest natural wealth in the Southeast Regional Park of Madrid, included as an Integral Reserve and declared a protected area in 1994. It is home to more than 180 species of animals, many of which are threatened with extinction, and it is our duty to protect them in order to preserve them.

Until 2008, aggregates of different granulometric composition were obtained from this site for the construction and development of infrastructures, as well as for the cement, glass and paint industries, among others. The washing of the aggregates originated a great variety of types of sand that was deposited in the lagoons to form beaches, which have been populated with vegetation and small invertebrates, serving as food for other larger animals.

To make El Porcal a biosphere reserve in the Community of Madrid, the Cementos Portland Valverrivas Group has an agreement with the Naumanni Association of Naturalists, which has taken care of its fauna and flora. Examples of good practices applied by Naumanni are the great crested grebe, the scarab beetle-wasp All these species have found in El Porcal a place to stay, reproduce and enrich the biodiversity of animal species in the Community of Madrid.

The site is home to a multitude of trees, shrubs and plants. Water is the protagonist of this landscape of high ecological value, its lagoons are sheltered by a rich vegetation



The El Porcal lagoons converted into a natural ecosystem after its environmental restoration.

of wetlands, one of the richest and most productive ecosystems on the planet for its great biological diversity; reeds, reeds and other plantations that grow autonomously on the edge of the lagoons and serve as roosts for thousands of birds.

Naumanni, a group in defense of nature

Naumanni was born during the seventies from the vocation of a group of young people to defend nature. Passionate about nature and concerned about its conservation, they were the seed of what today is an important part of the Nature Conservation movement.

Since 1981, and to date, 184 species of vertebrates have been identified in the waters and reed beds of El Porcal, of which 120 breed or nest normally, 95 spend the winter and the rest are sporadic encounters, according to studies carried out by the Naumanni Naturalist Association and SEO/Birdlife.

Visit to El Porcal by the Director of the Southeast Regional Park of the Community of Madrid



The director of the Southeast Regional Park of the Community of Madrid, Carlos Angel Abad, visited El Porcal with his team of environmental technicians.

During the visit, colleagues specializing in mining operations, corporate social responsibility and biodiversity accompanied the technicians from the Community of Madrid, showing them the results obtained over the years.





A space for the reserve of migratory birds

During the winter months, migratory birds concentrate in the lagoons, more than 100,000 of which are gulls from Northern Europe. Every year, thanks to the banding work, birds banded in Poland, Russia, Belgium, Luxembourg, Holland and many other countries are collected. Also during the winter, more than 400 cormorants and thousands of aquatic birds stay here.

The immense reed bed of the “Las Garzas” lagoon sits on the old mud deposit, and today constitutes the largest breeding colony of the purple heron, a species catalogued as endangered in the Community of Madrid. In the sludge there are also storks and grey herons, which feed on small insects that live there.

Conservation and landscape restoration of the estate

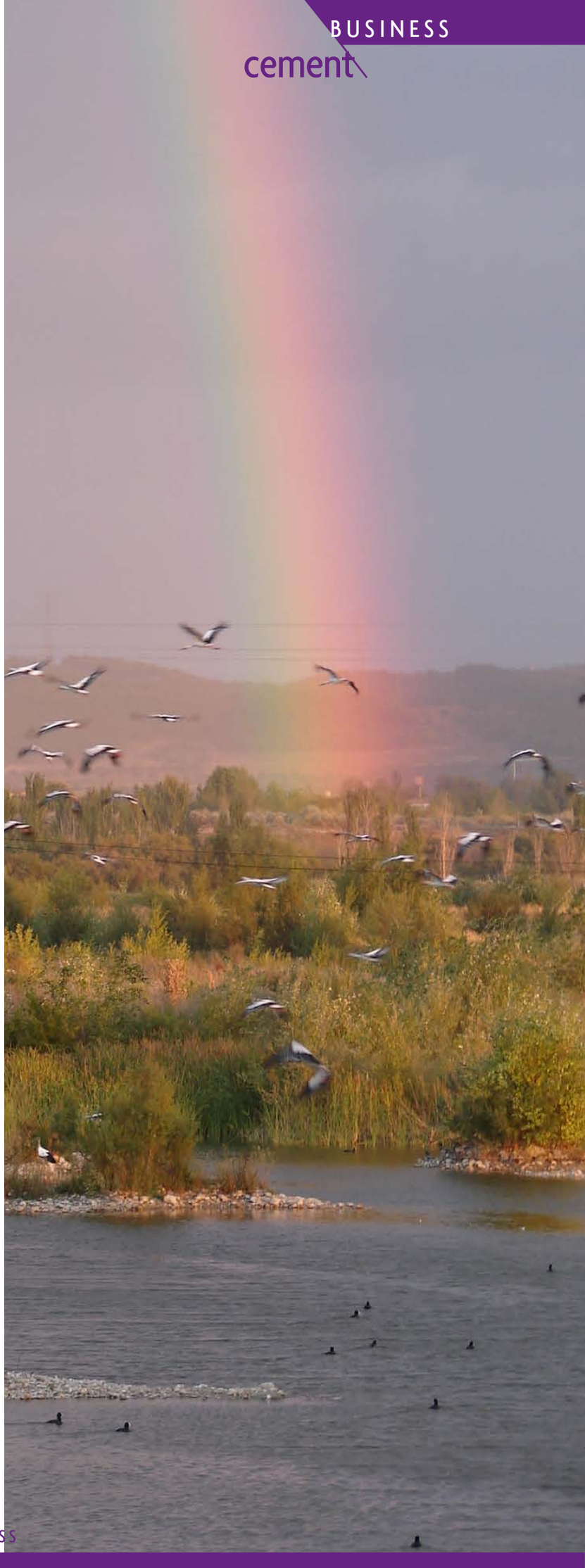
Its lagoons have achieved such a natural richness that they have turned El Porcal into an authentic environmental refuge, property of the Community of Madrid. Created artificially, the lagoons have been prepared to be colonized naturally, and for this it has been necessary to study the use of the water used in the gravel pit, the lay of the land, the direction and speed of the wind, and the repopulation with native trees.

A sustainable development plan to protect the ecosystem

For years, El Porcal has been an example of environmental restoration. In order to preserve the wetland ecosystem, a general sustainable development and restoration plan was implemented to respect the flora, fauna and the rest of the environment.

The restoration system adopted by the mining operation meets the following objectives:

- Decrease the visual impact of the extractive actions to achieve their integration into the landscape.
- To favor the natural colonization of autochthonous fauna and flora species.
- To protect the surrounding natural space.
- To maintain a balance between anthropic development and the environment.



FCC Group's **Business Int**



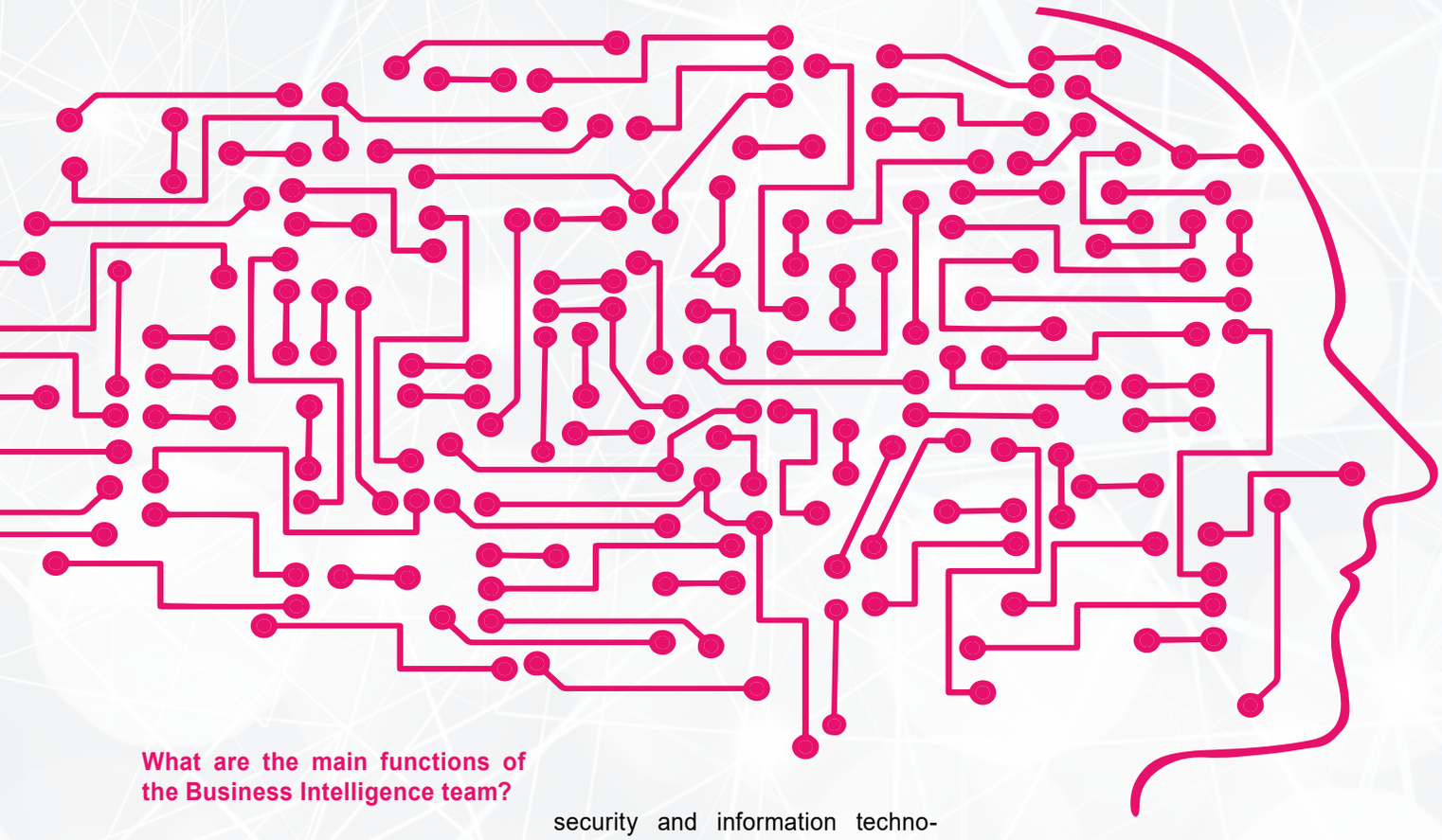
From left to right, the FCC Group's Business Intelligence team is made up of Carlota Saguar, Joaquín González, Raúl Gatón, Marina Gisbert, María José Vaquero and David García.

The volatility, uncertainty, complexity and ambiguity of today's business environments require companies to be increasingly competitive and adaptable to changes in their strategies. Knowledge can help anticipate actions and maintain a competitive edge in our businesses and activities.

With the mission of providing elaborated, useful and timely information that contributes to improve decision making for the achievement of business objectives, FCC has its own Intelligence Department, which in turn is part of the Corporate Security and General Services Department, under the coordination of Antonio Escudero. This mission is accomplished through the use of analysis techniques and methodologies based on the collection and transformation of internal and external data.

Its main functions include expanding existing knowledge and responding to the FCC Group's information and intelligence needs, which requires significant 360º coordination with the different business areas and their departments, as well as a high level of knowledge of processes and strategies.

elligence Team



What are the main functions of the Business Intelligence team?

The functions to be developed are diverse. From the search and classification of information, its treatment and analysis, to, finally, the dissemination of a product that satisfies the intelligence needs of those who requested support. In our jargon we speak of the intelligence cycle, an iterative cycle that summarizes our main functions.

Who makes up the team and why are they important to the company's day-to-day operations?

The team is currently made up of multidisciplinary professionals trained in law, criminology, labor relations, business administration, economics, international relations, security and information technology. This basic training has been complemented with specific techniques for intelligence acquisition, processing and analysis. Both in cyberspace, as well as in the internal digital data itself, of which there is so much talk during this health crisis, essential to improve the adaptability and efficiency of companies in the VUCA environments (volatile, uncertain, complex and ambiguous) that we are living.

Languages play an important role in the team. We work at a professional level in several languages.

Special mention should be made of the support provided to the team by the interns we usually count on to try to respond to the intelligence needs of our different internal clients on a daily basis.

What is your daily routine and what kind of activities do you have to perform in the service of the company?

The department is currently focused on supporting several internal processes. On the one hand, to the compliance officers of the FCC Group's business areas, for whom the work is very focused on checking the information they receive from third parties, both in questionnaires and on their digital reputation and their inclusion or not in sanction lists.

We also support the research departments in those national and international tenders that, due to their amount or geographic location, require a risk assessment and an evaluation of security costs. The idea is to provide support from start to finish in the projects awarded to us, since knowledge from the outset allows us to provide better security and optimize these costs. The risk assessment is not limited to security risks, but also considers political, operational, natural, health and cybersecurity risks. This is possible thanks to a permanent monitoring of what is happening in those countries where FCC is present or has interests.

We are accompanied in this work by first-rate international suppliers who provide us with basic intelligence and global alerts on the above-mentioned risk categories; from this we develop our products, tailored to the specific sectors and locations in which we operate. Ongoing monitoring of open sources and social networks complements this knowledge. Finally, we participate in or conduct through third parties research required to acquire knowledge or highlight important situations for the business.

What does it bring to the company and why is it necessary within the company? How important is the flow of internal communication and coordination between team members?

Nowadays, data management and analysis are essential in all activities. It is a trend and we are a result of that trend. Our value will increase as needs arise for business areas. We must be able to solve intelligence needs to make decisions that mitigate risks or address opportunities.

Effective communication is fundamental in intelligence processes. Internally, we try to be permanently informed of what each and every one of us is doing. It is vital for intelligence to flow and lack knowledge gaps. Externally, we try to disseminate as much as possible, even if we have not been asked to do so. This is not easy. Intelligence is traditionally based on the need-to-know principle, but also on the need-to-share principle.

How do you contribute to the strategic plans to generate advantages that bring value to the different areas and departments?

Our activities must be contemplated in the intelligence plan of the company, at a strategic level, and must be oriented to give answers to the critical intelligence needs of management and, more specifically, to "priority information needs". That is to say, those that do not have a known, easy or accessible answer. And what are the "critical intelligence needs"? Well, those that help, based on knowledge, to control or mitigate the risks contemplated in the FCC Group's risk map. That is where our true differential value lies.

In addition to increasing the digital and intelligence culture, we will provide support with specific techniques and methodologies.

What kind of data and tools do you collect and use in your analysis?



They are multiple and very diverse. Fundamentally, those necessary to provide an answer to a specific need. To support compliance processes, we use artificial intelligence engines that focus their searches on negative information from companies and individuals, in open sources of public access or under subscription, as well as in sanction databases of national and international organizations. All of this is done to contrast the answers of the questionnaires received or to alert about information gaps that were not included in those questionnaires. The current state of the art allows this work to be dynamic, so setting up alerts on companies or

persons of interest is another important task.

In other processes, we use free software to develop our own tools. For example, some of the tools we use to monitor activities in social networks.

The analysis methodologies are very diverse. Many of them are included in an ISO for risk analysis and assessment, a real workhorse for companies and our team. To these we should add critical thinking techniques, such as convergent, divergent or lateral thinking.



How has the new technological environment influenced your work?

It is a social and global phenomenon. However, despite technological advances, now, and increasingly, we are forced to manage a greater volume of data and information. It has become a volume-time problem, so that in many occasions the improvement of the quality of the processes consists of knowing which tools to use at any given moment and how not to contribute to be part of the problem. This is greatly helped by comparing ourselves with other organizations and using the best practices of our sector of activity.

What results do you expect and how do you monitor them?

We are at the beginning of our activities. This year we aim to start the Intelligence Plan and get on board the digital transformation train in the FCC Group. Without either of these two elements it is unthinkable to develop a business intelligence unit. So far we have focused on developing very specific products, for a small internal clientele and with a tight consumption of resources, but with a significant production of reports. So far, the cost-benefit ratio is favorable and the acceptance of our products and services is very positive. We are confident that this will continue to be the case.

What challenges are you facing after the healthcare crisis and where do you want to go with your work in the company?

Currently, without a transversal unit in the organization, with qualified people, digitally transformed and with sufficient means for the management of big data and Business Intelligence, involved in all phases of the intelligence cycle, there is no true intelligence, nor a digital company. Hence, our challenge is, as a support unit, to achieve this transversality and presence in the organization. This requires an informative effort on our part that puts us on the map of the organization and breaks down barriers and stereotypes. Therefore, many thanks to the FCC Group's Corporate Communications Department for making us part of Somos FCC.

Interview

Interest in the history of FCC:



Rodolfo Mitjans

Manager of the Central Archive in El Prat de Llobregat (Barcelona)

Rodolfo Mitjans Marsá is the person in charge of FCC's Central Archive at one of its work centers in Barcelona, specifically in El Prat de Llobregat.

Rodolfo Mitjans belongs to the Corporate Security and General Services team and through his hands have passed the books, objects and items that the company has accumulated over the more than 120 years it has been in charge of citizen services. In fact, Rodolfo remains faithful to his great hobby, the history of the twentieth century, which is precisely what has led him to want to delve deeper and learn more about the history of FCC.

At present, he is in charge of the site and of all the materials found there, keeping them all in the best and most optimal conditions, thanks to their proper maintenance and due protection.

Is it vocational? How long have you been working at the Central Archive of Barcelona?

Absolutely yes. I can't imagine myself practicing any other profession than being a documentalist, which I have been doing with total devotion and which, together with my passion for history, make a fascinating cocktail. I started my career here in Novem-

ber 1993, although I have the feeling that only two days have passed. I say this not only because of how fast time goes by, but also because it goes by even faster when you are engaged in something you are really passionate about.

How did your love of FCC history and compiling its history begin?

The second part of the question is the culmination of the first. The fondness for FCC's history took shape so soon... I felt totally identified with it and with the house I was working for, thanks to having at my disposal a limited collection of documents, witnessing the development, evolution, achievements and vicissitudes of FCC. I soon found myself decorating the office with a selection of these documents, in order to captivate the colleagues of the company who visited us.

One of the factors that prompted me to collect documentary sources was precisely the lack of documents in this small and exceptional collection. The collection includes documents and texts, photographs, recognitions, prizes and awards of which the FCC Group is the protagonist, as well as objects that are testimony of its trajectory.

What has been the most recent acquisition?

We have recently acquired a publication from 1926 dedicated to the influence of FCC (FOCSA at that time) in the socioeconomic fabric of Colmenar Viejo (Madrid), thanks to the acquisition of quarries in that town for its exploitation.

And the oldest document?

Among all that we have, we have a manuscript of the sale of a piece of land in the municipality of Caldes de Montbui (Barcelona), which dates from 1767 and is in an admirable state of preservation.

What kind of care must be applied to such sensitive materials and how is their safety guaranteed?

The usual processes are applied to preserve the facilities where the documentary sources and objects are kept: comprehensive cleaning of facilities and filing cabinets, natural or mechanical ventilation, pest and humidity control, maintenance of electrical and sanitary installations, automatic and manual fire and intrusion extinguishing systems, etc. Access to these historical funds is also restricted by means of the regulatory procedures regarding Information Security, applicable to all documents in our custody. In addition, we have a rigorous access control to our facilities, since only specifically authorized personnel can access them.



Depending on the type of sources, we also apply restoration and maintenance processes that mainly affect historical objects, guaranteeing their physical integrity, as well as that of the documentary collections, protecting the company's patrimonial assets.

What would be the ideal in your professional field?

It seems that this ideal has the potential to become a reality. The FCC Group's General Services have set aside a space in our facilities to establish a Historical Center that brings together the acquisition, conservation, study and exhibition of documentary sources and historical objects that bear witness to its history, which avoids documentary gaps caused by the lack of written

> "I can't imagine myself working in a profession other than as a documentalist."

testimonies about the company's historical milestones. In addition, it avoids losses due to the simple passage of time, changes of location or fortuitous losses. On the other hand, it guarantees secure and controlled access by Group employees to these sources, a historical heritage asset of which they are a part.



I would like to thank the General Services for the trust they have placed in me to undertake this exciting project and to be able to give testimony worthy of their expertise.

> "Time goes by even faster when you are engaged in something you are truly passionate about."



Rosa María Domínguez, the award-winner, with Félix Parra, CEO of Aqualia.

A feature article on the detection of **COVID–19 in waste water wins Aqualia's 5th Journalism Award**

The article "On the hunt for an upsurge of coronavirus in the wastewater of Salamanca" published in June 2020 by the journalist Rosa María Domínguez, in La Gaceta de Salamanca, was the winner of the 5th Aqualia Journalism Award "Comprehensive water management in municipalities"

The work addresses the common challenge of researchers and water management companies to detect traces of COVID-19 in wastewater. Félix Parra, CEO of Aqualia, presented the award at a ceremony held on June 3 at the headquarters of the Madrid Press Association (APM).

The winner thanked both the jury and Aqualia for the award, and stressed the need for greater collaboration between the university, the company and the media in order to highlight information of interest to the public. The jury chose the winning work for the informative nature of the report, which, supported by data and proven sources, provides the public with information of great relevance at the time of its publication in an easily understandable way.

Prizes valued at 6,000 euros

The first runner-up prize went to Tomás Díaz for his work "In search of fair and efficient water tariffs", published in El Economista. Díaz received the award from Nemesio Rodríguez, president of the Federation of Spanish Press Associations (FAPE).

Gabriel Cruz, a journalist from Informativos Cuatro, was awarded the second runner-up prize for his piece "From the reservoir to the tap at home, this is the way water travels". Cristina Berasategui, head of Communications of the Spanish Association of Water Supply and Sanitation (AEAS), presented Gabriel with his award.

The prizes are endowed with a total of 6,000 euros, of which 3,000 go to the winner and 1,500 to each of the runners-up.

In this fifth edition of the contest, the jury recognized two Special Mentions, with an economic endowment of 1,000 euros each. The first, to the radio work "Value and the cost of water", by journalist Álvaro Gómez, for Onda Cero Segovia, for his contribution through the microphones to publicize the material and economic aspects of tap water. The second Special Mention was awarded to the work "Tagus, how to kill a river", by Juan Calleja and Ricardo J. Rodrigues, for El País. The jury highlighted the work of the authors who "build a story divided into three well-documented articles, and raise to a national media a serious problem that affects one of the main rivers of our country".

A record figure

The Award aims to highlight the importance of the management of the integral water cycle in daily life, in addition to recognizing the informative work of journalists who contribute with their work to increase the culture of water as a scarce and precious resource. A total of 65 journalistic works from audiovisual, print and digital media have been submitted to this edition of the contest, a record number since the launch of the contest in 2016. Throughout the five editions of the Award, 230 journalistic works have been submitted and 175 authors from 133 media outlets have participated.

The Awards ceremony was presented by Aqualia's Director of Communication and CSR, Juan Pablo Merino, and was held in front of a small number of attendees, complying with the health and safety measures established by the administrations. The event included a speech by Nemesio Rodríguez, who reflected on the journalism-water binomial.

The president of FAPE stressed that: "when there is a lot of information, what is really lacking is drinkable information, that is to say, reliable". In this sense, Rodríguez praised the quality of the entries submitted to this edition, which he referred to as "works of good drinking water journalism

that offer an accurate vision of the fact that our wellbeing depends on an efficient integrated water management service, an essential element for the functioning of human beings, biodiversity, the environment and all the living elements of the planet".

At the end of the ceremony, Aqualia encouraged journalists from all over Spain to participate in the sixth edition of the competition, the rules of which will be published shortly. próximamente.



The winner Rosa María Domínguez (center), accompanied by the finalists Tomás Díaz, Gabriel Cruz, Álvaro Gómez and Juan Calleja.

Positive balance in previous editions

In 2016, the jury chose as winner the journalist Tomás Díaz for an article published in the newspaper El Economista entitled "The sanitation fee will go up 50%, thereby increasing the bill". In the second edition, the journalist Francisco Jiménez, from Diario Sur, won the first prize for his article "A constant drip in the middle of a drought". In 2018, the Aqualia Journalism Award went to Jorge García Badía, journalist of La Verdad de Murcia, for his work "The municipal water service loses 300,000 euros per year due to frauds in the network". In the last edition, the article "In the eco and odorless car that runs with Chiclana poop", published by journalist Paco Rego in El Mundo, won the IV Aqualia Journalism Award.

Aqualia celebrates **Safety Week**



In order to promote the importance of health, Aqualia carried out different activities and workshops at some of its sites.

Under the slogan "Your safety and well-being come first for Aqualia. Participate in 'Safety Week' and help us build a real preventive culture!", the company organized various health promotion activities at several of its headquarters, coinciding with April 28, the date on which World Day for Safety and Health at Work is commemorated.

Among the most outstanding events that took place was the presentation of the awards for the Recognition of Preventive Effort, corresponding to the 2019 and 2020 editions, which represent the culmination of the Preventive Culture Project launched in the company in 2015.

The finalist contracts, which had already been awarded in their Zones or Areas, were Tomelloso and the San Claudio WWTP (Zone I); IDAM Mutxamel and Ibiza (Zone II); Aquajerez and Ranilla WWTP (Zone III); Santander 2020 Investment Plan (works), as well as Caltaqua and SmVaK (Europe); Huechún and Guaymas desalination plant (America); and OSWS and Faast Metro (MENA). The winners were Tomelloso, Ibiza and SmVaK.

The event took place in a semi-presential mode, with all the finalists connected through the Zoom videoconferencing platform, and was presided over by Félix Parra, CEO of the company, from its headquarters in Las Tablas (Madrid), together with the directors of the National and International areas, Santiago Lafuente and Luis de Lope, respectively.

The company also launched various health promotion initiatives in different locations where it has work centers.

Andrea Rodríguez–Pinero,

winner of the 'Waste360 40 Under 40' award in **recognition of her career in the environmental field**

Last March, Andrea Rodriguez-Pinero, Director of Recycling for FCC Environmental Services in the United States, was awarded the Waste360 40 Under 40 award in recognition of her career in the solid waste and recycling industry.

This annual list by the publication Waste360 recognizes the best young professionals under the age of 40, the brightest in the solid waste and recycling industries, leaders in these fields, for their significant contribution.

This is a well-deserved award for Andrea's important role in making the planet cleaner and greener.

"This recognition has been a wonderful surprise. It is an honor to be on this list, which includes so many other distinguished professionals in our industry," says Andrea, who oversees recycling operations and the sale of end-product materials for FCC Environmental Services.

For his part, Iñigo Sanz, CEO of the company, also wanted to highlight the value of the team as a whole, thanks to the work Andrea does: "FCC Environmental Services has such a talented recycling team due, in large part, to Andrea's leadership. She deserves this distinction for the important role she plays in making the planet cleaner and greener".



The City Council of Pozuelo de Alarcón (Madrid) **acknowledges the work of the cleaning services** during the pandemic



After more than a year has passed since the beginning of the health crisis caused by COVID-19, the mayoress of Pozuelo de Alarcón, Susana Pérez Quislant, on behalf of the city, wanted to pay tribute to the victims and recognize the work of different groups of professionals and volunteers.

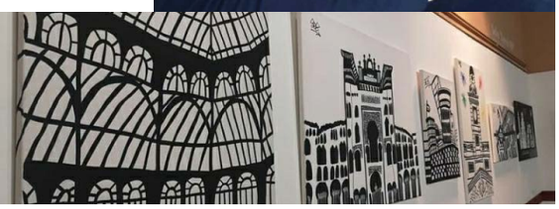
During the ceremony held at MIRA Teatro, the mayoress gave a plaque of appreciation to the workers of the cleaning service of FCC Medio Ambiente for their attention to the residents of the city.



Also receiving this plaque were the Emergency 112 services, the national and municipal police, SEAPA, Civil Protection, hospitals, health centers, stores, restaurants, the UME, schools, funeral services, parish priests, Caritas, Red Cross, nursing homes, hotels, and volunteer personnel.

An artist among us: David Cañizares, a worker at FCC Medio Ambiente





David Cañizares Velasco, an employee of FCC Environment, belongs to the tire collection, street cleaning and pest control service in Leganés (Madrid) and dedicates his free time to painting on canvas. A hobby he enjoys and carries out under the nickname of SEE. His latest works were exhibited from March 12 to April 10 in the Rigoberta Menchú room, a space located in the same town where he provides his services to the company.

With the collection "My universe of light and color", and through color, David wanted to convey a very hopeful message for this 2021, after the passage of the pandemic due to COVID-19. It is composed of forty canvases that he made during the first confinement in 2020, in which he has made use of a wide chromatic range and geometric shapes, with a very personal touch, with which he intends to inspire, with his particular vision, to "recover our habits, customs and illusion for the good that lies ahead".

A turn of 365 degrees

"After a dark period that we have been living in society, with the pandemic and in which I have not stopped drawing black on white and vice versa, I decided to make a 365-degree turn and capture a whole universe of light and color, a motif that has given name to this exhibition, which is my third", explains David, who admits that he always tries to leave a stamp of his own identity when capturing his ideas on canvas.

In the painter's own words, his new works aim to "spread this positive vision expressed through colorful canvases" to leave behind bad memories "of a dark experience, full of bad news and a lot of fear". "This exhibition is an expression of happiness and positive energy to recover the normal tone of our lives," he stresses.

David Cañizares' journey as part of FCC Medio Ambiente began in September 2019, coinciding with the company's arrival in the Madrid municipality, where he himself has lived for almost a decade.

His morning shift at FCC Medio Ambiente allows him to have the afternoons free to dedicate to his artistic work, so making his work and his passion compatible is not a problem for him. David dreams of having a space exclusively dedicated to his art, although for now his painting space is his home, where he combines his personal and artistic life.



A life in the service of art

David started painting when he was 13 years old, inspired by the street artists of the nineties, a time when there was a boom in this type of art, although he always learned in a self-taught way, motivated by his great eagerness and interest in painting. During his adolescence, he got carried away by the urban art of the time that was so successful at that time, through the different graffiti writers of Madrid.

When he began to feel curious about art, he left the aerosols and moved to the canvas inspired by artists such as Van Gogh, Picasso, Dalí, Miró, Goya or Kandinsky, and with watercolors, acrylics and Posca markers, with which he currently works, he began to create works with his own style, always under a very personal prism. His artistic name, "SEE", comes from the verb "to see" in English, as he says he has always been very observant and curious.









Three FCC Environment employees in Buckinghamshire (UK) **star in BBC television program**

The management and work of FCC Environment, as one of the main companies in waste management and recycling in the United Kingdom, through three of its employees, has been the protagonist of 'Dom Digs In', a new television program of the British public broadcaster BBC, whose broadcasts began on April 30, 2021 on its first channel, BBC One.

The new TV show sees presenter, Dominic Littlewood on the front line with some of the UK's most essential workers, many of whom have kept the country going throughout the three COVID-19 lockdowns.

Tour of the High Heavens and Greatmoor

During the first episode, the show's host showed viewers how waste and residues are transformed into useful energy for homes and businesses, along with Gillian Sinclair, Justin Baley and James Jackson.

Appearing on the broadcast was Gillian Sinclair, FCC Environment's Head of Development, Green Energy division, who gave a tour of several of the company's facilities, including the High Heavens waste transfer station and the Greatmoor energy recovery plant in the Buckinghamshire town of Greatmoor.

"Many people still believe that the waste they put in their black bin bags simply ends up in landfill, so it was great to have the opportunity to show Dom - the presenter - and the general public how we generate energy from household waste after collecting it from our people's homes," said Gillian.

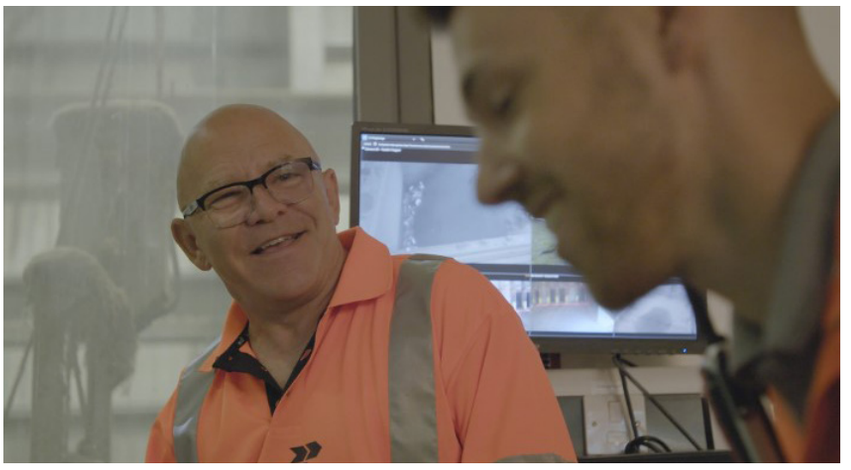
The audience was also able to see the different stages that non-recyclable household waste goes through, once it has been collected from the curbside. The tour begins at the weighbridge, an industrial-sized scale outside the waste transfer station that weighs each collection vehicle that comes in loaded with garbage, so that it is possible to accurately track, from its arrival, the exact amount of waste and garbage.

Once inside High Heavens, the presenter meets Justin Bailey, another of FCC Environment's employees, whose main role is to ensure that non-recyclable waste from households in the Buckinghamshire locality is methodically and efficiently packed into an articulated lorry and then transported to the Greatmoor plant.

In another scene, the presenter and Gillian go to Greatmoor, where they meet waste operator James Jackson, who shows Dominic Littlewood how the team inspects the waste for items that could cause problems to avoid any mishaps in the process. Once the waste is loaded into the furnace, it is incinerated and produces a steam that through the plant's turbine generates electricity.

"I hope that those who watch the program will be inspired to continue to reduce, reuse and recycle as much of their waste as possible," adds Gillian, hoping that the audience can appreciate the work that FCC Environment's workers do in this sector.







FCC Industrial promotes the incorporation of vocational training students in the company.

FCC Industrial leads a **pioneering project for the incorporation of vocational training students** into the labor market

FCC Industrial is carrying out a pioneering project with vocational training students for their subsequent incorporation into the labor market. The initiative is based on the development of an on-the-job training program, which enables students to subsequently join the company as employees.

The students will receive the practical training necessary for the execution of their job functions. This training will include all the legal requirements derived from the performance of their job, client regulations, as well as specific practical aspects derived from their activity.

FCC Industrial will have the collaboration of training entities, such as ADEMI. In addition, practical seminars will be given by the main suppliers of materials, tools and installations with which FCC Industrial works, including Disacce, 3M, APLIWELD, EFOR, ADEMI, MESEGUR and IRUDEK.

These actions will provide the program with exclusive content specifically tailored to the company's activity, combined with practical training at the sites of the Power Networks division.



The Madrid vocational schools that will benefit from this activity will be IES Satafi (Getafe), IES Las Canteras (Villalba), and IES Universidad Laboral (Toledo).

This first edition will be extended with successive actions aimed at attracting specialized talent to the company, as well as prioritizing training and safety as a lever for the growth of FCC Industrial's activities, thus enabling them to be carried out with the utmost quality and rigor.

FCC Medio Ambiente awarded the **Distinction for Equality at the Company**

The Ministry of Equality, through the Institute of Women, has honored FCC Medio Ambiente S.A.U. with the 2020 Distinction for Equality at the Company. This mark of excellence serves as encouragement and recognition for firms that are committed to equality and have implemented policies aimed at promoting it in all areas of the company.

It also acknowledges all kinds of actions oriented at facilitating the balance of personal, family and professional life, defining general goals and articulating flexible measures that allow them to be adapted to the diversity of situations and needs that may arise in the company's staff.

This Distinction is an endorsement of the equality policies of the FCC Group environmental services division, which already had this accreditation under the name of FCC S.A.

In order to obtain the award, the criteria for the implementation and results of the measures contained in the company's equality plans have been assessed; the adoption of agreements at the highest level through their approval by the Management Committee for the entire business; the establishment of procedures and criteria for the periodic evaluation of these plans; the application of positive action measures that actively promote equal opportunities between men and women; the policy of prevention of harassment; the dissemination of campaigns on gender violence and the integration of women victims of gender violence into the labor market, as well as training actions, both for access to employment and others aimed at promoting women to positions of responsibility.



Alfonso Benítez, S.A. signs the Equality Plan with the UGT and CCOO trade unions



Alfonso Benítez, S.A., a subsidiary of FCC Medio Ambiente, has recently signed its Equality Plan with the Public Services Employee Federation of Unión General de Trabajadores (UGT) and the Construction and Services Federation of Comisiones Obreras (CCOO).

This new Plan is in addition to those previously signed in FCC Medio Ambiente itself, as well as in other affiliates like Servicios Especiales de Limpieza, S.A., Limpiezas e Higiene de Cartagena, S.A., Servicios de Levante, S.A. and Sermunegisa, currently being updated in the light of new regulations recently approved on this matter.

FCC Construcción renews its commitment to the **Diversity Charter**

FCC Construcción has renewed its commitment to the Diversity Charter for the period 2021 - 2023, thus contributing to the fulfillment of the Charter's objectives in a practical way.

It is a commitment to promote an inclusive work environment.

FCC Construcción joined the principles of the Diversity Charter in July 2014, with a commitment to comply with a decalogue of principles and communicate these values:

- Raise awareness of the principles of equal opportunity and respect for diversity.
- Advance in the construction of a diverse workforce.
- Promote inclusion.
- Consider diversity in all management policies.
- Promote work-life balance by balancing work, family and leisure time.
- Recognize customer diversity.
- Extend and communicate commitment to employees.
- Extend and communicate the commitment to supplier companies.
- Extend and communicate this commitment to administrations, business organizations, unions and other social agents.
- Report the activities in support of non-discrimination, as well as the results obtained.

The principles enshrined in the Diversity Charter are in line with the provisions of the company's Equality and Diversity Policy, which establishes the integration of diversity as a central part of all its activities.

FCC Construcción is committed to proactively carrying out actions and programs to promote equality, diversity and integration in the workplace in order to contribute to the well-being of the people who form part of the workforce and to strengthen its links with the communities in which it operates. All this in favor of the right of all people, regardless of their age, origin, religion, sexual orientation, race, culture, disability or gender, to have the same opportunities in access, permanence and promotion at work, harmonizing family and professional life. At the same time, it allows to enhance the quality of life and work of people. environment.

About the Charter

The Diversity Charter is an initiative of the European Commission's Justice Directorate for the development of its anti-discrimination policies. The Diversity Foundation, promoted by the Alares Foundation, is the exclusive provider of this seal in Spain, which responds to a voluntary code of commitment to support and promulgate the principles of diversity inclusion and non-discrimination in the workplace.

Aqualia, **Award for the Best Company** in the sector in the year of the pandemic



Aqualia has been awarded “Best Company of 2020” by the readers and followers of iAgua magazine, the leading media in the sector in Spain and Latin America. The award recognizes the company’s work to achieve the overall objectives of the water sector, ahead of other companies, such as Acciona, Schneider Electric, Ídrica and Hidroconta. This is the fourth occasion (2015, 2017, 2019 and, now, 2020) in which Aqualia receives this recognition as the most representative entity in the sector.

Santiago Lafuente, Aqualia’s Director for Spain, was in charge of collecting the award virtually. In his speech, he stressed the need to “work well and communicate well” in order to be able to transmit the enormous value that the sector provides to the general public.

The iAgua Awards were presented at the Investagua event, which brought together the main players in the urban water cycle in Spain and LatAm, and where Aqualia participated actively in the session on Purification and Sanitation, in the forum on Reuse and in the ‘Top Executive Roundtable’, with Santiago Lafuente, director of Spain.

Guaranteeing the human right of access to water **Villa del Rosario (Colombia)**



With the “Water for all” public wells project in Villa del Rosario, Aqualia seeks a provisional solution for the provision of water supply services in illegal settlements and areas of complex access to which the service coverage does not reach. In this way, it seeks to provide social and technical support to the communities so that, through self-construction and with the advice of the company’s technical professionals, they can carry out the necessary installation for the normal operation of the public water supply.

The project, already designed, started with a pilot project in the Esperanza neighborhood, which will serve 128 families, and will later benefit more than 5,000 inhabitants of the irregular highlands.

The presentation ceremony, held recently, was attended by the main actors involved in the program: Mayor Eugenio Rangel Manrique, Aqualia’s representatives from the neighboring communities, the media and various municipal technicians. The municipality of Villa de Rosario, a border area with Venezuela, has around 150,000 inhabitants (106,000 registered), with an aqueduct built for 50,000 people. A year ago, Aqualia took the reins to optimize the service and made commitments to improve and invest for the next 10 years.

Water is fundamental for development and can be a driver of change to promote a fairer society, the main challenge of the Sustainable Development Goals (SDGs). The Covid-19 pandemic has highlighted the importance of making an effort to achieve both SDG6 and SDG17. Facilitating and regularizing access to drinking water for the inhabitants of these areas will substantially improve their quality of life.

Cementos Portland Valderrivas **obtains the production control certificate** for the concrete plants in the Eastern Zone



The Trinitat concrete plant (Barcelona) .

AENOR has awarded Cementos Portlanda Valderrivas the certificate of conformity of the production control of concrete manufactured in the plant, in compliance with Royal Decree 163/2019 (March 22), to the four concrete plants of the cement Group, which operate in the East Zone (Zona Franca, Trinitat, Vallcarca and Amposta).

The project of adaptation to the new regulations has required several months of work and has been achieved thanks to the effort and coordination of the Quality, Information Systems and Production teams.

To obtain this certification, the plants are periodically evaluated by an independent inspection entity that verifies that the legal requirements are met in the control of materials, warehouses, facilities, quality and environmental control and that there is traceability in all operations.

This certification allows Cementos Porland Valderrivas to offer its customers quality concrete with greater guarantees and, above all, to do so with total transparency and safety.



The concrete plant in the Free Trade Zone (Barcelona) .



The Vallarca concrete plant (Barcelona).

Convensa **transplants 300 olive trees affected** by the works of the Murcia–Almeria High–Speed Mediterranean Corridor



Trees donated and transplanted by Convensa to the Mar Mediterráneo Nursery and Primary School (Almería).

Convensa is currently executing the construction works of the platform of the Murcia-Almeria Mediterranean High Speed Corridor corresponding to the Níjar-Río Andarax section. It is a 25.5 kilometer section that runs between the towns of Níjar and the city of Almería.

Within the expropriations carried out for the development of the project, there were several cultivation plots on the banks of the Andarax River, mainly destined to the cultivation of olive trees (Olea Europaea).

Most of them correspond to intensive plantations, about 270 individuals, and the rest in extensive, until completing a number of approximately 300, which were being exploited by their owners.

The destination set in the project for these plantations was felling, clearing and removal to landfill.

Convensa, as part of the FCC Group, has a strong commitment to sustainability, so it studied the possibility of giving another destination to these trees and allowed the owners to harvest the olives, avoiding any action of the project that would affect it.



Convensa donated several trees to the Colegio de Educación Infantil y Primaria Mar Mediterráneo, a nursery school in Almería that has been awarded for three consecutive years for its sustainability-related activities.

After pruning and root pruning, the olive trees were transferred to the school, where they were transplanted with the help of Convensa's personnel and machinery.

This planting was developed as a didactic action for the students, who collaborated in the final part of the covering of the root ball, fertilization and irrigation. With the rest of the olive trees, a nursery has been created in an area where surplus soil from the construction site is stored for use in subsequent initiatives.

FCC Construcción **receives the EJE&CON distinction** as a committed company

The headquarters of the Official College of Architects of Madrid (COAM) hosted the “Act of good practices for talent management and business competitiveness”.

During the session, the report Flexibilidad laboral y género España-Chile was presented, an initiative promoted by the Asociación Española de Ejecutiv@s y Consejer@s (EJE&CON); REDMAD; Esade Women Initiative and CEOE with the aim of knowing the state of the art of labor flexibility in the international arena and in Chile, as well as to identify opportunities for the development and advancement of women in the top management of organizations.

12 years working for equality

FCC Construcción is a pioneer in the development of equality actions, and has been working for more than 12 years to create awareness of the individual rights of workers, protecting and empowering them; in particular, guaranteeing personal dignity within the company, establishing guidelines for healthy behavior and eradicating those behaviors that could be considered illegitimate intrusions into personal privacy.

The company signed its first equality plan in 2008, and in 2015 ratified its second plan. In both, the commitment to equal opportunities between men and women was made clear. The III Equality Plan thus constitutes an orderly set of measures that, really and effectively, will allow consolidating in the global scope for which it has been designed, the objectives of equal treatment and opportunities between women and men, and eliminating any hint of discrimination based on sex.



FCC Construcción has received the EJE&CON distinction as a committed company, code of talent and competitiveness.

The **most common running injuries** and how to avoid them

How many times have you suffered or heard about them?



Every athlete gets injured in one way or another, but.... what do they do when it happens? The most important thing to keep in mind when faced with an unexpected injury is: deal with it, stay motivated, and don't lose patience. Remember that perseverance will be your strength. These are the most common running injuries, how to avoid them and tips for an effective recovery.

Runner's knee

Also known as 'Tensor fascia lata syndrome' or 'iliotibial band'. Sudden pain in the external face of the knee when we take a few minutes of race, sometimes like a whiplash if it is very irritated, and it leads us to think that it is of the own knee. However, everything comes from a small muscle of the hip that finishes in the tibia in form of tendon.

- **How to avoid it:** Strengthen the quadriceps, adductors and abductors. When the quadriceps are exhausted, they are helped by other accessory muscles that tighten the weak parts: the insertions.
- **Rehabilitation:** It tends to recur quite often because we think we are well before our time. Although it is not recommended to stop training, you should stop running until the inflammation process goes down (bike or elliptical are good substitutes). Go to the physiotherapist once a week, ice for 10 minutes twice a day, and do strength excercises, especially quadriceps. Always follow the advice of qualified trainers.

"Goosefoot" tendinitis

Pain that appears in the posterior and internal part of the knee, from the hamstring forward. This injury is due to the insertion of three muscles: semitendinosus, sartorius and gracilis. It is similar to the problem of the knee of the runner, since it is caused by having weak muscles in the legs and doing many kilometers. It does not prevent running, but it is quite annoying. It can also be due to a bad step with the inside of the foot (in valgus), or inefficient running technique.

- **How to avoid it:** Strengthening the legs and especially the back of the thigh, along with running exercises, to balance our musculature and be more effective running. It is also important to do guided or assisted stretching after each workout.
- **Rehabilitation:** Ice, physiotherapy, hamstring strengthening with isometric and eccentric exercises (consult a professional), and improved running technique.

Patellar tendinitis

The patellar tendon/ligament is one of the most important in the lower limb, being the insertion of the quadriceps muscle (tendon) and acting as an anterior support for the knee (ligament). When we have an important running activity and the quadriceps is not strong enough, it usually becomes inflamed and hurts like

a pinch anywhere on the patella. It does not prevent the activity, but it is usually sufficiently bothersome and becomes inflamed.

- **How to avoid it:** Strengthening the quadriceps and good running technique. If you run too much "lying forward", the hamstring takes more pressure than it should. You must run with good hip-knee-foot alignment. Proprioception/balance also greatly improves the quality of the hamstring.

- **Rehabilitation:** Ice, physiotherapy, specific quadriceps strengthening and stretching, along with good training and good running technique and balance.

Plantar fasciitis

The plantar fascia is a 'membrane' that covers the lower muscles of the foot. The fasciae of the body become tight if the muscles are very tense, and in the case of the plantar fascia it is very dependent on all the structures at the back of the leg. Fasciitis is a pain in the plantar arch that is concentrated in the heel. It also depends on the shape of the plantar arch and the weight of the person.

- **How to avoid it:** Many times, when this happens, you don't know the exact reason. Having quality training, good posterior flexibility and in particular of the calf muscles, should solve the problem.

- **Rehabilitation:** Lots of patience. Ice, massage, calf-soleus-ischiotibial stretches, and specific foot exercises for plantar fasciitis. The assessment of a sports professional and rehabilitation (physiotherapy) will always be of great help to get the diagnosis right. If it is a foot or hip problem, a podiatric study for the use of insoles can be assessed..

Achilles tendinitis

It is the same mechanism as plantar fasciitis, but instead of the fascia becoming inflamed, the Achilles tendon becomes inflamed due to too much tension in the posterior structures of the leg, especially the calf and soleus, which insert into the calcaneal bone through this tendon.

- **How to avoid it:** Good sports hygiene. That is, flexibility, strength, and running technique with good body alignment. It helps us a lot to improve balance (proprioception) with bosu, for example.

- **Rehabilitation:** A little more conservative treatment is necessary than with fasciitis, since it is easier for it to worsen and become a bigger problem. No running (elliptical or cycling) until the inflammation goes down a little, lots of ice and physiotherapy.

Pubalgia - Osteopathy of pubis

In the pubic bone there are muscles of the leg and abdomen that originate and insert there, and having a minimal joint in the middle (pubic symphysis) it assumes movements generated by the surrounding muscles. When one part rotates too much over the other, it generates the dreaded 'osteopathies', which are pains that go down towards the groin or up towards the abdomen.

- **How to avoid it:** Flexibility and hip mobility, generate good running technique and make sure that we are not using more strength with one leg than with the other. Perform abdominal strength excercises correctly.

- **Rehabilitation:** Physiotherapy, isometric strength, postural hygiene exercises (e.g. Pilates), flexibility and improving hip muscle strength. PNF (Proprioceptive Neuromuscular Facilitation) stretching of adductors, and exercises such as holding a ball with the knees and squeezing it for five seconds, with 15 repetitions..

Low back pain

Lower back pain when starting to run is quite common. This may be due to poor running posture, or imbalances between the muscles of the spine and abdomen.

- **How to avoid it:** Postural exercises, correct preparation and warm-up, strengthening of the abdomen and back muscles in general, always under the supervision of a professional to promote the correct execution of the exercises.

- **Rehabilitation:** Physiotherapy, heat, mobilization of the spine, strengthening of the abdomen in a correct and directed way, flexibility and strength of the lumbar spine, dorsal and gluteus. Exercises such as Pilates bridges will come in handy to mobilize and relax the area.

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The Cementos Portland Valderrivas Group voluntarily receives a **new certification in occupational health and safety based on the ISO 45001** standard for all its cement plants in Spain and Tunisia

ISO 45001 on Occupational Health and Safety Management Systems, more demanding than the previous OHSAS 18001 certification, is the first international standard on occupational health and safety that also includes continuous improvement.

Some of the most significant differences with respect to the previous certification involving expanded requirements are:

- It introduces greater attention to the needs and expectations of workers and other interested parties, as well as worker participation.
- Compliance with legal requirements is made more demanding, and evidence must be provided to prove it.
- Leadership and management commitment, placing greater emphasis on the commitment and participation of senior management.

This new certification will allow a more effective and efficient management of occupational health and safety risks in order to achieve the reduction or elimination of accidents and an improvement in the working conditions of the workers of any organization.



FCC Corporate Services obtains the **ISO 45001 certification** that endorses its occupational **health and safety management**

FCC Servicios Corporativos also obtained ISO 45001 certification in March 2021 for its occupational health and safety management.

ISO 45001 is the most widely recognized international standard for Occupational Health and Safety Management Systems, published by the International Organization for Standardization (ISO). It is a voluntary standard that organizations can adopt to establish, implement, maintain and improve their Occupational Health and Safety Management Systems. ISO 45001 is an international standard that replaces the previous OHSAS 18001 and sets the background for continuous improvement in health and safety management based on the following principles:

- Provide safe and healthy working conditions to prevent work-related injuries and illnesses.
- Satisfy applicable legal and other requirements.
- Control health and safety risks through the use of a hierarchy of controls.
- Continually improve the Occupational Health and Safety Management System to improve the performance of the organization.
- Ensure the participation of workers and other interested parties in the Occupational Health and Safety Management System.

FCC Corporate Services began the certification process in December 2020 (1st phase), finalizing it in March of this year 2021, through the adequacy audits carried out by the authorized entity, SGS ICS Ibérica.

The audit team, after the development of the relevant audits, considered that the audit objectives had been met and that the organization has established and maintained its management system in accordance with the requirements of the standard, demonstrating the ability of the system to effectively meet the requirements of the standard for the scope, objectives and policy of the organization.

In this sense, this certification is a further step in the continuous improvement of the defined procedures and processes to bring them up to the best occupational health and safety standards.

FCC employees at the top of the rankings of the 5th Intercompany eHealth Challenge Olympics

FCC has once again celebrated the successful participation of its employees in the eHealth Challenge campaign, the largest inter-company Olympics in the world.

Despite the current context of the health crisis, almost 4,000 professionals from a total of 34 companies in 32 countries around the world, of which 363 belong to the FCC Group, have joined the challenge this year. The kick-off ceremony took place on 5 April last and ended on 16 May. All of them, distributed in 429 teams, have covered a total of 1,088,698 kilometers over six weeks and in different categories.

The collaboration of the employees of the FCC Group and all its business areas has been fundamental in winning several corporate, individual and company digital trophies, which Hub&Go has sent on behalf of the company and all of them.

In the overall individual ranking, Vicente Plaza (Panucci), from FCC Industrial, won no less than the bronze medal in the men's activity category; José Blanco took second place in the men's walking category; and Esperanza Jiménez, from FCC Medio Ambiente UTE Madrid Zona 6, third place in women's running.

In the overall classification by companies, FCC has reached the podium in almost all the modalities, with two silver medals in activity and walking, either by kilometers or by average time; as well as several bronze medals in the rest of the categories.

Trophy as a participating company

- 2nd classified in the category "Large Company" - Activity
- 2nd classified in the "Large Company" category - Walking (by kilometers)
- 3rd classified in the "Large Company" category - Running (by average time)
- 3rd classified in the "Large Company" category - Running (by kilometers)
- 3rd classified in the "Large Company" category - Cycling (by kilometers)
- 3rd classified in the "Large Company" category - Swimming (by kilometers)
- 3rd classified in the "Large Company" category - Swimming (by average time)

Through its ambassadors, FCC has managed to go beyond 105,082 kilometers, 62,766 in relation to the training phase and 42,316 corresponding to the activity stage. This is an outstanding result that has allowed the company to place in the top positions in several of the categories of this fifth edition of the Olympiad.

We are grateful for the work of each of the participants, thanks to which FCC has been able to maintain an outstanding presence throughout the Olympiad.

The World's Largest Inter-Company Olympiad

The EHealth Challenge is a very beneficial initiative in the workplace, with which the company has once again given its staff the opportunity to incorporate and promote healthy lifestyle habits in their daily lives, including the practice of sports activities such as walking, running, swimming or cycling.

Whether they are athletes or not, the contribution of the FCC Group's employees has once again been fundamental. Therefore, the company congratulates all those who have joined this corporate challenge, leaving FCC at the top, and reiterates the need to be constant and bet on the welfare, personal health and care of our planet in achieving a common, healthy and supportive goal. With this action, we have managed to save the atmosphere a total of 234,749 kilograms of CO_2, equivalent to more than 14 million trees.

"Our most sincere congratulations to all for the magnificent results"



As a company specialized in railway infrastructures of the FCC Group, the company has presented its new logo, on the occasion of its 50th anniversary.

Convensa, Contratas y Ventas was created in 1971 as a construction company located in Asturias and with the aim of dedicating itself to a wide range of works, lending special strength in railway works.

It was in 1991 when it became part of the FCC Group, becoming the company specialized in railway works of this company.

From that date, the geographical area of work was extended to the entire national territory, becoming involved in the execution of projects of international scope.

In this period of time, Convensa has carried out works on High-speed Lines, Conventional lines, Narrow-gauge lines and Metropolitan lines, both for public and private clients.

These works have ranged from the execution of infrastructure works through the realization of the superstructures, both new track assembly and existing road renewal, either in ballast or plate, building stations and transport terminals on the surface or underground and developing the maintenance of existing or newly opened lines.

Value-creating company

Convensa, Contratas y Ventas is a company that creates value through its activity, taking care of the people around it, the environment and the community where it operates, understanding that sustainability is part of the company's strategy.

A sustainable company contributes to the development, prosperity, stability and health of the social environment in which it operates, creating direct and indirect jobs, boosting the economy and creating value for shareholders.

Convensa's staff is an important asset that differentiates the company from other companies in the sector. The company has a team of experts with extensive experience in all fields of railway design, construction and maintenance, as well as providing support engineering where required.

Innovation

The company incorporates the latest technology in equipment and construction processes, which positions the company, in many cases, as the best option for the client. Determining what has value for the client means searching for competitive opportunities, trying to harmonize what the company values and what the client appreciates, adapting their expectations to the concept of total value.

The company also collaborates in the communities in which it operates and works in different projects aimed at the most disadvantaged people. It also supports children and youth, culture, sports and a solidarity economy.

The observance of human and labor rights, respect for the environment and ethics are part of the corporate principles and of the people linked to the company.

Convensa fulfills its commitments and acts in a fair, honest and transparent manner.

FCC Medio Ambiente participates in a **wind–turbine blade recycling project**

to promote the **circular economy**

The initiative, submitted to the Next Generation EU Funds, which aims to be an example of public–private collaboration, could create more than 400 direct jobs, an innovative and exporting value chain, as well as new industries.

> “This project, the first on an industrial scale in Europe, would place Spain at the technological forefront of this industry”





FCC Servicios Medio Ambiente, through its subsidiary FCC Ámbito, participates in a wind turbine blade recycling project to address one of the most important medium and long-term challenges for the renewable sector and the energy transition and contribute to promoting the circular economy in Spain.

FCC Ámbito will bring its extensive experience in the recycling and marketing of Secondary Raw Materials (SRM) to identify the best available technology and define the operational processes in the development of up to 4 plants in different autonomous regions, which would cover the country's recycling needs.

Siemens Gamesa-, 11 SMEs from up to eight autonomous regions and five public entities.

Transition of the wind energy sector to the circular economy

The investment would contribute to the transition of the wind energy sector to a true circular economy and would improve the competitiveness and sustainability of this industry, through research and implementation of wind-turbine blade recycling technologies and their digitalisation, creating a new industry of composite materials recycling, as the recyclability of turbines is currently around 85-90% and could increase up to 100%.

The first industrial-scale project in Europe would place Spain at the technological forefront of this industry, and would contribute to the creation of more than 400 direct jobs and an innovative and exporting value chain. The initiative, led by Iberdrola, has been submitted to the Next Generation EU Funds and aims to be an example of public-private collaboration, with the participation of seven major companies including

The project includes the recycling of wind-turbine blades from the repowering of wind farms or those that have reached the end of their useful life or are defective, and will seek the recovery of their main components - mostly glass and carbon fibres and resins - and their use in sectors such as energy, aerospace, automotive, chemical or construction.

> "Investment in the project would contribute to the transition of the wind energy sector to a true circular economy and improve the competitiveness and sustainability of the sector"



FCC Ámbito's glass plant, the material used to manufacture the fibers that make up the wind bla-des.

The initiative could create more than 400 direct jobs per year -according to data from the Spanish National Integrated Plan for Energy and Climate (PNIEC)-, connected with an investment in the supply chain by national suppliers, with an essential participation of local companies, especially SMEs, in activities such as collection, treatment, management and operation of the plants, as well as in the marketing of MPS and the development of associated markets. It will also generate induced employment, favouring the economic revitalisation of many Spanish communities, many of them with a major demographic challenge.

Aligned with the 2030 Agenda and the SDGs

With 26,835 MW of accumulated installed power in 2020, Spain is the fifth country in the world in terms of installed wind power capacity, after China, the United States, Germany and India. Wind energy was the second largest source of peninsular electricity generation in Spain last year, employing around 30,000 people and helping to reduce CO2 emissions, avoiding the emission of 29 million tonnes per year into the atmosphere. This industry stimulates local investment and is the fourth largest exporter of wind turbines in the world.

The project is designed to have an impact on the entire value chain, aligned with the 2030 Agenda and the Sustainable Development Goals, as it is oriented towards the ecological transition (SDG 13); the creation of a circular economy (SDG 12) around composite materials that form the blades of wind turbines of existing wind farms and that reach the end of their useful life; and digital transformation (SDG 9). It will also allow the Spanish wind energy sector, as well as the other sectors that use these materials, to anticipate the possible EU regulatory change, which will forbid the deposit of blades in landfills, by collaborating in their recycling.

> "The wind industry stimulates local investment and makes Spain the fourth largest exporter of wind turbines"



The FCC Group, with an accumulated experience of more than 120 years, is one of the first international benchmark citizen services groups specialising in the environmental services, end-to-end water cycle management and infrastructures sectors, operating in more than 30 countries.

FCC's business management processes focus on the design and provision of smart services to citizens through innovative solutions, with the search for eco-efficiency as the common denominator.

FCC employs more than 59,000 people and is a company that creates value, with a profitable and sustainable business model that is committed to local development, while it contributes to improving the quality of life of citizens.



FCC Construcción, protagonist in the **restoration of the**

Parador Nacional de San Marcos (León),

one of the most emblematic icons of the sixteenth century



700 years at the service of a history characterized by Renaissance art and a strong religious component that have made it one of the architectural and tourist emblems of the Castilian–Leonese city. After a total renovation, partially carried out by FCC Construcción, life has given it a second chance as part of the network of Paradores de Turismo de España.

FCC Construcción has participated in the first comprehensive refurbishment of the Parador Nacional de León, better known as Hostal de San Marcos, since it opened in 1965. This is the most important hotel project undertaken by Paradores de Turismo de España since 2010, the work on which has been spread over the last three years, until the end of December 2020, when it reopened its doors to the general public.

At the beginning of 2018, and following Paradores' desire to completely renovate its interior, the company was awarded a large part of the major transformation of this five-star property, which could currently be catalogued as one of the most remarkable historical architectural constructions, not only in the city of León, but also in the whole of the autonomous community in which it stands, along with the Cathedral of Santa María de Regla, the Basilica of San Isidoro and Casa Botines.

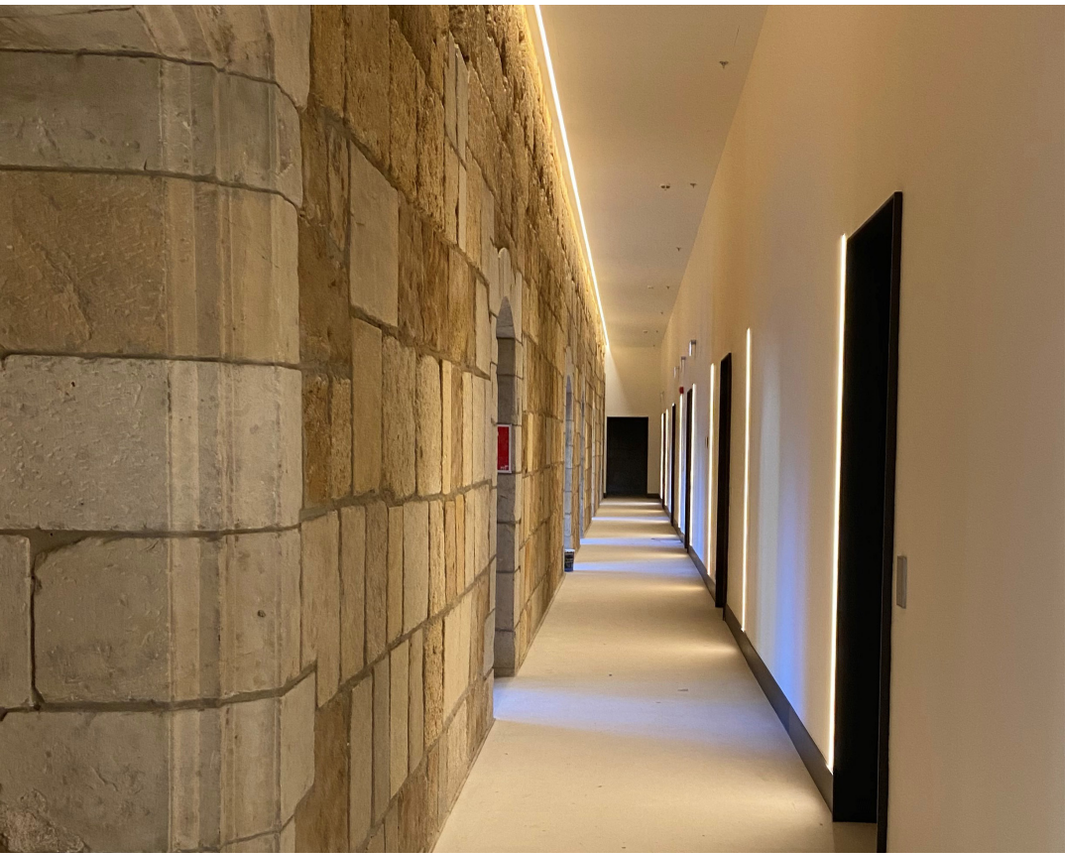
Among the modifications made by the company over 13 months, in this new chapter of its more than seven centuries of history, as many as lives, is the demolition of the last building constructed and the creation of a new and unique space, with 180 rooms and 12 convention rooms, as well as the construction of a new restaurant, a spa and a swimming pool. In addition, 40 unique rooms located in the noble area of the Parador and

the rehabilitation of the south patio have been fitted out, without renouncing the historical monumentality of the main building.

A refuge and temple for pilgrims

The Hostal de San Marcos, which already exudes a particular eclecticism due to the fusion of all its components and Plateresque, Mudejar, Flamboyant, Lombard and Tuscan ornaments, typical of the historical moment in which its foundations were built, demonstrates the power of the Spanish empire of the time and merges with the modern and minimalist structures included in its renovation. Its updating has been carried out under the premise of transforming it into a space characterized by the best standards of the 21st century, turning it not only into a lodging, but also a museum, since it also houses the Archaeological Museum of the town, carrying out in turn the restoration of valuable works of art that were already in the complex, such as the wooden ceiling of Lucio Muñoz that crowns the atrium; or the coffered ceiling of the 16th century of the Chapter House.

Declared an Asset of Cultural Interest with the category of monument since 1845, it is located within the area that encompasses the historical complex of the French Camino de Santiago, declared a World Heritage Site by UNESCO in 1993. Therefore, the Parador de San Marcos will continue to fulfill its initial function, among others, to accommodate all those who are preparing to make the Camino de Santiago.



A great history dating back to the Middle Ages

The lives of the Parador de San Marcos have been many to date. The beginning of its activity dates back to the Middle Ages, specifically the twelfth century, when it was conceived as a small convent, also serving as a hospital for pilgrims and parishioners, while it was intended as the main residence of the Order of Santiago in the Kingdom of León. Centuries later, it was demolished and in 1514, Ferdinand the Catholic gave way to a new work, with the architects Juan de Orozco, Martin de Villareal and Juan de Badajoz el Mozo as the main designers of both interiors and exteriors, in which the sculptors, including Guillen Doncel and Juan de Juni, also left their mark.

The beginnings of the Spanish Renaissance style are palpable in its imposing main façade, the most suggestive and, for sure, the most photographed part of the historical, artistic and cultural complex, where, today, you can enjoy a fabulous stay with all the comforts and the essence of seven centuries of history, The culinary space with the Segovian chef Agapito Cristóbal and his team at the helm of the stoves, which offers a traditional menu with a variety of creative and innovative dishes, based on local products, such as jerky and black pudding, or beef from Riaño.

The village had to wait until the arrival of Charles I of Spain to lay the first stone of its foundations. First, the only canvas of the main facade with a wall of two bodies on two floors, with its sculptures and arabesques, until reaching the large church and sacristy, leaving aside a break in the works of almost four decades, but not before being consecrated as a religious temple in 1541. It was not until 1679 that the cloister was completed, although shortly after, around 1711, it would undergo an extension that would be finished off in 1715 with another canvas from the main entrance to the river, as well as



the palatial tower, giving way to new Baroque decorative motifs, such as the opening that represents the coat of arms of Santiago and the coats of arms of the Kingdom of León.

The building ceased to function as a convent in 1836, and although the Leonese City Council was about to demolish it around 1875, it finally did not have to give up its artistic heritage in its uses as a prison, where the writer Francisco de Quevedo stayed for four years; Institute of Secondary Education; house for missionaries and correction of ecclesiastics; diocese; veterinary school; prison hospital; offices of the General Staff of the Seventh Army Corps; military prison; deputation; or as a dependency of the Ministry of War, Finance or Education. Few hotels have such a historical legacy within their walls.

It was not until 1965 when this enclave began to form part of the tourist and hotel offerings of the city, when it began to be considered as one of the hallmarks of local architecture, in an attempt to promote tourism around the Camino de Santiago, which had been decimated in previous decades by the political regime of the time, even leading San Marcos to serve as a concentration camp during the Civil War. After decades at the service of society, it ceased its activity in 2017 to recover the original volumetry in connection with new forms and proportions.

FCC Construcción, specialist in **singular rehabilitation**



The infrastructure area of FCC, has developed important projects for the rehabilitation of singular buildings. The rehabilitation and integral extension of the National Court in Madrid, the rehabilitation of the Casón del Buen Retiro, the Torre Arias palace, the House of the Bakery in the Plaza Mayor in Madrid and the integral rehabilitation of the Palacio de Cibeles, the new headquarters of the Madrid City Hall, one of the most emblematic buildings in Madrid.

As cultural projects, highlights the Audit of León, the MUSAC of the same city, the Museum of Arts and Sciences of Valencia and the German School of Madrid.













The **pandemic boosts the use of telematic** means to carry out the management of urban **water services**



The healthcare crisis due to COVID-19 has accelerated the digital transformation plans of companies such as Aqualia, which in the last year has strengthened omnichannel care to offer a comprehensive service to customers.

COVID-19 burst onto the scene in 2020 to completely change our habits and customs. In this sense, the health crisis boosted the digitalization process of companies, which quickly had to adapt their operating model to meet the needs of customers. The water sector was not left behind and, from the beginning of the pandemic, Aqualia adopted a contingency plan that included communication and the promotion of the use of telematic customer service channels, grouped under the name Aqualia Contact.

One year later, the results have been more than significant. During 2020, Aqualia's telephone customer service received 1,240,219 calls, 54% more than the previous year. The number of transactions through the virtual office increased by 26%, reaching 163,814 interactions. The use of the Aqualia Contact app also grew by 50.2%. Likewise, customers have carried out 62,562 transactions through this channel to modify their data or make payments of their invoices. Precisely, with regard to billing in 2020, a total of 15,277 customers have activated the electronic mode, increasing this ratio by 85% compared to the previous year.

Additionally, Aqualia incorporated in 2018 a Customer Care service through the social network Twitter, with the creation of the account **@aqualiacontact.** In 2020, 51.5% more interactions were managed through this space compared to the previous year.

The specialized attention of the managers, as well as the proactivity and speed in carrying out these procedures through a teleworking system, has allowed customers to be attended to continuously and without interruption, through the various customer service and fault communication channels: telephone Customer Service center, Virtual Office, App, Twitter and email. As part of the omnichannel project, the company has an Aqualia Contact search engine on its website, where customers can consult all the customer service channels available in their municipality.

The latest surveys that Aqualia conducted with its users at the end of 2020 reflect a positive assessment of the customer service. In this regard, the personal attention office has the highest percentage of satisfied users over the rest of the channels with 85.2%, which is an increase of 2.7 points compared to the previous surveys carried out, in 2018. It is worth noting the increase in users who rate this attention as "excellent" and "very good", which has resulted in 53.8%, compared to 39.7% in previous surveys. The telephone customer service has a percentage of satisfied users of 79.3%. The virtual office was rated 79%.

The company continues to provide face-to-face service at its customer service offices in the municipalities

> Aqualia's free app has registered 50.2% more interactions and the virtual office has experienced a growth of 26%



where it provides service. Aqualia has adapted all its facilities to the requirements of the new situation, especially the protection and hygiene measures recommended by the health authorities, to protect both the customers and the people who attend them. Capacity has been regulated and hydroalcoholic gel dispensers, disposable tissues and special wastepaper garbage cans have been incorporated, as well as preferential opening hours for people over 65 years of age. In addition, the premises have been reconfigured to comply with the new regulations and all the necessary signage elements have been installed to guarantee and remind people of the need to respect the two-meter physical distance between people.

> Positive customer service rating





Miguel Perea, Aqualia's Director of Customer Management.

Responsibility and adaptability

Aqualia's commitment to offering a comprehensive multichannel service has been reinforced as a result of the pandemic. As Aqualia's Director of Customer Management, Miguel Perea, points out, "the increase in the use of digital media shows the responsibility and adaptability of the public. Users have internalized a more technological culture and have gained confidence in the use of telematic channels, realizing that they are easy to use, that they are immediate and that we are capable of managing any of our customers' needs in the same way, regardless of the channel used".





AN INITIATIVE AT THE SERVICE OF COMMUNITIES

FCC Environment CEE supports the

EU project CURSOR in Austria

with waste wood or test series



When people are buried, the time factor makes the difference between life and death. The buried victims should be located within 72 hours if possible.

The EU project CURSOR has set itself the goal of optimizing search campaigns with the latest technology over the next two years. As one of the leading companies in the waste wood market, FCC Austria Abfall Service AG supports ISCC (International Security Competence Center GmbH), a partner of the project, providing material for the simulation free of charge. The project runs until the end of August 2022.

A total of 15 European and one Japanese partners are working under CURSOR to make rescue operations faster and more efficient. New technologies such as special miniature robots, drones and new types of sensors are used. Among other things, radar drones with integrated bioradar make it possible to differentiate between strong body movement and breathing, as well as to determine the location of the buried person and thus optimize the planning of the further steps of the operation. The drone and radar tests will take place in Austria and will start in August.

Extensive simulations

In the CURSOR project, ISCC has the task of assembling the drone fleet and adapting it to the requirements of the emergency services. For this purpose, extensive drone field tests are taking place in Felixdorf. The Austrian Armed Forces, specifically the Office for Armaments and Defense Technology (ARWT), is supporting ISCC in carrying out field tests by making its firing range in Felixdorf available as a training area. For this purpose, rubble cones made of concrete, brick and wood are erected over a concrete pipe. In the concrete tube there is a “breathing dummy” made of plastic, whose chest movements are electrically controlled. As part of the project, the measurement sensitivity of the radar drone for certain materials and layer thicknesses is determined.

“The Armed Forces have been supporting the work of ISCC since May 2020 and are one of three certified drone test centers in Europe. With its research and technical know-how, the Office for Armaments and Defense Technology is also an indispensable part of the armed forces. I am all the more pleased that the Austrian Armed Forces are so committed to supporting companies that are involved in such important and innovative projects”, expressed Defense Minister, Klaudia Tanner.

FCC Austria Abfall Service AG provides the waste wood required for the test arrangement. “As a raw material supplier for industry, we are delighted not only to make an important contribution to the economy and the environment, but also to be able to contribute to saving valuable human lives in the future by supporting this specific project,” said Freddy Pinteritsch, Head of Material Management at of FCC Austria Abfall Service AG in Austria.

FCC Environmental strengthens its presence in Florida, Texas and Nebraska (USA) with new contracts



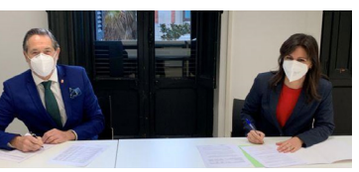
The City of Wellington (Florida) has awarded FCC Environmental Services the contract for the residential solid urban waste service for a period of 10 years. In Texas, the Garland contract has been awarded for three years and the contract for the city of Mesquite has been extended. In the state of Nebraska, Omaha was awarded a one-year contract for the collection of waste from the municipal street maintenance service.

Agreement to develop workwear in women's sizes



FCC Medio Ambiente has signed the first agreement for the research, development and manufacture of clothing and personal protective equipment specifically designed and sized for women, for which it has chosen Almacenes J. Castellanos, S.L. as its partner of reference. With this initiative, FCC Medio Ambiente wishes to demonstrate its concern for the well-being of its female employees at work, achieve higher levels of compliance with the general legal requirement to supply protective equipment and show its commitment to effective equality in all areas of the workplace.

Renewal of the waste collection contract in the Mancomunidad de la Comarca de Pamplona



FCC Medio Ambiente has recently signed with Servicios de la Comarca de Pamplona S.A. (SCPSA) the renewal of the contract for the collection of solid urban waste. (SCPSA) the renewal of the contract for the collection of solid urban waste. The relationship with the Pamplona Community, made up of 50 municipalities in Navarre, dates back to September 1985, and since that date the service has been provided uninterruptedly.

New street cleaning contract in Arnedo (La Rioja)



The Arnedo City Council (La Rioja) has signed a new ten-year street cleaning contract with FCC Medio Ambiente. In line with the Arnedo City Council's commitment to sustainable mobility, the new fleet of vehicles will incorporate technologies aimed at reducing emissions and the carbon footprint.



Donation of work clothes and footwear to Norte Joven

FCC Medio Ambiente, through the "Improving Lives" program promoted by its Human Resources department, has collected work clothes and safety footwear in disuse and perfect condition and, in order to give them a second life, has donated them to Norte Joven, an association with which it has had a collaboration agreement on labor insertion since 2017.

FCC Environmental Services obtains the "Gold Glass Certificate" at its recycling plants in Dallas and Houston (USA)



FCC Medio Ambiente and Irizar agree to produce the first 10 electric ie urban truck electric trucks



FCC Czech Republic develops methods for the use of sewage sludge for forestry applications



The company, in cooperation with experts from the Technical University of Ostrava, the Institute of Environmental Technologies and the University of Ostrava, is looking for a method for the use of sewage sludge in agriculture.

FCC City, a tour of FCC Construcción's most significant projects



In this interactive space you can see the company's most significant projects during its 120 years of existence and the work carried out in more than 25 countries on four continents. **Visit FCC City.**

Completion of the excavation of the tunnel between Bailén and Ferraz streets of the Plaza de España renovation (Madrid)

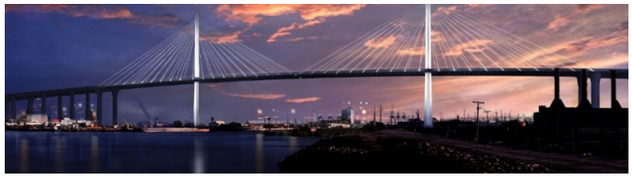


The mayor of Madrid has witnessed the moment when the north and south mouths of the tunnel have been joined once the work under the archaeological remains of the Palacio de Godoy, carried out by more than 40 workers, who have extracted almost 5,600 tons of earth, has been completed.

Contract completed for the design and construction of two buildings for the Dublin Institute of Technology (DIT) at the Grangegorman campus (Ireland)



The Gerald Desmond Bridge project (United States), winner of the Transportation Awards 2021



FCC Industrial creates the Virtual Parachuting Simulator for the Air Force's Military Parachuting School

FCC Construcción celebrates the 30th anniversary of the completion of the Seville Santa Justa station, the first high-speed railway station built in Spain



Panama Metro Line 2 extension project progresses to 68% of completion



FCC Construcción participates in the forum "Sustainable finance in business"

This virtual meeting analyzed the different regulatory initiatives underway on sustainability that affect the business world and the financial sector. FCC Construcción, through its Director of Administration and Finance, Maria Carrasco, participated in the round table.





Renewal of the EFR seal as an endorsement of the company's progress in work–life balance



The company, which has held the EFR seal of the Másfamilia Foundation since 2017, has recently renewed this certificate in work-life balance for the period 2021-2023. The report carried out by AENOR highlights as a strong point the creation of a working group composed of different areas of the company and which acts as supervisor and driving force for the development of the project. It also highlights the implementation of active listening to employees through surveys and focus groups, evaluating results and implementing actions.

New contract to upgrade the Los Cabos water supply network in Baja California (Mexico)



The contract, which provides a portfolio of 50 million dollars, contemplates an investment of 30 million dollars and includes the revamping, equipment, operation and maintenance of the hydraulic infrastructures over the next ten years. The project will be developed under the Integrated Management Improvement (MIG) modality and in a public-private partnership with the Municipal Water System Operator (OOMSAPAS Los Cabos).

A commitment to the health and emotional well–being of its employees with tools that are now accessible from their cell pones



Aqualia has launched a new program to promote the health and wellbeing of its employees through the mobile application, BeAqualia. After more than a year of pandemic, this initiative provides access to the emotional health assessment tool for the more than 7,000 employees of the company that work in Spain. To do this, the company will use Psicomet, an online tool that allows employees to individually check their mental and emotional well-being and identify any problems of psychological origin that they may be experiencing at an early stage. In addition, the Aqualia team has the advice of Affor, as an expert partner in psychosocial well-being.

H2Ohh!' campaign, awarded in the XXVII edition of the Galician Advertising Awards

Aqualia's advertising campaign to highlight the value of water management in the city has been awarded in the XXVII edition of the Premios de Publicidade en Galego in the radio category.

Towards increasingly sustainable water management in the Czech Republic



Aqualia's Czech subsidiary, SmVaK, produced almost 5 GWh of clean energy in 2020 from seven mini-hydro plants located at its water treatment plants. In addition, thanks to eleven cogeneration plants powered by the biogas obtained from the wastewater treatment plants it manages, the company produced another 5 million GWh last year, representing up to 80% of the energy consumed in the municipalities in which they are located. In this way, SmVaK avoided last year, through its renewable energy production facilities, the emission of more than 200 tons of CO2 into the atmosphere.

UAM and Aqualia sign an agreement for the early detection and treatment of toxic cyanobacteria



The Autonomous University of Madrid, through its foundation, has signed an agreement with Aqualia for the technological transfer of the results obtained in the research project "AIGenTec: development of innovative technologies for the early warning and efficient treatment of water supplies affected by toxic cyanobacteria", within the framework of the 2nd edition of the Program for the Promotion of Knowledge Transfer.

New contracts in Gran Canaria



Aqualia strengthens its presence in Gran Canaria after winning the contract for the maintenance and conservation of the water supply network in Agüimes (Gran Canaria) until 2023, with the possibility of a two-year extension. It has also been awarded four important contracts for the sanitary control of drinking water in Las Palmas, Mogán, Artenara and Agüimes.


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