We are FCC
Nº 21

COMMITMENT TO THE SDGS

FCC is committed to a more **sustainable, diverse and egalitarian future**



SUMMARY

Diversity

Business

People

Responsibility

Wellness

Innovation

The Place

Communities

FCC commits to equality and diversity on **International Women's Day**

For a more sustainable, diverse and egalitarian future



> Equality is an important and relevant value within the FCC Group, with which we walk together towards a common goal



Camino Martínez, an administrative assistant at Aqualia, is also a European champion in adapted swimming with six gold medals, three world records and five European records.



From left to right, Juan Carlos Cubeiro, international expert in leadership and transformation; Ana Benita, corporate head of HR at the FCC Group; Carmen Rodríguez, head of HR at Aqualia; Camino Martínez, administrative assistant of Aqualia and European champion of adapted swimming; Esther A. Koplowitz, chair of the FCC Group; and Isidoro Valverde, head of Labour Relations of the HR Department at the FCC Group.

For yet another year FCC has joined in the celebration of International Women's Day, which is commemorated every year on 8 March. This is a date on which the Group wanted to show its awareness of the campaign "Gender Equality Today for a Sustainable Tomorrow", launched by the United Nations and UN Women as a call for recognition of climate action by and for women. The company has also joined the campaign of the Women's Institute and the Ministry of Equality of the Spanish Government.

These actions are part of the FCC Group's commitment to achieving an egalitarian, diverse, equitable and sustainable future, in line with the 17 Sustainable Development Goals (SDGs) contained in the international organisation's 2030 Agenda, which seeks to create more inclusive, peaceful and sustainable societies that incorporate the gender perspective.

For FCC, this day has become a space for reflection in which it recalls its principles, and at the same time informs about its commitment and vision: absolute rejection of any type of discrimination and a commitment to diverse, inclusive and authentic companies with equal opportunities as one of its fundamental pillars.

To this end, the company held a commemorative event at its corporate headquarters in Las Tablas (Madrid). The event was presented by Isidoro Valverde,



Isidoro Valverde, Head of Labour Relations, HR Department, FCC Group.

head of labour relations in the FCC Group's HR department. During his speech, in addition to referring to the six Equality Plans implemented by its different business areas in the past year, Isidoro emphasised the great dimension that equality occupies within the company: "it is an important and relevant value within the Group with which we walk together towards a common goal".

Isidoro then gave way to Camino Martínez, Aqualia's administrative assistant and European champion in adapted swimming. Camino spoke of her successes and how, with perseverance and effort, great achievements are made. On the other hand, she stressed that "one of the most important things has been to be able to belong to FCC and Aqualia, where I have amazing colleagues who support me a lot".

After Camino's speech, it was the turn of Juan Carlos Cubeiro, international expert in leadership and transformation. Juan Carlos emphasised ethics as one of the keys to addressing equality and diversity in companies. He also stressed that "every business group, in order to survive, has to keep pace with the environment of which it forms part"; and that "we are innovative to the extent that a company has diverse people". Finally, he encouraged FCC to continue to be "a magnet for talent".



Juan Carlos Cubeiro, managing partner of IDEO, advisor in Management Development, expert in talent, leadership and coaching, and president for Europe of the About My Brain Institute.

> "FCC's ongoing commitment to raising awareness of diversity values is reflected in its active participation in the promotion of equal opportunities"

Ongoing commitment

FCC's ongoing commitment to raising awareness of diversity values is reflected in its active participation in promoting equal opportunities. The company has an Equality and Diversity Policy through which it reaffirms its commitment to the fundamental principles of equality, non-discrimination in the workplace, support for diversity in the company and respect for the heterogeneity of people. It does so by working on three fundamental pillars:

- **Gender:** for gender balance and professional development, guaranteeing equal opportunities for men and women and supporting female leadership.
- **People with disabilities:** for labour integration and the inclusion of talent.
- **Generational:** for cooperation between the different generations that coexist at FCC, consolidating the incorporation of young talent.

8W International Day Women's



Letter from the Chairwoman, Esther A. Koplowitz

On the occasion of 8th March, International Women's Day, I would like to recall how equality, together with diversity, form an important part of our values as a Group.

For years, at FCC we have been applying equality plans that endorse our commitment to a fairer and more egalitarian society, as a company totally committed to equality. We are also a multinational company focused on supporting the achievement of the Sustainable Development Goals (SDGs) contained in the United Nations 2030 Agenda, among which today I would like to highlight the one dedicated to Gender Equality.

Alongside this, we are collaborating on certain goals aimed at ending discrimination and eliminating all forms of gender-based violence, as well as promoting diversity through equal participation; the right to economic resources for women, improving the use of information and communication technologies; and the development of policies for equality and empowerment. Their implementation has been widely demonstrated and has a very positive impact on the company's productivity and will help our Group to achieve the highest reputation in this area.

We will continue to focus our best efforts on this. Together we will succeed.

Happy Women's Day!

Esther A. Koplowitz
Chairwoman of the FCC Group

Con ellas

Por un futuro más sostenible

¿Cómo podemos lograr juntos un futuro más sostenible e igualitario?



Apoya la igualdad de género subiendo tu foto y tu mensaje

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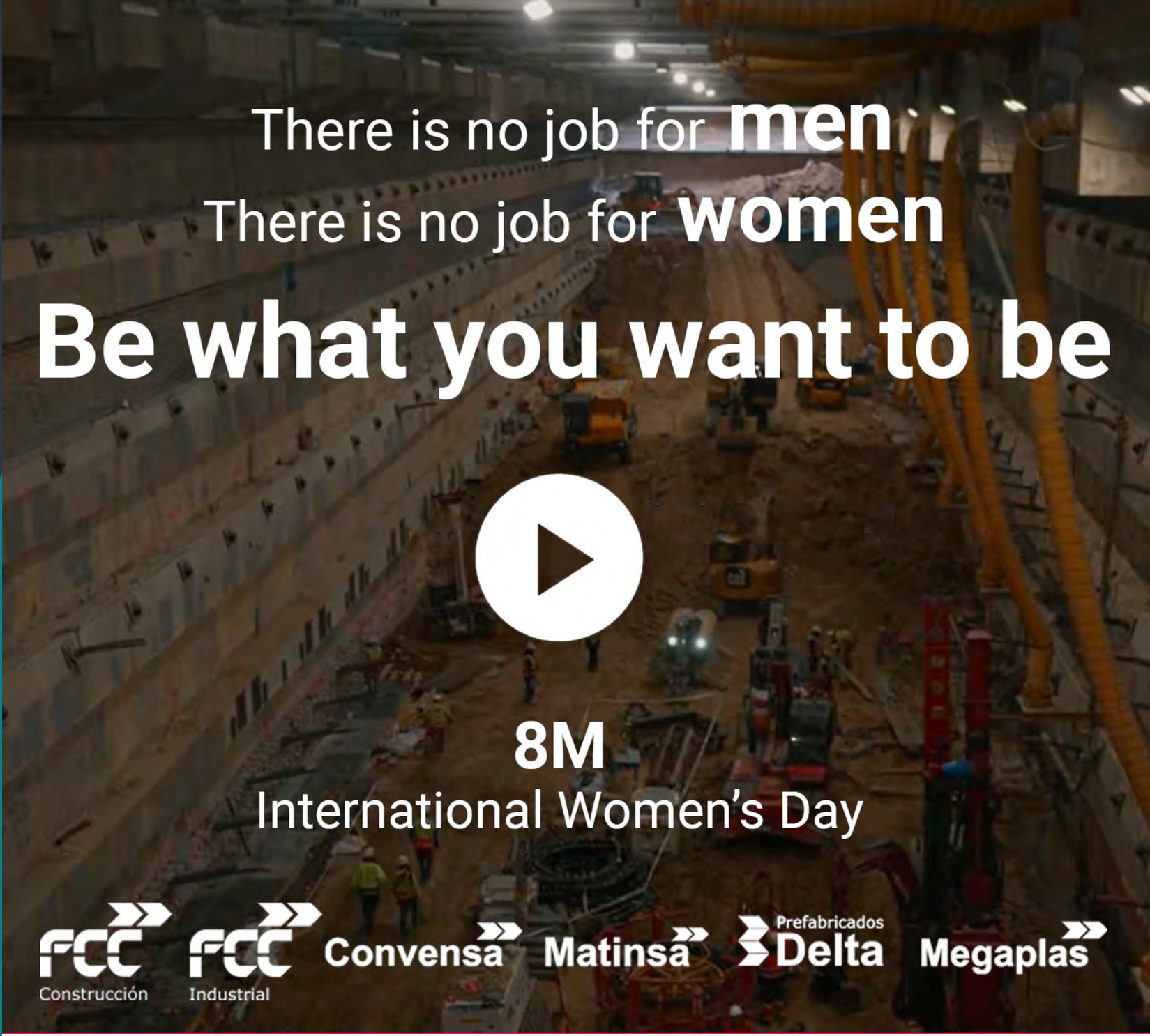
5 IGUALDAD DE GÉNERO

8 TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO

10 REDUCCIÓN DE LAS DESIGUALDADES

ODS alineados con esta iniciativa

aqualia



Día internacional de la Mujer

Hoy y todos los días,

A TU LADO

♀

FCC Medio Ambiente



you_diversity is born

A global space where talent, development, diversity and equality take centre stage, inspiring our future to follow you.

DISCOVER "YOU DIVERSITY"

Diversity and equality are part of the foundations of the organisation's strategy, as well as one of its hallmarks. This is the starting point of the project, a true reflection of the motivation to move every day towards a more equal and diverse company.

A more egalitarian and diverse company

At FCC there is a direct correlation between talent, equality, diversity, inclusion and the company's performance. As a multinational company committed to achieving the Sustainable Development Goals (SDGs) contained in the United Nations 2030 Agenda, you_diversity places value on SDG 5, dedicated to gender equality. In addition, the company collaborates in other goals aimed at ending discrimination; eliminating all forms of gender-based violence; promoting women's full participation and right to economic resources; improving the use of technologies and ICTs; and developing policies for equality and empowerment.

> "At FCC there is a direct correlation between talent, equality, diversity, inclusion and company performance"



> Diversity and equality are part of the values of the FCC Group's Code of Ethics and Conduct. You_diversity was created to disseminate these values

Diversity is our hallmark

You_diversity has been designed to create the following spaces, which reflect diversity as a hallmark of the FCC Group:

- Women in the Group: the professional experiences of the people who make up FCC are useful to inspire and motivate us. Making talent visible encourages us to continue growing.

- School of Equality and Diversity: we want to facilitate access to Campus and make other training resources available to you.

- Harassment and gender-based violence: information and training are essential to fight against sexual harassment, gender-based harassment and gender-based violence. For this reason, we want to inform you about the latest developments in order to be up-to-date, aware and alert in the joint fight to eradicate these practices.

- Of interest and latest publications: it is not only important to know the news and actions of the company, but also the social context in which we find ourselves. For this reason, we will inform you of news of interest in the field of equality and diversity.

Likewise, the negotiated and agreed Equality Plan, which constitutes the equality framework to be applied in the company, is of special relevance for all of us.

Join to:

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Diversity adds



SUSTAINABLE DEVELOPMENT GOALS

UN GLOBAL COMPACT Network Spain WE SUPPORT

FCC Construcción

FCC Industrial

Prefabricados Delta

Matinsa

Megaplas

Convensa signs its **First Equality Plan**



Convensa, the FCC Group company specialising in railway projects, has signed its First Equality Plan. Last year, the company celebrated its 50th anniversary and has declared its desire to give effect to the right to equal treatment and opportunities for women and men, and to adopt the necessary preventive and corrective measures to ensure that no discrimination on the grounds of sex can occur in the organisation. The company undertakes to consolidate a culture of equality that promotes the elimination of stereotypes based on respect for the principle of gender equality in recruitment and career development, integrating it into all actions involving management and control of people.

Agreed measures and actions

- Promote and improve women's access options to the company.
- To carry out training actions that facilitate the development of professional skills and competences equally, regardless of gender.
- Incorporate the gender perspective in occupational risk prevention policy, taking into account the specific risks and illnesses of each sex.
- Favour and promote the reconciliation of work, family and personal life of employees and co-responsibility, as well as guaranteeing non-discrimination of people who enjoy reconciliation rights in the company.
- Prevent and respond to possible situations of sexual harassment or harassment for reasons of sex in accordance with the action protocol in force in the company and at Group level for such cases.
- Raise awareness and support the integration and employment protection of female employees who are victims of gender-based violence.
- Disseminate a corporate culture committed to equality, involving the entire organisation: company management, middle management and the entire workforce.
- Use inclusive, diverse and non-discriminatory images and language in documents and all internal and external communications.

FCC Medio Ambiente begins **waste collection and street cleaning service in Coslada (Madrid)**

Commitment to the environment through the use of zero –emissions machinery

The company will provide its services in the municipality for the next five years for a total of 25 million euro.

A joint venture formed by FCC Medio Ambiente and Acciona began providing solid urban waste collection and street cleaning services in the municipality of Coslada (Madrid) on 25 January. The contract involves a 25-million-euro portfolio for the next five years, which can be extended for another five years.

It should be noted that the newly acquired machinery provided by the joint venture will be powered by Compressed Natural Gas (CNG) or electric engines, so it will have an ECO or Zero Emissions environmental label. This shows the commitment of Coslada Town Council to respect the environment, sustainable development and the fight against climate change.

> “The contract will be based on an innovative technological platform that will allow direct communication with citizens in real time”



80,000 inhabitants

In order to serve the 80,000 inhabitants of the municipality, the service will have a staff of 130 people, which will make it possible to reinforce work shifts and increase the frequency of street sweeping at night to avoid disrupting urban life.

In addition, the increased efficiency of the facilities, located in different parts of the city and designed to have a minimum energy and water consumption and favour the recycling of the waste generated, will improve the adaptation of the services to the municipality.

The contract will be supported by an innovative technological platform that will allow direct communication with citizens in real time, where residents will be able to comment, suggest or make requests through different media, which will be attended to and resolved as soon as possible.

Energy efficiency

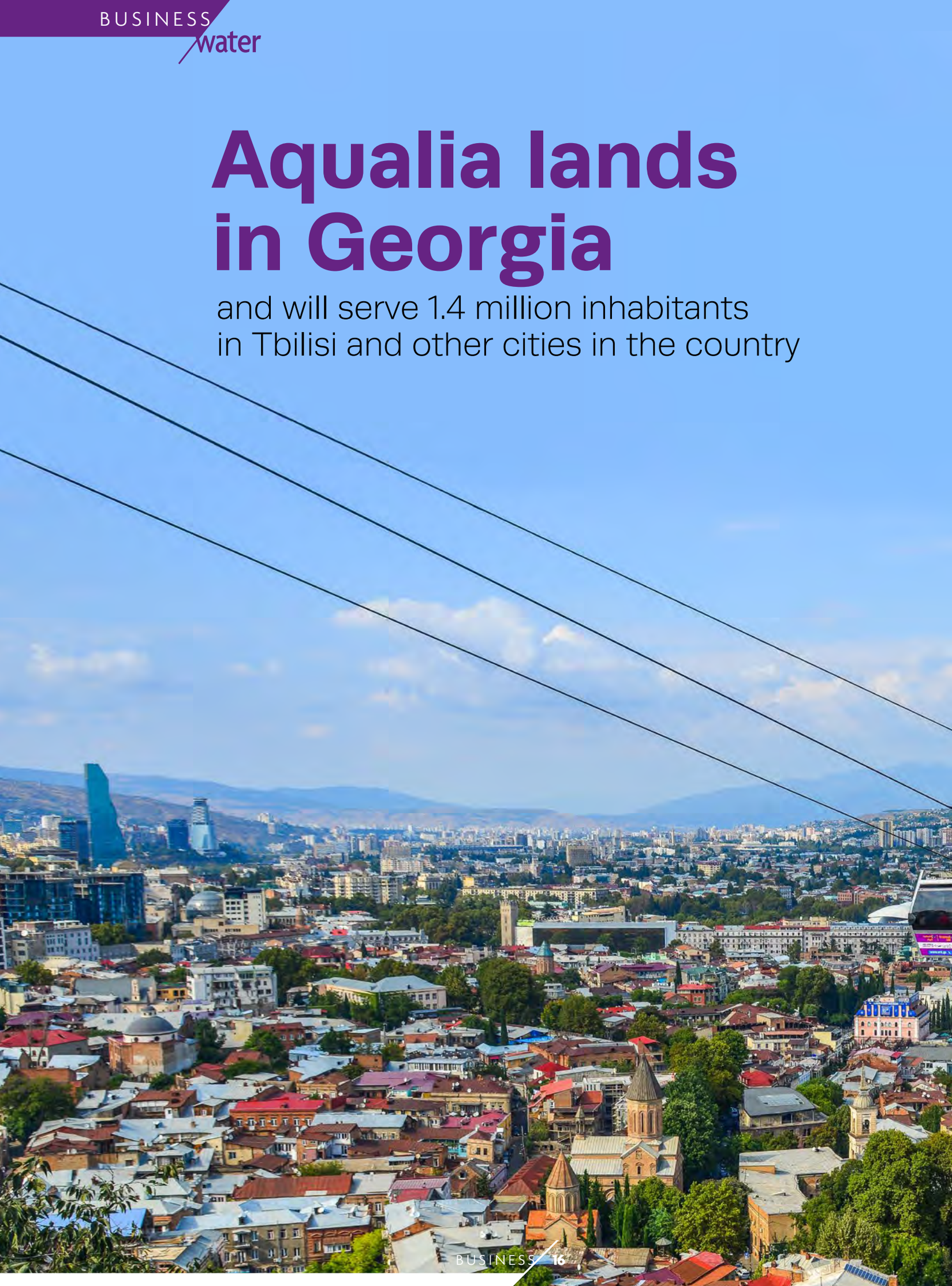
One of FCC Environment's strategic policies is centred on the sustainability of its activities, especially in minimising negative impacts on the environment. This strategy is manifested in analysing production processes through the prism of innovation, so that the minimum amount of energy is consumed and, as far as possible, from renewable sources. Furthermore, for years it has been implementing a management system certified by AENOR based on the UNE-EN ISO 9001 and UNE-EN ISO 14001 standards, in accordance with European EMAS standards.

> "The newly acquired machinery provided by the joint venture will be powered by Compressed Natural Gas or electric engines, so it will have the ECO environmental label"



Aqualia lands in Georgia

and will serve 1.4 million inhabitants in Tbilisi and other cities in the country



> The independence and professionalism of the GNERC regulator were among the factors that determined the decision to carry out the operation

The company has acquired the local company Georgia Global Utilities, known by the acronym GCU, owner and operator of the infrastructures responsible for the management of the complete water cycle in the capital, as well as in other towns in the Caucasian country.

Aqualia, a company that forms part of the FCC Group as a full water cycle management operator, has closed a contract that will allow it to carry out its activity in the Georgian market. It has done so through the acquisition of Georgia Global Utilities (GGU), a wholly-owned subsidiary of Georgia Capital (GCAP), owner and operator of the water cycle infrastructures in the capital, Tbilisi, but also in Miskheta and Rustavi, as well as the Zhinvali dam and reservoir, with a capacity of 520 hm3, seven drinking water treatment plants (DWTP), a large wastewater treatment plant (WWTP), 58 pumping stations, 118 tanks and 4,300 kilometres of distribution networks and 1,300 kilometres of distribution networks. 300 kilometres of distribution networks and 1,700 kilometres of sewers.

GCU also owns and operates major renewable energy generation assets with an installed capacity of 240 MW in nine mostly hydroelectric plants, some of them associated with the water cycle assets (150 MW) and others independent (90 MW).

GNERC's independence and professionalism

Water management, like energy and gas, is regulated in Georgia by the Georgian National Energy and Water Supply Regulatory Commission (GNERC).

The regulatory system, type RAB (Regulatory Asset Base), is aimed at attracting investments in the utilities sector, ensuring investors the recovery of investment and opera-



> The amount of the transaction, 180 million dollars for 80% of the company, implies a business valuation (BV) of 8.9 times EBITDA at the end of the current financial year 2021

ting costs with adequate returns. It is a system familiar to Aqualia as it is very similar to the one in place for SmVaK, a wholly-owned subsidiary of the company in the Czech Republic. The independence and professionalism of the GNERC regulator have been some of the factors that have determined the decision to carry out the operation.

Commenting on the deal, Irakli Gilauri, president and CEO of GCAP, explained that it is "an important milestone for Georgia Capital and marks the achievement of a key strategic priority with the successful completion of the full investment cycle of our strategy: invest, grow and monetise through a cash exit".

In addition, Gilauri says he is delighted to have agreed the sale of the water services business to such a high quality strategic buyer as Aqualia. He also noted that "the strong management team of this company can add substantial value to water services in this new scenario, and it has our full support as a minority shareholder".

High standards of performance and quality

For his part, Felix Parra, CEO of Aqualia, stressed that "Aqualia's interest in Georgia and in the Tbilisi water system goes back a long way, as we participated in the first privatisation process of the water supply and sanitation system in 2008, and we have followed closely and with interest the evolution of the asset to date".

The Aqualia and GCAP teams have been working for months on an agreement that creates value for both parties. In the case of Aqualia, this operation represents another milestone in the company's significant growth in recent years in the management of the complete water cycle, whether in the award of long-term concessions or the acquisition of regulated assets, in property, as in the case of GGU.

GCAP will maintain a 20% stake in GGU in the coming years. In this way, the combination of its in-depth knowledge of the country's regulatory framework and the professionalism of its team, together with Aqualia's technology and experience in the water sector, guarantees the company's continued success and high standards of performance and quality of services.



A country with a **thriving economy**

Georgia is a country with a thriving economy, transparent and open to foreign investment. It is also a preferential partner of the European Union (EU), with an Association Agreement in force since 2016.

With a population of 3.7 million inhabitants, it receives eight million tourists a year and is among the countries with the highest business facilities (World Bank. Ease of Doing Business Rank) and in transparency (Transparency International IPC Rank) at similar or better levels than several EU member countries.



A two-phase **agreement**

Georgian Capital (GCAP) is Georgia's largest investment group. It is listed on the London Stock Exchange, with a highly diversified portfolio in sectors such as banking, insurance, health, pharmaceuticals, food and real estate, among others.

The agreement signed by Aqualia and GCAP will be carried out over the course of 2022 in two phases: in the first, scheduled to be completed by the end of January, Aqualia will have acquired 65% of the current GGU, which includes the water and renewable energy assets, for a price of 180 million US dollars. GGU has currently issued a USD 250 million green bond, which is expected to be paid off early.

In a second phase, GCU will spin off the independent renewables assets, leaving in its perimeter only the water assets and four hydroelectric plants associated with the water cycle infrastructures. At this point, Aqualia will have an 80% stake in the company. After the spin-off, GGU plans to issue a bond adjusted to the new scope of the company.

In addition, Aqualia has granted GCAP a put option exercisable in 2025 or 2026, and GCAP has granted Aqualia a call option, exercisable on the expiry date of the put option period, for the remaining 20%. The amount of the transaction, USD 180 million for 80% of the company, implies a company valuation (EV) of 8.9 times EBITDA at the close of the current financial year 2021.



> FCC Construcción is currently working on the implementation of the temporary traffic situation for the first phase of the project by creating the by-pass to the south of the current dual carriageway

FCC Construcción, immersed in the **remodelling of the A9 dual carriageway Badhoevedorp–Holendrecht** in The Netherlands



As part of the Veenix consortium, the company is in charge of the design, construction and maintenance of a section of the motorway, and is currently working on the execution of the infrastructure for temporary traffic in the first of the project's stages.

FCC Construcción continues, through its participation in the Veenix consortium, formed by the Dutch pension fund PGGM, and together with the German industrial conglomerate Siemens and the consultancy firm Count & Cooper, to take charge of the remodelling work on a section of the A9 Badhoevedorp-Holendrecht motorway in the vicinity of Amsterdam, the capital of the Netherlands. The contract, which was signed at the end of 2019, involves the design, construction and maintenance of 11.5 kilometres of the total length of the motorway. It is also the company's first project in the European country.

The area through which the project runs is geographically located between the area covered by Schiphol Airport, one of the busiest airports in Europe, and the intersection with the A2 motorway, which leads into Amsterdam from Utrecht. FCC Construcción is in charge of widening and partially undergrounding the A2 motorway between the Badhoevedorp and Holendrecht junctions, increasing the number of lanes from three to four in each direction.

Additional lanes to guarantee traffic

FCC Construcción is currently working on the provisional infrastructure for temporary traffic during the first phase of the project. In this regard, additional lanes are being built in the southern area, as a by-pass, to ensure that traffic can constantly use the A9 and its entrance and exit ramps during the construction of the new, widened and underground dual carria-















> The new covered areas will contribute to regenerating this urban area with parks and new green spaces

geway. These works are expected to be completed by the end of 2022.

Subsequently, work on the final infrastructure will be carried out in several stages. Firstly, in the northern part of the project, the north side of the road will be widened, but also all bridges, viaducts, and also the undergrounding will be carried out. Once this work is completed, vehicles will be able to drive on the new road, so there will then be enough space on the south side to widen the new motorway, bridges, viaducts and undergrounding on that side.

Improving traffic flow and quality of life

In Amstelveen, a 1.6-kilometre-long cut-and-cover tunnel will be created, which will be covered with a slab and three decks: in Oude Dorp, in Stadshart and in Bovenlandpad. In addition, a total of 14 kilometres of noise barriers will be installed along the road. These upgrades will contribute to improving the quality of life. In addition, the undergrounding will contribute to the regeneration of this urban area with parks and new green spaces in the new covered areas.

Another highlight of the planned works is the extension of the bascule bridge over the Schiphol canal, through the replacement of its movable deck. This part will be carried out according to the necessary technical and time requirements, with very strict deadlines for its completion in order to avoid interference with navigation.

The entire works are expected to be completed by the end of 2026. The A9 improves traffic flow and therefore accessibility to the north of Randstad, so its remodelling is being carried out while maintaining traffic on the motorway, which has required exhaustive and necessary planning, as well as meticulous execution, with temporary detours such as those described, trying to generate the least possible impact on the urban environment.

The estimated duration of the entire project, whose investment goes beyond 845 million euro, is seven years, although fourteen years of additional maintenance will be added. However, FCC Construcción will only be in charge of two of them.

DESCRIPTION OF THE A9 BADHOEVEDORP-HOLENDRECHT PROJECT

TIMELAPSE OF A SECTION OF THE A9 PROJECT IN AMSTERDAM

More than **8,500 kilometres executed** in a sustainable way

With the faithful objective and purpose of generating an efficient impact, in accordance with FCC Construcción's commitment to sustainability, the company has built more than 8,500 kilometres of roads, dual carriageways and motorways on the four continents in which it operates, using all types of contracting and financing. Always respecting the environment and generating inclusive growth that has brought social benefits.

The company's activities have included the planning, design and construction of the roadways, interchanges, auxiliary roads, tunnels, bridges and other types of structures that form part of the projects, including in some cases the rehabilitation and maintenance of the infrastructure. This is the case of the A465 in Wales, one of the latest projects carried out by the company, for which it received the international IJGlobal Awards 2020, in the categories of 'European Transport of the Year' and 'European Social Infrastructure Education PPP deal of the year'.

In addition to Spain and Wales, FCC Construcción has also been present on projects in this classification in Canada, Chile, Costa Rica, El Salvador, the United States, Guatemala, Honduras, Ireland, Mexico, Nicaragua, Norway, Panama, Portugal and Romania.

Waste recovery, a common goal for Saint-Gobain PAM España and the Cementos Portland Valderrivas Group

The two companies are working together on a project that will prevent a large amount of waste, which otherwise could not be reused, from going to landfill.





> “The project aims to achieve zero non-recyclable waste, following the Europe 2020 roadmap defined by the European Union”

Cementos Portland Valderrivas is currently involved in an environmental collaboration project with Saint-Gobain PAM España, a company at the forefront of the production and marketing of ductile iron pipes. The project aims to achieve zero non-recyclable waste, following the Europe 2020 roadmap defined by the European Union, which is further evidence of the company's environmental commitment.

The objective is to recover, as raw material, approximately 3,500 tonnes of cement sludge generated in the production process of the Saint-Gobain PAM España factory located in Santander, to convert it into energy to power the furnaces of the Cantabrian cement factory in Mataporquera.

Commited to boosting the circular economy

The director of the Cementos Portland Valderrivas Group factory in Mataporquera, Beatriz Malagón, explained the commitment to promote the circular economy as a line of work in the Energy Transition and Climate Neutrality Plan 2021-2030 of the aforementioned cement factory. The initial objective is to work with waste producers

and, in collaboration with them, to reuse these materials in our clinker and cement manufacturing processes. This will allow the company to define better intermediate processes to promote their use, guaranteeing the best quality, safety and environmental conditions.



From left to right, Begoña Ruiz Labrador, assistant to the factory management of Saint-Gobain PAM España, and Beatriz Malagón, director of the Cementos Portland Valderrivas factory located in Mataporquera (Cantabria).

Once a suitable material has been obtained, such as the one that has been the object of this project, it avoids its main destination being deposited in landfills, minimising the consumption of natural resources. Furthermore, due to the degree of decarbonation of the cement sludge recycled in the manufacture of raw meal, prior to the baking stage, a reduction in greenhouse gas emissions is achieved.

Solutions to reduce environmental impact

On the other hand, Begoña Ruiz Labrador, assistant to the Factory Management of Saint-Gobain PAM Spain, has indicated that one of the strategic axes of the Sustainability Roadmap 2020-2030, defined by the collaborating company, is based on developing solutions to reduce the environmental impact in the industrial process, purchases and transport, among which the increase in the percentage of recovered waste stands out, in line with the commitment that the Cementos Portland Valderrivas Group maintains with the Spanish Circular Economy Strategy and its action plans.

Saint-Gobain PAM España has had to make adjustments at its facility to ensure proper segregation of cement sludge waste, avoiding cross-contamination that could affect the process where it will subsequently be used. The water extracted from this waste is reused in the production process thanks to the sludge treatment plant at the facility.

Waste recovery is a challenge that requires a commitment from all economic players. It brings benefits to the environment, due to the reduction in the consumption of natural resources, and also to the economy, as it reduces the costs of purchasing raw materials. Recovery is an action of vital importance for the maintenance of life on the planet, which is why the Cementos Portland Valderrivas Group contributes to making every possible effort to achieve climate neutrality by 2050 through projects such as this one.



> “Waste recovery is a challenge that requires commitment from all economic actors”

Behind them there is always a **story**



The FCC Group has a clear commitment to the integration of disabled people into the workplace and has been collaborating with Fundación Once since 2009, when they signed the first Inserta agreement, co-financed by the European Social Fund.

With its recent renewal, FCC will hire 900 people with disabilities. Behind each of these figures there are people whose lives FCC has helped to change through employment and their subsequent integration into the labour market. They feel useful thanks to the opportunity the company has given them. They have also improved their family relationships since they have been working and encourage other people with disabilities to follow in their footsteps.



Manuel Coronado Zapata

"I have dedicated 34 years to street lighting, Christmas lights and festivities. For me, having the disability was a tremendous shock and I went into a depression".

"I started to move and I found out about Inserta. Today, I am very comfortable. I am in the caretaker's office. I feel fulfilled today".

"Above all, be positive and be very aware that you are valid".



Rafael Toribio Pérez

"I work at FCC Equal Madrid and my job is office cleaning in different parts of Madrid, for example in Las Rozas, Barajas, etc."

"I help my whole family financially. My friends are very happy with me and I can help around the house.

"I want them to be brave, to go forward, not to be afraid.



Margarito Mariano de los Santos

"When I was a child I used to go to school and I saw my classmates advancing, and I was not advancing and I was sinking. I had the opportunity to come to Spain in 2004 and here I met people who guided me. I have had the opportunity to join FCC, and I feel very good and very comfortable with my colleagues".

"FCC has changed my life a lot, quite a lot, it has given me the opportunity to feel useful in life and I feel very proud and fulfilled.

"To the person who has my problem, I tell them to feel useful, that they are worth a lot in life".

"Don't throw in the towel, there are opportunities".

A team committed to sport, **wellbeing and companionship**



Alberto Benito, Simón Pérez, Alberto López and David López, members of the Castilla y León Deportistas team, ran the 2022 Half Marathon.

A team from FCC Medio Ambiente de Castilla y León made up of Alberto Benito, Simón Pérez, Alberto López and David López ran the Salamanca 2022 Half Marathon on 6 March.

This sporting event, which celebrated its 10th edition this year, brings together runners from all over Spain, and no wonder, because its 21,097 metres through the old and historic quarter of Salamanca, declared a World Heritage Site by UNESCO in 1988, are well worth the effort. A route that began on the Paseo de la Estación, through thousands of years of history, as you can appreciate the variety of architectural styles of the buildings found here, from Romanesque, through Gothic and Plateresque, to Baroque. Among the most outstanding buildings are the Plaza Mayor, the Old Cathedral and the New Cathedral, the Palace of Monterrey and the Casa de las Conchas. The finish line was located in the Alamedilla Park.

Since 2018, the company's Castilla y León delegation has been committed to promoting the health and wellbeing of its employees, sponsoring, among other activities, those that promote companionship through sport. This is a nice way to spread this spirit, as well as to congratulate the team for their enthusiasm and desire to have fun practising their favourite sport.

The Salamanca Half Marathon is organised by the Salamanca City Council and the Cazabaches Sports Club.



Carlos Puebla Hermida, New Projects Manager at FCC Environmental Services, among the winners of the annual **Waste360 40 Under 40 award**

Carlos Puebla Hermida, New Projects Manager for FCC Environmental Services in the United States, has been honoured by the publication Waste360 in its annual '40 Under 40' awards in recognition of his work and career in the environmental field. Last year, the list also included Andrea Rodríguez Pinero, the company's Recycling Manager, for her career in the solid waste and recycling industry.

Before moving to the United States, Carlos worked in FCC Environment's New Projects department in Europe and Latin America. He currently oversees all new bids and projects for FCC Environmental Services, having signed contracts worth $3.5 billion in the last six years. In this regard, he has developed his professional career in the waste and recycling industry for the last 13 years. His experience and drive for improvement and innovation in the industry make him an exceptional leader, which has been instrumental in his winning the annual awards.

"We would like to congratulate this year's Waste360 '40 Under 40' award winners. Their innovative thinking is a testament to the immense talent in our industry," said Liz Bothwell, Content and Marketing Director at Waste360.

The Waste360 '40 Under 40' awards recognise inspiring and innovative professionals under the age of 40 whose work in waste, recycling and organics has made a significant contribution to the industry. Winners are involved in all parts of the waste and recycling industry, including haulers, municipalities, composters, recycling professionals, legislators and product suppliers.



Cementos Portland Valderrivas thanks its **employees for their participation in the 2021 Companies Race**

The Cementos Portland Valderrivas Group was one of the 1,200 companies that decided to join in the celebration of the 2021 Companies Race. The event was attended by 17,000 participants, including 21 of the company's employees, who gave their all in both the on-site and virtual modes. Beyond the results achieved, where the company's participants have managed to rank among the top 10 positions in several categories, the Group has thanked them for their attendance and involvement in the race.

The Companoies Race is one of the largest sporting and corporate events in Spain. Its implementation each year promotes important values such as commitment, effort, motivation and teamwork.





Aqualia's **commitment to disability** and its contribution to inclusion in the workplace

Marian Piedra joins its laboratory in Jerez de la Frontera, Cadiz, Spain

Marian Piedra is Aqualia's new recruit at its facilities in Jerez (Cadiz), following the company's desire to remain faithful to its commitment to inclusion in the workplace. She is the first person with a disability to work in a water analysis and control laboratory.

This is a long awaited and eagerly awaited opportunity, which is very satisfying for people of his age due to the possibility of being part of the world of work.

This new recruitment is part of the agreement that Aqualia has with the Aspanido association, which has made great efforts over more than three decades for the inclusion of this group. Marian, who did not hesitate to accept Aqualia's proposal, closed her incorporation to the company as a laboratory assistant at the end of December 2021 and joined the Jerez delegation in mid-January 2022.

Although this is the first time she has taken on the job of laboratory assistant, Marian's professional career goes back a long way, having done work experience in retail, in a hotel and in a wine cellar, although she actually trained in gardening.

Nowadays, although it had never crossed her mind, every day she works with numerous water samples from many municipalities in the province. According to Cristina Hidalgo, Aqualia Jerez's head of the laboratory, she does it with great interest and attitude: "She has adapted very well".

Aqualia is the third largest private company in Europe in charge of integrated water management and its water laboratory in Jerez is one of the seven accredited laboratories of its kind in Spain, and also one of the largest in the country.

More than **400 books** for schoolchildren in the local **communities of Mapocho Río** (Chile)



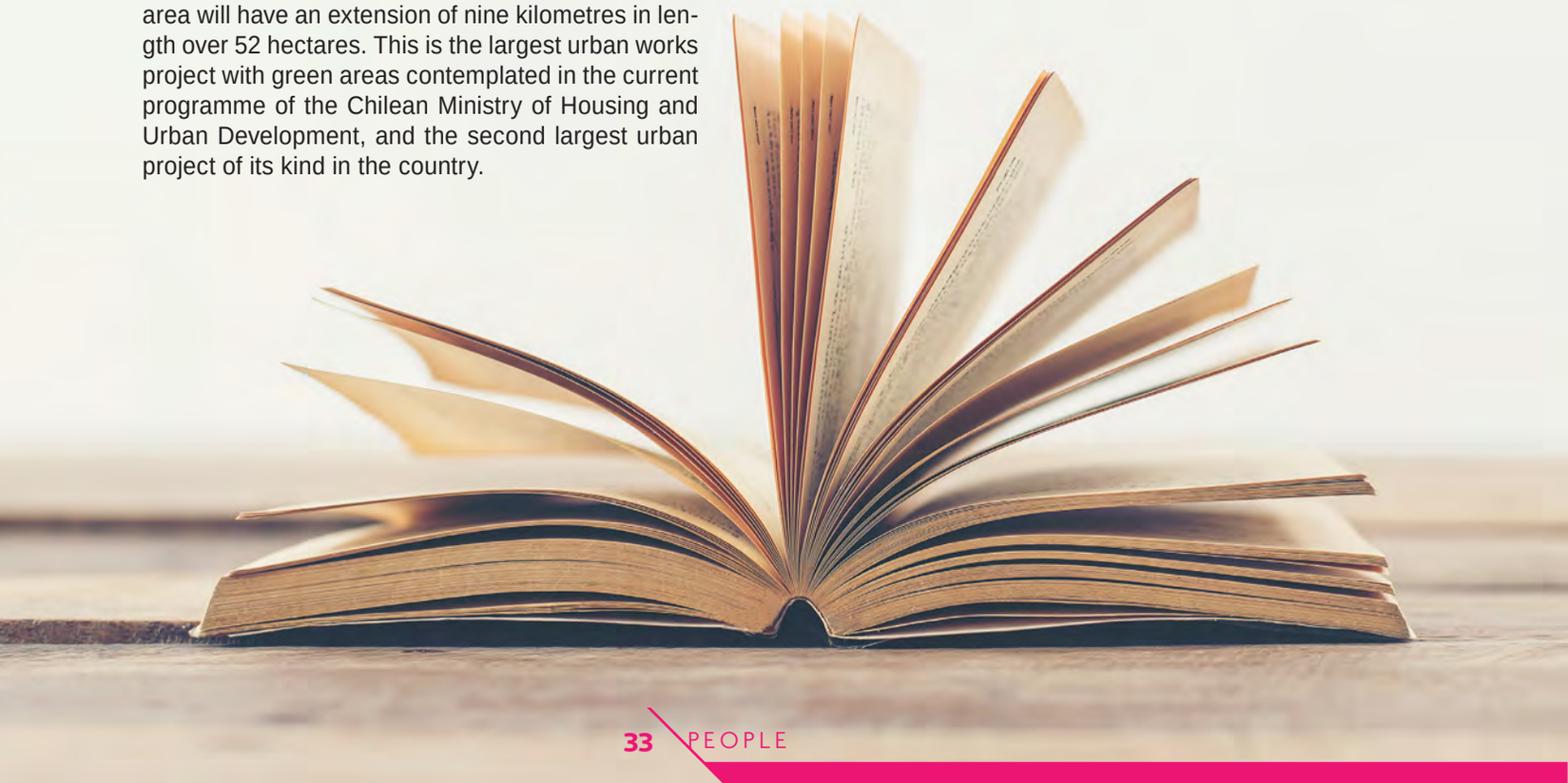


FCC Construcción has delivered, in Chile, 400 books with illustrations of the Mapocho Río Park project to the local school community in order to bring them closer to the future Mapocho Río Park. The work is currently more than 50 per cent complete.

The activity, which encouraged those present to be “ambassadors of the Mapocho River Park”, took place over several days at the Manuel Guerrero Ceballos School and consisted of different visits to the classrooms of children aged between six and eight, who were given a general presentation of the project and were told about landscaping and care for the environment. The book given to the children contains 36 plates, corresponding to the equipment and spaces that Parque Mapocho Río will contain.

The project

Parque Mapocho Río is a project that seeks to recover and revitalise the south bank of this river in the western sector of the capital Santiago. At the end of its construction, scheduled for the end of 2022, the area will have an extension of nine kilometres in length over 52 hectares. This is the largest urban works project with green areas contemplated in the current programme of the Chilean Ministry of Housing and Urban Development, and the second largest urban project of its kind in the country.



INTERVIEW

Paula Armentia Morillas



Data Protection Officer of the FCC Group

Why is it important for there to be a European Data Protection Day and for people to be aware at all times of the power and value of information?

Nowadays, we carry out a multitude of actions that, without realising it, involve the processing of personal data. Thus, actions such as taking a photo with a mobile phone and posting it on a social network, using activity bracelets, online shopping, sending work files to our colleagues, storing information in the cloud, etc., are some of the examples.

Therefore, and in the face of rapid technological progress, it is important that we are aware that Data Protection is not only a fundamental right as holders of our data, but also an obligation that we must bear in mind when managing the personal information that we use every day when we perform our duties in the companies of the FCC Group, since this information is one of the most important assets of any organisation and, if not treated correctly, can lead to security breaches, unauthorised access or losses of various kinds, with the damaging consequences that this entails.



From your perspective and taking into account the new platforms for distributing information and content, such as social networks and the widespread access to them... What recommendations would you make to FCC employees who have children or teenage relatives about their use of social networks?

When using social networks or making use of technology in general, one of the main points we all need to be aware of is that such actions can have negative consequences, not only for us, but they can also affect the rights of others.

For this reason, it is advisable to have a talk with the adolescent about the use he/she should make of social networks and the use of technology in general, trying to delve into:

- Their real understanding of the consequences of what is done and/or said on social networks (e.g., providing too much information may allow them to be located and lead to the conclusion that the house is empty).

- It is important for them to be aware that often, without intending to cause any harm, actions can be taken that can have serious harmful consequences for others.

- The importance of not posting photos, videos or information of people they do not know (or about whom we do not have their consent to do so) or, in relation to certain situations, which could be compromising and which could lead, in the present or in the future, to ridicule, extortion or undesirable situations.

- The existence of a digital footprint that these actions leave, since everything that is posted on the networks leaves a digital trace that lasts over time (e.g., suggest that, before uploading information, videos or photos, they should ask themselves whether they will like to see it when they are adults).

- For younger children, the need to reduce the time spent using technology in general, establishing a maximum weekly time limit and a series of specific rules that are easy for them to understand (sites that they can and cannot access, content, timetables, placing the computer in a visible place). It is also advisable to make use of free materials or courses given by expert authorities in the field (AEPD, INCIBE, etc.) in which they teach children how to use technology properly in a fun way (e.g. the INCIBE blog " Safe Internet for kids").

- Discuss situations that may be suspicious from an adult's point of view, so that children can identify them and alert their parents/guardians as soon as possible.

It is essential to be alert to any significant change in the adolescent's behaviour and, above all, to make them understand that it is vitally important that they report immediately if they are the victim of a publication with sexual content or showing acts of aggression, without their consent, as there are tools to stop their dissemination as a matter of urgency.

What can be done if images or videos of you are disseminated?

Individuals in this situation should contact the Internet service provider concerned - for example, Facebook - and request, in writing, the immediate removal of images that are being disseminated without their consent.

In the event that, despite the above request, the material has not been removed, the affected persons may file a complaint at the electronic headquarters of the Spanish Data Protection Agency (AEPD), always including the documentation that allows them to prove that they have requested prior removal from the online service provider.

What if it involves images, videos or information with sensitive content?

It is important for society to know that, in order to provide a rapid and urgent response to these types of situations related to the publication of images, videos or information of sensitive content without the consent of the persons affected (especially related to victims of gender violence, persons with disabilities or minors), and sadly increasingly common, the AEPD has created a specific channel called the Priority Channel, which can be used, either by the owner of the images or by any other person, in order to request their urgent removal from the network, in addition to reporting them to the State Security Forces and Corps.

In this sense, and as mentioned above, it is highly recommended that both the adolescent and his/her parents are aware of the existence of these tools in case they have to use them one day.

What responsibility can a person who illegally disseminates sensitive content or personal information of third parties assume?

A person who unlawfully disseminates personal information of third parties may incur different types of liability:

- Data protection liability: the publication or dissemination of personal data of a natural person (in content such as images, audio or video that can identify that person), without consent, can be punishable by fines.



- Criminal liability: the publication or dissemination to third parties of information, images, audios or videos without consent, which undermine the privacy of a natural person, constitutes an offence punishable by imprisonment of three months to one year, or a fine of six to twelve months, in cases where it has been obtained with the consent of the person concerned in any place out of the sight of third parties. In addition, it could constitute a crime against moral integrity, punishable by imprisonment from six months to two years.
- When the perpetrators are minors, they may be ordered to perform community service or socio-educational tasks, and may be sentenced to probation or even imprisonment.
- Civil liability: they must be liable for the damages caused to the affected person, both financial and moral, in the event of a lawsuit. In the case of minors, the amount must be paid by the parents.



FCC celebrates European Data Protection Day

On 28 January FCC joined in the commemoration of European Data Protection Day, giving value to the importance of the correct treatment of information related to the Group, including personal data, raising awareness and ensuring the implementation of good daily practices carried out by employees.

The privacy and protection of information is a fundamental right and duty of the people who work in or for the companies of the FCC Group. It is an obligatory responsibility that aims to make effective FCC's commitment to ethics, confidentiality and integrity, thus reinforcing the Group's corporate culture and compliance with current regulations, in order to avoid possible leaks of information, loss of data and access by unauthorised persons, among other things.

FCC includes in its Code of Ethics and Conduct, as well as in its Policy on the Use of Technological Means, the guidelines of conduct established in relation to Information Security and Data Protection.

READ THE CODE OF ETHICS



Sustainable Commitment

FCC

Green hydrogen:

Aqualia's commitment to promote a **sustainable and decarbonised economy** with the **Zeppelin and Eclosion projects**.

Aqualia has been selected to lead the consortium that will carry out the Zeppelin and Eclosion projects, focused on the development of new technologies for obtaining green hydrogen, whose objective is none other than to improve the environmental sustainability of industry in Spain. In this sense, their production and the application of the technologies of these two new projects will give a strong impetus towards meeting the objectives set out in the Hydrogen Roadmap, which is a major step towards the circular economy that Aqualia is pursuing.

Currently, 96% of the hydrogen produced on our planet comes from fossil fuels and only 1% from renewable sources. This reality clashes with the Spanish roadmap, which sets a target of 25% of the hydrogen consumed by industry to be renewable by 2030.

Both Zeppelin and Eclosion seek new models of green hydrogen production complementary to electrolysis with renewable energies, unlinked to the use of high-quality water -between 15-25 kilograms of osmotised water for each kilogram of hydrogen produced-, and integrated into a decarbonised energy model under the principles of the circular economy and digitalisation.

They will stimulate economic activity

From a socio-economic point of view, the projects will not only provide new technological tools for the energy sector. They will also stimulate economic activity and skilled employment, creating new market niches, revaluing waste linked to the primary and food sectors as raw material for the energy sector. The development of the Zeppelin and Eclosion projects involves the direct employment of 145 people and the creation of 25 new jobs.

Both projects have been subsidised by the Centre for the Development of Industrial Technology (CDTI), within the framework of the 2021 call of the Science and Innovation Missions programme (Recovery, Transformation and Resilience Plan), and are supported by the Ministry of Science and Innovation. The aid granted to the project is also financed by the European Union through the Next Generation EU Fund. In addition, they have a direct impact on achieving the United Nations Sustainable Development Goals (SDGs), ensuring affordable and high-quality water and sanitation services (SDG 6), optimising their energy balance (SDG 7) and avoiding their impact on the climate (SDG 13) through responsible production and consumption (SDG 12).

The Isla Verde Wastewater Treatment Plant (WWTP) (Algeciras) where Aqualia will generate green hydrogen from waste.





Wastewater Treatment Plant (WWTP) of Lleida.

Alternatives to electrolysis and promotion of the circular economy

The development of new green hydrogen production technologies that are alternatives to electrolysis and promote the circular economy is the purpose of the Zeppelin project, which proposes the valorisation of waste and by-products from different sectors -agri-food, textiles, wastewater treatment plants, refineries, etc.

With the aim of reducing the energy, economic and environmental costs associated with current hydrogen production and promoting safe, efficient and clean energy, the project will revalorise more than 99 million tonnes of waste and 50 million tonnes of municipal wastewater. The production of hydrogen using Zeppelin technologies will offer Spain a circular green hydrogen generation potential of around 135,000 tonnes per year.

Aqualia will carry out its innovation activity in the city of Algeciras, more specifically in the Isla Verde Wastewater Treatment Plant (WWTP), located in the port. With this action in the Campo de Gibraltar, the aim is to position Andalusia as a key region in the field of green hydrogen generation. Zeppelin joins the H2020 NICE actions, also led by Aqualia, in the framework of the Lago Marítimo project.

Production from waste and wastewater

The Eclosion project, led by Aqualia and promoted by a consortium of seven other companies, including FCC Medio Ambiente, is also starting up with the aim of researching the production of green hydrogen and biomethane from waste and wastewater. Its objective is to create new materials, technologies and processes for the generation, storage, transport and integration of renewable hydrogen and biomethane, generated from urban and agri-food biowaste and sewage sludge.

In addition, energy optimisation tools will be developed. This involves designing eco-efficient, flexible and intelligent source-to-consumption energy systems. The developments include Machine Learning algorithms for efficient energy management (thermal and electrical) and electricity grids that include renewable energies. All of this is aimed at making optimal decisions on production, storage and demand of the renewable resource.

The research will be carried out in laboratories and specially equipped infrastructures of the research organisations and in four development centres: the Valladolid Waste Treatment Centre, managed by FCC Medio Ambiente; and the wastewater treatment plants in Salamanca, Lleida and Jerez de la Frontera, managed by Aqualia.

Technology at the service of sustainability

in digital railway infrastructures, developed by FCC Construcción



Sustainability in the exercise of its activity through the work it carries out continues to form part of FCC Construcción's commitment to the environment and the communities where it operates. As a pioneer in innovation, the company is currently developing the Digital Railway Infrastructures project as part of the work to lower platforms for the dual train of the Tram D'Alacant network in the province of Alicante, specifically at Benidorm station and at the Marina Baixa La Vila Joiosa Hospital halt.

This involves the implementation of a plan to improve the energy efficiency of the station's lighting system and consequently reduce electricity consumption, while protecting the environment.

On the other hand, and in an inclusive manner, the project contemplates the adaptation of the platforms, thereby increasing the station's capacity, guaranteeing basic accessibility conditions and non-discrimination for people with disabilities, among other improvements. In this sense, the visibility and safety conditions at the pedestrian crossings on the tracks will also be improved. Likewise, improvements in the working conditions of the station employees and the construction of a warehouse for the supervision, repair and cleaning of trains are also envisaged.

VIDEO OF THE PROJECT



Benidorm Tram Station (Alicante).

Interior of the new building installed at Benidorm station, which will allow trains to be stored, serviced and cleaned.

Red Tram D'Alacant in Benidorm, one of the points where FCC Construcción's Digital Railway Infrastructures project is being applied.

Moje Smeti, the automated system of FCC Environment CEE in Slovakia for **the electronic record of the emptying of rubbish**



The Moje Smeti service, which translates as ‘My rubbish’, is FCC Environment CEE’s new service for the automatic and electronic recording of the emptying of waste containers. While this new system was put into operation at the end of 2021 on a trial basis at different locations in the city of Trnava (Slovakia), the start of full operations took place in February 2022.

The main aim of the Moje Smeti service is to increase the efficiency of waste management from an ecological and cost point of view, and to collect data enabling the optimisation of waste collection costs. The system should also motivate people to reduce the overall volume of municipal waste by strictly separating paper, plastics, and biological waste. At the same time, the new service contributes to reducing the amount of waste in landfills and to increasing the amount of materially and energetically usable waste components. The introduction of the Moje Smeti service will also have a positive impact on municipal waste disposal prices for the municipality, and on waste collection fees for the individual.

How it functions

The volume and weight of waste according to descriptive numbers is automatically recorded by scanning RFID chips (Radio Frequency Identification) on rubbish containers using special antennas attached to collection vehicles. The Watchdog system is installed in five vehicles, and dynamic scales in four vehicles in Trnava.



The system monitors the emptying of each rubbish bin, including the weight of the waste it contains. At the same time, it accurately records all operations of collection vehicles and their routes. The recording software processes the collected data in real time and enables further evaluation and optimisation of daily waste collection management.

Overview of waste, containers, and collections

The public will also have access to their own data via the Moje Smeti web client portal with their own 'waste' account. They will be able to access their account after registering in the system.

On the portal, citizens can continuously monitor the waste generated by their household by individual commodity, including the waste they themselves take to a collection point. They can also check the exact time that their containers were emptied and compare their level of sorting against the average in the city. Thanks to the portal, municipalities will have a comprehensive overview of waste and waste containers and collections in their area and at a central location.

> "The main objective is to increase the efficiency of waste management from an ecological and cost point of view, as well as to collect data to optimise waste collection costs"



Cementos Portland Valderrivas reaffirms its **commitment to the neediest people in Alcalá de Guadaíra** (Seville)



Representatives of Cementos Portland Valderrivas went to the Social Services Centre in Alcalá de Guadaíra to deliver the donation.

The Cementos Portland Valderrivas factory in Alcalá de Guadaíra (Seville) delivered several batches of products valued at 3,000 euros, including baby food and nappies, to the municipality's Social Services Centre in order to help cover the needs of needy families with children in the town.

The company maintains its commitment to Alcalá's society through social actions and donations aimed at improving the situation of families who are suffering the most from the effects of the health and economic crisis caused by COVID-19. In 2021, Cementos Portland Valderrivas donated products valued at 6,000 euros to the Alcalá de Guadaíra Town Council, including baby food and nappies.

This solidarity action has resulted in the donation of 5,300 lots of products to the Asociación de Recursos Infantiles Ropero del Socorro de la Hermandad de Jesús, Oleum Arte and Cáritas, who will be responsible for distributing them to families.

During the delivery, David Vega, director of the factory in this municipality in the province of Seville, highlighted the "great effort" that all the social and economic actors in Alcalá de Guadaíra are making to provide a "quick way out" of this crisis situation, pointing out that "Cementos Portland Valderrivas is proud to continue doing our bit to improve the lives of families in our town".

FCC Medio Ambiente **honoured at the 17th edition of Ciudad Sostenible awards**



From left to right, Ramón Roca, Chairman of the Environmental Forum Foundation; Hugo Morán, Secretary of State for the Environment; Jordi Payet, General Manager of FCC Medio Ambiente; and Begoña de Benito, Director of External Relations at Ecoembes.

FCC Medio Ambiente has been honoured in the 17th edition of the Ciudad Sostenible Awards, which the Forum Ambiental Foundation has been holding for the past 18 years with the support of the Ministry for Ecological Transition and the Demographic Challenge and of Ecoembes. The award ceremony took place yesterday afternoon, 27th January, in the auditorium of the ministry. Jordi Payet, CEO of FCC Medio Ambiente, received the accolade on behalf of the company from Hugo Morán, Secretary of State for Environment. These awards seek to recognise the municipalities and supra-municipal local authorities that have made a commitment to projects and actions aimed at promoting sustainability.

FCC Medio Ambiente was a finalist ex aequo together with two other companies in the Public-Private Collaboration category for its Cultural Shift Plan in L'Hospitalet de Llobregat, for workers in the Waste Collection and Street Cleansing services. This programme aims, through coaching and empowerment, to stimulate the sense of Corporate Social Responsibility (CSR) and relational ecology of the workforce at all levels (from blue collar workers to service managers) and to encourage debate and proactive participation in all actions and proposals for service improvement.

Workers themselves become true ambassadors of the services to the administration and citizens and become a transmission belt of their concerns for the optimisation of these services and thus advancing in the improvement of the sustainability of the cities.

This award means a recognition of the company's efforts dedicated to training and innovation in relations between its people and will be used to promote new programmes to raise awareness and promote sustainability among workers in other municipalities. By doing so, FCC Medio Ambiente continues to contribute to turning cities into sustainable and environmentally friendly spaces.



Jordi Payet, general manager of FCC Medio Ambiente, collected the award from Raquel Sánchez, minister of Transport, Mobility and the Urban Agenda.

Award to FCC Medio Ambiente for its contribution to SDG 14 at **Salvamento Marítimo 2021 awards**

FCC Medio Ambiente has received an accolade in the 2021 Salvamento Marítimo Awards in the category of Greatest Contribution to SDG 14 With Respect to the Conservation of Our Seas for the project "Solid waste retention combs in sewage network spillway systems". The award ceremony took place on the evening of 16th December in the Assembly Hall of the Ministry of Transport, Mobility and Urban Agenda in Madrid. Minister Raquel Sánchez presented the award to Jordi Payet, CEO of FCC Medio Ambiente, and Paulino Romero, Head of Inspection and Area on the Sewerage Service at Barcelona.

This award is given to those individuals, public administrations, companies or organisations that have developed actions, projects and other initiatives promoting SDG 14 "Conserve and sustainably use the oceans, seas and marine resources for sustainable development". The criteria considered for the assessment take into account the degree of contribution to SDG 14, the scope of the project, the innovative nature, the results achieved, and the duration of the initiative.

Reducing bulky waste

The award-winning project aims to reduce the amount of bulky waste before it ends up in the sea. These retention combs, which have two hook lines that act in different phases, make it possible to retain this solid waste during heavy rainfall. Once the meteorological phenomenon has passed, they are collected by manual means with cleaning teams.

The initiative was implemented since 2018 with the placement of the awarded devices in seven sewage outfalls into the sea in the city of Barcelona, and is expected to be extended to other cities in Spain in the near future. Between 2018 and 2020, 420 m3 of waste weighing 628 tonnes were prevented from being dumped into the sea, figures that speak for themselves of the effectiveness of this system for retaining solids. All this waste would have ended up in the sea where it would have been lost without the possibility of being recovered, which would aggravate the already critical situation of the seabed and the harmful effect on the ecosystem.

The project is part of FCC Medio Ambiente's 2050 Sustainability Horizon, a 30-year business development strategy with sustainability as the backbone. The award is a great boost to the company's innovative spirit and serves to reinforce the public's trust in sustainable alternatives for environmental conservation.

Staying healthy in spring

Healthy tips for enjoying the arrival of good weather

March 21 marks the spring solstice and with it comes the arrival of what is considered the first season of the year: spring. After December, January and February, the coldest and darkest months of the year, the days start to get longer and there are more hours of daylight. This change also has an impact on people, although not in all cases in the same way.

Humans are susceptible to weather and seasonal changes. As with the arrival of low temperatures, adapting to spring is also one of the exercises we face every year in March. It can affect both our emotional and physical state.

Firstly, there are those who suffer from what is known as spring euphoria, which brings with it a positive effect of the arrival of spring thanks to the increase in light and temperature, which in turn has a positive influence on mood. On the other hand, there is also the concept of spring asthenia, which presents itself in the form of tiredness, drowsiness or loss of appetite during the day.

In any case, in order to enjoy the good weather and outdoor activities of spring, as well as to overcome fatigue and anxiety, we must take certain precautions and heed certain recommendations.



Regulating our rest

To combat sleep disorders caused by the time change, which arrives at the end of March, you should maintain a regular sleep routine of around seven or eight hours, avoiding naps. You can drink a glass of water before going to bed, meditate or watch a short relaxation class to help you fall into a deep sleep, in addition to relieving the stress and anxiety of everyday life.

The importance of vitamin D

Vitamin D is one of the most important nutrients our body needs, as it helps us absorb calcium from food to strengthen our teeth or bones, preventing osteoporosis. Although it can be found in various ingredients, the best source is the sun. To do this, sunbathe for 5 to 15 minutes, although remember that it is always important to protect your skin and apply a superior sun tan lotion with UVA-UVB protection factor SPF 50 before, during and after exposure to the sun, as well as an after-sun repair product.

Adequate nutrition

Spring is the time when most vegetables and fruit are harvested, so we can eat more tasty, healthy and varied food. Of course, it is best steamed and never fried. However, we cannot leave out key foods such as meat, fish, pulses, eggs and dairy products. The ideal proportions for a lunch for a healthy adult with normal physical activity are half a plate of vegetables, a quarter plate of healthy proteins, a quarter plate of carbohydrates and the use of extra virgin olive oil, both for cooking and for dressing.

On the other hand, we must be careful with low-calorie diets. Eating less does not mean having healthier habits and can be detrimental to health due to the lack of nutrients the body needs. If in doubt, we should consult a dietician or nutritionist to follow an appropriate nutritional plan, but it is advisable to eat at least five meals a day and not to snack between meals.

Drink plenty of water

Hydration is one of the most important actions to stay healthy. We should avoid being in the sun for long periods of time so as not to suffer from heat stroke, which can lead to dehydration. The World Health Organisation (WHO) recommends drinking between one and a half and two litres of water to keep your body well hydrated. This is equivalent to at least eight glasses of water a day. We should also avoid soft drinks or sweetened beverages, as they contribute to diseases such as diabetes and metabolic syndromes.

Go for a walk

Walking is one of the healthiest and most enjoyable ways to practice sport and improve our health. All we need is preferably breathable clothing and comfortable shoes. In addition, going for a 30-minute walk every day improves our mood. We must hydrate ourselves well before, during and after each outing to avoid cramps, injuries or dizziness, as our body loses water in its functions and even more so when we do any physical exercise. Also, practising sport reduces the risk of cardiovascular diseases, helps to lose weight, avoid type 2 diabetes and high blood pressure, as well as reducing stress and strengthening our muscles and bones.

If you don't have much time during the week to go for a walk, you can use little tricks such as avoiding taking the car to go to nearby places or getting off the bus or metro a couple of stops earlier.

Before the arrival of spring, don't neglect the measures against COVID-19. Consult your doubts with the FCC Group's Medical Services.



What about allergies?

Respiratory allergies are one of the most common symptoms that signal the arrival of spring, through sneezing, nasal congestion, coughing, red and watery eyes, itchy nose or skin. These are some of the most common symptoms of mild allergies caused by allergens such as pollen, which mainly appear in urban areas due to pollution. It is a disproportionate reaction of the body's defences, which treats this substance as harmful without actually being so. If you have these symptoms, do not hesitate to ask your pharmacist about the need for antihistamines, immunotherapy or vaccinations.

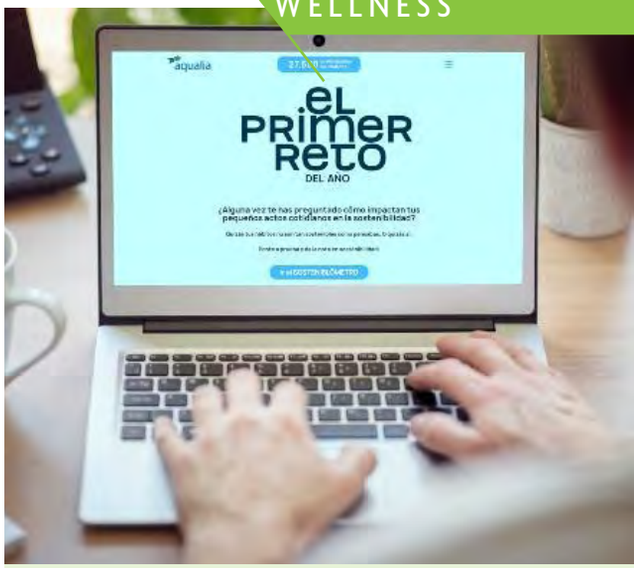
Vitamin C is essential, so we should regularly eat foods such as oranges, tomatoes, spinach and strawberries. It will help regulate the function of the white blood cells or mast cells that produce allergic reactions in our body.

We should keep the space where we live ventilated to avoid the accumulation of mites that can lead to allergies, as well as avoiding carpeted floors, carpets or upholstered chairs that facilitate the accumulation of dust. Tobacco is also a harmful factor, as in addition to being harmful to health, the symptoms will be much more pronounced in the case of suffering from this reaction of the organism.

In addition, care must be taken with the hygiene of clothes, as during this season many allergy-causing mites are concentrated. We should wash clothes in hot water once a week to eliminate them, preferably at a temperature above 65 degrees.

With the arrival of spring, do not neglect the measures against COVID-19. Consult your doubts with the FCC Group's Medical Services.





The Sustainability Metre:

the test that tells you how to make your daily habits more sustainable

The climate crisis has accelerated after the COVID-19 pandemic and, as the United Nations (UN) points out, humanity is partly responsible for the devastating and extreme meteorological phenomena that are occurring all over the planet due to global warming. A large part of the solution to this problem lies in the hands of the population, through the choice of simple actions that contribute to improving the health of the planet, reducing, preventing or mitigating climate change.

Are we as sustainable as we think we are?

To check your level of sustainability, Aqualia invites you to go to www.elprimerretodelaño.com and complete a simple test with 10 quick questions about your daily habits. As a result, the Sustainability Meter will reveal what level of sustainability these habits imply - from needs improvement, acceptable, sustainable to super-sustainable.

Through this action, Aqualia invites citizens to reflect on the importance of eradicating certain everyday behaviours that are not sustainable. On the contrary, the campaign encourages people to adopt other behaviours that have a positive impact on the environment and that save water and/or energy, contributing to achieving the UN's Sustainable Development Goals (SDGs).

Positive impact on the environment

Through this initiative, Aqualia wants to show how, with the sum of many small daily habits, it is possible to achieve extraordinary results and have a positive impact on the immediate environment.

Water is fundamental for development and can be a driver of change to promote a fairer society, the main challenge of the SDGs. As the first company in the sector to be certified by AENOR in the achievement of the SDGs, Aqualia invites you to go one step further and move towards a more sustainable future.



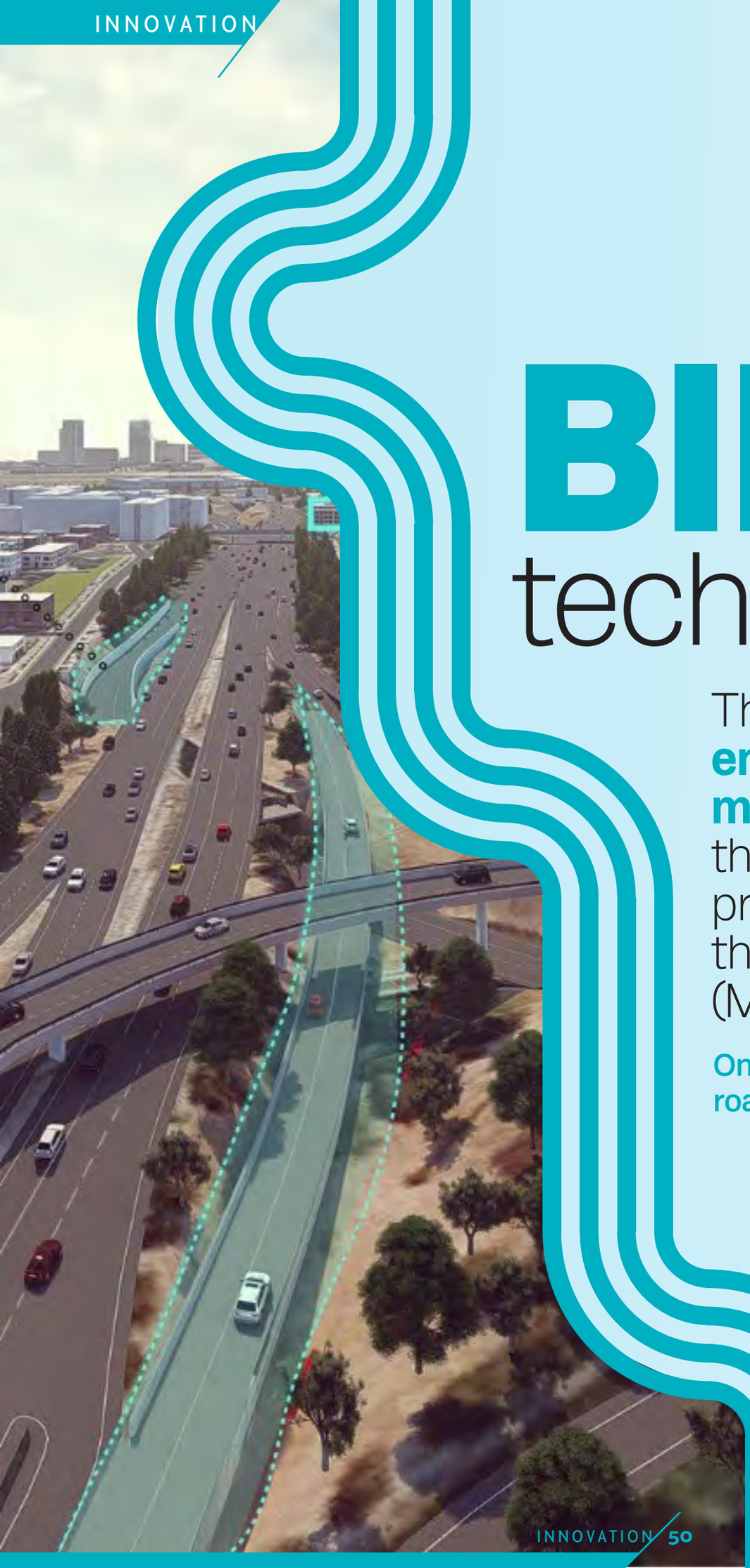
The first sustainable behaviour meter

Most of the questions in the Sustainability Meter are linked to the use of water: Do you take showers instead of baths; do you use the ECO programme in your household appliances; do you use water flow reducers on taps?

This goes up to about 70 questions that will be randomly presented in each test in groups of ten. The higher the level of sustainability, the more "sustainability points" are accumulated.



I WANT TO COMPLETE THE SUSTAINABILITY METER!



BIM technology

The tool that **will ensure proper management** in the remodelling processes of the Nudo Norte (Madrid)

One of the capital's main road hubs

Known as Building Information Modeling, this is a key system that will allow optimisation in the development of works, providing support in decision-making, coordination, intercommunication, reliability in programming and documentation and the exchange of coherent information, ensuring the quality of the construction process.

> "The use of BIM technology in the redevelopment of this enclave will influence several of its phases in a cross-cutting manner: from its drafting, through its construction and its subsequent conservation and maintenance"

The "Distrito Castellana Norte" project is beginning to take shape in Madrid. A major urban development project, very ambitious, which will transform the northern area of the Spanish capital, and which in turn stands out for the innovative nature of the tools, systems and procedures used for its development.

Although the remodelling work has only just begun, BIM (Building Information Modelling) technology has already become a key factor in the works to adapt the Nudo Norte road axis, the starting point for the actions that will comprise the start of the refurbishment of Castellana Norte by the end of 2022. Planning, programming and coordination, as well as decision making, are some of the aspects that this support system will reinforce throughout the various disciplines that comprise the work, whose works are scheduled to last 22 months and which, for now, are on schedule.

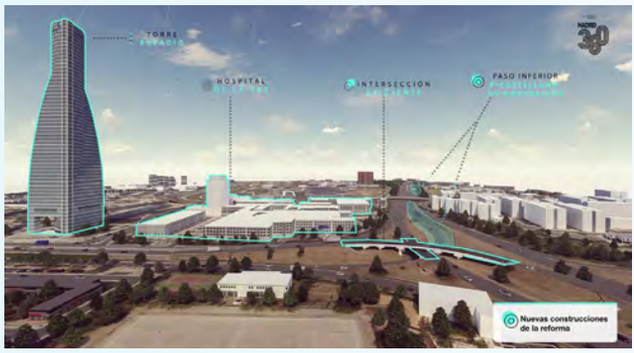
A comprehensive system

Nudo Norte is also the first project that Madrid City Council has carried out using this technique: a comprehensive management system for building and civil works projects that will optimise all the processes involved in their development. In this way, the use of BIM technology in the restructuring of this enclave will influence several of its phases in a transversal manner: from its drafting, through its construction and subsequent conservation and maintenance.

In this sense, BIM is intended to have a multidisciplinary effect in its implementation, for example, by ensuring that all the models and areas of action on the site are consistent with each other throughout the duration of the works, thus guaranteeing reliability in the execution of the works at each stage. In this aspect, BIM will also contribute to increasing the quality of the construction process, in which an







TIME-LAPSE OF NUDO NORTE

exhaustive programming will be very necessary, and where the final documentation to be presented will also be rigorously taken into account. To this end, communication between the agents involved will be very important and all the information must come from a single reliable and coherent source.

FCC takes advantage of BIM tools during the construction process to resolve the interferences generated with the new structures planned and the existing services affected by the work, as well as the capture of these and the layout of the work using laser scanners and photogrammetry for the use of point clouds in the definitions of the solutions. FCC also makes use of the benefits of digitising the work to obtain measurements and certifications in a more orderly and efficient way, and incorporating 4D planning elements so that the technical monitoring of the work can benefit from the digital model of the project.

Improved air quality

Analyses and studies carried out by the Madrid City Council's Environment and Mobility Department have determined that, prior to the start of the works, it took an average of 3.16 minutes for a car to cross the Nudo Norte. The use of BIM technology will indirectly contribute to reducing this time by 31% of private vehicle journeys during peak hours when the works are completed, which means a total of 3,667 hours per day if we take into account the 270,000 vehicles that pass through the area every day. This new situation will be made possible by increasing capacity at critical points and eliminating junctions.

On the other hand, the remodelling works at the Nudo Norte, with the consequent removal of junctions and the increase in capacity at critical points, will also bring about a very positive change in air pollution levels, as CO_2 emissions will also fall by around 14 tonnes per day, i.e. by less than 70%. This figure also reflects the motivation of Madrid City Council on this issue, complying with the air quality limits set by the European Union, which in turn reflect the measures established by the city council in its Madrid 360 Environmental Sustainability Strategy.

> "FCC takes advantage of BIM tools during the construction process to resolve the interferences generated by the new structures planned and the existing services affected by the work"

Major traffic improvements



This is how the work on the redevelopment of the Nudo Norte is progressing.

Until now, Nudo Norte was none other than the confluence of the M-30 and the M-607, the Paseo de la Castellana, the M-11 and the A-1. In fact, the convergence of all these roads between this junction and the Manoteras interchange has been one of the busiest stretches of road in Spain for many years. Once the remodelling works are completed, the results will be easily noticeable, especially for the almost 34,000 vehicles that circulate during rush hour (from 8 to 9 am) and the 33,800 that circulate from 6 to 7 pm.

The effect of the works on the road junction will be felt in all its connections, which in turn will have a positive impact on the rest of the city. The four braided roads will be eliminated, after being the main cause of major traffic jams in this enclave, and will be replaced by three subways, at different levels, and one overpass, which will connect the M-607 with Paseo de la Castellana. Roads will also be rearranged and some existing roads will be adapted and widened to the new context with the same aim: to increase the capacity of the roads, improve road safety and accessibility to public transport and existing services, thus reducing journey times.

A digital twin:
BIM and GIS integration project

The digital twin generated at the Nudo Norte construction site is a project that, in the spirit of the Madrid City Council's desire to increase citizens' access to the status of its remodelling, has made it possible to integrate the Madrid City Council's cartography with the BIM models of the project's new layouts, This has generated a true digital twin of the environment that allows users to consult updates on the progress of the project in an intuitive way through a 2D map with a satellite image that offers traffic information, updated cuts and webcams.

This work has been entrusted to CEMOSA, a company that carries out Technical Assistance to Site Management and has developed with augmented reality technology - using topography and laser scanner devices - its own BIM models for site monitoring for the digital control of construction and contractor activity.



Madrid City Council has developed an application that will make it possible to access the development and current status of the works.

REAL TIME PROGRESS OF THE WORKS



Aqualia Contact,

18 years of personalised, multi-channel customer service for water management

The company's customer service centre in Madrid has undergone a complete transformation in the design and layout of its offices.



Carolina Serrano, Head of Customer Service Channels and Data Protection at Aqualia.

Aqualia's Customer Service Centre (AAC) in Madrid has been providing a comprehensive multi-channel service that meets the needs of its customers for 18 years. It is doing so with a new design and layout of the workspace in its central offices, located in San Sebastián de los Reyes (Madrid), while celebrating a substantial growth in the number of requests, after having provided coverage to almost three million customers in 421 municipalities throughout Spain, regardless of the number of citizens, since its opening in 2004.

The company's omnichannel customer service, known as Aqualia Contact, allows its customers to choose the best method of communication, manage any incident and obtain solutions adapted to their needs. In addition to telephone and face-to-face customer service through the offices located in the towns where the company provides services, Aqualia Contact also currently offers assistance through the Virtual Office, on the aqualia.com website; the Aqualia Contact App; SMS; email; and social networks, such as Twitter, on its @aqualiacontact profile.

> “Aqualia’s Customer Service Centre has handled more than 15 million calls from all over Spain since it opened in 2004”

Digitalisation in the work environment has taken an exponential leap in recent years. A boost motivated by the advances and challenges of today, where aspects such as efficiency and resilience must be taken into account. In the case of Aqualia, the situation has been no different, and in the same way that it has been a safe bet for the rest of the water sector, the company has also generated new opportunities thanks to this issue. It has done so by strengthening its services through digital transformation plans.

Capacity for development

The customers have also been able to see how technology has been an increasingly efficient means of carrying out an essential service such as that provided by Aqualia. So much so that they have also been able to enjoy the help of the company’s professionals with the convenience of not having to travel to one of the municipal offices located throughout Spain, with almost 15 million calls recorded since its inception and more than one million calls attended to each year.

According to Carolina Serrano, head of Aqualia’s Customer Service and Data Protection Channels, the 18 years that Aqualia Contact has been in operation demonstrate the centre’s capacity for development and improvement, as well as that of its staff: “The turning point has been the real commitment of our workers to the digital transformation we have developed, as well as their capacity for adapting to new situations and contingency plans, such as diversification into two physical locations as a contingency and back-up solution, which allowed us to maintain customer service at the most critical moments of the pandemic after the closure of the face-to-face service offices in March 2020.”

In this sense, Carolina also mentions the support situation with teleworking managers at certain times, such as the one they went through after the arrival of COVID-19 and the first confinement, as well as the Filomena storm in January 2021. She also explains that “this diversification in the attention of centres and teleworking has permanently favoured the correct attention of our clients at all times, with the centre always being open from the beginning of its activity”.

For her, it has meant “continuous learning”, also abroad, where in countries such as Italy and Colombia they have had to tackle projects of similar characteristics. On the other hand, the head of Aqualia’s customer service channels highli-

One hundred people, employed directly by the company, form part of Aqualia Contact.





From left to right, Miguel Ángel Reina, Gema Orgaz, Sara Páez, Silvia Rodríguez, Alicia Míguez, Luis Carlos Alonso and Carolina Serrano, Aqualia's team at its Customer Service Centre in Madrid.

> "Aqualia Contact will continue to work on the principle of telephone excellence and customer experience"

ghts the road travelled and the people who have been part of it from the beginning to the present day.

The human quality of its professionals

More than 100 people work at Aqualia Contact, and more than 50% of them started their career in the project more than 10 years ago, of which Carolina takes stock with great affection: "We have lived together both personal and work experiences, difficult and also rewarding". She also highlights the excellent human qualities of all of them and assures that they have taught her to grow personally and professionally.

"Since I joined the company 18 years ago, I have not stopped learning day after day. I have had the unconditional support of my manager, who with his drive and confidence always makes me grow", thanks Carolina.

Aqualia's Customer Service Centre has 100% of its own staff, as it is not outsourced. For her, the fact that this is the case "makes the staff who work there feel part of the company" and develop a sense of belonging and commitment to the customer.

In fact, all ACC professionals can get to know the more personal side of their colleagues thanks to the 'Family Contact Day', which Carolina is very satisfied with. It is a day when employees can bring their children to the office to get to know their workplace. A perfect moment to strengthen the bonds between all the people who are part of this Customer Service Centre.

A more responsive and capable service

Aqualia has always taken the customer into account as the creator and guide of the process. Carolina explains that the new channels of communication with users have been created "in a coherent way within the frameworks that have been established, according to the needs and requirements of the service".

She is also confident about the road ahead for them to work hand in hand with customers: "We will continue to provide them with the best experience, developing communication skills for customer service channels by making customer service more responsive and capable". Likewise, she does not hesitate to define that they will continue in the right direction, "working on the principle of telephone excellence and customer experience".

In this sense, Carolina faces the coming years with the hope that the service "will benefit both the users and the staff" for whom they work and hopes that "we can face new challenges, with energy, and above all with a positive and collaborative attitude".

Future technological developments

As proof of its quality of service, Aqualia has an information security management system certified in 2011 in accordance with ISO 27001 standards, and its information systems that support the activities of the Customer Service Centre, Virtual Office and App. In addition, it will continue to improve the management of communication of breakdowns or programmed outages via SMS, electronic invoices, direct debit of bills, etc. The future for Aqualia Contact is immediate and is continuously reflected in its evolution.



Success is possible **thanks to them**

Staff at the Customer Service Centre



Silvia Rodríguez

Customer Service Centre Supervisor

"When customers are grateful and satisfied with the service they have received, we feel proud of a job well done".



Sara Páez

"After 16 years in the Customer Service Centre in Madrid, and being from another city, I can say that I have found people here who are almost like family".



Alicia Míguez

"The only way to do a great job is to love what you do. It is a pleasure for me to help clients, to provide them with the best possible response and for my work and attention to be valued satisfactorily by the client. After all these years the balance is very positive and the only thing left to say is ALWAYS THANK YOU!".



Gema Orgaz

"I am happy to belong to this great team of professionals and the closeness we have with our managers".



Luis Carlos Alonso

"I work in a company where diversity and tolerance is admirable. They make you feel part of it and that reinforces your enthusiasm".



Miguel Ángel Reina

"The relationship with my colleagues, the satisfaction of helping customers, of facilitating their procedures in a quick and efficient way, solving everything in one call, I think that all work has to be in tune with each other to really enjoy it".

Aqualia Contact in figu

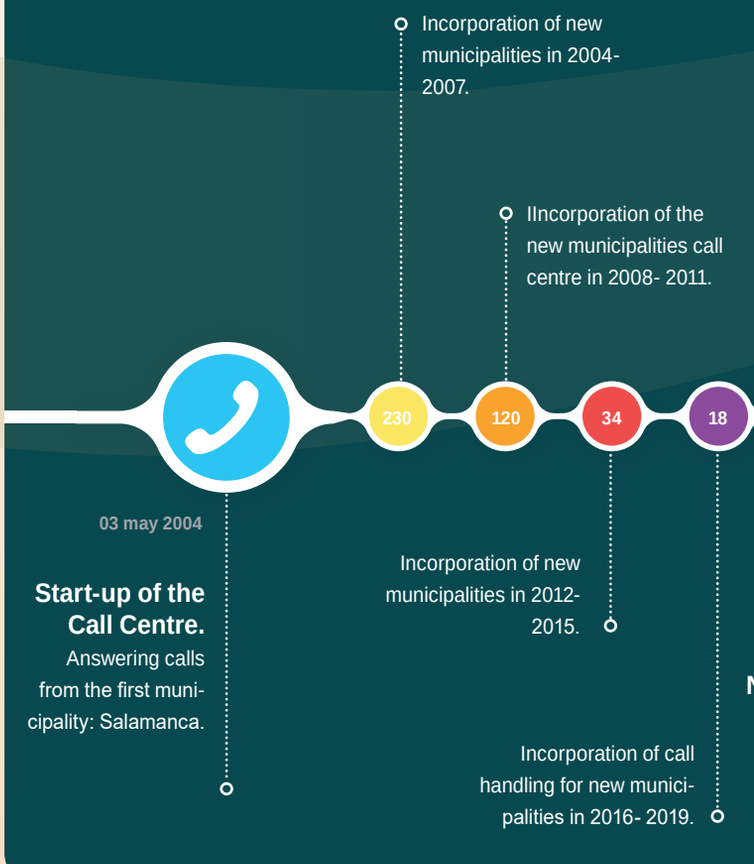
Customer Service Centre

- The Customer Service Centre currently serves customers in 421 municipalities nationwide, covering 2,990,214 customers.
- Since the start of its activity, 14,198,733 calls have been received, more than 85% of which have been handled without the need for the customer to visit a municipal office.

Virtual Office

- The virtual office has 545,281 registered customer contracts.
- Since its launch, 1,187,564 procedures have been carried out through this channel.

Evolution of Aqualia Co



ures

APP

- The Application already has 87,163 registered customer contracts.
- Since its publication in 2016, 321,953 transactions have been carried out, including the reporting of faults by providing a photograph and location.

SMS

Since its launch, 2,617,242 text messages have been sent, distributed as follows:

- Communication of faults: 943,914.
- Notifications of scheduled outages: 1,498,328.
- Debt notices and return of receipts: 871,219.
- Informative communications: 384,184.

Twitter

Since the start of this social network, 3,269 procedures have been managed to date.

Appointment Management

In two years, 72,344 appointments have been arranged for face-to-face service in offices.

ntact

Incorporation of new municipalities call attention in 2020- Current.

10 June 2016

New ATC channel: Publication in Stores of new APP for tablets and smartphones, on iOS and Android operating systems.

16 July 2018

New ATC channel: Attention via Twitter.

15 March 2020

Sending of information on the closure of municipal offices and information on available Customer Service channels.

19

30 January 2008

New ATC channel: Virtual Office.

25 June 2018

Launch: Communications via SMS (information on breakdowns, etc.).

11 March 20200

Launch: Handling of appointment requests through the Customer Service Centre.

12 May 2020

Launch: Appointment request for municipal offices through the website.

Renewal of the agreement with the region

FCC Environment UK acquires **the management of the nine recycling centres** in the county of **Buckinghamshire (United Kingdom)**

More than 540,000 inhabitants of this agricultural area, made up of five districts and very close to London, will benefit from this service, which will run until 2027, with the possibility of a further five-year extension.



Buckinghamshire County Council has awarded the contract for the management and operation of its nine recycling centres to FCC Recycling (UK) Ltd., a subsidiary of FCC Environment UK, in turn 100% owned by FCC Servicios Medio Ambiente, as it has been doing since 2012.

The renewal involves a £15 million (nearly €18 million) portfolio for a five-year period, with a possible extension for a further five years.

More than 60,000 tonnes of waste

The sites awarded to the company cover an area of more than 1,500 km2 and handle more than 60,000 tonnes of household waste per year. The service, which will start on 1 April 2022, will serve 221,200 households in the South East of England, home to more than 540,000 people. The new service maintains and further enhances the focus on the 'Reuse' programme, including working with South Bucks Hospice to ensure the reuse of waste collected through the Aston Clinton and High Wycombe shops, and the appointment of a waste education and awareness officer to raise public awareness of the importance of recycling and reuse. In addition, the contract has set a target of recycling at least 68% of the waste coming into the centres.

Following the announcement of the novation, FCC Environment UK's Operations Director, Steve Longdon,



Recycling centre facilities included in the contract renewal.



High Wycombe Waste Transfer Station at High Heavens, a collection point for local waste which is then transported to the Greatmoor plant.



Reuse': A second life to reduce carbon footprint. In 2020, the UK managed to save the expenditure of approximately 123,000 tonnes of CO_2.

highlighted that "the new contract will enable the adoption of innovative ways of working that focus on waste prevention, remediation and reuse, vital to the county as it moves towards meeting its Zero Emission targets".

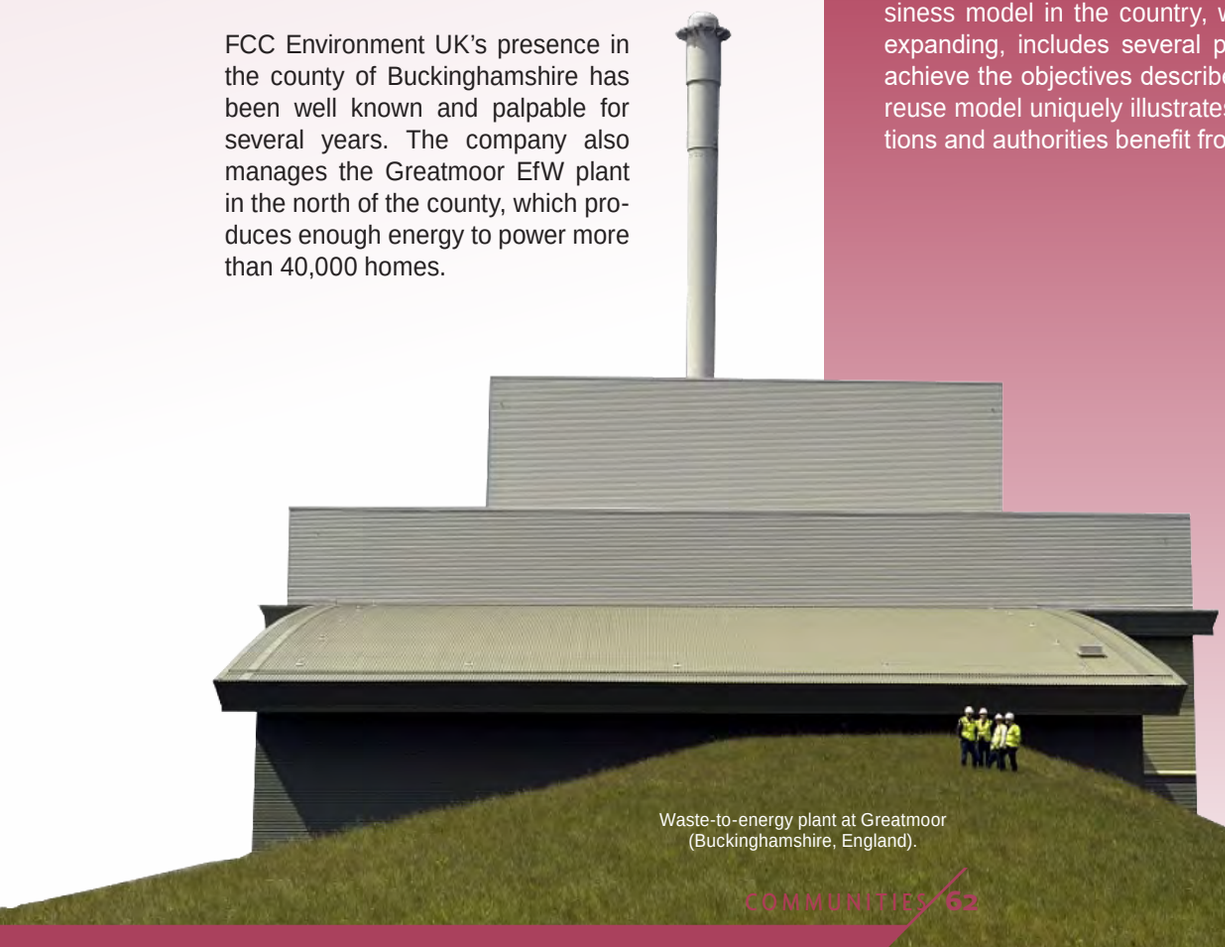
FCC Environment UK's presence in the county of Buckinghamshire has been well known and palpable for several years. The company also manages the Greatmoor EfW plant in the north of the county, which produces enough energy to power more than 40,000 homes.

Leading UK waste and recycling waste management and recycling in the UK



FCC Environment UK is one of the UK's leading waste management and recycling companies, aiming to minimise the amount of waste going to landfill by transforming it into valuable resources wherever possible. The company has around 100 agreements with a total of 60 local authorities and currently manages to treat around 1.8 million tonnes of waste per year, generating over 117 MWh of clean energy for the communities it works with and for.

On the other hand, it has managed to manage and run nine second-hand reuse shops, and its business model in the country, which is continually expanding, includes several projects that aim to achieve the objectives described above. Its waste reuse model uniquely illustrates how local populations and authorities benefit from it.



Waste-to-energy plant at Greatmoor (Buckinghamshire, England).

2021



GREEN BOND REPORT

FCC Medio Ambiente

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