

corporate social responsibility report **10**

abertis

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Salvador Alemany,
President

Chairman's letter

Dear readers,

It is my pleasure to once again present our annual corporate social responsibility report, our eighth to date, which allows us to take stock of 2010, considering the context in which **abertis** operates and the impacts of our company's activity.

This report shows the work we have carried out to ensure we remain engaged in a cycle of continuous improvement, whilst maximising what our business gives back to society through various activities and interaction with our surroundings. It is an overview that complements the other published reports: annual accounts, annual report and the corporate governance report. The participation of our stakeholders in the materiality survey has been key in preparing this report, as it has allowed us to adapt the structure of this report to their interests and expectations.

In the current economic climate, we want to continue participating proactively in the debate on connecting infrastructures. These are what contribute to the mobility of people and goods, as well as facilitating the development of telecommunications and the intensity of innovation processes associated with the same. After all, these are the foundation for permanent extension and presence of information and communication technology in our day-to-day lives. This desire requires constant learning on our part, focused on identifying new opportunities that promote and contribute towards progress, efficiency, rationality and innovation. We have continued working to provide a quality service that is passed on to our customers, implementing a meticulous model for the development of our employees' skills as a basic pillar in the organisation's development model.

Our environmental commitments have once again achieved results in 2010, especially with regards to energy efficiency and reduction of greenhouse gas emissions. We have also continued advancing with our protocol for supplier evaluation and approval, based on

sustainability indicators whilst continuing to collaborate with our network of associates in the local communities in which we operate. This performance is acknowledged by our presence in various sustainability indexes - something which is ever more evidently incorporated into recommendation criteria from investment analysts.

We are working towards building a corporate project that is resilient, capable of advancing and of adapting to changes, with a long-term vision characterised by the creation of economic and social value that derives from: the daily operation of the assets we manage, the quality of the teams that make it a reality, the collaboration of the different stakeholders involved and the flexibility required for identifying and promoting innovations that respond in a precise manner to the new challenges which we face, in both the medium and long-term.

Market globalisation, the interrelation of infrastructures with their environmental and social settings, productivity and social utility are some of the challenges that we must eagerly face up to in the coming years. Similarly, the emergence of new markets which, judging by the economic progress and growing stability of their legal systems, could provide new pillars of geographical interest for the Group's development, as well as increasing platforms for greater collaboration between the public and private sectors, present opportunities to which we can certainly continue adding our value and vision of the future.

Therefore, this report presents a view of the whole of 2010, so we can use the advances made in order to continue working in a way that takes local impacts into consideration within a framework of global activity.

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Main characteristics of the report

Another year has passed and in keeping with its Corporate Social Responsibility (CSR) Strategic Plan, **abertis** presents the eighth edition of its corporate social responsibility report. The objective of this report is to keep our stakeholders and the public at large informed on the milestones in social and environmental matters that took place from 1 January to 31 December 2010.

This report, along with the other reports issued by **abertis** (Annual Accounts, Corporate Governance Report, Annual Report and the Report published by the **abertis foundation**), offer an exhaustive coverage of the Group's activities in accordance with the three pillars of sustainability.

abertis provides a contact e-mail address **sostenibilidad@abertis.com** for suggestions, comments or questions from stakeholders regarding this report.

CSR report content and principles

The information contained in this report has been drawn up in accordance with the principles established by the Global Reporting Initiative (GRI), the international sustainability reporting standard, in its G3 guidelines for an A+ application level, and with the recommendations for accountable stakeholder

engagement as defined by the AccountAbility Principles Standard AA1000 (2008).

The contents of this report have also been drawn up in keeping with the sector supplements published by GRI for airports (still under development; expected release by mid-2011) and telecommunications (currently available in pilot version).

Methodology used to compile, present and verify information

The main tool used in measuring social responsibility at **abertis** and the preparation of the CSR report is the social responsibility database. This database is updated annually with required data by all the business units within the scope of the CSR Strategic Plan and other corporate management bodies.

Comprised of more than 200 indicators, the database is structured according to ten main subject areas associated with the principles of the CSR Strategic Plan; it constitutes the main tool used in management and monitoring of the Group's social responsibility indicators. This database continues to progress, thanks to the improvements made by its contributors, greater expectations held by stakeholders, recommendations arising

from a report prepared by an external auditing agency and changes to the report scope and coverage.

In 2010 a number of new features were added:

- New indicators, in particular those associated with airports and motorways, with an aim to compile data that best reflects the impacts of each business unit. In an effort to keep the number of indicators in the database at manageable levels, some indicators of reduced analytical scope were removed.
- The scope of some indicators was revised to adapt data to the social context of each of the business units, in particular those operating outside of Spain.
- The handbook was also modified in keeping with the changes made to the database. Its contents have been adapted to improve interactivity, making the handbook easier to use. Useful information has also been added to facilitate accountability and assurance.

The structure of the report has remained the same as in the previous edition to make it easier for stakeholders to locate information and analyse data. Comparative data on the activities of the various business units have been utilised, directly linking environmental efforts to the business activity of **abertis**.

Indicators that were chosen from each business activity as relative values were as follows:

	Activity indicator	Definition
	Average Daily Flow (ADF)	Total number of vehicles per kilometres travelled over a given time period, divided by the length of the motorway and multiplied by a given number of days. This indicator is calculated using infrastructures for which abertis is the concession holder.
	Technical centres	Total number of technical centres installed.
	Passengers	Total number of passengers that have passed through the airport. The relative indicator was calculated per thousand passengers.
	Vehicles	Total number of vehicles exiting car parks. The relative indicator was calculated per thousand vehicles.
	Rented area (in square metres)	Total number of square metres of rented area of the various logistics platforms as covered by the scope of the report.

The examples of good practices contained in the report show how corporate policies and results materialise in the different business units. Given the scale of **abertis**, it is not possible to include all instances of good practices put into place by the business units; therefore a representative sample is chosen from each annually. To put the contents of the report into both a historical and corporate context, a graphic summary of CSR at **abertis** has been included in chapter four of this report.

The contents of this report have been revised by PwC, as part of a comprehensive auditing process of report data. Not only does this verification process ensure coherence of presented data (historically and for accounting purposes), but the process involved in the auditing of each business unit also allows for feedback on areas to be improved as part of the Group's social responsibility.

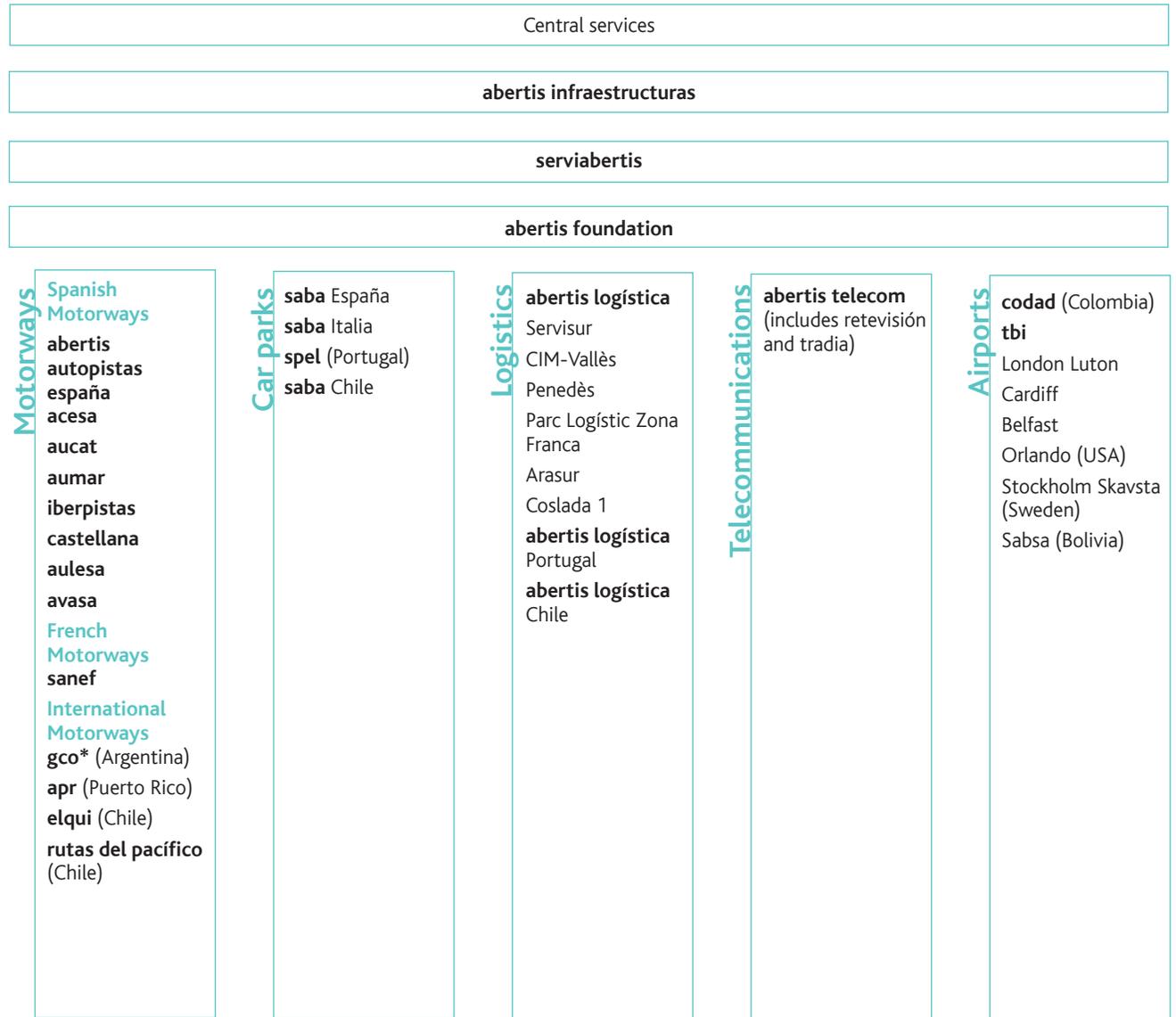
GRI has also revised the application level of the report, concluding that this report meets the A+ level of application requirements established by the organisation.

Coverage

The coverage of the report was extended in 2010, with the inclusion of two new motorways in **abertis**'s Social Responsibility Strategic Plan at the end of 2009: **elqui** and **rutas del pacífico**, both located in Chile. Similarly, eight logistics parks have been included in the report, six of which are located in Spain, one in Portugal and the other in Chile. It should be noted that, it being the first year of the accountability process for Chilean motorways, some data could not be included in the scope of the report, given that it was not possible to verify it, in which case this is specified in the corresponding indicator.

saba Rabat (Morocco) has been excluded from the report owing to its acquisition by another company in June 2010. Data from the first six months of 2010 was unavailable.

In total, the 2010 report now covers 32 companies in which **abertis** holds a majority share or has control over their management, which represents 94% of the Group's turnover.

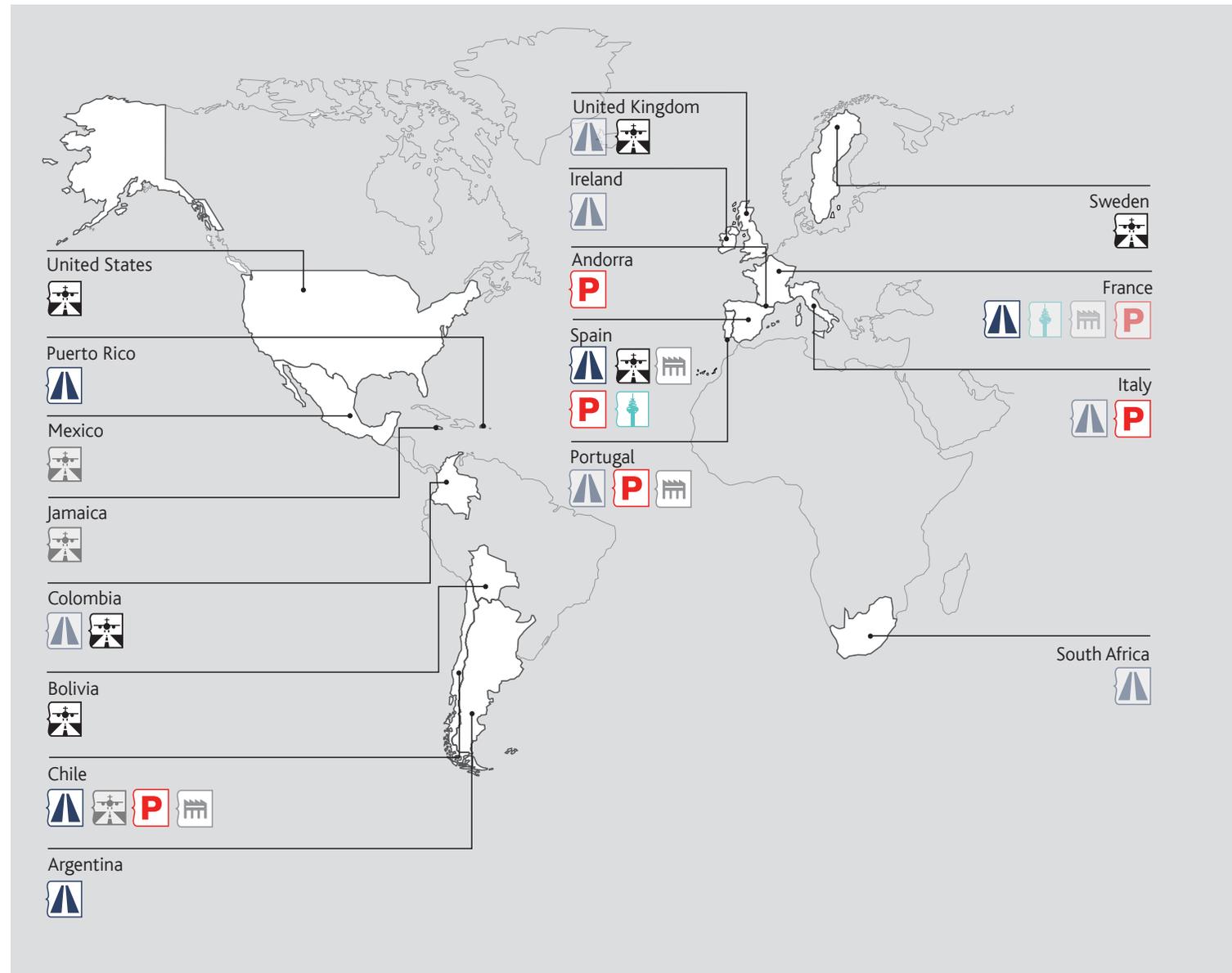


*gco manages Autopista del Oeste

Coverage and context of sustainability

abertis's global presence means that greater effort is required in contextualising the economic, social and environmental impacts to the various international and local settings, whilst endeavouring to emphasise those impacts which are directly linked to the CSR Strategic Plan. The abovementioned improvements made to the handbook of indicators are a reflection of this concern.

By extending **abertis's** mission, values and CSR strategy to all the Group companies whilst bearing in mind the specificities of each of the 17 countries in which it operates, the Group has been able to create a common culture and a unified set of socially responsible criteria for action.



* symbols in grey are outside the scope of the report.

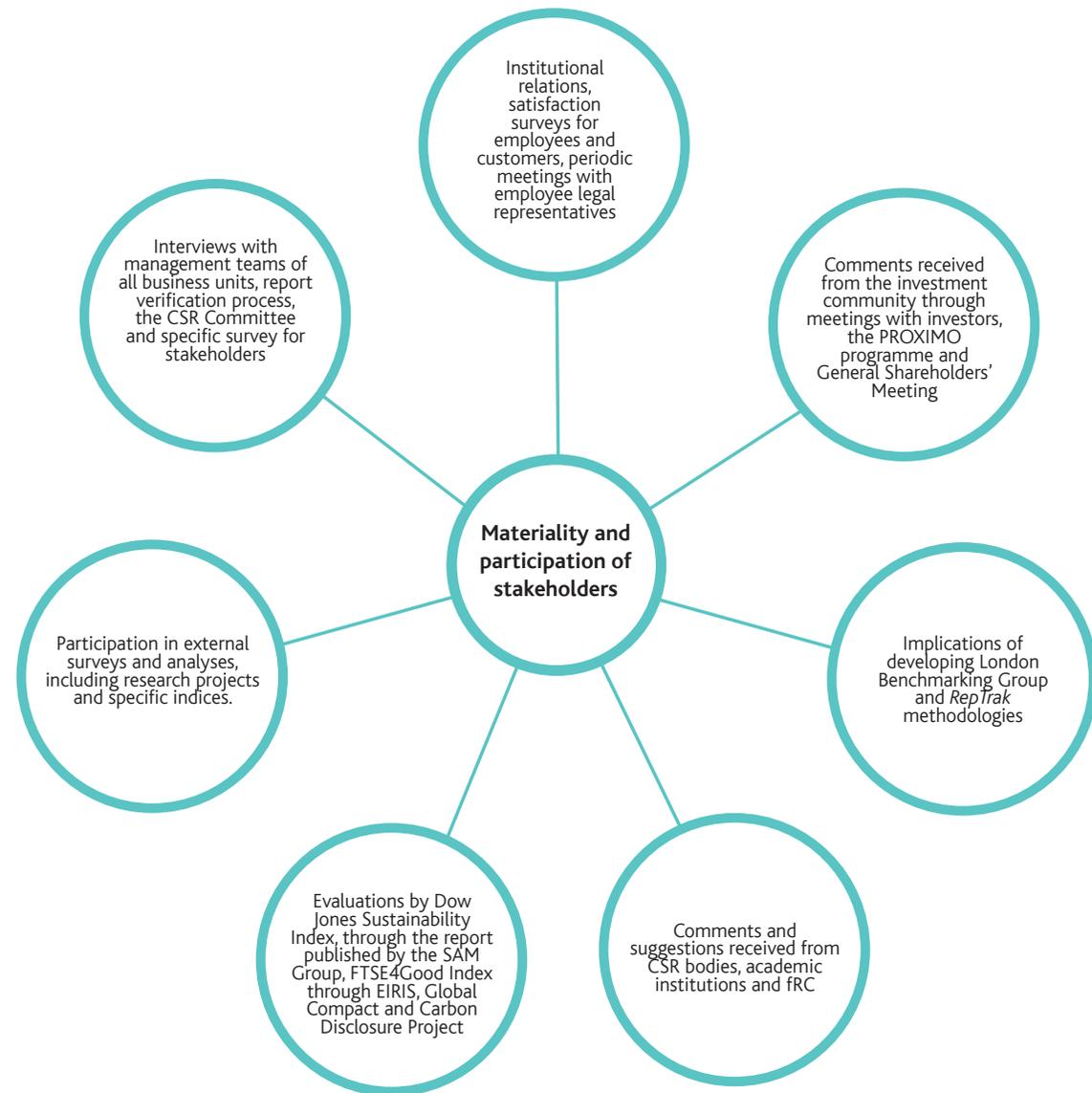
Relevance and participation of stakeholders

The topics included in this report were chosen according to internal and external factors, one of the most relevant being the direct participation of stakeholders. Accordingly, their participation is essential in determining materiality of the various areas presented in the report and in identifying those which are most relevant.

In accordance with the guidelines established in the AA1000 standard developed by AccountAbility, the Group's relationship with its stakeholders is fostered throughout the year by way of a number of channels established as part of the Group's day-to-day operations, each covered in a different section of the report.

A materiality survey is conducted during CSR report preparation with an aim to identify areas that are most relevant to **abertis** stakeholders in order to ensure that these issues are addressed in the report.

This survey was conducted in accordance with the technical guidelines provided by AccountAbility and sent to all stakeholders via CSR coordinators of each of the business units that constitute the CSR Committee. The quality of their contributions and opinions has served to produce statistical analysis of great interest.



This year, participation in the materiality survey grew by 20% compared to the previous year and represented a broader range of stakeholders, who made valuable qualitative contributions that referred both to the report itself and to the company's corporate social responsibility strategy.

Below are some noteworthy issues and comments from the survey:

- Provide more in-depth information on how the organisation's business activity is directly influenced by the management of environmental, social and governance-related impacts.
- Enhance the report's educational facet, by including information that will enable readers to contextualise the impacts of the actions implemented in the different business areas.
- Summarise information as much as possible in the report whilst maintaining its structure, referencing further sources of information.

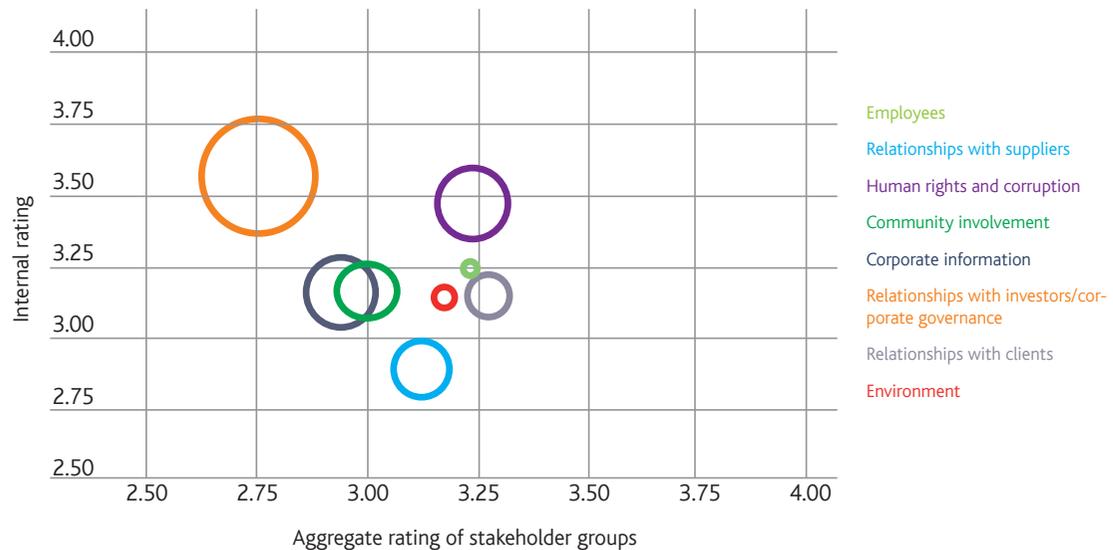
An increase was observed in the priority given to those issues involving first-level stakeholders (those with which the Group has a direct relationship) with respect to 2009, concerning employees and suppliers. Also noteworthy is the importance given to customer relations. This was rated highly by nearly every stakeholder group, as was environment, human rights and corruption.

Convergence was observed in internal and aggregate ratings with respect to 2009, particularly in environment and employees.

	Employees	Customers	Shareholders	Suppliers	Government	Community	Other
Corporation	3	3	1	3	3	3	3
Social aspects	2	2	2	2	2	2	2
Employees	1	1	1	2	2	2	1
Relationships with clients	1	1	1	1	1	3	1
Relationships with suppliers	3	2	1	1	2	2	2
Relationships with investors/corporate governance	2	3	3	3	3	3	3
Community involvement	3	2	3	2	1	1	3
Human rights and corruption	1	1	1	1	2	1	1
Environment	2	1	2	1	1	1	2
Opinion of stakeholders							
Relative	3						
Average	2						
High	1						
Highest score	1						

Includes trade unions, media and collaborators.

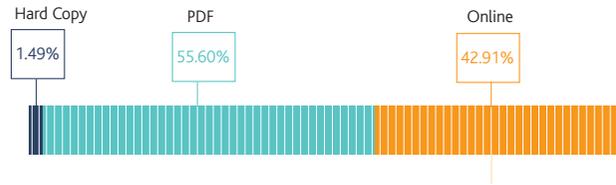
MATERIALITY MATRIX



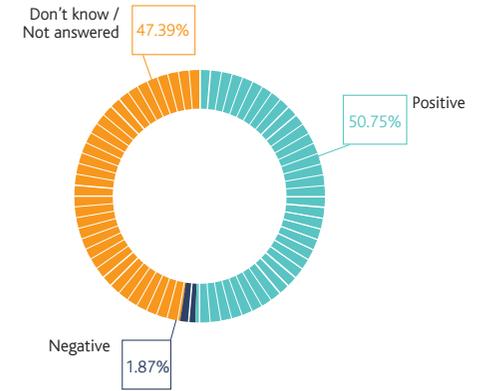
Given that information on investors and corporate governance is covered at length in the accompanying **abertis** reports, in particular the Annual Report, Annual Accounts and the Corporate Governance Report and in light of the results of the materiality survey, investor-related information is cross-referenced with said reports.

The materiality survey conducted this year included four questions regarding the preparation of the social responsibility report, its format, standards and procedures, external verification and the creation of an integrated report.

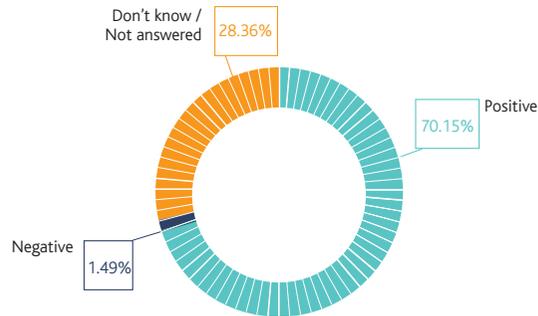
REPORT FORMAT



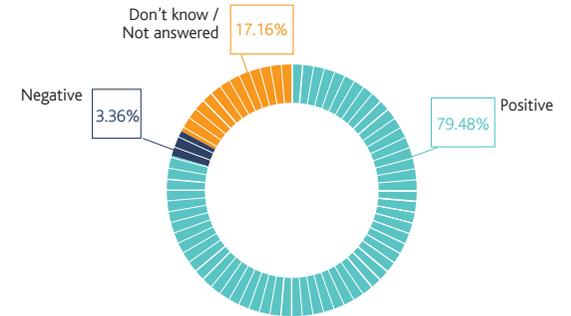
GRI RATING



EXTERNAL VERIFICATION RATING



INTEGRATED REPORT RATING



3 abertis and corporate social responsibility

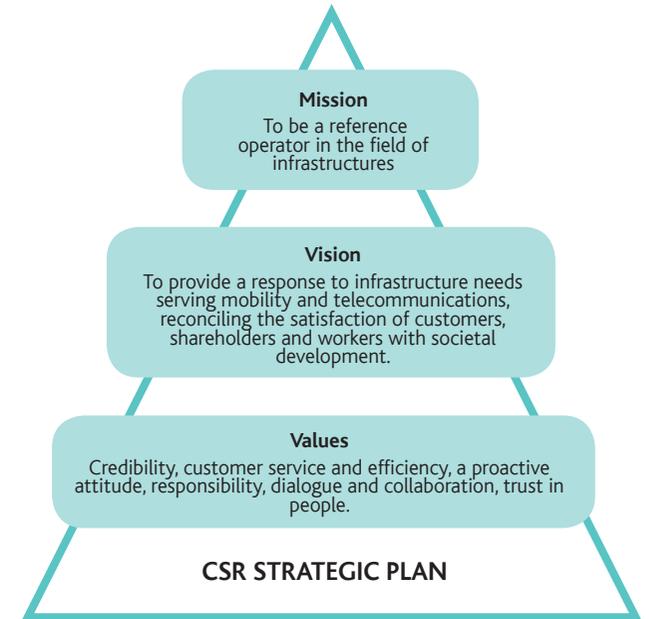
STRATEGIC LINE 7: Promoting and systematising dialogue channels

STRATEGIC LINE 8: Ensuring monitoring and control of the implementation of the CSR Strategic Plan

abertis's commitment to social responsibility was first drawn up in the 2003 CSR Plan, which is closely linked to the organisation's mission, vision and values. This permitted the organic inception of CSR based on the Group's organisational culture.

As the organisation has evolved, tools have been developed to formalise commitments, including the Code of Ethics and the social responsibility Policy drawn up in 2007, together with the internal regulations and procedure for dealing with the risk of fraud and corruption developed in 2009. These documents explicitly define the commitments and the necessary conduct with each of the Group's stakeholders, in addition to specific commitments concerning human rights and the fight against corruption.

Consequently, corporate social responsibility in **abertis** is a flexible framework which allows the incorporation of new business units in a cycle of continuous improvement, irrespective



of their starting point. This prevents the complex nature of the Group becoming an obstacle to progress in this area, while the participation of business units in the promotion of good practices that respond to local impacts, in accordance with global corporate principles, becomes the basis for implementing the social responsibility pursued by their strategic integration.

It is worth noting that during 2010 the text of the **abertis** Code of Ethics was redrafted, in order to improve its dissemination and implementation at international level and better adapt it to applicable legislation in the countries in which the Group operates.

The current Code of Ethics defines the operating and conduct guidelines which, in line with corporate values, govern the conduct of Group employees, in addition to that of all those agents related to the Group. The universal aspects are contained in a framework text, which is specifically implemented in each country by means of regulations.

Furthermore, the composition and role of the Code of Ethics Committee has been defined and regulated. This consultative body handles all aspects related to the Code, and is responsible for monitoring compliance therewith.

In addition to the communication and consultation channels already in operation (an e-mail address and a postal address), with the launch of the Group's new intranet in 2011, an ethical channel will be established through which employees will be able to make anonymous queries and notifications.

Also in 2011, specific actions will be implemented to increase awareness of the Code, its regulations and the possibilities offered by the new channel. During 2010, there were two breaches of the **abertis** Code of Ethics, which were dealt with according to the principles established in the same document.

CSR management and design structure

The CSR Committee, made up of CSR coordinators in each business unit, is responsible for managing and promoting social responsibility in **abertis** and reports directly to the organisation's top governing body.

During 2010, it met three times, mainly to review the opportunities for improvement derived from the previous CSR Report, together with the conducting of the materiality survey, the participation of the Dow Jones indexes, monitoring and increasing environmental awareness through *Aristos*, improvements to the social responsibility database and the coordination of the "Voluntaris" day.

The CSR Committee also promotes communication with the different stakeholders of each business unit. With regard to these, **abertis** possesses various tools integrated within the day-to-day operation of the Group, the purpose of which is to maintain continuous, two-way relationships with each stakeholder.

Thus, the integration of CSR practices in the day-to-day operation of the Group is most visible in the integrated management systems and the processes related to it. During 2010, **abertis**

adopted a new internal management model with unified procedures for the different companies, making it possible to increase Group efficiency by improving the organisation, implementation and monitoring of its operations.



MAIN CHANNELS OF COMMUNICATION AND DIALOGUE WITH STAKEHOLDERS.

Shareholders and the investment community	<ul style="list-style-type: none"> - PRÓXIMO Programme - Briefings/meetings - Press releases - Telephone line for shareholders - Website - abertis magazine - Shareholders' Meeting
Workers	<ul style="list-style-type: none"> - Internal communication plan - Intranet - Internal publications - Correspondents - Works councils and legal representation
Customers	<ul style="list-style-type: none"> - Attention to customers' demands through the marketing or sales manager - Dialogue and assistance services for passengers at airport terminals - Information offices and 24-hour customer care line - Specific on-site and interactive customer care points on motorways - 24-hour remote car park management - Specific quality surveys - Communication via radio, print media and internet
Community	<ul style="list-style-type: none"> - Membership of different community associations and groups (traders, residents, etc) - Participation in national and international CSR forums - Promotion of cultural accessibility in the community as a whole - Coordination of a citizen information centre for telecommunications-related matters - Active dialogue and collaboration with organisations, associations, federations and guilds - Cooperation with NGOs - Management and implementation of sponsorship

Suppliers	<ul style="list-style-type: none"> - Communication to promote widespread observance of the Code of Ethics and good practices among suppliers
Public authorities	<ul style="list-style-type: none"> - Development of cooperation agreements with state, regional and local authorities - Relationship with local councils - Active dialogue and collaboration in the management of infrastructure planning and development
Media	<ul style="list-style-type: none"> - Publications and communication with the media - Continuous two-way attention

Communication with the investment community

Every year, through various channels, the investment community requests organisational information related to social, environmental and good governance matters. Such requests are normally coordinated through questionnaires or institutional initiatives, which subsequently translate this information into quantitative values that make it possible to include the organisation in responsibility indices or performance rankings with regard to the sustainability of different organisations.

In this regard, examples include providing carbon footprint information to the Carbon Disclosure Project, as well as requests for information from Sustainalytics and Vigeo, among others. As a result of its performance and accountability, in 2010 **abertis** was included in the ECPI indices, recognised in the sphere of sustainability, and positioned among the top 100 companies in terms of sustainability in the G1000 ranking, promoted by CRD Analytics and Justmeans, which includes the main companies listed on the American stock market. Similarly, **abertis** appears on other related indices such as Vigeo's ASPI index, and is classified as a socially responsible investment by Triodos Bank.

The main participation forum for shareholders is the General Shareholders' Meeting, which is ordinarily held once a year. On 27 April 2010, the Ordinary General Shareholders' Meeting was held, with a high attendance figure of 67.81% of the share capital. Each and every proposal was approved with a majority in excess of 96% of the shares with voting rights.

On 30 April, **abertis** also held the second edition of Investor Day. The event, aimed at institutional investors and analysts, was

attended by 88 people. It also continued with the PRÓXIMO Programme by holding 3 meetings in different Spanish cities, and the Shareholder Day.

abertis held a total of 262 meetings with administrators and 21 roadshows during 2010. It is worth noting that the shareholders' office received a total of 7,363 notifications, 20% up on the figure recorded the previous year, of which 55% were received by post. Information on such matters and other matters of interest related to the investment community can be consulted in the Group's Annual Report, the Corporate Governance Report and the Annual Accounts.

Corporate diplomacy: a channel of dialogue and participation with stakeholders

The internationalization of business activities has led all organisations to classify their processes in relation to the different stakeholder groups in the countries in which they operate. The main purpose of corporate diplomacy, which aspires to group all these good practices together, is to facilitate relations and operational activities, placing particular emphasis on the social, cultural and political aspects of the different countries.

abertis's corporate diplomacy strategy, established within the framework of its international institutional relations, proposes lines of action on two main fronts: on the one hand, to analyse the current and future position of the foreign public authorities and other significant stakeholders in the areas which affect the company's activities and, on the other, to make every effort to increase awareness of the Group in the most representative public and private international forums.

In order to achieve this, interaction with national and international consular and diplomatic bodies plays a key role in this process, since this is where the reputation of an organisation, and the concept of its country-brand are maximised. All of this contains and projects the long-term vision which **abertis** defines and applies in its strategy as a global infrastructure operator.

Good practices in this field are therefore key to guaranteeing the reputation, prestige and, above all, sustainability of any international company. Moreover, for **abertis**, it is essential given that its business activity is projects involving public-private sector collaborations and that these directly overlap with value creation processes.

Examples of these practices in 2010 were the bilateral and multilateral meetings with the accredited foreign diplomatic corps in Spain, the various meetings with Spanish ambassadors in countries of interest to **abertis**, the meetings with the foreign ministers of the different sectors of the company's activity, the close ties with the Ministry of Foreign Affairs and Cooperation, and participation in the different trusts in the international arena, among others. All of this was aimed at consolidating a network of relations that will facilitate future initiatives.

Consequently, good practice in dialogue with international public authorities and international stakeholders is essential to **abertis**, in order to facilitate the processes of value creation and to increase awareness of our mission, vision and values among the different stakeholders and decision makers.

Responsible communication in abertis

abertis is aware of the importance of communication with its stakeholders, which is why it implements activities to improve communication on an ongoing basis. One example of this is the new *link* magazine, which was revamped in early 2010 to allow **abertis** to reach out to all its stakeholders: shareholders, public authorities, infrastructure users, customers, etc. Through this magazine, the **abertis** group wishes to be present and to participate in the public debate on infrastructures, and thus present its view of the situation in which it operates.

Another noteworthy example is the digital magazine *link Autopistas*, through which it informs customers, institutions and society on innovations in infrastructure, in addition to providing information on journeys, interviews, road safety tips, motoring news, etc. This is a digital publication which provides a combination of text, photography, video and sound, offering a quick and accessible reading experience, while minimising its environmental impact, given that it is not printed and is distributed via e-mail.

The communication provided by **abertis** and its transparency are a consolidated and recognised value, as demonstrated in the results of the latest KAR (Key Audience Research) study by IPSOS, according to which **abertis** is the company with the best relationship with the media. The study sought the opinions of over 100 journalists on the corporate reputation of companies operating in this sector, measured in terms of business success, strategy and corporate social responsibility (CSR) and relationships between companies and the media. The financial results remain the most highly-valued aspect by the media, followed by product and service quality and customer service or relations.

Social guide: Social networks in abertis

The Studies and Communication Corporate Management of **abertis** has drawn up a social network user guide, which aims to improve communication with stakeholders and society at large and to offer better customer service by making use of one of the current main communication channels: social networks.

It is a user's guide to social networks, in order to promote and support the corporation and the remaining Group companies, in a process of reflection, decision and management in relation to a strategy for being present on such networks. The guide includes recommendations on editorial policy, corporate graphic images, space management, and their inclusion within other Group communication channels, as well as recommendations on the use of social networks in accordance with the established aims and the business unit. The guide also contains user manuals and recommendations for the main social networks (Twitter, Facebook, LinkedIn, YouTube, Flickr, SlideShare, Foursquare).

The guide was drawn up for said Management and for the Marketing and Communication departments and managers of the different Group companies. To increase awareness of the guide, training sessions were given to Communication and Marketing managers of the different business units and the **abertis foundation**, in which those present were encouraged to participate actively and express any queries and suggestions.

The guide will be implemented in January 2011, and with it, continuous monitoring of **abertis'** presence on social networks.

Innovation Committee

The Innovation Committee was created as a transversal body for the coordination, monitoring and promotion of innovation activity in **abertis**.

This Committee, promoted and chaired by the Business and Operations General Management, is made up of Studies and Communication Corporate Management and representatives from each business unit. The representatives of each BU act as a liaison between the innovation activity carried out in each BU and, wherever they exist, with the established formal processes and their control and monitoring bodies (in the case of Innovation Committees in **abertis telecom** and **abertis autopistas española**).

The Committee was created to provide an overview of innovation in the Group, and to promote transversal actions involving various business units, and the formalisation of the innovation process in all units.

During 2010, the Innovation Committee carried out the following activities:

- Definition of the concept of innovation to establish a framework for innovation activity.
- Creation of an official body to serve as a reference for the innovation processes in the Group, placing particular emphasis on processes with a transversal aspect.
- Creation of an inventory of innovation projects. This inventory, which will be updated on a periodic basis in order to monitor the innovation projects, has made it possible to identify a total of 47 active projects and 37 initiatives at various stages of definition. It is worth noting that approximately 15% of projects have a transversal component involving more than one business unit, and that the resources allocated to such projects in 2010 represented approximately EUR 5 million and work hours equivalent to 44 full-time employees.
- Based on the inventory, analysis of the state of innovation in the Group, identifying processes, initiatives, projects carried out and resources allocated.
- Creation of a permanent forum to discuss issues related to innovation, and to monitor the transversal actions, promoting cooperation between the business units.

Fifth consecutive year with presence in the Dow Jones indexes

The Dow Jones Sustainability Index (DJSI World) lists the top 10% of companies with the best corporate sustainability criteria in the world. In the 2010 review, 2,500 companies were invited, of which 318 were selected. In the case of the DJSI STOXX, which lists the top 20% of the most outstanding companies in terms of sustainability, 600 companies were invited, 157 of which were selected.

In both cases, for the fifth consecutive year, **abertis** remained among the companies included in the index, obtaining a higher than average score in terms of financial, environmental and social aspects, and the maximum score in the categories of environmental information and climate strategy. Worthy of mention are the improvements in the ranking in categories such as codes of conduct and operational eco-efficiency, and Silver Class status in the Industrial Transport sector in recognition of its sustainability and corporate social responsibility performance.

External organisations and recognition

abertis actively participates in various organisations involved in CSR, with whom it actively collaborates in the long term. In 2010, the third annual sustainability conference promoted by Global Reporting Initiative (GRI), the international sustainability reporting standard, was held in Amsterdam. Under the slogan, "Rethink, Rebuild and Report" it was attended by over 1,000 people from 50 different countries, and **abertis** was present as an Organizational Stakeholder of GRI.

During 2011, the Global Reporting Initiative's annual Organizational Stakeholders meeting will be held at Castellet Castle, the headquarters of the **abertis foundation**.



Corporate Reputation Forum

2010 was a year of growth for the fRC (Corporate Reputation Forum) and of consolidating its position as leading company in corporate reputation management. New members joined, and a total of 15 companies comprise the fRC, namely Agbar, BBVA, Repsol, Telefónica, **abertis**, Ferrovial, Gas Natural Fenosa, Iberdrola, Iberia, Renfe, Metro de Madrid, Danone, Sol Meliá, Adif and Criteria.

Since September, the fRC also coordinates a weekly radio broadcast on Cadena Gestiona Radio, dedicated to CSR and corporate reputation, promoting dialogue with its stakeholders and with society.

In this regard, the fRC has actively participated in the Work Groups and in the plenary meetings of the Spanish State Council on Corporate Social Responsibility (CERSE). Of note among the contributions to CSR is the publication of a comparative study of legislation on "Sustainability Reports in the European Union".

Activities carried out by the fRC during the year included:

- Providing 53 hours of training, 160% more than the previous year, distributed into 12 activities. In particular the conference on "Transparency: Regaining trust", promoted by the Corporate Governance Centre of the IE Business School and the seminar on "Corporate Reputation Management", given by Reputation Institute.
- Participation in the 13th Annual Conference of the Reputation Institute: "The Sustainability Imperative: a Strategic Role for Reputation Management". (Rio de Janeiro - Brazil).
- Participation in the Conference: "Evolution, Challenges and CSR Tools in Spain". Unidad Editorial Auditorium (Madrid).
- "Leadership Programme and Corporate Reputation". Oxford University (UK).

External recognition

- Silver Class status for **abertis** in the Annual Sustainability Report drawn up by the SAM Group and PwC, in the Industrial Transport sector.
- Honos Award to **abertis** for its work protecting archaeological heritage, awarded by the Catalan Institute of Classical Archaeology.
- Honorary mention to **abertis** in 10th Awards for the Spanish Company with the Best Financial Information on the Internet, awarded by the Spanish Association of Accounting and Business Administration (AECA)
- **Belfast** airport was voted Gold Winner in the Best UK Airport category of the HolidayExtras.com Customer's Award 2010, by users of the Holidayextras.com website.
- **Cardiff** airport won a Silver medal in the Communication at Times of Crisis category, specifically for its communication management during the volcanic ash crisis. In the same awards, the airport was a finalist in the Integrated Communications category.
- Recognition for **abertis autopistas española** by Asepeyo Risk Prevention Society for best prevention practices related to work safety.
- Special mention in the "Best Civil Works" category, to the project "**Expansion of the AP-6 toll motorway. Third lane and third Guadarrama tunnel located between the Valle de los Caidos and San Rafael interchange**", awarded by the Judges of the 2010 Madrid Civil Engineering Association Awards.
- Silver Medal of Merit for Road Safety, awarded to the **abertis foundation** by the Spanish Ministry of the Interior.
- Recognition as the "Best Logistics Practice in Chile" to **abertis logística Chile**, awarded by the TURBLOG International Consortium.
- The European project B21C - Broadcast for the 21st Century, in which **abertis telecom** participated, picked up the Celtic Silver Award. With this award, the Celtic organisation recognised the importance of this project for the development of European telecommunications.

4

Triple results: an overview

abertis's activity	Social performance – Staff
Strategic Plan	
Strategic lines 2, 4, 5, 7 and 8 <ul style="list-style-type: none"> • Maintaining transparency with the investment community • Maintaining a close relationship with customers and ensuring their satisfaction • Extending the commitment of social responsibility to suppliers and contractors • Promoting and systematising dialogue channels • Guaranteeing the monitoring and control of the CSR Plan 	Strategic lines 3 and 7 <ul style="list-style-type: none"> • Ensuring the motivation and involvement of human resources in the continual improvement of the company • Promoting and systematising dialogue channels
Environmental performance	Social performance – Community relations
Strategic Plan	
Strategic lines 1 and 7 <ul style="list-style-type: none"> • Minimising environmental impact • Promoting and systematising dialogue channels 	Strategic lines 6 and 7 <ul style="list-style-type: none"> • Becoming involved with the community and social fabric • Promoting and systematising dialogue channels

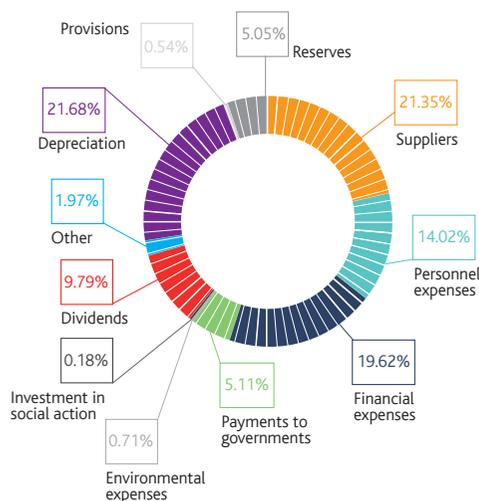
abertis's activity - Main indicators

Average Daily Flow (ADF) on motorways ²	Km of managed motorways	Telecommunications centres	Passengers passing through airports	Vehicles using car park services	Square metres of logistics platforms rented
22,636	3,710	63,076	21,517,000	56,289,213	274,444

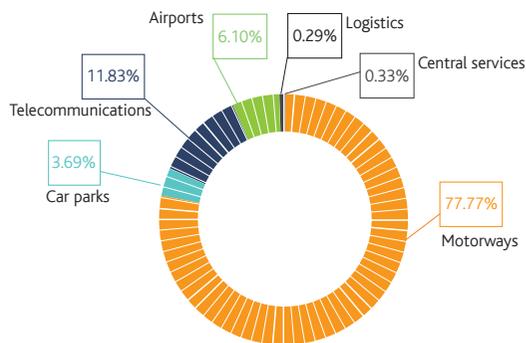
Social performance – Staff - Main indicators

87% of workforce on indefinite contracts	12,284 employees on 31/12	7.9 turnover rate	453 meetings with 57 Works Councils and 17 Workers' Legal Representatives
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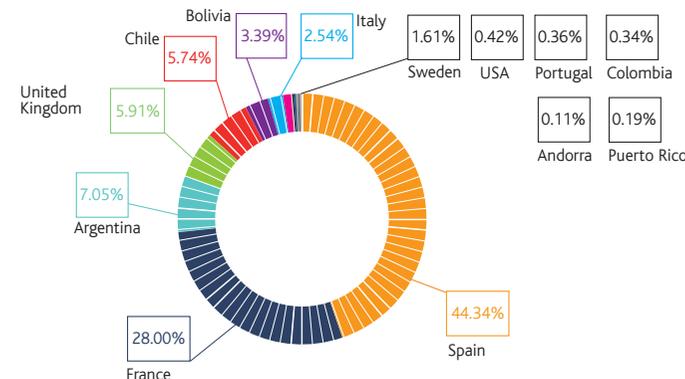
DISTRIBUTION OF ECONOMIC VALUE CREATED¹



TURNOVER



WORKFORCE ON 31/12



Quality management system implanted in 91% of business turnover	Overall customer satisfaction rating: 7.6	7,363 queries and opinions managed by the Shareholders' Office	2,198 approved suppliers according to social and environmental criteria	19.1 hours of training per employee	21% women in top management positions	EUR 1,171,226 invested in non-work related activities	90% of turnover covered by a health and safety management system
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Examples of best practices

2009	<p>abertis's strategic objectives Institutional relations in a multinational company abertis and the sustainability indices Information points on Spanish motorways DTT SAT and the "analogue switch-off" Remote car park management ISO 27001 in telecommunications</p>	<p>"Talent" competence-based management system Management development programmes United for change Diversity project, implantation stage Promoting health and safety on motorways</p>
2010	<p>Innovation Committee Corporate diplomacy Social guide: social networks in abertis Dow Jones indexes and ESG communication for investors Hybrid network coverage in Spain Electric charging points in car parks Improving response capacity on motorways Supplier approval portal</p>	<p>Company jobs catalogue "Talent" competence-based management system Management development programmes <i>linking</i> begins Correspondents in abertis Training in conflict management at motorway tolls Risk evaluation in communications</p>

1. The value added statement has been prepared based on **abertis's** consolidated annual accounts (including the percentage of turnover that falls outside this report's scope)

2 The Average Daily Flow corresponds to motorways included within the scope of the report, different to the value corresponding to the whole Group, published in the annual report.

Environmental performance

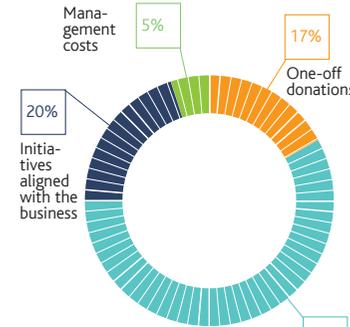
Main indicators

94% of turnover is covered by an established environmental management system	EUR 31 million invested in the environment	50.64 t of CO ₂ per million euros of turnover	340 m ³ water consumption per million euros of turnover	122 MWh electricity consumption per million euros of turnover	
3,179 liquid fuel consumption per million euros of turnover	176,933 t of waste, of which 87% was recovered	2,160 km subjected to noise study	32% of operations carried out using VIA-T		
CO ₂ emissions by activity	Motorways (t/ADF)	Telecom (t/Technical Centres)	Airports (t/Thousand Pax)	Car parks (t / Thousand vehicles)	Logistics (t/m ² rented space)
2010	2.16	1.16	2.41	0.18	0.003

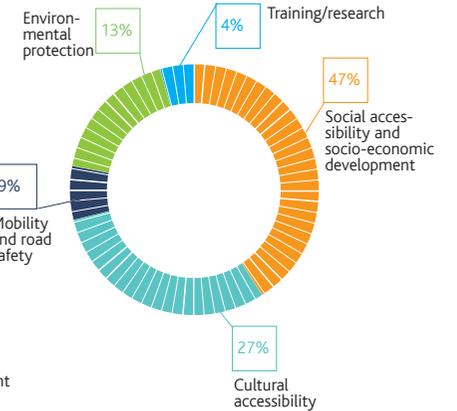
Social performance – Community relations

541 meetings held with 195 community associations	EUR 7.8 million invested in social action, equal to 1.2% of consolidated net profit
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2010 LBG CONTRIBUTIONS BY TYPE



2010 COMMUNITY CONTRIBUTIONS BY AREA OF ACTIVITY



Examples of best practices

2009	"Tutela" Project Environmental forum on airports Eurotoll Project Energy saving and efficiency Corporate mobility plan Wastewater at airports and on motorways Project to reduce use of paper DaMa in telecommunications First reforestation conference Environmental awareness via ARISTOS	CHORIST Project "You've got one life left - don't lose it on the road" Company Volunteer Plan 1% cultural on motorways abertis chairs
2010	"Smart cities" The second year of the environmental forum on airports "Paquet Vert", public-private collaboration to protect the environment 2011-2014 Mobility plan Energy Saving and Efficiency Plan Wastewater facilities on motorways ecosaba areas Protection of biodiversity on French motorways Noise observatory on motorways ARISTOS widens its horizons	Airports and the local community "You've got one life left" in Madrid Voluntaris: Another way of doing things abertis chairs the abertis foundation and biodiversity LBG methodology and the classification of community action

5

abertis's activity: a service for customers and for society.

STRATEGIC LINE 4:
Maintaining a close relationship with customers and ensuring their satisfaction

STRATEGIC LINE 7:
Promoting and systematising dialogue channels

SUMMARY OF INDICATORS

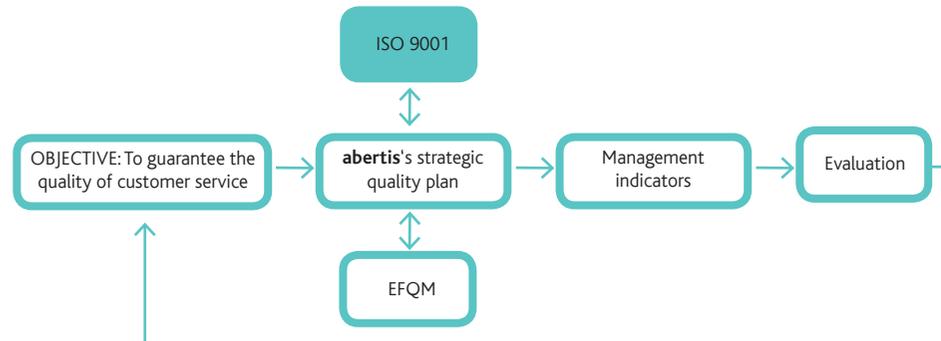
97%
of all enquiries, complaints and suggestions answered

91%
of turnover is covered by ISO 9001 certification

7.6
out of 10 overall customer satisfaction

Policy	Main features	Examples of best practices in 2010
Maintaining a close relationship with customers and ensuring their satisfaction	Improve customer service	Analogue switch-off in 2010 Hybrid network coverage in Spain Interactive customer service points on motorways Drills for improving response capacity in emergency motorway situations Electric charging points in saba car parks Measuring customer satisfaction in airports

Policy



Level of certification: ISO 9001				
		2008	2009	2010
Central services	serviabertis	✓	✓	✓
Motorways	Spanish Motorways ⁽¹⁾	→	✓	✓
	French Motorways ⁽²⁾	✓	✓	✓
	International motorways			
	gco	✓	✓	✓
	rutas del pacífico			→
	elqui			✓
Telecommunications	abertis telecom	✓	✓	✓
Airports	tbi ⁽³⁾	→	→	→
Car parks	saba España	✓	✓	✓
	saba Italia	✓	✓	✓
	saba Chile			✓
Logistics	abertis logística ⁽⁴⁾	✓	✓	✓
% turnover*		✓ 91% → 7.4%	✓ 92.55% → 5.97%	✓ 90.86% → 7.81%
		98.4%	98.5%	98.7 %

(1) Spanish Motorways includes all the motorways **abertis** manages in Spain, except for **alesa** (**acesa, aucat, aumar, iberpistas** and **avasa**).

(2) French motorways certification does not cover all the Group's activities.

(3) Two TBI airports have implemented a quality management system but have not yet achieved certification: Cardiff International and Stockholm Skavsta.

(4) **abertis logística**, CIM-Vallès and Penedès are the centres with a certified quality system in place.

* * In relation to the scope of the report

✓ Implemented and certified

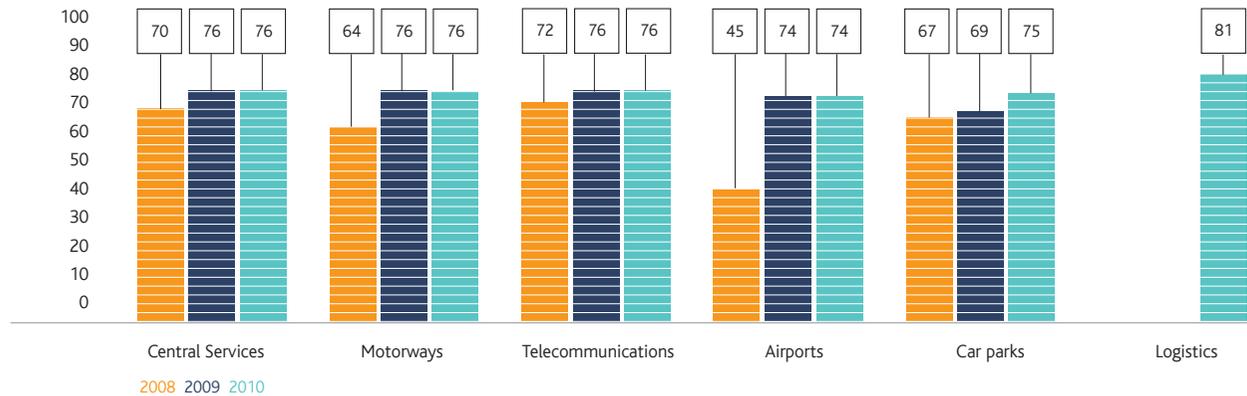
→ In the process of being implemented

The aim of customer relationship management is to establish a continuous improvement cycle within a quality management system based on the ISO 9001 and the EFQM excellence model. This method accordingly allows us to manage our day-to-day operations in terms of customer satisfaction and carry out annual evaluations using satisfaction indices and subsequent implementation of improvement measures.

abertis Customer satisfaction index (scale of 0 to 10)			
	2008	2009	2010
Overall customer satisfaction index	6.3	7.6	7.6

Using last year's parameters, the overall customer satisfaction index has been calculated by weighting the satisfaction index obtained for each business unit based on turnover. Please note that the calculation of the index includes logistics parks.

CUSTOMER SATISFACTION INDEX BY BUSINESS AREA



The number of communications received from customers increased by 23% over the previous year, largely due to the increase in enquiries and complaints. Response rates for both enquiries and complaints also increased, whereas the number of suggestions and replies to suggestions decreased.

Enquiries, complaints and suggestions (2010)

	Received	Replied
Enquiries	421,422	97.23%
Complaints	65,331	94.36%
Suggestions	167	60.48%

In an effort to improve customer service, the **abertis** business units have established objectives for 2011. Some of the most salient are listed below:

Motorways:

- Improving communication with customers: call duration, response time, percentage of calls abandoned, resolution of issue at first call, etc.
- Giving customers more information.

Telecommunications:

- Enhancing customer service through improvements made to internal processing, such as preventive maintenance, supplier and product approval and reporting to customers.

Airports:

- Increase customer satisfaction, improve communication and enhance available information.

Car parks:

- Integration of customer-related quality processes to identify areas that need improvement.
- Optimise costs and improve efficiency.

Logistics:

- Increase customer satisfaction via actions that employ satisfaction surveys and which focus on enhancing direct communication with the customer.

Main channels of communication and dialogue with customers

In 2010 a total of EUR 2.2 million was invested in actions involving corporate communication with customers. The main channels of communication and dialogue with customers were as follows:

- Internet portal containing specific web pages offering a wide range of information on available services and other pertinent information along with a range of contact options such as customer service forms, contact telephone numbers and e-mail addresses.
- On-site user support points and user support via telephone and e-mail. Noteworthy among these are the information points located on the motorway network, the support points in service areas and the information points in airports.

- Account manager by customer.
- Magazines, information leaflets and online newsletters.
- Variable information panels on motorways, airports and car parks, along with specific posters for different facilities.
- Motorway information service via radio (traffic reports, warnings, etc.).
- Social networking sites and customer service via mobile telephone and Bluetooth technology on motorways and in airports.
- Information through numerous printed press channels.

Services provided by **abertis** go beyond the use of the infrastructures themselves in order to foster appreciation of the surrounding areas. This policy is exemplified by activities such as *Passion Week-ends* organised by **sanef** in collaboration with Regional Tourist Boards, which seek to foster and help users discover cultural and architectural heritage located in the surrounding areas.

sanef endeavours to promote tourist options via its website, agencies and corporate radio station. Similarly, Spanish motorways that are part of the **abertis** group provide information on the regions where they are located; information is also made available in its *link autopistas* magazine and the VIATOR magazine published by the **abertis foundation**, which contains a compendium of all this heritage.

Other actions include promotional and awareness campaigns about environmental matters; for instance using the media to promote the use of VIA-T or advice on good environmental practices.

ADDITIONAL SERVICES OFFERED TO CUSTOMERS

Motorways	<ul style="list-style-type: none"> - Website with information of interest - Interactive information points in service areas with information of interest - Play area in Sagunto service area during the summer months - Personalised Corporate Sales and Service Channel - Website tracking of customer vehicles - Accident or breakdown service in less than 30 minutes - <i>Passion Week-ends</i> - 24-hour customer care telephone service - Points providing Arabic and French interpreters during the summer months ("Cross the Strait" operation) in cooperation with the Directorate General of Traffic and the Red Cross - Electronic platform for accessing invoices - Toll station receipts sent via e-mail to VIA-T customers - Up-to-date information about travel times, potential build-ups and traffic situation - Coordination of mechanical and medical assistance - Invoice copies
Airports	<ul style="list-style-type: none"> - Lost and found service - Special rates for flight schools and concessionaires which rent advertising space in airports - First aid for passengers and employees - Translation services in 150 languages - Facilities adapted for use by people with reduced mobility (special counters, help staff, seat booking, waiting rooms, etc) - Guides available for passengers with disabilities - Aid scheme for travellers with economic problems - Shuttle service from all car parks to terminal - Multilingual signs and PA announcements

One of **abertis**'s commitments as regards social responsibility is to promote and work towards ongoing improvements in road safety on every motorway managed by the Group in Spain and abroad.

In 2010, a total of 31 campaigns were launched to reduce road accidents, in cooperation with the pertinent public institutions. Some of the actions implemented as part of these campaigns include:

- The broadcast of radio slots and distribution of leaflets with advice on driving during peak holiday traffic.
- Road safety campaigns in schools.
- Road safety advice on electronic toll receipts, the digital magazine, videos on the website, and in the media.
- Introduction of road improvements such as resurfacing, reinforcement of mesh enclosures, rest area enclosures, the strengthening of headlight reflectors and the inclusion of rainwater collection drains in the central reservations.
- Videos on safe driving in adverse weather conditions, located in the interactive points of service areas.
- Safety advice on the "Cross the Strait" map and variable message signs.

Ongoing revision of compliance with current legislation is a key part of a management system. On 26 January 2010, **abertis telecom** received a fine of EUR 143,000 from the Spanish Competition Authority, which is currently in the appeal stage.

ADDITIONAL SERVICES OFFERED TO CUSTOMERS

Car parks	<ul style="list-style-type: none"> - Free newspapers and saba magazine supplement - Recycling areas - Charging stations for electric vehicles - Umbrella rental - Parking space booking - GSM telephone coverage - Payment using VIA-T - Vehicle guidance system - Special services for disabled people - VIP car park - Tourist information service - Auxiliary services (shops, vehicle repair service, etc.)
Logistics	<ul style="list-style-type: none"> - Service stations - Surveillance in car parks - Security and video surveillance services - Comprehensive maintenance services - Catering services - Public transport services - Banking services - Truck centre service

Analogue switch-off in 2010

The Spanish DTT Transition Plan that had begun in September 2007 came to an end in March 2010, 2 years before the European Union deadline. This was a difficult process due to the technical issues stemming from the co-existence of analogue and digital systems and the scale of the project itself, which affected 46 million people.

abertis telecom led the transition to digital television in Spain, extending coverage to all regions except Castile-La Mancha, Galicia and the Basque Country, and partially in Andalusia and the Canary Islands, the latter regions having a regional telecommunications operator. This provided coverage to 98% and 96% of the population for publicly and privately-run television, respectively. **abertis telecom** currently manages 52% of DTT transmission centres.

The scale of the project required the involvement of the entire organisation — with more than 700 direct employees in addition to 2,000 technicians and external experts. The project's success was made possible thanks to the commitment and support of all the agents involved and the invaluable information made available to citizens.

DTT represents a technological innovation that has opened the door to new applications and services such as DTT in mobility or 3D television. It is in these services that **abertis telecom** is investing all of its innovative and development capacity.

The complexity of the project has meant some technical issues involving poor signal in certain areas or delays in the analogue switch-off beyond initial estimates due to meteorological problems that hindered work. In both cases, **abertis telecom** used its available resources to solve these difficulties in order to minimise impact on users.

Hybrid network coverage in Spain

From 15 to 18 February, the Fira de Barcelona hosted the fifth annual Mobile World Congress 2010 (GSMA), which brought together leading companies and international agencies from the field of mobile communication. **abertis telecom** has been the Official Partner for the mobile TV networks of the GSMA since this event was held for the first time in 2006, providing and managing the mobile TV broadcast and transport network infrastructure for the reception of television signals and interactive services on mobile terminals during the Congress.

For the first time in the event's history, **abertis telecom** deployed three networks to provide coverage for the services required by mobile TV demonstrations, using the following standards: DVB-H (Digital Video Broadcasting Handheld), DVB-SH (Digital Video Broadcasting Satellite Handheld) and MediaFLO (Media Forward Link Only). A number of demos took place during the Congress, showing mobile television using DVB-SH technology which combines the use of terrestrial and satellite networks.

In addition to coordinating the FURIA Project for development of mobile television, which is funded by the European Space Agency (ESA) and the Spanish Ministry of Industry, **abertis telecom** is also participating in other related projects such as WingTV, the B21C project and J-Ortigia. 19 companies including **abertis telecom** and **abertis autopistas** are working together as part of the SafeTrip project to develop a system based on a DVB-SH receiver for vehicles, which will enable reception and transmission of information on road conditions and GPS.

Interactive customer service points on motorways

In 2010, **abertis'** Spanish motorways implemented the customer service project begun in 2009 which **received the Total Media Award for the best customer support system** at the International Digital Signage Show.

These information points were developed in an effort **to improve customer service and address customer information needs**. The project features interactive information points located in the service areas. Customers can browse the various applications via a map of Europe to obtain real time information on road conditions, weather, motorway services and safety advice as well as information about tourist attractions on their route or at their destination. It also features another application which allows customers to download tourist information onto their mobile phone via Bluetooth.

As part of the project, information points have been installed in service areas of Porta de Barcelona (AP-7, Barcelona), La Jonquera (AP-7, Girona), Altube (AP-68, Álava), Villacastín (AP-6, Segovia) and Sagunto (AP-7, Valencia); all of these information points have so far been well-received by all users. By way of example, since its implementation on 22 July 2010, the information point located in the Porta de Barcelona service area has received 87,181 information requests, shown 190,277 videos and provided 1,334 tourist guide downloads.

Another source of information is available to **abertis'** Spanish motorways customers on the AP-6 motorway, which provides them with real time information on average travel times on the motorway. This system uses Bluetooth technology, using sensors located on variable message signs and other strategic points to detect moving Bluetooth devices on the road, allowing it to determine average route times. Customers are informed on travel times via the variable message signs, thus enabling them to monitor distance travelled and time taken.

Emergency drills to improve response times on motorways

In 2010 **acesa-aucat** held two drills with the aim of checking emergency response plans, equipment and response capacity. One drill simulated an accident emergency and the other an extreme winter weather event.

On 21 April 2010, a drill was held in the Peña de Llamp tunnel on the C-32 motorway near the town of Sitges. A number of passenger cars and a lorry took part, as well as 100 people, comprising employees, extras, observers and attendees. The drill was organised by **aucat** and the Directorate General of Civil Protection of the Department of the Interior, Institutional Relations and Participation of the Government of Catalonia. Its purpose was to validate **aucat's Emergency Plan** and the **Catalonia Civil Protection Plan (Procicat)**, which had been put into place that year and to assess the coordination among groups involved in the response action of emergencies of this type. This drill in turn allowed us to evaluate the efficiency and the smooth running of the automatic incident detection systems and emergency procedures both in the affected area (start/stop/reverse procedures in ventilation of affected tunnel), as well as areas not directly affected by the accident, such as the areas managed by **aucat** on the C-32 motorway.

The objective of the extreme winter weather drill was to check the smooth running, communications and coordination among the various agents involved, as well as to ensure adequate response times, and correct functioning of machines and equipment. This drill also allowed organisers to detect any procedural issues requiring modification or correction in new settings and/or new conditions, as well as areas for improvement. The drill involved a simulation of a weather alert by CECAT (Catalan Emergency Operations Coordination Centre) and AEMET (Spanish State Meteorological Agency); an alert II internal procedure was set into motion, deploying the resources needed for this alert level (personnel, own and external machinery). Said resources simulated their response starting at the time of maximum risk level as indicated by the weather alert.

Electric charging points in saba car parks

saba is currently developing actions to promote sustainability and technological innovation in its car park network, its objective being to improve customer service and protect the environment.

One such action involves the implementation of electric charging points at the car parks it manages in Spain, beginning in 2011. To date, a total of 8 vehicle and 4 motorcycle charging points have been installed in various car parks in Barcelona. The Lluís Companys car park now features four spaces for car charging; the Rambla Catalunya and Diputació car parks have two spaces each and the Catedral car park has four charging points for electric motorcycles. These charging points have distinctive blue signage, with illuminated signs to make identification easier within the car park.

Measuring customer satisfaction in airports

There are a number of **abertis airports** (its three UK airports, the airports located in Orlando and Sweden and three airports in Bolivia) taking part in the ASQ Survey programme, which measures customer satisfaction for each airport and rates it among other participating airports.

What is interesting about this programme is that it assesses all participants using the same method, ensuring that all samples are representative and consequently enabling information to be compared between airports. The result obtained thus includes the assessments from the rest of the participating airports, making it easy to identify good practices and give a precise measurement of performance.

190 airports in over 50 countries participate in this network, providing customer satisfaction data on overall satisfaction with the airport, along with assessment of specific aspects of a given airport, such as access, check-in, airport security, the airport environment and its services. The purpose of this survey is to identify possible areas for improvement that have a bearing on airport user satisfaction, whilst taking into consideration the wide range of influencing factors.

6

The abertis staff

STRATEGIC
LINE 3: Ensuring
the motivation and
involvement of
human resources
in the continual
improvement of the
company.

STRATEGIC
LINE 7:
Promoting and
systematising
dialogue
channels.

SUMMARY OF
INDICATORS

87%
of staff on
indefinite
contracts

3,987,568
euros invested
in training

90%
of turnover
with a risk
management
system implanted
in accordance with
OHSAS 18001

Policy	Main features	Examples of best practices in 2010
Ensuring staff's motivation and involvement in the continual improvement of the company	The abertis staff	Company jobs catalogue
	Managing talent and professional development	"Talent": skills management system Management development programmes
	Creating common culture	<i>linking</i> begins: shall we connect? Correspondents: abertis's own journalists
	Managing diversity and equal opportunities	Senior plan for job promotion for the over 57s
	Employee satisfaction and continual improvement	
	Extension of company benefits	Share issue plan and Options plans
	Promote health and health and safety at work	Training in conflict management at tolls Risk evaluations in telecommunications

6.1 The abertis staff

Policy

In accordance with its values, **abertis** not only strictly complies with the legislation of the different countries in which it operates; it goes beyond requirements, using continuous dialogue to contribute appropriate social measures in order to provide solutions.

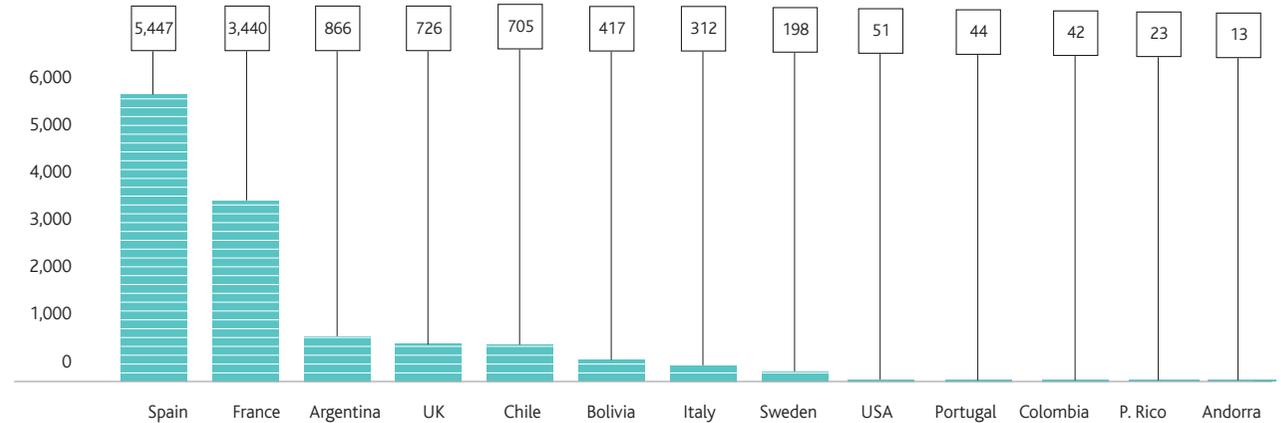
Results

WORKFORCE COMPOSITION

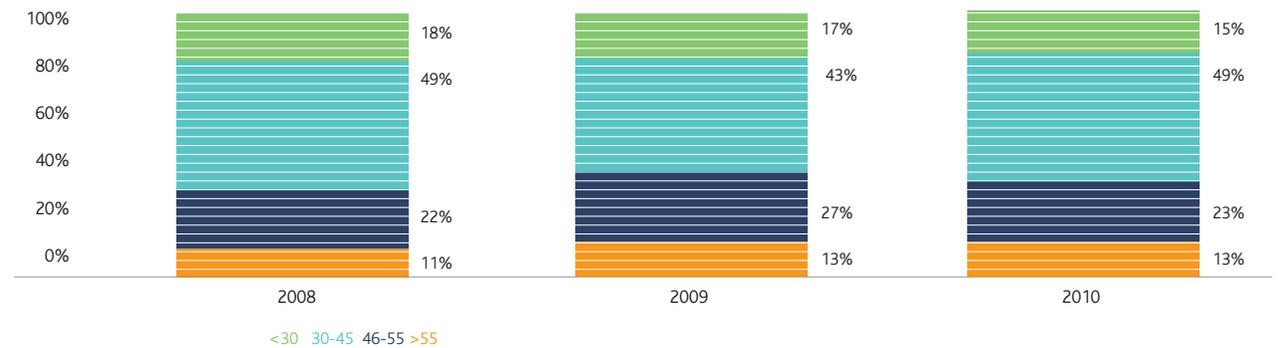
	Total abertis	Scope of CSR report
Staff on 31 December	13,289	12,284
Average equivalent staff	12,401	11,343

The average equivalent staff covered by the report increased by 4.7% compared to the previous year, due to the changes that occurred in the scope of the report. In particular, these included the addition of the Chilean motorways and the exclusion of the Rabat car park.

NUMBER OF WORKERS BY COUNTRY (STAFF ON 31/12)



DISTRIBUTION OF THE STAFF BY AGE GROUP



87% of the total staff has an indefinite employment contract, which is a 7% change in the percentage of such staff compared to the previous year. The turnover rate has also increased up to 7.9, mainly due to its increase in airports and car parks.

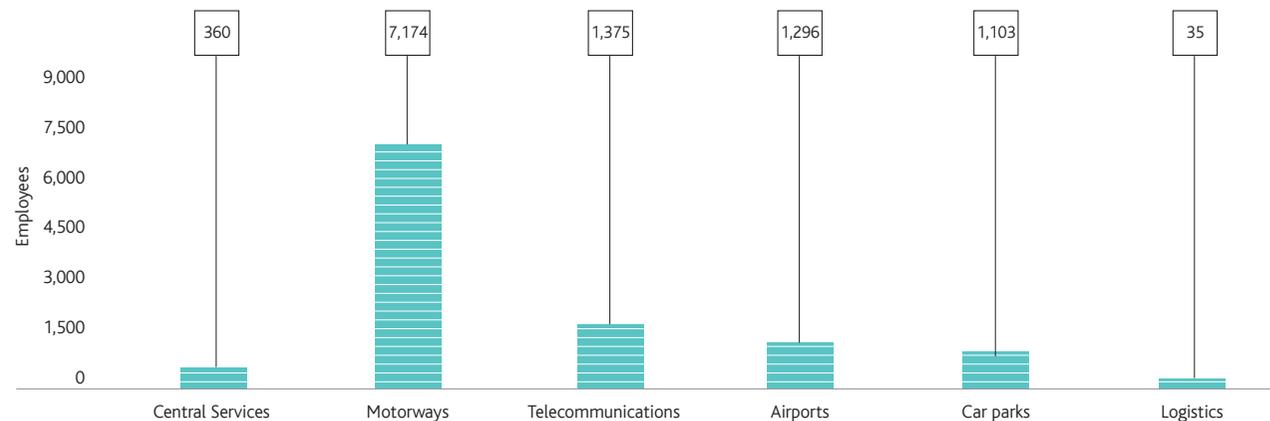
Also related to daily activity, to professional mobility and to the integration of different sectors and activity profiles in the Group, the process defined during 2009 in order to share and communicate **international vacancies between businesses**, has resulted in the overall publication of over one hundred posts in the Group.

Company-worker relations

Collective bargaining agreements are one of the tools used by **abertis** to formally manage relations between the organisation and its employees. 93% of the total staff are covered by a collective bargaining agreement, while the remaining 7% of the staff include professional categories recruited outside collective bargaining (mainly managers and heads of departments), together with professionals from other countries with corporate employment relationship frameworks broadly equivalent to collective bargaining agreements.

In 2010, a total of 453 meetings were held with 57 works councils and 17 workers' legal representatives.

EQUIVALENT AVERAGE STAFF BY BUSINESS AREA



In the event of major organisational changes occurring, the different business units have an advance notice period of between a minimum of 8 and a maximum of 90 days, at all times in accordance with the applicable legislation.

We have continued working on the establishment of the European Works Council, which will take place during 2011.

Company jobs catalogue

abertis uses a professional classification system, based on Hay methodology, making it possible to clarify and validate the correct distribution of functions within the various areas and management positions, in order to prevent work duplication and shortfalls.

Furthermore, the system permits the standardisation of jobs, in order to seek unity among the different Group companies.

As a result of the classification system, in 2010 the **Company Jobs Catalogue** was published, covering 100% of the employees of all the business units in Spain (**abertis infraestructuras** and shared services, **abertis autopistas España**, **abertis telecom**, **saba España** and **abertis logística**). Its international deployment is already underway, with all the business units in Chile complete, as well as **saba** Italia, while the different airports and **saneft** are in process.

The results of this classification are used as a basis for various organisational management and employee development procedures.

6.2 Managing talent and professional development

Policy

abertis is consolidating its commitment to training, which is key to the professional development of its staff, and is organising professional development programmes to improve and guarantee its employees' talents.

Results

Improving the skills of its workers is a challenge which **abertis** structures through various training plans. For the company, investing in training means increasing the competitiveness of its staff.

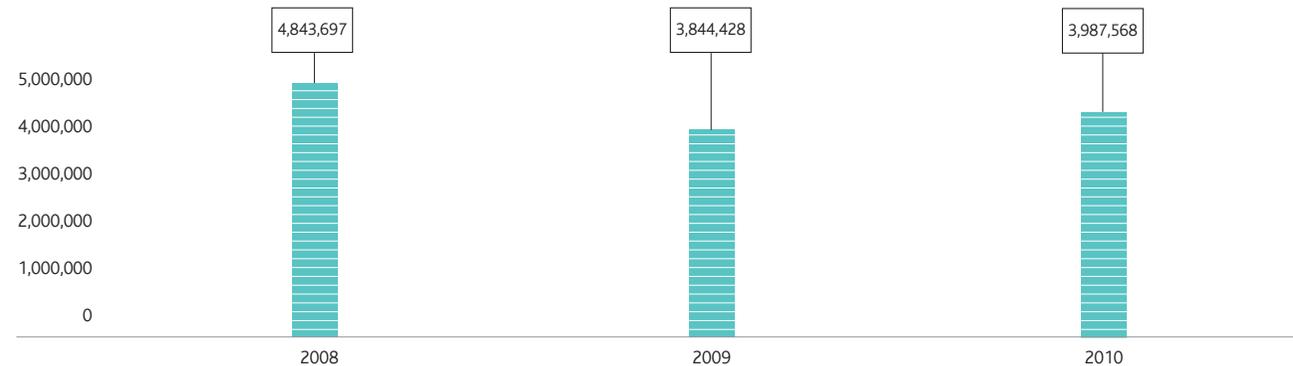
The training plans cover the training requirements envisaged in the short-term, in addition to continuous training which is given year after year.

In this regard, investment in training rose by 4% following the adjustment of 2009, placing the total training hours per employee at 19.1. In this context, 82% of the Group workforce has received training.

Within the management framework for professional development, **abertis** applies the Management by Objectives assessment model, making it possible to:

- Establish individual contributions to Group and company objectives
- Allow fulfilment of the strategic objectives defined in **abertis**, aligning and integrating the efforts made by the organisation's different groups

EVOLUTION OF INVESTMENT IN TRAINING (€)



	Managers	Heads of department	Other employees
Average training hours by professional category	32.37	25.26	13.59
Percentage covered by the indicator	77.18%	86.77%	85.2%

EMPLOYEES INCLUDED IN THE MANAGEMENT BY OBJECTIVES MODEL

Managers	95%
Heads of department	91%
Other employees	17%

- Promote the style of management focused on people development.

Throughout 2010, **abertis** continued to extend this model, principally to managers and heads of department. The process is part of the Group's Management Model.

“Talent”: competence-based management system

Following the pilot scheme carried out in 2009, in 2010 the first evaluation of the “Talent” tool was conducted in **abertis infraestructuras** (100%), **abertis logística** (100%), **abertis telecom** (50%), and **saba** (office personnel and middle management). The evaluation of a total of 1,200 employees was carried out, of which over 90% have completed the evaluation process and established a development plan to be implemented this year.

“Talent”, the professional development management system in **abertis**, allows middle managers and managers to manage the development of their teams, offering them feedback through an annual meeting about their skills and knowledge. This management process allows employees to perform a self-assessment, reach a consensus about it with their superiors and define a personalised development plan. The resulting information will also serve as a basis in other human resources procedures, such as recruitment, promotion and career plans, among others.

From the survey carried out on the process, whose response rate was 53%, a total of 79% agreed or strongly agreed that the process was useful. The most highly valued aspects among employees were having an established process for self-reflection and holding a conversation with a direct superior.

During 2011, the process will be consolidated and the system tool will be improved in order to provide a favourable response to the expectations of employees in the professional development aspects of their job. Furthermore, percentages will be improved in those units in which its implantation was gradual.

It is also planned to continue deploying the system in other businesses of the **abertis** group. A pilot scheme will commence in **sanef**, in **abertis autopistas española** and in **abertis Chile**.

Management development programmes

In 2010, we continued to make progress in this programme, the aim of which is to prepare the next generation of leaders. The new group of middle managers (*abantis*) identified in 2009 participated in the first cycle of the 3rd and 4th edition of the abertis Executive Program, a stable, high-level programme mainly taught by the Group’s general managers and corporate directors. The programme aims to develop more versatile professionals, with an enhanced group vision, a better vision of the infrastructures sector and with a high level of competence, who may become future directors.

The *abantis* who covered the full cycle of the Executive Program have access to the second stage of the management development programme, the Projects Office. This involves carrying out corporate study projects in order to learn more about the Group whilst extending the Group’s internal and external networks of contacts. Furthermore, the format of the Projects Office makes it possible to benefit from the relationship with the mentor: a Director who mentors the employee throughout the development of the project, transfers his/her skills and know-how and sponsors the employee by providing them with new contacts.

Throughout 2010, 7 proposals for corporate projects were submitted to the abantis Projects Committee, 5 of which were approved and are in progress, and are due for submission in the first quarter of 2011.

To complete this group’s development, its members will participate in a 360° evaluation process, which will provide them with a confidential final report which will define a plan of action. Throughout the year, individual interviews were set up with the 72 participants in order to monitor their plans and detect any training or development requirements. These interviews also aim to provide significant information on the group’s development expectations and mobility interests.

6.3 Creating common culture

Policy

Internal communication is key to encouraging group cohesion and making employees proud to belong to it. **abertis**'s aim is to achieve smooth, two-way communication between staff in order to improve the organisation day-by-day.

Results

Throughout 2010, **abertis** worked on various projects aimed at promoting communication and exchange between the business unit, seeking new or better channels to communicate or incorporate corporate culture, and integrate the various groups that comprise the company.

In this regard, the common working framework with the **abertis Correspondents** has been explored further and made more specific. The network of Internal Communication correspondents is being extended throughout the regions in which **abertis** is present. This makes it possible to inform fellow employees on what is happening close to and far from their daily activity.

Together with the recently-created internal magazine, *linking*, the other major communication channel is the corporate intranet, which in 2010 continued to promote the "**Voluntaris**" project, the company's volunteer programme, through participation

proposals in various voluntary activities of a general nature ("Voluntaris proposes"), or in much more specific actions, such as the aid organised for colleagues affected by the earthquakes in Chile.

As in the previous edition, the intranet was the main means of publicising the disability initiatives organised for the **2nd Volunteer Day**, organised by the **abertis foundation** on 2 December, with the slogan 'Another way of doing things'. This year other sites, including **abertis** Chile, participated.

The '**Aristos**' online campaign for greater environmental awareness, which periodically touches upon aspects which affect the environment, presenting actions being carried out by **abertis** as a company, and specific proposals for actions that can be carried out by head office employees, has continued to be reported via this medium.

Given its versatility and flexibility, and the huge scope it has with such a geographically dispersed community, in 2010 we worked continuously on the development of the new online platform, **intraabertis 2.0**. Once fully deployed, it will reach 90% of **abertis** staff, in 7 languages, in order to bring the Group closer to all its employees and also offer more participation and exchange opportunities.

Finally, in 2010 the last files that make up the **Orange Book** were completed, and also sent to the **sanef** employees. The **Orange Book** was created in 2007, in the form of a compendium of collectable files that explains all the identifying features of the **abertis** group and of its business units to Group employees. Over this time, its content has been completed and its dissemination extended; it now covers 8 different languages, and a total of 11,000 employees in 10 countries: Argentina, Bolivia, Chile, Spain, United States, France, Italy, Portugal, United Kingdom and Sweden.

linking begins: shall we connect?

After months of intense collaboration among all the business units of the **abertis** group, *linking*, the Group's new internal magazine, was born. In parallel with *link abertis* – the revamped *abertis magazine*, aimed at shareholders, customers, institutions, the media, etc. – *linking's* target audience is the 12,500 employees who make up the Group.

Issued every four months, translated into 6 languages and distributed in 13 countries, the magazine unites us by highlighting positive aspects, crossing borders and adding diversity, thanks to our correspondents' active efforts.

Its aim is to demonstrate and share the feelings of all working people, by sharing their common experience and expressing views, objectives and concerns, therefore encouraging a sense of belonging. *linking* is a new channel of interaction between group employees, who already have sections through which they can express their concerns to Group experts, colleagues and directors.

Correspondents: abertis's own journalists

The **abertis Correspondents** are people who are curious and concerned about everything that is going on around them and who are in contact with a wide range of employees, and have the intuition to capture noteworthy information at Group level, the communication of which will contribute added value to all those who receive it.

Their duties include the identification of significant events, the proactive search for news opportunities, the auditing of company communication actions, channelling the return on the part of the team and active participation in network communications.

In order to consolidate the Correspondents programme and provide the participants with tools to simplify their work, two management manuals were drafted in 2010, the Correspondent Guide and the Network Management Guide. Both have the Correspondents at their core and, particularly in the latter case, offer advice on the management of both existing and newly-created networks, together with other recommendations which define Correspondents as agents for Group promotion and cohesion.

6.4 Managing diversity and equal opportunities

Policy

abertis is expressly committed to equal opportunities and non-discrimination, which is highlighted in the four areas of the Diversity Management project: gender, generation, race and disability. This is the case in all the Group companies, and it goes beyond the provisions established by the law.

Results

The **abertis** commitment to equality has gained renown in parallel with the different regulations that have been developed in this area, in particular equal opportunities between men and women.

In Spain, equality legislation regulates this area in terms of the stakeholders involved, and, among other measures, requires equal opportunities plans to be drawn up in public and private sector companies of a certain size.

Similarly, different laws exist which cover certain aspects of equality in the countries in which **abertis** operates. Such legislation includes the Sex Discrimination Act and the Equality Act in United Kingdom, the equal pay between men and women act in France, the equality at work act in Puerto Rico, the Chilean law on equal pay, and the US legislation promoted by the Equal Employment Opportunity Commission, all of which are in line with the Code of Ethics and corporate values.

Of the **abertis** business units that operate in Spain, **abertis telecom**, **saba** and **amar** have an Equality Plan in place; the remaining business units are negotiating an Equality Plan, in accordance with the common criteria established in the "Diversity Project". The actions contained in said plans include:

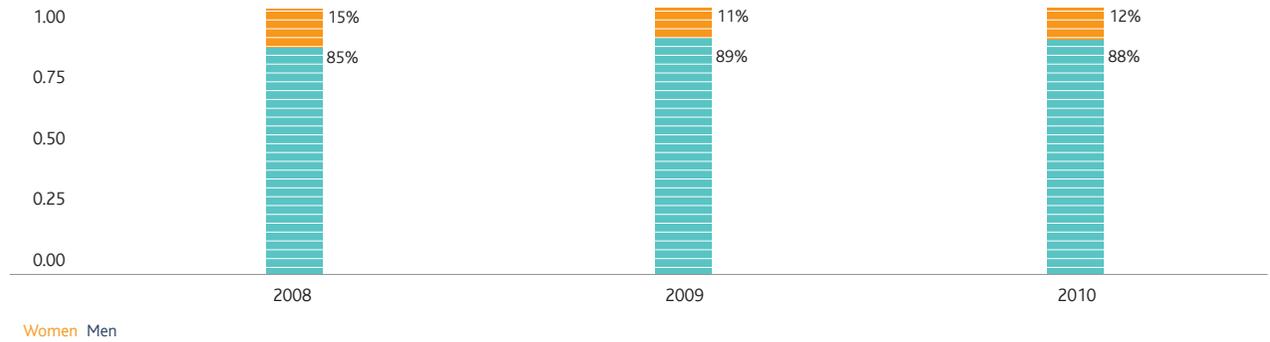
- Incorporating information on equal opportunities in training plans.
- Including issues related to equal opportunities in opinion surveys.
- Developing the gender issue in internal staff management processes, from recruitment to promotion and assessment.
- Increasing the number of indicators related to the gender issue.

Furthermore, the Group companies in other countries have in place policies to promote equal opportunities that establish the Group's principles and actions in this area and determine internal staff management processes. These include continuous training on this issue.

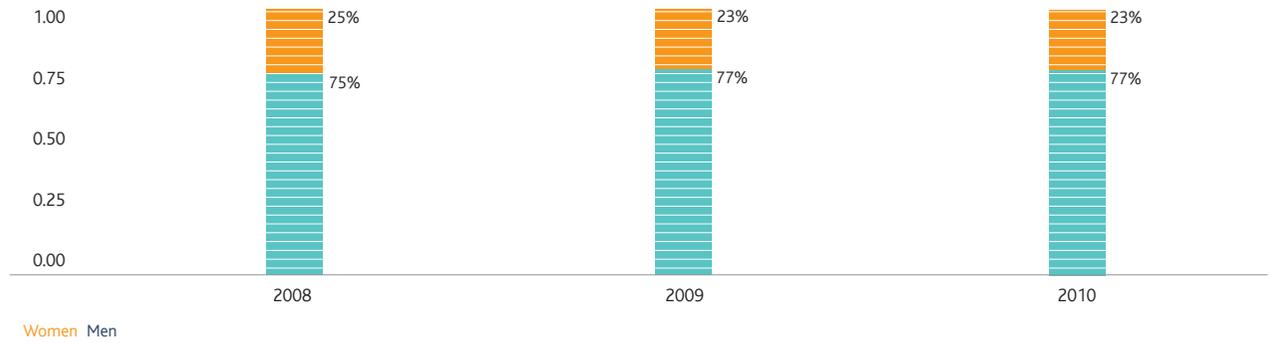
The degree of involvement by the local community in the organisation's operations forms part of equal opportunities and diversity. In this regard, it is worth noting that 95% of all managers come from the local community, as well as the salary paid by the organisation in relation to the minimum wage in each country. **abertis**'s salary policy does not discriminate between genders.

	Starting salary/Minimum salary
Spain	188%
France	100%
England	100%
Wales	154%
Ireland	127%
Italy	100%
Sweden	120%
Portugal	109%
United States	117%
Argentina	320%
Puerto Rico	113%
Chile	100%
Bolivia	283%

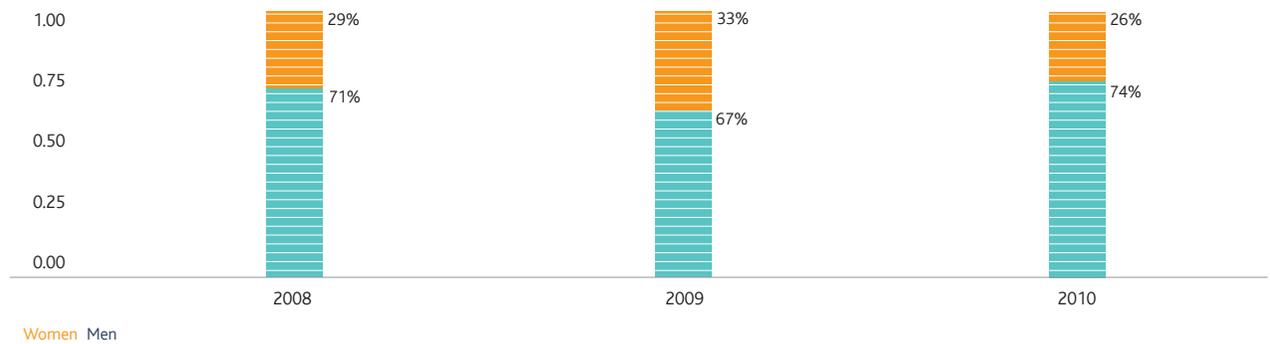
EVOLUTION OF THE PRESENCE OF WOMEN IN MANAGERIAL POSITIONS



EVOLUTION OF THE PRESENCE OF WOMEN AS HEADS OF DEPARTMENT



EVOLUTION OF THE WORKFORCE ACCORDING TO GENDER



Integration of disabled people

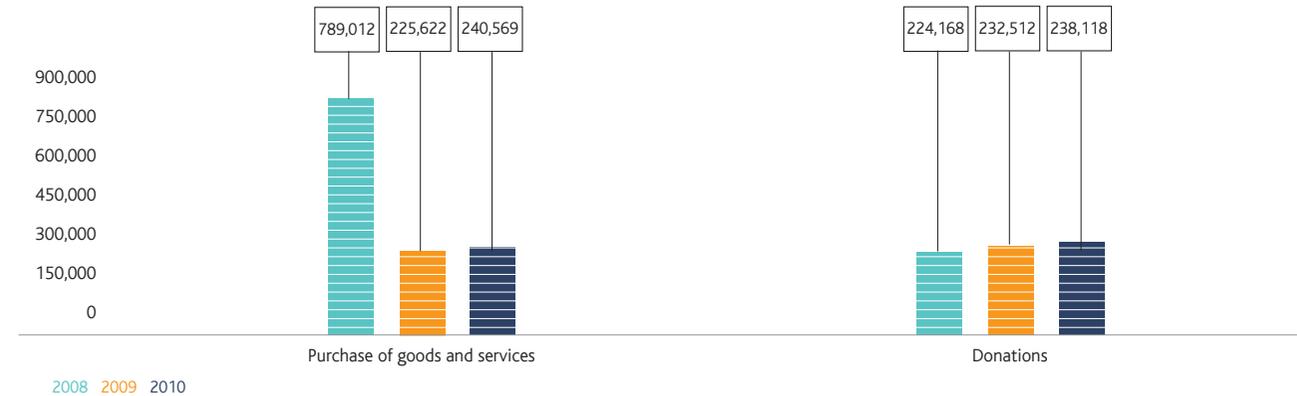
The integration of disabled people is covered by the legislation of the different countries in which **abertis** operates. The Disability Discrimination Act in the United Kingdom, the protection system for disabled people in Argentina and the Americans with Disabilities Act in the United States recognise that persons with disabilities must have an adapted workplace, and also consider an organisation liable if discrimination occurs during the recruitment process.

However, in Spain and France the law establishes a recruitment quota of disabled people. In France, **sane** has established an agreement with AGEFIPH, the French organisation which promotes the recruitment of disabled people through financing on the one hand, and a special employment centre on the other.

In Spain, the Law on Social Integration of Disabled People (LISMI) states that organisations with a workforce of 50 or more employees must allocate at least 2% of its employment posts to disabled people. This percentage has been reached in **abertis** through direct recruitment and through the alternative measures envisaged in the Law.

Percentage of disabled workers directly recruited by abertis in Spain	1.35%
Percentage of disabled workers recruited in Spain, both directly and via alternative means	1.98%

PURCHASE OF GOODS AND SERVICES AND DONATIONS TO SPECIAL WORK CENTRES (€)



Management of inpatriates and expatriates

In 2010, the flow of international assignments was maintained and at the end of the year there were ten expatriates to companies in the **abertis** group.

On the other hand, the number of inpatriates during the year fell to two employees, given that one of them consolidated their status as a local employee in Spain, thus abandoning their former inpatriate status.

The idea of the **abertis** Expatriation Policy is to ensure that employees settle in quickly and easily, meeting their personal needs and those of their family in order to help expatriates and inpatriates adapt to their new environment.

Senior plan for job promotion for the over 57s

Within the sphere of pension plan reform, **sanef**, like other French companies, proposed different options to manage this. Consequently, **sanef** has developed its own Senior Plan, with specific objectives and measures to promote employment among older people.

With this plan, **sanef** aims to improve working conditions through measures such as the elimination of difficult tasks at the request of motorway employees aged over 57, or to simplify the entitlement of people aged over 50 to an extra day off.

One of the aims of the plan is to recruit persons aged over 57 through so-called "senior" contracts, which entitle these employees to opt for improved conditions to receive a full pension.

6.5 Employee satisfaction and continual improvement

Policy

As stated in the Strategic Plan, it is **abertis**'s wish to contribute to its employees' welfare.

Results

Based on the results of the **1st Employee Opinion Survey**, the business units have been working on the design and implementation of solutions and improvements that will have a positive impact on employee satisfaction.

The proposals are mainly based on:

- Optimising and clarifying management procedures.
- Improving the management quality of managers.
- Establishing more appropriate internal information and communication within the Group and its businesses.

A high percentage of the Action Plans of the different businesses have been completed, and as a result of their implementation, new participation channels with employees have been created, which favour increased strategic alignment, commitment and greater organisational efficiency.

Furthermore, improvement processes have begun which will see the light of day in 2011 and will represent a major change in order to improve integrated management procedures in the business units and their relations with the **abertis** group.

6.6 Extension of company benefits

Policy

abertis has a social benefits policy for all workers that aims to encourage a balance between work, family life and free time, favouring integration and motivation with the company.

Results

The company's social benefits programme covers different areas, principally aimed at increasing its employees' quality of life and improving employee satisfaction.

This includes company support for employees with children or dependents, and continuous support in specialised training with flexible working hours in accordance with each of the tasks to be carried out in the organisation.

The development of flexible pay continued throughout 2010 with the inclusion of new groups. Through this system, the employee has the option to choose from a series of company benefits with fiscal advantages, such as luncheon vouchers, nursery vouchers, health, life and/or accident insurance, housing rental, etc.

In 2010, medical insurance was also offered to all employees subject to the Collective Bargaining Agreement for the motorway sector in Spain, which covers approximately 2,300 employees.

Within the sphere of complementary company benefits, of particular note is the creation of a work group made up of the representatives of the Group's various promoters in Spain, representatives of the beneficiaries of various pension plans, and with the participation of corporate social responsibility unit and also the most representative trade union sections within the Group, in order to carry out socially responsible investment within the management of the pension fund.

Finally, it is worth mentioning the courses provided outside of working hours by the business units, which cover various activities aimed at improving the professional and personal skills of employees, together with their personal wellbeing, as well as other activities that encourage group cohesion. These include sports and cultural activities and language courses.

Total investment in non-work related activities	€1,171,226
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Share issue plan and options plans

In 2010, a new **abertis** share issue plan was launched with the same characteristics as previous plans. This policy is aimed at 765 Group employees in Spain whose positions range from managers to technical experts. Signing up to the plan is voluntary.

Similarly, another share option plan was also established, under the same conditions as previous plans and addressed at managers and key employees in Spain and in other countries such as France, Chile, Puerto Rico, Bolivia, Portugal, Argentina, Colombia, Sweden, United States, Italy and the UK. The group included in this long-term remuneration policy in 2010 comprised 205 employees.

It should be remembered that **abertis's** main aims in establishing a long-term remuneration policy such as the share issue plan and the share option plan are:

1. **To gain the loyalty** of managers and key employees in **abertis's** growth and internationalisation process.
2. To have a remuneration policy that **links and integrates** all managers and key employees at international level with **abertis's** objectives as a Group
3. **To align** the objectives of managers and key employees with those of shareholders.
4. External **competitiveness**: attracting new talent

6.7 Promoting health and safety at work

Policy

Occupational risk prevention and protecting our employees' health are basic tenets of **abertis's** human resources policy. Thus, we have in place all the necessary measures to ensure workplace health and safety.

Results

The health and safety committees coordinate issues related to occupational risks in each business unit. Under the premise of a common management initiative, the adoption of a health and safety system is an overall policy for the correct management of occupational risks in the organisation.

It is worth noting that, during 2010, the airports continued their coordinated initiative for the health and safety forum, the aim of which is to implement a health and safety system common to all Group airports; meanwhile, **avasa's** risk management system was implemented and certified. Consequently, in 2010, 90% of turnover had a health and safety system in place.

In accordance with the legal compliance monitoring included in all management systems, in 2010 **rutas del pacífico** received several fines related to the lack of registrations and safety code breaches valued at EUR 7,381. Furthermore, **elqui** received fines from the Ministry of Public Works related to health and safety at work issues valued at EUR 5,704.

At internal level, the health and safety committees, which comprise company and workforce representatives manage the

LEVEL OF IMPLEMENTATION OF A HEALTH AND SAFETY SYSTEM AND OHSAS 18001 CERTIFICATION

		2008	2009	2010
Central services	serviabertis	✓	✓	✓
	abertis infraestructuras	✓	✓	✓
	abertis foundation	✓	✓	✓
Motorways	Spanish motorways ⁽¹⁾	→	✓	✓
	French motorways	✓	✓	✓
	International motorways			
	rutas del pacífico			→
	elqui			✓
Telecommunications	abertis telecom	✓	✓	✓
Airports	tbi ⁽²⁾		→	→
	codad			✓
Car parks	saba España	✓	✓	✓
	saba Chile	✓	✓	✓
	saba Italia	→	✓	✓
Logistics	abertis logística	✓	✓	✓
% Turnover*		✓✓ 68.1%	✓✓ 88.74%	✓✓ 89.74%
		→ 21.9%	→ 9.06%	→ 7.81%

(1) Spanish motorways includes all the concessionaires operating in Spain (**acesa, aucat, aumar, aulesa, iberpistas** and **avasa**). In 2010, all of them completed the implementation and certification of a health and safety system.

(2) Belfast and Cardiff already have a management system in place, whereas the other airports are still in the process of implementing one.

* In relation to the scope of the report

✓ Implemented and certified

✓ Implemented

→ In the process of being implemented

daily issues related to **abertis's** operations that may have an impact on health and safety. 91% of the workforce is covered by these types of committees.

The main health and safety indices, calculated on the basis of workplace accidents, hours worked and hours lost due to sick leave, and weighted by the average equivalent workforce, have remained at similar levels to the previous year.

In total, EUR 742 thousand was invested in projects to improve the work environment of the different business units.

	2009	2010
Incident rate	32.98	31.76
Frequency rate	17.06	17.14
Severity rate	0.52	0.54

Training in conflict management at tolls

In order to provide a solution to incidents of verbal abuse and conflict arising at tolls between customers and employees, throughout 2010 two **abertis** group companies, **sanef** and **acesa**, provided training in managing such conflict.

In the case of **acesa**, in order to provide toll collectors with the tools to handle conflict and emotional confrontation, a one-day course on emotion management was given by a doctor of psychology from the University of Barcelona. Thanks to this training, toll collectors are better prepared to deal with external conflict with customers, as well as any internal disputes that may arise.

During 2010, **sanef** continued with the training it commenced in 2009, which provides employees with training for the prevention and management of aggressive or violent conduct, in addition to post-injury management. To date, a total of 60 employees have received training.

Risk evaluation in abertis telecom

The purpose of the risk evaluations carried out in **abertis telecom** is to identify the risks present in the workplace, bearing in mind the nature of the activity undertaken at each site, in order to adopt preventive measures that will guarantee employee health and safety. These evaluations are periodically reviewed to ensure they remain up-to-date.

A policy of reviewing the risk evaluations every 3 years has been established in centres where the personnel render services on a permanent basis, and every 6 years in all other centres.

The risk evaluation process consists of the following stages:

- Risk analysis: the hazard is identified and the risk is appraised, jointly evaluating the probability and the consequences of the hazard materialising. This analysis provides the information required to determine the risk's magnitude.
- Risk evaluation: based on the value of the level of risk obtained, and in accordance with the value of the type of risk, a decision is made on whether or not this is acceptable, and on the type of actions to be implemented.

With this objective in mind, a total of 108 evaluations were carried out during 2010 by experts from the Risk Prevention Unit.

Similarly, emergency plans were implemented in various areas, which consisted of offering fire-fighting training to all the employees on the emergency teams of all the **abertis telecom** sites, in addition to an evacuation drill.

7 Adapting to the environmental needs of our surroundings

STRATEGIC
LINE 1:
Minimising
environmental
impact

STRATEGIC
LINE 7:
Promoting and
systematising
dialogue
channels

SUMMARY OF INDICATORS

Reduction of
greenhouse gas
emissions by
12%
in relation to
turnover

4.7%
of consolidated
net profit
is invested
in the environment

94%
of turnover is
covered by an
established
environmental
management
system

Policy	Main features	Examples of best practices in 2010
Minimising environmental impact	Environmental management	Smart Cities Second year of the Environmental Forum on Airports "Paquet Vert": public-private partnership in France to support the environment
	Our response to climate change	Mobility Plan 2011-2014 Motorway carbon footprint Energy Saving and Efficiency Plan Smart Cities
	Waste and wastewater management	Waste storage and management on the AP-7 motorway Water treatment facilities The ecosaba areas
	Biodiversity management	Landscape integration in areas affected by the extension of the AP-6 motorway in the municipality of El Espinar Protection of biodiversity in French motorways The airports and their habitats
	Noise management	Noise observatory on motorways Airports and noise management
	Extending our environmental commitment	"Espai Terra": the environment as seen from your living room Aristos widens its horizons

Policy

abertis's main objective through its commitment to the environment is to increase the percentage of business under an established environmental management system, in accordance with the ISO 14001 standard to improve management and minimise the environmental impact of its activities.

Results

abertis's environmental management is an essential part of its business activity, as regards both the identification of new risks and business opportunities, as well as the mitigation of environmental impact.

The Group has consolidated its commitment to environmental management, having spent a total of EUR 31 million on environmental investments and expenditure, representing 4.7% of its consolidated net profit. The increase compared to the previous year is due to specific actions carried out on extended sections of French motorways.

An environmental management system allows companies to identify their most significant environmental concerns and ensure ongoing improvement of the system that will coordinate implementation of action plans, objectives and their evaluation.

Currently, 94% of turnover included in this report is covered by an established environmental management system, a figure that

remains unchanged with respect to the previous year; however, the wider scope of this report means that the turnover covered by the established environmental management system has actually increased with respect to the previous year.

In 2010, the Bolivia, United Kingdom and Orlando airports continued implementing environmental management systems. Meanwhile, **saba** Chile and Coslada 1 implemented the same process, while **avasa** has received certification of its system.

Level of certification: ISO 14001

		2008	2009	2010
Central services	serviabertis	✓	✓	✓
	abertis foundation	✓	✓	✓
Motorways	Spanish Motorways ⁽¹⁾	→	✓	✓
	French Motorways ⁽²⁾	✓	✓	✓
Telecommunications	abertis telecom	✓	✓	✓
Airports	tbi ⁽³⁾	✓	✓	✓
Car parks	saba España	✓	✓	✓
	saba Chile			✓
Logistics	abertis logística ⁽⁴⁾	→	✓	✓
% Turnover*		✓✓ 74.9%*	✓✓ 96.50%*	✓✓ 94.04%*
		22.02%	1.10%	

(1) Spanish Motorways includes all the motorways **abertis** manages in Spain, except for **aulesa** (**acesa**, **aucat**, **aumar**, **iberpistas** y **avasa**).

(2) The portion of **sanef** with an established system refers to **sapn** and **sanef**, but these are not certified.

(3) Established systems in **tbi** refer to those in Cardiff, Luton and Sweden; these are not yet certified. Meanwhile, Orlando, Belfast and Bolivia are currently undergoing system implementation.

(4) **abertis logística**, CIM-Vallès and Penedès are the centres with a certified quality system in place. Coslada 1 is undergoing certification.

* In relation to the scope of the report.

✓ Implemented and certified

✓ Implemented

→ In the process of being implemented

Objectives set in 2009 can be classified into four main areas of action for 2010. During the report period progress was made in all areas, although more work is needed to ensure ongoing improvement of our environmental management systems.

2010 Objectives	Degree of achievement
Better management of energy and water resources	Improvements were implemented in control and monitoring of water and energy consumption, facilitating actions geared towards their reduction.
Reduce consumption of resources and materials	All abertis companies have undertaken actions to reduce their consumption. Although significant reductions were seen in energy consumption, more work is needed in other areas.
Extend environmental commitment to employees, customers and contractors	A number of actions were undertaken to raise environmental awareness, which focused on waste separation and implementation of good practices among different stakeholders, both internal and external.
Reduce noise pollution and CO ₂ emissions	Total emissions for the Group were reduced by 12% over 2009 in relation to turnover, and various actions were undertaken both at airports and motorways to reduce noise-related environmental impact.

ENVIRONMENTAL MEASURES IMPLEMENTED BY BUSINESS AREA

	Most significant aspects	Main measures implemented in 2010
Central services	Consumption of resources Waste generation Atmospheric pollution	<ul style="list-style-type: none"> - Reduction in consumption of natural resources through reduction of flow volume of taps, programmed lighting switch-on and automatic switch-off - General environmental awareness-raising actions, such as "Aristos", our environmental information campaign - Improvement in percentage of waste separation and reduction of weight of non-hazardous waste
Motorways	Water pollution Waste generation Consumption of resources Atmospheric pollution Noise pollution Activities affecting land Emergencies Impact on biodiversity Health problems	<ul style="list-style-type: none"> - Actions taken to reduce impact of wastewater, such as channelling of water from maintenance workshops, improvements to water treatment plants and implementation of accidental spill response plan - Implementation and improvements to waste separation, re-use of material and prioritisation of recycling potential as final waste management step, taking into account the waste generated by a given product before purchase - Control of fuel consumption - Replacement of equipment employing R-22 type refrigerants (HCFCs) by others that use HFCs - Encouraging reduction of atmospheric emissions through implementation of a motorway speed regulation system to avoid traffic build-ups - Reduction of noise pollution through reforestation along motorways, the creation of a noise observatory and installation of noise barriers in the most densely populated areas - Replacement of conventional petrol tanks with others that feature containment systems to prevent spills - Performance of biodiversity audits - Extending environmental monitoring to some sections of certain motorways
Telecommunications	Consumption of resources Waste generation Emergencies Impact on biodiversity Noise pollution	<ul style="list-style-type: none"> - Expansion of Jaizkibel photovoltaic facility, doubling its existing capacity. - Minimising energy and water consumption through energy audits, maximising use of tank water, implementation of energy efficient measures such as solar panels or LED lighting - Development of an IT application that provides data on energy (consumed and produced) by the centre, as well as implementation of good practices or recommended actions to reduce consumption - Improved waste management through the use of waste separation bins in offices and distribution of informational posters at storage points - Installation of eleven systems that warn when overflow occurs in septic tanks - Installation of containment measures for diesel spills in tank loading and unloading operations - Increased control of electromagnetic radiation

A fundamental aspect of any environmental management system is the control and monitoring of a company's compliance with environmental regulations. These monitoring activities are conducted by all of the business units that comprise **abertis**, recording any non-compliance that arises in this area.

In 2010, **avasa** received a fine of EUR 727 related to wastewater in the Logroño and San Asensio Service areas; and **aumar** also received a fine of EUR 16,182 associated with the technical problems at its water treatment plant in Sagunto.

Our vision for 2011 as regards environmental management includes a general objective for the Group to continue working to reduce consumption, along with the following specific objectives for each business area:

- **Central services:** Increase percentage of waste separation for the various waste types and reduce consumption.
- **Motorways:** There are two main objectives for Spain: to unify environmental management systems and combine environmental good practices with the help of the project entitled "Aristos hits the motorways".

Other objectives worthy of mention and which are specific to each of the motorways both within Spain and abroad, are those that seek to improve water quality, storage of chemical products, increase the use of the VIA-T teletoll and improve waste management.

ENVIRONMENTAL MEASURES IMPLEMENTED BY BUSINESS AREA

	Most significant aspects	Main measures implemented in 2010
Airports	Noise pollution Consumption of natural resources Atmospheric pollution Water pollution Soil pollution Waste generation Emergencies Health problems Impact on biodiversity	- Reduction in noise impact through approval of action plans that include implementation of noise barriers, designation of preferential routes and limits to the use of runways during night-time hours - Controlling water and energy consumption through reduction measures, such as energy action plans and installation of lower-consumption or dry sanitary ware - Awareness-raising actions for users about the resources they consume and the waste they generate - Inclusion of energy efficiency criteria in construction works - Control of vehicle emissions - Adaptation of maintenance policies to the needs of local habitats in affected areas
Car parks	Waste generation Consumption of resources Atmospheric pollution Water pollution Emergencies	- Waste separation through installation of ecosaba areas or green stations within car parks - Study of energy efficiency in a pilot car park and subsequent implementation of recommended measures in different car parks - Monitoring and control of emissions
Logistics	Consumption of natural resources Water pollution Noise pollution Soil pollution Waste generation Atmospheric pollution	- Actions aimed at reducing energy and water consumption, such as the installation of a drip irrigation system - Environmental awareness-raising actions for staff - Supplier environmental certification and monitoring - Improved communication and environmental management vis-à-vis customers - Analysis of a logistics park life cycle, as well as a workshop on sustainability to identify possible actions during its construction and operation

- **Airports:** The different airports have set objectives that will improve waste management, reduce greenhouse gas emissions and promote awareness-raising activities among staff.
- **Car parks:** Continue with implementation of ecosaba areas, to improve waste separation, electrical recharging points and VIA-T service in car parks.
- **Logistics:** Environmental certification and monitoring of suppliers, improve communication and environmental management vis-à-vis customers and carry out awareness-raising programmes.
- **Telecommunications:** Continue working to improve energy efficiency and management of the most significant environmental aspects identified.

Smart cities

The impact of new information technology on resource management in cities entails better use of said resources, considering urban areas in their entirety whilst identifying areas of improvement that will enhance urban sustainability. Cities and regions in general are moving towards a global management model that takes into account all actors and the links between them, as well as actions that promote and implement new technology, giving rise to Smart Cities or regions.

abertis telecom has signed an agreement, in partnership with Indra and the Lleida and Sant Cugat del Vallès City Councils, that will develop and promote Smart Cities projects, the aim being to transform these two cities into models for the implementation and use of new technology. The agreement also includes the creation of a Reference Centre in Catalonia for the deployment and operation of solutions, technology and services associated with Smart Cities.

Smart Cities represent the cities of the future, which will efficiently manage their financial resources in the planning, management and operation of different municipal services, resulting in better quality of life for their citizens and greater environmental sustainability, along with increased participation by their residents, efficiency of public services and the opportunities that cities offer to people and organisations.

Through the use of cutting-edge technology, these improvements will optimise municipal services, enabling specific projects such as efficient management of park irrigation according to varying weather conditions, remote meter readings, optimisation of rubbish collection and control of rubbish bin overflow, daylight-synchronised city lighting systems and better mobility through the monitoring of free car parks and standing in loading and unloading bays.

Smart Cities also enable a more pro-active, flexible and versatile governance, with a greater response capacity when addressing some of the more complex needs of citizens.

Second year of the Environmental Forum on Airports

The internal programme for increased participation and cooperation that began at **abertis** airports in 2009 has continued its activities throughout 2010. The airports in Luton, Cardiff, Belfast, Sweden, Orlando and Bolivia are active participants in this programme.

Three meetings in Barcelona and a number of online teleconferences were held between Group airports in order to define the common environmental management handbook that each will apply to its own airport context, in addition to the procedures, policies and other elements that are part of any ISO 14001 environmental management system. Their involvement in this forum has enabled the participating airports to exchange knowledge, and generate positive synergies, many of which focused on reducing their activities' environmental impact.

As a result of the implementation of the environmental management systems, each airport has drafted its own three-year environmental action plan to reduce the environmental impact of its operations. Noteworthy among these activities is the creation of an environmental intranet for the Swedish airport, which will manage and record all events relevant to environmental management and a good energy practices guide for Belfast airport that will be distributed to all its concessions to encourage their involvement in environmental improvements at the airport.

"Paquet Vert": public-private partnership in France to support the environment

This public-private partnership is an infrastructure funding mechanism that will allow governments to control public deficit whilst maintaining and increasing spending on social programmes. This partnership was made possible through the granting of concessions by governments to the private sector.

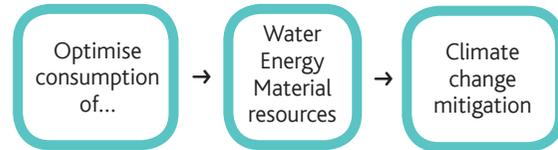
"Paquet Vert", which is part of the French government's Plan de Réance (economic stimulus plan), is an example of one such public-private partnership. Favouring short-term private environmental investment, and allowing a return on investment in several years, **sanef** has agreed to invest a total of EUR 250 million over the next three years, extending both concessions by one more year.

Investments will be made to improve the motorway network, as well as to implement innovative measures that will favour sustainable development. Some of the most noteworthy improvements include:

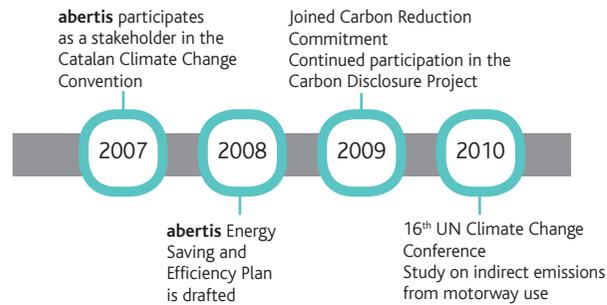
- **Implementation of customer services** already in place in certain sections of the motorway, such as the no-stop, electronic toll collection system. This measure, along with others such as the creation of a combined transport point and car parks for shared private vehicles, will reduce greenhouse gas emissions.
- **Creation of eco-responsible areas**, through the use of environmental protection techniques that were previously implemented in two pilot areas operated by **sanef** (energy efficiency, waste classification, etc.), which will be applied to other areas of its network.
- **Water conservation** via treatment of regular and accidental spills on motorways and increased storage capacity for rainwater.
- **Noise protection** on motorways, through treatment of over 550 noise pollution "black spots" and installation of four new noise barriers.
- **Maintaining and encouraging biodiversity** through actions such as biodiversity audits in **sanef**'s green areas, the creation of wildlife passages and development and promotion of natural heritage through the planting of 10,000 indigenous trees.

7.1 Our response to climate change

Policy



Climate change response timeline



Results

Climate change continued to make headlines in 2010, the year in which the UN held its 16th Climate Change Conference in Cancun. Its main objective was to host debates on possible measures to combat climate change.

In 2005, **abertis** defined its climate change mitigation strategy, which has served to guide actions undertaken by Group companies in recent years. This strategy encompasses three main action areas:

- Optimisation of natural and material resource consumption.
- Foster implementation of renewable energy and the use of fuels that have less environmental impact.
- Extend the commitment to mitigate climate change to the Group's employees, customers and suppliers.

SUMMARY OF ACTIONS IMPLEMENTED IN 2010

Optimisation of natural and material resource consumption	abertis
Foster the use of renewable energy and fuels that have less environmental impact	
Extend the commitment to mitigate climate change to the Group's employees, customers and suppliers	abertis

In 2010, some of the more noteworthy actions implemented in this respect included the following:

- Continued application of the **Energy Saving Plan**. Under this plan, the company's different business units have been controlling and monitoring their own consumption whilst implementing measures aimed at reducing said consumption

and increasing efficiency. Measures included the installation of water flow reducers and automatic timers for lighting.

- The promotion of **renewable energy**; this has been particularly prevalent in **abertis telecom**, which has installed photovoltaic solar panels in a total of 33 of its telecommunications centres and wind turbines in 9 other centres. **abertis logística** has also installed photovoltaic systems on the roofs of its logistics parks.
- The creation of a **Mobility Plan** for 2011-2014, to foster sustainable mobility among staff, both while at work and travelling to and from their workplace.

- **Use of the VIA-T** electronic toll collection system, promoted by way of several information campaigns for users, informing them of lower emissions resulting from the use of this system, amounting to a 9% reduction for light vehicles and 31% for heavy vehicles. This payment system is available on all motorways operated by **abertis**, except **apr** and **elqui**. In 2010, the VIA-T system use on motorways accounted for 32% of all transactions, representing 36% of total toll revenue³.

	2008	2009	2010
Average VIA-T (teletac) payment on motorways	31%	32%	32%

3. The method for calculating this indicator has been changed, and therefore the indicator values for previous years have been adjusted for comparison purposes.

- The inclusion of sustainable construction criteria, particularly in **abertis logística**, such as the use of low-energy lighting systems, insulation in enclosures and roofs, recovery of construction waste and increased use of natural light. These criteria reduce the consumption of resources and waste generation throughout the infrastructure's lifetime.
- **Training sessions, and their promotion**, both internally and externally, to raise awareness for stakeholders. Courses covered a wide range of issues, including environmental good practices, waste separation and sustainable driving.
- **Promotion of biofuel** as a replacement for fossil fuels. Motorway operations promoted the use of biodiesel instead of diesel in their vehicles, and in airports fossil fuels were replaced by natural gas. A total of 45,284 litres of biodiesel were used.
- **A study to determine the carbon footprint** of motorways, setting out a calculation model that determined indirect emissions originating from motorway use, as well as the emission absorption capacity of roadside vegetation as carbon sinks.

TREND IN CO₂ EMISSIONS GENERATED BY abertis

CO ₂ Emissions (t)	2008	2009	2010
Direct (Scope 1)	30,826	34,087	36,882
Indirect (Scope 2) ⁴	159,158	171,145	150,976
Total	189,984	205,232	187,858
per million € turnover	56.21	57.89	50.64

4. The **rutas del pacífico** electricity consumption has not been included as no verified data is available

The source of emissions at **abertis**, in accordance with the Greenhouse Gas Protocol (the most widely-used accounting tool for greenhouse gas emissions), can be broken down into the following types:

- Scope 1: Direct emissions originating from direct consumption of fuels (natural gas, liquid fuel and liquefied petroleum gas).
- Scope 2: Indirect emissions derived solely from electricity consumption. The conversion factor for emissions derived from electricity consumption varies according to the country where said electricity is generated, which in turn depends on the energy sources said country uses to generate its electricity.

The total CO₂ emissions derived from **abertis's** activities have been reduced by 12% compared to 2009 in relation to turnover, mainly owing to the reduction of indirect emissions. There are two reasons for this decrease: reduced consumption, in particular the consumption of electricity in Spain, along with a favourable change in the Spanish national grid. If the Spanish conversion factor had remained unchanged since the previous year, the reduction in emissions would have totalled 4% in relation to turnover; this figure takes into account the increased data scope.

TREND IN TOTAL CO₂ EMISSIONS BY SECTOR⁶

	Motorways (t/ADF)	Telecom (t/Technical Centres)	Airports (t/Thousand Pax)	Car parks (t/Thousand vehicles)	Logistics (t/m ² rented space)
2009	2.22	1.66	2.21	0.17	-
2010	2.16	1.16	2.41	0.18	0.003

6. The **rutas del pacífico** electricity consumption has not been included as no verified data is available

The total reduction in **abertis's** emissions for the year 2010 was equal to CO₂ emissions generated by 2,235 Spaniards over an entire year⁵.

Also worthy of note are the new environmental regulation applicable to airports operating in the United Kingdom, known as the Carbon Reduction Commitment. This new mandatory scheme is directed at organisations that show significant energy consumption levels, but which do not fall under the Kyoto Protocol; its aim is to reduce greenhouse gas emissions in the United Kingdom. Under this new regulatory framework, conversion factors used for **tbi's** direct emissions and indirect emissions originating in the United Kingdom have undergone some changes with respect to those used the previous year.

The conversion factors used in determining emissions are therefore based on the Greenhouse Gas Protocol, the National Atmospheric Emissions Inventory and the conversion factors determined by the Carbon Trust for direct emissions in **tbi** airports and indirect emissions in the United Kingdom.

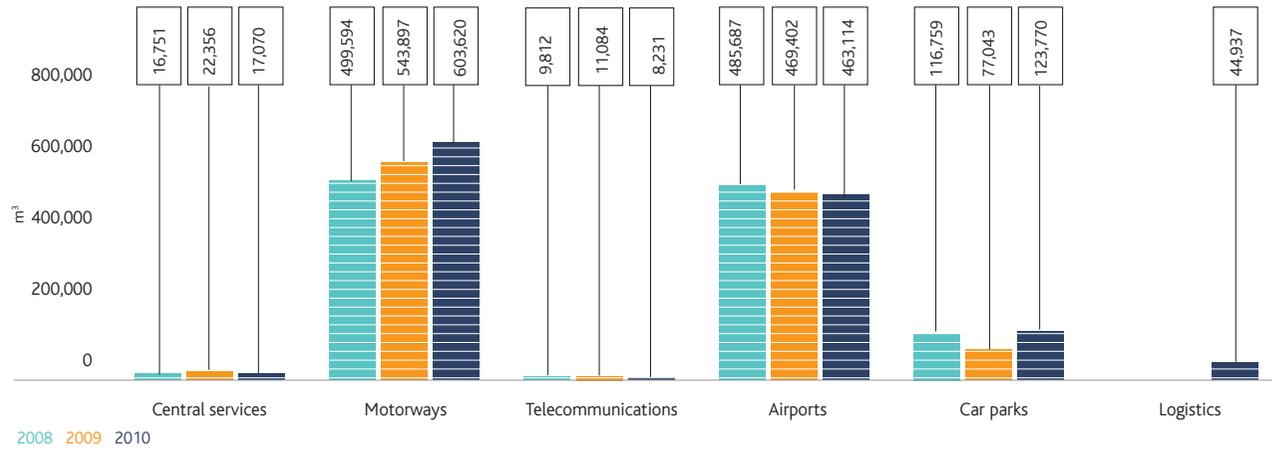
Total emissions for central services, whose activity cannot be measured directly, have decreased by 20%, from 3,657 total tonnes in 2009 to 2,922 tonnes in 2010.

5. 2009 Greenhouse Gas Inventory Data and National Statistics Institute census data.

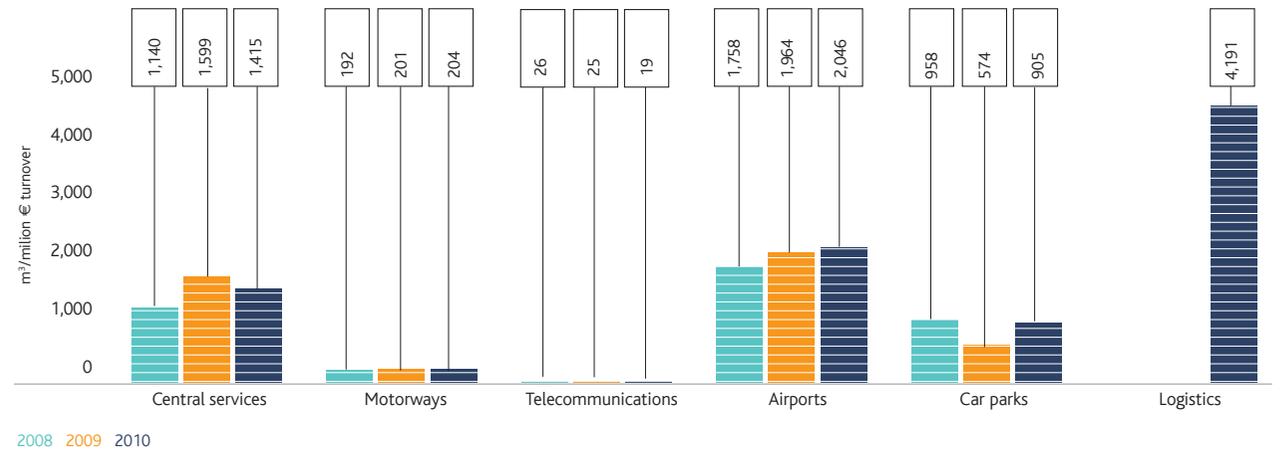
Water consumption

Water consumption data from 2010 was influenced by the works undertaken to expand the AP-7 motorway, which included the installation of new toll barriers for the South AP-7 motorway section and the expansion of a third lane in a 40 km section of the North AP-7 motorway. Meanwhile, the data corresponding to the water consumption of **rutas del pacífico** and **elqui** could not be included in the calculation, as no verified data was available.

WATER CONSUMPTION BY SECTOR



WATER CONSUMPTION IN RELATION TO TURNOVER BY SECTOR¹



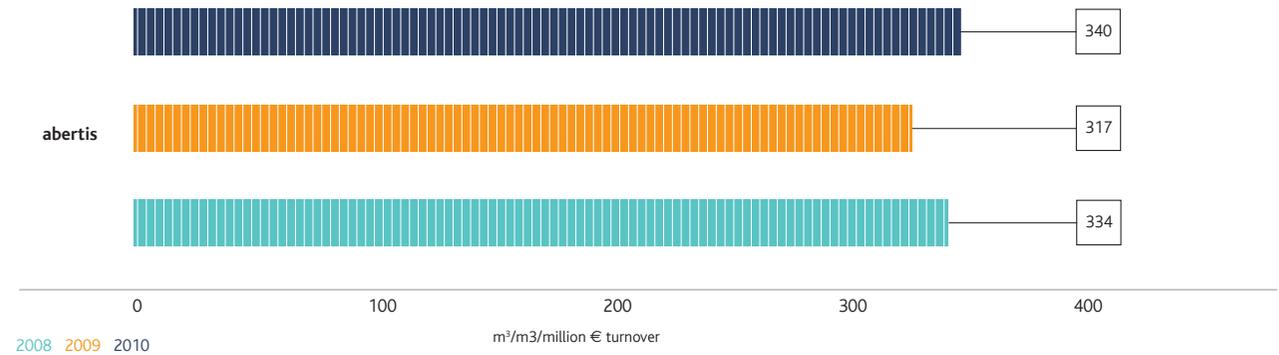
1. Central services only includes central offices located in the Zona Franca Logistics Park

Taking into consideration the aggregate consumption with respect to turnover, water consumption increased by 7%, mainly owing to an increase in consumption from car parks largely attributable to the opening of new car parks in Chile and Italy, an increased scope of data and the works undertaken in **acesa**.

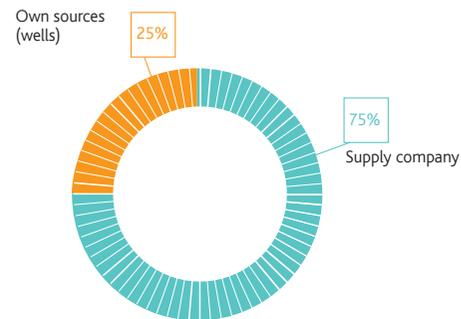
WATER CONSUMPTION IN RELATION TO SECTOR

	Motorways (m ³ /ADF)	Telecom (m ³ /Technical Centres)	Airports (m ³ /Thousand Pax)	Car parks (m ³ /Thousand vehicles)	Logistics (m ³ /m ² rented space)
2009	24.15	0.20	20.78	1.37	-
2010	26.67	0.13	21.52	2.20	0.16

TREND IN WATER CONSUMPTION AT abertis



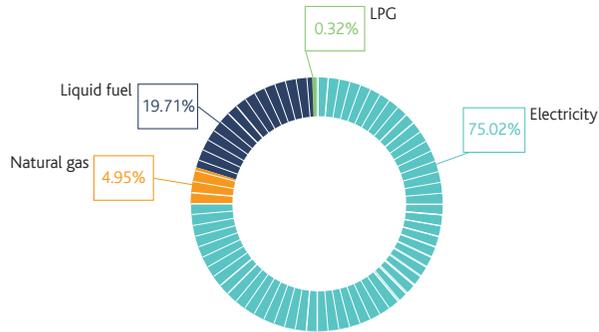
SOURCES OF WATER SUPPLY



Energy consumption

abertis's overall energy consumption has remained fairly constant; however, if we take into account the greater scope of the data, then the energy consumed by our business activity decreased in 2010.

DISTRIBUTION OF ENERGY CONSUMPTION

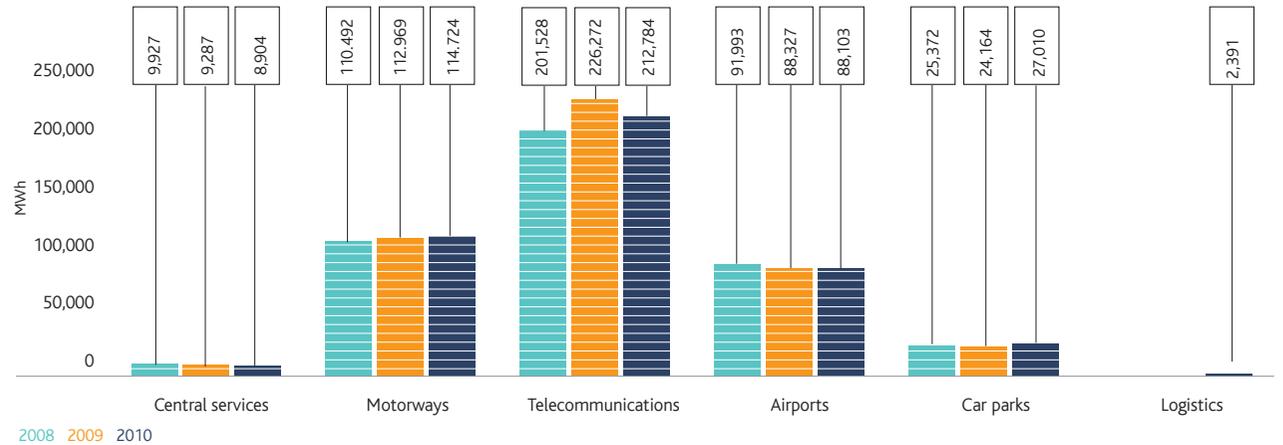


Electricity

Electricity consumption decreased by 6% in relation to the turnover figure, owing mainly to the decrease in consumption by central services and telecommunications. It should be taken into account that the electricity consumption of **rutas del pacífico** was not included in the calculation because no verified data was available.

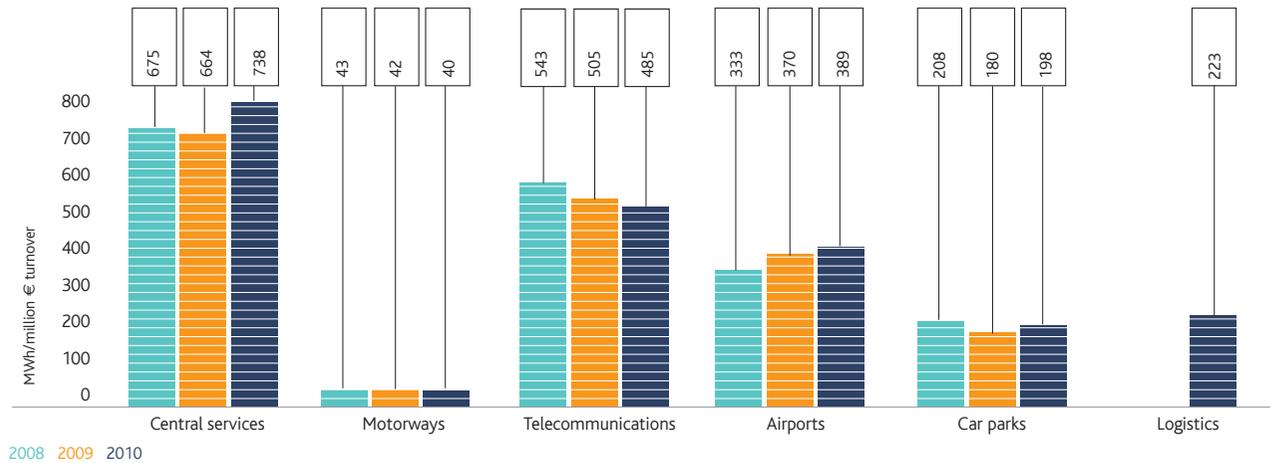
The increase in absolute consumption by car parks is mainly due to the opening of new car parks, as well as an increase in consumption from motorway operations, mainly attributed to the greater scope of the data.

ELECTRICITY CONSUMPTION BY SECTOR



Information regarding primary sources is related to the electric grid of each country, and it is reflected in the calculations of CO₂ indirect emissions (Scope 2).

ELECTRICITY CONSUMPTION IN RELATION TO TURNOVER BY SECTOR¹

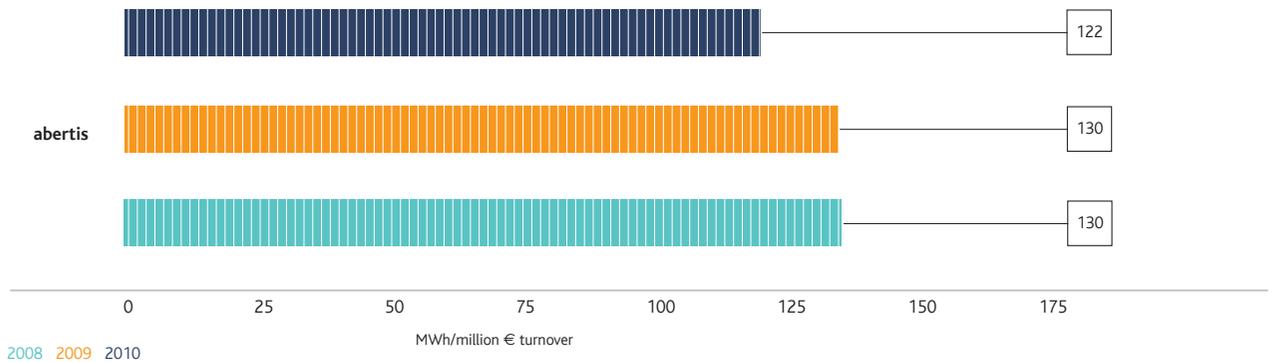


1. Central services only includes central offices located in the Zona Franca Logistics Park.

ELECTRICITY CONSUMPTION IN RELATION TO SECTOR

	Motorways (MWh/ADF)	Telecom. (MWh/Technical Centres)	Airports (MWh/Thousand Pax)	Car parks (MWh/Thousand vehicles)	Logistics (MWh/m ² rented space)
2009	5.02	4.08	3.91	0.43	---
2010	5.07	3.37	4.10	0.48	0.009

TREND IN ELECTRICITY CONSUMPTION AT abertis

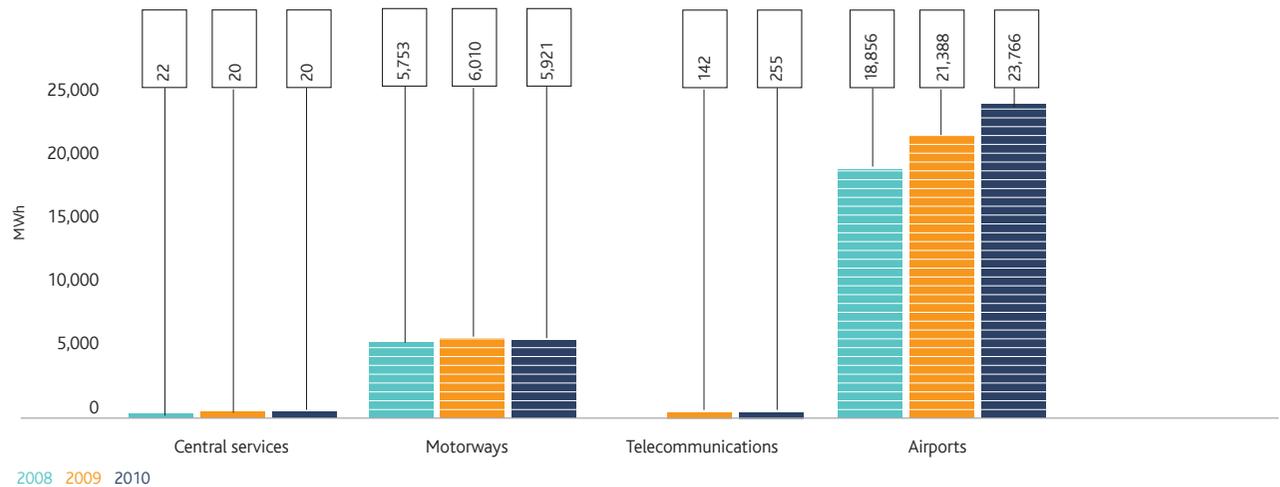


Natural gas

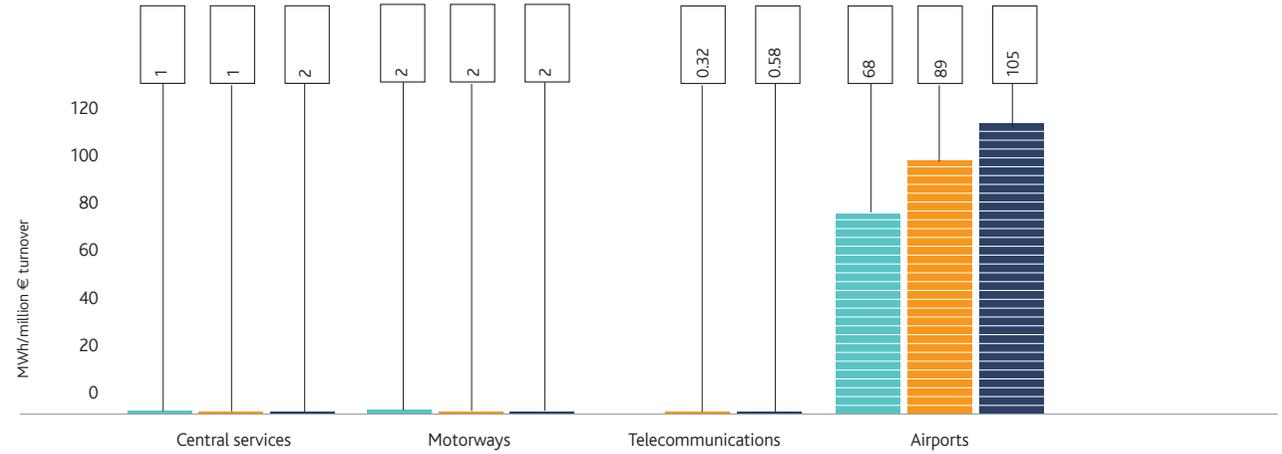
In 2010, natural gas consumption increased by 4% over 2009, in relation to turnover. This increase occurred in airports and telecommunications.

These increases were mainly attributable to more comprehensive measurements provided by newly installed meters in both areas.

NATURAL GAS CONSUMPTION BY SECTOR



NATURAL GAS CONSUMPTION IN RELATION TO TURNOVER BY SECTOR¹



1. Central services only includes central offices located in the Zona Franca Logistics Park.

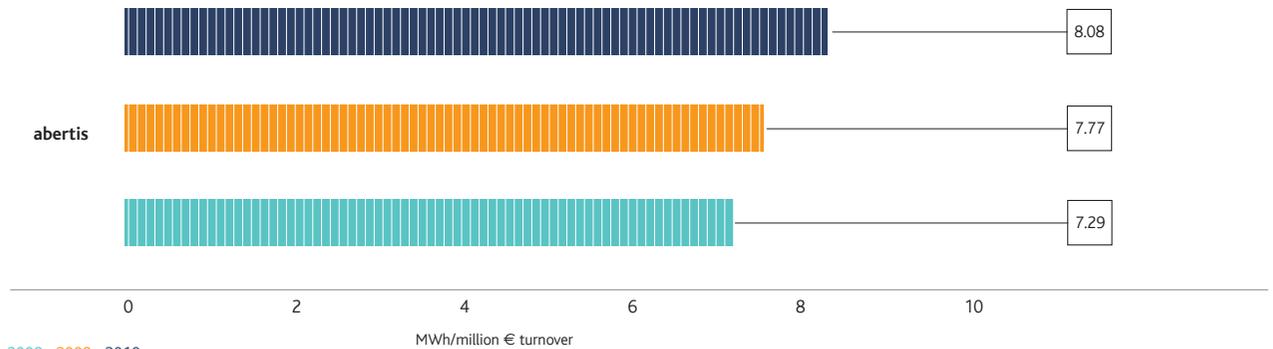
2008 2009 2010

NATURAL GAS CONSUMPTION IN RELATION TO SECTOR

	Motorways (MWh/ADF)	Telecom. (MWh/Technical Centres)	Airports (MWh/Thousand Pax)
2009	0.267	0.003	0.947
2010	0.262	0.004	1.105

The logistics and car park business units do not consume natural gas.

TREND IN NATURAL GAS CONSUMPTION AT abertis



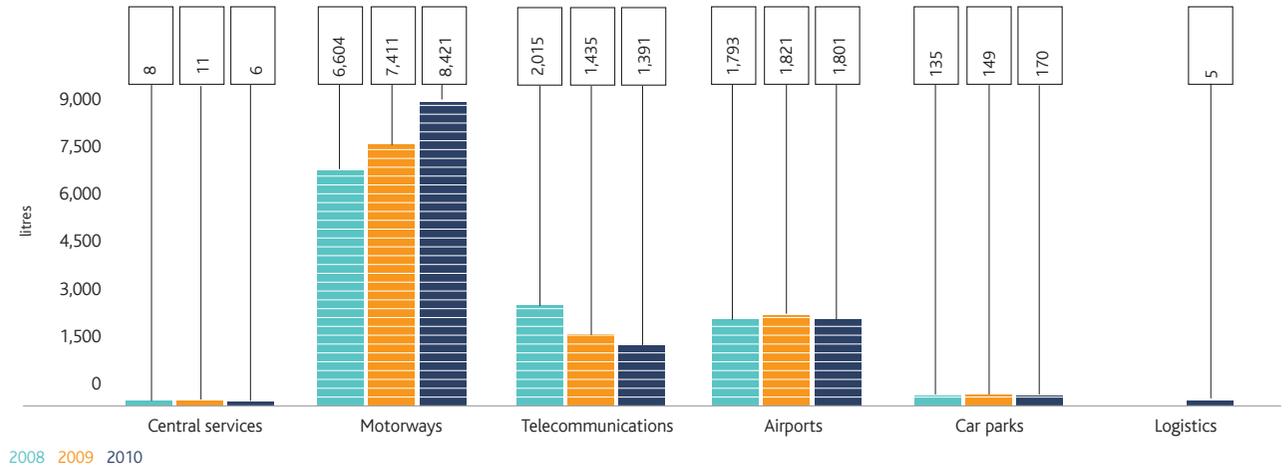
2008 2009 2010

Liquid fuel

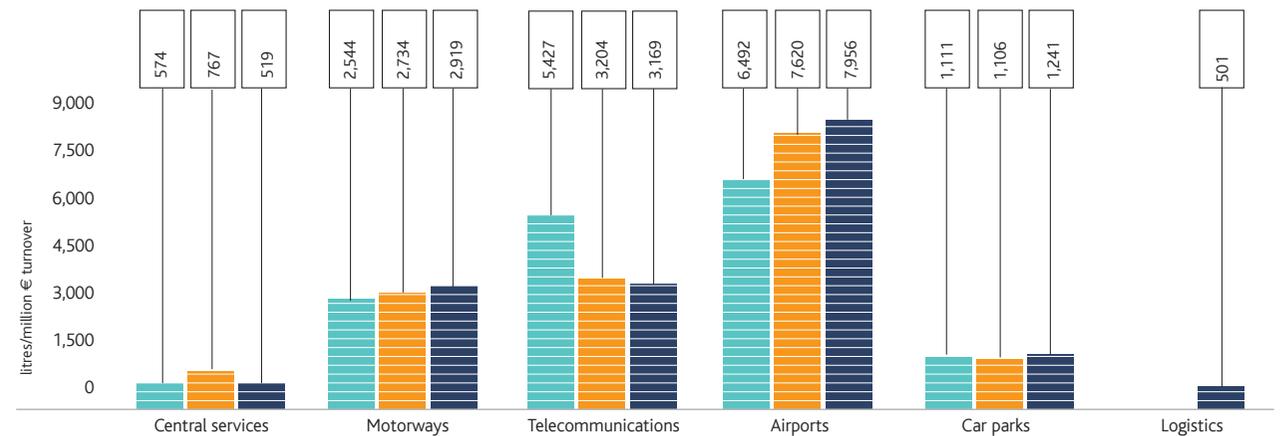
As in the case of water consumption, liquid fuel consumption was influenced by construction works for expansion of the AP-7 motorway. Furthermore, biodiesel consumption has been included in liquid fuel consumption for 2010.

If we take into account aggregate consumption in relation to turnover, this figure has increased by 4% compared to the previous year, mainly due to increased consumption in motorways. The increase seen in motorway operations is mainly owing to the construction works for expansion of the AP-7 motorway and the greater scope of the data.

LIQUID FUEL CONSUMPTION BY SECTOR



LIQUID FUEL CONSUMPTION IN RELATION TO TURNOVER BY SECTOR¹

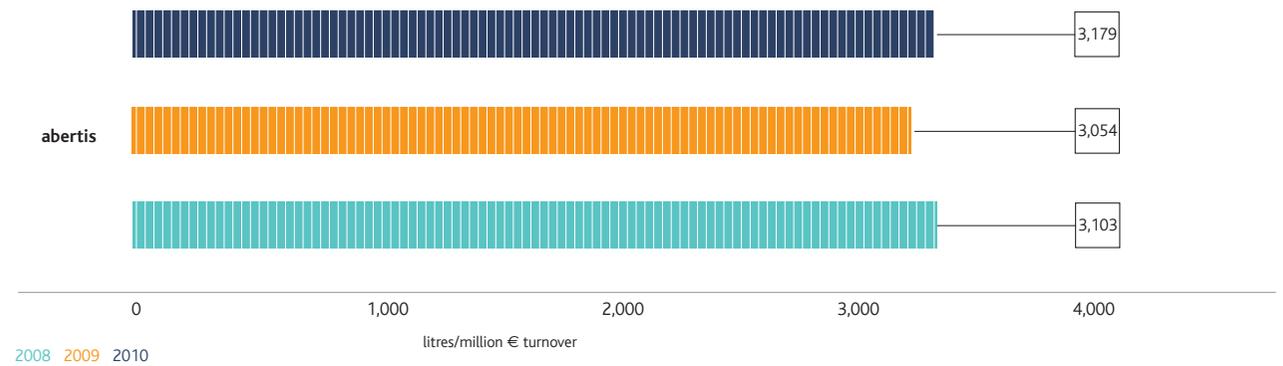


1. Liquid fuel consumption in relation to sector

LIQUID FUEL CONSUMPTION IN RELATION TO SECTOR

	Motorways (litres/ADF)	Telecom. (litres/Technical Centres)	Airports (litres/Thousand vehicles)	Car parks (litres/Thousand vehicles)	Logistics (litres/m ² rented space)
2009	329.1	25.90	80.63	2.64	---
2010	372	22.05	83.68	3.02	0.020

TREND IN LIQUID FUEL CONSUMPTION AT abertis



Material Consumption

In 2010, aggregate and asphalt were the most used materials, mainly for motorway maintenance, while salt and antifreeze were used on motorways and in airports to prevent the formation of ice which hinders the proper use of infrastructures. The increased consumption of aggregates is connected with the growth that occurred in French motorways, in which 23 bridges and 14 km of motorways were built. It has not been possible to incorporate any data for materials consumed by **rutas del pacífico** and **elqui**, as no verified data is available.

During 2010, the AP-7 motorway underwent expansion. These works represented a significant increase in materials used by **abertis**. The increase seen in 2010 in the consumption of materials such as aggregate, metals and paint is due to this expansion project, which also involved the consumption of other significant materials, such as 24,740 tonnes of gravel, 8,500 tonnes of earth fill and 2,836 tonnes of sand.

One noteworthy addition to consumed materials was rubber, which was re-used to cover hard surfaces of some Spanish motorways; not only did this allow for re-use of waste but this new surface reduces motorway noise levels. In 2010, a total of 5,196.16 tonnes of bituminous mixture, which contained a total of 20,784 discarded tyres, were used. This consumption represents an increase of 78.89% over 2009.

Material consumed (t)	2008	2009	2010	% consumed material recycled
Aggregates	747,402.10	1,264,873	2,189,623	10.09%
Asphalt	562,758.20	1,113,702	866,396	10.00%
Concrete	239,685.30	1,774,605	303,502	2.42%
Metals	4,904.70	8,575	27,225	0.00%
Paints	986	625	12,699	0.00%
Paper	188.4	236	404	9.05%
Salt	57,394	95,559	151,057	0.00%
Antifreeze liquid	506	641	1,697	0.00%

Mobility Plan 2011-2014

In 2010, **abertis** drafted an Integrated Mobility Plan, its objective being to encourage a change in mobility habits of employees, both in their commuting patterns and in their work practices. This plan helped staff to rationalise the use of personal vehicles and encouraged the use of alternative modes of transport. This plan covers the offices of central services, which employ 1,100 people.

A detailed survey was conducted on 60% of the staff to identify their commuting patterns, along with an analysis of the possible modes of transport to this location (on foot, bicycle, shared transport, private vehicle). An action plan was drawn up using the compiled information. This plan is structured around six strategic lines and more than twenty corrective actions, setting **abertis's** strategy and commitment to foster safer, more sustainable mobility for 2011-2014.

The main advantages of this action plan are as follows:

- Greater efficiency in the use of personal vehicles and an increased occupancy rate in commuting.
- A switch from personal vehicles to shared transport (both that offered by the company and public transport), in particular for travelling to and from the workplace.
- Greater efficiency and use of own fleet transport.
- Fewer instances of on-the-job travel through the use of video-conferencing.
- Increased road safety in areas surrounding the workplace and for each of the modes of transport employed.

Carbon footprint of motorways

In an effort to determine the balance of carbon emissions coming from vehicles on the motorways managed by **abertis** in Spain, the **abertis foundation** commissioned a study headed by Gumersindo Feijoo, professor at the Department of Chemical Engineering at the University of Santiago de Compostela, on the life cycle analysis of direct and indirect greenhouse gas emissions generated on the **abertis** motorway network and the offsetting thereof by the vegetation on the motorways.

Data analysis

- In order to obtain a detailed analysis, the study was conducted on **abertis's** motorways, one section at a time. Direct emissions were measured from traffic flow (average daily traffic of light and heavy vehicles) as well as according to fuel type. The study also took into account the main greenhouse gases generated on the motorways. The procedures used in the study were based on the Tier 3 methodology set out in the EMEP/CORINAIR Emission Inventory Guidebook published by the European Environment Agency (EEA).
- Emission data coming from indirect sources were obtained by analysis of emissions generated by construction and maintenance work on motorways (materials used in construction of associated structures and road surfaces).
- Lastly, vegetation was analysed for each section studied, in particular the composition of existing species as well as the diameter of the main stem (plant age), as this parameter determines the CO₂ fixation capacity of each plant.

The overall results consists of the total (direct and indirect) CO₂ equivalent emissions in kg, minus the vegetation's fixation capacity, thus demonstrating whether the latter (i.e.: the carbon sink) is sufficient to absorb all the CO₂ emissions on each section, in the section studied to date, between Barcelona and La Jonquera, it was shown that of the CO₂ emissions generated, 3.65% were absorbed by the existing biomass. This is a favourable figure, given that it is greater than the 2% set by the Kyoto Protocol. The study is currently being extended to other motorway sections.

Energy Saving and Efficiency Plan

In 2009, **abertis** defined a Energy Saving and Efficiency Plan, which included one of the company's objectives as regards climate change involving the reduction of energy consumption. Throughout 2010, a number of actions were implemented as part of this plan, their objective being to reduce energy consumption and improve energy efficiency among Group companies.

- **Motorways:** Improvements to exterior lighting on interchanges of the Tarragona-Valencia-Alicante AP-7 motorway, with an aim to decrease electricity consumption, reduce light pollution and CO₂ emissions, and have a more efficient, durable lighting control system. Actions here included replacement of all roadway lights, installation of voltage stabilisers/reducers and installation of a digital astronomical clock. These improvements have brought about a reduction of 14% in electricity consumption from lighting and 10% decrease in light pollution.
- **Telecommunications:** In 2009, greenhouse gas and water audits were conducted at one of the technical centres for the purpose of studying feasibility of energy measures. The energy saving measures proposed after said audits were applied in 2010. Some of the more noteworthy actions associated with this objective included the expansion of the Jaizkibel (Hondarribia) photovoltaic installation, which doubled its existing capacity, as well as the installation of 22 LED roadway lights and an astronomical clock. These modifications resulted in total energy savings of 32,120 kWh/year.
- **Airports:** In recent years, Cardiff airport has applied a number of measures to improve energy efficiency. Among these is the replacement of air conditioning units, refrigerants and the main boiler. Several projects were also completed as part of an energy management improvement programme. When purchasing products associated with lighting control, ventilation systems and insulation, the energy consumed by said products is borne in mind before purchase to ensure that their future environmental impact is minimised.

Luton implemented a system that controls energy consumption by both gas and electrical equipment, which has provided information on the areas requiring improvement to reduce airport consumption and environmental impact. This measure has brought about an 8% reduction in CO₂ emissions in 2010 compared to 2009. The airport also implemented an air conditioning management system, which uses carbon detectors to determine when there is little or no human traffic and decreases air conditioning to these areas accordingly, thereby lowering energy consumption.

Sabsa has put together a workgroup comprising three maintenance managers and electrical supervisors from the three airports under its management with an aim to draft an energy saving project.

- **Car parks:** **abertis's** car parks also implemented actions such as the switching-off of lighting on floors not in use and a pilot project to generate potential energy saving proposals for other car parks, as well as the implementation of a VIA-T payment system in some of its car park facilities.
- **Logistics:** Logistics implemented a system to control electrical consumption and has also analysed the implementation of savings measures. New logistics park construction will now include criteria that will enable energy savings when parks are fully operational. Some of these criteria refer to the installation of solar panels, energy efficient lighting systems and insulation.

7.2 Waste and wastewater management

Policy

abertis's main objective with regard to waste is to reduce its generation and improve its management, prioritising reuse and recycling. Another objective for **abertis** is to improve wastewater treatment and quality.

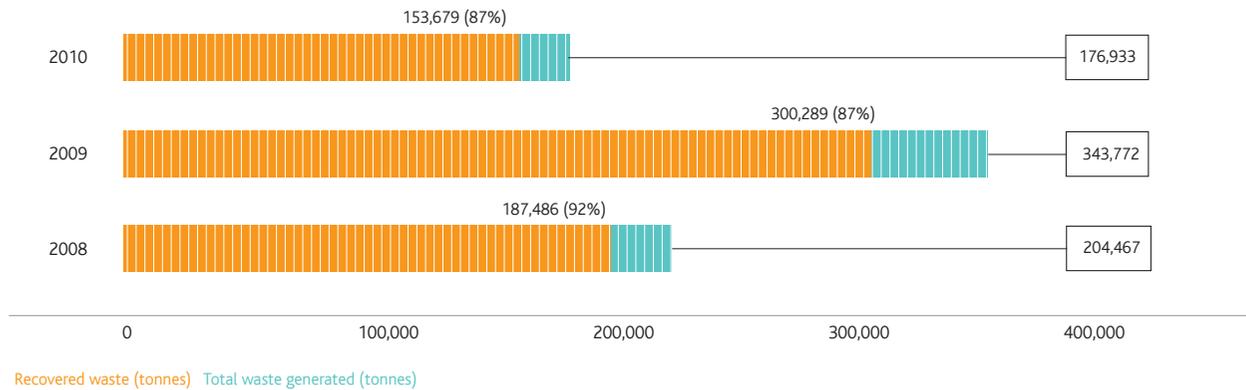
Results

WASTE RECOVERY

	Tonnes generated	% recovered
Hazardous	2,301	72%
Used solvents	10	88%
Used mineral oils	39	47%
Paints, varnishes, inks and waste adhesives	8	37%
Mixed chemical waste	559	99%
Water/oil emulsion sludges	1,340	56%
Scrapped vehicles (vehicles)	156	100%
Scrapped electrical and electronic equipment	151	96%
Batteries and accumulators	27	78%
Scrapped components and equipment	11	40%

	Tonnes generated	% recovered
Non-hazardous	174,632	87%
Waste metal (except packaging)	1,741	83%
Metal packaging	38	65%
Glass packaging	149	93%
Paper and cardboard waste (except packaging)	539	82%
Paper and cardboard packaging	79	94%
Waste rubber	151	79%
Waste plastic (except packaging)	157	80%
Plastic packaging	109	10%
Waste wood	153	45%
Scrapped electrical and electronic equipment	8	76%
Organic waste	4,738	39%
Domestic waste and similar	7,190	25%
Common dry sludge	175	0%
Common wet sludge	5,399	37%
Construction and demolition waste	154,006	93%

TREND IN WASTE GENERATION AND RECOVERY



In 2010, **abertis** generated 49% less waste overall than in 2009, mainly due to the reduction of building and demolition waste. It has not been possible to incorporate the data for **rutas del pacífico's** generated and recovered waste because it has not been verified.

It should be noted that of all the building and demolition waste generated in 2010, 75% was totally reused as material by the French motorways. In order to maintain comparability with the details of the previous year, the amount has been maintained as waste.

Wastewater treatment methods

There are two types of wastewater produced as a result of activities at **abertis**: domestic-type wastewater that is sent to the mains sewage network and wastewater requiring prior treatment before it is discharged.

The techniques used to process wastewater vary and depend on the location and type of wastewater, including factors such as:

- Installation of water treatment plants
- The use of hydrocarbon settling and separation tanks
- Creation of OHMS wells and septic tanks with settling tank systems
- Creation of treatment lagoons

Flow meters are being installed at discharge points on an ongoing basis and the usual parameters in wastewater management (BOD, COD, suspended solids, etc.) will be monitored, in order to obtain an indicator that reflects the total volume of wastewater discharged.

Similarly, French motorways continued their active campaign to remove sludge from their wastewater tanks.

Improved waste storage and management on the AP-7 motorway

In 2010, to better manage the waste generated by its operations, **umar** undertook a series of actions with two basic objectives in mind: to improve storage areas and improve waste management.

Actions undertaken as regards waste storage focused on improving 5 clean areas on the AP-7 network, in order to unify and reduce visual impact of the storage facilities located in the different maintenance areas. Clean areas are used as storage areas for waste generated onsite. This improvement involved the reuse of materials wherever possible, as in the metallic structures for the roof and concrete cylinders that were reused as planters. The company has also applied for a one-year extension of the storage period for hazardous waste, which will reduce costs associated with its management.

To increase efficiency of waste treatment, a study was conducted on alternative methods such as integrated waste management systems and cooperation with local non-governmental organisations involving the collection of electric and electronic equipment in addition to other materials with potential reuse value.

This project included an awareness-raising campaign for the motorway maintenance staff who are responsible for waste collection and separation at various clean areas located in the maintenance areas.

Motorway water treatment facilities

In 2010 the water treatment plants (EDAR, in its Spanish abbreviation) located in the La Ribera service area and the Sagunto toll station were renovated, in an effort to improve wastewater quality and to improve performance of existing facilities. This renovation largely consisted of the installation of newer equipment that will aid maintenance operations and improve efficiency.

The EDAR plant at the Sagunto toll plaza was updated with a “full oxidation” water treatment system containing a catch basin, an anoxic chamber, aerobic bioreactor and settling tank.

Renovation of the EDAR at the La Ribera service area included:

- Installation of a new screw conveyor which washes, separates, dewateres and compacts solids from wastewater originating from the service and picnic area.
- Installation of two pumps to be used for homogenisation in the existing intermediate tank.
- Addition of a new anoxic selector tank for nitrification-denitrification.
- Installation of three new pumps in the settling and biological treatment tank.
- Construction of a cistern at the final pumping tank from where treated water is conveyed to discharge point, and installation of a digital flow meter.

Ecosaba areas

The ecosaba areas are selective collection points installed as pilot tests in two **saba** España car parks. Each area is identified with its own signage, under which different bins are placed for the separation of waste, specifically paper, refuse and plastic.

To create these areas, the waste separation points were relocated, concentrating them in specific points as much as possible, with the aim of reusing the containers already in use in the car parks and to promote the use of these points as waste disposal areas.

The goal is to continue expanding the ecosaba areas in the Group's different car parks, based on car park users' response to the initiative and the rollout of the environmental actions planned for 2011.

7.3 Biodiversity management

Policy

As part of its commitment to environmental conservation, **abertis**'s CSR strategy includes a number of actions that seek to **minimise the impact of infrastructure on biodiversity, ensuring its conservation and revitalisation.**

Results

Current situation

Motorways, telecommunications and airports are the primary business areas that affect biodiversity, even though the former are not usually located in protected areas; this is also true for logistics parks, albeit to a lesser extent

- 159.5 km of the motorways managed by **abertis** in Spain pass through the Natura 2000 Network.
- 349.4 km of the motorways managed by **sanef** in France pass through protected areas.
- 2.2 km of the motorways managed by **abertis** in Puerto Rico (corresponding to the Tedoro Moscoso bridge) pass through protected areas.

- 72,003 m² of protected areas contain some facilities managed by **abertis telecom**. This surface area has decreased with respect to 2009, owing to a change in associated regulations.

Environmental monitoring plans and environmental impact studies related to infrastructure are fundamental tools in managing impact on biodiversity, as are other specific actions.

MAIN IMPACTS ON BIODIVERSITY BY MOTORWAYS, AIRPORTS, TELECOMMUNICATIONS AND LOGISTICS PARKS

Main impacts on biodiversity by motorways, airports, telecommunications and logistics parks

Barrier effect that fragments territory and changes the characteristics of trails and drainage channels used by fauna.

Increase in noise.

Increase in light pollution.

Dispersal of species.

Introduction of foreign species.

Habitat destruction and/or alteration of habitats inhabited by protected species

Impact on the quality of watercourses: rivers and streams.

Impact on indigenous flora and natural spaces.

Loss of land classified as Regional Nature Park or SCI.

Visual impact and impact on the landscape.

Loss of vegetation cover.

Occupation of land.

Elimination of vegetation in airport areas.

Wildlife collisions with aircraft.

Main conservation measures that have been implemented

Ensure the permeability of the infrastructure by building bridges or wildlife passages.

Installation of noise barriers.

Corrective measures affecting wildlife.

Preservation of sensitive areas through specific actions such as the creation of refuge areas for birdlife.

Reducing impact of logistics parks by ensuring natural growth of vegetation on artificial watercourses.

Control of water quality and creation of hydrological protection pools in areas around watercourses.

Planting of indigenous flora.

Revegetation and restoration of landscapes.

Landscape integration study for telecommunications facilities.

Environmental restoration of construction sites, embankments and watercourses.

Studies conducted prior to construction of the infrastructure to identify the best route.

Decreased frequency of grass-cutting to favour hare reproduction in the protected perimeter of the airport.

Measures relating to the prevention of forest fires.

Lifecycle assessment of telecommunications centres.

Landscape integration in areas affected by the extension of the AP-6 motorway in the municipality of El Espinar

The expansion of the AP-6 motorway, the third lane and third Guadarrama Tunnel located between the Valle de los Caídos interchange and San Rafael received special mention in the "Best Public Works" category, granted by the Judges of the 2010 Madrid Civil Engineering Association Awards. This construction project affected certain areas within the municipal district of El Espinar. To restore the natural area surrounding the Gudillos River and reduce the impact on the landscape of the San Rafael aqueduct, a number of landscape integration actions were undertaken in late 2010, all of which were approved by El Espinar Town Council.

A restoration plan for the vegetation surrounding the Gudillos River was drawn up, which mainly involved replanting of riverside vegetation and reducing the visual impact of the viaduct; the plan also included the creation of vegetation based-barriers from the main observation points located under the viaduct.

Protection of biodiversity at sanef

sanef has also made a commitment to protect biodiversity and to this end it has been working with MEEDDM (French Ministry of Ecology, Energy, Sustainable Development and the Sea) since 2009 to design the national plan on biodiversity. **sanef**'s actions in favour of biodiversity can be broken down into three main strategic lines:

- Studies conducted prior to construction of the infrastructure to identify the route with least environmental impact.
- Ensure transparency in the infrastructure and protection of species. Throughout its network, **sanef** has created 139 wildlife passages which are periodically checked by operations teams or cooperating agencies.
- Conservation of environmentally vulnerable areas. The embankments and hard shoulders of the motorways are thoroughly managed by mowing and careful control of treatments. Other actions include leaving the surrounding area fallow to create natural cover for birdlife or cooperation with the Picardie natural conservatory and the Naturel Régional Park Oise-Pays de France to ensure differentiated management of green areas.

In 2010, a biodiversity audit of the entire **sanef** network began, which will consolidate available information and build upon existing knowledge regarding biodiversity of the area surrounding the infrastructure network; the information gathered will be used to create an action plan. This audit is part of the "Green Commitment" project of the French Ministry of the Environment, Sustainable Development and Transport for 2011-2013; other participating groups include national parks, nature conservation associations, government officials and hunters' associations. In 2011, studies will be conducted to build on available knowledge and in 2012 an action plan will be drawn up.

Another environmentally favourable action included the A13 motorway expansion project, which included criteria that will reduce impact on biodiversity. The permeability study conducted on the infrastructure has also provided information to design actions to improve the current situation. Some actions involved building bridges for fauna, and in relation to water works, relocation of fences, creation of corridors and planting of local species. In 2010, actions to ensure permeability of structures were incorporated into the Fontaine de Routot construction. These actions employed ecological engineering techniques on riverbeds and devices that helped to create rest areas inside the construction area.

Airports and their habitats

Airport activities impact upon local biodiversity. With the aim of reducing this impact, the airports that **abertis** manages carry out various actions, of which it is worth highlighting those implemented by Luton and Belfast airports.

Firstly, the open habitat of Luton's runways provides an ideal source of food for birds such as lapwings, and birds that eat insects that fly over the fields, such as swifts and swallows. Areas of short grass make it easier for birds to find food and are safer for them, allowing them an unrestricted view of potential predators.

As part of the airport's operational procedures, Luton has developed and implemented a habitat management plan, aimed at reducing the risks to wild fauna, especially through collisions with birds during plane landing and takeoff on the runways.

The adoption of a long-grass system is considered to be the most effective habitat management technique that can be applied in an aerodrome, allowing the grass to reach a height of between 150 and 200 mm, which prevents good visibility by the birds, thus making it difficult for them to feed. This not only protects the local habitat, but also guarantees a safe environment for the airport's operations.

With regard to the grass-cutting system, Belfast airport manages it in a similar way to Luton. Furthermore, it collaborates with the Local Biodiversity Council and has participated in some activities organised by the latter. Among the activities in which Belfast participates, we should point out the monthly seminar on biodiversity and development, the aim of which is to raise awareness about various issues relating to biodiversity, and understanding how this affects a business, as well as what a business can do to conserve and improve biodiversity. These seminars are attended by speakers from the NIEA (Northern Ireland Environment Agency) and the industrial sector, who provide advice about regulations and examples of best practices.

Belfast has also received various visits from TV crews from the BBC Natural History Unit to record the local populations of hares, which are specific to the airport, and the airport is involved in a Health Protection Agency study, to investigate the spread of mosquitoes in the United Kingdom.

7.4 Noise management

Policy

abertis's objective with regard to noise pollution is to minimise the impact from noise generated by the company's activities, prioritising impact reduction for local communities.

Results

A number of actions mitigate the impact on local communities arising from noise-producing activities carried out on infrastructures managed by **abertis**.

As regards motorways, noteworthy measures included the installation of noise barriers, the use of quieter road surfacing materials, noise mapping and awareness-raising actions for users.

Fifty-eight percent of the motorway kilometres were monitored for their impact in terms of noise. This proportion has decreased in relation to 2009, largely owing to the greater scope of the report and to a reduction in the number of kilometres included in the noise impact study overall.

The various airports have created action plans which included the monitoring of noise parameters, redistribution of air routes according to noise impact, as well as fewer night-time flights and consultations carried out with the community with the aim of approving noise-reduction action plans.

Noise observatory on motorways

The **sanef** noise observatory, which covers the 1,757 linear km of the motorways of both **sanef** and **sapn**, has been operating for several years. This observatory monitors the acoustic impact of the **sanef** infrastructure network on the adjacent towns, and also responds to queries about the acoustic impact of motorway traffic from third parties, whilst implementing the protection measures necessary for complying with the regulations.

The observatory consists of a computerised database linked to a geographic information system, which allows the average noise impact generated by motorway traffic to be mapped. The latest version was created in 2007, to adapt to European Directive 2002/49/EC, which aims to avoid, prevent or reduce the inconvenience created by noise exposure. This Directive, transposed in 2006 to the French Environmental Code, requires the production of noise maps and their national publication, as well as the preparation and implementation of noise prevention plans.

Through this observatory, the noise maps of the **sanef** motorways have been produced and published, thus allowing the noise exposure experienced by the residents of the towns neighbouring the **sanef** network to be identified. Based on these maps, environmental noise reduction plans have been drafted, which were sent in 2010 to the authorities of the 17 departments through which the **sanef** network runs. These plans contain:

- An assessment of the number of people exposed to a noise level above the thresholds established by the regulations.
- A census of the Group's intended measures to reduce any damage deriving from the acoustic impact, in those cases in which the permitted noise limits are exceeded.

This requires an update of the observatory in 2012 with the aim of integrating the urban planning changes that were made and the new traffic conditions. In turn, this update will ensure compliance with the European regulation's requirement to send new noise maps and prevention plans to the government every 5 years.

Airports and noise management

Airports impact on the environment in a number of ways; noise pollution is one such example. Ever-aware of their contribution to this form of environmental impact, the airports managed by **abertis** have implemented a range of actions to mitigate it.

Boasting extensive experience in managing noise pollution, Luton airport has designed an action plan incorporating measures that will enhance control of noise levels of aircraft operations. This action plan is open to feedback from the public, to ensure that anyone who is interested in contributing to the plan is able to do so. In 2010, a policy prohibiting night-time traffic of high-noise aircraft was implemented. The airport has also worked with airlines to improve maintenance operations for aircraft using the airport.

Another clear example is Cardiff airport, which has its own Airport Consultative Committee, comprising local government representatives and stakeholders. The Committee meets quarterly to discuss airport operations, as well as environmental issues such as noise management, community projects and customer service. Belfast airport has also formalised an action plan to mitigate noise levels, in accordance with Northern Irish environmental legislation. The programme was also open to

public consultation to help designate specific noise reduction actions, some of which are currently in place, with others to be implemented in the short and medium term.

Stockholm Skavsta airport has also undertaken a number of actions to meet noise level standards for Swedish airports. Noise level reduction actions included a mapping of surrounding areas to the east and west of the airport that would benefit from lower noise levels, the completion of noise level contours to identify buildings that would benefit from said reduction, an analysis of the noise mitigation measures that would be most effective for the buildings identified and subsequent communication actions for owners of said buildings, among other actions.

7.5 Extending our environmental commitment

Policy

abertis makes every effort to extend its environmental commitment to all stakeholders, both internal and external. In light of this objective, the different business units carry out various activities to raise awareness on environmental issues.

Results

In keeping with **abertis**'s environmental commitment, the different business units have carried out numerous actions in 2010 geared towards raising awareness among employees and other stakeholders, including customers and suppliers.

In 2010, EUR 244,648 was invested in specific campaigns to raise awareness among customers about environmental issues¹¹.

11. The total investment in raising awareness about environmental issues is included in the figure for overall environmental costs.

Awareness-raising activities implemented

• Motorways

acesa and **aucat** sent out brochures to customers regarding the reduction in CO₂ emissions resulting from the use of the VIA-T.

iberpistas organised numerous volunteer activities such as toy, mobile phone and plastic cap collections and the installation of a clothing collection bin as per an employee's suggestion; the objective of these actions was to encourage reuse of items and extend their useful life before being discarded.

aumar offered a waste management course for managers and administrative staff and another course specifically directed at maintenance personnel.

As part of its implementation of an environmental management system, **avasa** organised a number of internal communications to employees to raise environmental awareness and encourage waste separation.

sanef offered sustainable driving courses for its staff, and also put together interactive areas that present various aspects of the environmental policy in the main service areas. **sapn** also implemented an ecologically-minded programme for school children in the Rogerville valley, part of which is managed by **sapn**.

gco provided an information session at a school in Ituzaingo on the environmental programmes put into place by the company, with the help of the staff and contractors.

rutas del pacífico has also conducted waste recycling campaigns.

• Airports

Belfast airport offered an information campaign for airport users to raise awareness of water and energy consumption and costs, as well as the waste generated by passenger operations.

During 2010, **sabsa** participated in a local environment project developed by Swisscontact, distributing leaflets to staff about environmental issues. This project sought to improve the waste separation system, waste management and associated environmental services, through systematic involvement in urban areas and neighbourhoods in particular, to generate revenue and eco-friendly employment.

On its website, **Cardiff** has included preferential routes taken by aircraft to decrease noise levels.

• Central services

As regards environmental management systems, the **abertis foundation** has provided the maintenance staff of and visitors to Castellet Castle with information on its site rules and environmental policy. For its "Aristos" campaign, **serviabertis** has implemented actions pertaining to waste management, resource consumption, climate change and other issues.

• Car parks

Several environmental courses were provided by **saba** España, such as training on waste management and general awareness-raising courses.

• Telecommunications

abertis telecom held a course on environmental operational control for areas of operation, and another course on environmental legal requirements for the Natura 2000 Viewer for areas where the company operates. Posters detailing good practices in waste separation were also created and distributed among the waste storage areas.

• Logistics

abertis logística has implemented awareness-raising actions for all functional areas regarding minimising the environmental impact of its activities..

Espai Terra: the environment as seen from your living room

Espai Terra is a programme produced by Televisió Catalunya and sponsored by the **abertis foundation**, which first aired in April 2009. The programme's success, coupled with its resolve to protect and respect the region's natural environment — values it shares with the **foundation** — have led to a renewal of the collaboration agreement between the **foundation** and the television station. The programme's objective is to educate viewers on Catalonia's natural heritage, inviting them to discover and enjoy their region.

The programme is a powerful tool in raising environmental awareness among its viewers, relaying the importance of appreciating and respecting their natural surroundings; the programme places emphasis on participation through viewer photo submissions and the programme's blog. *Espai Terra* boasts an average audience of 260,000 and audience share of 11.6%. It has also received two awards:

- The International Environmental Film Festival of Barcelona Sol d'Or Special Prize, in recognition of the programme's commitment to environmental awareness, education and information on prime time television.
- The Sustainability award from the International Science in Action Fair of Santiago de Compostela, in recognition for its report on the recovery of the Tablas de Daimiel National Park aquifer.

abertis, in cooperation with Televisió de Catalunya and the Department of Education of the Government of Catalonia, organised the "Paisatge i Entorn" contest as part of the programme. Students from secondary schools competed to win a prize for the best research project. The prize was an English course in Ireland and was presented to the winner by Sergi Loughney on 14 June in Castellet.

Another project that was promoted as part of the television programme and sponsored by the **abertis foundation** was the publication of a book of photographs selected from among those submitted by viewers, its unifying theme being the four seasons.

"Aristos" widens its horizons

Created by **abertis telecom** in 2009 within the framework of an environmental awareness programme, the image for this informational campaign was called "Aristos", which in Greek means "the best". Under this programme, information was sent out to all employees in a monthly online communiqué or e-mail about various environmental topics such as waste management, use of resources, purchase and contracting of services and climate change.

In 2010 the campaign was extended to a total of 1,100 employees from the Zona Franca Logistics Park central services; and subsequently to the overseas airports managed by **abertis**. Cardiff airport was the first to implement the programme, albeit in a different format. Communiqués are not sent

to employees; rather the texts are adapted and used in the magazine published by the airport. So far "Aristos" has played an important role in raising awareness internally among staff, but the magazine format will give the company an opportunity to send its message out to other stakeholders.

During 2010, work was carried out to adapt this icon of environmental communication to cover all the Spanish motorways; this will be achieved in 2011.

8

Suppliers

STRATEGIC
LINE 5:
Extending the
commitment of
social responsibility
to suppliers and
contractors.

STRATEGIC
LINE 7:
Promoting
and systematising
dialogue
channels

Policy	Main features	Examples of best practices in 2010
Extending the commitment of social responsibility to suppliers and contractors.	Extending the commitment to suppliers and contractors	Supplier approval portal

SUMMARY OF INDICATORS

95%
of contracts
with social and
environmental
clauses

2,198
suppliers evaluated
according to social
and environmental
criteria in relation to
the previous year

91%
of purchases
made from
local
suppliers

Policy

abertis extends its social responsibility commitments to its suppliers and contractors through the inclusion of social and environmental clauses in tenders and contracts and through the supplier approval process.

Results

Given the range of activities undertaken by **abertis**, its providers (mainly in the services sector) are quite varied, but they all have one thing in common in terms of the commercial service they perform. Suppliers do not strictly speaking form part of a production chain, as is the case with organisations that manufacture goods.

This characteristic defines the type of relationship, affecting the way in which risks are managed and contributing to their active involvement in the development of social responsibility, as some of the main suppliers provide machinery, uniforms, signage and building materials.

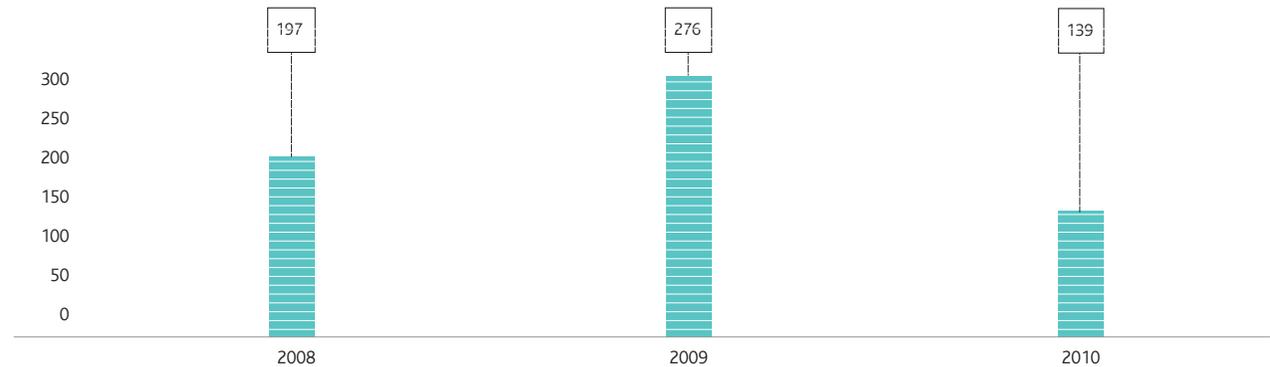
In 2010, Purchasing and General Services Management, in collaboration with the CSR Committee and the **abertis** Quality Committee, saw the completion of one of the initiatives led by the Purchasing Committee (a management body created in 2009). After various quarterly meetings, it continued its activity during 2010, with the aim of drawing up a set of regulations for the approval and ongoing evaluation of suppliers to ensure all suppliers fulfil the conditions that will give them approved supplier status and help them maintain said status.

The volume of purchases made by companies covered in this report represents 16% of their aggregate turnover figure, 91% of which represent purchases made from local suppliers.

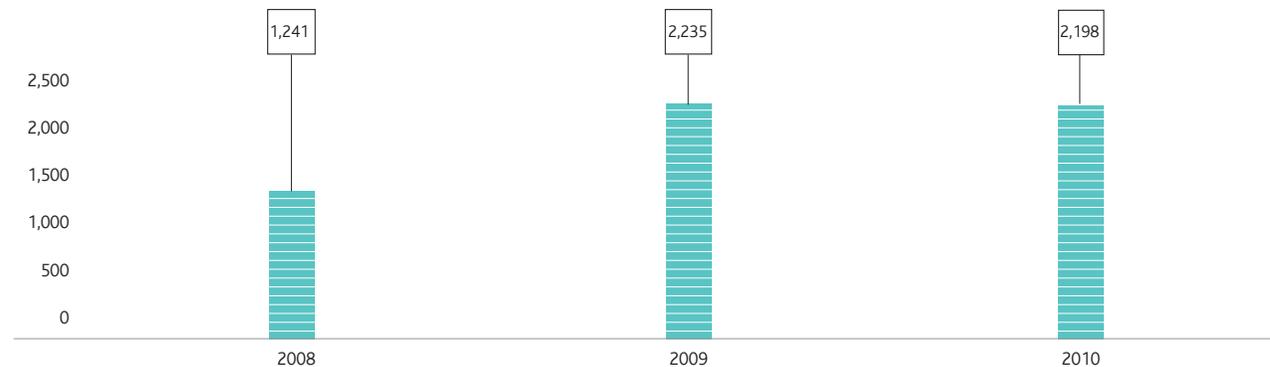
By making its commitment to social responsibility a part of its supplier and tender approval process, these procedures become the company's main tool in extending its corporate principles to its suppliers. In doing so, all suppliers make the same commitment to comply with environmental and social regulations that are applicable to them and to employ other environmental and social criteria in keeping with the tender or service provided, especially those which include prior environmental impact assessment. In 2010, 95% of the tenders presented included clauses of this type and a total of 2,198 suppliers have been approved as part of these procedures. These figures are slightly lower than those seen in 2009, largely owing to a moderate decline in operational investments, influenced by the current economic situation.

The environmental management and quality systems also include specific procedures for selecting suppliers; environmental criteria used in their selection are applied in relation to the scope of each. The supplier approval portal contains all of these criteria and employs this information to classify and identify the suppliers which are most committed to socially responsible practices.

NUMBER OF TENDERS PRESENTED WITH SOCIAL AND ENVIRONMENTAL CLAUSES



NUMBER OF SUPPLIERS EVALUATED ON THE BASIS OF SOCIAL AND ENVIRONMENTAL ASPECTS



Supplier approval and evaluation portal

In 2010 a new purchasing model was completed for **abertis**, which will be implemented in 2011. The objective of this procurement model is to ensure excellence in management, simplifying and unifying the existing processes and reducing costs. One of the fundamental elements of the new model is the company-supplier relationship.

Suppliers are managed by Purchasing and General Services Management, optimising operations to:

- Achieve greater visibility and control of suppliers
- Promote collaboration with strategic suppliers
- Optimise the supplier panel in terms of service quantity and quality
- Reduce administrative costs stemming from supplier management

To ensure that supplier relationships are based on the values and principles laid out in **abertis**'s Code of Ethics and in its Social Responsibility Policy, a supplier evaluation system was developed that will allow the Group to assess its suppliers with respect to the market in terms of responsibility, adding further criteria to supplier selection.

This evaluation is carried out by way of a questionnaire located in the approval portal. Once completed, the questionnaire gives the supplier a rating on its management in terms of CSR. According to the rating obtained, suppliers are classified into 3 categories as follows:

- **A+**: Suppliers with an above-average rating
- **A**: Suppliers whose rating falls within the average score
- **B**: Suppliers with a below-average rating

9

Adding value to the community

STRATEGIC
LINE 6:
Becoming involved
with the community
and social fabric

STRATEGIC
LINE 7:
Promoting and
systematising
dialogue channels

SUMMARY OF
INDICATORS

541
meetings with a
total of
195
agencies

1.2%
of consolidated
net
profit
allocated to
community

78%
invested in
long-term social
initiatives that
are aligned with
business

Policy	Main features	Examples of best practices in 2010
Establishing permanent links with the community, based on active participation and the integration of social needs	Consolidating relations with local communities	Airports and local communities "You've got one life left" in Madrid "Voluntaris": Another way of doing things
	Managing community action and sponsorship activities	abertis chairs LBG methodology and classification of community action

Policy

Our communities feel both the direct and indirect economic, social and environmental impact of our company's activities. That's why **abertis** has included them in its vision and company values, its aim being to establish medium and long-term ties that will improve the welfare of the communities in which the company operates.

Results

abertis's activity directly and indirectly influences the socio-economic development of the communities in which it operates. Infrastructure projects bring development to a number of community-based stakeholders, transforming and improving local areas.

With this aim in mind, **abertis** has defined its community involvement, based on two working principles:

- Ongoing cooperation with local community agencies
- Undertaking of actions involving sponsorship and engagement with the community

Both principles are complementary; their ultimate objective is to foster active ties between the company and the community's social fabric. To this end, **abertis** undertakes action in five main areas: mobility and road safety, environmental protection, social accessibility and economic development, cultural accessibility and research and training.

In 2010, International Car Parks received a fine of EUR 2,855 related to non-compliance with Chilean tax law. Sabsa also received government fines of EUR 3,392 associated with tax management in Bolivia.

9.1 Consolidating our relationship with local communities

The Group companies are intensely involved in the social fabric of its communities, and are represented in a total 195 associations and agencies working in various fields, such as culture, business, social and environment among others.

With an aim to improving our relations with communities, the **abertis** companies have set community-related objectives for 2011. These goals are mainly linked to improving the lines of communication with local communities through meetings with local governments and reducing complaint response times and to continue working towards active participation in the community and improvement of the community environment.

The various business units are actively involved in community agencies and held a total of 541 meetings in 2010. The **abertis foundation** likewise offered its headquarters in Castellet Castle to a number of local community groups and agencies, allowing them the use of the facilities for a variety of events such as presentations, conferences and working sessions.

The abertis foundation as a catalyst...

The **abertis foundation** has continued working in its areas of activity throughout 2010 — areas such as the environment, road safety and culture. Here are just some of the highlights:

- The French branch presented its first programme of activities
- An agreement with Rome City Council on road safety
- Launch of activities in Chile
- Consolidation of the **abertis** Volunteer Day
- Recognition of its road safety activities in Spain, receiving the Medal of Merit for Road Safety, which was given to Miquel Roca Junyent, president of the **abertis foundation** by the Minister of the Interior, Alfredo Pérez Rubalcaba.

... in road safety

abertis along with the **abertis foundation** have renewed their participation in the European Road Safety Charter, a project launched by the European Commission, the objective of which is to reduce traffic accidents. Similarly, the company sponsored conferences in Barcelona and Madrid to promote and provide a platform for debate regarding the new Traffic Law,

welcoming experts and related authorities from central, regional and municipal government. Lastly, in the field of research the company conducted a study on ecological, economical and efficient driving, in cooperation with Fesvial.

Also noteworthy is the campaign known as "You've got one life left — don't lose it on the road" in Madrid, in cooperation with the Directorate General of Traffic, the City Council, the Civil Guard, the Red Cross and the National Paraplegics Hospital in Toledo, in addition to the various **abertis** business units.

... in promoting and spreading awareness

In the environmental field, our efforts have similarly focused on studies and scientific conferences, publications and other activities that fostered protection of a number of protected natural areas. The company has also continued to promote awareness among users of these natural areas through educational and information campaigns that contribute to minimising impact resulting from use and enjoyment of these spaces.

Knowledge acquired via research sponsored by the **abertis foundation** has been disseminated by way of two scientific conferences: one dealing with user frequency and mobility in the Parc de Collserola and another focussing on the effects of tourism in the Antarctic. Three other environmentally-related

studies were also promoted: the cataloguing of the monumental chestnut trees of the Montseny forest, part of the UNESCO biosphere reserve — a natural heritage site located along the **abertis**-managed motorway; a study on carbon dioxide emissions and their mitigation on **abertis** motorways in Spain; and research on the impact of climate change on marine reserves involving a case study of Cap de Creus, a Natural Park protected by the **foundation**.

Coverage of environmental subjects constitutes a paradigm in **abertis foundation** sponsorship activities, with *Espai Terra*, an award-winning programme produced by the Catalan regional television network (TV3) on nature, environment and related traditions; an effective tool in environmental awareness which boasts high audience ratings.

For the second consecutive year, the **abertis**-sponsored Volunteer Day was held and this year its theme was "Another way of doing things" in support of integrating disabled people.

Under the category of publications, a noteworthy improvement in dissemination of information was seen with the creation of two microsites, one devoted to the Scientific Miscellany and another which features the **abertis foundation's** activity report. Work on the third volume of the VIATOR project was also completed, which covered natural and cultural heritage in the environs of **sanef's** road network in France, as well as a

publication on the Sant Daniel Benedictine Monastery in Girona and three new pamphlets as part of the "Reflections in Castellet" series, which covered some of the more significant specialist events held at the foundation's headquarters.

The Castellet Castle programme of guided tours continued throughout 2010. These tours were enhanced by "One Castle, One Way", a exhibition space that housed a series of private collections of archaeological artefacts and art showing life in a castle.

Lastly, 2010 saw a number of international activities, the most noteworthy being in Paris; after an intense period of work, the foundation's new Parisian headquarters were presented at the Spanish Embassy, along with its first programme of activities, a chair and an action plan for road safety aimed at learner drivers: known as "Autoroute Académie", a microsite providing support to driving schools, with the help of the Ministerial Road Safety Office.

Other notable international activities took place in Chile: in addition to volunteer actions, an agreement was signed with the Integra Foundation to promote nursery schools, as well as a contribution made jointly with **abertis logística** to foster development of the newly-inaugurated park environs.

Airports and communities

Ever-conscious of the importance of fostering existing ties and creating new ones with local communities, the airports operated by **abertis** have undertaken various actions to this end. Some of the more noteworthy include:

- **Luton Airport.** 2010 saw events such as the Fourth Annual Community Football Tournament, with over 350 children taking part; the sponsorship of Luton International Carnival; the Big Dance, part of a nationwide event which passengers arriving at the airport were invited to join; the Luton Borough FC team sponsorship; an exhibition area in the airport which displays the work of local artists in collaboration with Gateway Gallery, and finally sponsorship of the 2010 Small Business Awards.
- **Orlando Airport.** This airport participated in evacuation operations after the Haiti earthquake, receiving 43% of evacuees and an estimated total of 15,000 during the month of January. Red Cross volunteers played a major role in evacuation operations, receiving arriving evacuees and providing them with food, medical assistance and psychological support.
- **Belfast Airport.** Belfast airport has joined forces with schools and other educational centres in the community as part of a programme that takes the educational needs of each centre and uses the airport to address these needs. Each educational programme is thus personalised to each centre. Among the options offered by the programme are airport visits, case studies with local secondary schools and presentations to local stakeholders.
- **Cardiff Airport.** The "Cardiff Airport Touchdown Programme", run by the Touchdown Committee, coordinates a variety of airport-sponsored events in the community, classified into four main action areas: support for non-profit organisations, the Community Fund, its Learning Programme and ongoing community contact. The airport offered a number of activities in 2010, for example its active collaboration with six charitable organisations, sponsorship of community initiatives, thirty guided tours of the airport for educational centres, work experience programmes for six students and completion of the airport's community information section on its website.

"You've got one life left" in Madrid

The "You've got one life left — don't lose it on the road" campaign, which took place in Barcelona in 2009, was brought to the Community of Madrid in 2010.

This campaign is part of the **abertis foundation's** road safety programme, with the support of the Spanish Ministry of the Interior, the Government Delegation, the Directorate General of Traffic, Madrid City Council, the Paraplegics Hospital in Toledo, Microsoft and various Group companies. The objective of this campaign was to educate young people under the age of 30 about driving risks and the importance of driving safely and responsibly.

This campaign took place over two weekends during the month of July, with the support of Red Cross volunteers, along with the Civil Guard and the Municipal Police of Madrid which conducted road-side breathalyser tests at 20 points in the city and other outlying nightlife districts. Drivers who tested negative received a pamphlet with advice on safe and responsible driving as well as a Madrid Culture Card, which gave them free entry into more than 40 museums in the region and other cultural and tourism offers and an opportunity to participate in a prize draw for an English course in Ireland.

The campaign's impact was significant, with a total of 500 leaflets and Madrid Cards distributed among participants, 1,500 visits to the "9 Lives At Stake" interactive game about the main causes of road accidents and 10,000 visits to the website. In addition to the publicity campaign in the print and digital press and on TV and radio stations, messages were also sent to interactive platforms such as Microsoft Messenger and youth-related blog networks as well as internet portals such as YouTube and the university website known as Patatabrava.com.

“Voluntaris”: Another way of doing things

As part of the corporate volunteer programme entitled “Voluntaris” which began in 2009, the second annual Corporate Volunteer Day was held on 5 December 2010, on the occasion of International Volunteer Day.

Its theme was “Another way of doing things”, and included various activities organised in company offices across Spain and in Chile to educate employees about disabled citizens.

The **abertis** headquarters in the Zona Franca Logistics Park also participated, offering activities such as conferences, a workshop in which employees were given an opportunity to experience the difficulties that disabled people face on a daily basis, as well as a market featuring products made at special work centres. During the opening ceremony, members of “Voluntaris” presented Teaming, a project which encourages employees to donate one euro per month to fund social initiatives. Other special activities were offered in San Rafael and Valencia.

Additionally, clothing and food drives were held throughout the week, at 20 **abertis** offices in Spain and Chile.

Various projects in partnership with institutions and NGOs were presented, programmes in which **abertis** employees participate as volunteers. Group employees cast their votes through the corporate intranet, to help choose projects that would receive funding from the **abertis foundation**. The projects that received the most votes in each category were as follows:

- Cultural:
 - *Stories from a feminine perspective*, Agima
- Environment:
 - *Management and restoration of the habitat of Iberian river crab in the Llobregat Basin*, by ADEFFA (Association for the Study and Protection of Native Flora and Fauna)
- Social:
 - *Medical and welfare assistance for women from Varanasi (India) who suffer domestic violence and social exclusion*, Flores del Ganges Association. Healing and helping Asian women
 - *Leisure Afternoons*, FAREM (Association for People with Intellectual Disabilities)
 - *Smiles for children in hospitals. Humour as therapy*, Theodora Foundation

abertis chairs

With an aim to promote training and research as well as knowledge transfer between universities and the company, **abertis** has backed the creation of various specialised chairs in a number of infrastructure management-related fields. Below is brief summary of each of the **abertis** chairs and the studies sponsored by the company in 2010:

- **The abertis - UPC chair in Transport Infrastructure Management.** This chair engages in teaching and research activities in the field of transport infrastructure management. The **abertis** - UPC chair offered a new edition of the Transport Seminar series from February to April; a course on Investment Analysis was held in May, which dealt with European research and practices, and the Sustainable Freight Transport Logistics course was held in November. The 7th **abertis** award was given to a PhD project on predicting traffic, and the undergraduate project award was given to two entries last year: one on infrastructure concessions and another on analysis of traffic on motorways.
- **The abertis - IESE chair in Regulation, Powers and Public Policy.** In 2010, this chair continued promoting new ideas and transfer of knowledge in the field of regulation, powers and public policy, via a number of papers and studies, conferences in Madrid and Barcelona, the 5th meeting of the Association of Competition Economics in Spain and lunchtime seminars for debate on market regulations and the financial crisis.
- **The abertis - ESADE Chair in Leaderships and Democratic Governance.** The aim of this chair is to analyse models of governance for enterprise, public and community agencies, as well as to study and foster innovative leadership formulas capable of addressing the challenges of today's society. This past year, the chair focused its research activities on the European Values Survey, along with its publications and conferences that will enable it to continue analysing the issues concerning the various types of leadership formulae as well as the actors and main players of collective action: companies, governments, organisations and social movements.
- **The abertis - FEDEA chair in Infrastructure and Transport Economics.** The objectives of this chair are to foster research in the field of infrastructure and transport economics, as well as the dissemination of associated studies. In 2010 a number of activities took place under the auspices of this chair, namely a seminar on the efficiency of the Financial Sector as well as the publication of significant studies on Systematic Risk and Transport Fleets.
- **The abertis - LUMSA chair.** A new experience for **abertis** in the transfer of knowledge between universities and business outside of Spain, presented its first programme of activities last December in Rome, its theme being Sustainable Management and Innovation. Research studies and projects promoted by this chair mainly focus on the geopolitical, economic and energy resources of the Mediterranean region.
- **The abertis - ENPC-IFSTTAR chair.** Jointly created by the **abertis foundation** and l'École des Ponts ParisTech-IFSTTAR (Institut Français des Sciences et Technologies des Transports, de l'Aménagement et des Réseaux), this was the result of intense work carried out throughout 2010, culminating in the inauguration of **abertis's** office in France. This chair will focus on training and research in the field of transport infrastructure management and, along with the **abertis - UPC chair**, will represent the nucleus of a European network of specialised chairs. Both will sponsor the **abertis** Award on an annual basis.

9.2 Managing community action and sponsorship activities

abertis continues to work with agencies and organisations whose activities are aligned with the Group's areas of business, as well as undertaking projects associated with its main areas of business activity: mobility and road safety, environmental conservation, social accessibility and economic development, cultural accessibility and training and research - generating knowledge and opinion within these same spheres.

Guidelines for project sponsorship activities are contained in the *Executive Manual on Community Commitment Projects* drafted by **abertis** which also provides information on the project types that meet its sponsorship criteria, pre-requisites and steps to follow to apply for sponsorship.

In 2010 **abertis** completed and implemented its online sponsorship database. This database will enable internal processing of applications, as well as assessment and subsequent follow-up of approved projects. This new tool will enable centralisation of data on projects sponsored by the Group, optimising resources allocated to this sphere of activity and improve their processing.

In 2010 the Sponsorship Committee received a total of 306 project proposals submitted through the various companies of the Group in Spain and the **abertis foundation**. 128 were approved and 178 were declined.

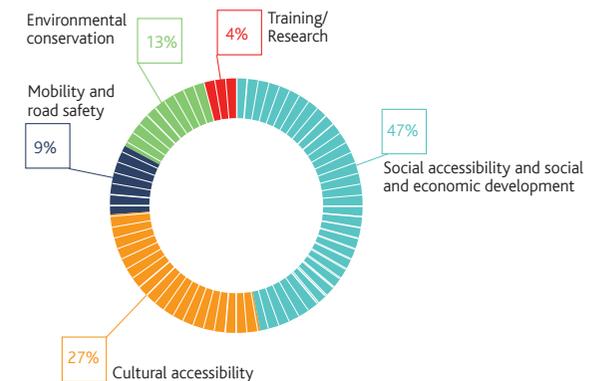
We would like to highlight our ongoing partnership with the Red Cross, noteworthy for its duration as well as for the outstanding nature of the partnership. In 2010, **abertis** contributed to this group's work mainly through two projects:

- By supporting the annual volunteer recruitment campaign and operation of the humanitarian relief and international emergency depot of the Red Cross in Catalonia. The latter involved support of aid delivery to the victims of the earthquakes in Haiti and Chile.
- The Atlantis VI youth camp held in France, the aim of which was social inclusion.

Despite the economic circumstances and budget constraints, partnerships with various agencies and organisations were maintained in crucial areas: cultural accessibility, social accessibility and socio-economic development, environmental conservation and training and research.

In 2010, the 32 companies included in the **abertis** CSR Plan made contributions to the community totalling EUR 7.8 million, which represents 1.2% of the consolidated net profit.

CONTRIBUTIONS TO THE COMMUNITY IN 2010 BY AREA OF ACTION



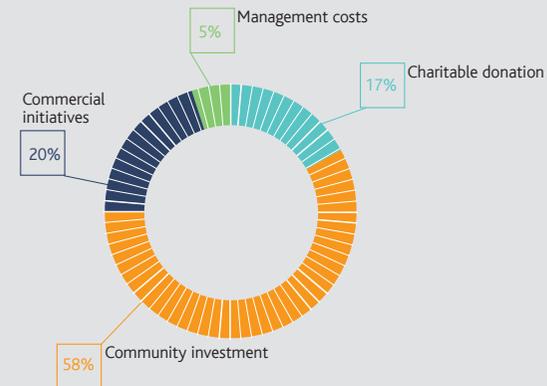
The London Benchmarking Group methodology and social action classification

The methodology developed by the London Benchmarking Group provides a common model that can be used by agencies to classify and manage their community initiatives. In addition to classification by geography, the LBG model identifies four types of community contribution according to motivation. Once classified, LBG methodology provides for the analysis of each initiative individually, by way of an input-output-impact matrix.

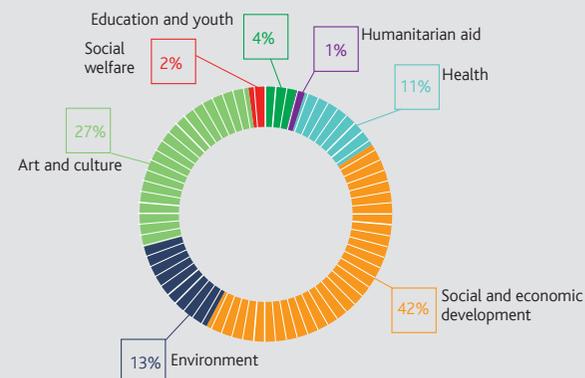
Contribution types are classified according to motivation as follows:

- Charitable donation: Includes one-off donations to a variety of social causes.
- Community investment: Includes contributions that are part of a long-term strategy to community organisations, to support community initiatives selected by the company and which are aligned with the company's interests and will serve to enhance its reputation.
- Commercial initiatives: Includes support for community initiatives that will directly support the company business, promoting its corporate brand identity and brand image.

LBG CONTRIBUTIONS IN 2010 BY TYPES



LBG CONTRIBUTIONS IN 2010 BY AREAS OF ACTION



10

Assurance report



A free translation from the original in Spanish. In the event of a discrepancy, the Spanish language version prevails.

INDEPENDENT ASSURANCE REPORT ON THE 2010 CORPORATE SOCIAL RESPONSIBILITY REPORT

To the Management Committee of Abertis Infraestructuras, S.A. (hereon, **abertis**)

Scope of our work

We have carried out our review of the following aspects of 2010 Corporate Social Responsibility Report (hereon, 2010 CSRR) of **abertis** for the year ended 31 December 2010:

- The adaptation of the contents of the 2010 CSRR to the Guidelines for preparing Sustainability Reports of the Global Reporting Initiative (GRI) version 3.0 (G3) (hereon, GRI-G3), and the validation of the core and additional performance indicators proposed in the Guidelines.
- The adaptation of the contents of the 2010 CSRR to the principles of inclusivity, materiality and responsiveness of Standard AA1000 AccountAbility Principles Standard 2008, issued by AccountAbility, Institute of Social and Ethical Accountability (hereon, AA1000APS (2008)).

The Management of **abertis** is responsible for the preparation of the 2010 CSRR and the information included therein, and the design, implementation and maintenance of the management and internal control systems from which the information has been obtained and the systems for the application of the AA1000APS (2008) principles. Our responsibility is to issue an independent report based on the procedures applied in our review.

Verification criteria and procedures

We have undertaken our review work in accordance with Standard ISAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information (Limited Assurance Engagements)* issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and the *Guidelines on reviews for Corporate Responsibility Reports* issued by the Spanish Institute of Chartered Accountants (*Instituto de Censores Jurados de Cuentas de España*). Furthermore, we have applied standard AA1000 Assurance Standard 2008 of AccountAbility, under a moderate Type 2 assurance engagement, in order to provide limited assurance on the core and additional performance indicators for 2010 and the application of the principles of AA1000APS (2008).

Our review has consisted in posing questions to Management and various units of **abertis** that have participated in the preparation of the 2010 CSRR, as well as the application of certain analytical procedures and sample-based testing, which, in general, are described below:

- Interviews with the personnel of **abertis** in order to ascertain the management approaches applied to obtain the necessary information for the external review.
- Interviews with the personnel of **abertis** in order to ascertain the management procedures, systems and approaches used in relation to the consideration of and compliance with the principles of AA1000APS (2008).

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- Analysis of the processes used in compiling and validating the indicators presented in the 2010 CSRR.
- Review of the effectiveness of the processes used in order to comply with the principles of AA1000APS (2008).
- Analysis of whether the contents of the 2010 CSRR are in line to the GRI-G3 Guidelines and with the principles of inclusivity, materiality and responsiveness of AA1000APS (2008).
- Review of the information related to the management approaches applied to each group of indicators.
- Verification, through sample-based testing reviews, of the quantitative and qualitative information regarding the core and additional indicators set down in the 2010 CSRR and whether they have been properly compiled on the basis of the data provided by **abertis'** information sources.

The scope of a review is substantially lower than for a reasonable assurance engagement, and, accordingly, provides less assurance. Under no circumstances can this report be construed as an audit report.

Independence

We have performed our work in accordance with the independence rules set down by the Code of Ethics of the International Federation of Accountants (IFAC). Our work has been carried out by a team of sustainability experts with a wide range of experience in reviews of reports of this kind.

Conclusion

On the basis of the results of our review, nothing has come to our attention that causes us to believe that the 2010 CSRR of **abertis** contains significant mistakes or has not been prepared, in all material respects, in accordance with the Sustainability Reporting Guidelines GRI, version 3.0 (G3).

Furthermore, nothing has come to our attention that causes us to believe that the 2010 CSRR of **abertis** has not been prepared, in all material respects, in accordance with the principles of inclusivity, materiality and responsiveness established under AA1000APS (2008). Specifically:

- In respect of the AA1000APS (2008) foundation principle of inclusivity, nothing has come to our attention that causes us to believe that the Management of **abertis** has not established a process for the involvement and participation of the stakeholders through which Management identifies who its stakeholders are and understands in a balanced and thorough manner what their expectations are and how to involve them.
- In respect of the AA1000APS (2008) principle of materiality, nothing has come to our attention that causes us to believe that the Management of **abertis** does not have a balanced understanding of the sustainability material issues that are relevant to the organisation and its stakeholders.
- In respect of the AA1000APS (2008) principle of responsiveness, nothing has come to our attention that causes us to believe that the Management of **abertis** does not have a process for providing the appropriate responses to relevant matters and the expectations of its stakeholders.

Recommendations

Additionally, as a result of our review, we would like to put forward certain comments and recommendations relating to areas for improvements in the application of the principles of



inclusivity, materiality and responsiveness that would be presented to **abertis** Management in an internal document. We set out below a summary of our most significant recommendations, which do not modify the conclusions expressed in this report.

Inclusivity

abertis is involved in ongoing dialogue with its stakeholders through the communication channels available in its different business areas. The analysis of stakeholder priorities should be extended to include, with the same level of detail, all stakeholders. Similarly, it is suggested that actions aimed at dialogue should continue to be promoted enabling the active involvement of stakeholders in the implementation of **abertis'** CSR strategy.

Materiality

abertis assesses the materiality and relevance of issues based on the annual survey of materiality performed by stakeholders, observations by the investor community, assessments of the main sustainability indices, reputation monitoring systems, stakeholder suggestions, interviews with business unit management team and customer and employee surveys. On the basis of all these actions, the systemised procedure should be consolidated to assess significant matters for stakeholders.

Responsiveness

The CSR Committee, made up of the CSR coordinators in each business unit, promotes and drives social responsibility in **abertis**. In 2010 this Committee met three times. It is recommended that the frequency of this Committee's meetings should be increased and the Committee should become more actively involved in the taking of CSR decisions in order to speed up the business unit response to stakeholder demands.

PricewaterhouseCoopers Auditores, S.L.

Ferran Rodríguez
Partner
1 June 2011

11. GRI Content index and Indicators

CONTENT	PAGE	COVER
1.- Strategy and analysis		
1.1.- Statement from the chairman.	3-4	●
1.2.- Description of the key impacts, risks and opportunities.	3-4; 4-9, 22-24, 28, 31, 32, 36, 38, 40, 42, 46-47, 50-51 AR; 119-121 AA	●
2.- Organisational profile		
2.1.- Name of the organisation.	5	●
2.2.- Primary brands, products and/or services.	20 AR	●
2.3.- Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	23, 24, 27, 28, 31, 32, 35, 38, 42, 47, 51 AR; 76-85 AA	●
2.4.- Location of the organisation's headquarters.	7 AA	●
2.5.- Number and name of countries where the organisation operates.	7-8	●
2.6.- Nature of ownership and legal form.	12-15 AR; 7, 94-97 AA	●
2.7.- Markets served (including geographical breakdown, sectors served and types of customers/beneficiaries).	7-8; 20-53 AR	●
2.8.- Scale of the reporting organisation, including number of employees, net sales, total capitalisation, and quantity of products or services provided.	21; 62-66 AR	●
2.9.- Significant changes during the reporting period regarding size, structure and ownership of the organisation.	6; 23, 24, 27, 28, 31, 32, 35, 38, 42, 47, 51 AR	●
2.10.- Awards received in the reporting period.	19	●
3.- Report parameters		
Report profile		
3.1.- Reporting period for information provided.	5	●
3.2.- Date of the most recent previous report.	5	●
3.3.- Reporting cycle.	5	●
3.4.- Contact point for questions regarding the report or its contents.	5	●
Report scope and boundary		
3.5.- Process for defining report content.	5-11	●
3.6.- Boundary of the report.	7	●
3.7.- State any specific limitations on the scope or boundary of the report.	7	●
3.8.- Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	7	●

CONTENT	PAGE	COVER
3.9.- Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	5-6	●
3.10.- Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	54	●
3.11.- Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	5-8	●
GRI content index:		
3.12.- Table indicating the location of the standard disclosures in the report.	89-96	●
Assurance		
3.13.- Policy and current practice with regard to seeking external assurance for the report.	6, 88	●
4.- Governance, commitments and engagement		
Governance		
4.1.- Governance structure of the organisation.	98-102 AA	●
4.2.- Indicate whether the Chair of the highest governance body is also an executive officer.	108 AA	●
4.3.- Number of members of the highest governance body that are independent or non-executive members.	98-100, 112 AA	●
4.4.- Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	14-15; 122-124 AA	●
4.5.- Linkage between compensation for members of the highest governance body, senior managers and executives, and the organisation's performance.	36; 102-104 AA	●
4.6.- Processes in place for the highest governance body to ensure conflicts of interest are avoided.	12 AR; 118-119, 128-129 AA	●
4.7.- Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics.	107-108 AA	●
4.8.- Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	12-13; 124-132 AA	●
4.9.- Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	12-18; 124-132 AA	●
4.10.- Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	102, 104, 127-128 AA	●
Commitments to external initiatives		
4.11.- Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	9-11, 12-17; 119-121 AA	●
4.12.- Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	18, 81-86	●
4.13.- Memberships in associations and/or national/international bodies supported by the organisation.	18	●
Stakeholder engagement		
4.14.- List of the stakeholder groups engaged by the organisation.	14	●
4.15.- Basis for identification and selection of stakeholders with whom to engage.	9	●
4.16.- Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	9-11, 14	●
4.17.- Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	10-11	●

GRI	Description	Page	Cover.	GC	MDG
ECONOMIC PERFORMANCE					
Information on the financial management approach		4-9, 62-69 AR			
EC1 (C)	Direct economic value generated and distributed	21	●		
EC2 (C)	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	52-54, 63-64	●	7,8	7
EC3 (C)	Coverage of the organisation's defined benefit plan obligations.	43	●		
EC4 (C)	Significant financial assistance received from government.	23, 25-26 AA	●		
MARKET PRESENCE					
EC5 (A)	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	39	●		
EC6 (C)	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation.	77-78	●		
EC7 (C)	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	39	●	6	
INDIRECT FINANCIAL IMPACTS					
EC8 (C)	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind or pro bono engagement.	81-87	●		8
EC9 (A)	Understanding and describing significant indirect economic impacts, including the extent of impacts.	80-86	●		
ENVIRONMENTAL PERFORMANCE					
Information on the environmental management approach		48-53			
MATERIALS					
EN1 (C)	Materials used by weight or volume.	62	●	8	
EN2 (C)	Percentage of materials used that are recycled input materials.	62	●	8,9	
ENERGY					
EN3 (C)	Direct energy consumption by primary energy source.	58-61	●	8	
EN4 (C)	Indirect energy consumption by primary source.	57-58	●	8	
EN5 (A)	Energy saved due to conservation and efficiency improvements.	53-54, 64	●	8,9	7
EN6 (A)	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	30, 53-54, 63	●	8,9	7
EN7 (A)	Initiatives to reduce indirect energy consumption and reductions achieved.	53-54, 63-64	●	8,9	7
WATER					
EN8 (C)	Total water withdrawal by source.	55-56	●	8	
BIODIVERSITY					

GRI	Description	Page	Cover.	GC	MDG
EN11 (C)	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	69	●	8	7
EN12 (C)	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	69	●	8	7
EN13 (A)	Habitats protected or restored.	70-71	●	8	7
EN14 (A)	Strategies, current actions, and future plans for managing impacts on biodiversity.	69-70	●	8	7
EMISSIONS, EFFLUENTS AND WASTE					
EN16 (C)	Total direct and indirect greenhouse gas emissions by weight.	54	●	8	7
EN17 (C)	Other relevant indirect greenhouse gas emissions by weight.	54	●	8	7
EN18 (A)	Initiatives to reduce greenhouse gas emissions and reductions achieved.	53-54	●	9	7
EN19 (C)	Emissions of ozone-depleting substances by weight.		NA ¹	8	7
EN20 (C)	NO, SO and other significant air emissions by type and weight.		NA ²	8	7
EN21 (C)	Total water discharge by quality and destination.	66	▶ ³		7
EN22 (C)	Total weight of waste by type and disposal method.	65	●		7
EN23 (C)	Total number and volume of significant spills.		NA ⁴	8	7
PRODUCTS AND SERVICES					
EN26 (C)	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	29-30, 49-54, 64, 67-68, 70-73	●	9	7
EN27 (C)	Percentage of products sold and their packaging materials that are reclaimed by category.		NA ⁵	9	7
COMPLIANCE					
EN28 (C)	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	50	●	8	7
OVERALL					
EN30 (A)	Total environmental protection expenditures and investments by type.	48; 56 AA	●		7
SOCIAL PERFORMANCE (LABOUR PRACTICES)					
Information on the labour practices and work ethics management approach		32-46			
EMPLOYMENT					
LA1 (C)	Total workforce by employment type, employment contract and region.	32-33	●		
LA2 (C)	Total number and rate of employee turnover by age group, gender, and region.	33	▶ ⁶	6	
LA3 (A)	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	43-44	▶	6	3

GRI	Description	Page	Cover.	GC	MDG
LABOUR / MANAGEMENT RELATIONS					
LA4 (C)	Percentage of employees covered by collective bargaining agreements.	33	●	1,3	
LA5 (C)	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	33	●	3	
OCCUPATIONAL SAFETY AND HEALTH					
LA6 (A)	Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programmes.	45	●		5,6
LA7 (C)	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	45	▶ ⁷		
LA8 (C)	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.		NA ⁸		6
TRAINING AND EDUCATION					
LA10 (C)	Average hours of training per year per employee by employee category.	35	▶ ⁹		3
LA11 (A)	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	35-36	▶		3
LA12 (A)	Percentage of employees receiving regular performance and career development reviews.	35	●		3
DIVERSITY AND EQUAL OPPORTUNITY					
LA13 (C)	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	32-33, 40; 14 AR	▶ ¹⁰	1,6	3
LA14 (C)	Ratio of basic salary of men to women by employee category.	39	▶ ¹¹	1,6	3
SOCIAL PERFORMANCE (HUMAN RIGHTS)					
Information on the human rights management approach		12-13, 77-79			
INVESTMENT AND PROCUREMENT PRACTICES					
HR1 (C)	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	77-78	▶ ¹²	1,2,4 5,6	3
HR2 (C)	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	77-78	▶ ¹³	1,2,4 5,6	
NON-DISCRIMINATION					
HR4 (C)	Total number of incidents of discrimination and actions taken.		NA ¹⁴	1,6	3
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
HR5 (C)	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.		NA ¹⁵	1,3	3

GRI	Description	Page	Cover.	GC	MDG
CHILD LABOUR					
HR6 (C)	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.		NA ¹⁵	1,5	
FORCED AND COMPULSORY LABOUR					
HR7 (C)	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.		NA ¹⁵	1,4	3
SOCIAL PERFORMANCE (SOCIETY)					
Information on the society management approach		12-13, 15, 80-81, 86			
COMMUNITY					
SO1 (C)	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	81-87	●	1	8
CORRUPTION					
SO2 (C)	Percentage and total number of business units analysed for risks related to corruption.	12-13	●	10	
SO3 (C)	Percentage of employees trained in organisation's anti-corruption policies and procedures.	12-13, 37	●	10	
SO4 (C)	Actions taken in response to incidents of corruption.		NA ¹⁶	10	
PUBLIC POLICY					
SO5 (C)	Public policy positions and participation in public policy development and lobbying.	15	▶ ¹⁷	10	
COMPLIANCE					
SO8 (C)	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	27, 45, 50, 81	●		
SOCIAL PERFORMANCE (PRODUCT RESPONSIBILITY)					
Information on the product responsibility management approach		24-27			
CUSTOMER HEALTH AND SAFETY					
PR1 (C)	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	26-30	●		
PRODUCT AND SERVICE LABELLING					
PR3 (C)	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	25-27	●		
PR5 (A)	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	25-26	●		
MARKETING COMMUNICATIONS					
PR6 (C)	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		NA ¹⁸		

GRI	Description	Page	Cover.	GC	MDG
CUSTOMER PRIVACY					
PR8 (A)	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	25	● ¹⁹		
COMPLIANCE					
PR9 (C)	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	27	●		

Symbology: AR (Annual Report), AA (Annual Accounts), ● if coverage is total, ◐ if coverage is partial, GC (Global Compact), MDG (Millennium Development Goals)

1 Not applicable, as it is not significant due to the nature of activities of the **abertis** Group.

2 Not applicable, as it is not significant due to the nature of activities of the **abertis** Group.

3 The wastewater discharges in **abertis** are diffuse and therefore difficult to quantify. We are currently establishing a system for estimating this information and hope to publish it in future reports in the medium to long-term.

4 Not applicable, as no significant accidental spills have occurred.

5 Not applicable due to the nature of activities of the **abertis** Group.

6 It has not been possible to assure the segregated information, and therefore only the aggregate information has been published, since this has been verified.

7 As regards the breakdown by region, we are currently consolidating this information and hope to publish it in future reports in the medium term.

8 Not applicable as there is no evidence of significant serious diseases requiring the creation of specific programmes.

9 Concerning the breakdown by professional category, the percentage of coverage is not 100% in all the professional categories. We have specified the extent of the indicator's coverage in each case, and we are working to obtain 100% coverage in future reports in the short-term.

10 Considering the nature and location of **abertis**'s activities, the information relating to minority groups is not considered material, according to the expectations of the stakeholders.

11 **abertis** wages are set based on professional categories and the Management by Objectives Programme. The salary is confidential information.

12 As regards specific information about the percentage of agreements, we are currently compiling the information of the different countries (the Group's size makes it difficult to compile this specific information) and we hope to publish it in future reports in the medium-term.

13 As regards specific information about the percentage of distributors and contractors, we are currently compiling the information of the different countries (the Group's size makes it difficult to compile this specific information) and we hope to publish it in future reports.

14 Not applicable as no incidents of discrimination occurred in 2010.

15 Most of **abertis**'s activities are performed in OECD countries, and therefore there is no significant risk of human rights violations. Furthermore, **abertis**'s code of conduct, which applies to all the Group companies and extends to suppliers and contractors, explicitly includes adherence to the principles of the United Nations Global Compact.

16 No applicable as no incidents of corruption have occurred.

17 **abertis** Group does not promote participation in lobbying activities. There are countries in which said practices are carried out within the framework of a proactive relationship with the public authorities.

18 Not applicable as there are no state laws or voluntary codes for the sector.

19 No complaints have been received concerning breaches of privacy or the loss of personal data.

12

GRI statement



Statement GRI Application Level Check

GRI hereby states that **abertis infraestructuras, S.A.** has presented its report “2010 Corporate Social Responsibility Report” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 27 May 2011

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The “+” has been added to this Application Level because abertis infraestructuras, S.A. has submitted this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 18 May 2011. GRI explicitly excludes the statement being applied to any later changes to such material.

