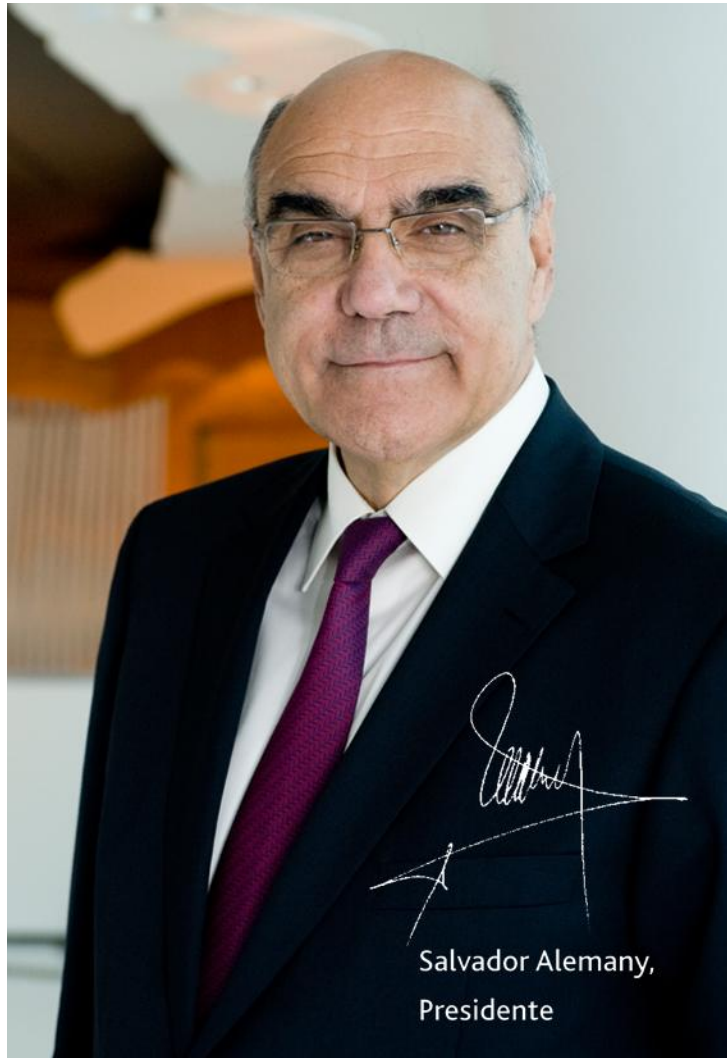


Corporate Social Responsibility Report **13**

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1. PRESIDENT'S LETTER



Dear readers, representatives of the different Abertis stakeholder groups,

It is my pleasure to present the eleventh edition of the Corporate Social Responsibility Report, which summarises the organisation's performance in the economic, social and environmental settings, in line with the main international standards. This report completes the organisation's accountability exercise for the year, along with the Annual Report, the Annual Accounts, the Annual Corporate Governance Report and the 2013 Fundación Abertis report.

Evolution in the setting of social responsibility has been reflected in work related to the Spanish CSR Strategy and the Spanish National Action Plan for Business and Human Rights, along with the progress of the European accountability directive on environmental, social and good governance information, and the approval of the new international reporting guidelines from Global Reporting Initiative (GRI). Accordingly, once again in 2013 we renewed our commitment with the United Nations Global Compact and we also participated in the work sessions held by the Human Rights Office of the Ministry of Foreign Affairs and Cooperation in connection with the National Action Plan for Business and Human Rights.

Thus, in the transition process towards the new GRI social responsibility reporting standard, the full integration of the Brazilian and Chilean toll roads is reflected in the data included in the report, in which all the information is broken down by country, in an effort to introduce the new concession companies and their actions in such a way that their impact on the Group's global performance can be analysed. These have also been taken into consideration in the extension of the carbon footprint calculation, into which new indirect emission categories have been incorporated to reflect emissions derived from the entire life cycle of management activities and use of infrastructures and telecommunications.

The code of ethics, a tool which embodies the Group's commitments to its workforce, has been extended with the drafting of the specific regulations in Brazil and the application of the Chilean regulations to the new concessions. Continuous training and professional development, communication and workplace health and safety are the core areas of involvement of a team that has grown considerably and which is the basis of Abertis' activity.

Road safety is a key element in the provision of our services, in addition to guaranteeing service quality and innovation efforts focused on improving the services provided. Emergency protocols,

improvements in infrastructures and awareness-raising campaigns are the principal tools focused on reducing accident rates, involving all stakeholders and acting on each of the variables that have a bearing on road safety.

Castellet Castle, headquarters of Fundación Abertis, has been selected as one of UNESCO's main Centres for Mediterranean Ecosystem Biosphere Reserves. This will allow the coordination of different Mediterranean Ecosystem Biosphere Reserve network activities and documentation resources on sustainability in natural spaces, as well as with the environmental services of the Biosphere Reserves and sustainability indicators for the network.

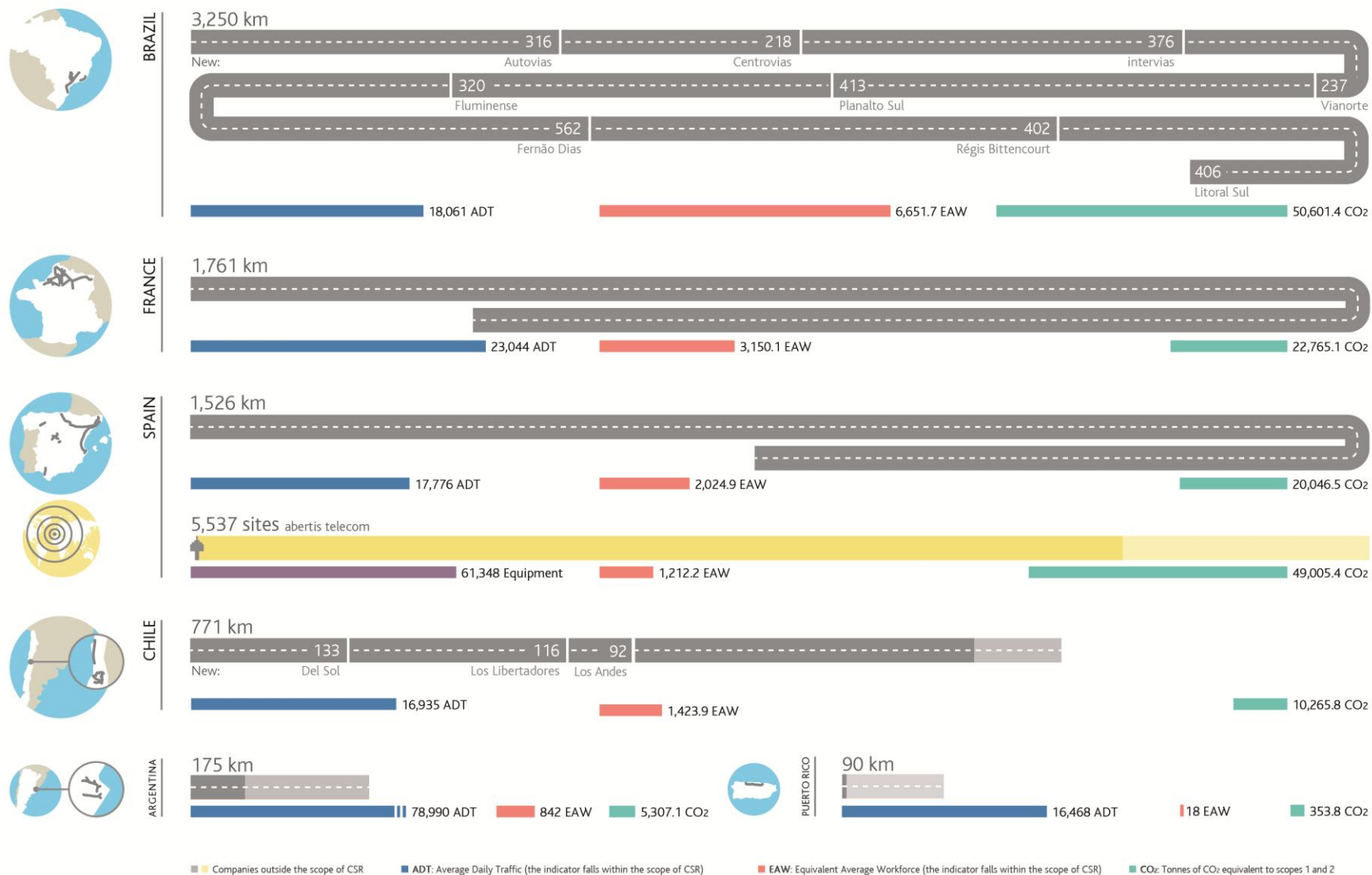
There are also other examples of community relations in those countries where the Group operates. Noteworthy is the "Viva Meio Ambiente" campaign in Brazil, which has been recognised by the Chico Mendes Environmental Education centre, as well as the road safety initiatives carried out with educational centres on an international level. The ongoing work of the Abertis chairs, along with the internationalisation of corporate volunteer day activities, is consolidating long-term projects whose scope has increased in line with the Group's development.

Consequently, in 2013 Abertis was awarded the Bronze distinction in the RobecoSAM Sustainability Yearbook, and was included in a number of different investment indices which analyse environmental, social and good governance aspects, including the Dow Jones Sustainability Index (World and Europe), STOXX and EUROSTOXX Sustainability. The Group's performance in social responsibility, always hand-in-hand with the long-term development of the project, is consolidating a stage which will help lay the foundations for responding to stakeholders' demands.

Concepts such as natural capital, circular economy and social innovation, among others, form part of the systemic vision of social responsibility which, in the same way as the biosphere, recognises that there are interrelations which are vital for the long-term development and maintenance of ecosystems, as well as for what happens in these ecosystems in the short term.

The systemic relationships that arise in the biosphere extend the traditional linear view, offering new challenges linked with the recognition of the interactions between all the stakeholders that are interrelated in the Abertis biosphere. Although it is not always clear, this identification helps to increase our resilience, elasticity and tolerance, made necessary by the complexity of the setting in which we operate, thus allowing more shared value to be created for all stakeholders.

MAIN FIGURES FOR ACTIVITIES MANAGED BY ABERTIS



3. CHARACTERISTICS OF THE REPORT

This Corporate Social Responsibility (CSR) report covers the period between 1 January and 31 December 2013. Once again this year, it showcases the different aspects of Abertis' CSR performance and, along with the Annual Report, the Annual Accounts, the Annual Corporate Governance Report and the Foundation's report, forms part of the documentation which provides stakeholders with an overall view of the principal economic, social and environmental setting impacts on Abertis' activities in the different countries in which it operates.

Any enquiries regarding the content of the report, or on the methodologies employed to prepare it, may be submitted by e-mail to sostenibilidad@abertis.com, the address provided for this purpose and available to all stakeholders.

CSR report content and principles

This report and its contents have been prepared pursuant to version 3.1 of the Guidelines established by the Global Reporting Initiative (GRI), for application level A+. The sector supplement relating to airport activity has been excluded, as it is no longer applicable to Abertis' activities, while the pilot version of the Telecommunications sector supplement has been maintained.

Also taken into account in the preparation of this report were the principles established by the United Nations Global Compact, of which Abertis is an affiliated organisation, along with the principles established by the organisation Accountability (APS), whose guidelines are taken into consideration in the information verification process, pursuant to the requirements stipulated in the AA1000 Assurance Standard (2008). Similarly, the information included in this report has been adapted to the requirements of the Carbon Disclosure Project, the Dow Jones Sustainability Index and the LBG methodology for the measurement, management and communication of social action and sponsorship.

Methodology used to compile information

At an aggregate level, the social responsibility database is the principal management and monitoring tool for Abertis' social responsibility and it is here where, on an annual basis, all the business units included in the scope of the strategic CSR Plan report the information that will make up the CSR report. The database evolves progressively, adapting to the structure of the Group, while the improvement proposals received after each accountability and information verification period are incorporated.

In this regard, a number of new features were added in 2013, of which the following are especially worthy of note:

- The inclusion into the database of the new organisations which now form part of the Group in Brazil and Chile, comprising 12 concession companies of considerable size. The incorporation of these organisations has resulted in the need to adapt the associated indicator manuals, along with the start of a diagnostic process to identify the principal impacts and incorporate these new units into the materiality analysis process currently under way.
- At the same time, work has started on adaptation to the new GRI Sustainability Reporting Guidelines (G4) and to the ISO 26000 Standard, in a transition process which is expected to last 2 years. This adaptation process requires the formalisation of a materiality analysis, which will be the basis for presenting the contents of the report in addition to incorporating new indicators and extending the scope of the information on certain specific matters, such as Corporate Governance and supplier relations.

Information presentation

In recent years, the structure and presentation of the Abertis CSR report has remained constant, though the 2013 edition includes a number of modifications regarding the presentation of certain data in order to allow comparison with previous years.



Accordingly, the historical data for 2011 and 2012 have been recalculated, excluding airport activity, to show the development of the Group's current structure. The information has also been broken down by country and activity, allowing its analysis over time, particularly in relation to the inclusion into the accountability process of the concessions in Brazil and Chile, and increasing the comprehensiveness of the information presented.

The information relating to environmental performance includes the analysis concerning the turnover for the scope of the CSR report, along with the values relating to the activity indicator — the Average Daily Traffic (ADT) for toll road activity, and the number of units for Telecommunications activity. In the case of the Headquarters, the indicator relating to activity was prepared on the basis of the equivalent average workforce.

The Average Daily Traffic (ADT) figures for Chile, Argentina and Puerto Rico do not correspond to those presented in the Annual Report, as the scope of the CSR report is different. In each case, the limitations on the scope have been stated where the information appears, along with the notes resulting from the verification process.

In order to adjust the activity indicator to the true situation of the Telecommunications services, in this report the number of units has been used as an activity indicator. This indicator comprises the aggregate of its own units used for the provision of the service and those which are owned by customers and maintained by Abertis, including DTT, FM and radio link equipment, satellite signal reception equipment, fibre optics equipment and Wi-Fi or WiMAX data communication equipment. The activity indicator has been recalculated for 2011 and 2012 for comparative purposes.

The practical experiences include those examples most representative of initiatives in the different settings, and include ongoing initiatives along with new projects conducted in different countries throughout the year.

	Activity indicator	Definition
	Average Daily Traffic (ADT)	Total number of vehicles by kilometres travelled over a given time period, divided by the length of the toll road and multiplied by a given number of days. This indicator is calculated using infrastructures for which Abertis is the concession holder.
	Units	Total number of units used in the provision of services, both owned and third-party maintained by Abertis.

Activity data (adjusted to the scope of the report)				
	Country	2011	2012	2013
Toll roads Average Daily Traffic (ADT)	Brazil			18,061
	France	23,575	22,899	23,044
	Spain	20,938	18,752	17,776
	Chile ¹	12,348	13,503	16,935
	Argentina	76,916	76,995	78,990
	Puerto Rico	16,972	17,867	16,468
Telecommunications Number of units	Spain	54,305	60,643	61,348

¹ The 2013 figure includes the new concessions in Chile and excludes Autopista Central.

Carbon footprint calculation methodology

The information relating to Abertis' carbon footprint is adapted to the requirements of the Carbon Disclosure Project, in which Abertis participates annually through the publication of a specific questionnaire.

In this regard, the calculation of the carbon footprint has been extended to include all available information corresponding to the three scopes defined in the GreenHouseGas Protocol and applying the criteria established in the Corporate Value Chain (Scope 3), Accounting & Reporting Standard, which classifies Scope 3 emissions into 15 categories. The inclusion of each of the categories has been analysed on the basis of their application to Abertis' activity and the availability of the necessary information.

Additionally, the sources incorporated into the calculation of the carbon footprint in the historical data for 2011 and 2012 have been extended, thus recalculating the footprint for said years. In this regard, the calculation for this year includes:

- The extension of purchased materials (category 1)
- The extension of waste incorporated into the calculation (category 5)
- The inclusion of the category of use of goods and services (category 10)

The category analysis has identified those which are not applicable for Abertis' activities, along with those which are, but for which the information needed for including them into the calculation is currently available. These data will be extended in future reports. Detailed information on climate change can be reviewed in the CDP questionnaire published annually by Abertis.

The footprint has been recalculated for the annual historical data, adjusted to the organisation's current situation. Furthermore, the historical information has been estimated with a view to comparing the data and analysing their evolution.

The emission factors used in the calculation come from recognised sources, including the Intergovernmental Panel on Climate Change (IPCC Guidelines 2006), the UK Department for Environment, Food and Rural Affairs (DEFRA), the International Energy Agency (CO2 Highlights), the Environmental Defense Fund (ACV), the Ecoinvent database (ACV) and the French Base Carbone database.

In the case of France, a country with specific legislation in this matter, emission factors established by the country itself have been used, which correspond to the factors of the Base Carbone database.

Information verification

All information, as well as the data contained in the report, has been revised by Deloitte, thus helping to increase the comprehensiveness and rigour of the data presented. The Independent Review report and the conclusions of the audit process appear in Chapter 11, along with the specific reference per indicator which has been added in the GRI indicator index.

The report has also been revised by the Global Reporting Initiative (GRI), which confirms that it meets the requirements for an A+ application level. The statement issued by the GRI is included in Chapter 13

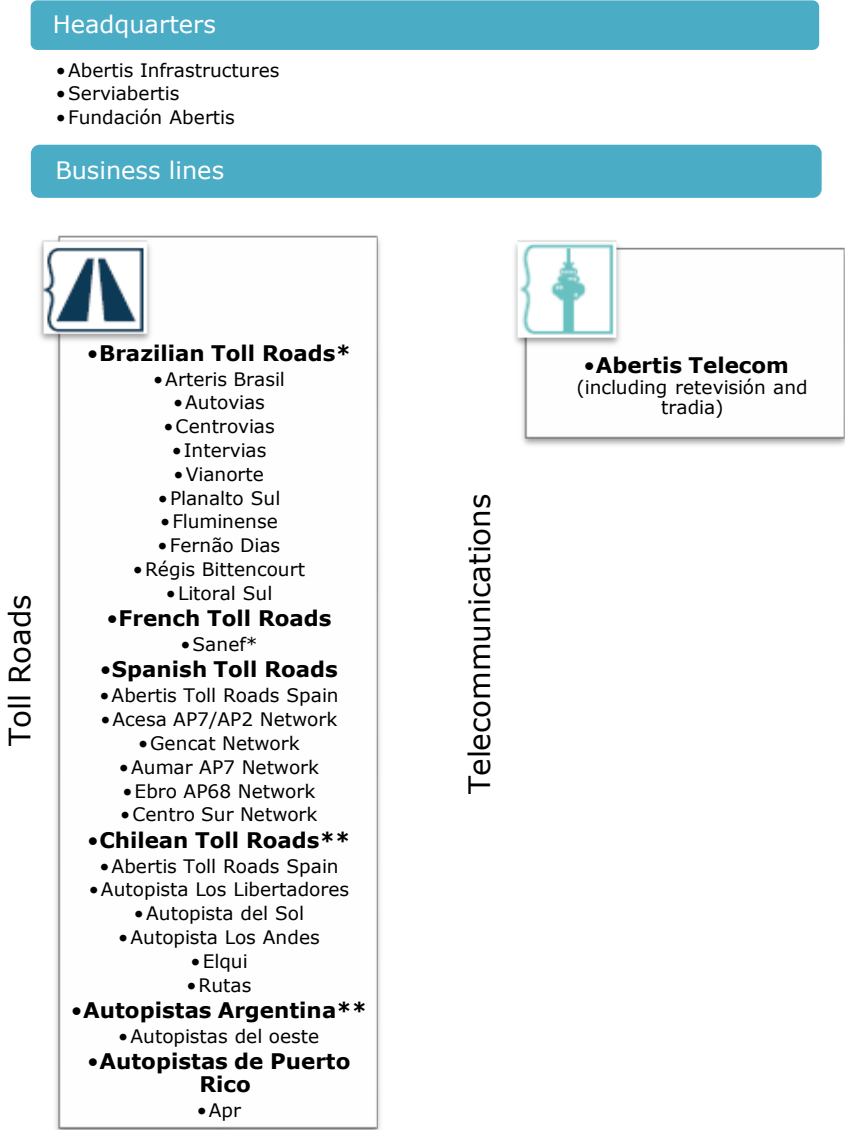
Coverage

The toll road management model affects the coverage of information and the management of the impacts derived from the activity. The toll road activities over which Abertis has control include the operation and maintenance of the infrastructure. Some of the services are provided through external contracting and tendering, which means that Abertis has the capacity to influence decisions and can take action on certain types of impact through the inclusion of specific contract clauses.

The coverage of this report reflects the organisational changes that took place in 2013. Thus this report includes 93.4% of Abertis' total turnover², there having been substantial modifications in the business units included.

During 2013, 12 new concessions became part of the scope, 9 in Brazil and 3 in Chile, and all the airport subsidiaries were excluded.

² The following companies are not included: Abertis tower, Abertis Mexico, GICSA, Santoll, Sanef Tolling, Sanef ITS-Technologies the subsidiaries thereof across the world, Sanef Operations Limited UK, Eurotoll Central Europe, TC Flow Tolling, Gestora del Espectro, Abertis Telecom Brasil, Adesal Telecom, Consultek, Hispasat, Autopista Central and the multi-group companies Trados 45 and Areamed 2000.



* Latina Manutenção de Rodovias and Latina Sinalização de Rodovias are included. Sanef includes Sanef, Sanef Aquitaine, Sanef ITS Op Ireland, Sapn, Eurotoll, SEA14 and Bip & Go.
**The corresponding operators are included: Gco, Opsa, Gesa, I2000 and Oitral.

Coverage and context of sustainability

The report covers a total of six countries in Europe and the Americas. Abertis' international dimension has a direct bearing on the Group's concept of sustainability, taking into account, on one hand, the local setting, and on the other, applying a global approach when identifying impacts related with sustainability. Thus, the CSR strategy entails acting locally in the different countries and communities where Abertis operates, taking into account the local impact, at the same time as it presents its performance within the wider context of sustainability.

Relevance and participation of stakeholders

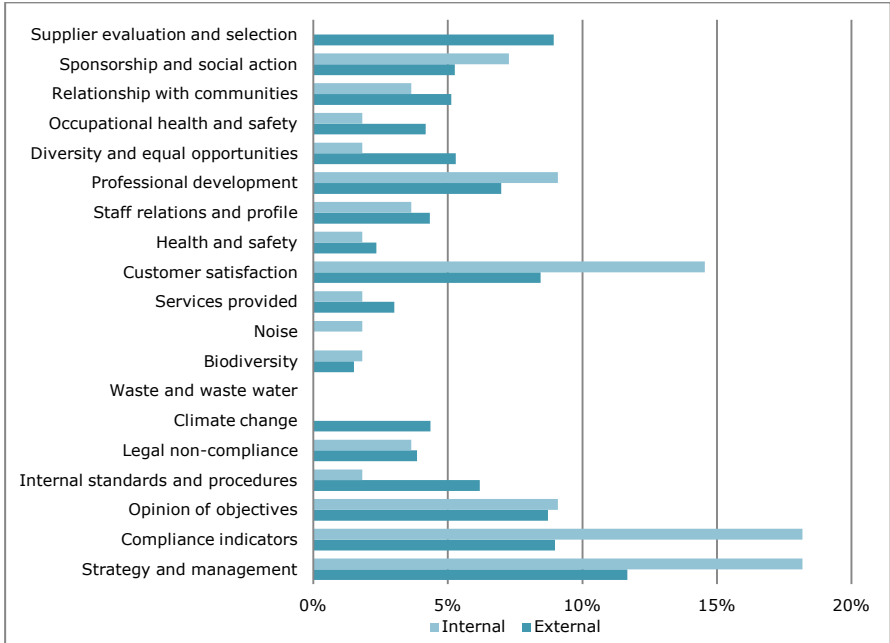
The most salient issues in the area of sustainability are identified and prioritised through different channels of communication, in a constant effort focused on obtaining verified information and stakeholder participation.

The transition process towards the new sustainability reporting framework (G4) includes the preparation of a specific materiality exercise into which the new concessions have been included. This transition has meant that the results obtained in the materiality survey carried out during the process of drafting the 2012 CSR report have been retained as valid.

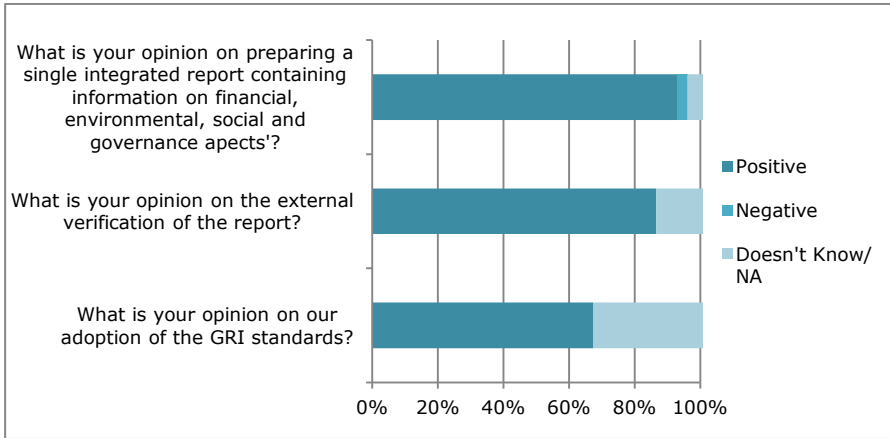
The survey includes nine statements to be evaluated by stakeholders on a scale of 1 to 4 according to the extent to which they agree with each of them. A second evaluation deals with the report's five most important subject matters, and stakeholders are also asked to indicate what type of format they would prefer for the CSR report, along with other aspects such as evaluating the adoption of the GRI standard, the external verification of the report and the possibility of preparing an integrated report containing financial, environmental, social and good corporate governance information.



Priority areas identified in the survey

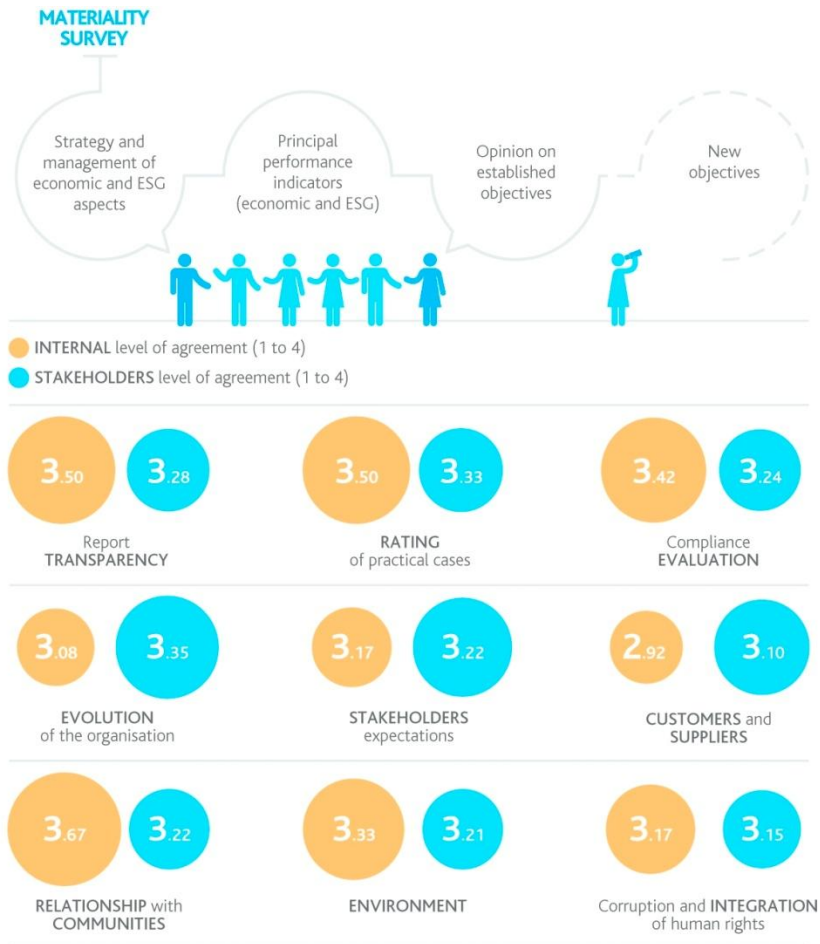


Opinion of surveyees



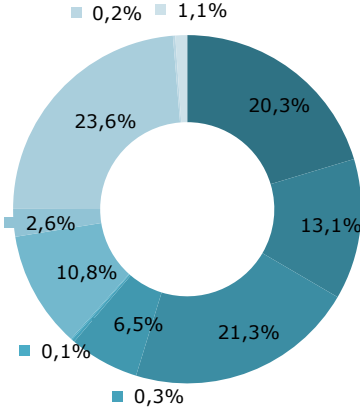
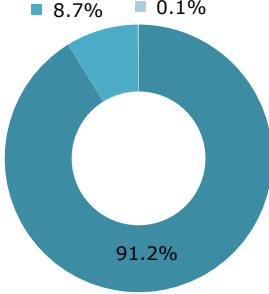
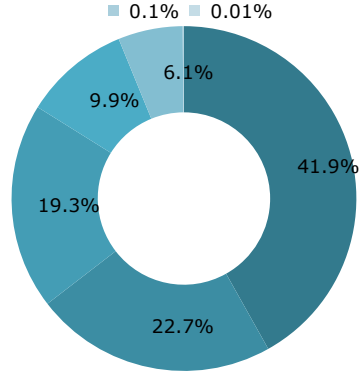
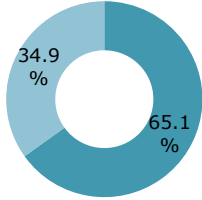
Materiality Matrix

The infographic forms part of the summary of the 2012 CSR Report available on the Abertis website, and displays the evaluations of both the organisation's groups of stakeholders and its management groups regarding each of the aspects deal with in the survey. This makes it possible to view the degree of divergence in the evaluation of each of the aspects, reflected in the size of the circumference.



4. THE TRIPLE BALANCE SHEET: AN OVERVIEW

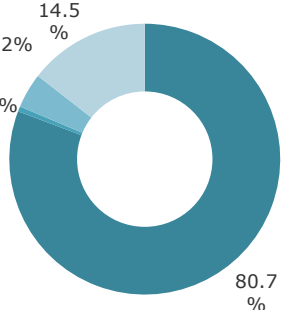
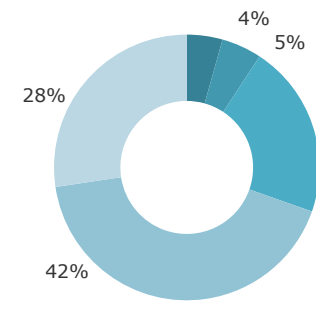
ABERTIS' ACTIVITY		SOCIAL ENVIRONMENT- HUMAN TEAM
Examples of practical experiences	<p>ACTIVITY CUSTOMERS and SUPPLIERS</p> <p>Ensuring the provision of service and customer satisfaction are key elements in the organization. Quality management systems, emergency plans, relationship with suppliers, all together with the new services developed by each of the business units, contribute to the continuous improvement cycle.</p>	<p>EMPLOYEES</p> <p>Beyond ensuring full compliance with the legislation of the different countries in which it operates, contributes to its development by promoting ongoing dialogue, appropriate social measures ahead with the investment in training, internal communications, equality of opportunities and health and safety.</p>
	<p>2013</p> <p>ISO26000/G4 Socially responsible investment indices and other tools Development and improvement of toll road services Innovation development Road safety improvement measures New Telecommunications services Providing the Group with social value</p>	<p>I Abertis Toll Roads Spain Business Unit Agreement "Talent": competence-based management system Growing talent in Abertis Abertis Campus Communication and collaboration for effective internationalisation Abertis obtains the Bequal Seal Mission Hándicap Workplace health and safety actions on Abertis toll roads Practices for ensuring the health and safety of Telecom personnel</p>
	<p>2012</p> <p>CSR conference Socially responsible investment indices and other tools Development and improvement of customer services on toll roads New Telecommunications services Road safety on toll roads Airport customer satisfaction SARTRE Project Providing the Group with social value The "Meet the buyer" session returns to Luton Airport Implementation of a new electronic negotiating tool</p>	<p>"Talent": competence-based management system "Abertis Campus": a step forward in the improvement of management development programmes Technology and collaboration for effective internationalisation Certificate of Excellence in Diversity Mission Hándicap</p>

ABERTIS' ACTIVITY					SOCIAL ENVIRONMENT – HUMAN TEAM			
Main indicators	Distribution of the economic value created³  <ul style="list-style-type: none"> Suppliers Staff expenses Financial expenses Corporation tax Environmental expenses Investment in social action Dividends Other Amortisations Provisions Reserves 		Turnover  <ul style="list-style-type: none"> Toll Roads Telecommunications Headquarters 		Workforce at 31/12  <ul style="list-style-type: none"> Brazil Spain France Chile Argentina Puerto Rico USA 			
	Average Daily Traffic (ADT) on toll roads ⁴ : 19,563	Km of managed toll roads: 7,291.8 ⁴	Number of telecommunications units: 61,348	Presence in 6 Latin American and European countries	Percentage of workforce with permanent contract: 93.7% Men 95.9% Women 89.7%	Retention rate: Women 77% Men 99.4%	Workforce at 31/12  <ul style="list-style-type: none"> Men Women 	
	Quality management system implanted in 92.4% of business turnover	83 road safety campaigns carried out	6,769 queries and opinions handled by the Shareholders' Office	98.7% of purchases from local suppliers	Average training hours: 12.6 Men 13.1 Women 11.7	Turnover rate: 21.3% Women 20.9% Men 21.5%		
					389 meetings with 54 works councils EUR 1,696,347 invested in non-work-related activities	12.6% women in executive positions and 22,2% in management positions	Workforce with disability through direct or indirect recruitment: Spain: 2.5% France: 6.5% Brazil: 1.9%	78.9% of turnover covered by a health and safety system

³ The added value statement has been prepared on the basis of Abertis' consolidated P&L account (including the percentage of turnover, which is outside the scope of this report).

⁴ This corresponds to the scope of the report and differs from the value corresponding to the total for the Group and published in the Annual Report.

ENVIRONMENTAL PERFORMANCE		SOCIAL ENVIRONMENT – COMMUNITY RELATIONS		
CSR Strategic Plan	<div><h2>ENVIRONMENT</h2><p>The continuous improvement cycle is based on the mangement systems according to ISO 14001 standards. Mitigation of climate change, waste generation and management, biodiversity management and noise, as well as raising environmental awareness are the main working areas.</p><p>1 Minimizing environmental impact</p><p>7 Promoting and systematizing dialogue channels</p></div>		<div><h2>COMMUNITY</h2><p>Local communities feel both the direct and indirect economic, social and environmental impacts. Its consideration is included in the company vision and values, its aim being to establish medium and long-term ties that will improve the welfare of the communities.</p><p>6 Becoming involved with the community and social fabric</p><p>7 Promoting and systematizing dialogue channels</p></div>	
	Examples of practical experiences	<div><div>2013</div><p>Abertis Telecom and Smart Cities iCity Project 2013 Chico Mendes Socio-Environmental Award Energy savings and efficiency plan Improvement in waste and waste water management the Fundación Abertis headquarters, new UNESCO Mediterranean Biosphere Reserve centre Implementation of an environmental liability recovery programme Environmental training and awareness-raising</p></div> <div><div>2012</div><p>Abertis telecom and Smart Cities Appraisal of the second year of "Paquet Vert" Energy saving and efficiency plan Improvement to airport accesses Promotion of Via-T and carpooling Improvement in waste water management Reuse of electrical and electronic waste E-invoice Luton surface water management plan Sanef biodiversity audit Promotion of biodiversity on toll roads The impact of noise in airports Travis, a tool for consulting noise levels Aristos continues raising environmental awareness in Abertis</p></div>	<div>Abertis Chairs Road safety awareness-raising on the street Road Safety in schools "5th Volunteer Day" Abertis with culture and heritage Abertis and its commitment to the community</div> <div>Abertis Chairs Creation of the Road Behaviour Observatory Corporate volunteer plan Promotion of tourism around toll roads Abertis, a member of the community Patronage of the Dalí exhibition in the Pompidou Centre Sponsorship conference</div>	

ENVIRONMENTAL PERFORMANCE						SOCIAL PERFORMANCE – COMMUNITY RELATIONS	
Main indicators	81.1% of turnover is covered by an established environmental management system	EUR 13.6 million invested in the environment	37.5 t of CO ₂ emissions per million euros of turnover (scopes 1 and 2)	167 m ³ of water consumption per million euros of turnover	76 MWh of electricity consumption per million euros of turnover	247 meetings held with 63 community associations	EUR 6.5 million invested in social action, equal to 1.1% of consolidated net profit
	6,157 litres of liquid fuel consumption per million euros of turnover		298,698 t of waste generated, of which 91% has been treated	86% of km subjected to noise study	37% of operations carried out using VIA-T	LBG contribution by types  <ul style="list-style-type: none"> Money Times In kind Management costs 	Contribution to the community by fields of activity  <ul style="list-style-type: none"> Training/research Environmental conservation Mobility and Road Safety Socio-economic development-social accessibility Cultural accessibility
	Relative indicators based on activity	Toll roads (ADT)	Telecommunications (Units)	Headquarters (thousand workers)			
	CO ₂ emissions by activity (t) Scope 1 and 2	5.47	0.80	8.38			
	CO ₂ emissions by activity (t) Scope 3	528.72	0.04	3.47			
	Water consumption (m ³)	34.67	0.16	46.91			
	Electrical consumption (MWh)	7.46	2.60	27.98			
	Natural gas consumption (MWh)	0.32	0.0026	0.08			
	Liquid fuel consumption (litres)	1,268.49	16.05	81.26			

5. ABERTIS AND CORPORATE SOCIAL RESPONSIBILITY

STRATEGIC LINE 7: Promoting and systematising dialogue channels

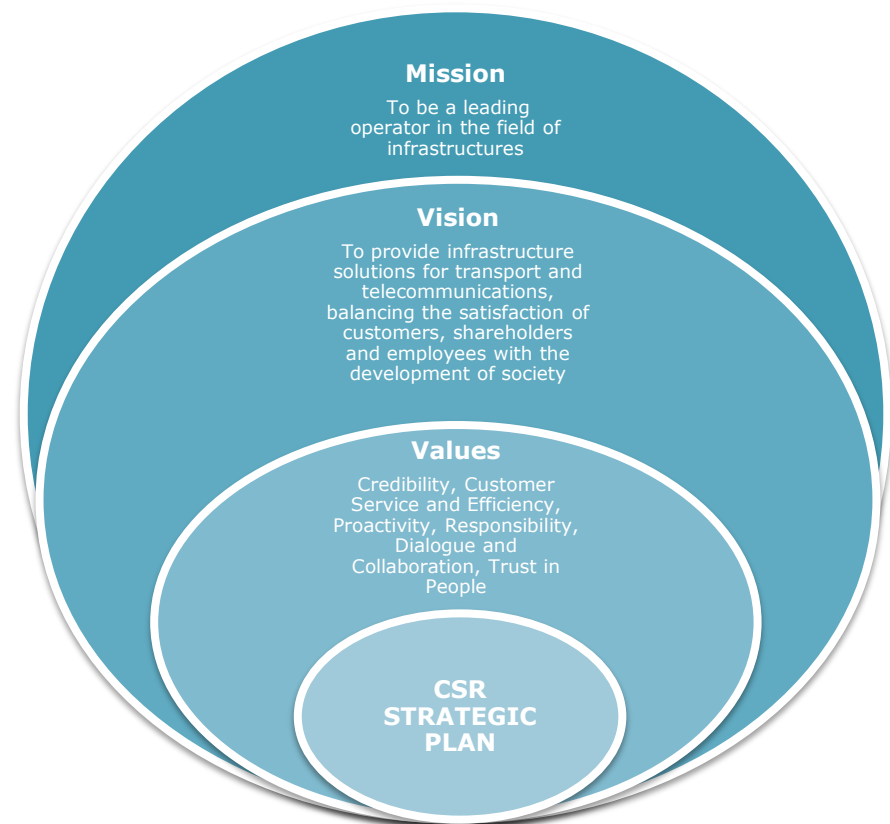
STRATEGIC LINE 8: Guaranteeing monitoring and control in the implementation of the CSR Strategic Plan

Abertis has been a member of the United Nations Global Compact since 2005, endorsing its principles, which are related with the protection of human rights and the fight against corruption, in addition to adopting other external initiatives which have made it possible to work on the management of different aspects of the organisation's social responsibility. The progressive deployment of the CSR strategy has its roots in the formalisation of the Strategic Plan, along with the CSR Policy back in 2003. Since then, it has been the road map to be followed for performance in the social and environmental settings.

The tools which comprise this set of rules also include the following: the Code of Ethics and the Regulations derived from the same, adapted to the legislation and local setting in each country; the Corporate Supplier Approval and Continuous Assessment Regulations, which establish the basic requirements to be implemented by all Group companies in their respective supplier approval procedures; and the Fraud and Corruption Risk Management Standards and Procedures.

In 2013 work started on the process of adopting the fundamental principles and matters to the ISO26000 Social Responsibility Standard, in a gradual adaptation project scheduled to last for 2 years, thus updating the CSR action plan to the new standards that have been developed and the current make-up.

Additionally, the Code of Ethics Regulations were drawn up and published for Brazil and work is continuing on criminal risk management, compiling evidence on the controls existing within the Group and detecting new actions to be carried out. In this regard, e-learning training on criminal liability prevention has been implemented, aimed at the employees and management of Abertis infrastructures and telecom, which will be extended to Spanish Toll Roads in 2014, along with the encouragement of regulatory compliance, and work in continuing on the Group's control mechanisms to adapt it to the new legal requirements at the national and international levels.

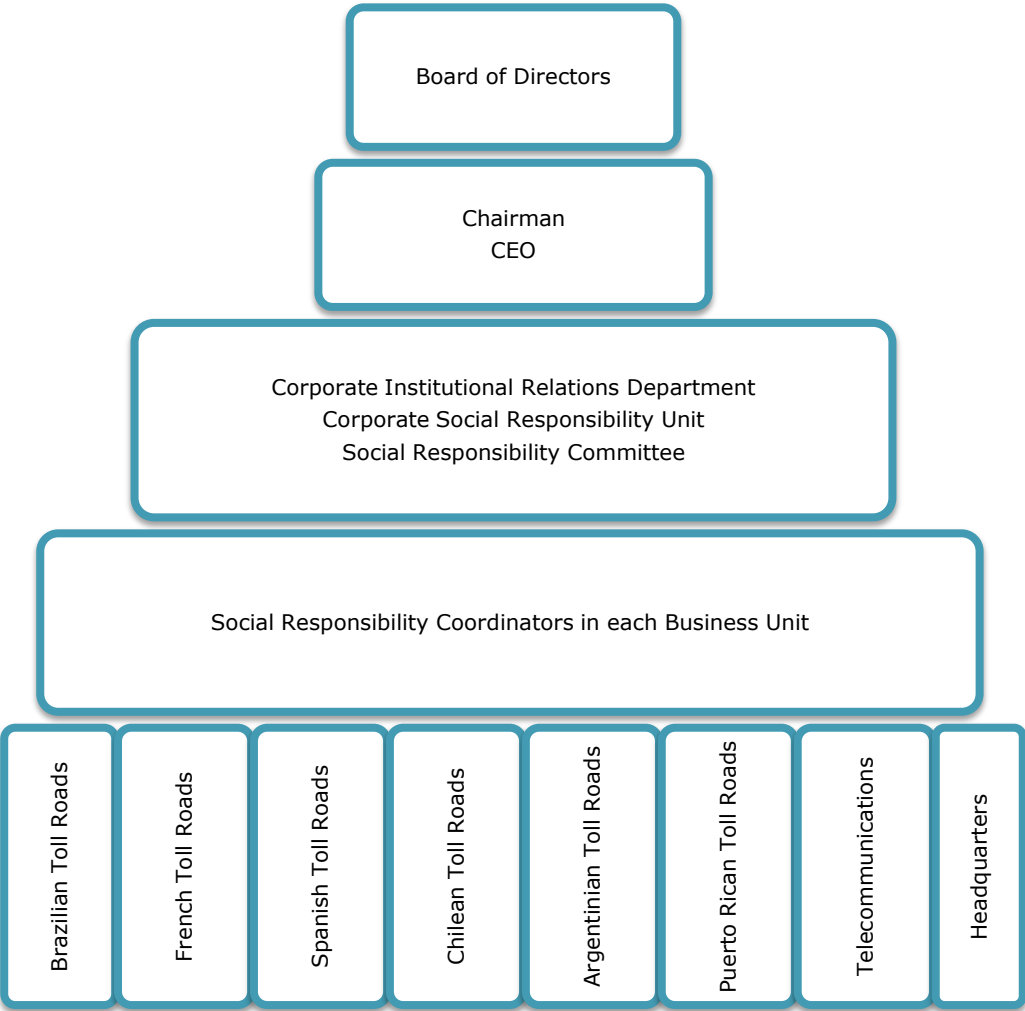


CSR management and design structure

The Abertis CSR Committee coordinates the monitoring of the different lines of action in the CSR Plan. In this regard, the management systems in place make it possible to establish certain common objectives and processes which affect the different aspects related with social responsibility, facilitating unified control and giving rise to the CSR practices introduced.

Throughout 2013, the CSR Committee held 2 meetings to monitor the set of different CSR actions carried out, to review the improvement opportunities derived from the preparation of the 2012 social responsibility report, and to deal with aspects related to the transition process to the GRI G4 Guidelines and the ISO 26000 Standard.





Similarly, the CSR Committee encourages communication with the different stakeholders of each business unit, through the different channels and tools established. It is made up of the heads of CSR in each business unit and, reporting directly to the organisation's top governing body, it promotes social responsibility in Abertis.



Main channels of communication and dialogue with stakeholders.

The process of involving stakeholders in the organisation requires the consolidation of effective dialogue channels. In Abertis, the specific channels for the different stakeholders are:

 <p>SHAREHOLDERS and INVESTMENT COMMUNITY</p>	<ul style="list-style-type: none"> - Briefings, meetings (Investor Day). - Press releases. - Shareholders' Office. - Shareholder Hotline. - E-mail/ordinary mail. - Website. - Shareholders' Magazine. - General Shareholders' Meeting.
 <p>WORKERS</p>	<ul style="list-style-type: none"> - Internal communication plan. - Intranet 2.0. - Internal publications. - Correspondents. - Works councils and legal representation. - Ethical Channel.
 <p>CUSTOMERS</p>	<ul style="list-style-type: none"> - Attention to customers' requirements through the marketing and commercial departments. - Information offices and 24-hour customer care line. - Specific on-site and interactive customer care points on toll roads. - Specific quality surveys. - Complaint and suggestion forms. - Communication via radio, print media and internet, social networks, mobile telephone. - Magazines, specific websites, on-line bulletins. - Telecommunications Service Desk.

 <p>COMMUNITY</p>	<ul style="list-style-type: none"> - Membership of different community associations and groups. - Participation in national and international organisations promoting CSR. - 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. - Fundación Abertis. - Social Networks
 <p>SUPPLIERS</p>	<ul style="list-style-type: none"> - Communication to promote widespread observance of the Code of Ethics and good practices among suppliers. - Supplier approval system.
 <p>PUBLIC AUTHORITIES</p>	<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.
 <p>MEDIA</p>	<ul style="list-style-type: none"> - Publications and communication with the media. - Continuous two-way attention. - Social networks.

Communication with the investment community

The Investor Relations Department centralises and coordinates initiatives aimed at encouraging communication with the investment community, responding to the different expectations expressed and providing information on the organisation's progress.

One of the commitments included in the Strategic Corporate Responsibility Plan, in addition to maintaining the policy of paying dividends to shareholders, is to guarantee transparency for the investment community. Accountability is offered through those documents, among others, which include all the detailed financial and corporate governance information, including the Annual Report, the Corporate Governance Report and the Annual Accounts, as well this report.

The principal communication channels set up for bidirectional communication are, in addition to the General Shareholders' Meeting, the Shareholder Hotline, the corporate magazine, meetings with investors and the investor relations section on the Group's website.

The General Shareholders' Meeting, held on 20 March 2013, was attended by 5,891 voting shareholders, holding 69.5% of the share capital. Shareholders with a digital signature were able to appoint proxies via the company website, as well as by traditional means.

In 2013, the Shareholders' Office received a total of 6,769 communications, of which 54% were received by ordinary mail, 41% by telephone and 5% by e-mail.

The Investor Day, held in Rio de Janeiro on the 9th and 10th of September, was attended by the Group's entire management team, along with 150 investors and international analysts. Other activities carried out with institutional investors and analysts in 2013 included 353 meetings with investment institutions (managers), visits to 29 cities, the drafting of 49 communiqués to the investment community, and 57 Relevant Facts remitted to the National Securities Market Commission (CNMV).



Institutional relations: Favouring value creation processes

The results of value creation processes are based on the profitability of available resources. An organisation's intangible assets are those non-material elements a company can resort to in order to foster an environment of confidence and dialogue, among other things, and to create close, respectful relationships between the organisation and its stakeholders, thus improving the processes of generating value for business activities on the basis of systematically developing relational skills at an institutional level.

A company's reputation is generated from day to day through the perception that all its activities generate among its stakeholders, and especially in the minds of the individuals that make them up. These perceptions, which derive from the experience of interaction with the different facets of an organisation, are also managed through public relations, international relations, public affair management strategies, interaction with consular bodies and, of course, through social action and patronage. All this forms a true strategy of global and local institutional relations, the principal aims of which include improving the perceptions of stakeholders and increasing emotional capital in the company's pool of intangible assets.

To respond to the needs arising from Abertis' internationalisation process, the Corporate Institutional Relations Department is globally active in facilitating and promoting the Group's business processes from a relational perspective, through dialogue and relations with stakeholders in the different countries. An important part of this process is extending the Fundación Abertis' activities to wherever the Group conducts its business.

External organisations and recognition

Abertis is a member of a number of different international social responsibility organisations, and it participates in certain benchmarking indices and initiatives specific to ESG settings.



Red Pacto Mundial
España



Throughout 2013, the organisation's performance was recognised by a number of stakeholders through the following awards:

- Bronze Distinction for Abertis in the annual sustainability report issued by RobecoSAM.
- Brazil received the Chico Mendes Award, which recognised the quality of the "Viva Meio Ambiente" Environmental Education Programme.
- The "Etirole de l'Europe" prize was awarded to France Toll Roads for the Safetrip project, an innovative initiative which opens up new perspectives regarding the connectivity of vehicles for improving road safety.
- The Association of Telecommunications Engineers of Navarra awarded the 2013 ITelNa company of the year prize to Telecommunications, for its contribution to the development of telecommunications in Navarra.

Practical experiences

The process of adapting to ISO 26000 and G4

Since the advent of CSR in Abertis, the concept and management tools have been constantly developing and maturing thanks to CSR management within the organisation. One of the key aspects of social responsibility management is accountability, which in addition to contributing to transparency, makes it possible to contribute to relations with the organisation's different interest groups. Accordingly, the preparation of the CSR report is one of the basic elements of this accountability and relationship with stakeholders.

The most widely used international standard for preparing CSR reports is the one developed by the Global Reporting Initiative. It includes transversal and sector-specific references, with specific indicators linked to different economic, social and environmental aspects. In addition to GRI there are also others standards, for example the Carbon Disclosure Project and the requirements included in the Dow Jones Sustainability Index. The contents of the Abertis CRS Report have been progressively adapted to the evolution of these standards. In this regard the GRI report preparation standard has evolved, with the publication in 2013 of the G4, the latest version which incorporates significant changes in connection with drawing up reports.

It focuses the reporting process chiefly on the materiality analysis, on the basis of which those material aspects most relevant for the organisation in terms of their impact on sustainability, irrespective of the phase in the life cycle in which this arises, need to be identified. It therefore requires detailed information on material aspects to ensure that reports focus more closely on the specificities of each activity and organisation. Throughout 2013 Abertis worked on the materiality analysis, mainly on internal work, and it will continue to do so throughout 2014, involving the different stakeholders, with the aim of adapting the CSR report to the new G4 standard. This materiality analysis will also include the new countries in which Abertis has a presence, to allow it to lay the foundations for the process of updating the CSR action plan, meeting the requirements of ISO 26000.

ISO 26000 was published in 2011 by the international ISO organisation and establishes guidelines for social responsibility management in organisations. It is not a certifiable standard; it identifies the fundamental issues for social responsibility and sets out the road map which organisations must take, along with stakeholders, to integrate social responsibility into their activities. It is an international social responsibility standard and has been taken into account in both the materiality analysis and in the work on updating the CSR action plan, along with those standards to which Abertis is affiliated, including the United Nations Global Compact.

Socially responsible investment indices and other tools

The analysis of economic, social and environmental aspects in investment valuation has given rise to a number of different tools for translating aspects of ESG performance management into the language required to incorporate them into decision making. Some of these tools include investment indices specific to this setting, such as the Dow Jones Sustainability Index (World and Europe categories), or the STOXX Europe Sustainability and EURO STOXX Sustainability indices, into which Abertis was included in 2013.

Then there is the Carbon Disclosure Project (CDP), which is specific to climate change and aimed at the investment community. Abertis participates annually in the evaluation and benchmarking of carbon footprint management performance by providing a specific report on the CDP website which can be accessed by all stakeholders. On the basis of this information, the CDP publishes a benchmarking report using two specific indices: the CDPLI and the CDPPI.

6.ABERTIS' ACTIVITY: A SERVICE FOR BOTH CUSTOMERS AND SOCIETY

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

STRATEGIC LINE 7: Promoting and systematising dialogue channels

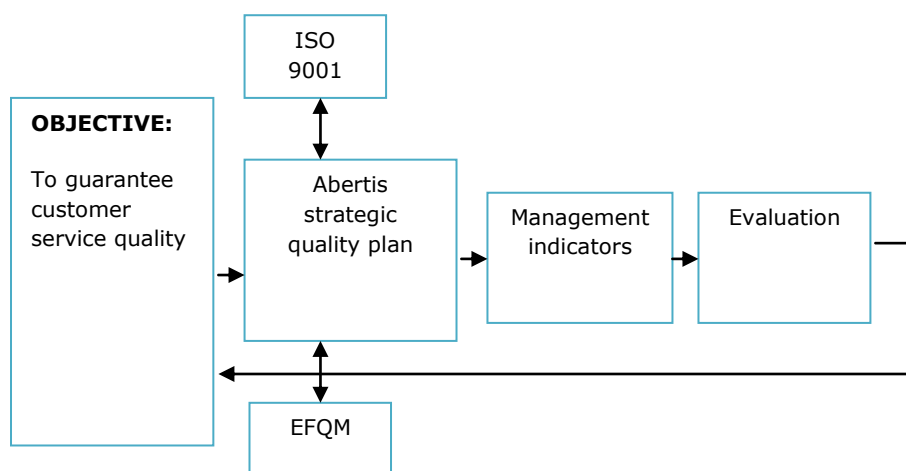
Policy	Main features	Practical experiences 2013
Maintaining a close relationship with customers and ensuring their satisfaction.	Quality management and service improvement	<ul style="list-style-type: none">• Evolution and improvement of toll road services• Innovation development
	Road safety on toll roads	<ul style="list-style-type: none">• Measures for improving road safety



6.1. Quality management and service improvement

Policy

Abertis is constantly implementing improvements aimed at maintaining its infrastructures in optimal conditions and offering a high-quality service focused on customer satisfaction.



Performance

Abertis has quality management systems based on ISO 9001 and on the EFQM excellence model, with an approach based on continuously improving processes. The methodology established allows us to manage our day-to-day operations in terms of customer satisfaction, to carry out annual evaluations using satisfaction indices and to establish improvement measures.

ISO 9001 certification level

Activity	Country	Scope	2011	2012	2013
Toll roads	France ⁵	France Toll Roads	✓	✓	✓
	Spain	Spain Toll Roads	✓	✓	✓
	Argentina	Autopistas del Oeste	✓	✓	✓
Telecommunications	Spain	Abertis Telecom	✓	✓	✓
Headquarters	Spain	Serviabertis	✓	✓	✓

Some of the concessions in Brazil and Chile are currently in the process of systematising their quality management. A large part of our toll roads in Brazil have an ISO 9001-backed management system, in some cases incorporating aspects from ISO 9004. In Chile, medium-term implementation objectives have been set.

Quality management system

		2011	2012	2013
% of turnover (over the total for the scope of the report)	Implemented	97.06%	95.88%	92.41%
	In progress	2.08%	3.22%	2.02%
	TOTAL	99.1%	99.1%	94.4%

Thus, 92.4% of the turnover included in the scope of the report has a quality management system, the variation of which is due chiefly to the recent incorporation of the new concessions.

⁵ French toll roads certification does not cover all the Group's activities.

Spain Toll Roads have made progress in continuous improvement, and after having obtained certification for their integrated management system for a second year running, in 2013 they deployed an innovation management system. In this regard, a common methodology has been established for improving information on all innovative projects received, both internally and externally, and for managing these efficiently, encouraging their continuous development within the organisation.

Furthermore, Telecommunications has renewed the concession awarded by the Management Excellence Club to its EFQM quality management system with a 500+ seal. The organisation also has the following certifications: ISO 16600 for R&D&I management; ISO 27001 for information security; ENAC 17025 for conducting tests on digital terrestrial television receivers and video signal quality measurements.

The monitoring of regulatory compliance regarding aspects related with the supply and use of products and services is one of the elements of the quality management system which aims to ensure compliance with the legislation in this matter. No fines were received in this regard during 2013. With reference to the fine received by Telecommunications in 2012 from the National Competition Commission, which is currently under appeal, there were no significant events to modify the situation in 2013.

During 2013 Abertis carried out initiatives aimed at improving the services provided, as well as at developing new services, improving road safety and establishing new channels of communication, among others, thus complying with the objectives set.

Customer services

Improvements to the service offered to users and the launching of new products for customers are the cornerstones of Abertis' continuous improvement policy.

Of the different initiatives implemented during 2013 and linked to the continuous improvement cycle, special mention should be made of those which, as part of the customer orientation strategy, are aimed at improving channels of communication. In this regard, a number of initiatives carried out on toll roads focused on digital communication channels, with the creation of new websites or the improvement of previously existing ones, through user surveys to improve their browsing experience and to respond to their specific demands. The Information Systems targeted at professionals also underwent improvement.

Regarding the improvement in customer care in Telecommunications, work was conducted on implementing a new incident management tool as a way to consolidate continuous improvement in the operation of the service.

The services provided by Abertis include the following:

- **Continuous assistance services**
 - 24-hour customer care telephone service.
 - Personalised corporate service channel.
- **On-site assistance services**
 - Pre-hospital medical care or mechanical assistance in the event of an accident.
 - Tow truck service.
 - On-site breakdown assistance and repair services for industrial vehicles in Truck Parks.
 - Traffic control.
- **Travel planning services**
 - Promotion of tourist destinations in the areas surrounding the network through partnerships, as well as cultural and environmental publications.
 - Web-based carpooling service.
 - Activities aimed at specific customer groups in certain rest areas (play centres, thematic initiatives, etc.).
- **Customised information services**
 - Remittance of text messages to customers who request them, informing on the state of certain infrastructures.
 - Availability of information on the mobile web through a mobile phone app which allows traffic information to be viewed on these devices, along with other uses.

- Remittance of e-mails to customers with information on safety campaigns, road works, tourism and studies carried out.
 - Panels with updated information on travel times and routes, potential build-ups and traffic conditions.
 - Specialised publications and websites: autopistas.com website, *Link Autopistas* and *Link Truckers* magazines.
 - Interactive information points in service areas with information of interest.
- **Service payment-related services**
 - Electronic platform for accessing bills, copies of bills and toll booth receipts sent via e-mail to Vía-T customers.
 - Discounts for frequency, journey and type of user (private individuals or professionals) for the use of electronic toll payment (Vía-T).
 - Free installation of electronic toll payment device, replacement owing to windscreen breakage or re-installation owing to sale of the vehicle.

Emergency policies and procedures

Continuity in the provision of Abertis' service is a key element, particularly owing to its public utility. This is precisely why the development of emergency management procedures aims to guarantee a reaction which minimises the impact of interruptions to services for different stakeholders in cases of emergency.

In the different counties in which Abertis operates the toll-road network, the measures necessary to guarantee road safety and minimise the effects on traffic flow, in the event of contingencies on the toll roads, have been deployed:

- **Brazil:** These include specific initiatives for extraordinary situations involving partial interruption to the service in the toll-booth operation manuals, where the procedures to be followed in the event of emergencies are established to minimise the effect on the service.

- **France:** An improvement plan for crisis management procedures has been implemented. This contemplates different lines of action, including dealing with broken-down lorries, operational crisis management, operational coordination on the ground, information-gathering mechanisms, information dissemination, customer relations management and providing assistance to individuals. This Plan is currently in the pilot phase during the 2013-2014 period.
- **Spain:** There is a Business Continuity Plan, which was updated in 2013, in the setting of critical processes: motorway administration, collection and invoice management. There are also emergency management plans, self-protection plans and operations manuals, and simulations are carried out.
- **Chile:** There are Service Regulations which describe levels of criticality in the event of an emergency and indicate the procedures to be carried out.
- **Argentina:** The procedure that guarantees the concession company's operability in critical situations provides for setting up a Crisis Committee for coordinating control, contention, restoration and damage mitigation actions, envisaged in those emergency situations which, owing to their nature, give rise to a risk and make the assignment of extraordinary resources necessary to minimise the effects of the situation.
- **Puerto Rico:** There is an emergency manual that sets out the procedures to be followed in the event of natural disasters.

In the case of Telecommunications, there is a Business Continuity Plan which guarantees suitable levels of service and establishes the actions to be taken in the event of safety emergencies in the installations. In connection with this, a General Emergency Plan has been established along with a Procedure to be followed in the event of healthcare incidents or emergencies.

The headquarters office in Barcelona has emergency management procedures. These form part of the plan for the logistics park in which it is located, along with the procedures linked to the environmental management system used.

Customer confidentiality and security

The setting of customer confidentiality and security management differs from country to country, as it is subject to regulations in numerous countries. In this way Abertis complies with the established legislation and conducts all actions required to guarantee customer confidentiality and security.

In the case of Brazil, the legislation pertaining to data protection is in the initial phases of development, with a draft Data Protection Bill pending approval.

In France, both the Civil Code and the Data Protection Act of 6 January 1978, along with the doctrine of the Commission Nationale de l'Informatique et des Libertés (CNIL), protect the information companies process on their customers and employees.

In Spain, the Data Protection Act (LOPD) establishes the obligations that individuals responsible for files or entrusted with the treatment of data must comply with to guarantee the right to personal data protection. As well as legal compliance, Telecommunications has obtained ISO 27001 certification, subsequent to an implementation process initiated in 2008, which provides a specific setting for information security management.

Chile regulates the treatment of personal data in records and databases with Law 19.628, applicable to both public bodies and private individuals, providing a specific framework for information security management. Similarly, in Argentina, the provisions contemplated in Law 25.326 provide comprehensive protection for data contained in files, records, databases or other technical resources for the treatment of data.

Principal channels of communication and dialogue with customers

During 2013 a total of 2.7 million euros was invested in actions linked to communication with customers.

The principal channels through which the organisation establishes communication and dialogue with customers are as follows:

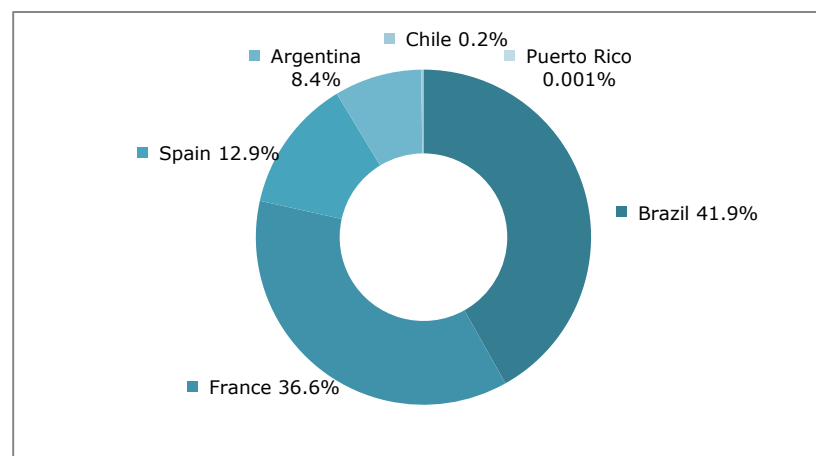
- On-site communication channels: on-site service points for users, interactive information points, claims and suggestion forms and a suggestions box in service areas.

- Remote communication channels: information lines, e-mail for customers; customer accounts manager (Service Desk in telecommunications); social networks and communication services via mobile phones and bluetooth technology; "Truck Tweet" twitter Channel for transport professionals and "Sanef_autoroute" or "Sapn_autoroute"; and information services via radio or variable message panels on toll roads.
- Information channels: websites including on-line information, as well as questionnaires and forms for signing up for discounts; magazines, information leaflets and on-line bulletins; messages via different written media.

In 2013 a total of 1,220,138 communications were received through the different channels, 99.1% of which were dealt with. The communications received were up 53% on the previous year, owing to the broadening of the report's scope.

The highest volume of communications received from customers was in Brazil, followed by the concession companies in France. The majority of these were queries (95.8 %), followed by 4.1% complaints and under 0.1% suggestions. The overall distribution was different in Chile, where there were fewer queries than complaints.

Number of communications received by country



The matters most frequently addressed in the queries received were requests for information on tolls and refunds or on the services offered, and in the case of complaints and suggestions, these concerned conservation and maintenance work on the infrastructure, blockages on the roadway and tailbacks at toll booths.

Enquiries, complaints and suggestions		
	2013	
	Received	Dealt with
Queries	1,169,064	99.1%
Complaints	50,615	99.6%
Suggestions	459	100%

Customer satisfaction index

Specific initiatives were carried out in each country with a view to evaluating customer satisfaction and continuously improving the quality of the services provided.

Customer satisfaction index			scale from 0 to 10
	2011	2012	2013
France Toll Roads	7.6	7.8	7.8
Spain Toll Roads	7.1	7.1	6.8
Telecommunications	8.1		8.7

In Brazil, face-to-face surveys were carried out with users to determine their level of satisfaction with regard to the infrastructure. The results showed that the most highly valued elements were the state of the road surface and signposting. An on-line evaluation and satisfaction tool is scheduled for implementation.

The concession companies in France once again conducted their annual satisfaction survey of users' opinions on the services provided, monitoring the evolution of opinions and helping to evaluate the customer policy implemented.

In Spain the satisfaction survey comprised two phases — qualitative and quantitative. The former was aimed at obtaining more in-depth information and testing the questionnaire, while the latter was conducted through an incentivised survey of 3,000 customers, which included the following main areas: preparation of the journey, making the journey, characteristics of the roadway itself, service areas and contact with Abertis.

Chile is currently in the process of defining a customer satisfaction evaluation mechanism as part of the joint quality systematisation process, and in Argentina a survey has been conducted to analyse different variables relating to the service and facilities.

Additionally, in the biennial survey carried out by Telecommunications, a number of face-to-face interviews and on-line surveys were conducted with customers, depending on the level of relations with the company, and the results show that 87% of those surveyed were satisfied or highly satisfied with the service provided.

Continuous improvement cycle

For 2014 a number of different objectives have been established in those countries where Abertis operates, among which the following are worthy of mention:

Toll Roads:

- **Brazil:** The gradual computerisation of the quality system, a further step towards its systematisation, which will improve management efficiency and pave the way towards certification. Increasing customer satisfaction is another of the objectives set, and to this end a number of different actions have been defined, aimed at improving response times for complaints, suggestions and user requests; as well as the deadlines for settling refunds; reducing average waiting and toll payment times, as well as arrival times for tow trucks and ambulances; and with the commitment to carry out maintenance and conservation work within 24 hours of the need being detected. All this is intended to enhance safety and convenience, offer a rapid and efficient service and improve accessibility to traffic-related information.
- **France:** The deployment of the *Satisf'aire* application throughout the entire French network allows monthly reports on quality levels in service

and rest areas to be obtained. Focused on service quality leadership, work has been under way since April on developing a tool for effectively exploiting collected data and for addressing any anomalies detected in the different areas, in order to apply the necessary corrective measures.

- **Spain:** Further integration of Customer Relationship Management, implemented in 2013, and the registered customer area on the Website. With regard to the system's quality tool for dealing with instances of non-compliance, work is being carried out to provide access from the different networks to thus manage the points to be improved more effectively where the instance of non-compliance occurs. Another point of improvement is related to reducing the impact that environmental incidents occurring on the roadway may have on the service. Work is also under way on a plan of action to improve internal warehouse management.
- **Chile:** Service quality objectives have been set that cover compliance with the annual conservation plan, improving response times for assistance or emergencies on the road, improving the quality of customer care by personnel, evaluating customer satisfaction in relation to the services provided, and establishing efficiency criteria in all processes. To attain these objectives, especially relevant are those actions aimed at strengthening the technical platform of the Quality Management System (QMS), scheduled for definitive implementation in early 2015.

- **Argentina:** Continuing with the progress made in previous years, it is planned to increase the use of electronic toll payment in total traffic.

Telecommunications:

- The actions identified in the 2013 Improvement Plan also include those from previous years which are still under way, such as the continuation of the SIRA project (Network and Services Inventory), and the CARMINA project, whose improvement objectives for this year focus on evaluating functional processes and initiatives.

Launched in 2012, the FAMA Project, which deals with the adaptation of operational control and legal requirement parameters, was completed in 2013 with improvements in the evaluation of environmental aspects.

Other aspects prioritised in the 2013 Improvement Plan have affected the EFQM model, the Contracting Plan and the invoicing process. A new incident management tool for improving the ITIL model in corporate incident management was implemented throughout 2013. In 2013 this system was launched with a pilot scheme for a small service segment, and the implementation of the system and the new operational procedures associated to this process is scheduled for 2014. Summing up, of the actions scheduled for the 2013 Improvement Plan, 50% were completed, while the remainder will continue to be implemented during 2014.

Practical experiences

Evolution and development of toll road services

Abertis provides all the resources needed to offer the best possible service and to ensure that motorway travel is convenient, safe and comfortable. Throughout 2013, a number of different initiatives were carried out in this regard:

- The implementation of the latest technologies in the toll booths where Abertis operates means that users can be offered better attention and toll road use can be as convenient and smooth as possible. This means that customers have a number of payment method options open to them: electronic toll or satellite, credit card, debit card, contact-free cards, or payment in cash, in both manual and unmanned lanes. The introduction of cutting-edge systems, such as free-flow, a barrier-free system that increases the flow of traffic at toll booths, exists alongside anti-fraud or incident resolution systems, all designed to improve the user experience. In Brazil, 22 million registered vehicles have already been fitted with active electronic toll payment devices, and the aim is to reach 80% of all payments made with these devices, which will allow the free-flow system to be deployed on express and urban toll roads.
- France has launched a new car pooling advertising space, in "Paris-Oise", joining the four previously existing ones. This project, which forms part of the European strategy to promote the efficient use of infrastructures, also helps to reduce vehicle emissions and to improve the services offered to toll road users. Four principal actions have been taken: the creation of a 103-space carpooling car park, a 124-space parking area for heavy vehicles, the updating of infrastructures for convenience and the renovation of tollbooth station no. 9 at Pont-Sainte-Maxence on the A1 toll road, with the installation of the electronic toll payment service, thus improving traffic flow, comfort and service quality.
- Spain has launched a new assistance service aimed at professional customers in Truck Parks, areas exclusively for the use of hauliers that the company provides on the AP-7 toll road. The new "Truck Service" offers an on-the-ground assistance and breakdown repair service, as well as industrial vehicle maintenance. This means that hauliers can deal with any vehicle-related problems without having to come off the motorway and then be on their way. All this helps to improve road safety, at the same time as it guarantees the security of the professionals and the cargo they are transporting.
- Improving the current communication channels and opening up new digital channels are measures aimed at facilitating access to services and communication between the customer and the company. Along these lines, in Spain Abertis has made use of the main travel websites, along with a paid instant messaging mobile phone app and other specialist travel and leisure media, to launch a campaign to promote the motorway as the safest option for travelling. These new channels have also made it possible to advertise new product and service features to new segments of potential customers.
- Chile has developed a new highly functional website for Rutas del Pacífico, available in both standard and mobile versions. It includes a set of tools that provides users with all the information they need to plan their journey, consult the tourist spots connected by Ruta 68 and how to reach them, as well as to keep abreast of the traffic situation and to receive on-line notification of road works, accidents or traffic, among other things.

Innovation development

In Abertis promoting innovation is key to improving services and providing our customers with new products.

- At the 8th Brazilian Motorway and Concession Congress (Congresso Brasileiro de Rodovias & Concessões - CBR&C), Brazilian Toll Roads presented three studies carried out by engineers from the organisation on innovative roadway paving and drainage techniques for preventing defects in the structural, functional and safety conditions of paving. These studies propose systems for dispensing the different components of the asphalt, making it possible to prevent bumps and cracks and thus guaranteeing better driving conditions and increased road safety. One of the studies submitted was recognised in the Innovation Show.
- Similarly, Sanef was awarded the "Étolile de l'Europe" prize (which recognises the 12 best European research projects) for the SafeTRIP project, which endows vehicles with dual connectivity: satellite and 3G; providing additional services for both drivers and infrastructure managers. These applications make travelling safer and provide infrastructure management companies with more real-time information on what is actually happening on the motorway.
- The Management and Innovation Department of Abertis in Spain implemented an innovation management system with the aim of systematising innovation projects. To implement the system, an innovation policy was defined, on the basis of which the systematic to be followed were developed, as in the case of result exploitation (marketing of technology, protection of results) or the setting up of an operational innovation committee to monitor projects and new ideas. All the company's management departments participated in this initiative, which has made it possible to improve the information received by the Innovation Department and thus promote possible financial aid along with participation in European projects.
- At its Headquarters in Tres Cantos (Madrid), Telecommunications hosted the 1st Hybrid DTT Interoperability Conference, where broadcasters and television manufacturers worked together on the final tests to ensure the flawless operation of connected TV applications in television receivers. The Hybrid DTT service, the connected TV certificate based on the HbbTV (Hybrid Broadcast Broadband TV) standard, enables viewers to enjoy interactive content offered by television channels via the Internet while staying tuned into the DTT channel being broadcast. This opens the door for viewers to a wide range of services, from à la carte television or participation in surveys or competitions, to additional information independent of or entirely linked to the broadcast.

Similarly, during the eighth Mobile World Congress, Telecommunications offered demonstrations of the second-generation DTT standard (DVB-T2), with simultaneous broadcasts adapted for Ultra High Definition (UHDTV) and mobile devices. A world exclusive was achieved with the first broadcast of Ultra High Definition Television (UHDTV).

Also worthy of mention is Abertis Telecom's participation in the SIRENA project: 3D Media Technologies and Systems for the Internet of the Future and New Generation Broadcasting Networks; and its participation on an international level in the iCity project (2012–2015) and the COMPOSE project (2012–2015). The principal aim of these two European projects is to establish a collaborative framework for developing applications and services of interest in relation to smart cities. A further innovative European project is aimed at developing a solution which allows TV broadcasting with the possibility of selecting the viewing perspective and/or 3-D. This is the Fine project (2010-2013), in which Abertis participates as a network operator in the development of the NGN (New Generation Network) and coordinates the pilot tests work package.

6.2. Road safety on motorways

Policy

The safety of motorway users is one of the commitments of the service provided by Abertis. This takes the form of keeping the infrastructure in suitable condition and encouraging safe driving.

Performance

Throughout 2013 a number of initiatives were carried out aimed at improving the safety of the users of the Abertis toll road network, establishing a road safety policy with two principal lines of action: on one hand, the improvement of facilities, through the application of new technologies, along with a review of the emergency protocols; and on the other hand, carrying out awareness-raising campaigns on the risks of driving.

Improvements to emergency protocols and installations

The procedures and coordination between the different agents that intervene in accidents are evaluated through emergency simulations. The various administrations involved collaborate in these simulations, which entail on-the-ground knowledge of the work of the different emergency services, resulting in improvements to the service and road safety on the motorway.

In Brazil, one objective worked on by Abertis focused on reducing the accident rate by carrying out a number of educational initiatives aimed at organisations in the setting of traffic-related pre-hospital care, and with the setting up of GERAR (Strategic Group for the Reduction of Road Accidents), from which ideas, studies and initiatives for obtaining this objective are launched.

Meanwhile, in Spain, emergency simulations were carried out in the networks' tunnels, with the collaboration of the emergency teams defined in the Abertis Self-Protection Plan, in order to provide a coordinated response in the event of a disaster. Various winter road condition simulations were also carried out, making it possible to test response times in activating the protocol, operations and communication with the Operations Centres; to detect any faults in the operation of machinery and equipment; and finally to improve staff training.

With the improvement of the infrastructures, Abertis guarantees service quality at the same time as it promotes road safety. In this regard, throughout the year viaduct contention systems, metal safety barriers and central reservation crossings were installed, and safety systems in tunnels were renewed or implemented, with the fitting of anti-dazzle cameras and loudspeakers, along with access hatches and the updating of the Automatic Incident Detection system.

Awareness-raising campaigns

Abertis has promoted campaigns to raise awareness among users of dangerous driving habits that may jeopardise their own safety and that of other drivers. In this respect, a total of 83 campaigns were carried out in 2013 to reduce accident rates and to promote road safety in local communities.

Brazilian Toll Roads launched a national road safety campaign in which they handed out leaflets to drivers, pedestrians and users of the toll roads of the nine concession companies, with information on preventing traffic accidents.

Worthy of note in France was the promotion of the second study on driving habits and the publication of the results in different media, along with a number of awareness-raising campaigns throughout 2013 to improve driving behaviour and road safety.

In Spain, Abertis launched an approximately monthly e-mail road safety campaign aimed at individual and professional customers. These campaigns are seasonal, taking into account adverse weather conditions. Similarly, during 2013 the Fundación Abertis, with a view to carrying out road safety campaigns in all the countries in which the Group operates, conducted awareness-raising initiatives on the dangers of reckless driving in Brazil and Chile.

Practical experiences

Road safety improvement measures

Throughout 2013, Abertis promoted a number of initiatives aimed at raising awareness among users and improving emergency protocols:

- Brazil promoted the second Traffic-Related Pre-hospital Care and Medicine Day, aimed at organisations working in this setting, with educational initiatives and an accident simulation involving hazardous materials and multiple victims, and a national safety campaign was launched, in the 9 managing concessions, consisting of handing out leaflets with advice aimed at drivers, pedestrians and toll road users on preventing traffic accidents. Initiatives were also carried out regularly as part of the "Viva Súde" programme, aimed at lorry drivers and focusing on their health and quality of life.

Also in Brazil, the Strategic Group for the Reduction of Road Accidents (GERAR) was created to address accident prevention from different perspectives, carrying out preventative initiatives aimed at workers, users and pedestrians, along with safety audits in road works, supporting governmental awareness-raising programmes and initiatives, promoting agreements with driver training and retraining centres, and joint actions with the reference hospital network to improve care for road accident victims, providing Road safety courses for companies and associations, establishing prizes for reducing accidents and reinforcing surveillance. The ultimate aim is a 50% reduction in accidents by 2020.

- During 2013 the French toll roads conducted a number of awareness-raising campaigns to improve certain driving habits and promote road safety. More specifically, one of them stresses the dangers of falling asleep at the wheel and the importance of stopping at the first sign of drowsiness. Another campaign by France Toll Roads, this time addressing the safety of personnel working on the motorway, was aimed at raising awareness among customers of the importance of sensible driving, particularly in areas with roadworks and toll booths, to reduce the number of accidents involving employees.

For the second year running, Sanef, in partnership with CETE Normandie Centre (a French public organisation for studies specialising in driving behaviour), conducted a study based on the analysis of different parameters, such as the distance between vehicles, traffic levels, speed, use of indicators and reactions in areas with roadworks, in order to evaluate the behaviour of motorway users from one year to the next. The Road Behaviour Observatory, established in 2012, carried out studies revealing the importance and frequency of certain high-risk behaviours, the results of which have served as a tool for raising awareness in different media, as well as a basis for designing future road safety campaigns.

- In Spain, a number of different initiatives were carried out to promote a culture of road safety among workers. These actions took the form of training courses and Intranet memos, including advice for safe, efficient driving to help improve people's approach to using the road. Brazil Toll Roads was involved in giving these courses and advice. Additionally, two road safety videos were produced to offer transport professionals tips and good driving practices for snow, bad weather and efficient driving.

Other important initiatives for enhancing the service and improving road safety in Spain included emergency simulations for evaluating emergency procedures and improving coordination between the different agents involved in the event of an accident or bad weather:

- Xeresa Tunnels on the AP-7 toll road: The simulation, which involved the participation of a total of 100 individuals, including operational bodies, actors, observers and assistants, consisted of a simulated accident involving a motorbike and two cars inside a tunnel and resulting in a fire.
- Tunnel 2, Tarragona-bound lane of the C-32: The simulation was based on a situation included in the INUNCAT Plan, activated in the event of heavy rain.

Road safety improvement measures (cont.)

- Winter road conditions simulations. These were carried out in November on the AP-6/AP-51 toll roads, the AP-61 toll road and in Avasa, activating the protocols characteristic of a real snow alert issued by AEMET. A Winter Road Conditions Simulation was held in Aulesa, in the form of a simulation of an N3 alert activation (widespread storms).

Coinciding with the Crossing the Straits Operation, Abertis implemented a special plan with the aim of facilitating traffic flow on the AP-7 toll road. The information and traveller assistance systems were strengthened and the safety increased.

- Chilean toll roads carried out campaigns under the slogan "No te cambies de vehículo" (Don't change your means of transport) and "Tolerancia Cero a la Velocidad" (Zero Tolerance for Speeding), distributing leaflets on Ruta 68 and Autopista del Sol, to raise awareness of the dangers of reckless driving and avoiding drink driving and speeding.
- In Argentina, in November and December 2013, the "Conduzcamos Mejor" (Let's drive better) road safety campaign was launched. This lent continuity to the prevention messages from previous years on the risks motorway users are exposed to when driving different types of vehicles and helping to reduce the accident rate in their sphere of influence.

7.ABERTIS' HUMAN TEAM

STRATEGIC LINE 3: Ensuring the motivation and involvement of the human team in continuous improvement

STRATEGIC LINE 7: Promoting and systematising dialogue channels

Policy	Main features	Practical experiences 2013
Strengthening the involvement and motivation of employees in the continuous improvement of the company	The human team	<ul style="list-style-type: none"> • 1st Spain Toll Roads Business Unit Agreement
	Managing talent and professional development	<ul style="list-style-type: none"> • "Talent": competence-based management system • Strengthening talent in Abertis • Abertis Campus
	Promoting network organisation	<ul style="list-style-type: none"> • Communication and collaboration for effective internationalisation
	Managing diversity and equal opportunities	<ul style="list-style-type: none"> • Abertis obtains the Bequal Seal • Mission Hándicap
	Extension of company benefits	
	Promoting workplace health and safety	<ul style="list-style-type: none"> • Workplace health and safety initiatives on Abertis toll roads • Practices to ensure the health and safety of Abertis Telecom personnel.



7.1. The human team

The policy

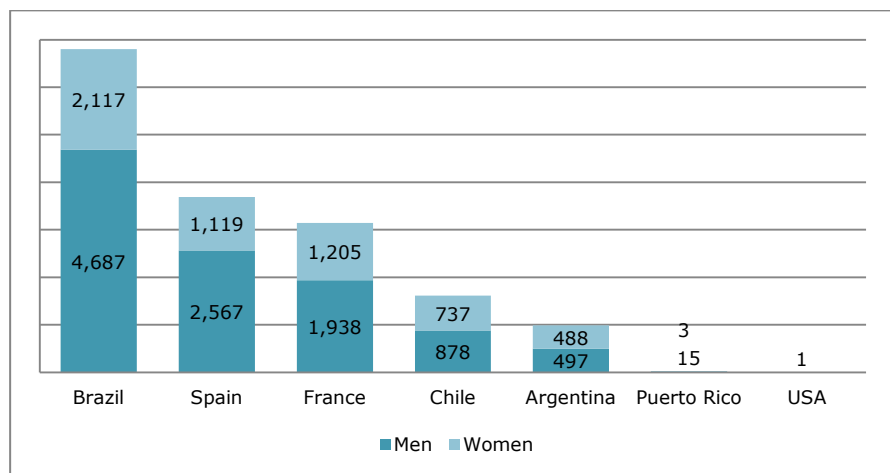
In line with its mission and values, Abertis not only conducts actions aimed at ensuring proper compliance with the legislation in all the countries in which it conducts its business, but it also contributes effectively to the search for specific solutions and measures through continuous dialogue.

Performance

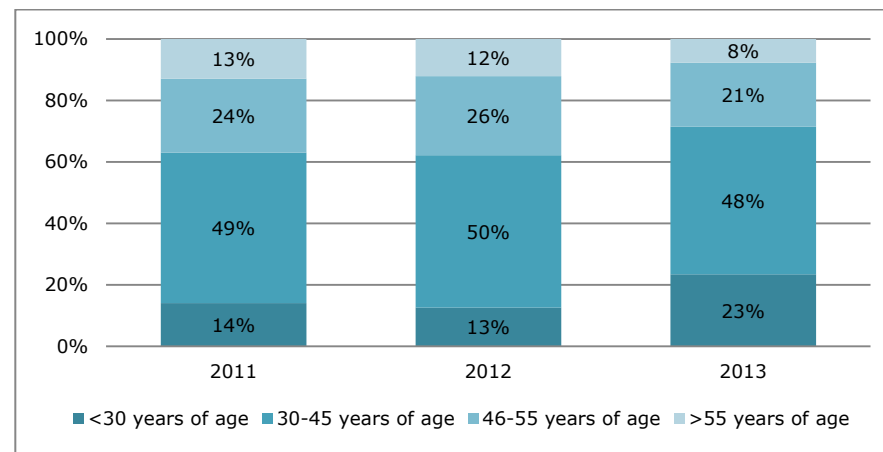
	Abertis total	Scope of the CSR report
Number of workers at 31/12	16,962	16,252
Equivalent average workforce	15,934	15,607

97.9% of the equivalent average workforce is included in the scope of the report, a percentage very similar to the workforce at 31 December.

Number of workers by country (workforce at 31/12)

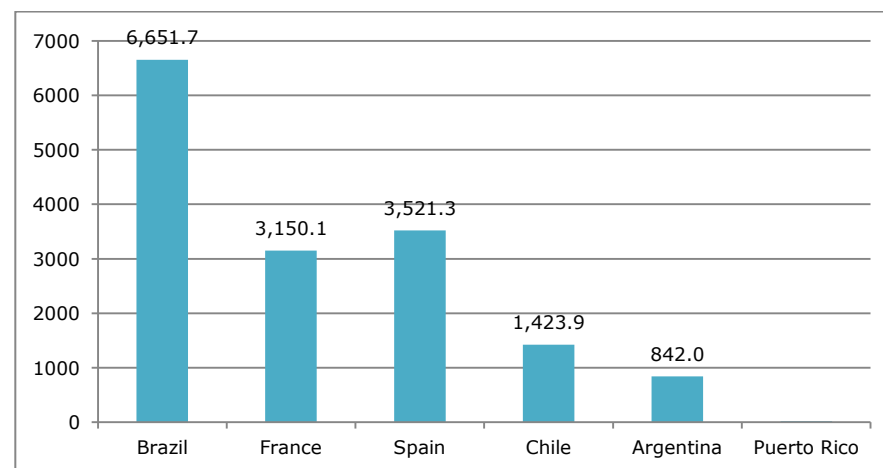


Distribution of the workforce by age group

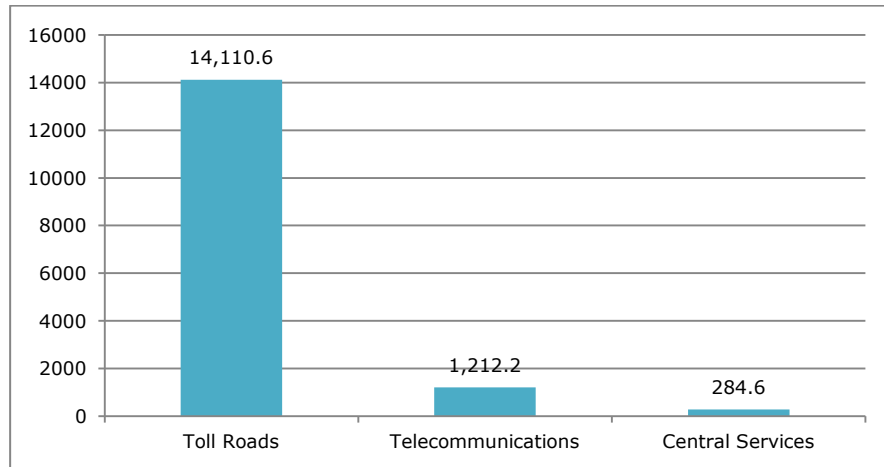


The inclusion of Brazil and Chile has a direct bearing on the workforce age group distribution, as well as on the percentage of the workforce outside Spain.

Equivalent average workforce by country



Equivalent average workforce by business area



93.7% of all workers have permanent contracts: 95.9% for men and 89.7% for women. The permanent contracting rate is similar in all countries.

	% workforce with a permanent contract	
	Men	Women
Brazil	99.9%	98.6%
France	94.8%	88.4%
Spain	92.1%	83.7%
Chile	91.2%	83%
Argentina	89.9%	78.3%
Puerto Rico	100%	100%
Global	95.9%	89.7%

Workforce according to type of working day ⁶	Full time		Part-time	
	M	W	M	W
Brazil	99.6%	98.5%	0.4%	1.5%
Spain	86.6%	57.1%	13.4%	42.9%
Argentina	97.6%	79.1%	2.4%	20.9%
Puerto Rico	100%	66.7%	0%	33.3%
Global	94.9%	80.5%	5.1%	19.6%

With regard to part-time working hours, at group level this was 2.4% of the workforce (0.6% for men and 5.9% for women). In this regard, France is the country with the greatest percentage of the workforce on part-time hours, reaching 7.1%.

The workforce is classified into three groups in accordance with the professional classification based on the HAY methodology. On a global level, executives account for 0.7% of the workforce, middle management 5.1% and the remaining categories 94.2%.

The rotation rate increased significantly in the management category and in other employees, the figure for 2012 being 3.1% and 5.7%, respectively, due principally to the high rotation in Brazil and Chile.

	Rotation in the overall workforce		
	Men	Women	TOTAL
2011	5.1%	4.5%	4.9 %
2012	5.6%	5.8%	5.6%
2013	21.5%	20.9%	21.3%

⁶ The data in the table do not include France and Chile or Litoral Sur and Regis Bittencourt in Brazil, as no information is available.

	Staff rotation 2013		
	Men	Women	Total
Managers	27.9%	33.3%	28.6%
Heads of Departments	4.8%	9.8%	5.9%
Other employees	22.5%	21.2%	22.1%

	Staff rotation 2013		
	Men	Women	Total
Brazil	35.3%	32.5%	34.4%
France	2.6%	5.8%	3.8%
Spain	10.1%	3.6%	8.1%
Chile	32.2%	51.21%	40.9%
Argentina	5.2%	2%	3.7%
Puerto Rico	20%	33.3%	22.2%
Global	21.5%	20.9%	21.3%

Company/worker relations

Collective bargaining agreements are applicable to all employees in the different Abertis business units. The organisation deploys a corporate labour relations framework in all countries that do not have one, equivalent in functions to those in the other countries.

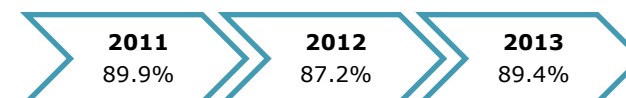
On a European level, the European Information and Consultancy Committee, whose headquarters are in Barcelona, was established to promote transnational cooperation between Central Management and workers' representatives. Recognised as an information and consultancy body representing workers in the European setting on large-scale global projects or investments when they affect more than one country, this Committee neither conditions nor replaces the rights and obligations of national bodies representing workers in the companies that make up the Group.

In 2013 the Committee met on two occasions, once in April and once in June, with the aim of learning the economic results of 2012 and the future challenges for 2013 from Central Management, as well as posing specific questions with regard to the Group's employment policy.

In Spain, the first Toll Road Business Unit Agreement was signed. The articles in this Agreement include measures for maintaining employment through training and professional development. The Agreement implies specific organisational aspects for maintaining purchasing power and economic right expectations, a chapter on leave and another on social benefits. Specific chapters on equality, health and safety are also included. Finally, a preferential recruitment guarantee (also with regard to remuneration) has been included in the case of vacancies, and the intention to cover any post arising with internal services. The Agreement is scheduled to be ratified early in 2014.

In this regard, in Brazil, Chile and Puerto Rico, the labour framework recognises collective bargaining for all workers when there is no specific agreement that includes it, and in Argentina, the collective expression of workers is regulated by the Work Contract Act.

The workforces in Brazil, France, Spain and Argentina have high percentages of employees covered by collective bargaining agreements. The low percentage of coverage in Chile affects the global data for 2013, which was 89.4%.



Workforce at 31/12 covered by a Collective Bargaining Agreement	
Brazil	100%
France	100%
Spain	89.1%
Chile	31.3%
Argentina	80.9%

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In 2013 Abertis increased the number of works councils with regard to the previous year, in line with the growth of its global workforce. In total, 54 works councils held 389 meetings throughout 2013.

Evolution of the number of company committees and meetings



In subsidiaries, the formal relations between the organisation and the workers, on a collective level, vary by country.

	No. of committees	No. of meetings
France	10	100
Spain	33	199
Chile	10	0
Argentina	1	90
Global	54	389

There are no works councils in Brazil or Puerto Rico as the labour relations frameworks in these countries are different from the rest. In Puerto Rico,

collective bargaining is regulated by the Employment Act, and in Brazil by the Federal Employment Laws that establish the fundamental rights of workers contemplated in Brazilian law, such as: minimum salary, when this is not set by a collective salary agreement; limits on working hours; annual paid leave; overtime payment, etc.

Furthermore, there is no work council as such; the unions are federal bodies in which workers do not participate directly, rather they periodically visit different organisations in the same region.

Practical experiences

Signature of a preliminary Collective Bargaining Agreement for the Abertis concessions in Spain.

In line with the *1st Business Unit Convention* of Abertis Toll Roads Spain, throughout 2013 the organisation carried out initiatives aimed at establishing an effective gender equality plan for Abertis Toll Roads, covering everything from selection for promotion, training, work and employment conditions, scheduling of working hours and work-life balance; the establishment of measures for internal promotion for new positions; and the drafting of development and professionalisation programmes.

The Agreement, which is signed at the end of each year, includes the following actions in the area of social responsibility, agreed between the negotiating parties:

- An Equality Plan for all the Abertis Toll Roads in Spain, irrespective of the number of workers.
- Internal promotion measures for new positions: in 2013 new vacancies were covered by internal promotion. In this regard, the plan is to maintain the same criteria, thus encouraging internal professional promotion.
- RMW development and professionalisation programmes: in 2013 the internal promotion and training of workers in the AP7/AP2 networks and Gencat were promoted, after taking over what was up until then an outsourced service. The training schedules under this programme are spread out over three years of theoretical and practical training.

The conditions of the Agreement also include different pacts relating to contractual flexibility, aimed at functional and geographic mobility, a new schedule for working hours and holiday periods, and a salary moderation agreement which entails increases linked to productivity in the coming years.

7.2. Managing talent and professional development

The policy

As stated in the Strategic Plan, Abertis aims to contribute to its employees' welfare. Accordingly, Abertis is committed to training as an essential part of the workforce's professional development and, with this in mind, it offers professional development programmes to strengthen and guarantee the talent of its workers.

Performance

The training plan covers the majority of business units, and the workforce's training needs and demands are coordinated through it. Additionally, the promotion of access to on-line training platforms encourages and facilitates the extension of knowledge at an internal level.

Chile has a training system focused particularly on Occupational Health and Safety (OHS), while in Brazil work is under way on the systematisation of centralised training, especially training actions for health and safety in the workplace.

In this regard, 59.8% of the workforce has received training, with an average of 12.6 training hours per employee. This figure is down on the previous year, when the average training hours per employee were 16.6 hours, due principally to the impact of Brazil and Chile on the data.

Average training hours	Managers	Heads of Departments	Other employees	Total
Global	16.8	25.3	11.9	12.6

In general, the training given by the different Abertis business units throughout 2013 focused on the operational procedures for toll roads, regulations applicable to the concession, tools and computer programs for the proper performance of daily duties, tax matters, leadership and coaching, customer care, etc.

In particular, the concessions in Brazil, Chile and Puerto Rico have focused their training on Occupational Health and Safety, including training in conflictive situations given in Chile.

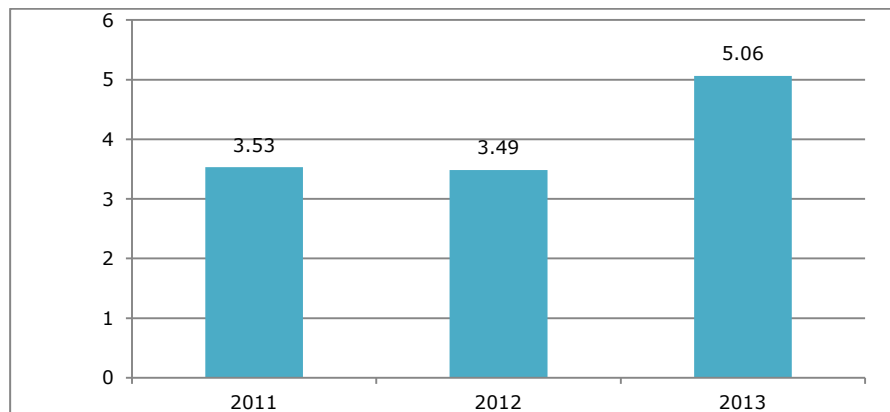
Average training hours ⁷	Managers		Heads of Department		Other employees	
	M	W	M	W	M	W
Brazil	8.2	4.3	23.2	24.9	6.9	12.7
France	2.1	0.5	16.2	22.1	18.2	5.3
Spain	27.9	55.1	49.1	63.8	23.8	25.3
Chile	0	0	7.7	31.6	3.6	1.7
Argentina	24.9	0	22.8	1.9	7.9	5.8
Puerto Rico			47.3	5	21.1	1

A total of 11,393 hours of specific training in CSR and human rights were given, principally in France, and to a lesser extent in Spain. The topics included the training course on Abertis' crime prevention system, taken initially by workers in the headquarters and Telecommunications.

A total of EUR 5,060,519 were invested in training, up on 2012 due primarily to the increase in training in France and Spain and the inclusion of Brazil and Chile into the scope of the data.

⁷ The shaded areas show that there are no individuals in the professional category.

Evolution of investment in training (millions of euros)



The investment in training has been made principally by France and Spain, followed by Puerto Rico, Argentina, Brazil and Chile.

The contribution of employees to attaining the company's objectives, including global and individual targets, appears in the management by objectives model.

There is a management by objectives system implemented for 97.5% of employees in the executive category, 96.4% in the management category and 45.8% for the remaining categories.

Individuals included in MBO	Managers		Heads of Departments		Other employees	
	M	W	M	W	M	W
Brazil	95.7%	100%	90.3%	94.1%	90.9%	79.3%
France	95%	100%	97.9%	100%	5.2%	9.6%
Spain	100%	100%	100%	100%	23.8%	27.8%
Chile	100%	100%	63.3%	100%	6.4%	3.0%
Argentina	100%		100%	100%	21.6%	10.4%
Puerto Rico			100%	100%	100%	100%

Practical experiences

"Talent": competence-based management system

"Talent", the professional development management system at Abertis, allows individuals to perform self-evaluation which is then agreed upon with the person responsible, before jointly defining a personal development plan. Thus, the system allows senior and middle managers to oversee the development of their work teams.

After the initial deployments of this tool, and in light of the usefulness and necessity of providing feedback on the performance of each employee and evaluating competences for continuous improvement, this programme has been especially promoted throughout this year. The aim is to help professionals put together action plans, managers to prepare reports which better direct the process, and leaders to obtain the greatest benefit from this system. In this regard, pilot deployments were conducted on toll roads, constantly adapting professional profiles. With this system, which is being developed progressively, the perspectives of executives and workers can be aligned, and the latter can be offered feedback to help improve their professional skills. The evaluation of this tool by employees is increasingly positive.

The *Talent Project* was also redefined in 2013. This programme is designed to determine which management talent the Group will require in the coming years. Aimed at pre-executives and executives, it includes various individual and collective actions. The project promotes the adaptation and improvement of the group's executives to deal with the challenges arising in the current setting, and especially those related with stakeholder relations, financial and operational management and remote team management. In addition to this programme, the *Potential Identification Programme* was also redesigned in order to determine which profiles and individuals Abertis will need in the future.

Abertis Campus

The Abertis Campus is an e-learning platform, set up in 2012 and open to the different business units to acquire skills, with the aim of making it easier for employees to access training. This e-learning system is characterised by Web 2.0 elements (virtual classrooms, forums, wikis, etc.) to support employees in their training.

The contents shared through this platform throughout 2013 included mandatory and voluntary training courses, including the following: physical safety, Abertis crime prevention system, personal data protection and information security as mandatory courses; and emotional intelligence, finance, team management, leadership skills, use of specific programs applications, process management, stress management and risk prevention & health as complementary training. Through the Abertis Campus in 2013, a total of 782 training actions were carried out among Abertis infrastructures employees, and 7,207 among Abertis Telecom employees.

7.3. Promoting network organisation

The policy

Internal communication is a basic tool for fostering group cohesion, a sense of belonging and involvement in the business project. Abertis seeks to achieve improved, two-way communication with the organisation's workforce on a daily basis.

Performance

Abertis sees its organisational culture as one of the key elements that characterise the Group. In this regard, the organisation is particularly interested in preparing and disseminating welcome manuals which, in addition to the principal features of identity (mission, vision and values), include all pertinent information, so that workers can carry out their duties in line with the fundamental principles and criteria appearing in the code of ethics, corporate policies and operational/systems manuals, relating to both quality and health and safety, and all other relevant documents. Brazil has been incorporated into the Abertis Internal Communication Forum, as well as into the network of correspondents and contributors of content for the corporate channels.

Throughout 2013, contributions from the different business units and countries to the Internal Communication Department grew exponentially, thus highlighting the Group's diversity and facilitating global recognition.

To encourage these contributions and steer them towards multimedia production, in line with content consumption trends, an effort was made throughout 2013 to realign the work of correspondents, preparing and disseminating regulations and manuals with this objective and making the necessary tools available to the Business Units.

Multimedia news	News	Multimedia
Intranet	182	16
Linking	34	90

With the aim of positioning the Group's global internal magazine, and in line with the latest on-line content dissemination trends, *Linking* has opted for a universal access platform (www.linkingabertis.com). This interactive, multimedia format allows immediate access to any issue, from any part of the world and on any device. This publication is available in five languages, and has had a particular impact among its international readership.

Additionally, with the maintenance of the Intranet in mind, in 2013 Abertis participated in a national intranet benchmarking project aimed at identifying collaboration-orientated improvements which will constitute the basis for new developments throughout 2014. Particularly noteworthy was the impact of the launches of two new blogs: "Ctrl+security" and "Conoce a...".

Abertis has also analysed the current use, expectations and possible improvements in the collaborative settings of the Intranet. This took the shape of disseminating deliverables to all areas, with tips and advice on the management of dynamics in these settings, along with ideas for defining good practices, irrespective of the tool used, to help disseminate the Community Management model launched in 2012. The international scope of access to them has also been extended.

Meanwhile, *Voluntaris* has retained its participatory nature thanks to the proposals of different volunteer activities of a general nature, communicated in the "Voluntaris te propone" section of intrabertis, as well as through the "5th Volunteer Day", organised by Fundación Abertis and *Voluntaris*, which was held under the slogan "Now more than ever, we have a world to share". In 2013, the campaign focused on the internationalisation of the Corporate Volunteer programme in those countries where the Group operates.

As in previous years, there were specific internal communication campaigns to vote for charitable projects, with a view to channelling Fundación Abertis' contributions or the funds raised through the "Euro Solidario" initiative, as well as to attract the support of new participants in this micro-donation programme in Spain, which is also being extended to other countries such as Puerto Rico. Support, in the form of the design and dissemination of content, was also given to the annual Aristos campaign on managing and raising awareness of environmental changes. On a more social note, access to special exhibitions on Dalí and Tàpies, sponsored by Fundación Abertis, was also arranged for the Group's employees in Spain. To ensure the effectiveness of actions, a set of

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indicators has been defined in order to ascertain their scope. In addition to repeated, automated measurements, specific surveys have been conducted on actions and campaigns, such as the survey carried out to ascertain the level of satisfaction among the Abertis public regarding the on-line format of *Linking*.

In addition to the informative space devoted to the Code of Ethics on the intrabertis Intranet and its specific communication channel (the Ethical Channel), work was carried out during 2013 consider a second system maturation phase, reformulating and optimising the current model. The Regulations in France, Chile, Puerto Rico and Brazil were consolidated.

In this regard, in 2013 two complaints were received for infringement of the Code of Ethics, both in Spain, related with professional promotion and the processing of information from an environmental and data-protection perspective. Both were handled and dealt with in accordance with the procedures established by the Code of Ethics Committee. Furthermore, no human rights-related complaints were received during the year.

Practical experiences

Communication and collaboration for effective internationalisation

During 2013 work was conducted on improving communication with business units outside Spain and with the corporate internal communication channels. The initiatives included extending *Linking* to Brazil and the new teams in Chile, and access to corporate resources via the international website has been managed with a view to speeding up integration processes. Communities such as the Internal Communication Forum, with over 2,000 interactions to date, have also been opened up to all other international employees. Additionally, special spaces devoted to projects for the integration and transformation of new businesses incorporated into the Group have been set up, and efforts have been made to provide international access to the *Voluntaris* website for all employees in the countries where the Group operates.

Along these lines, spaces have also been created for dissemination and specialised conversation, such as the "Ctrl+Security" Blog, which through monthly entries allows the dissemination of knowledge and the resolution of queries on Security matters, receiving an average of almost 400 visits per issue. New sections have also been launched on the Intranet, including "Advice for long trips", aimed at all those individuals who, owing to the internationalisation process, need to travel frequently or for an extended period to other countries. Finally, "Conoce a...", a blog based on a blend of written interviews and video, has been launched with the participation of the communication teams from all the Group's subsidiaries. With two publications in 2013, this blog has already received more than two thousand visits.

France launched three new internal channels of communication: a printed magazine, a TV website and an internal blog, which all complement each other. This multi-channel internal communication strategy allows greater dissemination of information between collaborators, at the same time as it guarantees interactivity and the distribution of information to all levels.

- The magazine, "100% Nous", previously published in three different versions, depending on the region, is now published in one single quarterly version, with a brand new image and a run of 3,600 copies. The publication has a new layout and updated content which is more dynamic and more human, thanks to the participation of management staff and 40 local voluntary correspondents who have received training from the school of journalism. The magazine is now more in tune to the interests of its readership, as the changes implemented were the results of an internal study.
- "100% Nous – l'émission" is the web TV which broadcasts the best interactive content from the magazine, to complement the printed version.
- "100% Managers" is the internal blog for senior and middle management that enables its 700 members to share information, good practices and ideas, as well as issues of current interest and matters for discussion.

Telecommunications also carried out a number of internal communication initiatives, helping to bring together colleagues located in offices throughout the country, allowing them to participate in the developments that affect the company and to receive messages from the General Manager. In this regard, the "Sello Telecom" blog was launched, in which the general manager regularly talks of the company's principal milestones, challenges and strategic models.

Finally, the *Correspondents Project* was activated for all Abertis workers. This entails mobilising different interlocutors from all the regions in which the organisation operates to contribute to the creation of content and ideas on internal communication, thus fostering a spirit of integration among the Group's employees.

7.4 Managing diversity and equal opportunities

The policy

Aware of the importance of promoting equal opportunities and preventing discrimination among its workers, Abertis has carried out a diversity management project which goes beyond that established by the law, and which is based on four criteria: gender, age, ethnicity and functional diversity.

Performance

Spain has a Gender Equality Act which, among other requirements, establishes that organisations with more than 250 employees must prepare equality plans. In the rest of the countries where the Group operates there is also legislation in specific aspects of equal opportunities, including the right to equality and special protection for women in the labour market in Brazil, the law on equal pay in France, the United States and Chile, the different quota laws in Argentina, and the law precluding discrimination between men and women in Puerto Rico and Chile. Abertis has also signed up to the *Diversity Charter*, a voluntary European initiative open to companies and institutions for supporting and promoting the principles of diversity and non-discrimination in their work environment.

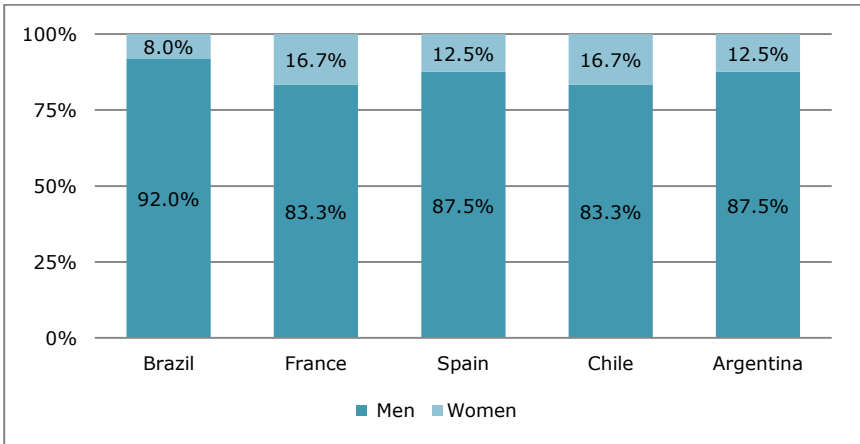
Subsequent to the recent signing of the Spanish Toll Road Business Unit Agreement , it has been agreed that all the companies in the group must have an Equality Plan, irrespective of the number of workers they have. Thus, the existing equality plans will be included into the development of a common equality plan.

Furthermore, the majority of units in Spain are also carrying out equality-related actions, such as training and awareness raising among employees, the incorporation of equality considerations in job selection and recruitment, the adaptation of language, with the drafting of a gender-neutral language handbook, and equality training for members of equality committees.

In France, Abertis also has a number of different equality action plans and agreements, with the aim of ensuring equality between male and female employees. Finally, the units in Brazil, Chile, Argentina and Puerto Rico are implementing initiatives to ensure equality in the processes of employee selection, contracting and evaluation.

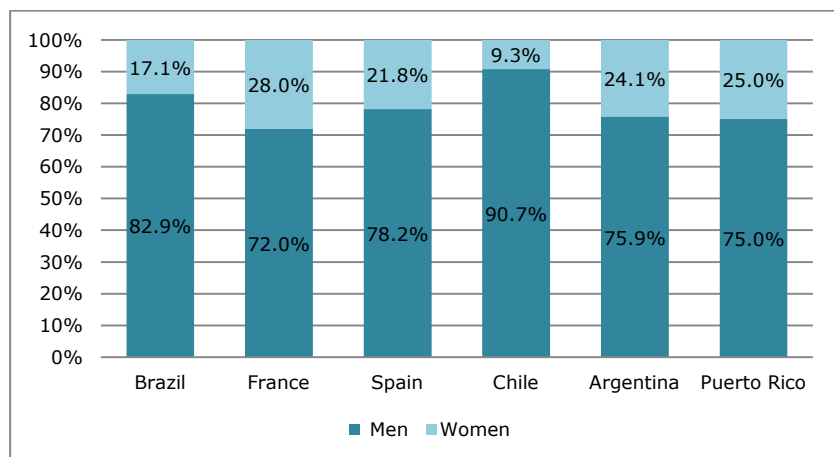
12.6% of all executive positions are held by women, rising to 22.2% for management positions.

Presence of women in executive positions⁸

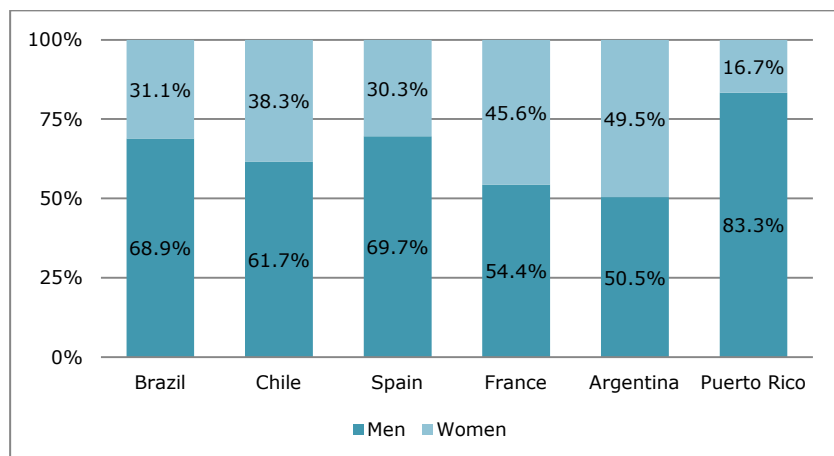


⁸ No data for Puerto Rico are included as there are no men or women for this employment category in the workforce.

Presence of women in management positions



Distribution of the workforce according to gender



The global retention rate for the organisation shows that practically all (99.4%) male workers who have taken parental leave have returned to their post after taking leave. In the case of female workers, this indicator dropped to 77%, with France being the country with the lowest female retention rate.

	Individuals taking leave		Individuals returning to work after leave		Individuals continuing after 12 months	
	M	W	M	W	M	W
Brazil	91	118	100%	92.4%	100%	79.7%
France	1	29	100%	48.3%	100%	0%
Spain	74	50	100%	94%	98.6%	94%
Chile	0	48	0%	100%	0%	100%
Argentina	0	20	0%	75%	0%	75%
Puerto Rico	0	0	0%	0%	0%	0%
Global	166	265	100%	87.9%	99.4%	77.0%

At the Group level, 99.2% of individuals in executive positions come from the local community. 100% of individuals holding executive posts come from the local communities in all countries except Brazil, where the percentage is 96%.

With regard to the salary policy, the ratio between starting salary and minimum local salary differs according to the country, Argentina being the country with the greatest differences.

	Percentage over local minimum wage	
	Men	Women
Brazil	121.2%	104.9%
France	107.5%	107.5%
Spain ⁹	168.9%	160.3%
Chile	104.0%	101.3%
Argentina	273.9%	273.9%
Puerto Rico	103.4%	103.4%

⁹ The aggregated data for Spain in this table only include Spanish Toll Roads and Telecom
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Integration of individuals with functional diversity

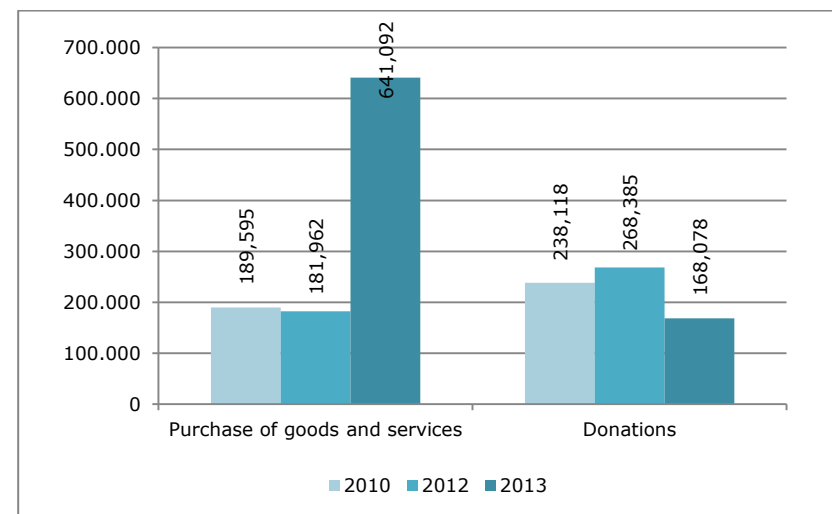
Throughout 2013 the EDC model from the Seeliger & Conde Foundation was adhered to in Spain. The aim of this model is for organisations to attain excellence in diversity management, exceeding the specific requirements of the current legislation. In this regard, all countries in which the Group operates have legislation covering the integration of individuals with functional diversity. The legal requirements differ from country to country, ranging from the establishment of neutral recruitment processes to the adaptation of posts according to the needs of individuals with functional diversity.

In Brazil, France and Spain, the law stipulates minimum recruitment quotas, although there are differences between each of the countries. In Brazil, these quotas are established by segments, in accordance with the number of employees making up the workforce of each subsidiary. In France and Spain, these quotas can be complied with both directly and indirectly. In Spain for example, the law can be complied with both by increasing recruitment among this group as well as through donations or through the promotion of suppliers that prioritise such recruitment, such as Special Work Centres (SWCs). In France, the law on quotas is complemented with donations to the State, whenever the organisation does not reach the obligatory minimum number of individuals with disability on its staff.

In Brazil, a total of 124.6 handicapped individuals were recruited in 2013, accounting for 1.9% the workforce and meeting the quota established by the law in four of its subsidiaries. Meanwhile in France the established quota has been met, with 6.5% at an aggregate level, through direct recruitment and donations. Finally, Spain has exceeded the percentage set, reaching 2.5%, thanks to the direct and indirect recruitment of individuals with functional diversity. Indeed, the 2013 data show development in the purchases of goods and services from SWCs, a reflection of Abertis' undertaking, in the setting of the EDC model, to support the recruitment of handicapped individuals.

Workers with disability recruited directly by Abertis in Spain	45.4
Workers with disability recruited in Spain, both directly and via alternative measures	89.2
% of directly recruited workforce with disability in Spain	1.3%
% of LISMI	2.5%

Purchase of goods and services from and donations (euros) to Special Work Centres (SWCs)



Management of impatriates and expatriates

The Abertis Expatriation Policy is intended to help employees settle quickly and easily, meeting their personal needs and those of their family in order to help expatriates and impatriates adapt to their new environment.

As every year, there were variations in the movement of employees and management staff in international postings. Here we can distinguish between long-term expatriates (those whose international posting exceeds one year) and short-term expatriates (those staying for under one year). The aim of expatriation includes the transfer of knowledge in certain specific areas, as well as to enhance the professional development of employees and executives.

Practical experiences

Abertis obtains the Bequal Seal

In 2013, the Bequal Foundation Certification Committee awarded this certification to Abertis Toll Roads Spain. This seal is based on a model which takes into account 66 indicators, grouped into 7 categories, included in the Seelinger & Conde Foundation's Excellence in Diversity Model (EDC). Thus, it is third-party evaluation which determines the degree of commitment in the area of corporate social responsibility and disability in essential areas such as strategy and leadership, senior management's commitment towards individuals with functional diversity, human resource management, compliance with inclusive and equal opportunities regulations and policies in all selection procedures, access to employment, professional promotion and training.

Along these lines, Abertis has made an external information consultancy service available to its employees through the Seelinger & Conde Foundation. This involves informing employees with functional diversity with regard to processing applications, advantages, social, physical and economic rights guaranteed by the law and the presentation thereof in the workplace.

Finally, in 2013 Abertis Telecom signed a collaboration agreement with the same Foundation, thus supporting its activities regarding the promotion and incorporation of individuals with disabilities into the employment market. This agreement has enabled Abertis Telecom to continue working towards its commitment of improving on the incorporation of diversity and equal opportunities among its workers.

Mission Hándicap: "Your abilities will never again be a handicap"

Committed to responsible business, and in line with the Abertis Group's mission, in recent years Sanef has been working towards the integration, recognition and improvement of working conditions for individuals with functional diversity. In 2011 Sanef signed an agreement with AGEFIPH (Association for Funds Management for the Integration of Employees with Disabilities) whose mission is to encourage the recruitment and continued employment of persons in this situation in the private sector. *Mission Handicap* covers a number of different initiatives related to functional diversity in the work environment. Actions worthy of note carried out in 2013 include:

- Training of and awareness raising among executives, management and workers.
- Implementation of an internal communication campaign aimed at addressing the taboos associated with disability.
- Recruitment of individuals with disability.

7.4. Extension of company benefits

The policy

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

Performance

Contributing to the satisfaction of its employees and improving their quality of life is one of the most important objectives of the different social benefits available in Abertis. In addition to flexible working hours depending on the different positions, access is provided to training and different types of benefits are offered, such as access to corporate discounts linked to services offered, transport subsidies, work-life balance, access to private insurance policies, etc.

A total of 1,841 employees have benefited from programmes outside the workplace offered by the Abertis Group, the principal activities being sports, learning languages, social/cultural and recreational activities.

In 2013 the organisation invested a total of EUR 1,696,347 in activities outside the workplace. At a country level, investment in training was made principally in France and Spain, followed by Chile, Brazil, Argentina and Puerto Rico.

The work group for the development of the Socially Responsible Investment in Pension Funds in Spain, created in 2010 and made up of individuals representing the different promoters of the fund, has working since then on the development of these plans.

In relation to long-term incentive plans, in 2013 efforts continued to be focused on maintaining the policy started in 2007 with regard to the Abertis share delivery plan, with the same features as previous plans.

This policy is aimed at around 800 Group professionals in Spain occupying positions ranging from executive posts to technical experts. Signing up for the plan is voluntary and involves these employees being able to receive part of their variable remuneration (up to a limit of EUR 12,000) in the form of Abertis shares. If employees keep the shares for three years, at the end of this period, the company will reward them with a gratuity of 10% of the shares initially given. The rate of adherence to this plan is in the region of 29%.

7.5. Promoting workplace health and safety

The policy

Occupational Health and Safety and protecting our employees' health are essential tenets of Abertis' human resources policy. In this regard, all necessary measures are conducted to guarantee the health and safety of all employees.

Performance

Management systems based on the international OHSAS 18001 standard constitute the principal tool that focuses the Occupational Health and Safety activities in the different Abertis business units. In this regard, the business units in Spain and France have a health and safety system. In the case of Abertis Spain, this system is also certified by the OHSAS 18001 international standard. In turn, Puerto Rico is currently in the process of implementing a health and safety system based on OSHAS standards.

Throughout 2013, the new concession companies that have been incorporated into the organisation in Brazil and Chile embarked upon the adaptation of the health and safety standards that the Group implements in the business units in the rest of the countries.

In this regard, Brazil goes beyond the workplace health and safety systems established in the country by law, and it applies a package of programmes that include an internal accident prevention committee, a fire service, a technical report on environmental conditions at work and a workplace risk prevention programme, an occupational medical control programme and a specialised occupational medical safety service. At the same time, it also holds an annual "Internal Occupational Accident Prevention Week".

In 2013 Brazil received a total of seven fines for failure to comply with the country's Occupational Health and Safety legislation, as well as with other technical specifications related with the work equipment and the work environment. These fines totalled EUR 16,474.90.

OHSAS 18001 implementation level

Activity	Country	Scope	2011	2012	2013
Toll roads	France	France Toll Roads	✓	✓	✓
	Spain	Spain Toll Roads	✓	✓	✓
	Puerto Rico	apr		→	✓
Telecommunications	Spain	Abertis Telecom	✓	✓	✓
Headquarters	Spain	Serviabertis	✓	✓	✓

Symbols: ✓ Implemented ✓ Implemented and certified

Occupational health and safety management system

		2011	2012	2013
% of turnover (over the total for the scope of the report)	Implemented	97.8%	97.1%	78.9%
	In progress		0.46%	
	Total	97.8%	97.6%	78.9%

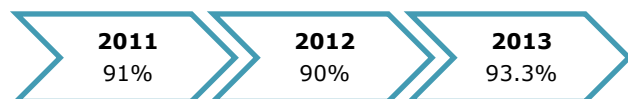
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Chile, meanwhile, is implementing initiatives such as the "Competitive Company Programme", an Occupational Health and Safety management system which, in addition to implementing the measures established in the country's legal framework on employment, is designed to contribute to the productivity of companies at the same time as it provides protection for the health and safety of workers.

At group level, the percentage of employees covered by a Health and Safety Committee, the bodies entrusted with coordinating occupational risk management and monitoring occupational health and safety prevention activities, has increased to 93.3%. All business units have Committees of this type, except Puerto Rico and Argentina.

The most significant issues dealt with by the group's different health and safety committees include the following: on-site inspections to address any possible deficiencies, monitoring of the objectives obtained in training programmes, reviews of risk matrices to prevent possible risks, analysis and investigation of accidents that have occurred and the proposal of measures to prevent them happening again, monitoring the state of work equipment, study of improvements to infrastructures in the working environment, addressing any possible complaints submitted by workers, etc.

Evolution of the percentage of employees covered by a Health and Safety Committee

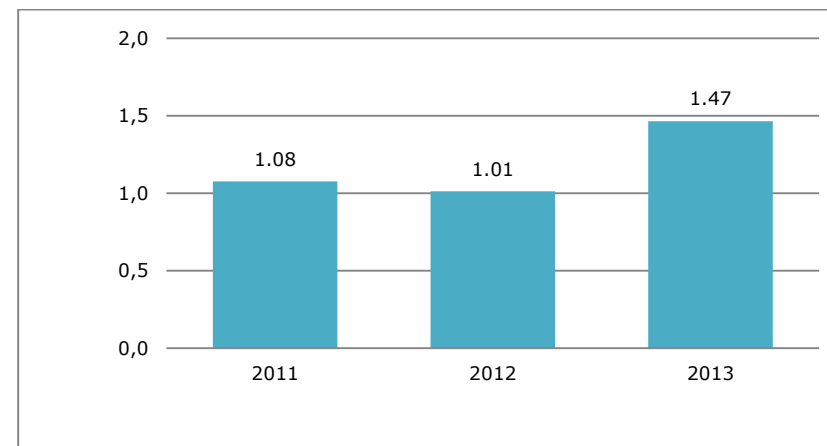


	Percentage of staff covered by a Health and Safety Committee
Brazil	100%
France	100%
Spain	99.9%
Chile	95.2%
Global	93.3%

Among the prevention initiatives carried out, training in Occupational Health and Safety (OHS) is highly significant. Accordingly, during 2013 Abertis invested a total of EUR 1,465,376.51 in ORP training initiatives, a figure which, in absolute terms, outstrips the investment made in previous years, owing to the acquisition of the new concession companies.

The topics dealt with in the Occupational Health and Safety training given by Abertis in all business units include: training on working in confined spaces and at heights, training on safety in electrical installations, training on the use of chemical products, training on extinguishing fires, training on safe work environments, awareness raising in preventing serious illnesses, first aid training, training and awareness raising on road safety, advice on occupational hygiene, training on critical situations, etc.

Evolution of investment in OHS training (millions of euros)



Investment in projects for improving the working environment increased notably in relation to previous years, with a total of EUR 1,932,081.8 invested in 2013. This significant increase can be explained by Brazil and Chile's inclusion into the scope of the report, as well as the reporting of this indicator for the first time by France.

Worthy of note among the initiatives carried out to improve the working environment are the following: optimisation of infrastructures (adaptation of offices and workstations, new barriers at toll booths, increased signage for workers performing their duties, etc.), protective equipment for employees,

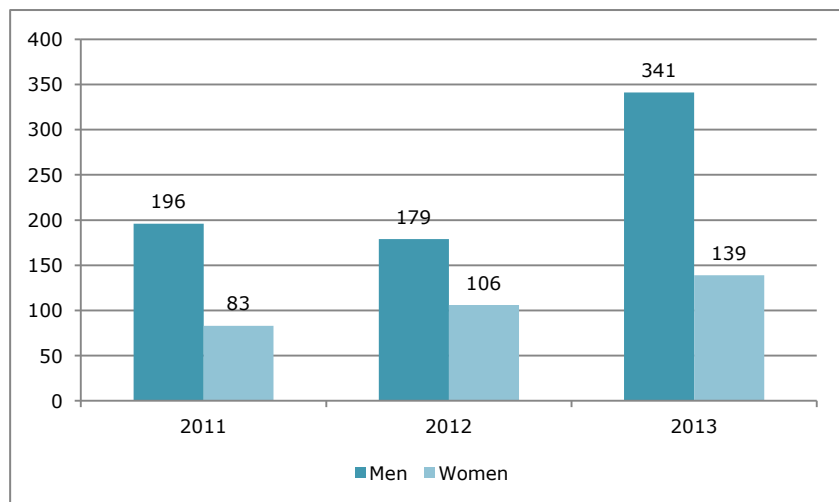
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replacement and upgrading of work equipment, (deployment of tablets among toll booth workers), the introduction of safety improvements and the replacement of service vehicles (tyre pressure detectors, etc.), etc.

At country level, investment in projects for improving the work environment were made principally by France and Chile, followed by Spain, Brazil, Argentina and Puerto Rico.

On a global level, in 2013 there were a total of 480 accidents in the Group as a whole (341 for men and 139 for women). This increase in the number of accidents over previous years is due, to a great extent, to the increase in the Group's workforce subsequent to the new acquisitions.

Evolution in the number of accidents



In addition to the accident figures in Brazil, a total of 12 occupational accidents resulting in medical leave occurred with male workers working on the exploitation of aggregates.

	No. of accidents per country		
	M	W	Total
Brazil	207	34	241
France	20	20	40
Spain	54	24	78
Chile	22	21	43
Argentina	38	40	78
Puerto Rico	0	0	0

Regarding the causes, the principal reasons for accidents occurring on toll roads were crashes, falls and bad posture. In Brazil, almost all the accidents were people being knocked over by vehicles or other types of traffic accident. In Chile the most frequent cause reported was muggings.

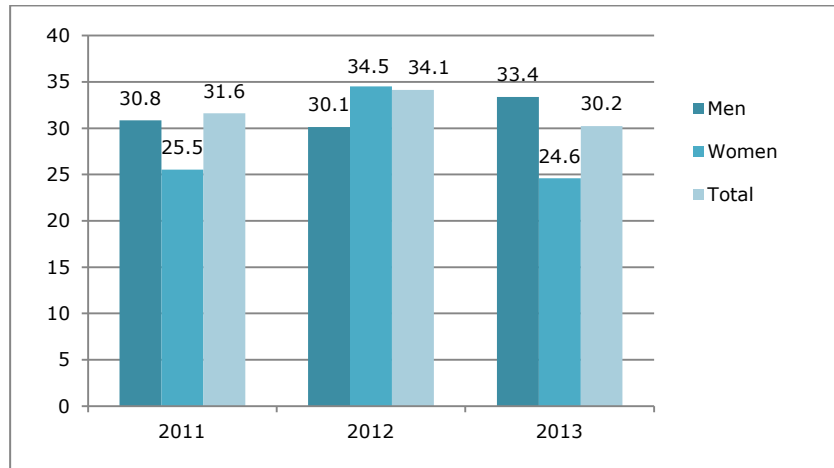
At a country and activity level, the accident rates varied by business unit and location.

Activity	Country	Incidence index	Frequency index	Severity index
Toll Roads	Brazil	37.5	8.6	0.2
	France	12.7	13.2	0.9
	Spain	28.3	2.5	0.4
	Chile	26.6	1.4	0.2
	Argentina	79.2	39.4	1.1
	Puerto Rico	0	0	0
Telecommunications	Spain	12.3	7.5	0.2
Headquarters	Spain	0	0	0

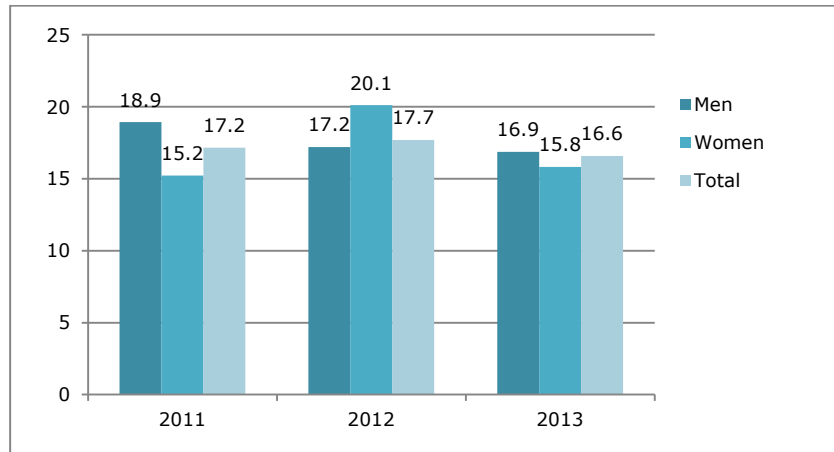
Quarry work had an incidence index of 31.6, a frequency index of 0.3 and a severity index of 0.01.

It should be mentioned that in 2013, on a global level, the total incidence index fell with regard to previous years.

Evolution of the incidence index according to gender¹⁰

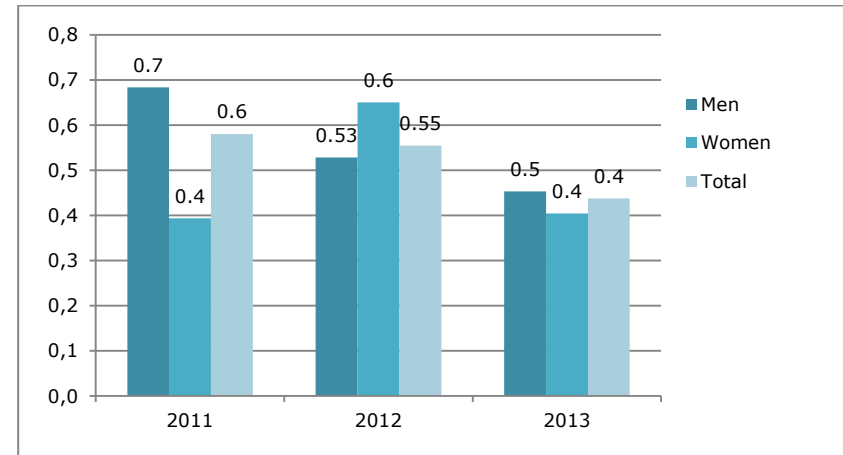


Evolution of the frequency index according to gender



There were significant differences in the severity rate, which fell significantly, for both men and women, in comparison to previous years.

Evolution of the severity index according to gender



There were a total of seven deaths owing to work-related accidents: six men and one woman. All of these occurred in Brazil, except for one in Spain. There were two principal causes: people being knocked over by vehicles and other types of traffic accident.

In this regard, aware of the need to reduce the number of accidents in the work environment in Brazil, Abertis decided to adopt measures to reduce these figures, signing up to the National Occupational Health and Safety Plan prepared by the state authorities. This resulted in the establishment of a "Strategic Group for the Reduction of Road Accidents", with the aim of encouraging the creation of safe working spaces and habits.

Abertis Chile Toll Roads also implemented occupational risk prevention measures to mitigate the accidents that occurred throughout 2013. In this regard and through the "Competitive Business Programme", Chile implemented the "Immediate Response Programme" for high criticality events in a number of its subsidiaries. This consists of providing training for the proper handling of highly complex or crisis situations.

¹⁰ Sanef is included in the scope of the data corresponding to accidents in France for 2013.

Practical experiences

Occupational health and safety initiatives on Abertis toll roads

Abertis Toll Roads also implemented a number of different Occupational Health and Safety initiatives. By country, the most noteworthy are as follows:

Brazil: Creation of the Strategic Group for the Reduction of Road Accidents (GERAR)

The Strategic Group for the Reduction of Road Accidents (GERAR), was created by Arteris in 2013 with the aim of implementing an accident reduction programme in the work environment and on motorways. It is a multidisciplinary group involving professionals from different areas, thereby allowing inclusive actions to be carried out. Faced with an increase in number of occupational accidents in the country and in the unit, Arteris decided to adopt measures to reduce these figures, signing up to the National Occupational Health and Safety Plan prepared by the state authorities. This has taken the form of the programme "Arteris, a decade working on actions for Traffic Safety", and the creation of groups such as GERAR.

The programme aims to foster the creation of safe work environments and habits through technical training and awareness raising among workers, thus reducing the number of accidents, particularly among employees. The programme is currently in the preparation phase.

Brazil: Internal Integrated Occupational Accident Prevention Week (SIIPAT)

SIIPAT is an event that forms part of the company's Social Responsibility Programme. This campaign is designed to consolidate occupational health and safety habits among its employees. In this regard, Arteris held the SIIPAT week on all its Brazilian motorways, involving training, conferences, debates with employees, publications, etc. The topics dealt with by SIIPAT in 2013 included safe conduct in the working environment, healthy food, ergonomics in the workplace, prevention of sexually transmitted diseases, basic fire prevention, occupational health and safety and risk of accidents with hazardous products, among others. This year's slogan was: "Stop, think and stay safe".

Here it should be mentioned that Brazil is one of the Latin American countries that has been most active in the fight against HIV/AIDS and other sexually transmitted diseases in recent decades. In this regard, the ordinances of the occupational health and safety framework include the need for companies to implement initiatives to prevent HIV/AIDS and other STDs as part of their Occupational Health and Safety programmes.

France: Adapt your work station to suit your body.

Throughout 2013, Abertis France conducted an occupational health campaign to raise awareness among employees of the benefits of a good work posture. Through thematic posters displayed in the subsidiary's different work environments, specific advice easily applicable to these settings was offered.

Occupational health and safety initiatives on Abertis motorways (cont.)

Spain: more occupational health and safety in the Business Unit Agreement

Abertis Toll Roads Spain has an Occupational Health and Safety policy as part of the General Integrated Quality, Environment and Workplace Health and Safety Management System, which since 2013 has been reflected in the new Spanish Toll Road Business Unit Agreement. Thus, all companies covered by this Agreement are obliged to implement the specified actions appearing in the chapter dealing with occupational health and safety. These actions include, among others, the integration of prevention in all companies, the evaluation and control of psycho-social risks, a joint prevention department, periodic monitoring of employee health on the basis of the risks inherent to the work, particularly in the case of pregnant employees, coverage for workers through occupational accident and professional illness insurance and, finally, the establishment of a workplace and/or sexual harassment prevention, detection and action protocol.

Chile: implementation and development of the Competitive Company Programme

Abertis Toll Roads Chile, in partnership with Mutual de Seguridad, implemented the *Competitive Company Programme (CCP)*. This programme provides a technical handbook of recognised prestige at a national level for implementing an occupational health and safety management system. This methodology enables the organisation to better control the accident rate in the work environment, to instil a culture of health and safety in the workplace, and to consolidate a deep commitment on the part of senior management to the Occupational Health and Safety objectives outlined. It contains a set of requirements, grouped into 10 modules, which the company must implement and apply to comply with the legal framework and achieve and improve its risk management. CCP certification can be obtained with various results, the qualifications being "good" (between 85% and 89%), "very good" (between 90% and 94%) and "outstanding" (between 95% and 100%). In order to obtain this certification from Mutual de Seguridad, Abertis Toll Roads Chile must be audited twice a year and must obtain similar results in both audits.

In the most recent audits, carried out in 2013, the different subsidiary companies of the organisation in Chile obtained results ranging from 75% to 96%. In line with the scale of values defined by the Mutual de Seguridad's audit tool, the results would range from "good" to "outstanding". The company obtained the best certifications in Andes, Sol and Libertadores, with qualifications of "very good" and "outstanding".

Chile: the Critical Incident Immediate Response Programme

Throughout 2013, the majority of accidents that occurred on Abertis Chile toll roads were the result of violence and/or assaults on employees. With the aim of preventing incidents of this type leading to subsequent complications for employees, the Chilean subsidiary decided to implement the Critical Incident Immediate Response Programme. This programme consists of providing employees with psychological tools to deal with traumatic situations of this type, to prevent the development of phobias and thereby reduce the incidence of any consequential sick leave.

Argentina Occupational health and safety campaigns

Throughout December 2013, Abertis Argentina handed out information packs dealing with topics such as health and safety, hygiene and quality, and respect for the environment, to employees in the Ituzaingo centre at lunchtime. This action covered virtually the entire workforce in the area. The total investment made by the company for this action was around EUR 300. In March 2013, and within the setting of the preventive healthcare strategy, Abertis Argentina conducted a Flu Vaccination Campaign aimed at the staff of Autopistas del Oeste. Of the 500 doses ordered, a total of 321 vaccinations were given in the administration, operations and maintenance departments, as well as among contractors, police officers and the gendarmerie. The remaining 179 doses were donated to children's homes and public hospitals in nearby communities.

Finally, in 2013 Argentina held two seminars with students from technical schools on occupational hygiene and safety. Through these actions, the organisation aimed to provide future professionals with knowledge on actions carried out by Abertis in this setting of Health and Safety in the workplace. The talks were attended by 55 students.

Practices for guaranteeing the health and safety of Telecom personnel

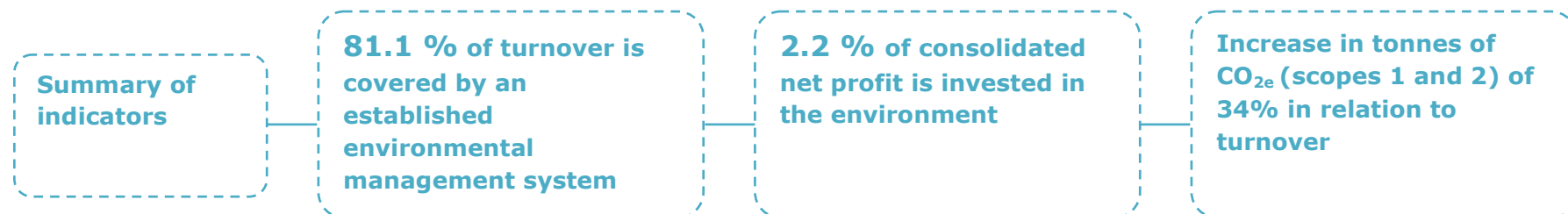
Throughout 2013, Abertis Telecom implemented a number of initiatives to ensure the health and safety of personnel involved in the installation, operation and maintenance of towers, stations, cables and other outdoor installations. These included: 59 risk evaluations, 13 simulations, 8 hygiene reports, 935 medical examinations, 72 internal audits in centres, 20 centres audited in preparation for external OHSAS 18001 audits, 27 hygiene evaluations, 36 investigations into reported accidents, 88 replacement first aid kits in vehicles and 43 new first aid kits.

8. ADAPTING TO THE NEEDS OF OUR SETTING

STRATEGIC LINE 1: Minimising environmental impact

STRATEGIC LINE 7: Promoting and systematising dialogue channels

Policy	Main Features	Practical experiences 2013
Minimising environmental impact	Environmental management	<ul style="list-style-type: none"> • Abertis Telecom and Smart Cities • iCity Project • 2013 Chico Mendes Socio-Environmental Award
	Climate change mitigation	<ul style="list-style-type: none"> • Energy saving and efficiency plan
	Waste generation and management	<ul style="list-style-type: none"> • Improvement in waste and wastewater management
	Biodiversity management	<ul style="list-style-type: none"> • The headquarters of the Abertis Foundation, new UNESCO centre for Mediterranean Ecosystem Biosphere Reserves • Implementation of a natural environment recovery programme
	Noise management	
	Raising environmental awareness	<ul style="list-style-type: none"> • Online environmental training and awareness



The policy

Abertis' main objective through its commitment to the environment is to increase the percentage of business with an established environmental management system (in line with ISO 14001) in order to improve management and minimise the environmental impact of its activities.

Performance

With a view to ascertaining, reducing and managing Abertis' environmental impact, a number of business units within the organisation have an environmental management system. In this regard, it is worth noting the following:

- The systematisation of environmental management on France Toll Roads and various Brazilian concession companies, in line with the requirements stipulated in ISO 14001:2004.
- The high level of maturity in the systems implemented and certified according to ISO 14001:2004, corresponding to the Abertis business units in Spain.
- The start of implementation work for an environmental management system in the offices of the Chilean toll road company Autopistas Chile and in the Los Andes concession company.

In 2013, the incorporation into the scope of this report of new concession companies in Brazil and Chile resulted in a reduction in the turnover with an environmental management system.

Even so, environmental improvement actions are being conducted in the new concession companies (EUR 13.6 million earmarked 2.2% of the consolidated net profit) and the applicable environmental legislation is being monitored to ensure compliance with all legal requirements. Currently, 87.7% of Abertis' turnover has an environmental regulation register. In 2013, the AP68 Ebro network received a EUR 1,000 fine related to a discharge of wastewater without having renewed the authorisation.

ISO 14001 certification level

Activity	Country	Scope	2011	2012	2013
Toll roads	Spain	Spain Toll Roads	✓	✓	✓
Telecommunications	Spain	Abertis Telecom	✓	✓	✓
Headquarters	Spain	Serviabertis	✓	✓	✓
		Fundación Abertis	✓	✓	✓

France also has an environmental management system implemented in line with ISO 14001. After having started the implementation process for the system in 2012, Puerto Rico has formalised a number of environmental management procedures adapted to the characteristics of the infrastructure. Thus, the total amount of global turnover with an environmental management system implemented is 81.1%.

Environmental management system

		2011	2012	2013
% turnover (over the total for the scope of the report)	Implemented	94.8%	93.5%	81.1%
	In progress		0.5%	0.3%
	Total	94.8%	93.9%	81.4%

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The philosophy of environmental management systems is based on continuous improvement, hence annual objectives must be set to strive for environmental excellence. Abertis earmarked resources to comply with the objectives set for 2013, already reported in the previous report, attaining the following extents of implementation of said objectives:

France

- France Toll Roads implemented measures aimed at reducing the impact of its activity on climate change. Among other initiatives, in 2013 it incorporated energy sustainability criteria for selecting new buildings, specific measures were implemented to minimise emissions associated to the operation of the vehicle fleet (training in efficient driving, selection of vehicles according to sustainability criteria, etc.) and equipment with R22 refrigerant gas was controlled and replaced.

Spain

- Spain Toll Roads implemented actions to improve water management and energy efficiency in its facilities, and to minimise the environmental impact associate with the use of salt and of R22 refrigerant gases. The objectives were also attained in improving waste management, discharges and environmental emergencies.
- Abertis Telecom carried out actions aimed at reducing noise contamination through the soundproofing of six centres, increasing the percentage of recycled waste and minimising the generation of greenhouse gas emissions (replacement of equipment with R22 gas, preparation of a greenhouse gas emission audit, etc.).
- Serviabertis succeeded in reducing energy and water consumption, as well as improving the separation of waste, thanks to awareness-raising campaigns carried out among staff.
- In the case of Fundación Abertis, efforts were made to reduce the consumption of materials, diesel and electricity. Moreover, events were made more environmentally friendly, a partnership was established with Foix Natural Park to conserve and promote its natural and landscape assets, and initiatives were started to calculate the carbon footprint associated with visitors to the castle.

Environmental aspects and measures implemented

The principal actions carried out to minimise the significant environmental impacts identified in each Abertis business unit are listed below, classified by country.

Here it should be pointed out that the identification of significant environmental aspects is key for those units which have a management system, as well as for those which have yet to systematise their environmental management, given that it makes it possible to establish improvement actions and prioritise them on the basis of their relevance.

Even though Abertis' activity focuses on the management of transport and telecommunications infrastructures, as a consequence of the recent incorporation of the concession companies in Brazil and of the increased volume of materials consumed there in the construction of infrastructures, aggregates were recycled to defray the costs of part of the material used.

The principal aspects and measures implemented to minimise the environmental impact of this activity are included in the tables corresponding to Brazilian Toll Roads, although for the present report, Abertis does not have sufficient homogeneous data to analyse the associated environmental performance in detail. In this regard, it is planned to incorporate solid information in the next Corporate Social Responsibility report.

Brazil

Toll Roads / Brazil	Most significant aspects	Main measures implemented in 2013
	<ul style="list-style-type: none"> • Impact on biodiversity • Noise pollution • Atmospheric pollution 	<p>Biodiversity:</p> <ul style="list-style-type: none"> - Fencing of the roadways to prevent the entry of wildlife and the installation of wildlife crossings. - Signage on the roadways and campaigns to promote responsible pet ownership. - Reforestation to mitigate the impact of construction work. - Implementation of programmes to protect plants and wildlife and to mitigate the effect of collisions. - Installation of information notice boards informing drivers that they are in protected areas. - Preparation of a forestry inventory and the delimitation of reduction zones. - Preparation and implementation of environmental liability recovery programmes. <p>Noise pollution:</p> <ul style="list-style-type: none"> - Noise monitoring. - Installation of noise protection barriers and plant screens to absorb noise. - Use of vehicles compliant with limits on noise emission values. <p>Atmospheric pollution:</p> <ul style="list-style-type: none"> - Periodic measurement. - Vehicle fleet management (regulated use and maintenance of vehicles) in Fluminense. - Watering of unpaved roads to cut down on dust emissions associated with the passage of vehicles. - Installation of computer-controlled dust collectors in asphalt plants.

Toll Roads / Brazil	Most significant aspects	Main measures implemented in 2013
	<ul style="list-style-type: none"> • Water pollution • Waste generation • Resource consumption 	<p>Wastewater:</p> <ul style="list-style-type: none"> - Quality monitoring of wastewater discharges generated in Planalto Sul and in the recycling of aggregates. - Creation of pools to minimise the discharge of sediments to natural watercourses associated with the construction and installation of containment barriers - Installation of water/oil separation systems <p>Waste generation:</p> <ul style="list-style-type: none"> - Selective recovery of waste, including waste generated during construction work. <p>Resource consumption:</p> <ul style="list-style-type: none"> - Use of solar energy to generate electricity in Autovías and Vianorte. - Monitoring of water consumption to identify possible incidents. <p>Awareness raising:</p> <ul style="list-style-type: none"> - Involvement of suppliers in environmental matters through contractual clauses and environmental training. - Training of in-house personnel in aspects regarding the management of significant environmental aspects. - Environmental awareness-raising campaigns aimed at toll road users and the local community. - Visits to work sites to certify that the established environmental requirements are met.

	Most significant aspects	Main measures implemented in 2013
Toll Roads / Brazil	<ul style="list-style-type: none"> • Emergencies • Activities affecting land 	<p>Emergencies:</p> <ul style="list-style-type: none"> - Implementation of an action programme to minimise the environmental impact associated with accidents with vehicles transporting hazardous goods by road. - Carrying out of emergency simulations. - Recording and analysis of emergencies associated with the transport of goods through the KCOR programme, and identification of the most problematic stretches. - Improvements to road signalling and the installation of rigid metal safety barriers. - Bitumen emulsion and diesel tanks within bund walls and in a covered area. <p>Activities affecting land:</p> <ul style="list-style-type: none"> - Installation of containment barriers and waste storage control. - Implementation of wastewater drainage systems in aggregate extraction areas. - Control of degraded land and installation of barriers to prevent erosion from surface run-off. - Delimitation of work areas to prevent unnecessary damage to the ground in surrounding areas.

France

	Most significant aspects	Main measures implemented in 2013
Toll Roads / France	<ul style="list-style-type: none"> • Water pollution • Impact on biodiversity • Activities affecting land • Waste generation • Resource consumption • Atmospheric pollution • Noise pollution • Emergencies 	<p>Water pollution:</p> <ul style="list-style-type: none"> - Implementation of a procedure of action for accidental spillages, and the construction of containment and treatment basins. <p>Biodiversity:</p> <ul style="list-style-type: none"> - Guaranteeing the quality and usability of studies prior to the construction of infrastructures, to identify the options with the least environmental impact. - Maintenance of wildlife crossings. - Management of roadside embankments and borders through local partners <p>Waste and resource consumption:</p> <ul style="list-style-type: none"> - Reuse of milling waste generated during pavement renewal work and recycling of rubble generated in new constructions. - Rationalisation of the purchase of materials in line with the established procurement policy, favouring the optimisation of material consumption and the minimisation of waste. <p>Atmospheric pollution:</p> <ul style="list-style-type: none"> - Replacement of R22 refrigerant gas. - Environmental criteria for managing the vehicle fleet and training in efficient driving. <p>Noise pollution:</p> <ul style="list-style-type: none"> - Implementation of an action plan to minimise noise and the installation of noise barriers and embankments.

Spain

	Most significant aspects	Main measures implemented in 2013
Toll Roads / Spain	<ul style="list-style-type: none"> • Water pollution • Waste generation • Resource consumption • Emergencies • Impact on biodiversity • Atmospheric pollution • Noise pollution • Activities affecting land 	<p>Water pollution:</p> <ul style="list-style-type: none"> - Construction of new containment basins for contaminants on the Ter, Terri and Fluvià rivers - Installation of retention elements for accidental spillages into the drainage systems on the AP-71. <p>Waste:</p> <ul style="list-style-type: none"> - Preparation of a single bid specification document for Abertis Toll Roads to improve waste management and increase the percentage of recycling. - Signature of an agreement with the Ecotic Foundation for the collection and recycling of electric and electronic waste. <p>Resource consumption:</p> <ul style="list-style-type: none"> - Preparation of a well and water catchment inventory. - Implementation of a system for the integral management of the vehicle fleet, controlling fuel consumption. <p>Emergencies:</p> <ul style="list-style-type: none"> - Preparation of an action procedure for environmental accidents on roadways. - Monitoring of incidents related with fuel leaks from tanks in service areas. <p>Biodiversity:</p> <ul style="list-style-type: none"> - Revision and replacement of motorway fencing, reinforcing stretches to prevent the entry of wildlife. - Installation of apparatus and escape ramps in Avasa.

Chile

	Most significant aspects	Main measures implemented in 2013
Toll Roads / Chile	<ul style="list-style-type: none"> • Noise pollution • Emergencies • Water pollution • Waste generation • Resource consumption • Impact on biodiversity 	<p>Noise pollution:</p> <ul style="list-style-type: none"> - Carrying out noise measurement in the most sensitive areas. - Installation and maintenance of noise barriers. <p>Atmospheric pollution:</p> <ul style="list-style-type: none"> - Periodic measurement of air quality through a specialised company.

Argentina

	Most significant aspects	Main measures implemented in 2013
Toll Roads / Argentina	<ul style="list-style-type: none"> Impact on biodiversity Atmospheric pollution Noise pollution Waste generation Resource consumption Emergencies 	<p>Impact on biodiversity:</p> <ul style="list-style-type: none"> Maintenance of green areas. Reforestation to mitigate the negative impact on the ecosystem arising from roadworks. <p>Atmospheric pollution:</p> <ul style="list-style-type: none"> Periodic measurement of air quality through a specialised company. <p>Noise pollution:</p> <ul style="list-style-type: none"> Use of asphalt that minimises noise from vehicles. Installation of plant screens to absorb noise. <p>Awareness raising:</p> <ul style="list-style-type: none"> Implementation of awareness-raising campaigns to encourage the recycling of waste and to disseminate good environmental practices to promote the responsible use of energy.

Puerto Rico

	Most significant aspects	Main measures implemented in 2013
Toll Roads / Puerto Rico	<ul style="list-style-type: none"> Emergencies Impact on biodiversity Noise pollution Resource consumption Water pollution 	<p>Noise pollution:</p> <ul style="list-style-type: none"> Controlling the speed of vehicles on stretches most sensitive to noise in order to reduce the noise generated. <p>Emergencies:</p> <ul style="list-style-type: none"> Training of personnel on the measures to be taken to minimise any possible environmental impact in the event of emergencies. <p>Awareness raising:</p> <ul style="list-style-type: none"> Use of noticeboards to raise awareness among motorway users of the need for proper waste management, to prevent waste ending up in public waterways.

Spain

	Most significant aspects	Main measures implemented in 2013
Telecommunications / Spain	<ul style="list-style-type: none"> • Waste generation • Resource consumption • Activities affecting land 	<p>Waste:</p> <ul style="list-style-type: none"> - Recovery of 97.81% of hazardous waste and 100% of non-hazardous waste. - Installation of systems warning against the overfilling of septic tanks with sludge waste in two centres. <p>Resource consumption:</p> <ul style="list-style-type: none"> - Generation of clean energy from renewable energy sources through solar panels for direct consumption in two centres. - Monitoring of renewable energy exploitation installations in five centres. - Carrying out of emissions, climate, water and energy audits, and an energy qualification study in two centres. - Replacement of rectifiers with continuous energy rectifiers with higher levels of performance in five centres - Implementation of energy improvement actions for air conditioning and lighting in corporate buildings in Madrid and Catalonia.

	Most significant aspects	Main measures implemented in 2013
Telecommunications / Spain	<ul style="list-style-type: none"> • Noise pollution • Emergencies • Atmospheric emissions • Impact on biodiversity 	<p>Noise pollution:</p> <ul style="list-style-type: none"> - Soundproofing of six centres. <p>Emergencies:</p> <ul style="list-style-type: none"> - Installation of containment measures for diesel spills in tank loading and unloading operations in two centres. - Distribution of kits to deal with accidental battery acid spillages. <p>Atmospheric emissions:</p> <ul style="list-style-type: none"> - Replacement of 16 air conditioning units with R22 gas, and the replacement of gas in a further 50 operational units. - Updating of the Greenhouse Gas Inventory

	Most significant aspects		Main measures implemented in 2013	
Headquarters / Spain	<ul style="list-style-type: none"> • Atmospheric pollution • Waste generation • Resource consumption 		<p>Emissions:</p> <ul style="list-style-type: none"> - Ascertaining the carbon footprint associated with people attending events at Castellet Castle. <p>Waste:</p> <ul style="list-style-type: none"> - Consolidation of the campaign to increase the quantity of waste collected separately. <p>Resource consumption:</p> <ul style="list-style-type: none"> - Improving the monitoring of water, energy and gas consumption management. - Modification to the impulsion of acclimatised air in two plants in building A. - Optimisation of hidden consumption and stand-by mode in machines and auxiliary equipment. - Regulation and control of lighting and air conditioning. - Environmental awareness raising through Aristos to optimise the use of paper, toner and printing cartridges. - Reduction in the consumption of material, water and energy at Castellet. - Greening of conferences given in Castellet Castle. <p>Awareness raising:</p> <ul style="list-style-type: none"> - Promotion of good environmental practices among personnel and service providers at Castellet. - Collaborating in the conservation of the natural and landscape assets of Foix Natural Park. 	

With the aim of continuing to improve its relationship with the natural environment, Abertis' business lines have established environmental objectives for 2014, which include the following:

Brazil

The objectives set for 2014 include participation in or sponsoring of environmental events, the monthly monitoring of collisions with animals, the extension of the scope for measuring the waste collected on the hard shoulder of motorways, obtaining a minimum monthly score in the environmental declaration report (ADA) and the recovery of degraded soils.

Additionally, they plan to continue with the campaigns for reducing water and energy consumption, as well as for raising environmental awareness among the personnel, suppliers, users and the local community. With regard to environmental awareness-raising initiatives, mention should be made of the commemorative environmental dates (World Water Day, World Tree Day, etc.) and the *Long Live the Environment Project* with local state schools.

France

The objectives set by France Toll Roads for 2014 focus on implementing a water resource protection programme, completing the studies on the conservation of the Somme Valley, and the preparation of studies on biodiversity around motorways. It is also planned to continue adapting service and rest areas by installing semi-sunken containers and terminals for recharging electric vehicles.

Spain

The objectives planned for Abertis' Spanish units are aimed at the continuous improvement of their ISO 14001-certified management system, stressing the minimisation of environmental impacts associated with the company's most significant environmental aspects and risks.

More specifically, Abertis Telecom intends to carry out awareness-raising actions through the Virtual campus to promote staff participation in environmental simulations, to continue the plan for disseminating good environmental practices aimed at personnel in offices and technical centres, and reinforcing the training of personnel involved in waste management.

ABERTIS INFRAESTRUCTURAS, S.A.

Chile

In order to improve the current control of environmental aspects, Abertis Toll Roads Chile and the Los Andes toll road intend to implement an environmental management system based on the requirements of ISO 14001. This project will be evaluated during 2014 and, where applicable, the implementation date will be set.

Argentina

The principal objectives set by Autopistas del oeste included extending the calculation of the carbon footprint associated with the transport of its workers, reducing the consumption of materials (paper and cardboard) by implementing technological improvements and raising awareness among personnel through training sessions and information via the Internet.

Puerto Rico

The objectives set by Puerto Rican Motorways focus on continuing with the awareness-raising campaign aimed at motorway users regarding the need for proper waste management, preventing discharges of waste into public waterways.

Practical experiences

Abertis Telecom and Smart Cities

Throughout 2013, Abertis Telecom participated actively in different events related with Smart Cities, which were attended by experts from companies developing solutions and technologies with the aim of participating in the transformation of cities and encouraging the interaction of governments with citizens. Particularly noteworthy in this regard was Abertis Telecom's participation in the fourth edition of the Greencities & Sustainability Forum, held in Málaga, the 17th edition of the Muncipalia fair in Lleida, and in the Smart City World Congress, held in November in Barcelona.

The Abertis Group's telecommunications operator presented the technological advances it has developed in this field, including the Red Smart knowledge platform, which facilitates the integration of the intelligent city concept on the basis of specialisation in different areas of urban activity. It consists of three installations located in Barcelona, Valencia and Madrid which enable urban planners and companies to test, evaluate and implement different solutions and applications conceived for the cities of the future. Red Smart is a test bed for smart cities and is made up of two broad areas:

- The SmartZone, one of which is located in the Barcelona office and was inaugurated two years ago, is a scale reproduction of a city for conducting tests such as the gathering of data through sensors and cameras, transmission with wireless communications networks, and the monitoring and management of services associated with the information obtained.
Abertis Telecom has another SmartZone in the municipality of Tres Cantos, in Madrid. This is fitted with video and city applications and equipment for handling data and implementing solutions which facilitate and improve citizens' contact with the services provided by the administration (parking, traffic, information, security).
- The Management Room is specialised in security and emergency services and applications. Located in the operator's offices in Torrent (Valencia), this area is fitted with all the elements of TETRA technology (modems, vehicle-mounted solutions and IT systems).

Other solutions aimed at improving the operation and efficiency of cities presented by Abertis Telecom in 2013 include the following:

- Irrigation management system in cities, which the company has developed in partnership with Barcelona City Council and one of its partners OpenTrends, which combines data from satellites with those from terrestrial sensors, enabling savings of between 15 and 20% and a reduction in water consumption of up to 35%.
- SmartBrain, a combination of cloud-based applications which enables data and infrastructures to be managed and shared by users (local authorities, citizens, companies and developers).
- A map displaying the entire city, allowing the analysis of data on mobility, the environment, security and traffic.

Abertis Telecom and Smart Cities (cont.)

Abertis Smart Partner Program

As part of its activities in the smart city sector, Abertis Telecom is working on the development of the Abertis Smart Partner Programme, a collaborative environment aimed at companies interested in working jointly towards developing the cities of the future.

As part of this joint initiative, the operator has set up the website <http://aspp.smartabertis.com/> aimed at companies interested in working jointly on shaping the future of our cities. To date, 21 companies (application developers, consultancies, manufacturers and utility companies) have signed up to the Abertis Smart Partner Programme, the objective of which is to establish an environment of creativity and innovation in the Smart field, with the participation of different players in the SmartCity ecosystem.

iCity Project

With regards collaborative work on an international level, the participation of Abertis Telecom in the iCity project (2012–2015) is worthy of special mention.

This is a European CIP programme, coordinated by Barcelona City Council, the principal aim of which is to create a collaborative framework for the development of applications and services of public interest and laboratories in the Smart Cities field. The consortium is made up of Cisco, Fraunhofer Institute FOKUS, Fundació per la Universitat Oberta de Catalunya, Citilab, Retevision and the cities of Barcelona, London, Genoa and Bologna. www.icityproject.com

2013 Chico Mendes Socio-Environmental Award

The *Long Live the Environment* environmental awareness-raising programme, aimed at state schools in Brazil and implemented by Arteris Brazil, received recognition from the non-profit-making organisation Pesquisa e Responsabilidade Socioambiental Chico Mendes with the *Chico Mendes Socio-Environmental Award* in the responsible socio-environmental action category.

The aim of the Brazilian NGO, founded in 2004, is to carry out initiatives which help to conserve and protect the environment, human development and social inclusion, generating revenue and disseminating technical knowledge, research projects and action. The purpose of the Chico Mendes Award, considered to be Brazil's leading environmental event, is to demonstrate leading examples of economic and environmental balance to the country, among other aspects.

Thus, this recognition showcases the concession company as an example of sustainable organisation that is striking a balance between carrying out its activities and protecting the social and environmental setting.

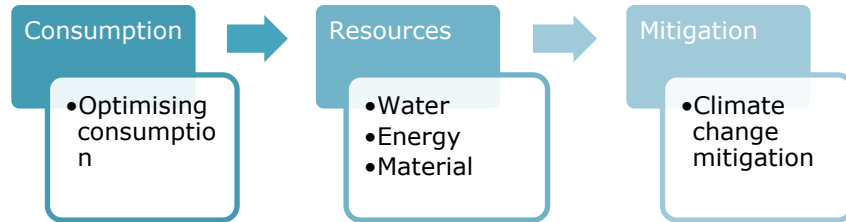
New Abertis Telecom services

Other solutions presented by Abertis Telecom in 2013, in the Smart City Expo, were aimed at optimising resources, promoting sustainability and providing data to facilitate the management of a model for an efficient city:

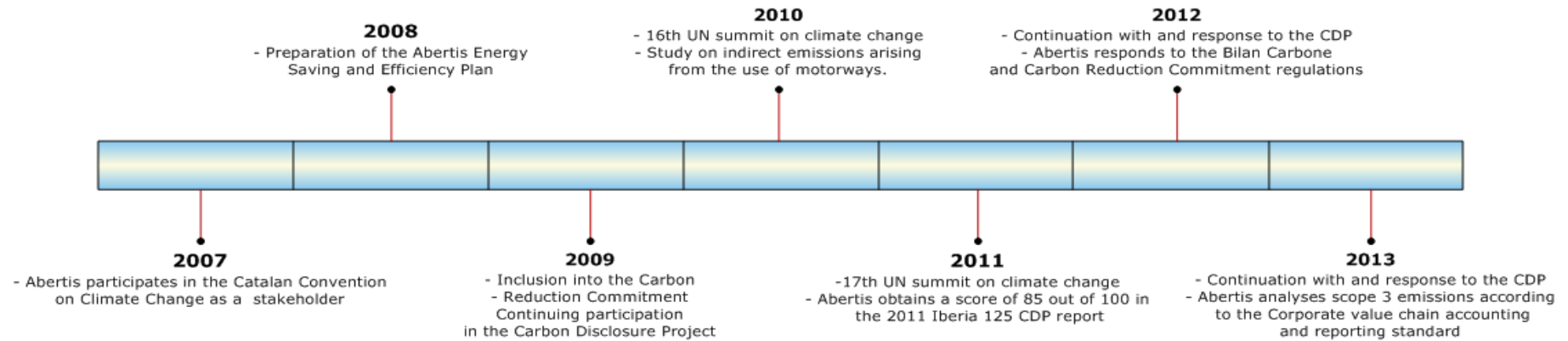
- Irrigation management system in cities, which the company has developed in partnership with Barcelona City Council and one of its partners OpenTrends, which combines data from satellites with those from terrestrial sensors, enabling savings of between 15 and 20% and a reduction in water consumption of up to 35%.
- SmartBrain, a combination of cloud-based applications which enables data and infrastructures to be managed and shared by users (local authorities, citizens, companies and developers).
- A map displaying the entire city, which brings together data from different sources, allowing the analysis of data on mobility, the environment, security and traffic.

8.1. Climate change mitigation

The policy



Timeline of the response to climate change



Performance

Abertis identifies and manages the risks and opportunities that climate change entails for the organisation, considering both direct and indirect aspects which may affect its customers and suppliers. This initiative is conducted within the framework of the project promoted by the Carbon Disclosure Project (CDP) and is fully aligned with the three core aspects of the climate change mitigation strategy approved by Abertis in 2005:

- Theme 1: Optimised use of natural and material resources.
- Theme 2: Establishing the use of renewable energy and fuels that have a lower environmental impact.
- Theme 3: Extending the commitment to mitigate climate change to employees, customers and suppliers.

The risks and opportunities are identified on the basis of the classification established by the CDP, including those derived from the regulation, changes in physical climate parameters and changes in other climate-related aspects.

In this regard, and on the basis of the impact of the activities carried out by Abertis in the different countries in which it operates, the principal risks that could be linked to climate change are the following:

Brazil

Changes in average precipitation may lead to an increase in rainfall, and with it an increase in the costs derived from the maintenance of the infrastructures of Brazilian toll roads.

Furthermore, the implementation of future environmental regulations related to wildlife management or the calculation and publication of greenhouse gas emissions may give rise to new operational costs associated with the need to implement new mandatory actions.

Mention should also be made of possible changes in the cultural and human setting, given that actions will be required to improve the company's relations with its employees and customers, resulting in increased operational costs.

France

The approval of new legal limits on pollutant emissions into the atmosphere may involve the need to reduce the number of vehicles travelling on France Toll Roads, so the application of new regulations is considered a possible risk for the organisation. Similarly, changing rainfall patterns may have a bearing on traffic and increase the costs associated with repairing infrastructures and the consumption of de-icing materials.

Spain

Spain Toll Roads consider that the changing rainfall pattern may reduce the volume of traffic as well as increase the cost of repairing damaged infrastructures. Changing rainfall patterns may also be the biggest risk for Abertis Telecom, since they may result in damage to its facilities as well as interruptions to the service.

Meanwhile, Serviabertis and Fundación Abertis feel that the adoption of new legislation, more restrictive in aspects such as greenhouse gas emissions and energy consumption, may result in increased operational costs associated with the adaptation or replacement of equipment and facilities.

Chile

The change in average rainfall and droughts may result in an increase in costs derived from infrastructure maintenance, as well as a drop in revenue owing to the decrease in traffic. The adoption of new legislation is also identified as a risk, given that the calculation and dissemination of the carbon footprint coupled with new wildlife management measures may entail significant operational costs.

Argentina

The changing rainfall patterns as well as the onset of more extreme meteorological phenomena are the principal risks identified by Autopistas del Oeste, owing mainly to the fact that they will entail operational costs for repairing roadways and embankments. Additionally, traffic restrictions during roadworks may result in a reduction in use of the infrastructure.

Puerto Rico

The geographic location of Puerto Rican Toll Roads on a tropical island, and the foreseeable increase in the number of destructive weather phenomena, specifically hurricanes, may entail a reduction in the volume of traffic and consequent fall in revenue, as well as increased infrastructure repair costs.

On the other hand, and in line with the CDP, Abertis has identified the opportunities that climate change may entail for the organisation, including:

- The optimisation of Abertis' processes, thus improving its environmental management and minimising the costs associated with the consumption of resources and waste management, as a consequence of the publication of new legislation requiring the need to reduce and mitigate emissions and the depletion of non-renewable energy sources.
- Abertis' positioning as an environmentally committed company, as a result of the need to publicly report environmental information and to use more sustainable energy sources.

Moreover, in the case of motorways, an increase in the number of users is predicted, given that the good condition of the network in contrast to other infrastructures may attract drivers wishing to drive more efficiently.

Throughout 2013, and with the aim of minimising the environmental impacts associated with their activities, the companies that make up Abertis carried out a number of initiatives focused mainly on reducing energy consumption, with subsequent reduction in associated CO₂ emissions. More specifically, in 2013 energy savings totalling 718,815 kWh were recorded, which equates to the non-emission of 2,521 tonnes of CO₂.

During 2013, the main actions carried out, by activity, were as follows:

Toll roads

- Replacement of the existing lighting with highly energy-efficient lighting (LED and VSAP).
- Installation of electric flow reducers along the Spanish toll road network.
- The installation of photovoltaic panels to produce electricity on the call boxes in the Brazilian network.

- The commissioning of a waste selection centre for improving selection and storage in the Brazilian network.
- Raising awareness among personnel on minimising the generation of plastic waste, replacing single-use materials with other reusable ones.

Telecommunications

- Replacement of the existing lighting with highly energy-efficient lighting.
- Installation of high-efficiency rectifiers in 26 Telecommunications centres.

Headquarters

- Modifications to the impulsion of air conditioning equipment to reduce electrical consumption in Serviabertis.
- Regulation and control of lighting standards in areas of intermittent occupation in Serviabertis buildings.
- Optimisation of hidden consumption and stand-by for auxiliary machines and equipment.
- Installation of a meter in the power generator diesel tank to measure fuel consumption in Castellet Castle.
- Replacement of the existing lighting in two halls and an outdoor area of Castellet Castle with highly energy-efficient LED lights.

ABERTIS INFRAESTRUCTURAS, S.A.

According to *A Corporate Accounting and Reporting Standard* prepared by The GreenHouseGas Protocol (the main accounting standard of greenhouse gas emissions), the emissions associated with Abertis' activities can be classified into three scopes:

- **Scope 1:** Direct emissions occurring from sources which are owned or controlled by the company. For example, emissions from combustion in boilers, kilns, vehicles, etc., which are owned or controlled by the company; emissions from chemical production in owned or controlled process equipment.
- **Scope 2:** Emissions from the generation of electricity purchased and consumed by the company. Purchased electricity is defined as electricity that is bought or brought into the scope of the company's organisational limits. The emissions in scope 2 occur physically in the plant in which the electricity is generated

Here it should be mentioned that the emission factor for electrical consumption varies according to the country where the electricity is generated, which in turn depends on the energy sources said country uses to generate its electricity.

- **Scope 3:** Other indirect emissions which are a consequence of Abertis' activity, but the sources of which are neither owned nor controlled by the organisation. In the calculation for 2013, the criteria established in the *Corporate Value Chain (Scope 3) Accounting & Reporting Standard* have been incorporated.

In this regard, in the calculation of greenhouse gas emissions generated by Abertis' activity in 2013, which contemplates the calculation of greenhouse gas emissions for 2011, 2012 and 2013, the following categories have been taken into account: Purchase of goods and services (consumption of water, paper and construction materials), waste generated in operations, corporate travel, commuting and the use of sold products. There are other categories in scope 3 which are relevant for the organisation but for which no data are available. Similarly, the scope of the data is not the same for all categories.

The carbon footprint is calculated on the basis of data on energy consumption and other types of consumption (materials, water, etc.), along with the generation of waste, corporate travel and other concepts which may be included in scope 3.

In this regard, the data used to calculate the carbon footprint are the same as those presented throughout this report, owing to which the limitations on the scope of source data used in the calculation of the carbon footprint are, at the same time, the limitations on the scope of the data for CO_{2e} emissions.

For 2012 no information has been included on the consumption of metals and concrete in Elqui, the consumption of paper in Rutas del Pacífico, or water consumed by Elqui and Rutas del Pacífico.

For 2013 no information has been included in relation to the consumption of metals in Elqui and Rutas del Pacífico, or on the consumption of water from the supply company and rubber waste generated in Rutas del Pacífico.

CO_{2e} emissions for 2013 by countries (tonnes)

Country	Scope 1	Scope 2	Scope 3	Total
Brazil	48,740.6	1,860.8	4,319,992.1	4,370,593.5
France	18,693.5	4,071.6	2,921,680.0	2,944,445.0
Spain	6,873.6	62,178.3	1,942,242.3	2,011,294.2
Chile	3,451.4	6,894.1	872,331.4	882,676.9
Argentina	1,173.1	4,134.0	287,780.2	293,087.2
Puerto Rico	57.8	296.1	2,706.3	3,060.1
Total	78,990.0	79,434.8	10,346,732.2	10,505,157.0

CO_{2e} emissions in 2013 by business sector and country

Total emissions (tonnes)					
Activity	Country	Scope 1	Scope 2	Scope 3	Total
Toll Roads	Brazil	48,740.6	1,860.8	4,319,992.1	4,370,593.5
	France	18,693.5	4,071.6	2,921,680.0	2,944,445.0
	Spain	4,140.6	13,525.6	1,938,947.8	1,956,614.0
	Chile	3,451.4	6,894.1	872,331.4	882,676.9
	Argentina	1,173.1	4,134.0	287,780.2	293,087.2
	Puerto Rico	57.8	296.1	2,706.3	3,060.1
Telecom.	Spain	2,666.5	46,338.9	2,307.2	51,312.5
Headquarters	Spain	66.5	2,313.8	987.4	3,367.7

CO_{2e} emissions in 2013 according to turnover (tonnes of CO_{2e} per million euros)

	Toll Roads	Telecom	Headquarters
Scopes 1 and 2	27.8	132.8	630.8
Scope 3	2,687.5	6.3	261.7
Total scopes	2,715.4	139.1	892.5

CO_{2e} emissions in 2013 in relation to activity

	Toll Roads (tonnes CO _{2e} /ADT)	Telecommunications (tonnes CO _{2e} /Units)	Headquarters (tonnes CO _{2e} /Thousand Workers)
Scopes 1 and 2	5.47	0.80	8.38
Scope 3	528.72	0.04	3.47
Total scopes	534.20	0.84	11.85

Evolution of emissions by activity

	2011	2012	2013	Evolution 2012-2013
Toll Roads (tonnes CO _{2e} /ADT)	283.23	280.79	534.20	90.27%
Telecommunications (tonnes CO _{2e} /Units)	0.93	0.82	0.84	1.59%
Headquarters (tonnes CO _{2e} /Thousand Workers)	8.97	10.31	11.85	14.89%

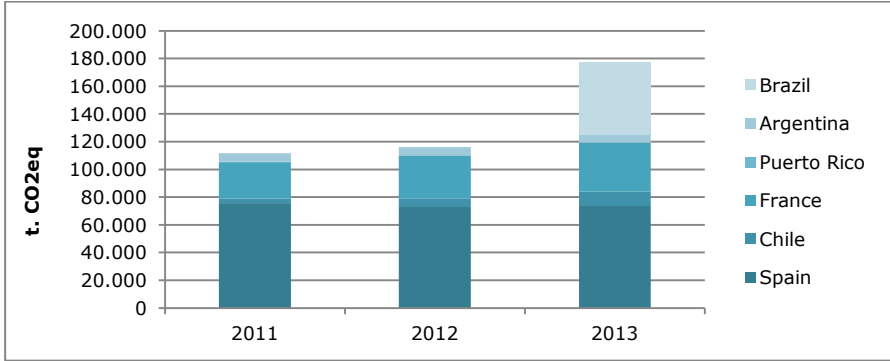
Evolution of CO_{2e} emissions

CO _{2e} emissions (T)	2011	2012	2013
Scope 1 and 2	100,993.8	101,559.5	158,424.8
Scope 3	6,236,216.1	5,870,311.6	10,346,732.2
Total scopes	6,337,209.8	5,971,871.1	10,505,157.0
Per million EUR turnover (scopes 1 and 2)	28.4	28.0	37.5
per million EUR total turnover (total scopes)	1,782.7	1,644.2	2,488.3

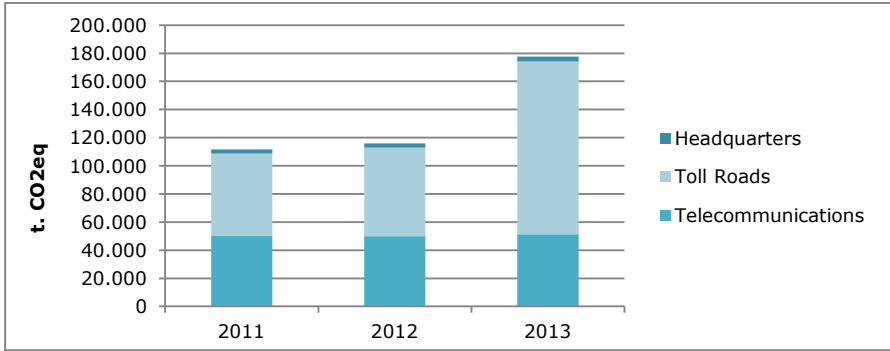
On a global level, emissions by Abertis increased by around 76% in absolute value on the previous year, and by 51% in value in relation to the turnover. This increase was due fundamentally to the incorporation into the scope of the calculation of those emissions associated with the toll road concession companies in Brazil and Chile.

The emissions in scope 3 underwent the greatest growth, mainly as a consequence of the consideration of emission categories, the use of goods and services, and the consumption of materials (principally in roadworks and maintenance on Brazilian toll roads).

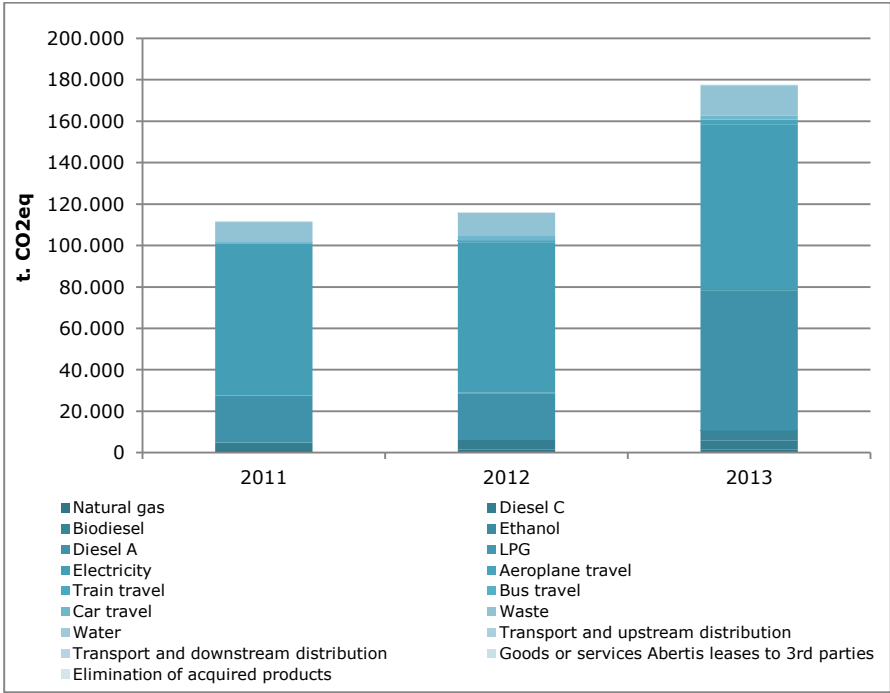
Evolution of CO_{2e} emissions by country¹¹



Evolution of CO_{2e} emissions by business sector



Evolution of CO_{2e} emissions by source



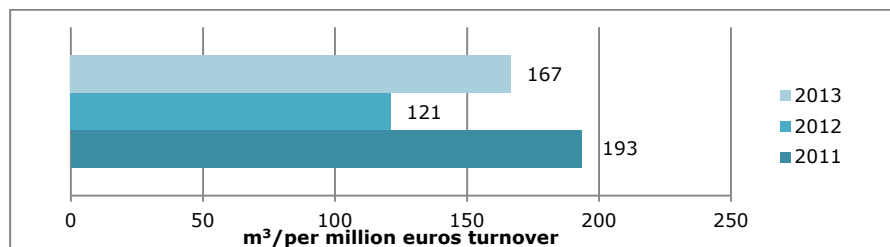
Abertis' business lines monitor and control the regulations pertaining to atmospheric emissions, adopting those measures necessary to comply with the requirements established by national legislation. Here it should be mentioned that Autopistas del Oeste and Autopistas del Sol carry out air quality evaluations through specialised companies, controlling compliance with the legal limits corresponding to the NO₂, O₃, CO, SO₂ and particulate matter (PM10) parameters.

¹¹ In order to facilitate the interpretation of the evolution of CO_{2e} emissions by country, by business sector and by source, the graphs do not include greenhouse gas emissions from the categories: Use of goods and services and materials

Water consumption¹²

The water consumed in the Abertis business units comes from a supply company and own sources, Company-supplied water accounts for 75% of consumption and water from own sources accounts for 24%, while the consumption of rainwater accounts for 1% the total water consumed.

Evolution of water consumption at Abertis



Water consumption absolute values (m³)

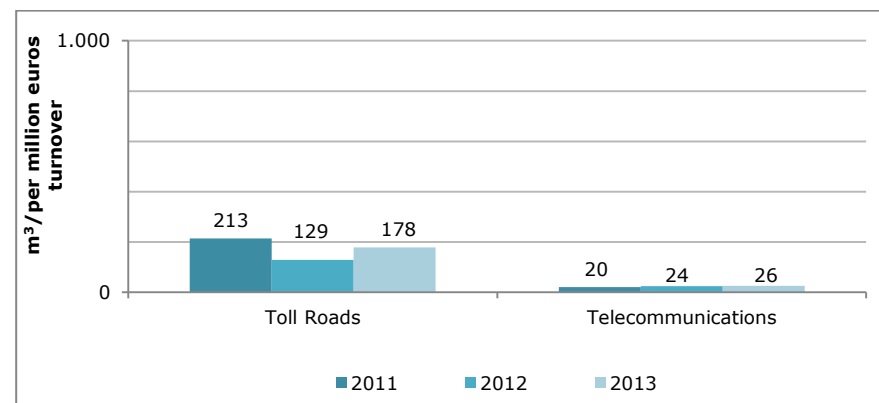
Activity	Country	2011	2012	2013
Toll Roads	Brazil			159,210
	France	299,814	260,094	348,595
	Spain	300,456	104,615	87,195
	Chile			74,720
	Argentina	18,316	18,773	7,245
	Puerto Rico	1,321	997	1,324
Telecommunications	Spain	8,008	9,095	9,532
Headquarters	Spain	13,249	14,607	13,332

¹² The 2011 and 2012 data for Rutas del Pacífico and Elqui have not been included, nor has the consumption of water from canals and reservoirs by the AP7/AP2 Acesa network. In 2013 the consumption of water from the Rutas del Pacífico supply network has not been considered, as it has not been possible to verify the data.

Water consumption in relation to activity

Activity	Country	2011	2012	2013
Toll roads (m³/ADT)	Brazil			8.82
	France	12.72	11.36	15.13
	Spain	14.35	5.58	4.91
	Chile			4.41
	Argentina	0.24	0.24	0.09
	Puerto Rico	0.08	0.06	0.08
Telecommunications (m³/Units)	Spain	0.15	0.15	0.16
Headquarters (m³/Thousand Workers)	Spain	40.58	50.30	46.91

Water consumption in relation to turnover by business sector



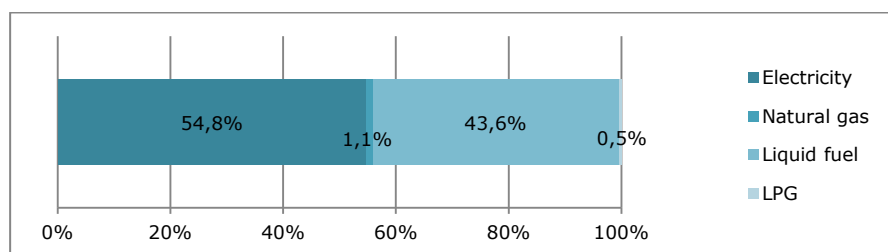
The consumption of water on toll roads has increased significantly, due in part to the incorporation into the scope of this report of the activities managed by Abertis in Chile and Brazil. In absolute values, France Toll Roads have increased their consumption significantly, as has Abertis Telecom, whose influence at the level of global water consumption is not significant. Spain Toll Roads, Argentinian Toll Roads and Headquarters reduced their water consumption thanks, to a great

extent, to the monitoring of consumption and awareness raising throughout the workforce.

Energy consumption

Electricity is the main source of energy consumed in Abertis (54.8%), followed by liquid fuels (43.6%). The consumption of natural gas and LPG is low, jointly accounting for 1.6%.

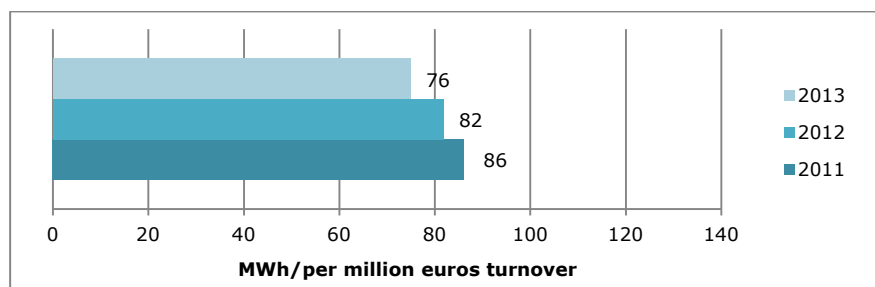
Distribution of energy consumption



Electricity

Abertis consumes electricity from the electrical grid, although it should be mentioned that Brazilian and France Toll Roads and Abertis **Telecom** produce and consume electricity generated by photovoltaic solar panels (207.453 kWh).

Trend in electricity consumption at Abertis



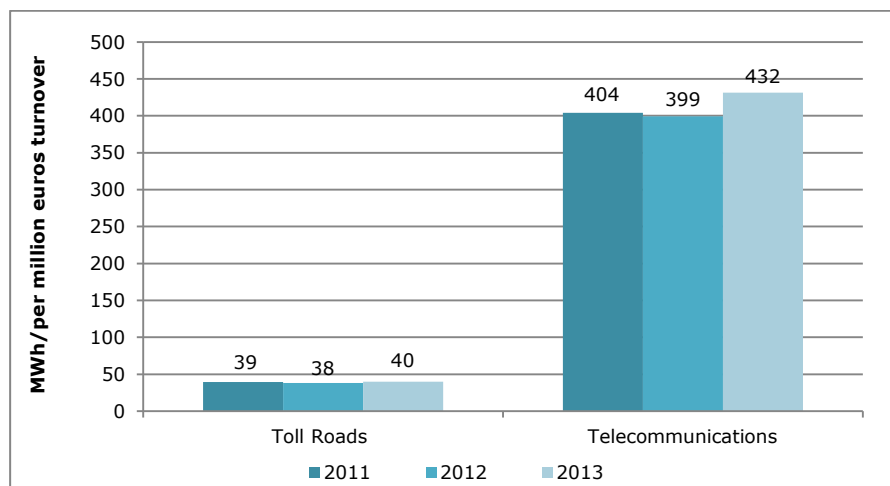
Electrical consumption absolute values (MWh)

Activity	Country	2011	2012	2013
Toll Roads	Brazil			27,365
	France	51,581	47,625	51,539
	Spain	48,988	47,201	46,480
	Chile	1,238	7,609	15,633
	Argentina	11,818	10,826	10,600
	Puerto Rico	772	738	589
Telecommunications	Spain	162,489	153,046	159,240
Headquarters	Spain	8,498	8,405	7,951

Electricity consumption in relation to activity

Activity	Country	2011	2012	2013
Toll Roads (MWh/ADT)	Brazil			1.52
	France	2.19	2.08	2.24
	Spain	2.34	2.52	2.61
	Chile	0.10	0.56	0.92
	Argentina	0.15	0.14	0.13
	Puerto Rico	0.05	0.04	0.04
Telecommunications (MWh/Units)	Spain	2.99	2.52	2.60
Headquarters (MWh/Thousand Workers)	Spain	26.03	28.94	27.98

Electricity consumption in relation to turnover by business sector



In absolute values, electrical consumption has remained practically constant, except in Chilean toll roads, where there has been a significant increase in consumption in MWh. The data relating to electrical consumption by activity show no notable deviations from previous periods either, although in general terms, a slight increase is detected.

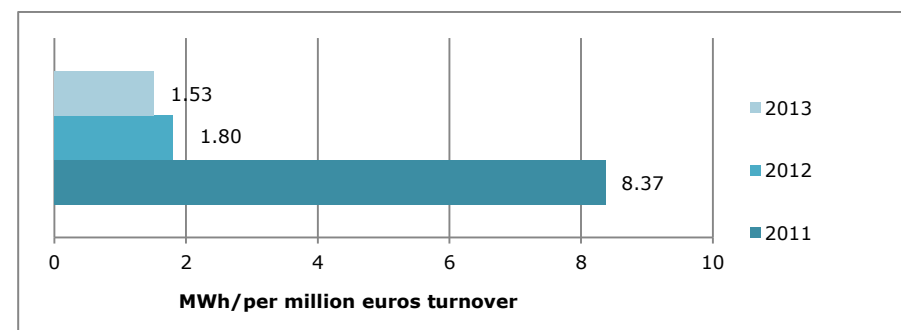
Natural gas

The main consumers of natural gas in Abertis are toll roads, accounting for 97% of total consumption.

Natural gas consumption absolute values (MWh)

Activity	Country	2011	2012	2013
Toll Roads	Brazil			0.0
	France ¹³	5,138	5,658	5,982
	Spain	0.0	0.0	0.0
	Chile	0.0	0.0	0.0
	Argentina	205	212	253
	Puerto Rico	0.0	0.0	0.0
Telecommunications	Spain	162	178	158
Headquarters	Spain	21	22	23

Trend in natural gas consumption at Abertis

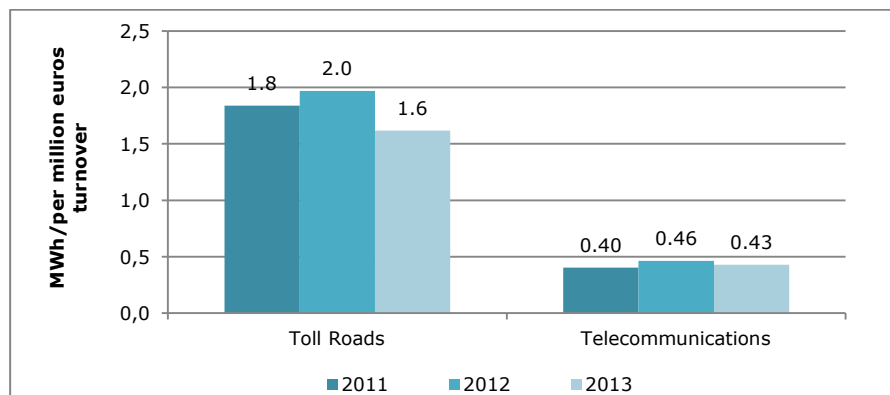


¹³ Consumption has been estimated on the basis of the cost of natural gas in 2013.

Natural gas consumption in relation to business sector

Activity	Country	2011	2012	2013
Toll Roads (MWh/ADT)	Brazil			0.0
	France	0.22	0.25	0.26
	Spain	0.0	0.0	0.0
	Chile		0.0	0.0
	Argentina	0.0	0.0	0.0
	Puerto Rico	0.0	0.0	0.0
Telecommunications (MWh/Units)	Spain	0.003	0.0029	0.0026
Headquarters (MWh/Thousand Workers)	Spain	0.07	0.08	0.08

Natural gas consumption in relation to turnover, by business sector



In absolute terms, the consumption of natural gas increased non-significantly in the French and Argentinian toll roads and Headquarters, while in Abertis Telecom there was a drop of 11% with regard to the previous year. The global data show a slight increase of 6% in total natural gas consumption.

With regard to the consumption of natural gas by activity, the values obtained show low consumption of this fuel in Abertis' business units.

Liquid fuel¹⁴

The principal consumption of liquid fuels in Abertis is by the vehicle fleet, which accounts for 94% of total liquid fuel consumption, including diesel consumed by the machinery used in infrastructure management, vehicles and electrical generators.

Consumption of liquid fuels in absolute values (litres)

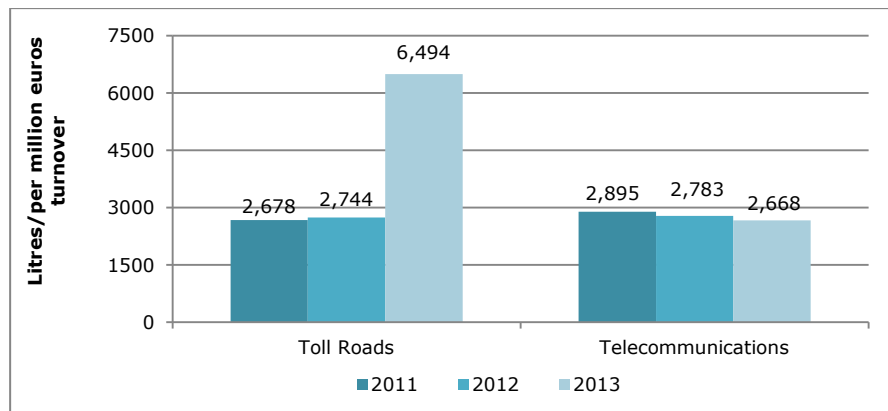
Activity	Country	2011	2012	2013
Toll Roads	Brazil			16,314,876
	France	4,625,236	4,988,135	5,361,752
	Spain	1,747,645	1,815,163	1,431,808
	Chile	1,022,925	893,489	1,273,999
	Argentina	363,203	460,700	411,414
	Puerto Rico	21,425	19,495	21,584
Telecommunications	Spain	1,163,852	1,065,976	984,552
Headquarters	Spain	6,621	8,776	23,094

¹⁴ The 2012 fuel consumption data for Rutas del Pacífico and for mobile sources in Elqui have been excluded, owing to it not being possible to make an estimate.

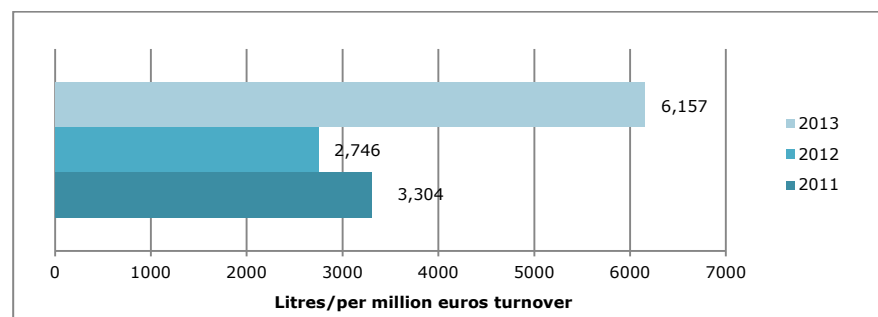
Liquid fuel consumption in relation to sector

Activity	Country	2011	2012	2013
Toll Roads (litres/ADT)	Brazil			903.3
	France	196.2	217.8	232.7
	Spain	83.5	96.8	80.5
	Chile	82.8	66.2	75.2
	Argentina	4.7	6.0	5.2
	Puerto Rico	1.3	1.1	1.3
Telecommunications (litres/Units)	Spain	21.4	17.6	16.0
Headquarters (litres/Thousand Workers)	Spain	20.3	30.2	81.3

Liquid fuel consumption in relation to turnover by business sector



Trend in liquid fuel consumption at Abertis



In 2013, in absolute values the overall consumption of liquid fuels underwent a highly significant increase, mainly as a consequence of the incorporation into the scope of this report of the consumption associated with the Brazilian toll roads, which account for 63% of total fuel consumption in Abertis. Even so, Spain Toll Roads, Argentina Toll Roads and Abertis Telecom reduced their consumption of liquid fuels over the year.

Although not as high as the consumption of fossil fuels, throughout 2013 Abertis consumed a total of 2,728,818 litres of biofuels to operate the vehicle fleet (68%) and auxiliary equipment (electronic units) (32%) in a number of its concession companies in Brazil.

Material consumption¹⁵

Abertis' business units consume a wide range of materials, the most significant being those used in the construction and the maintenance of road infrastructures.

Material consumed (tn)	2011	2012	2013	% recycled material consumed
Granules	2,164,909	1,073,683	1,911,955	13.6%
Asphalt	788,079	546,914	1,357,989	32.1%
Concrete	333,420	148,453	239,699	40.1%
Metal	19,722	6,057	52,538	0.2%
Paint	2,566	1,735	42,059	0.0%
Paper ¹⁶	262	203	319	2.2%
Salt	30,854	46,751	103,687	0.0%
Antifreeze and de-icing fluid	31	117	473	0.0%

Principally, and as a result of the incorporation of the Brazilian concession companies into the scope of this report, in 2013 an increase in the consumption at Abertis level was recorded. It should also be mentioned that the execution of roadworks and improvements to the group's toll roads have resulted in increased consumption in those materials associated with these tasks.

The quantity of salt, antifreeze and de-icing liquids increased with regard to 2012, as these parameters fluctuate from year to year since they are related directly with the temperature and precipitation recorded during the winter.

¹⁵ The 2012 data on the consumption of materials do not include the consumption of concrete and metals in Elqui or the consumption of paper in Rutas del Pacífico, since no reliable data are available on the quantities consumed. For the same reason, the data for 2013 do not include the consumption of metals in Autopistas del Sol or Rutas del Pacífico.

¹⁶ The data for Chile have not been included as no information is available.

Consumption of materials on toll roads for 2013 by country (t)

Activity	Country	Granules	Asphalt	Concrete	Metal
Toll Roads	Brazil	892,971.6	298,788.5	55,757.6	15,574.9
	France	645,947.5	640,990.5	15,111.6	17,052.5
	Spain	322,686.5	317,238.7	164,804.0	19,631.5
	Chile	48,677.3	75,187.9	968.4	149.0
	Argentina	1,672.0	25,783.0	3,057.0	129.7
	Puerto Rico	0.0	0.0	0.0	0.0

Activity	Country	Paint	Paper	Salt	Anti-freeze
Toll Roads	Brazil	40,777.0	126.0	0.0	0.0
	France	638.5	32.8	82,052.15	473.3
	Spain	574.7	121.4	21,634.8	0.0
	Chile ¹⁶	7.6		0.0	0.0
	Argentina	60.7	12.1	0.0	0.0
	Puerto Rico	0.1	0.4	0.0	0.0

Abertis Telecom and Headquarters consumed 7.0 and 16.8 tonnes of paper respectively, this being the most significant material for these units.

Even so, the particular characteristics of the different Abertis business units means that, in some of them, there are other materials whose consumption is significant. These include:

- Refuse bags (100 60-litre units, 100 200-litre units, 100 20-litre units), plastic cups (25 80 ml-units and 20 200 ml-units) and shovels (1,000 units) in Brazil Toll Roads.
- Resins (181 litres) and nails (30,477 units) in Autovías.

ABERTIS INFRAESTRUCTURAS, S.A.

- Signage material (779 signs, 962 sign installation fittings and 512 cones) and 250 safety barriers in Intervías.
- Wooden fittings (800 kg), plastic barriers (50 kg) and PVC cones (230 kg) in Vianorte.
- Sand and resins in Planalto Sul (461 t).
- Cobblestones and similar materials for road paving (25,285.7 t) in Brazil.
- Infill material in France (41,400 t).
- Bonding polymers, neoprene joints, hydraulic mortar, adhesive materials, micro-spheres, polymer materials and corrosion resistant primer on Spain Toll Roads (480 t).

Practical experiences

Energy saving and efficiency plan

Abertis is aware of the need to optimise energy consumption in its business lines to reduce its environmental impact and address climate change. With this in mind, during 2013 it carried out a number of energy saving and efficiency actions, including the following:

France: "Engagements Verts" programme

2013 saw the completion of the "Engagements Verts" programme, through which, over 3 years, Sanef implemented 40 projects and up to 300 actions, with an investment of EUR 250 million, with the aim of improving the integration of its infrastructures into the environment and improving the services provided to toll road users. The investment focused on five areas: reducing CO₂ emissions, protecting water resources, implementing noise reduction measures, protecting biodiversity and developing ecodesign.

The purpose of ecodesign is to incorporate the most sustainable techniques into the design, execution and maintenance of the different projects planned by the group, in both operational and service areas, and to design new buildings incorporating environmentally friendly materials, taking into account energy-saving and the use of renewable energies.

In this regard, the Eco-pôle building, which since April 2013 has been the Headquarters of Sanef's Eastern network and the flagship project of the "Engagements Verts" programme, has obtained HQE certification (Haute Qualité Environnementale). This certification takes into account different aspects that evaluate sustainability throughout the lifetime of buildings: total energy consumption, contribution to climate change, waste production, water consumption, health and comfort, indoor air quality, sound controls, maintenance costs, EVR, etc.

The building has a number of features, such as a geothermal climate control system, additional insulation and dual-flow ventilation, and it has 800m² of solar panels capable of producing 240,000 KWh per year, making it one of the first energy-plus (BEPOS) buildings in France.

Another of the main projects in the "Engagements Verts" programme launched during 2013 was the creation of the new space to promote carpooling in "Paris-Oise", to add to the four existing ones in the network managed by Sanef.

This project forms part of the European strategy to encourage the efficient use of infrastructures, and also helps reduce emissions associated with travelling and improve the services offered to toll road users. Four main actions were taken: the creation of a 103-space carpooling car park, a 124-space parking area for heavy vehicles, the updating of infrastructures to make them more convenient and the refurbishment of tollbooth station no. 9 at Pont-Sainte-Maxence on the A1 Toll Road, with the installation of the electronic toll payment service, thus improving traffic flow, comfort and service quality.

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Energy saving and efficiency plan (cont.)

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Spain: Improvements to the energy efficiency of facilities

Throughout 2013, the Environmental Department of Abertis Toll Roads Spain worked on improving energy efficiency in its facilities. This action was aimed at optimising energy consumption and reducing environmental contamination and the risk that this causes on Abertis toll roads.

The actions carried out to implement this initiative included the installation of 6 flow regulators to adapt lighting to the levels of traffic on the Acesa network, and the refurbishment of air conditioning units in the Lleida tollbooths and Lleida maintenance area; the renewal of lighting in the Vallcarca tollbooths and maintenance warehouse in the Aucat network, and the refurbishment of the air conditioning unit in the Vallcarca control building; the replacement of existing lights with LED lights in the lay-byes in Iberpistas network tunnels; the renewal of lighting and the installation of a central unit to control light intensity in the *El Fantasma* service area, and the installation of flow regulators in the *Dos Hermanas* and *Las Cabezas de San Juan* areas on the Aumar AP4 network; the refurbishment of the air conditioning unit in the San Vicenç building in the Invicat network; the refurbishment of PCB (polychlorinated biphenyl) transformers in Atmella, Villarreal and Hospitalet de l'Infant; and the refurbishment of the air conditioning unit in the Vinaroz building in the Aumar AP7 network.

These measures resulted in environmental improvements and energy-saving thanks to the reduction in CO₂ emissions to the atmosphere, a reduction in R-22 gas emissions to the atmosphere and a lower risk of PCB contamination.

Spain: 2013-2014 Electrical Maintenance Master Plan

Throughout 2013, the Environmental Department of Abertis Toll Roads Spain, on the basis of its efficiency programme, implemented the 2013-2014 Electrical Maintenance Master Plan. Through this *Master Plan*, Abertis seeks a more efficient, responsible and sustainable operating model. The main electrical maintenance actions included lighting flow regulation, the optimisation of outdoor lighting, the total or partial switching off of decorative lighting, and the optimisation of consumption on toll roads, in maintenance areas as well as in buildings and toll booth stations.

The implementation of this *Master Plan* resulted in a reduction of 2,804 t of CO₂/year, and gross annual savings of between EUR 500,000 and EUR 900,000 (depending on total or partial switching off of lighting on main and secondary roadways and junctions). For the proper monitoring of the impacts of this plan, the Consumption of electrical energy in MWh and the reduction of indirect CO₂ emissions to the atmosphere will be revised.

8.2. Waste and wastewater management

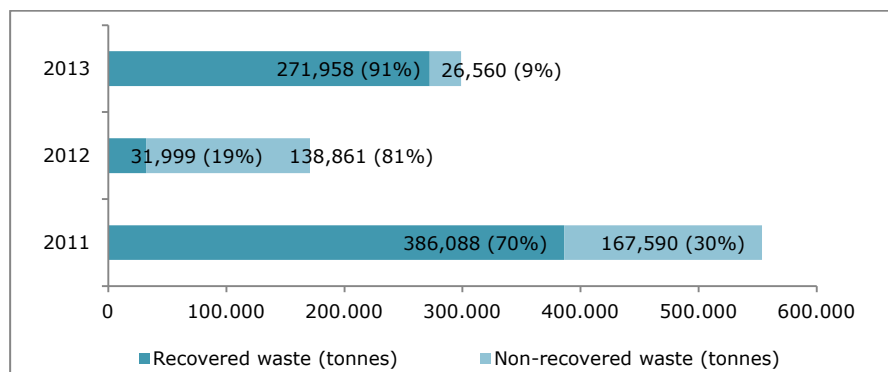
The policy

In terms of waste, Abertis' principal objective is to reduce the generation of waste and improve its management, prioritising reuse and recycling. Another objective for Abertis is to improve wastewater treatment and quality on a daily basis.

Performance

The generation of waste¹⁷ in Abertis was up 75% on 2012, due in large part to the extension of the scope of the report (concession companies in Brazil and Chile). Another factor which had an impact on this growth was the implementation, in Spain Toll Roads, of a new system for improving the monitoring and control of supplier-generated waste. This action allows the Spanish concession company to accurately gauge not only the waste generated by its human team, but also those organisations working on its behalf.

Trend in waste generation and recovery



¹⁷ The waste generation data for 2013 do not include the generation of rubber waste in Rutas del Pacífico, since no reliable data are available on the quantities consumed. Here it should be noted that the waste generation data for Chile are not uniform for all the concession companies in the country.

WASTE GENERATED 2013		
Hazardous	Tonnes generated	% treated
TOTAL HAZARDOUS	8,684.0	99.9%
Used solvents	5.9	92.9%
Used mineral oils	84.2	98.4%
Paints, varnishes, inks and adhesive wastes	1.4	46.3%
Mixed chemical waste	100.6	97.4%
Oil-water emulsion sludge	7,952.7	100.0%
Scrapped vehicles (vehicles)	407.0	100.0%
Scrapped electrical and electronic equipment	91.7	99.2%
Batteries and accumulators	32.5	97.6%
Scrapped parts and equipment	8.1	99.9%
Non-hazardous	Tonnes generated	% treated
TOTAL NON-HAZARDOUS	289,834.8	90.8%
Waste metal (except packaging)	1,644.4	100.0%
Metal packaging	4.9	100.0%
Glass packaging	128.5	100.0%
Paper and cardboard waste (except packaging)	564.2	100.0%
Paper and cardboard packaging	165.7	99.6%
Waste rubber	583.8	100.0%
Waste plastic (except packaging)	257.0	100.0%
Plastic packaging	49.8	100.0%
Waste wood	148.5	100.0%
Scrapped electrical and electronic equipment	8.4	92.9%
Organic waste	544.6	14.7%
Domestic waste and similar	6,333.6	65.9%
Common dry sludge	0.0	0.0%
Common wet sludge	2,065.6	99.6%
Construction and demolition waste	277,258.7	91.4%
Other chemical preparation waste	77.1	100.0%

In addition to the waste included in the table above, Fundación Abertis generated 2 oil filters and 2 diesel filters, 3 kg of expanded polystyrene, 50 litres of anti-freeze and small quantities of foam board, CDs and floppy disks.

Generation of Non-hazardous Waste (NHW) by business sector and country (t)

Activity	Country	2011	2012	2013
Toll Roads	Brazil			30,355.8
	France	102,221.0	146,213.7	95,174.1
	Spain	446,952.8	20,505.8	161,756.5
	Chile		56.3	671.5
	Argentina	924.9	1,301.6	1,379.7
	Puerto Rico	0.4	74.2	82.6
Telecommunications	Spain	210.3	239.4	232.4
Headquarters	Spain	100.5	104.8	103.3

Generation of hazardous waste (HW) by business sector and country (t)

Activity	Country	2011	2012	2013
Toll Roads	Brazil			54.5
	France	2,148.5	2,202.9	8,319.7
	Spain	74.5	72.7	151.5
	Chile		0.2	9.5
	Argentina	4.2	5.6	6.3
	Puerto Rico	0.2	0.1	0.2
Telecommunications	Spain	106.0	81.7	75.9
Headquarters	Spain	8.4	0.5	1.1

Spain Toll Roads and France Toll Roads are the units with the greatest disparity in comparison with 2012 in terms of the quantity of non-hazardous waste generated. The French concession companies reduced the quantity of waste generated by 35%, while that generated by Spain Toll Roads increased seven-fold on the previous year. In terms of hazardous waste, in 2013 there was a general increase, although Abertis Telecom recorded a 7% fall.

Wastewater treatment methods

As a consequence of the water consumption in the different business units, Abertis generates wastewater generally classified as domestic wastewater, owing to its low pollution load. Even so, as a result of activities associated mainly to the cleaning of the maintenance areas of facilities and equipment, water containing oils, hydrocarbons or other similar products may be generated. In 2013, the total volume of the discharged wastewater associated with Spain Toll Roads, Argentina Toll Roads and Serviabertis was 112,641.7 m³.

On the basis of the type of wastewater generated, waters were discharged to the public sanitation system through sewers or collected and treated in purification systems or septic tanks.

With a view to continuing to make progress in wastewater management, in 2013 a number of initiatives were carried out in this area, including the connection of two service areas and two Aumar toll payment booths to the public sewerage system, the installation of five discharge points on Aulesa toll roads, and the preparation of a database for an inventory of all discharge points on Spain Toll Roads, to improve control when carrying out analyses of discharges.

With regard to wastewater analyses, these are carried out on different Spain Toll Roads, Autopistas del Oeste, Rutas del Pacífico, Autopista del Sol, Planalto Sul and Autopista Los Andes.

Practical experiences

Improvement in waste and wastewater management

Throughout 2013 Abertis implemented measures to minimise waste generated through its activity and to ensure the proper management of that which could not be avoided, as well as to improve the management of the wastewater generated. The main initiatives carried out in this area are the following:

Brazil: Involvement in the Participate and Recycle Project

Throughout 2013 the Abertis concession company Autopistas Brasil Régis Bittencourt continued to collaborate with the Participate & Recycle Project, to guarantee the proper management of a number of different types of technological waste, such as batteries, electronic components and lamps.

The optimisation of waste recovery and transport logistics from the storage points in Autopistas Régis Bittencourt to the selection centres leads to a reduction in CO₂ emissions associated with waste transport, as well as proper waste management in the processing centres where the waste is recycled, recovered or reused on the basis of its state and characteristics.

Spain: Cooperation Agreement with the ECOTIC Foundation

Throughout 2013 the Environmental Department at Abertis Toll Roads Spain has implemented a Cooperation Agreement with the ECOTIC Foundation. This agreement was designed to homogenise the system to be adhered to in all Abertis Clean Points to manage the electric and electronic waste generated. It also resulted in high levels of efficiency in terms of the costs being generated (air conditioning units, traffic lights, computer equipment, electrical panels).

All duly authorised logistics operators and treatment plants which intervene in the management throughout Spain participated in this agreement. Among the companies that have been contracted by ECOTIC for the collection and treatment of waste, it should be mentioned that TAXILEÓN, S.L. (transport company operating throughout Spain, except Andalusia) and the FUNDOSA RECICLALIA, S.A, treatment plant are qualified and registered in the Registry of Special Employment Centres (SECs), thus contributing to the integration of disabled workers in electrical into electronic waste management activities.

The actions carried out included the establishment of the requirements to be met in the agreement for compliance with the current legislation and other requirements established by the procedures implemented in Abertis Toll Roads, by the SGI; the deployment of containers and implementation of new management by central maintenance; and finally the legal review of the requirements of the agreement in compliance with the regulations on contracts and other requirements established by the Abertis Corporation itself.

These measures have resulted in the homogenisation of the protocol followed in electrical and electronic waste management, more efficient management and support for the incorporation of disabled individuals into employment related to managing this waste.

Throughout 2013, the Environmental Department at Abertis Telecom implemented a waste management improvement process in the technical centres in Catalonia. This initiative was aimed at improving waste management and implementing preventive measures against possible spillages during waste storage.



Improvement in waste and wastewater management (cont.)

The actions carried out through this initiative included the distribution of waste separation containers (for paper, plastic and organic waste) in offices staffed 24 hours a day; the distribution of high-capacity trolleys for electrical-electronic waste in work centres; the installation of overflow alarms in septic tanks; and waste management training for the new manager of the waste storage point for the Catalonia Area.

The impact of these measures has been the minimisation of waste storage spillage and increased awareness on proper waste management.

Spain: Improvements in wastewater management

In 2013 the Spanish El Cuadrejón service area, which up until then received its water supply through water tankers, was connected to the municipal supply network.

This made it possible to obtain improvements in economic, operational and environmental aspects given that:

- It eliminates the cost of transporting water to the El Cuadrejón Service Area tank.
- It improves the management of the drinking water supply in times of increased demand from customers on specific dates.
- It reduces CO₂ emissions associated with the operation of water tankers.

8.3. Biodiversity management

The policy

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

Performance

The impact of Abertis' activities on biodiversity is one of the aspects with greatest environmental significance for the organisation.

On a business level, the units corresponding to toll roads (including tasks involving the use of aggregates in the maintenance and construction of infrastructures) and Telecommunications are those which affect biodiversity most significantly due to their occupation of land area and the fact that, in various cases, the infrastructures are located in or run through protected natural areas.

For 2013, the kilometres of motorway and the area covered by telecommunications centres located in spaces with some type of protection were as follows:

- 116.9 km of the toll roads managed by Abertis in Spain pass through Natura 2000 Network areas.
- 349.6 km of the toll roads managed by Abertis in France pass through protected areas.
- 2.2 km of the toll roads managed by Abertis in Puerto Rico (corresponding to the Tedor Moscoso bridge) pass through protected areas.
- 581.0 km of motorways managed by Abertis in Brazil.
- 10.3 km of motorways managed by Abertis in Chile.
- 89,273.5 m² of space occupied by installations managed by Abertis Telecom.

In order to minimise the impact of these infrastructures on the natural environment, in 2013 Abertis once again identified and evaluated the principal impacts of its activity on biodiversity and implemented initiatives to minimise these effects.

Main impacts on biodiversity in toll roads and Telecommunications

- Alteration and fragmentation of the area
- Species Dispersion.
- Damage to flora and fauna
- Elimination of natural spaces and the risk of destroying habitats
- Contaminated waterways
- Increased noise
- Visual impact and impact on the landscape



Main conservation measures that have been implemented

- Permeabilisation of infrastructures by building bridges or wildlife passages.
- Implementation of wildlife control and protection programmes
- Planting of indigenous flora
- Re-vegetation and restoration of landscapes
- Studies conducted prior to construction of the infrastructure to identify the route with the least environmental impact
- Measures for preventing forest fires
- Agreement with regional environmental conservation associations for roads managed by France.
- Installation of noise barriers
- Efficient salting of motorways during the winter
- Limited application of phytosanitary products on motorway verges and embankments
- Proper waste management

Practical experiences

The headquarters of Fundación Abertis, the new UNESCO centre for Mediterranean Ecosystem Biosphere Reserves

The headquarters of Fundación Abertis, Castellet Castle, was chosen as a new centre for Mediterranean Ecosystem Biosphere Reserves promoted by the United Nations Educational, Scientific and Cultural Organization (UNESCO). This landmark reinforces Abertis and Fundación Abertis' commitment with the environment, and it follows the carrying out of a large number of studies, research projects, publications and conferences promoting sustainable development.

The designation will enable an in-depth study of the Mediterranean region, given that Castellet Castle is located in a unique setting, rich in biodiversity, and has ISO 14:001 certification, which guarantees proper environmental management to minimise its impact on the area.

The plan of activities scheduled to be carried out in Castellet will focus on the creation of documentation resources on sustainability in natural spaces, as well as on the environmental services of the Biosphere Reserves and sustainability indicators for the network. A database will also be prepared related to North-South cooperation, based on the compilation of publications on international cooperation in connection with Ecosystem Biosphere Reserves and Natural Parks in the Mediterranean region. There will also be seminars, meetings, educational programmes, excursions and educational outings.

Implementation of a natural environment recovery programme

The Brazilian Régis Bittencourt toll roads are aware of the impact the construction and maintenance of road infrastructures have on the environment. With this in mind, in 2013 they implemented an Environmental Liability Recovery Programme.

The principal initiatives conducted within the programme include the following:

- The updating of the environmental liability inventory prepared in 2008, incorporating two new areas.
- Recovery of 22 environmentally degraded areas, through the stabilisation of embankments, lining areas with vegetation and the installation of drainage.
- Guaranteeing the effectiveness of measures implemented in the recovered areas.
- Monitoring the state of areas alongside the infrastructures to identify the existence of zones affected by erosion processes.

In 2014, work is scheduled to continue on recovering the environmental liabilities existing on the Régis Bittencourt network.

8.4. Noise management

The policy

Abertis' 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.

Performance

One of the most significant environmental aspects in the motorway business line is noise levels. Thus, Abertis is introducing measures to minimise the noise contamination associated with motorways, including the following:

- installation and maintenance of noise screens
- the use of noise reducing asphalt
- taking acoustic readings, paying special attention to the most environmentally sensitive points.

In addition to these actions, Abertis monitors the environmental impact of the motorways it manages. The global evolution of the percentage of kilometres managed by Abertis in which acoustic monitoring is performed has fallen by 27% due mainly to the incorporation of the new concession companies in Brazil and Chile into the scope of this report.

	2011	2012	2013
Km of toll road	67%	66%	39%

Analysing the data by country, acoustic monitoring has been carried out on 100% of French and Argentinian toll roads, followed by Spanish toll roads (52%), Brazilian toll roads (5%) and Chilean toll roads (2%).

Among the noise minimisation actions carried out by Abertis concession companies, worthy of note are those implemented by France Toll Roads as part of the Paquet Vert programme, an agreement signed with the French Government and launched in 2010.

The drafting of noise prevention plans, the installation of acoustic screens and insulation and the updating and improvement of the existing equipment make up the core of actions aimed at reducing the acoustic impact of France Toll Roads.

The result obtained as a consequence of carrying out the aforesaid initiatives was the acoustic protection of 500 homes in areas alongside roadways.

Similarly, Abertis Telecom is also working on minimising the noise associated with the operation of its telecommunications equipment, through the soundproofing of its centres.

8.5. Raising environmental awareness

The policy

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

Performance

With a view to extending Abertis' commitment to the environment, the business units carry out environmental awareness-raising initiatives aimed at stakeholders (employees, suppliers and customers). In 2013, the total investment in environmental awareness-raising actions was EUR 215,839.30.

Awareness-raising activities implemented

Brazil

Brazilian toll roads carried out a number of actions aimed at raising awareness among staff, suppliers, users and the local community. The actions carried out in 2013 included the following:

- Celebration of World Environment Day, World Water Day and World Tree Day. On these days, information material was handed out, fig tree seeds were given to motorway users and environmental awareness messages were disseminated on the panels located on certain flyovers, among other actions.
- Awareness-raising sessions aimed at in-house staff to ascertain which environmental aspects of the company's activity are most significant, and how to manage them properly. Worthy of note were the training sessions aimed at mitigating the environmental impact of construction work and the use of herbicides.
- Environmental advice for staff to promote selective waste collection, for example through banners on computer screens.

- Distribution of the *Boletim Viajar* Magazine, which is handed out quarterly to users who would like a copy at toll booths, and which includes news and articles on environmental issues (Fluminense).
- Training of the principal suppliers to ensure that they are conversant with the environmental criteria set by the toll roads.
- Environmental awareness-raising campaigns aimed at motorway users, to encourage the minimisation and proper management of waste through advice on good practices, among other aspects. To promote the separation of waste, selective collection bins have been installed in service areas.
- The *Long Live the Environment* campaign, aimed at teachers and students in State schools. With the aim of training teaching staff to transmit awareness of environmental issues to their students, educational sessions are conducted during which they are given material for use in class. Additionally, competitions with an environmental theme are organised for students, resulting in posters and bookmarks with environmental messages which are handed out to motorway users at toll booths.

France

France Toll Roads have continued to raise awareness among users at their main service areas, through the screening of a video on the organisation's environmental policy and good practices. At the end of 2013 a campaign aimed at customers was launched to showcase the company's biodiversity protection initiatives. The campaign is scheduled to continue throughout 2014.

ABERTIS INFRAESTRUCTURAS, S.A.

Spain

During 2013, Spain Toll Roads continued with their awareness-raising campaign among personnel through Brasil Toll Roads, offering information connected with the most significant environmental aspects of the company's activity, such as water and energy consumption and waste management, and providing guidelines for more sustainable driving. Additionally, as part of the business activity coordination tasks, contractors were provided with environmental guidelines.

In Abertis Telecom, a number of environmental training actions were conducted, including classroom training on environmental operational control for personnel from the different geographical areas, on-line training through the Virtual Campus aimed at the entire staff, and specific training on waste management for the new manager of the waste storage point for the Catalonia area. Additionally, through the corporate Intranet, staff were also provided with an application for calculating CO₂ emissions and learning about good environmental practices, and the in-house magazine "Conectados on-line" was launched in electronic format as a measure for reducing paper consumption.

In 2013, Serviabertis continued with the Aristos campaign, informing the organisation's personnel on the good environmental practices to be implemented in order to reduce the consumption of energy resources, water, toner and paper, and the proper management of the waste generated.

In turn, Fundación Abertis carried out awareness-raising initiatives for visitors to Castellet Castle, through information relating to the environmental management system implemented. It also provided its suppliers with environmental information, issuing them with its environmental policy and the principal management regulations to be adopted.

Argentina

With a view to conveying Autopistas del Oeste's environmental commitment and encouraging proper environment-friendly habits within society, a total of six talks were held in primary and secondary schools throughout 2013. The aspects dealt with during the sessions included the recycling of paper and cardboard, the collection and recycling of used vegetable oil, and energy efficiency. These matters were also looked at with the organisation's personnel, through communiqués and awareness-raising conferences.

Puerto Rico

In the case of Autopistas Puerto Rico, the initiatives implemented throughout 2013 focused on training personnel to improve the management of hazardous waste and dealing with emergencies in the case of accidental spillages. In addition, panels bearing messages were also installed at toll booths to raise awareness among motorway users of the importance of not contaminating waterways.

Practical experiences

Environmental training and awareness

With the aim of involving stakeholders in the environmental improvements of the organisation, and of society in general, Abertis periodically carries out training and awareness-raising initiatives. The following are some of the most noteworthy initiatives implemented throughout 2013:

Brazil: "Long Live the Environment" Campaign

Through the "*Long Live the Environment*" project, Abertis' Brazilian concession companies establish links with state schools to promote environmental awareness among the region's teachers and students. More specifically, the following initiatives were carried out throughout the programme:

- Training sessions for teaching staff, during which they did exercises based on group dynamics. A number of meetings were attended by representatives of municipal Secretariats and Departments of Education.
- Exchange of experiences among the participating schools, reviewing the results obtained in the area of environmental action and planning future initiatives.
- The handing out of educational material aimed at teachers and students in the participating schools, in the form of kits, books and educational comics.
- Environmental slogan writing and drawing contests with prizes for the winning student, the winning projects being published on bookmarks and posters.

The campaign is scheduled to continue in 2014, incorporating new schools into the programme.

Spain: Continuation of the Aristos awareness-raising campaign

The Aristos awareness-raising campaign continued to be implemented throughout 2013, offering information to improve the environmental management of the human team at Toll Roads Spain, Abertis Telecom and Headquarters. The campaign is scheduled to continue in 2014, reinforcing the good practices to be implemented to optimise resource consumption and minimise waste management and emissions to the atmosphere

Spain: Environmental training at Abertis Telecom

In 2013, the Environmental Department at Abertis Telecom conducted an environmental training and awareness-raising programme among workers in the technical centres in Catalonia.

The actions carried out in this initiative included classroom training on environmental operational control during internal audits and on-line training through the organisation's Virtual Campus for all the personnel involved. In addition, through the Corporate Intranet, staff were also provided with an application for calculating CO2 emissions, allowing individual consultations of the emissions according to initiatives and good practices established for each Telecom employee in Catalonia.

These measures improved the level of training and environmental awareness of the staff as a whole.

9. SUPPLIERS

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

STRATEGIC LINE 7: Promoting and systematising dialogue channels

Policy	Main features	Practical experiences 2013
Extending the social responsibility commitment to suppliers and contractors.	Extending the commitment to suppliers and contractors	<ul style="list-style-type: none">• Providing social value to the Group



The policy

Through the supplier approval process and the incorporation of social and environmental clauses into the specification sheets for contracting and awarding contracts, Abertis extends its commitment to social responsibility to the supplier companies that make up its supply chain.

Performance

Owing to the nature of Abertis' activity, its providers are mainly from the services sector and are linked to the areas of construction, dissemination, professional services and the supply of electrical power. The majority of suppliers within Spain are national. The other suppliers come from Sweden, United Kingdom, Switzerland, Germany, USA, Italy and Brazil.

The purchases made by the business units included in this report account for 17.4% of their aggregate turnover. Of this volume, 98.7% of these purchases are made from local producers¹⁸, thus they have an impact on the development of the local economy and reduce the environmental impact related with transport. This figure remained constant in comparison with 2012.

Volume of local purchases	
Country	%
Brazil	99.9%
Spain	97.9%
Chile	93.5%
Argentina	92.8%
Puerto Rico	100%

¹⁸ The data from Brazil Toll Roads, Centrovias, French Toll Roads, Rutas del Pacífico and Elqui are not included in the total calculation owing to lack of information. A local supplier is one that is resident for tax purposes in the country of the Group company to which it provides its services or delivers its products.

The **Supplier Portal** is the principal tool for disseminating the organisation's social responsibility principles among its suppliers, allowing continuous assessment to thus ensure that they comply with the conditions necessary for annual classification as approved suppliers. The approval process contemplates environmental and social criteria to assess the suppliers and identify those most advanced in terms of social responsibility.

The portal, the result of collaboration between the Purchasing and General Services Department, the CSR Committee and the Abertis Quality Committee, was launched in 2011. Since then, work has been carried out on extending the scope of this tool, which in 2013 covered the companies in Spain, and work has started on implementation in Brazil, with the expectation of extending the same to Chile, where in 2013 the new version of the Contractors and Subcontractors Regulations was implemented, dealing with those aspects that supply companies must comply with in the area of Occupational Health and Safety.

With this single supplier Portal, Abertis seeks to simplify and standardise the processes related with the purchasing of products and services, to ensure that they are applicable to any business unit, avoiding duplication of efforts and accelerating the processes for contracting goods and services.

In 2013, the objectives, which generally seek to increase the number of registered, approved and assessed suppliers, were as follows:

- Consolidating the continuous registration and assessment of suppliers through the Abertis Supplier Portal and its Docuplus tool
- Increasing the number of tenders handled through the Abertis Supply Portal
- Carrying out audits on critical suppliers

The corporate supplier assessment process is a centralised process carried out using a supplier registration, approval and assessment service model subcontracted out to Achilles. This means that data and documentation on registered suppliers are constantly updated and the purchaser can be informed in a timely manner of any change in the supplier's status.

The audit service has the highest level of risk management in relation with suppliers. Throughout 2013 a total of 28 audits were conducted on critical suppliers in Spain, consisting of on-site assessment of information on Corporate

Social Responsibility, Quality Management, Occupational Health and Safety, Environmental Management and Technical and Human Resources, making it possible to obtain differential information on suppliers, an aspect highly valued in socially-responsible investment indices such as the DJSI.

In the CSR scoring system, suppliers are assessed on the basis of a number of indicators linked to their level of CSR, in line with Abertis' commitment to social responsibility. The indicators assessed include the following: participation in international CSR initiatives; the definition of a relations framework which promotes channels of dialogue with stakeholders; the implementation of management systems; and the existence of communications platforms to promote transparency and which indicate the aims, commitments and results obtained. The indicators are grouped into thematic blocks, with each block having a different weighting for the determination of a final score, so that, once the approval has been prepared, an objective assessment of the supplier's classification with regard to CSR is obtained. This assessment has three grades:

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

Throughout 2013 a total of 361 supplier organisations were assessed in Spain, of which 339 were analysed in line with the CSR assessment system.

		A+	A	B
2013	Number of suppliers	106	166	67
	Purchase volume (Millions of EUR)	55.9	47.2	15.9
2012	Number of suppliers	74	141	55
	Purchase volume (Millions of EUR)	71.8	32.3	9.6
2011	Number of suppliers	59	99	42
	Purchase volume (Millions of EUR)	19.6	27	6.3

In those countries in which the supplier authorisation portal has not been implemented, the country's own procedures for the authorisation of suppliers and tenders are adhered to, incorporating environmental and social clauses into specification sheets for contracts and tenders, a requirement which in many cases is described in the established environmental or quality management system and which entails the extension of the organisation's principles among its suppliers.

In 2013, 97.7% out of a total of 915 bids and tenders submitted incorporated clauses of this type. These data show an increase in the number of registered suppliers in 2012, due principally to the inclusion of Brazil and Chile.

Number of tenders with social and environmental clauses



Practical experiences

Providing social value to the Group

For the second year running, Abertis participated in the conference organised by *Business with social value* in Barcelona. The increase in the range of services and products of social companies with regard to the previous year means that this event is becoming established as an effective meeting place for companies to learn about them directly, facilitating the contracting of these services and products and thus complying with the Law for Social Integration of Disabled People, the Decree on Alternative Measures and social clauses.

This edition of *Business with social value* kept faith with the three types of networking spaces of the previous edition: the "speeches", a way of sharing new knowledge through mini-conferences on the latest trends in business and social matters; face-to-face meetings, prearranged business opportunities; and 10x3, an activity focused on presenting challenges and generating new synergies.

10. ADDING VALUE TO THE COMMUNITY

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

STRATEGIC LINE 7: Promoting and organising dialogue channels

Policy	Main features	Practical experiences 2013
Strengthening permanent links with the community, based on active participation and the assimilation of social needs	Consolidation of relations with civil society	<ul style="list-style-type: none">• Abertis Chairs• Road Safety Awareness-Raising on the streets• Road safety in schools• 5th Volunteer Day
	Community action and sponsorship management	<ul style="list-style-type: none">• Abertis with culture and heritage• Abertis and its commitment to the community



The policy

The community reflects both the direct and indirect economic, social and environmental impact of our company's activities. This is why the organisation's vision and values must consider and include the community, maintaining a link in the medium and long-term which has a bearing on the community's social welfare.

Performance

Abertis' work, based on the management of infrastructure and Telecommunications centres, provides the community with a public service with the aim of improving its mobility and communication as well as ensuring sustainable and responsible access to new markets. The different activities contain emergency plans to ensure the continuity of the service in the event of any incident. This therefore limits any impact that an interruption to the service may have on the community, taking into account the public nature of the service.

There may be different direct and indirect, positive and negative impacts on the community as result of the presence and management of transport infrastructures and Telecommunications centres.

The main positive impact is the economic and social development of the area as a result of the presence of the infrastructures themselves, since they create employment and attract tourism. At the same time, they support the development of agglomeration economies, i.e. the appearance of other economic activities around the infrastructure. In turn, telecommunications centres encourage the development of the area by facilitating communication and the exchange of information between different agents, which is why they have such an important role in emergency management.

The environmental impact on the area owing to the location of the infrastructures can result in significant incidents. The principal impacts include land occupation, noise and waste generation and the impact on air, soil and water quality. With the aim of reducing this environmental impact, a number of different actions are taken in Abertis which are reflected in this report.

Abertis establishes relations with the community through working directly with organisations in the area in which it interacts, as well as through sponsorship and social action initiatives. Five areas of action are being worked on, in line with the Group's activities: mobility and road safety, the environment, social accessibility and economic development, cultural accessibility and training and research.

In 2013, Brazil Toll Roads received a total of four administrative fines owing to the failure to submit regulatory employment documentation within the required deadlines. These fines totalled EUR 4,736.30.

Spain Toll Roads and Rutas del Pacífico received fines of EUR 29,604.40 and EUR 5,628.70 respectively, resulting from administrative procedures and formalities. Likewise, Centrovias paid compensation totalling EUR 264.90 owing to its failure to comply with administrative obligations.

Meanwhile, Abertis Telecom received a fine of EUR 132,000 issued by the State Air Security Agency, owing to the existence of an antenna which affected air-traffic in Sabadell Airport; this is currently under appeal, since when the antenna was erected, no legal provisions were violated. There were also nine fines related to town planning issues, totalling EUR 22,418.

10.1. Consolidation of relations with civil society

For Abertis, its presence in the community is of great importance, and it sees maintaining a proactive relationship with the community as a key factor for the inclusive management of any impact that the organisation may have on society. That is why Abertis offers a number of communication channels (telephone, email, post, website), through which the community can notify the organisation of any queries, complaints, proposals or suggestions it may have. In specific cases, there are also committees that have been set up to maintain direct, two-way communication with the community.

Abertis manages its presence in the community through the 63 local associations and groups working in diverse areas (environmental, social, business and cultural) in which it participates, with a total of 247 meetings held with these organisations. Similarly, Abertis establishes agreements and/or collaborative actions with local government and groups to carry out actions that help to improve the communities in which it operates.

The goals set by the different Group companies for 2013 were aimed at improving relations with the environment, encouraging communication and minimising environmental impact, through increasing the organisation's participation and visibility in the community and implementing support or collaboration initiatives with local organisations.

Fundación Abertis: an organisation devoted to people and the environment

Fundación Abertis was founded in 1999 and since then one of its principal commitments has been working towards protecting the environment. The Foundation has promoted research into sustainability, it has held scientific conferences and has issued a number of publications. All its efforts were rewarded in 2013, when Castellet Castle, headquarters of the Foundation, was named a *UNESCO Centre for Mediterranean Ecosystem Biosphere Reserves*. This is surely the single most important development for Fundación Abertis in 2013.

With regard to caring for people, the most significant project in the Foundation's activities was the *Road Safety Programme*. 2013 saw the launch of a new

awareness-raising campaign targeting young people, with whom the Foundation met up in the popular going-out areas of Madrid and Barcelona, under the slogan "*You've got one life left*". Meanwhile, for the third year running the *Road Assistant* project was consolidated in Barcelona and was also launched in Madrid. The stars of this initiative are young people with Down's syndrome who observe pedestrians and drivers in areas around schools, noting down the habits of users which need improvement. Similar road safety activities were implemented throughout 2013 in Chile and Brazil.

Additionally, the *5th Edition of the Corporate Volunteer Day*, which Fundación Abertis supports every year, had a great international impact. In this regard, representatives of the volunteers from Spain, France, Argentina, Chile and Puerto Rico participated in the official ceremony at the Group's headquarters in Barcelona on 11 December. On this occasion the debate focused on the rising levels of poverty. Taking this problem area into account, the social action activities supported by the Foundation throughout 2013 were based on training programmes aimed at helping to overcome this current economic situation in the medium term, as well as initiatives to help the most disadvantaged groups. Along these lines, last summer the Foundation recruited 8 young people at risk of social exclusion to conduct an awareness-raising campaign on the beaches along the Barcelona Coast.

Fundación Abertis also took an active interest in making cultural heritage accessible to everybody. In this regard, one emblematic project in 2013 was the refurbishment of the Roman quarry at Mèdol, a monument which forms part of the *Tarragona World Heritage Site*. An interpretation centre was also created for visitors to this site alongside the AP-7 motorway, to disseminate the natural and historical value of this monument. Two thousand years ago the Romans quarried stone to build the city of Tarraco from Mèdol. In the area of culture, in 2013 the Foundation also sponsored a retrospective exhibition in Madrid on the painter Salvador Dalí, and another in Barcelona on the multi-talented artist Antoni Tàpies. Worthy of special mention is the collaboration with the Friends of the Prado Museum Foundation, with which the Foundation collaborated in the sponsorship of courses on the Prado Museum that the entity organises every year in different Spanish cities.

Practical experiences

Abertis Chairs

Aware of the importance of links with the academic community for social and economic progress, since 2003 the Abertis Group has promoted research and knowledge transfer between universities and companies.

In line with this commitment, in 2013 the organisation extended its international network of infrastructure chairs thanks to an agreement with the University of Chile, complementing those already established in Spain, France and Puerto Rico. Another chair is shortly to be created in Brazil.

The new UCH-Abertis chair will be led by Sergio Jara Díaz, Professor of Transport Economy in the Faculty of Physical Sciences and Mathematics in the Chilean university, and, just like its counterparts in Spain, France and Puerto Rico, its activity will focus on training and research in transport infrastructure management. Students, researchers, lecturers and professionals in this field will all participate in the chair.

Additionally, in 2013 the UPC-Abertis chair, in partnership with BarcelonaTech, the ENPC-IFSTTAR-Abertis chair and l'École des Ponts ParisTech held their respective research prizes, with 18 projects submitted to the Spanish chair and 23 projects to the French chair. The national winners in each category (doctoral thesis and dissertation) competed in the 2nd edition of the Abertis International Prize, held on 29 May 2013.

Meanwhile, in 2013 the UPR-Abertis chair together with the University of Puerto Rico organised the first edition of the National Research Prize. In 2014, the winners of each category will compete for the international prize. In line with this initiative, Abertis also supports other training and dissemination programs with prestigious Spanish academic institutions. These include the FEDEA-Abertis chair in Infrastructure and Transport Economics, the IESE-Abertis chair in Public Regulation, Powers and Policy and the Institute of Social Innovation, and the ESADE chair in Leadership and Democratic Governance.

Road Safety awareness-raising campaigns in streets

Throughout 2013 Brazil implemented road safety awareness actions as part of the "Educación Vivas" programme. Under the auspices of this programme, three types of campaigns were conducted, aimed at cyclists, motorcyclists and pedestrians. These initiatives consisted of talking to motorway users in the areas surrounding the infrastructures, with the aim of providing them with practical guidance on road safety and the responsible use of roads and their vehicles, through chatting directly with them as well as through handing out leaflets. As result, 305 campaigns were conducted (89 on cyclists, 125 on motorists and 91 on pedestrians).

Aware of society's need to increase awareness on the risks of acting irresponsibly on evenings out, Fundación Abertis, in partnership with Madrid and Barcelona City Councils, launched campaigns in the busiest night-life districts in both cities to promote responsible driving, under the slogan "You've got one life left". The actions were carried out by volunteers from the Red Cross, the ONCE Foundation, the Guttmann Institute and the Club Joventut Badalona and Barça Regal UNES wheelchair basketball teams, all with spinal injuries resulting from traffic accidents, who warned drivers about the need to be responsible behind the wheel after a night on the town.

Road Safety Education in schools

In Brazil, the education authorities in each municipality collaborated in the *Arteris School Project* programme. The activities carried out in 2013 were aimed at training 120 educators in 70 state schools in methods for raising road safety awareness in children, and in giving conferences, seminars and workshops to students of all ages.

In Spain, throughout 2013 Abertis Toll Roads implemented a road safety course for 1,000 children in upper primary education. With this in mind, Abertis and Iberpistas signed a collaboration agreement with the Fuente Pelayo EDUCATIONAL Innovation Centre, in which Fundación Abertis agreed to contribute up to EUR 4,000 to meet the costs of said course.

These funds were used to contract a specialised company to give the training. As a result, 20 training symposia were given throughout the academic year, with 50 children attending per visit.

In Chile, Abertis conducted the *School Project*, a cutting-edge road safety education programme aimed at schools located in rural areas alongside the motorways that offer special needs education, offering inclusive training for children with learning difficulties and special educational needs. The project was conducted through a series of training sessions and activities which targeted the entire education community: students, teachers, parents and guardians. Specialist teachers used audiovisual material to stimulate and facilitate the acquisition of preventive and safety-conscious behaviour.

The programme also used a methodology designed specifically for children with special educational needs. Finally, a Road Safety Education Handbook was prepared for teachers to support their educational work in road safety. This was distributed freely to all schools in the programme.

Also collaborating in the programme was the National Transit Safety Commission (CONASET) and Carabineros de Chile as sponsors of the initiative. As a result of these actions, a network of 126 schools was created with teachers trained to give courses on road safety matters and with the training of traffic brigades within the educational establishments

The "5th Volunteer Day": ever more international volunteers

In 2013, Abertis' "5th Volunteer Day" obtained high levels of participation in social action activities among participants. The company's different Headquarters throughout the world ran campaigns for collecting food and warm clothing, leisure activities for the most needy, and awareness-raising actions focusing on the growing increase in poverty. In this regard, the Group's different subsidiaries conceived and defined their own volunteer models, adapted to the needs in each country.

In Brazil, the Arteris volunteer programme "Brazil gives time" coordinated those workers who opted to devote part of their time, skills or knowledge in actions contributing directly to improving life in the communities in which the concession companies are located. The activities carried out in this programme included a campaign for collecting warm clothing, a campaign for collecting food, a Christmas campaign for visiting children's units in hospitals, a campaign for staff blood donations, activities carried out on International Women's Day, and activities carried out on Children's Day. In 2013 the team reached a total of 900 volunteers. In turn, France also carried out a food collection drive for volunteer day. The food was then shared out among a number of social canteens.

The "5th Volunteer Day": ever more international volunteers (cont.)

In Spain, the team of Abertis volunteers undertook a collection of food during volunteer day. This was later shared out among social action organisations.

In Chile, the "Donate talent" project was carried out: a programme of donating time through which a "time bank" was set up, comprising professional and non-professional activities, in which Abertis employees offered their services to support those individuals wishing to carry out basic need projects which could not otherwise have been funded.

Argentina also collaborated with a food collection drive on the 5th Volunteer Day. This food was then shared out among different homes for children with difficult family situations.

Puerto Rico conducted a campaign of micro-donations, similar to that of the *Euro Solidario* initiative. All donations made during this campaign were donated to United Funds of Puerto Rico.

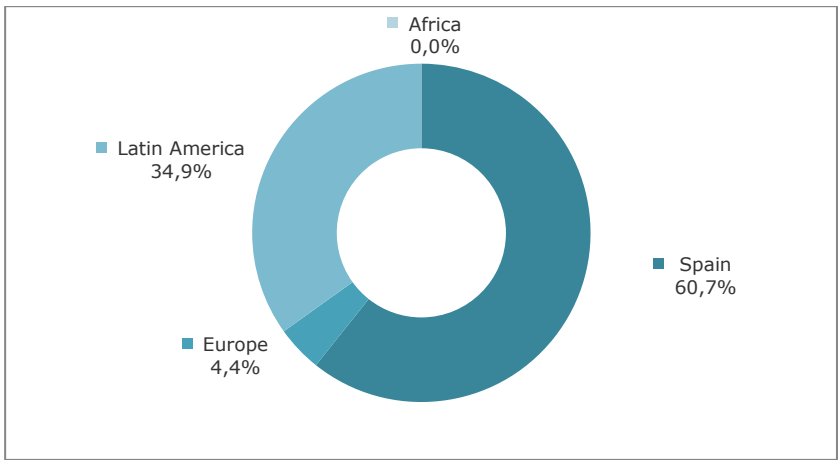
In total, during the 5th Volunteer Day, the organisation collected 2,630 kg of food thanks to Group volunteers in Argentina, Brazil, Spain and France.

10.2. Community action and sponsorship management

The Abertis Group's Executive Manual on Community Commitment Projects establishes which areas are of greatest interest for sponsorship, along with the requirements the applicant projects must meet in order to receive this sponsorship.

In 2013 the Abertis Foundation and the Headquarters received a total of 378 requests for sponsorship, of which 157 were approved.

Geographic area in which initiatives are carried out



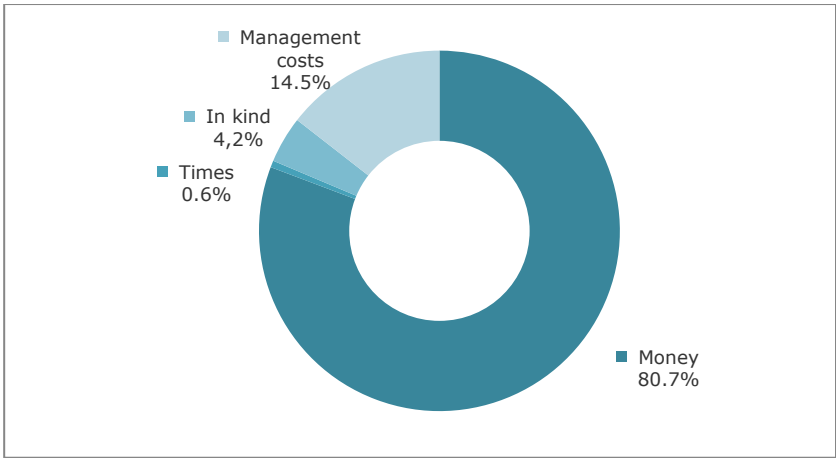
All initiatives carried out by the Foundation, as well as those carried out directly by the different business units of the group, form part of this social action and sponsorship.

The amount earmarked in 2013 for donations, collaborations and sponsorship was EUR 6,511,676.90. This was a significant increase on the social contribution

for the previous year, being equivalent to 1.1%¹⁹ of Abertis' consolidated net profit.

In 2013 the Group made 80.7% of its contributions in monetary form, 4.2% in kind and 0.6% in time. The remaining percentage represented the cost of managing these contributions.

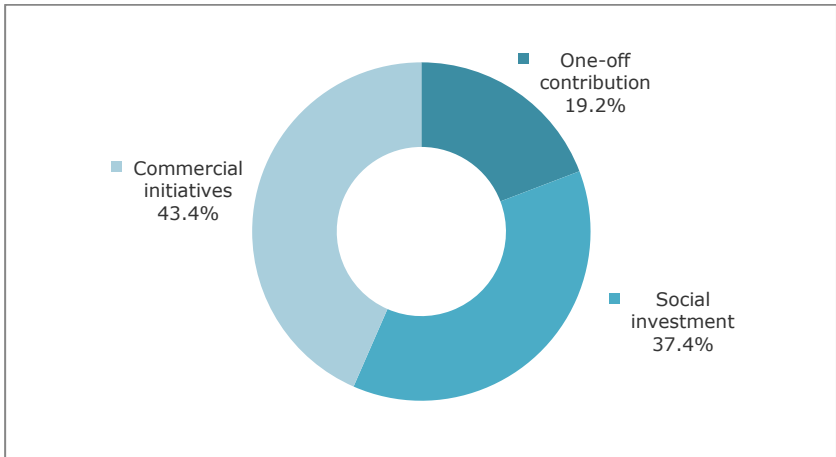
Type of contribution



All of those social action projects that are approved are classified using the LBG Spain methodology, which makes it possible to separate long-term actions in line with the Group's business from the management costs for one-off contributions. In 2013, 43.4% of the investments made corresponded to social contributions in line with the business.

¹⁹ The social contribution of consolidated net profit was up 0.5% on 2012.

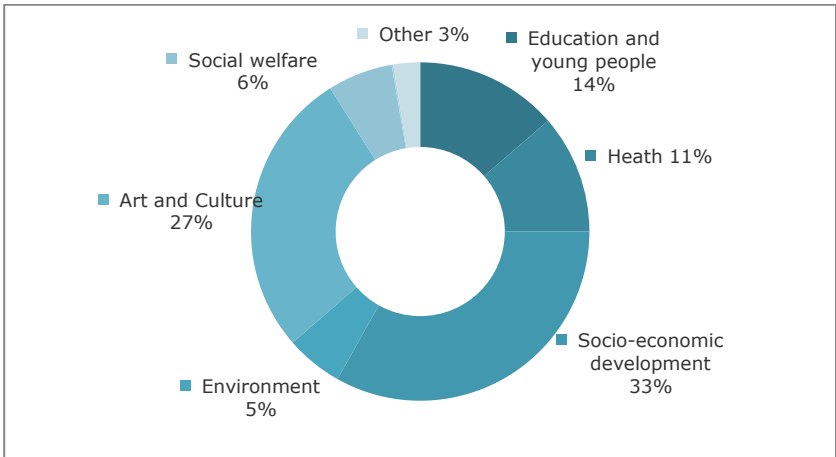
Reasons behind contributions²⁰



With regard to the areas of action in line with LGB methodology, the Abertis group made contributions in 7 different areas, the most noteworthy being socio-economic development. This is due to the fact that the social action activities the organisation supported in 2013 were based on training programmes that help to overcome the current economic situation in the medium term.

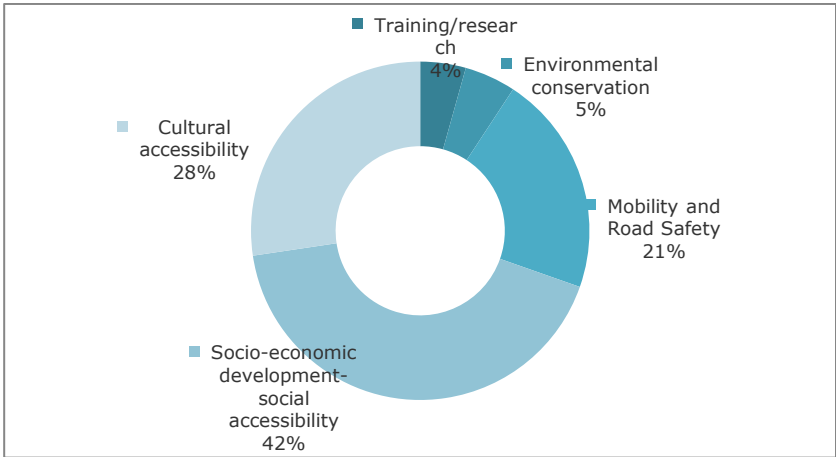
²⁰ For 2013 the "management costs" category in the "reasons behind contributions" diagram has been omitted, and a new diagram which does contemplate this category, called "type of contribution" has been incorporated.

LGB contributions by areas for action



With regard to the areas of action, sponsorship and social action in which the group participated and interacted in 2013, five areas can be distinguished in accordance with the activity carried out: mobility and road safety, environment, social accessibility and economic development, cultural accessibility, and training and research.

Contributions to the community by fields of activity



Practical experiences

Abertis with culture and heritage

Abertis, through Fundación Abertis, sponsored the large retrospective exhibition on Dalí in the Reina Sofia National Art Museum in Madrid, titled: "Dali, all of the poetic suggestions and all of the plastic possibilities". The exhibition, which arrived from the Pompidou Centre in Paris, where the exhibition was also sponsored by Abertis, was a unique opportunity to review the work of Salvador Dalí, as it brought together for the first time works held by the three custodians of the artist's legacy: MoMA, the Philadelphia Museum of Art and the Tate Modern in London. The exhibition was a great success with the public in both cities.

A further example of Abertis' cultural sponsorship was the exhibition on Antoni Tàpies hosted jointly in Barcelona by the Catalan National Art Museum (MNAC) and the Antoni Tàpies Foundation, titled: "Tàpies, from the inside". On show were close to 140 pieces from the artist's workshop and the collection of the Antoni Tàpies Foundation, providing visitors with an insight into Tàpies' artistic legacy and allowing them to discover other works which had remained almost invisible, even hitherto unseen in some cases.

These collaborations were a further demonstration of the commitment of Abertis and Fundación Abertis to culture, as, together with the public authorities and the most important cultural institutions in those countries where the Group is present, they strive to make culture accessible to the general public.

At the same time, and with the aim of safeguarding its heritage, in 2013 Abertis carried out the plan to refurbish and adapt the quarry at Mèdol which, with a total investment of EUR 1.5 million, entailed the conservation and archaeological and geological improvement of the old Roman quarry workings. This multidisciplinary project is promoted by Abertis Toll Roads Spain and Fundación Abertis, in partnership with the Ministry of Public Works, the Ministry of Culture, the Catalan Government, Tarragona Provincial Council, Tarragona City Council and Àreas.

The project covered two areas: work on the quarry, through archaeological digs in the El Clot area, and the creation of an interpretation centre in the service area, turning the zone into a museum to facilitate visits and inform on the monument's functions as well as its historical and environmental wealth. Moreover, as an indication of its commitment to education and culture, Fundación Abertis plans to make the space available to schools, along with all the different materials generated from the information and educational perspective of the project.

A further indication of Abertis Toll Roads' commitment with the area in which it operates was the agreement signed between Abertis Toll Roads and Martorell Town Council to finance the management and refurbishment of Sant Genís de Rocafort Castle. Through this agreement, Abertis Toll Roads will contribute a total of EUR 455,287 to implement the work.

Abertis and its commitment to the community

Brazil, committed to individuals with reduced mobility:

En 2013 Abertis Brazil collaborated on setting up the website for the *Lacre Amigo* campaign: www.lacreamigo.com.br. This website is for a campaign based on the collection of ring-pulls from soft drink cans in exchange for wheelchairs. In this regard, the website is an essential tool not only for promoting the campaign, but also for allowing participants to monitor the ring-pulls collected. To date, the charity campaign has provided 25 wheelchairs for people in need.

France defends reintegration into the workforce:

Meanwhile, throughout 2013 France continued with its commitment to professional integration and reintegration, once again signing a collaboration agreement with the French Red Cross. Support focused on three Red Cross integration centres in the areas in which Sanef operates: Pavilly (Normandie), Revigny (Meuse) and Béarn Solidarité (Pyrénées Atlantique). This area of activity ensures "sponsorship of expertise" for employees currently in the integration process through specific actions: funding for facilities and professional material, donation of vehicles to facilitate mobility, work experience in direct contact with the company's prevention and security experts, and cultural visits to encourage a framework conducive to the establishment of human relationships.

Fundación Abertis in Spain works towards the inclusion of individuals:

For the third year running, the Catalan Down's Syndrome Foundation, Fundación Abertis and Barcelona City Council signed a collaboration agreement to implement the "Road Assistant" project. This initiative aims to integrate young people with intellectual functional diversity into the working environment and, at the same time, improve mobility around schools. The Road Assistants' job consists of observing and noting down information on the habits of drivers and pedestrians when entering and leaving school, either on foot or in a vehicle, to subsequently analyse this information, along with the school and the students, and promote good mobility practices.

In parallel to this programme, in 2013 Fundación Abertis also signed an agreement with the Catalan Down's Syndrome Foundation for the establishment of a six-month pilot scheme for the integration of workers with this syndrome. This resulted in the incorporation of one employee with Down's syndrome onto the Foundation's staff.

Furthermore, in 2013 the Abertis Foundation, Barcelona City Council and the El Llindar Foundation promoted an environmental awareness-raising initiative on the beaches of Barcelona, providing work and training to young people exposed to social and personal vulnerability. Through this initiative, a team of four young people from the El Llindar Foundation Barcelona spent the summer walking along the beaches of Barcelona to provide beachgoers with useful tips on the proper use of beaches and respect for the environment, addressing civic issues, such as the need to collaborate in keeping beaches clean, and respecting the coastline as a natural environment to be conserved.

Additionally, Fundación Abertis offered disabled drivers (free of charge and under specific conditions) a VIA-T electronic toll payment device. Also collaborating in this initiative for offering disabled people maximum facilities on motorways was the Catalan Department of Social Welfare and Family, the Red Cross, the Guttmann Institute, the ONCE Foundation and Federació Ecom.

Finally, during the 2013 Volunteer Day, Fundación Abertis announced the donation of EUR 24,000, collected thanks to the *Euro solidario* project, to four projects with social aims. These projects were selected through a vote open to those employees of the organisation who had participated in the campaign.

Abertis and its commitment to the community (cont.)

Argentina sponsors different social events:

In 2013 Argentina carried out two actions to commemorate "Children's Day". The organisation, which invested around EUR 2,200 in both events, set up an area for both of them with performances from clowns, jugglers and magicians. Approximately 600 children from the communities benefited from these initiatives. Here, it should be mentioned that close to 700 toys were donated to children by Abertis as part of the initiatives.

Additionally, with the aim of promoting more direct contact between its volunteers and society, the organisation also promoted the "Family Day". The company, which invested around EUR 1,480 in the event, organised a lunch with an afternoon of entertainment from clowns and cartoon characters, as well as the collection of food, clothing, toys and nappies.

In 2013, Argentina, in partnership with the SOS CAN Civil Association, also carried out a campaign for "Raising Awareness on Responsible Dog Ownership". The aim of this action was to raise awareness among motorway users and neighbouring residents on the responsible ownership and care of pets, and to prevent animals from being abandoned on the highway. With this in mind, a number of meetings were held with animal shelters to deal with the problem of stray animals on the road, and to prepare and hand out information leaflets to motorway users and employees. Thanks to this campaign, it has been possible to reduce the number of stray dogs on motorways, to inform users of a phone line to report the presence of animals, and to raise positive, responsible awareness regarding the ownership of pets.

Puerto Rico with social entrepreneurs

In 2013 Puerto Rico implemented a programme of micro-donations similar to the *Euro solidario* scheme. All donations collected in this campaign were donated to the United Funds of Puerto Rico.

At the same time, in 2013 the subsidiary, in partnership with the Sila M. Calderón Foundation, funded the promotion of independence for self-help business projects in the country's most deprived areas.

Abertis Telecom supports charity projects:

In the Canary Islands, Abertis Telecom supported the local TV station on Tenerife, Mírame TV, when it held the island's Charity Telemarathon. Abertis' collaboration in this event consisted of transmitting the audiovisual signal. The Telemarathon was supported in turn by the principal governmental agencies in the Canary Islands and companies from the food sector on Tenerife. This support made it possible to guarantee the collection of tonnes of food, which was shared out among the most needy families through the Red Cross and the Food Bank.

The same time, Abertis Telecom also help to fund the "For a child's smile" Festival organised by Cadena SER to collect toys for the most disadvantaged groups.

The organisation also gave its support to the "TV3 Marathon", broadcasting the audiovisual signal for the activities taking place during the event. In 2013 the "TV3 Marathon" raised funds for the fight against Alzheimer's disease, through calls taken at a number of different telephone centres.

Finally, in 2013 Abertis Telecom donated funds to the following campaigns: actions aimed at the Philippines in the wake of the hurricane, funds for the Spanish Food Bank Federation, and funds for campaigns implemented by the charity organisation Cáritas, aimed at facilitating personal autonomy for the elderly.

11. EXTERNAL ASSURANCE REPORT



Deloitte Advisory, S.L.
Plaza Pablo Ruiz Picasso, 1
Torre Picasso
28020 Madrid
España
Tel.: +34 915 14 50 00
Fax: +34 915 14 51 80
www.deloitte.es

Informe de Revisión Independiente del Informe de Responsabilidad Social Corporativa 2013 de Abertis Infraestructuras, S.A.

Alcance de nuestro trabajo

Hemos realizado la revisión del Informe de Responsabilidad Social Corporativa (IRSC) 2013 de Abertis Infraestructuras, S.A. (en adelante Abertis), cuyo alcance se define en la sección "Características del Informe - Metodología de recopilación de la información". Nuestro trabajo ha consistido en revisar:

- La adaptación del IRSC 2013 a la Guía para la elaboración de Memorias de Sostenibilidad de Global Reporting Initiative (GRI) versión 3.1 (G3.1).
- La información proporcionada en el IRSC del ejercicio 2013 relativa a la aplicación de los principios de inclusividad, relevancia y capacidad de respuesta, establecidos en la norma AA1000 AccountAbility Principles Standard 2008 de AccountAbility (AA1000APS).

Estándares y procesos de verificación

Hemos llevado a cabo nuestro trabajo de revisión de acuerdo con la Norma ISAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information emitida por el International Auditing and Assurance Standard Board (IAASB) de la International Federation of Accountants (IFAC) y con la Guía de Actuación sobre trabajos de revisión de Informes de Responsabilidad Corporativa emitida por el Instituto de Censores Jurados de Cuentas de España. Asimismo, hemos aplicado la AccountAbility 1000 Assurance Standard 2008 (AA1000AS), emitida por AccountAbility, para proporcionar una seguridad moderada sobre la aplicación de los principios establecidos en la norma AA1000APS y los indicadores de desempeño de sostenibilidad (revisión moderada de tipo 2).

Nuestro trabajo de revisión ha consistido en la formulación de preguntas a la Dirección, así como a las áreas y unidades de negocio de Abertis que han participado en la elaboración del IRSC, y en la aplicación de ciertos procedimientos analíticos y pruebas de revisión por muestreo que se describen a continuación:

- Reuniones con el personal de abertis para conocer los principios, sistemas y enfoques de gestión de la Responsabilidad Social Corporativa (RSC).
- Análisis de los procesos para recopilar y validar los datos presentados en el IRSC 2013.
- Revisión de las actuaciones realizadas en relación a la identificación y consideración de las partes interesadas a lo largo del ejercicio y de los procesos de participación de los grupos de interés a través del análisis de la información interna y de los informes de terceros disponibles.
- Análisis de la cobertura, relevancia e integridad del IRSC en función del entendimiento de Abertis de los requerimientos de los grupos de interés sobre los aspectos materiales identificados por la compañía y descritos en la sección "Características del Informe - Materialidad y participación de los grupos de interés".
- Revisión de la información relativa a los enfoques de gestión aplicados y comprobación de la existencia y alcance de políticas, sistemas y procedimientos relativos a la RSC.
- Análisis de la adaptación de los contenidos del IRSC a los recomendados en la Guía G3.1 de GRI y comprobación de que los indicadores que incluye se corresponden con los recomendados por dicha Guía y se indican los no aplicables y los no disponibles.
- Comprobación, mediante pruebas de revisión en base a la selección de una muestra, de la información correspondiente a los indicadores de desempeño GRI incluida en el IRSC de 2013 y su adecuada recopilación a partir de los datos suministrados por las fuentes de información de Abertis. Dichas pruebas se han realizado en España, Francia, Brasil y Chile.

Conclusiones

En la sección "Índice de contenidos e indicadores GRI" se detallan los indicadores de desempeño revisados, las limitaciones al alcance de la revisión y se identifican aquellos que no cubren todos los aspectos recomendados por GRI. Como consecuencia de nuestra revisión, no se ha puesto de manifiesto ningún otro aspecto que nos haga creer que el IRSC 2013 contiene errores significativos o no ha sido preparado de acuerdo a las directrices de la Guía para la elaboración de Memorias de Sostenibilidad de GRI 3.1.

Responsabilidades de la Dirección de Abertis y de Deloitte

- La preparación del IRSC de 2013, así como el contenido del mismo, es responsabilidad de la Dirección Corporativa de Relaciones Institucionales de Abertis, la cual también es responsable de definir, adaptar y mantener los sistemas de gestión y control interno de los que se obtiene la información.
- Nuestra responsabilidad es emitir un informe independiente basado en los procedimientos aplicados en nuestra revisión.
- El alcance de una revisión es sustancialmente inferior al de un trabajo de seguridad razonable. Por tanto, la seguridad proporcionada también es menor, por lo que el presente informe no puede entenderse como un informe de auditoría.
- Este informe ha sido preparado exclusivamente en interés de la Dirección de Abertis de acuerdo con los términos de nuestra Carta de Encargo. No asumimos responsabilidad alguna frente a terceros distintos de la Dirección de Abertis.
- Hemos realizado nuestro trabajo de acuerdo con las normas de independencia requeridas por Código Ético de la International Federation of Accountants (IFAC).
- El equipo de trabajo ha estado formado por profesionales expertos en RSC y auditoría, específicamente en el desempeño económico, social y medioambiental.

Asimismo, no se ha puesto de manifiesto ningún aspecto que nos haga creer que Abertis no ha aplicado los principios de inclusividad, relevancia y capacidad de respuesta, tal y como se describe en la sección "materialidad y participación de los grupos de interés", de acuerdo con la norma AA1000APS:

- Inclusividad:** Abertis ha desarrollado un proceso de participación de los grupos de interés que permite su involucración en el desarrollo de un enfoque responsable, según se informa en el capítulo "Características del Informe".
- Relevancia:** el proceso de determinación de la materialidad supone un entendimiento de los asuntos materiales o relevantes para Abertis y sus grupos de interés, según se informa en el capítulo "Características del Informe".
- Capacidad de respuesta:** Abertis responde con acciones y compromisos concretos a los aspectos materiales identificados, según se informa en el capítulo "El triple balance: una visión de conjunto".

Observaciones y Recomendaciones

Adicionalmente, hemos presentado a la Dirección Corporativa de Relaciones Institucionales de Abertis nuestras recomendaciones relativas a los aspectos de mejora en la gestión de la RSC y en la aplicación de los principios de inclusividad, relevancia y capacidad de respuesta. A continuación se resumen las recomendaciones más significativas, las cuales no modifican las conclusiones expresadas en el presente informe.

Inclusividad y relevancia

Abertis realizó en el año 2012 una consulta específica a sus grupos de interés en España para conocer su opinión sobre el IRSC en función de sus expectativas, que ha servido como base para la definición de los contenidos de los IRSC 2012 y 2013. Actualmente, Abertis se encuentra en un proceso de actualización de su estudio de materialidad para adaptarlo a los nuevos requerimientos de la guía de reporting GRI G4. Además de profundizar en los requerimientos exigidos por este estándar, recomendamos actualizar el análisis de materialidad teniendo en cuenta la información disponible en los distintos canales de consulta de Abertis y las prioridades en los distintos países donde el Grupo opera, especialmente Brasil y Chile, para considerar el impacto de las nuevas adquisiciones.

Capacidad de respuesta

En 2013, Abertis ha mejorado su herramienta de reporting y consolidación de RSC y ha incluido a las nuevas sociedades que se han incorporado al Grupo. Asimismo, ha ampliado el alcance de la Huella de Carbono, incluyendo en el Scope 3 algunas de las categorías recomendadas por el "Green House Gas Protocol: Corporate Value Chain Accounting & Reporting Standard". Además de seguir trabajando en la homogeneización de los criterios de valoración de los indicadores medioambientales de las distintas líneas de negocio, recomendamos mejorar su integración con el resto de sistemas de información de la organización.

Dentro del trabajo de adaptación a los nuevos requerimientos de información, Abertis tiene como objetivo la actualización de su Plan Estratégico de RSC. En este sentido, recomendamos que dicha actualización considere la definición de objetivos específicos por línea de acción y la elaboración de un cuadro de mando con indicadores de medición periódicos para facilitar la labor de supervisión y gestión del Plan Estratégico por parte del Comité de RSC.

En relación a los proyectos enmarcados dentro del compromiso de Abertis con la comunidad, en 2013 se ha comenzado a consolidar la información de aportaciones realizadas no solo en metálico, sino también en especie y en horas de empleados. En esta línea, Abertis deberá profundizar en la identificación de este tipo de aportaciones en todos los países donde opera y en cada una de sus líneas de negocio. Asimismo, recomendamos la actualización de su Manual Ejecutivo de Gestión de Proyectos de Compromiso con la Comunidad para adaptarlo a las operaciones actuales.

DELOITTE ADVISORY, S.L.

Helena Redondo
20 de marzo de 2014



12. INDEX OF CONTENTS AND GRI INDICATORS

CONTENT	PAGE ²¹	REPORTING LEVEL ²²
1.- STRATEGY AND ANALYSIS		
1.1.- Statement from the most senior decision maker of the organization.	3-4; 8-9 AR	●
1.2.- Description of key impacts, risks, and opportunities.	62-70 AA; 46-51 ACGR	●
2.- ORGANIZATIONAL PROFILE		
2.1.- Name of the organization.	6	●
2.2.- Primary brands, products, and/or services.	7-10; 19 AR	●
2.3.- Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	9; 212-234 AA	●
2.4.- Location of organization's headquarters.	12 AA	●
2.5.- Number of countries where the organization operates and names.	9	●
2.6.- Nature of ownership and legal form.	9; 13-16 AR; 2-7 ACGR	●
2.7.- Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	9-10; 21-26, 28-29 IA	●
2.8.- Scale of the reporting organisation, including number of employees, number of operations, net sales, total capital, the quantity of products or services offered.	17; 13, 19, 31-25 AR; 9 AA	●
2.9.- Significant changes during the reporting period regarding size, structure, or ownership.	9-10; 19-20, 29, 31 AR	●
2.10.- Awards received in the reporting period.	20, 30, 70	●
3. REPORT PARAMETERS		
PROFILE DISCLOSURE		
3.1.- Reporting period (e.g., fiscal/calendar year) for information provided.	6	●
3.2.- Date of most recent previous report (if any).	6	●
3.3.- Reporting cycle (annual, biennial, etc.)	6	●
3.4.- Contact point for questions regarding the report or its contents.	6	●
SCOPE AND CONTENT OF THE REPORT		
3.5.- Process for defining report content (including the determination of materiality, the priority issues in the report and identifying stakeholders that the organization use for the report)	6-11	●
3.6.- Boundary of the report. See GRI Boundary Protocol for further guidance.	9	●
3.7.- State any specific limitations on the scope or boundary of the report.	9	●
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 organizations.	7, 9	●
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.	6-9, 21	●
3.10.- Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	7, 27, 53-54, 75, 80-81	●
3.11.- Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	9, 21	●
GRI CONTENT INDEX		
3.12.- Table identifying the location of the Standard Disclosures in the report.	112-119	●
VERIFICATION		
3.13.- Policy and current practice with regard to seeking external assurance for the report.	7, 111	●

²¹ Symbols: AR (Annual Report), AA (Annual Accounts), ACGR (Annual Corporate Governors Report)

²² The meaning of the symbols: ● where the reporting level is full ■ where the reporting level is partial.

4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT		
GOVERNANCE		
4.1.- Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	13-16 AR; 32-41 ACGR	●
4.2.- Indicate whether the Chair of the highest governance body is also an executive officer.	23 ACGR	●
4.3.- State the number and gender of members of the highest governance body that are independent and/or non-executive members.	9-11 ACGR	●
4.4.- Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	29-27; 44-45; 7-9 ACGR	●
4.5.- Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance.	18-19 ACGR	●
4.6.- Processes in place for the highest governance body to ensure conflicts of interest are avoided.	13 AR; 44-46, 67, 74-77 ACGR	●
4.7.- Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	67, 74-77 ACGR	●
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.	66-81 ACGR	●
4.9.- Procedures of the highest governance body for overseeing the organization'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.	16-17; 66-81 ACGR	●
4.10.- Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	16-17; 66-81 ACGR	●
ENGAGEMENTS WITH OUTSIDE INITIATIVES		
4.11.- Explanation of whether and how the precautionary approach or principle is addressed by the organization.	16-17; 66-81 ACGR	●
4.12.- Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	20, 100-110	●
4.13.- Memberships in associations (such as industry associations) and/or national/international advocacy organizations	21, 102	●
STAKEHOLDER PARTICIPATION		
4.14.- List of stakeholder groups engaged by the organization.	18	●
4.15.- Basis for identification and selection of stakeholders with whom to engage.	11	●
4.16.- Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	10-11, 18-19, 26-27, 37-38, 43, 97, 99, 101-102	●
4.17.- Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	11	●

GRI	DESCRIPTION	PAGE	COVER. ²³	UNGC ²⁴	MGD ²⁵	CHECKING
ECONOMIC PERFORMANCE						
DISCLOSURE ON MANAGEMENT APPROACH - ECONOMIC		9-10, 23, 29-30, 32-33, 100-110; 31-40 AR				
EC1 (P)	Direct economic value generated and distributed.	13; 3 AA	●			✓
EC2 (P)	Financial implications and other risks and opportunities for the organization's activities due to climate change.	72-73	●	7,8	7	✓(a)
EC3 (P)	Coverage of the organization's defined benefit plan obligations.	50; 154-161 AA	●			✓
EC4 (P)	Significant financial assistance received from government.	81, 93 AA	●			✓
MARKET PRESENCE						
EC5 (A)	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	47	●			✓
EC6 (P)	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	97	●			✓
EC7 (P)	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	47	●	6		✓
INDIRECT ECONOMIC IMPACTS						
EC8 (P)	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	103-106	●		8	✓
EC9 (A)	Understanding and describing significant indirect economic impacts, including the extent of impacts.	13, 15, 102-105	●			✓
ENVIRONMENTAL PERFORMANCE						
DISCLOSURE ON MANAGEMENT APPROACH - ENVIRONMENT		59-67, 68-70, 72-74, 84-85, 88-90, 92				
MATERIALS						
EN1 (P)	Materials used by weight or volume.	82-83	●	8		✓(b)
EN2 (P)	Percentage of materials used that are recycled input materials.	82-83	●	8,9		✓(b)
ENERGY						
EN3 (P)	Direct energy consumption by primary energy source.	79-81	● ²⁶	8		✓
EN4 (P)	Indirect energy consumption by primary source.	78-79	● ²⁷	8		✓
EN5 (P)	Energy saved due to conservation and efficiency improvements.	73, 84-85	●	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.	68-70, 84-85	●	8,9	7	✓(a)
EN7 (A)	Initiatives to reduce indirect energy consumption and reductions achieved.	73, 84-85	●	8,9	7	✓
WATER						
EN8 (P)	Total water withdrawal by source.	77	●	8		✓
EN9 (A)	Water sources significantly affected by withdrawal of water.	77	● ²⁸			✓
EN10 (A)	Percentage and total volume of water recycled and reused.	77	● ²⁸			✓

²³ The meaning of the symbols: ● where the reporting level is full; ● where the reporting level is partial; NA means "Not Applicable"; NAV means "Not available"

²⁴ UNGC: United Nations Global Compact

²⁵ MDG: Millennium Development Goals

²⁶ The figure in GJ totals 23,395.6 GJ for natural gas, 941,499.2 GJ for diesel, 9,839.4 GJ for LPG, and 746.8 GJ for renewable sources.

²⁷ The figure in GJ totals 1,149,827 GJ. In line with the energy production mix for each of the countries in which electricity is consumed, on the basis of data available in Eurostat and the International Energy Agency, the primary sources of electrical power include 45.6% nuclear energy, 19% renewable energies, 2.8% natural gas, 6% crude oil, 21% cogeneration and 5.8% coal.

GRI	DESCRIPTION	PAGE	COVER. ²³	UNGC ²⁴	MGD ²⁵	CHECKING
BIODIVERSITY						
EN11 (P)	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	90	●	8	7	✓
EN12 (P)	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	90	●	8	7	✓
EN13 (A)	Habitats protected or restored.	90	●	8	7	✓
EN14 (A)	Strategies, current actions, and future plans for managing impacts on biodiversity.	90-91	●	8	7	✓
EN15 (A)	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		NAV			NV
EMISSIONS, EFFLUENTS AND WASTE						
EN16 (P)	Total direct and indirect greenhouse gas emissions by weight.	74-76	●	8	7	✓
EN17 (P)	Other relevant indirect greenhouse gas emissions by weight.	74-76	●	8	7	✓(g)
EN18 (A)	Initiatives to reduce greenhouse gas emissions and reductions achieved.	73, 84-85	●	9	7	✓
EN19 (P)	Emissions of ozone-depleting substances by weight.		● ²⁸	8	7	✓
EN20 (P)	NOx, SOx, and other significant air emissions by type and weight.		NA ²⁸	8	7	NV
EN21 (P)	Total water discharge by quality and destination.	87	● ²⁹		7	✓(c)
EN22 (P)	Total weight of waste by type and disposal method.	86-87	●		7	✓(d)
EN23 (P)	Total number and volume of significant spills.		● ³⁰	8	7	✓
EN24 (A)	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.		NA ³¹			NV
EN25 (A)	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.		NA ³¹			NV
PRODUCTS AND SERVICES						
EN26 (P)	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	68-70, 84-85, 88-89, 91, 95	●	9	7	✓(a)
EN27 (P)	Percentage of products sold and their packaging materials that are reclaimed by category.		NA	9	7	NV
COMPLIANCE						
EN28 (P)	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	59	●	8	7	✓
TRANSPORT						
EN29 (P)	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.		NA ³²	7		NV
GENERAL						
EN30 (A)	Total environmental protection expenditures and investments by type.	59; 180 AA	●			✓
SOCIAL (LABOUR PRACTICES AND DECENT WORK)						
DISCLOSURE ON MANAGEMENT APPROACH – LABOUR		35-38, 40-41, 43-44, 46-48, 50-54				
EMPLOYMENT						
LA1 (P)	Total workforce by employment type, employment contract, and region, broken down by gender.	35-36	●			✓

²⁸ No significant impacts have been identified for these items. In the cases of NOx and SOx, direct emissions are not significant either.

²⁹ Abertis' wastewater is discharged in a diffuse manner, which makes it difficult to quantify (information available on motorways). We are currently defining a system for estimating this information and we hope to publish it in future reports in the medium- to long-term.

³⁰ There have been no significant spillages.

³¹ Not applicable due to the nature of Abertis' activities.

³² Not applicable due to the nature of Abertis' activities.

GRI	DESCRIPTION	PAGE	COVER. ²³	UNGC ²⁴	MGD ²⁵	CHECKING
LA2 (P)	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	36-37	● ³³	6		✓(e)
LA3 (A)	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	50	● ³⁴	6	3	✓
LA15 (P)	Return to work and retention rates after parental leave, by gender.	47	●			✓
LABOUR/MANAGEMENT RELATIONS						
LA4 (P)	Percentage of employees covered by collective bargaining agreements.	37-38	●	1,3		✓
LA5 (P)	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.		● ³⁵	3		✓
OCCUPATIONAL HEALTH AND SAFETY						
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 programs.	52	●		5,6	✓
LA7 (P)	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	53-54	● ³⁶			✓
LA8 (P)	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		● ³⁷		6	✓
LA9 (A)	Health and safety topics covered in formal agreements with trade unions.		NAV ³⁸			NV
TRAINING AND EDUCATION						
LA10 (P)	Average hours of training per year per employee by gender, and by employee category.	40	●		3	✓
LA11 (A)	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	40-41	● ³⁹		3	✓
LA12 (A)	Percentage of employees receiving regular performance and career development reviews, by gender.	41	●		3	✓
DIVERSITY AND EQUAL OPPORTUNITY						
LA13 (P)	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	35, 46-48; 13-16 AR	● ⁴⁰	1,6	3	✓
EQUAL REMUNERATION FOR WOMEN AND MEN						
LA14 (P)	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	47	● ⁴¹	1,6	3	✓(a)
SOCIAL PERFORMANCE (HUMAN RIGHTS)						
DISCLOSURE ON MANAGEMENT APPROACH – HUMAN RIGHTS		16, 40-44, 98				
INVESTMENT AND PROCUREMENT PRACTICES						
HR1 (P)	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.		● ⁴²	1,2,4 5,6	3	✓
HR2 (P)	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	98	● ⁴³	1,2,4 5,6		✓(f)
HR3 (P)	Total hours of employee training on policies and procedures concerning aspects of human rights that	40	● ⁴⁴			✓

³³ Progress has been made in publishing data by gender, professional category and region, and we hope to publish the disaggregated data by age group along with the data on new recruitment in future reports in the short-term.

³⁴ The social benefits will be reported at an aggregate level.

³⁵ The minimum notice period in Abertis' business units ranges between 8 and 90 days, always pursuant to the current legislation.

³⁶ We are working on the publication of absenteeism rates in future long-term reports.

³⁷ There is no record of significant serious illnesses that require specific programmes to be set up.

³⁸ This information is not currently compiled.

³⁹ No programmes for managing the end of employees' professional careers are included.

⁴⁰ Taking into account the nature and location of Abertis' activities, the data relating to minorities is not considered material, according to the expectations of the Stakeholders.

⁴¹ Abertis' salaries are established based on professional categories and the Management by Objectives Programme. The salary is confidential information.

⁴² In 2013 no significant investment agreements or contracts incorporating clauses on human rights were signed.

⁴³ Currently, the assessment and approval of suppliers in the suppliers' portal, along with the CSR score, includes all business units in Spain

⁴⁴ Part of the training that workers receive is linked to questions on human rights, but there is no disaggregate format for this information, which is why it is not possible to specify the percentage of employees.

GRI	DESCRIPTION	PAGE	COVER. ²³	UNGC ²⁴	MGD ²⁵	CHECKING
	are relevant to operations, including the percentage of employees trained.					
NON DISCRIMINATION						
HR4 (P)	Total number of incidents of discrimination and corrective actions taken.		● ⁴⁵	1,6	3	✓
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING						
HR5 (P)	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.		● ⁴⁶	1,3	3	✓ ^(a)
CHILD LABOUR						
HR6 (P)	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.		● ⁴⁶	1,5		✓ ^(a)
FORCED AND COMPULSORY LABOUR						
HR7 (P)	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.		● ⁴⁶	1,4	3	✓ ^(a)
SECURITY PRACTICES						
HR8 (A)	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.		NAV			NV
INDIGENOUS RIGHTS						
HR9 (A)	Total number of incidents of violations involving rights of indigenous people and actions taken.		● ⁴⁵			✓
ASSESSMENT						
HR10(P)	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	16	◐ ⁴⁷			✓ ^(a)
REMEDIATION						
HR11(P)	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	44	●			✓
SOCIAL PERFORMANCE (SOCIETY)						
DISCLOSURE ON MANAGEMENT APPROACH – SOCIETY		3, 16, 23, 43-44, 58, 100-110				
LOCAL COMMUNITIES						
SO1 (P)	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	102-110	●	1	8	✓
SO9 (P)	Operations with significant potential or actual negative impacts on local communities.	101	●			✓
SO10 (P)	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	58, 100	●			✓
CORRUPTION						
SO2 (P)	Percentage and total number of business units analyzed for risks related to corruption.	16	◐	10		✓ ^(a)
SO3 (P)	Percentage of employees trained in organization's anti-corruption policies and procedures.	16, 42	◐	10		✓ ^(a)
SO4 (P)	Actions taken in response to incidents of corruption.		● ⁴⁸	10		✓
PUBLIC POLICY						
SO5 (P)	Public policy positions and participation in public policy development and lobbying.	20	◐ ⁴⁹	10		✓ ^(a)

⁴⁵ There were no incidents of this type during 2013.

⁴⁶ 80% of Abertis' turnover comes from OECD countries, hence there is not risk of any violations of human rights. Even though Brazil and Argentina, which account for 48% of the Group's equivalent average workforce, are not members of the OECD, no risks of this type have been identified. Furthermore, Abertis' code of conduct, applicable to all the Group's companies and which may be extended to suppliers and subcontractors, explicitly includes adherence to the principles of the United Nations Global Compact.

⁴⁷ The maps of risks and the periodic analyses thereof include risks linked to human rights. We hope to publish data on the percentage of operations subject to a human rights review in future reports in the medium-term.

⁴⁸ No incidents of this type were identified in 2013.

⁴⁹ The Abertis Code of Ethics stipulates that attempts should not be made to influence the decisions of Government Agencies, and that relations with the same shall be based on the principles of integrity, honesty and respect.

GRI	DESCRIPTION	PAGE	COVER. ²³	UNGC ²⁴	MGD ²⁵	CHECKING
SO6 (A)	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		● ⁵⁰			✓ (a)
ANTI-COMPETITIVE BEHAVIOUR						
SO7 (A)	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	24	●			✓
COMPLIANCE						
SO8 (P)	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	24, 51, 101; 163-164 AA	●			✓
SOCIAL PERFORMANCE (PRODUCT RESPONSIBILITY)						
DISCLOSURE ON MANAGEMENT APPROACH – PRODUCT RESPONSIBILITY		23-32				
CUSTOMER HEALTH AND SAFETY						
PR1 (P)	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.	25-28	●			✓
PR2 (A)	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.		● ⁵¹			✓
PRODUCT AND SERVICE LABELLING						
PR3 (P)	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	24-25, 31	●			✓ (a)
PR4 (A)	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.		● ^{48 and 52}			✓
PR5 (A)	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	27-28	●			✓
MARKETING COMMUNICATIONS						
PR6 (P)	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		● ⁴⁹			✓
PR7 (A)	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		● ⁵¹			✓
CUSTOMER PRIVACY						
PR8 (A)	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	26	● ⁵³			✓
COMPLIANCE						
PR9 (P)	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	169-171 AA	●			✓

Verification notes:

✓ Indicator verified according to the coverage notified by Abertis

NV Not verified

(a) Reported qualitatively

(b) The principal materials consumed are reported, estimated on the basis of data available on cost and use.

(c) Not broken down according to nature and destination.

(d) Not broken down according to type and method of treatment.

(e) Not broken down according to age group, and new contracts are not listed.

(f) The percentage is not reported.

⁵⁰ The Abertis Code of Ethics stipulates that attempts should not be made to influence the decisions of Government Agencies, and prohibits all conduct aimed at obtaining favours or inducing a lack of rectitude and transparency.

⁵¹ No instances of non-compliance have been identified in this regard.

⁵² Abertis has not adopted any voluntary codes in this regard.

⁵³ No claims have been made concerning respect for privacy and the leaking of personal data.

13. GRI REVIEW REPORT



Statement GRI Application Level Check

GRI hereby states that **abertis infraestructuras S.A.** has presented its report “2013 CSR 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 G3.1 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 G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

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

Amsterdam, 25 March 2014



Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The “+” has been added to this Application Level because **abertis infraestructuras S.A.** has submitted (part of) 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 17 March 2014. GRI explicitly excludes the statement being applied to any later changes to such material.