



**GLOBALVIA®**

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**GLOBALVIA  
UN Global Compact  
Communication On Progress**

*Madrid  
April, 2017*

**Our Vision:** *Being an exemplary company with a business model based on efficiency and quality management, sustainability, responsible investment, transparency and continuous engagement with the stakeholders.*



**GLOBALVIA**



January 29th 2007 was the beginning of our journey. Ten Winters with its weather watches and all our efforts to keep traffic flowing. Ten Summers with its demand peaks. Ten Christmases allowing kids to meet Santa in their hometowns on our trams and subways. Ten year-ends taking students to their final exams. All in all TEN YEARS in capital letters!

In capital letters because having only passed these few years (maybe a lot in personal terms but quite few in companies terms), we can anyway proudly say that we have become a world reference in infrastructure management.

I am extremely proud to confirm once more that for Globalvia, linking our TEN years of business with the TEN Principles of the UN Global Compact as our DNA is of paramount importance. We do not conceive working outside these Principles which should help us build a sustainable and fair world giving every inhabitant of the globe access to the required infrastructure.

The annual submission of a Communication of Progress (COP) is the culmination of our corporate and personal efforts to implement the Ten Principles while we serve communities in eight countries. We support public accountability and transparency, and we therefore commit to continue reporting on an annual basis according to the Global Compact COP policy.

Globalvia is fully committed and has internalized the UN Global Compact and its Principles in its strategy, culture and day to day operations while continuing to engage with the local communities we serve, thanks to collaborative projects that pursue to fulfill the broader sustainable development goals set by the United Nations. To this effect, Globalvia once more confirms this firm commitment to our stakeholders and the general public.

I, personally and on behalf of all of us who work in Globalvia, proudly accept and support the challenge and are happy to celebrate our anniversary honoring them.

Sincerely yours,

*Javier Pérez Fortea*  
CEO



2017 is the fifth year joining the UN Global Compact and for Globalvia, the commitment is even stronger.

Moreover, this year we celebrate our tenth anniversary and we take pride in saying that our Corporate Governance Strategy is a clear path to excellence, and the Ten Principles the perfect resume of it.

For Globalvia, the Corporate Responsibility is a KPI measure of value that involves all the activities developed by the company, everywhere and in all the business areas: Human Rights, Corporate Social Responsibility, Labor Relations, Environmental Care and Corporate Governance, among others.

For us, to be a part of the UN Global Compact through Communication on Progress report is a responsibility, but also an honor.

Sincerely yours,

*Belén Castro Giménez*  
*HR, Communication and CSR Director*



**GLOBALVIA**





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An overall of **117 assessments, actions and indicators that measure their outcomes** have been developed in Globalvia that confirm the strategy and operations alignment with UN Global Compact ten principles in four different dimensions.

Human rights

*“Businesses should support and respect the protection of the internationally proclaimed human rights; and make sure that they are not complicit in human rights abuses.”*

**Assessment, policy and goals:**

- Code of Ethics
- Corporate Governance policy and principles
- Collaboration with Foundations

**Implemented actions:**

- Application of the Code of Ethics
- Communication of both Code of Ethics and Corporate Governance policy and principles
- New Compliance Management System
- Collaboration with Carmen Pardo Valcarce Foundation: labor integration
- Collaboration with Juegaterapia Foundation: cancer children help in Spain
- Collaboration with Real Madrid Foundation: children social integration in Latin America
- Collaboration with AUARA: the water with values
- School Volunteering in Chile
- Collaboration for training of disable people: CAMPVS
- Road Educational talks: Spain, Costa Rica and Chile
- Toy collecting campaign
- Local Literary Culture Promotion
- Support the community
- Help to addicted people
- Donations

**Measurement of outcomes:**

- Harassment report
- Code of Ethics training

*Globalvia presents assessments, policies, goals, implemented actions and its measurements, related to human rights, labor, environment and anti-corruption.*



Labor

*“Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced and compulsory labor; the effective abolition of child labor and; the elimination of discrimination in respect of employment and occupation.”*

**Assessment, policy and goals:**

- Moral – Protocol annex to the Code of Ethics
- Labor Risk Prevention policy
- Appraisal process
- Training and development plan
- Engagement Survey

**Implemented actions:**

- Moral – Protocol annex to the Code of Ethics implementation
- Communication of Labor Risk Prevention policy
- Social benefits for employees
- Talent Management Review
- Flexible Payment Plan
- Photo contest 2016
- Sport promotion within the Company
- Children sport promotion
- Membership in economic association
- Healthy habits promotion
- Greetings with solidarity to employees

**Measurement of outcomes:**

- Employees distribution by gender and hierarchal level
- Accidents, absenteeism and illness records
- Internal quality of service survey

Environment

*“Businesses should support a precautionary approach to environmental challenges; undertake initiatives to promote greater environmental responsibility; and encourage the development and diffusion of environmentally friendly technologies.”*

**Assessment, policy and goals:**

- ISO and OHSAS certifications 9001,14001,18001 and other Standards
- CSR Strategic Plan (and specific on Concessions)
- Environmental Impact Declaration
- Responsible Investment – GRESB Report

**Implemented actions:**

- Collaboration agreement with Abadía de Montserrat Foundation
- Training on ISO, OHSAS and other Standards certifications
- CSR strategic plan (and specific to Concessions) implementation
- Control Disclosure Protocol Joining
- Underwater photography contest
- User awareness in waste management
- Maintaining the Universal Path Carara
- Supportive Recycling
- Sustainable mobility and public transport promotion
- Animal Rescue Program
- Park construction
- Environmental Day

**Measurement of outcomes:**

- Headquarters
- Ruta de los Pantanos
- Concesiones de Madrid
- Túnel d’Envalira
- Autopista Central Gallega
- Túnel de Sóller
- Autopista del Itata
- Autopista del Aconcagua
- Chile Country Office
- Ruta 27
- Tranvía de Parla
- M50 Concession Limited
- Autovía Nuevo Necaxa-Tehuacán
- N6
- GSJ
- Metro de Sevilla
- Trambaix
- Trambesòs

Anti-corruption

*“Businesses should work against corruption in all its forms, including extortion and bribery.”*

**Assessment, policy and goals:**

- Fraud procedure
- Compliance Manual

**Implemented actions:**

- Compliance Committee
- Whistleblowing Channel
- Ethics Committee and Ombudsman
- Code of Ethics: tutorial video

**Measurement of outcomes:**

- Public legal cases statement
- Internal Audits carried out and its actions



# III. HUMAN RIGHTS PRINCIPLES

## III.1 Human rights assessment, policy and goals

*“Businesses should support and respect the protection of the internationally proclaimed human rights...”*

Globalvia supports the three principles related to human rights by the definition of certain actions, codes and manuals:

- 1 Code of Ethics
- 2 Corporate Governance policy and principles
- 3 Collaboration with Foundations

*“...and make sure that they are not complicit in human rights abuses assessment, policy and goals.”*

### 1 Code of Ethics

*Globalvia respects and adheres to the human employment rights that are recognized under Spanish and international legislation.*

Globalvia has designed the **Code of Ethics** as a guide for all employees and executives of the Company to perform their professional tasks. This code is related to their daily working lives, as well as to the resources used and the business environment they work in. According to this, Globalvia respects and adheres to the human and employment rights that are recognized under Spanish and international legislation and the principles behind the World Compact, the UN standards on the responsibilities of transnational and other organizations in the field of human rights, the OCDE guidelines for multinationals, the tripartite declaration of principles on multinationals, and the social policy of the International Labor Organization, respecting the laws of each country and the ethical principles of their respective cultures.

This Code includes the following paragraphs:

- **Declaration of principles**, stating that the compliance with the Code of Ethics is mandatory for all employees of Globalvia and its subsidiaries
- **Values of Globalvia Group**, as part of the Organization’s culture in means of i) integrity (as acting ethically and responsibly), ii) team work (as in collaboration, cooperation and communication), iii) quality management (in regard to constant ongoing learning; clear, precise and rigorous action procedures; and last but not least, respect for the environment), iv) results-driven (as in organization and efficiency), v) customer service, and finally, vi) innovation, imagination and anticipation, vii) respect for health and safety of people.
- **Professional Standards and Conduct**, which states that the compliance to the Code of Ethics is compulsory for all Globalvia personnel and an inherent obligation as they fulfill their mission. All employees therefore accept specifically and irrevocably that any failure to observe or infringement of this Code of Ethics may be considered as a serious

## III. HUMAN RIGHTS PRINCIPLES

### III.1 Human rights assessment, policy and goals

breach of their contractual conditions and Globalvia may apply any disciplinary measures as appropriate, without prejudice to any other civil or criminal proceedings that may ensue. The breach of this Code is not negotiable under any circumstances. Furthermore, guidelines for professional conduct may include:

- › Confidential information and professional secrecy
- › Concurrence and conflict of interests
- › Intellectual property, means and resources
- › Relations with the public administration, payoffs and bribery, fraudulent subsidies and obligation of cooperating with investigations
- › Information about legal or administrative procedures
- › Prevention of money laundering
- › Transparency
- › Auditing and accounting
- › Giving and receiving gifts, benefits or advantages policy
- **Standards of conduct amongst professionals within Globalvia Group**, as in general terms and more specific lines related to managers and executives
  - › Always encouraging relations driven by mutual respect and avoiding any kind of discrimination or other actions that may conflict with the Organization's values and ethics
  - › Any conduct that limits any professionals' dignity, whether physically or verbally, creating an intimidating, hostile or humiliating working atmosphere will be considered unacceptable
  - › Any conduct considered inappropriate will be reported to Human Resources for its study
- **Ethics Committee and Ombudsman**, entrusted with the mission of ensuring compliance with the Code of Ethics in all Group's companies. The Ombudsman will be responsible for cooperating with the Ethics Committee in the dissemination of the Code of Ethics and for managing the Reporting Channel.
- **Annex I: Reporting Channel (Whistleblowing)**, the new internal mechanism to report misconducts (available since this year 2016).
- **Annex II: Moral (Mobbing) Protocol**, the protocol for prevention and action in cases of mobbing, gender-based harassment and/or sexual harassment in the workplace.
- **Annex III: Protocol against moral and sexual harassment at work**, for the Group's companies located in Costa Rica that applies without exception to all workers in Ruta 27, without differentiating in any way in terms of the rank they have been assigned.

*Globalvia establishes the basis for development of their activities following the criteria of transparency and confidentiality in their relationship with the stakeholders involved in its business.*





### III.1 Human rights assessment, policy and goals

#### 2 Corporate Governance policy and principles

Corporate Governance policy represents a guide to all Globalvia's employees and executives in the performance of their professional duties and in their daily work, as well as in relation to the resources used and the business environment in which it operates; it is also, an example of its commitment to transparency.

This policy includes the following issues:

- **General principles**, since the Company operates in OECD countries, its governance principles are based on the foundations laid in this organism and it nourishes from the Spanish Corporate Governance Code due to its shareholders nature. It includes the following principles that need to be followed by every employee:
  - › Rights and fair treatment of shareholders
  - › Interests of other actors, stating that the Organization takes its responsibilities with other non-stakeholders (legal, contractual, social and market) that may be related to its activity (employees, investors, creditors, suppliers, local communities, customers and government)
  - › Role and responsibilities of the Board
  - › Integrity and ethical behavior
  - › Communication and transparency
- **Corporate Governance**, stating General Counsel's functions and responsibilities, which are to keep updated the information related to ownership structure, direction structure, related operations and any other interesting information, as well as to make it available to shareholders.
- **Current Company's bylaws**
- **Operation of the Board of Directors, its composition and member and delegated bodies**, as expressed in articles 17 to 22 of the Company's bylaws:
  - › Ways of organizing the Administration
  - › Nomination / Designation
  - › Term of office
  - › Powers of the Management Body
  - › Remuneration of the Management Body
  - › System and operation of the Board of Directors
  - › Board composition and its Delegated Bodies

## III. HUMAN RIGHTS PRINCIPLES

### III.1 Human rights assessment, policy and goals

- **Committees**, within the powers granted by the applicable law and the provisions of the Bylaws, the Board has delegated certain functions by creating committees. As of today, there are several committees: Executive Committee, Designation and Retribution Committee, Commercial Committee, Risk Management Committee, on which Compliance Committee depends, Appointments and Remunerations Committee and Sustainable Committee.
- **Side agreements**, Globalvia shareholders have entered into a Shareholders Agreement that governs the development of the Company.

#### 3 Collaboration with Foundations/NGOs

Since 2013 Globalvia has selected several Foundations/NGOs in which to invest taking into account the projects that best represent the goals of its CSR Strategic Plan mostly focused on environment, economic and social development and culture.

Globalvia is currently collaborating with:

- Real Madrid Foundation
- Carmen Pardo Valcarce Foundation
- PRODIS Foundation
- Abadía de Montserrat Foundation
- Juegaterapia Foundation
- AUARA
- AECC
- Cáritas
- SEUR Foundation
- FAD Foundation
- Others

All the collaborations with Foundations/NGO's are insightfully explained along this report.

## III. HUMAN RIGHTS PRINCIPLES

### III.2 Implementation of human rights actions

This present chapter focuses on the description of concrete actions to implement human rights policies, address human rights risks and respond to human rights related concerns.

- ① Application of the Code of Ethics
- ② Communication of both Code of Ethics and Corporate Governance policy and principles
- ③ New Compliance Management System
- ④ Collaboration with Carmen Pardo Valcarce Foundation: labor integration
- ⑤ Collaboration with PRODIS Foundation: intellectual disable people
- ⑥ Collaboration with Juegaterapia Foundation: cancer children help in Spain
- ⑦ Collaboration with Real Madrid Foundation: children social integration in
- ⑧ Collaboration with AUARA: the water with values
- ⑨ School Volunteering in Chile
- ⑩ Collaboration for training of disabled people: CAMPVS
- ⑪ Road Educational Talks: Spain, Costa Rica and Chile
- ⑫ Toy collection campaign
- ⑬ Literary Cultural Promotion
- ⑭ Support the community
- ⑮ Help to addicted people
- ⑯ Donations

*The application of the Code of Ethics is a guarantee of ethical integrity for Globalvia and a reflection of the Company's adherence to the human and employment rights.*

#### ① Application of the Code of Ethics

In the chapter above, "III.1 Human rights assessment, policy and goals", Globalvia's Code of Ethics has been described. At the end of that same document a specific paragraph is dedicated to the application of the Code and may be considered as its implementation.

According to this, the Code of Ethics is effective from the date of its approval by the Chairman, after which it was communicated to all employees and remains in force until it is cancelled or replaced by a new Code.

Thus, all employees will be under the obligation to be aware of, uphold and comply with this Code of Ethics. Any breach of the standards contained in this Code will be considered as an infringement and result in the corresponding disciplinary action being taken.

Managers requiring any other legal requirements for formal effectiveness must enforce due compliance.

If employees do not agree with the application of any of the principles and standards, they may set out their objections within 10 days of receiving it from HR. If no such communication is received, it will be understood to consent to the full content of this document. Globalvia has developed a Communication Plan taking into account the different realities existing in the Group societies in order to guarantee full understanding of the Code.

# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions



Code of Ethics video screenshot

### 2 Communication of both Code of Ethics and Corporate Governance policy and principles

The Code of Ethics is handed over to all employees along with their welcome pack on their first working day. Also, the Code of Ethics and the Corporate Governance policy and principles are available to everyone on the intranet. In 2013, Globalvia designed a tutorial video about the Company's Code of Ethics. At the beginning of 2016, the company redesigned this tutorial video including the new *Whistleblowing* Channel (further details are included in the point “VI.2 Implementation of anti-corruption actions”). It is a universal tool to get all employees involved emotionally in the importance of the Code of Ethics. The tutorial is oriented to spread the mission, vision, values of Globalvia to its employees.

The video is shown when the employee joins Globalvia allowing the learner to watch and learn at his own pace. After watching the video, the employee takes a test that will be retaken every three years to refresh its significance. Besides, different training sessions will be carried out in some concessions, especially in the new ones, to ensure the application of the Code of Ethics.

*Globalvia supports integrating people with disabilities since it involves committing to the right of everyone to play an active role in society under conditions of fairness and equal opportunity.*

### 3 New Compliance Management System

New policies and procedures have been implemented, based on ISO 19600, extending the *Whistleblowing* Channel to prevent crime and fraud in our operations and ensuring all regulations are monitored and followed. This Channel is managed by an external lawyer, the *Ombudsman*. The *Ombudsman* is a designated neutral and impartial dispute resolution practitioner whose major function is to provide independent, impartial, confidential and informal assistance to managers and employees, clients and/or other stakeholders of Globalvia.

The Crime prevention and anti-fraud policy has the following objectives:

1. To send to Board Members and all managers and employees of Globalvia Inversiones, S.A.U. and its Group Companies as well as any third party having relations with them, a message of zero-tolerance to the commission of any crime offense, fraudulent conduct and non-compliance with its Code of Ethics.
2. To ensure through the Committee of Ethics and the Compliance process that Globalvia has implemented a Management Model that includes measures to monitor, prevent and react to crimes, fraud and other non-desirable conducts.

# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

- 3. To become, together with the Crime Prevention Protocol and the Code of Ethics the pillars of Globalvia’s model of Risk prevention which ensures an ethical and compliant behaviour of its administrators, managers and employees and eventually third parties.

The Committee of Ethics has been created to enable Globalvia to continue its operation in accordance to the highest ethical business standards and in accordance with applicable law and regulations. It is formed by the Senior Management of the Company and the *Ombudsman*.

### 4 Collaboration with Carmen Pardo Valcarce Foundation: labor integration



In keeping with its commitment to diversity, Globalvia collaborates with Carmen Pardo Valcarce Foundation in order to promote and encourage integration of people with disabilities. In 2013 the company hired a person with intellectual disabilities for the General Services department of Headquarters, who gives support to the receptionist, attends phone calls, scans and copies documents and does several administrative tasks.

From the CSR Department the challenge was to build awareness about people with disabilities in the workplace. We were determined to make all employees learn that people with disabilities can make a positive contribution to business at all levels. For that employee and leadership sensitivity training was a real asset. That is why it was decided that the Steering Committee would be in charge of sensitizing Globalvia’s employees and teams to ensure the successful integration of this employee.

Nowadays and thanks to everybody, this person is totally integrated in the company.

Over time, Globalvia has increased both in number and diversity the Corporate Social Responsibility actions in cooperation with the FCPV, tightening the ties between both entities. This actions are described in following parts of this report.

### 5 Collaboration with PRODIS Foundation: intellectual disable people

At the beginning of this 2017 year, Globalvia has started a new collaboration with PRODIS Foundation.

PRODIS Foundation is an entity committed to people with intellectual disabilities to assist them in their personal development and job inclusion.



# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

All its activities and programs are focused on its main mission: to provide the necessary support to improve the quality of life of these people and their families.



The collaboration of Globalvia is destined to the Special Center of Employment integrated in the Foundation. This center is intended for adults with intellectual disabilities with a disability rating awarded by the Community of Madrid.

Integrity, Teamwork and / or Quality are some of the values shared by both entities. This fact proves the sense and the assured success of this collaboration, which means a further step in the CSR Strategy of the Company.

### 6 Collaboration with Juegaterapia: cancer children help in Spain

From January 2016, Globalvia collaborates in Valencia with the Juegaterapia Foundation on its *"El jardín de mi hospi"* project to offer a happier and more pleasant life to children suffering from cancer during their stay in the hospital.



Each employee had the option to make an economic contribution along the year and Globalvia contributed the same amount provided by all, thus doubling the donation. The project *"With you, 1=2"*, which was described in the COP of 2014, is launched every two years and it was the starting initiative from which this Foundation was selected by all employees.

Juegaterapia Foundation's mission is focused on improving the life quality of children with cancer through free delivery of any type of video consoles and promote the humanization of healthcare environments through psychosocial interventions to promote play, creativity and art as a source of welfare for these patients.

That is why *"El jardín de mi hospi"* project exists. This project consists of the creation of an outdoor space of 1000 m<sup>2</sup> located in the roof of the Hospital La Fe of Valencia (Spain). This space will thus become a zone of green games, with plants, trees and other elements designed to enjoy also visually being so the perfect space for these children for playing an relaxing.

Thanks to these green and recreation spaces, it is demonstrated that the patients significantly improve their mood and thus their physical conditions.



Outdoor garden of La Paz Hospital of Madrid



### III. HUMAN RIGHTS PRINCIPLES

#### III.2 Implementation of human rights actions

This garden in Valencia is the third project of the Juegaterapia Foundation after *La Paz* and *Doce de Octubre* Hospitals in Madrid.



During 2015 and with a similar objective, Globalvia through some concessions, collaborated with other Foundations that provide support to people with cancer.

M50 Concession Limited signed an ongoing collaboration agreement with Can Teen Ireland, a nationwide Dublin based support group for young people between the ages of 12 and 25 years who have cancer and for their families. Can Teen provides 1 to 1 support, health professionals involvement, home/hospital visiting, social events and counselling services. In 2016 50CL has been to manage and fund the provision to Can Teen of 3,000 Tin Cans to be distributed among their members and the public to collect money for supporting the organisation.

Malaga Metro collaborated with **Luis Olivares Foundation for Children with cancer illness** sponsoring its charity dinner which was held in 2015.

#### 7 Collaboration with Real Madrid Foundation: children social integration in Latin America

Globalvia and Real Madrid Foundation are joined by **two cooperation agreements** to develop two social and sporty schools in Costa Rica and Chile providing more value to the Group Corporate Social Responsibility Plan.

**Costa Rica' school** was born in 2013 and it increased his activity until today up to **125 children** with ages between 7 and 14 years thanks to Globalvia contribution.

This school, which is located in Universidad Latina de Heredia Campus, opens its doors every Saturday from 8 to 11 a.m. educating the children different values through the sport. To have a good educational performance is an indispensable requirement to join the school.

**Chile' school** was born in 2009 and thanks to Globalvia contribution it has been possible to increase the activity of this school to a maximum of **215 children and to expand the project to the female population**.

This school opens its doors to boys and girls who belong to dysfunctional families and/or living in care centers of Independencia and Estación Central communes located in Santiago de Chile. The main objective is to educate them through different values using the sport as a tool.



*Social and sporty school in Costa Rica*



*Social and sporty school in Chile*

# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

Furthermore, these two initiatives cover daily health and food needs both for children and their families and engage, inspire and educate them about healthy habits in living.



Ratification Protocol Signing event

Real Madrid Foundation main objective is to promote, both in Spain as well as abroad, the values inherent in sport, and the latter's role as an educational tool capable of contributing to the comprehensive development of the personality of those who practice it. In addition, as a mean of social integration of those who find themselves suffering from any form of marginalization, as well as to promote and disseminate all the cultural aspects linked to sport.

Thanks to the mutual trust, on March 2017, the collaboration agreement between Real Madrid Foundation and Globalvia Costa Rica has been renewed for three years more.

Moreover, it is a tradition to organize a visit to Spain for a few children as a reward for **their efforts and merits in their academic and sports trajectory.**

On the occasion of the children's trip of this year, Globalvia organized a visit to Globalvia Headquarters Offices, where the CEO could received all of them, as well as a complete visit to Metros Ligeros de Madrid. In these activities, the teenagers could know the work done by our colleagues, could observe the operation of a light rail and could learn how a sustainable transport works and the importance of use this type of transport regarding the environmental care.

Children's visit to Metros Ligeros de Madrid concession.

### 8 AUARA Project: the water with values

*"You drink, other people drink"* is the motto of AUARA, a brand of mineral water that **invest the 100% dividends on bring drinking water to people who do not have access to it.**

*"Globalvia drinks, other people drink"*. This is the reason why the company has started to collaborate with this social entity regarding water supply through buying half-liter bottles.

However, the most important thing is not only the charity essence of AURA but also everything it covers. From the bottles design that facilitates its transport and storage, the production with a 100% recycled plastic material until the accessibility thanks to a Braille system integrated in the bottle for blind people



AUARA bottle.

Globalvia joins AUARA project, with the **aim of change a daily act such as drinking water into an extraordinary act such as try to reach a better world.**

III.2 Implementation of human rights actions

9 School volunteering in Chile



Children’s visit to the Claudio Arrau León Museum.

Since 2012, Globalvia, through the Aconcagua Highway, supports the children’s school known as "Las Luciernagas" in Llay-Llay (Chile).

After the reconstruction project of the schoolyard carried out in 2014, during 2015 a new huge structure of outdoor games was installed in the schoolyard in regards to the recreation and amusement of the children.

Globalvia, through the Itata Highway, supports the children’s rural schools that are closed to the highway in terms of helping in their culture and personal development.

In 2014, the collaboration was focused on “Quinchamali” rural school in “Quellon” (Chile) and in 2015, the collaboration was focused on “Crucero Huaro” rural school in Bío Bío (Florida, Chile).

Several cultural visits were organized by the concession through which the employees could enhance the integration of the children who belong to the rural communities.

10 Collaboration for training of disabled people: CAMPVS

Carmen Pardo-Valcarce Foundation realized the integration of people with disabilities required for the disabled community to work to find solutions to break down existing barriers. Thus, the Foundation has launched **CAMPVS, an innovative educational project following trends imported from the U.S.A. and UK to involve private enterprise in the world of higher education.**



People with disabilities may not feel as if they are ready for the job because they do not have the practical, hands-on experience required for skilled positions or they do not have all abilities required. Many people with disabilities who are entering the workforce have not had the benefit of summer employment or part-time jobs as well as specialized training.



### III. HUMAN RIGHTS PRINCIPLES

#### III.2 Implementation of human rights actions

As a result of this situation, companies cannot find in these people the adequate training for some positions. CAMPVS is just the answer to this issues.

Keeping in mind that hiring and supporting people with disabilities must be a successful endeavor for the business, an innovative training system was designed.

Three different and very specific training paths have been defined to give students just the right practical experience needed for a job posting. Along the way, companies will play a key role since employees of the different sponsor companies will teach subjects related this “careers”.

Globalvia is one of the Sponsors and as part of the CAMPVS Mentoring program, a total of **10 employees** have joined the corporate social volunteering and become **Mentors** regarding the current school period (2016-2017). Although five of our colleagues had been mentors in previous years and wanted to continue in the project, five of them have joined the Program this year.

Moreover, another **colleagues** contribute to the CAMPVS project by offering **Master class sessions** at the facilities of the university that serve as a complement to the training provided by CAMPVS teachers.

The content of these Master Classes includes "Business operation and structure", "Employment relations, agreements, rights and duties of employees", "Types of contracts" and "Selection processes".

In addition and following the initiative launched last year, Globalvia offers one more year the **execution of interview simulations for 10 students currently attending the third and last year of CAMPVS**. These interview simulations are designed and structured in the same way as the interviews that take place during real selection processes of the Company. Students come to Globalvia's offices, are interviewed during a 40 minute period approximately and later get an appraisal report indicating their strengths and areas of improvement.

And if this were not enough, **Globalvia also wanted to offer CAMPVS students the opportunity to visit one of its railway concessions to bring the activities and business closer to their daily lives**. Hence, visits have been organized to Madrid Light Rail for after Easter in which students may enjoy a complete two-hour tour through the concession.



*Training sessions (CAMPVS)*



*Master class sessions (CAMPVS)*

### III. HUMAN RIGHTS PRINCIPLES

#### III.2 Implementation of human rights actions

##### 11 Road Educational Talks: Costa Rica, Chile and Portugal

Since 2012, Globalvia has been running a **Road Educational Talks program** for schools, based on fostering **responsible habits and behaviour and preventing accidents** when using road infrastructure.



*"I am responsible" Program  
in Costa Rica*

At the same time, the children taking part are encouraged to be key actors to build awareness of responsible behaviour on the roads in their immediate circles, thereby becoming agents for change based on looking after oneself and respecting the environment. The aim is to generate and **strengthen relationships with neighbouring communities** on the road, forging **new links** and **reaffirming the organization's commitment** to local people's quality of life.

Globalvia develops this program in Costa Rica, Chile and Portugal since several years.



*Road Educational Program  
in Chile*

In **Costa Rica** the program is called **"I am responsible"** and through games, the children learn how to be responsible pedestrians, cyclists and passengers. Besides the training, each child receives a hi-vis jacket to wear when they are on the roads.

The program has evolved in creating road educational brigades in a manner that the children could transmit the information to their colleagues in the schools.

A total of 360 children has been included in this program until today.

In **Chile** the program is called **"Learn how to manage your safety"**. During 2016 and for the third consecutive year, the plan includes educational activities, interactive and playful presentations adapted to the different ages of the students, accompanied by talks given by staff of Conaset, government agency responsible for road safety.

Furthermore, an audiovisual competition on road safety for university students and technicians from Concepción. The participants had to make a video of 30 seconds and the winner will display his video in the cinemas of Concepción.

In **Portugal**, through its concession Scutvias - Autoestrada Beira Interior, Globalvia also develops this kind of program since 2005.

There are two modules, the first one is called **"Safety Project"** and is focused to children ages 6-10 on children **"Teaching car simulator"** and is focused on children ages 12-18. Both modules use games for teaching better.



*Road Educational Program  
in Portugal*

# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

### 12 Toy collection campaign



Toy collecting

Globalvia in partnership with the users of Seville Metro organizes a Toy collection campaign every December.

This action, which has a high level of participation, means that a large number of toys can be distributed through local associations.

### B Local literary and musical culture promotion

In the framework of the CSR Strategic Plan of the company, it is highlighted the importance of enhancing the local culture of the communities around Globalvia's assets and through its employees and their children.

That is why, at the beginning of 2017 Globalvia has launched its first Story Contest with the aim of promote the literary talent of its employees and their children. With all the stories, Globalvia will produce a book and will share it to all the employees of every concession.

Furthermore, during 2016 Globalvia has developed several literary cultural activities inviting the local young users of the Spanish railways concessions to participate voluntarily in them.

The common idea of all these cultural activities was the theme, so participants had to write a short story, both individually or in group, about the railway.

These cultural initiatives were the following:

- Book Fair of Parla Tram (April 2016)
- “TramA” competition of collective stories of Barcelona Trams (February 2016 - March 2016)
- Micro-story contest of Malaga Metro (November 2016)
- Seville Metro Literary I Contest (April 2017)

Moreover, once per year, Globalvia organizes the Music Festival of Beira Interior in Portugal with the aim of promoting musical culture among the Portuguese population and helping to spread the young interpreters and composers of the region. The festival covers offers four free concerts on Saturdays, once per month, in different locations closed to A23,Scuvas-Autoestrada da Beira Interior, one of the Globalvia concessions in Portugal.



Story Contest poster of Globalvia



Book Fair poster of Parla Tram



# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

### 4 Support the community

On February 2017, M50 Concession Limited launched an initiative to support its employees in their involvement of local community based on activities to promote the local environment, sports, development and well-being.

M50 Concession Limited will support 8 projects during the year 2017 by providing funding up to 500 Euros each.

The requirement is that M50's employees or close friends/relatives of M50's employees must be involved directly in the initiatives, thus promoting not only the support to local communities but also the recognition and appreciation of the employees towards the company.

Up to April 2017, M50CL has already supported two initiatives: the Robyn Smith Fundraiser (dedicated to help a 12 year old girl suffering from long term cancer since the age of 3 to receive the special treatment she needs in USA) and the Tallaght Local Schoolboy/girl Community Soccer Club (the support will be used for upgrading their pitch facilities).



Tallaght Local Schoolboy/girl  
Community Soccer Club

### 5 Help to addicted people

This activity was promoted by Mullagh GAA Association which worked on behalf of “Cuahn Mahuire Athenry” and consisted in a 4 days-walk from Croke Park in Dublin, until Mullagh (total length of 170 Km), at finished in a cycling from Mullagh to Athenry for additional 40 Km.

A sponsorship and donation from N6 Concession Ltd. , Globalvia's concession, was provided with the final aim to support “Cuahn Mahuire”, one the largest associations in Ireland focus in rehabilitation of gambling, drugs and alcohol addictions.

A small part of the donation will be used to improve the local GAA sport facilities, and the rest will support “Cuahn Mahuire Athenry”.

This club plays a very important role in local society, with very close relation with the local school. It promotes healthy life style, community values, and identity concept to the youth in the area.

The activities promoted go beyond the only sports activities and it has an active participation in other aspect of local activities.

This action was facilitate by Shane Briscoe (N6 Operations' team), living in Mullagh and who participate in the 4-days walk.



N6 Concession Limited and  
Mullagh GAA Association teams.

# III. HUMAN RIGHTS PRINCIPLES

## III.2 Implementation of human rights actions

### 5 Donations

Globalvia, through several concessions, give some money to help entities regarding their financing and enhancement. These entities should share with Globalvia the same values in CSR.

In some occasions, **Soller Tunnel** donates the money collected in the toll during campaigns periods, such as:

- The NGO “Aldeas Infantiles” developed a CSR campaign in Soller during April, September and November 2016. The 75% of the amount collected from the transits of the employees of this NGO was donated to it.
- The same action was developed regarding “Nit del Art” event celebrated in Soller during 13 and 14 August 2016.



Liquid Bipsy  
Campaign Poster

**Autopista Central Gallega** is now (April 2017) collaborating with “Liquid Biopsy” reasarch campaign promoted by Oncomet and focused on detecting cancer. The collaboration has two ways: diffusion in the toll and economic support.

**Autovía Necaxa Tihuatlán (AUNETI)**, Mexican concession of Globalvia, donated scrap metal and metal containers to schools. In the schools, they sell the material and the profits are invested in their facilities.

In addition, a donation of extinguishers, safety vests, painting and signage for was made for the Emperador Cuauhtémoc school.

Furthermore, employees of AUNETI concessionaire collected food, water and clothing for the victims of Hurricane Earl, which attacked Mexico in August 2016 during four days.

During 2016, **N6 Concession Limited**, one of the Irish concessions of Globalvia, was recognized by the local Gaelic Sports Team Cappataggle GAA Club Co. Galway for the support started in 2014 and following years. As a result a sign was erected in the local pitch recognizing N6 Concession Ltd as a sponsor. This club plays a very important role in local society, with very close relation with the local school. It promotes healthy life style, community values, and identity concept to the youth in the area.



Metal containers were  
donated to schools



N6 Concession Limited team with  
Galway Club

## III. HUMAN RIGHTS PRINCIPLES

### III.3 Measurements of human rights outcomes

Globalvia has various ways of monitoring and evaluating the performance related to human rights issues:

- ① Harassment report
- ② Code of Ethics training

#### ① Harassment reports

As the chapter related to Labor policies will detail, there is an external figure called the Compliance Officer to whom any Globalvia's employee has the right to report any harassment situation of any kind.

These reports followed the specific Protocol established in the annex to the Code of Ethics. As a result, the Investigation Committee determined that, in one case, had existed a situation of mobbing and sexual harassment and the perpetrator was fired; in the second case, it was determined that no harassment had occurred.

#### ② Code of Ethics training

All people hired by Globalvia receive a Code of Ethics. Moreover, there is a tutorial video for newcomers (see *III.2 Implementation of human rights actions*). To assess whether the matter has been understood, the person viewing the video must fill in a questionnaire on the topic. This tutorial video has been recently extended including the new Whistleblowing Channel as we explained before.

Besides, different training sessions will be carried out in some concessions to ensure the understanding and the application of the Code of Ethics (for example in Ruta 27 (Costa Rica) where it is important to reinforce the Code of Ethics).



Code of Ethics video screenshot



## IV. LABOR PRINCIPLES

### IV.1 Labor assessment, policy and goals

The following actions have been defined and implemented, these supports Labor principles:

- ① Moral – Protocol annex to the Code of Ethics
- ② Labor Risk Prevention policy
- ③ Appraisal process
- ④ Training and development plan
- ⑤ Engagement Survey

*“Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining...”*

#### ① Moral - Protocol annex to the Code of Ethics

The Code of Ethics includes a specific section that **describes the protocol for prevention and action in mobbing and / or sexual harassment in the workplace**. The Moral – Protocol states the compliance of the Company with the Spanish Constitution, European Union (EU) legislation and the Workers’ Statute and the Collective Bargaining Agreement for the Construction Sector, related to the safeguarding of dignity, the right to equality, moral integrity and non-discrimination.

It also defines the concepts that involves moral harassment:

- **Moral harassment or “mobbing”**, that may take three different forms, depending on who is doing the harassing:
  - › Descending: when the person doing the harassing is the victim’s hierarchical superior.
  - › Horizontal: When the person doing the harassing is on the same hierarchical level as the victim.
  - › Ascending: When the person doing the harassing is hierarchically below the victim.
- **Sexual harassment**
- **Gender-based harassment**

The protocol has been adapted for Costa Rica to comply with local legislation.

#### ② Labor Risk Prevention Policy

In line with the policy framework on labor risk prevention, from Human Risks team of Globalvia and Labour Relations Department, various activities take place related to this matter with the aim of improving working conditions and workers safety and health.

*The Moral - Protocol states the compliance of the Company with the Spanish Constitution, European Union (EU) legislation and the Workers’ Statute and the Collective Bargaining Agreement for the Construction Sector.*



### IV.1 Labor assessment, policy and goals

To this end, the Company leans on the support and advice of a risk prevention accredited service, with which various activities are developed aimed at the identification, evaluation and monitoring of risks condition arising from the Company's activity.

Globalvia currently complies with OHSAS 18001 (Occupational Health and Safety Assessment Series) which leads to implement more measures than only required by law. This year, the OHSAS 18001 Certification has been successfully renovated.

Globalvia's Direction, consistent with the guidelines established by the International Labor Organization and the Europe Union and also in compliance with internal regulations related to labor risks prevention, has developed a labor risk prevention management system that is fully integrated in the Company, at all hierarchal and functional levels, and that is consistent as well with the fundamental right workers health.

*"...the elimination of all forms of forced and compulsory labor"*

#### 3 Appraisal process

Globalvia's employees are remunerated with a fixed annual salary and a **variable salary**. This last one is a part of the Integrated Management System framework applied by the Company's Human Resources.

The Board determines the strategy and overall objectives of the Company which will be applied in the variable salary. Globalvia's personnel, including those subsidiaries where the Company holds a majority stake are included within the Integrated Management System (IMS) Human Resources.

The variable salary is assigned to each of the managers to ensure that there is a complete alignment between the objectives assigned and the objectives and interests of Globalvia and its shareholders / investors.

The variable salary is composed of **three types of targets** with different weights depending on the degree of responsibility and job to do. There is also a fourth type that is not taken into account for the variable salary.



### IV.1 Labor assessment, policy and goals

*Globalvia's appraisal process ensures a complete alignment of the interests between people and the Company*

The types of objectives are called R1 (Results-1), R2, R3:

- **R1, Corporate objectives:** global Globalvia's objectives
  - › The entire organization has the same goals, with different weights.
  - › The aim is that everyone participates in the Group's development.
- **R2, Team Goals:** specific goals of each team
  - › Business Direction: same goals that R1, but disaggregated to a specific scope: country or concession.
  - › Corporate Areas: specific objectives to provide the service and to generate tools to manage the Company and the business line.
- **R3, Employee Assessment of Competence:**
  - › Specific employee competencies that a person should show executing a particular job (Human Resources has established a set of 12 competencies aligned with the strategy and objectives of Globalvia).
  - › As a result of this assessment an action plan is defined to be coordinated with the career plan (specific training, functional and geographical mobility, promotion opportunities, etc)

The weight assigned to each of the objectives sets out the degree of importance of each. With this system Globalvia ensures a complete alignment of interests between people and the company.

#### 4 Training and development plan

Globalvia's **development plan** sets the attitudes, skills and expertise needed for an employee to take over the responsibility of the next hierarchical level in the organization.

Based on the analysis of the Company's main functions, Organizational Families are extracted (Finance, Support, Business Development, Highways and Railways). A development path for each family has been also defined and established that details the trail that each functional level needs to follow for their development.

Globalvia's development plan takes into account:

- › Skills assessment result
- › Performance evaluation
- › Individual assessment
- › TOEIC level (English level)
- › Training
- › Individual development needs

### IV.1 Labor assessment, policy and goals

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The **training policy** is included within the Company's development plan. The development modules provide four training blocks defined according to the Organization needs:

- **Corporate culture:**

- › It includes common training activities to all the employees, regardless of the area or department.
- › The training aims to present the Company, and enhance the employees development within the Company (vision, mission, values, processes and systems).

- **Skills:**

- › This blocks gathers skill training activities common to all employees and graded by level / category.
- › The aim is to train the employee for its development within the Organization.

- **Technical competences:**

- › Specific training actions are included for each employee of the departments, areas, or professional levels.
- › The objective is to develop the employee skills and enhance the development of their daily activities.

- **Languages:**

- › Globalvia offers English classes to their employees.
- › In societies where there is another language (different from English), the Society offers classes.
- › It requires students commitment and follow-up.

The training modules may be taken at certain points of the development paths, although there are mandatory actions that must be successfully completed in order to access the next functional level.

The training sessions take place at Globalvia's campus, a space where to develop the Company's talent.

## IV. LABOR PRINCIPLES

### IV.1 Labor assessment, policy and goals

#### 5 Engagement Survey

The study's main objective was to identify and understand what fosters and generates employee engagement at Globalvia, and analyse the differences between what Globalvia is offering to its employees, and what the employees feel it's important for them.

The result is an action plan to boost retention and engagement rates in key employees

For the first time, this survey included the results of more than 600 employees in 7 different countries: Spain, Chile, Portugal, Mexico, Costa Rica, Ireland and Andorra.

The survey was launched on June 7th and closed on June 26th. We reached a participation of 70%.

The main findings were:

- The stability and safety in my job is the aspect that is valued as the most important for Globalvia's employees and is one of the aspects with the lowest gap
- Employees at Globalvia consider work-life balance as a key aspect, but it shows the second highest gap compared to what the company offers
- Employees feel that their team is the third most important aspect for them and consider that what Globalvia offers satisfies them, as it is one of the aspects with the smallest gap
- The compensation policy is the sixth most important element and it is the one that employees consider Globalvia offers the least
- The organization's style of business communication is seen as not very important for the employees, and it has the third biggest gap
- Company reputation is seen as the least important aspect for the employees, nevertheless it is what they think Globalvia offers the most

A plan is being developed in order to enhance employee satisfaction.

***Globalvia's Engagement Survey is focused on identifying and understanding what fosters and generates employee engagement at Globalvia***



**MOVING  
FORWARD  
TOGETHER**

*Buzz words of Globalvia*

### IV.2 Implementation of labor actions

*"...the effective abolition of child labor; and..."*

The following paragraphs state the relevance of labor rights for Globalvia, through the implementation of various actions:

- ① Moral - Protocol annex to the Code of Ethics implementation
- ② Communication of Labor Risks Prevention Policy
- ③ Social benefits for employees
- ④ Flexible Payment Plan
- ⑥ Photo contest 2016
- ⑦ Sport promotion within the Company
- ⑧ Children sport promotion
- ⑨ Membership in economic association
- ⑩ Healthy habits promotion
- ⑪ Greetings with solidarity to employees

#### ① Moral - Protocol annex to the Code of Ethics implementation

Related to the Moral-Protocol annex to the Code of Ethics, some measures to prevent harassment of any kind have been implemented within the Company:

- **Communication**, it is necessary to build awareness among the workforce and assure their effective knowledge not only of the definitions and different types of harassment but also of the action procedures set out in this protocol if harassment occurs.
- **Responsibility**, everyone at the Company is responsible for upholding the principle of not tolerating any conduct of this kind, if necessary by taking the disciplinary action provided under the applicable employment legislation. All personnel are also responsible for upholding the principle of co-responsibility in the monitoring of conduct in the workplace. This is especially applicable to supervisors and managers.
- **Training**, this topic is included in the Company's training programs for the whole workforce including personalized training sessions to each concessionaires of the group. The purpose of these programs will be to identify the factors that contribute towards creating a harassment-free working environment, fostering communication and proximity between supervisors and their teams at all the Organization's hierarchical levels. The training sessions have been successfully carried out in the majority of the concessions. The training programs continues develop and it is projected to conclude in the second quarter of 2017.
- **Action procedure**, has been drawn up and is available to all employees for them to communicate complaints in guaranteed confidentiality and protection of the privacy and dignity of all people involved.

### IV.2 Implementation of labor actions

- **Compliance Officer**, an external figure that has been created as an expert in such procedures and whose mission is to channel any complaints and reports of harassment of any kind, working with the worker or, as the case may be, acting with the worker's authorization, to attempt to solve the conflict impartially. This Compliance Officer's details may be obtained by the affected worker from the HR Manager on request. The Compliance Officer, upon being made aware of a case, will write up a report of the complaint made by the worker, which the worker then signs, in order for the corresponding formal investigation to be launched. Consequently, the Compliance Officer will have sufficient powers to interview any member of the Company's personnel, regardless of their hierarchical level, to obtain the information necessary to resolve the conflict to the satisfaction of all parties, in confidence.

If no such solution can be found, the Compliance Officer will refer the case to HR, attaching all the information obtained during the investigation and submitting a report on the action taken with a view to reaching a solution. The Compliance Officer may propose setting up an ad hoc committee to monitor the harassment reported, made up of the following members:

- › A staff delegate and/or representative of the Company's trade-union committee, or, if the company has no union representation, any Company employee proposed by the employee who does not work in the same department as the alleged victim.
- › A representative of the Company — the HR Director or whoever the HR Director may delegate the task to.
- › The Compliance Officer who was involved in the first stage of the process.

This ad hoc committee, making use of the powers conferred under this protocol, will attempt to find an appropriate solution for the conflict in question. If the parties involved accept the proposed solution, they should explicitly say so in writing.

However, if after the procedure described the existence of moral, sexual or gender-based harassment is confirmed, the penalties considered appropriate in each case will be imposed.

- **Additional provisions**, to the Moral-Protocol annex to the Code of Ethics that include:
  - › Precautionary measures: while the procedure is under way, Management will apply any precautionary measures necessary to put an immediate end to the situation of harassment, without negatively affecting the working conditions of the persons affected.



### IV.2 Implementation of labor actions

- › Assistance for the parties: During the processing of the action, the parties involved may be assisted by another person, who must undertake not to disclose any information obtained in consequence of holding this position of confidence.
- › No reprisals: Any reprisals against complainants, witnesses, assistants or any other persons involved in good faith a harassment investigation are prohibited.
- › False complaints: if no harassment, in any of its modalities, is found to have taken place and the complainant is found to have acted in bad faith by falsely reporting improper conduct, the corresponding disciplinary action will be taken.

#### 2 Communication of Labor Risks Prevention Policy

The above detailed policy related to Labor Risks Prevention is available to all employees in the Company's intranet, stating all the principles that everyone needs to know in order to ensure security and health in the daily work.

During 2016 and due to the integration of the OHSAS Standard, the Company has continued improving the communications and training to its employees regarding the prevention of occupational hazards. Likewise, through the certification process (renewed until 2019), the Company has confirmed its compliance with every legal obligation on this matter.

#### 3 Social benefits for employees

Globalvia has different measures to control and improve the working environment related to health, safety and hygiene in the workplace.

- **Health insurance**, according to this, the Company subsidize up to 50%, extended to partners and children of the employee by the voluntary adherence.
- **Risk prevention and health surveillance**, the aforementioned agreement related to labor risk prevention offers every employee a yearly medical examination according to the protocol set out in the Company's prevention plan.
- **Accidents and professional diseases**, a Spanish Social Security collaborating institution manages and protects from accidents and professional diseases that may occur at the workplace and / or during working hours, by providing emergency medical assistance and also manages the transfer to hospital if needed.

### IV.2 Implementation of labor actions

- **Life insurance**, in case the employee dies (for any reason), his/her heirs will receive a compensation equivalent to the employee's gross annual salary. Likewise, in case the employee results seriously injured and, therefore, unable to work, the employee will receive the same amount.
- **Accidents insurance** established under the General Agreement for Construction Industry.

#### 4 Flexible Payment Plan

A Flexible Payment Plan is implemented for the employees of Globalvia. This Flexible Payment Plan allows employees to allocate part of their gross salary to the payment of certain services and products (such as kindergarten services and the purchase of computer equipment) under favorable tax conditions. Therefore, employees can voluntarily join the Plan and optimize their monthly net salary while they are enjoying such services.

#### 6 Photo contest 2016

In October 2016, Globalvia encouraged all its employees to participate on the V Corporate Photo Contest offering them the opportunity to take part on the 2017 Company's calendar design.

The Communication and CSR Department set the basis:

- › Any employee of Headquarters, Delegations and Group Concessions, no matter their hierarchal level, could participate.
- › The 2016 theme of the pictures was "Globalvia around the world".
- › All the photos needed to be sent to the Communication and CSR Department that was in charge of uploading them in the intranet in order to be available to everyone. Once in the intranet, any employee could vote their 10 favorite pictures. The upload of the photos was anonymous.
- › The owner of the most voted photo won a drone.
- › The second prize was a Polaroid camera and the third prize was a set of lens for *smartphone*.
- › The 12 most voted pictures were the ones published in the 2017 Corporate calendar.



Photo contest poster

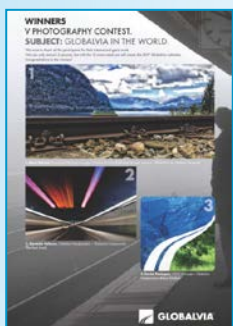


Photo contest winners

IV.2 Implementation of labor actions

6 Sport promotion within the Company

In 2013 Globalvia created the Sportive Club as an initiative of its employees.

Every year Globalvia’s runners participate in several supportive races and the Company manages and pays the registration fees and delivers the sport material required to the employees who participate in benefit races. In several concessions of Globalvia, such as Autopista Central Gallega, the charity races are promoted too among the employees and their families.

Thus, once per year in spring season, Globalvia organizes a beneficial paddle tournament for its employees.

The aim of the tournament is to encourage sport and build personal relationships outside the office between colleagues and focusing on solidarity by organizing it in cooperation with the Carmen Pardo Valcarce Foundation, with which Globalvia already works in other Corporate Social Responsibility activities.



Globalvia’s Sportive Club logotype



Globalvia’s runners



Globalvia’s paddle players



Supportive candy trophies.

7 Children sport promotion

Globalvia promotes sports to be practiced among children because sport is capable of conveying such educational values as effort, loyalty, teamwork and results-oriented performance.

In 2016 M50 Concession and GSJ, two Irish concessions of Globalvia, supported for another year the local Gaelic Sports team Rathoath GAA Club in County Meath, close to Dublin.

The local Gaelic Sports clubs play one of the most influential role in Irish society, that extends far beyond the basic aim of promoting Gaelic games. They are volunteer community based organisations that promote Irish culture and values to people of all ages and seek for lifelong participation throughout the local families.

### IV.2 Implementation of labor actions



*Rathoath GAA Club  
(Meath County - Ireland)*

Separately GSJ has supported two further teams with close links to the community. Skryne GAA which is also located off the M3 in Meath and Ardee Celtic which is located off the M1.

These volunteer community based organisations promote Irish culture and values to people of all ages and seek for lifelong participation throughout the local families.



*Irish local team*

Thus, Globalvia through Seville Metro also supports two volleyball children's clubs called Condequinto Sportive Club and Mairena Volley Club. Both clubs are located in the municipalities where Seville Metro Line pass through. The Company, once more, demonstrates its active participation in projects and activities of local communities.

In addition, Globalvia through Soller Tunnel (Mallorca, Spain) collaborated in July 2016 with the XXIV TRIATLÓ de Muntanya Ciutat de Sóller 2016, an event which sport and families physical activities are promoted inside the families.



IV.2 Implementation of labor actions

9 Membership in economic associations



In 2016, Globalvia Ireland collaborated for the fourth year in a row with the ISEA (Ireland Spain Economic Association) becoming a member. The goal of the Association is to promote bilateral business relations between Ireland and Spain. The Association works in close cooperation with the Commercial Office of the Spanish Embassy and also Enterprise Ireland. The Association also established a counterpart association in Madrid under the patronage of Ireland's Ambassador to Spain.

10 Healthy habits promotion



Spanish Cancer  
Association logotype

In order to promote healthy habits in the company, Globalvia and AECC have signed a cooperation agreement on CSR. Thanks to this agreement, Globalvia supports the Corporate Health and Solidarity Program of the AECC, Spanish Cancer Association, in order to transmit good healthy life habits to employees.

Every month Globalvia sends the AECC Newsletter including several topics about healthy and responsible life and three times per year, training talks are given in Headquarters to all employees regarding these healthy topics and several advices to avoid cancer.

Furthermore, during 2016 Globalvia decided to offer Headquarters employees a tobacco detoxification and withdrawal program organized by specialists from the AECC.



Tobacco Use and Addictive  
Disorders Department of  
Compostela University

In ACEGA, Spanish concession of Globalvia, a similar program was arranged in cooperation with the Tobacco Use and Addictive Disorders Department under the Faculty of Psychology at the Santiago de Compostela University.

The characteristics of both programs are very similar regarding content and time period to the therapy carried out in Headquarters.

The phase prior to therapy consists of a psychological assessment based on a personal interview and medical consultation plus a co-oximeter, method that determines the level of carbon monoxide in the body.

The sessions last two hours and are distributed into three months. The content of the sessions is aimed at the use of strategies and learning techniques in various useful areas in addition to the possibility of pharma treatment. The specialists follow-up on patients during and up to one year after the therapy on a regular basis. After this one-year detoxification period, Globalvia will refund any possible pharmaceutical expenses if successful.



### IV.2 Implementation of labor actions

#### II Greetings with solidarity to employees

This CSR initiative was launched by Globalvia in 2015 in order to greet the birth of the children of its employees with a gift layette prepared by the Caritas Foundation Madrid charity shop.

The baby wear in the layettes is prepared by Taller 99, a labour integration company promoted by the Caritas Foundation in Madrid, **which offers comprehensive human and professional training to persons facing difficulty entering the labour market**, through the manufacture of industrial clothing, children's clothing and leatherwork.

In turn, the layettes are delivered by the Asiscar courier service, a **company whose objective is the incorporation of persons suffering social exclusion**, providing them with the training they need to access the labour market.

The mission of Caritas Foundation is to accept, accompany and work, through the commitment of the Christian community, with persons suffering or in risk of social exclusion, accompanying them and intervening comprehensively so that these persons can become the central players in their own development. It includes social action, public awareness raising and campaigning against situations of injustice in the quest for the transformation of society.



*Layettes made by Caritas Foundation*

IV.3 Measurement of labor outcomes

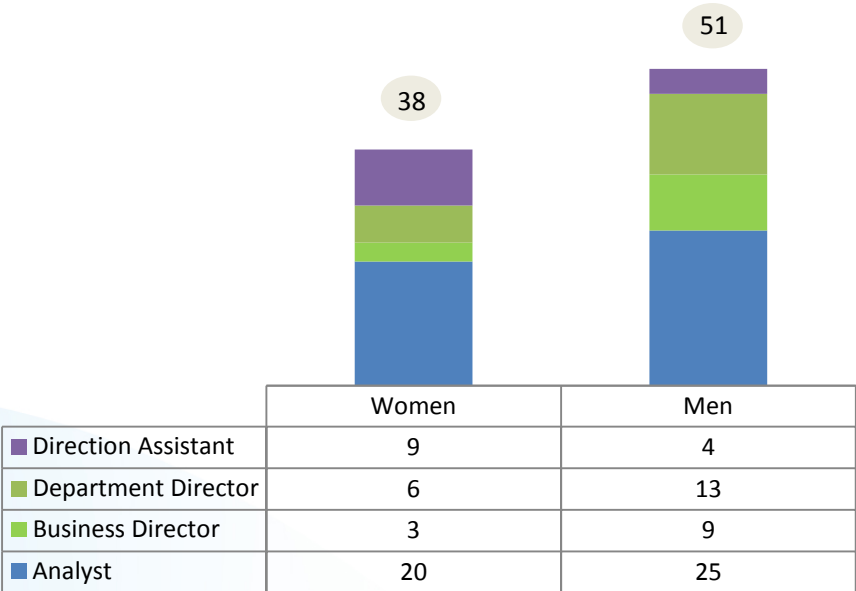
“...the elimination of discrimination in respect of employment and occupation.”

The following paragraphs state the relevance of labor rights for Globalvia, through the implementation of various actions:

- 1 Employees distribution by gender and hierarchal level
- 2 Accidents, absenteeism and illness records
- 3 Internal quality of service survey

1 Employees distribution by gender and hierarchal level

Records from 2016 shows the following employees distribution at Headquarters (Delegations and Concessions) by gender in hierarchal level:

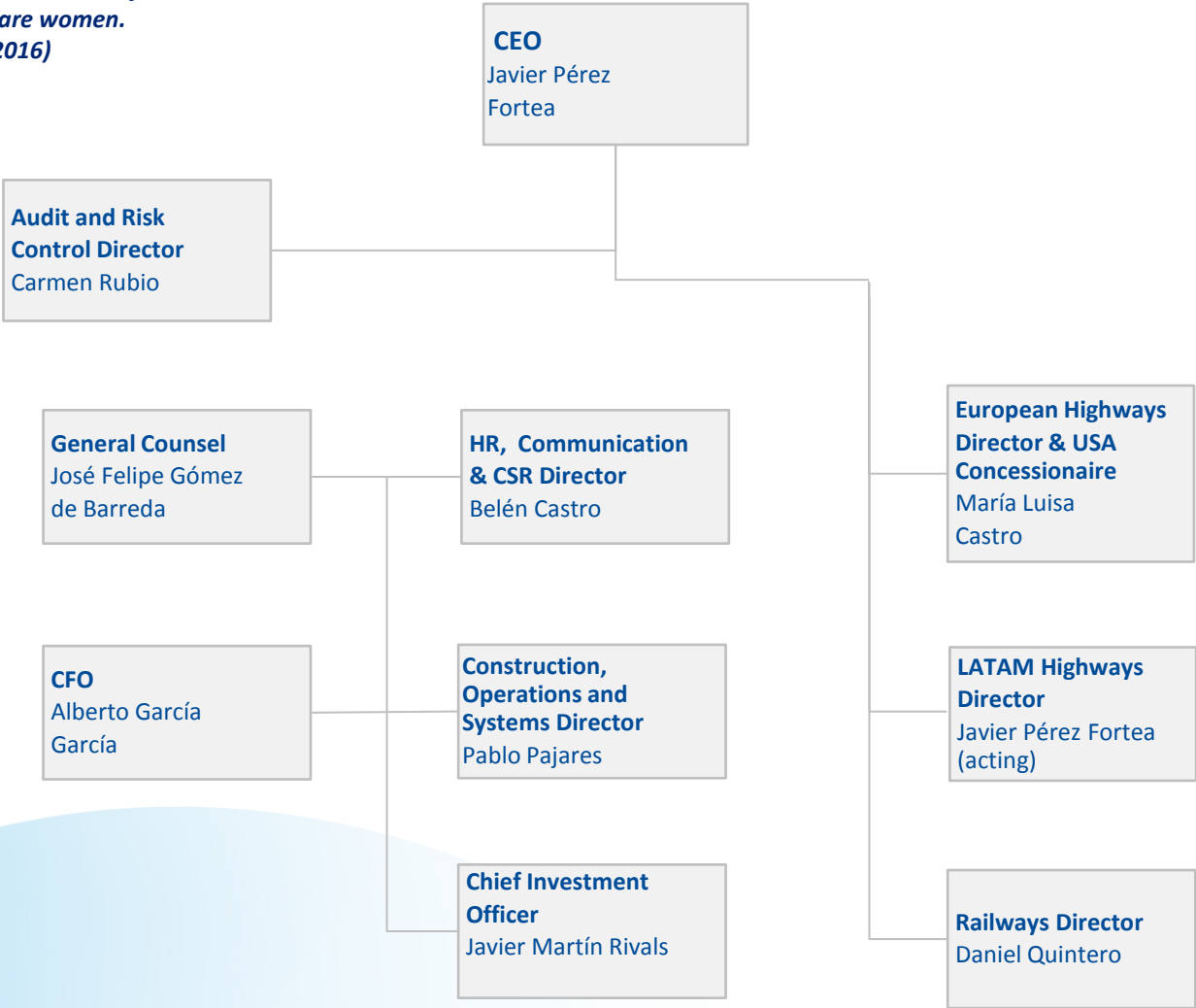


From its 89 employees, 38 (42,69%) are women. From these women, 9 of them (23, 68%) are at seniority level in the Company.

In April 2017, Steering Committee is composed by 9 members, 3 of them are women (figure shown in the next page).

IV.3 Measurement of labor outcomes

*Globalvia’s Steering Committee is composed by 9 members, 3 of them are women. (July 2016)*

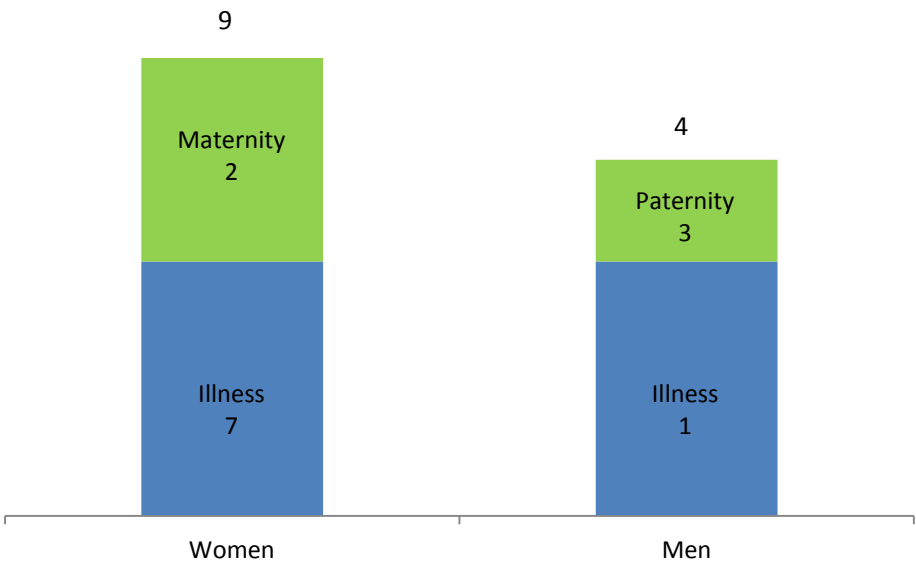


IV.3 Measurement of labor outcomes

2 Accidents, absenteeism and illness records

The Company keeps record of every accident and absenteeism of their employees

- As of April 2017, there have been no **accidents** since last year.
- **Absenteeism and illness**, split into gender and absence reason, in 2016:



3 Internal quality of service survey

At the beginning of this year, as part of the CSR Plan, an **internal satisfaction survey** took place considering 2016 period.

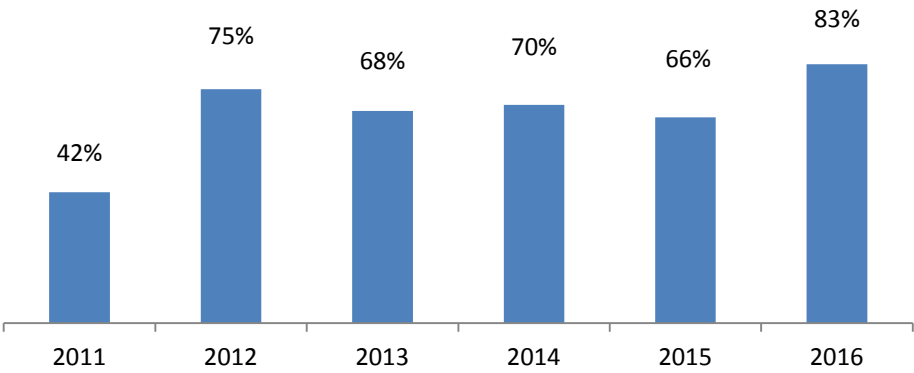
With this, Globalvia **evaluates annually the perceived satisfaction of the Company's employees**, regarding the service provided by the Corporate Services as well as their perception in relation to the requests made to them by the different Business Areas.

The survey was launched on the 9<sup>th</sup> of January 2017 and was closed on 20<sup>th</sup> of January 2017.

IV.3 Measurement of labor outcomes

A total of 146 people were invited to respond to the survey and 122 people did so, producing a total **participation of 83%**. In this survey the opinion of the departments of the same Area has been included.

This data leads us to the conclusion that participation in 2017 has significantly increased (+17%) compared to participation in the previous year (122 responses in January 2017 vs. 94 responses in January 2016).







## V. ENVIRONMENTAL PRINCIPLES

### V.1 Environmental assessment, policy and goals

*“Businesses should support a precautionary approach to environmental challenges...”*

As of today, Globalvia has ISO 9001, ISO 14001, OHSAS 18001 and UNE-EN 13816. It has expanded its certification year by year and has improved various CSR Strategic plans.

*Globalvia upholds a commitment in conducting its business around the environmental preservation and the struggle against climate change.*

- ① Globalvia’s Integrated Management System (IMS): Quality, Environmental, OHSAS, UNE-EN 13816, ISO 50001 and Compliance Management System
- ② CSR Strategic Plan (and specific to Concessions)
- ③ Environmental Impact Declaration
- ④ Responsible Investment – GRESB Report

① **Globalvia’s Integrated Management System (IMS): Quality, Environmental, OHSAS, UNE-EN 13816, ISO 50001 and Compliance Management System.**

During 2016 Globalvia has continued to implement global quality, environmental, health and safety and public service transport standards to address the environmental and social challenges related to its activity.



- **ISO certification 9001**, is the internationally recognized standard for the quality management of businesses. It applies to the processes and services Globalvia supplies, and prescribes systematic control of activities to ensure that customers needs are met. During 2015, Globalvia has successfully renewed ISO 9001 in 19 centers until 2019.

[http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=112031#.VQCuM\\_xwuZ4](http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=112031#.VQCuM_xwuZ4) (only Group)



- **ISO certification 14001**, Maps out a framework that a company or organization can follow to set up an effective environmental management system and helps identify and control Globalvia’s environmental impact and constantly improve its environmental performance. During 2015, Globalvia has successfully renewed ISO 14001 in 19 centers until 2019.

<http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=112032#.VQCuffxwuZ4> (only Group)



- **OHSAS 18001**, is an internationally Standard for Occupational Health and Safety Management Systems. It exists to help all kinds of organizations put in place demonstrably sound occupational health and safety performance. During 2015, Tranvía de Parla and Latin America concessions were certified in OHSAS and 11 centers renewed its certification until 2019, plus 2 pending formalization.

<http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=127598#.VwKllrPtk7e>

*Globalvia’s certifications.*

V.1 Environmental assessment, policy and goals



- **UNE-EN 13816:** Tranvía de Parla is certified in this standard to guarantee a high level of quality in the public service transport.  
[http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=123983&tipo=1#.WN4Oe\\_mLS72](http://www.aenor.es/aenor/certificacion/buscador/fichacertificado.asp?empresaAenor=AEN&codigo=123983&tipo=1#.WN4Oe_mLS72)

Moreover, during this year Globalvia has developed its IMS to include new activities and increase its scope.

- **ISO 50001:** during 2016 Globalvia has developed an Energy Management System based on this standard in its commitment to global sustainability. The new policies and procedures establish guidelines to promote energy efficiency within the Group.

- **Carbon Footprint:** The Carbon Footprint is defined as “all Greenhouse Gases (GHGs) emitted either directly or indirectly by a person, organization, event or product.

This environmental impact is measured by taking an inventory of GHG emissions measured in terms of equivalent CO<sub>2</sub> emissions following internationally recognized rules.

Three types of emissions are considered in the case of organizations: (i) Level 1 or Direct Emissions are greenhouse gases directly emitted by the organization, for example by burning fossil fuels to drive its machinery and vehicles; (ii) Level 2 or Indirect Energy Emissions comprise greenhouse gases emitted by the power utilities used by the organization; and (iii) Level 3 or Other Indirect Emissions consist of emissions attributable to the production or delivery of products and services purchased by the organization. Level 3 Emissions are the hardest to account for given the countless different products and services used by organizations and the difficulty of establishing exactly the inherent emissions concerned unless accurate data is supplied by producers.

Globalvia recognizes and is deeply concerned by the issues of climate change and global warming caused by the emission of greenhouse gases into the atmosphere, and as a socially responsible organization it has taken the initiative of estimating its Level 1 and 2 Carbon Footprint regarding 2015 period.

Having established the size of the company’s footprint, it will now be possible to design and implement emissions reduction and/or offset strategies, to define more sustainable practices and to implement targeted savings initiatives.

- **A Compliance Management System:** see Corporate Governance Section.



# V. ENVIRONMENTAL PRINCIPLES

## V.1 Environmental assessment, policy and goals

The scope of Globalvia’s certification refers to management (acquisition, design, operation, maintenance, control and monitoring) of infrastructure concessions (roads, highways and railways), the conservation, operation and maintenance of roads, highways and railways.

It includes 12 Globalvia’s centers: 8 highways, 2 railways, 1 Country Office and Headquarters.

Globalvia promotes the certification of those companies where it has a representative stake: 7 centers (Auto-Estradas XXI in Portugal, GSJ, M50 and N6 in Ireland, AUNETI in Mexico and Trambaix and Trambesòs and in Spain).

### 2 CSR strategic plan (and specific to Concessions)

With the objective of assessing Globalvia’s situation regarding Corporate Social Responsibility (CSR) and devising the lines of actions necessary to lead its commitment to sustainable development, an internal diagnosis on CSR has been carried out in 2011, as well as a comparative study of its shareholders and leading competitors, positioning on this subject; with the aim of better defining, from the obtained results, the sustainability guidelines for the forthcoming years.

As a result of the conclusions reached, the Company pledged a Strategic Plan to horizon year 2014 to establish the framework and guidelines to be followed by the Company in this field. Globalvia has decided to continue with the same strategic lines of this CSR Plan throughout 2016. Nowadays Globalvia is preparing the next CSR Plan that will cover the period between 2017 -2020.

The Strategic Plan defines global short, medium and long term initiatives for each key issue needed to develop CSR at Globalvia. The implemented actions or initiatives related to this matter and focusing on environment are described in the next chapter “Implementation of environmental actions”.

### 3 Responsible Investment – GRESB Report

It is already a reality that the interest of private and institutional investors in "sustainable infrastructure" -sustainable consumption that is environmentally and socially sensitive- increases every year.

For this reason, GRESB was created in 2009, as a monitoring and evaluation tool used by private and institutional investment funds to calculate and appreciate the quality of their investments under parameters of compliance of good governance (ESG: Environmental, Social and Governance).



Globalvia CSR logotype



Gresb Logotype

### V.1 Environmental assessment, policy and goals

GRESB expanded its base of study and benchmark to the infrastructure sector in 2014, when a group of ten institutional investors, with PGGM among them, and that represented 1,5 trillion dollars of investment worldwide, join together to create a tool to calculate the sustainable investments for funds and infrastructure assets. The first results are now published with this study.

Globalvia, which has actively participated in its development, has achieved a great score in many categories under analysis. Among them we highlight the first place in the category of Transport Infrastructure in Europe and fifth in the world.

The study examines areas such as: Management, Policy and Disclosure, Risks and Opportunities, Monitoring and EMS, Stakeholder Engagement or implementation Action, among others.

#### 4 Environmental Impact Declaration

Spanish legislation establishes the obligation to prepare an Environmental Impact Declaration, prior to the administrative decision related to the authorization and development of constructions and activities, is adopted.

The Environmental Impact Declaration includes:

- › Environmental adaptation of the layout.
- › Soils protection and conservation.
- › Water system protection.
- › Territorial permeability and wildlife protection.
- › Cultural heritage protection.
- › Noise pollution.
- › Location of quarries, spoil, landfill and ancillary facilities.
- › Defense against erosion, environmental restoration and landscape work integration.
- › Monitoring and surveillance.





### V.2 Implementation of environmental actions

*“...undertake initiatives to promote greater environmental responsibility; and...”*

Here are few concrete actions that support the implementation of environmental policies, reduce environmental risks, and respond to environmental incidents:

- ① Collaboration agreement with Abadía de Montserrat Foundation
- ② Training on ISO, OHSAS and other Standards certifications
- ③ CSR Strategic Plan (and specific to Concessions) implementation
- ④ Control Disclosure Protocol Joining
- ⑤ Underwater photography contest
- ⑥ User awareness in waste management
- ⑦ Maintaining the Universal Path Carara: volunteering program
- ⑧ Supportive recycling
- ⑨ Sustainable mobility and public transport promotion
- ⑩ Animal Rescue Program
- ⑪ Park construction
- ⑫ Environmental International Day

#### ① Collaboration agreement with Abadía de Montserrat Foundation

In the framework of the CSR Strategic Plan, it is highlighted the importance of working with communities around Globalvia's assets. Therefore, from the Department of Communication and CSR, it was considered a very good opportunity to collaborate with the Montserrat 2025 Foundation whose aim is to maintain, promote and encourage the social, spiritual, cultural and ecological values of the Monastery and the Sanctuary of Montserrat (Barcelona, Spain).

Throughout 2016 Globalvia collaborated in one of the priority actions for the Montserrat Complex: preservation of the sculptures and reliefs of the main façade of the Monastery.

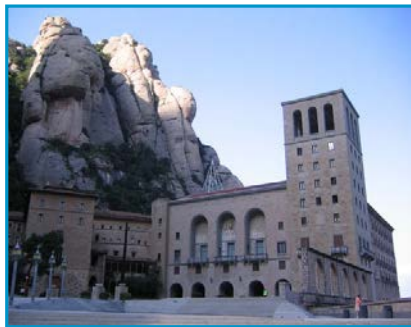


*Globalvia's CEO visited Abadía de Montserrat*

### V.2 Implementation of environmental actions

*“...encourage the development and diffusion of environmentally friendly technologies.”*

*Abadía de Montserrat* is made up of different buildings: museum, hotel and residential areas. These facilities are equipped with fire protection systems and external networks hydrants that cover the entire area and must operate simultaneously.



*Abadía de Montserrat*



*Main façade of the Monastery*

#### ② Training on ISO, OHSAS and other Standards Certifications

Within the Company's training and development plan, there are learning sessions related to Quality, Environmental and Health & Safety at Work issues to raise the awareness of these subjects in the organization.

This content is known as Training on Integrated Management System and is given to all Globalvia's employees, following a scheme that includes:

- › Management system definition focusing on environmental issues.
- › Environment, pollution and sustainable development definition.
- › Environmental Management System: objectives and processes (identification and analysis / evaluation of environmental issues, identification and analysis / evaluation of legal requirement compliances, targets and planning, operational control and monitoring).
- › ISO 14001 Requirements: general requirements, environmental policy, planning, implementation and operation, controlling and monitoring, Board review.
- › OHSAS 18001 Requirements: general requirements, Health and Safety policy, planning, implementation and operation, controlling and monitoring, Board review.

### V.2 Implementation of environmental actions

*Integrating environmental protection in the management policy of infrastructures is a constant challenge in Globalvia's activity.*

Related to the last point, the final Board review has deeply stated that:

- › The Integrated Management System implementation has required a remarkable effort throughout the organization.
- › Specific objectives have been defined for each Concession to reduce environmental impact and health & safety risks.

#### ③ CSR Strategic Plan (and specific on Concessions) implementation

The CSR Strategic Plan involves the entire Company and enables the CSR strategy to be deployed throughout all business areas through specific initiatives adapted to the social reality of the different communities in which Globalvia is present (seven countries).

Among the different **strategic lines** governing the CSR strategy there is a specific one related to **Environment** where Globalvia upholds a commitment in conducting its business around the environmental preservation and the struggle against climate change.

Globalvia has the following commitment with the environment: **“Reduction of the environmental impact of Globalvia’s activities, also maintaining a respectful approach that benefits the environment”**.

To overcome this statement, there are two core objectives for the whole organization:

- Promoting improvements and innovation projects with an environmental impact
- Diagnosis of the environmental impact of operations through a single Environmental Management System for the entire Group. The system's support is mainly based on comprehensive systems certified under standards that contribute to reducing environmental risk, contemplating compliance with both the law and the various international commitments assumed as well as with internal regulations

Globalvia also defines a **group of objectives** to be applied on each phase of the business engagements:

- **Project**
  - › Maintaining strict laws' consideration and excellent performing of the environmental studies.
  - › Studying and integrating minimization measures concerning acoustic protection, draining waters treatment, landscaping and ecological passages.

## V. ENVIRONMENTAL PRINCIPLES

### V.2 Implementation of environmental actions

#### • Construction

- › Including specific environmental considerations in the building contracts.
- › Minimizing the impact by means of environmental training, environmental monitoring, archeological follow up and recovering and reintegrating affected areas.
- › Environmental Impact Analysis review and follow up in order to identify, predict, evaluate and mitigate the biophysical, social, and other relevant effects of Globalvia's activity.

#### • Operation

- › Cooperating with the Environmental Management System, not only in terms on monitoring, but conducting the appropriate initiatives to mitigate the environmental impact.



Good environmental practices: stickers

Aligned with these objectives, Globalvia plans to perform the following initiatives for the period 2013-2015:

- **Joining the Carbon Disclosure Project (CPD):** Along with Globalvia's commitment to environmental preservation comes the need to know the impact of its activities and to clearly expose to the stakeholders both the measures and the actions towards its reduction. The CDP provides a disclosure capability, allowing Globalvia to provide visibility to its stakeholders and also to obtain a disclosure and efficiency score that allows itself to analyze the effectiveness of its policies against market players.

Globalvia through M50 Concession has completed the submission of the CDP response for the several years. Further details in the next paragraph "4. Carbon Disclosure Protocol".

- **Energy Efficiency Plan:** Strategies to reduce the environmental impact aim to make less polluting processes and anticipate future regulations that affect the Company's business, particularly in terms of greenhouse gas emissions and waste management. As a result, Globalvia has planed to launch shortly an Energy Efficiency Plan. To do so, it is required that the Company conducts an energy audit at the Headquarters and concessions to identify potential energy-saving opportunities. The energy audit consists in a situation analysis that provides information on the operation of the building, the level of demand for energy used by services, the operation of its power systems and facilities and the condition of the components, energy consumed and associated operating costs. After that some targets of reduction will be established through the implementation of energy efficiency measures.



V.2 Implementation of environmental actions

On the other hand, Globalvia has developed a **specific CSR strategic plan in Costa Rica**. Ruta 27 CSR strategic plan activities are split into three action pillars: Education, Environment and Fauna and Social Integration. The actions developed in 2016 are described in this report.

4 Carbon Disclosure Protocol Joining

In 2014, Globalvia through M50 Concession Limited carried out an **assessment of its carbon emissions** for the years 2013 and 2012 and joined the Carbon Disclosure Protocol (CDP).

In 2016, M50CL carried out a new assessment of its carbon emissions for the year 2015 and submitted the CDP response.

The CDP response was scored C.

The integration of climate change into our business strategy will help us to conduct our activity in a responsible and sustainable manner. This will prove our commitment with the society and will allow us to enhance our relationships with the Authority and stakeholders up to the point where they would recognise Globalvia in general and M50 in particular as the lead reference of the toll operators in Ireland.

5 Underwater photography contest

Globalvia collaborates every year with the Club Náutico de Sóller by promoting marine ecosystem assessment, for that reason an underwater photography contest was organized on June 2016 in Sóller (Mallorca).

6 User awareness in waste management

Globalvia has designed posters with awareness messages to users and these have been placed along highways.

Moreover, Globalvia in Costa Rica continued delivering travel bags to all users in order to store the waste generated during their trip and throw them in the appropriate place at other destination.

In addition, Globalvia in Mexico collects and separates PET from the road thanks to staff education on waste separation. Thus, the road remains clean and the action helps the environment. More than 50 kg of waste were collected in 8 months in 2016.



Carbon Disclosure Protocol logotype



Delivery of travel bags in Costa Rica



Waste collection in Mexico



# V. ENVIRONMENTAL PRINCIPLES

## V.2 Implementation of environmental actions

### 7 Maintaining the Universal Path Carara

Globalvia is one of the main companies that supported the project to build the Universal Path in Carara National Park (Costa Rica). With this infrastructure, people with different disabilities can visit the park without any limitations. In 2014 Globalvia begun a volunteering program focused on cleaning and maintaining this sidewalk and it has been continued during all the year 2015.



Carara National Park (Costa Rica)



Globalvia volunteering program

### 8 Supportive recycling

This initiative has began in 2015 and involves the **collection of the plastic bottle tops and metal caps** used every day in the Headquarters offices. The collection of this material has been made possible through the cooperation of all the employees of Globalvia, thanks to two containers placed in a communal area in daily use.

All of the plastic tops that are collected are sent to SEUR Foundation, the flagship foundation which is driving this great initiative and which has created the “Tops for a New Life” Project, a project that delivers plastic bottle tops to a recycling plant to **raise money to help children with health problems**.

The metal bottle caps collected are donated to the FAD Foundation, Foundation for the Attendance of mentally disabled people, which helps **persons with learning difficulties**, attending to over 260 people, and which offers **advice and support to families and others involved** through a team of specialised, committed professionals.

All of the material we gather is channelled through the Liceo Europeo school, which stores, transports and delivers the material to the Foundations.



Supportive Recycling posters

V.2 Implementation of environmental actions

9 Sustainable mobility and public transport promotion



Public transport promotion

Some concessions use electric vehicles in their daily performance, such as Túnel de Sóller in Spain.

In addition, some concessions promote electric vehicles among its users, such as Túnel d’Envalira. The Andorran concession and the Government of Andorra have created a program to promote the use of electric and plug-in hybrid vehicles in the Principality. These types of cars are exempt from toll payments, being the first 500 transits in charge of the concessionaire and the rest in charge of the Administration.

Globalvia reinforces its image as a company committed to the environment promoting the public transport instead of using an own vehicle. During 2016 Globalvia has developed different communication campaigns explaining the environmental advantages and the benefits for the sustainable development thanks to using the public transport. Mupis, jets, posters of stations and stops and vinyl inside the trains are used to spread the campaigns.

In addition, in the majority of the railways concessions, Globalvia organizes training programs with schools focused on teaching children how to use this type of transport. For instance, “Aula Metro program” in Seville Metro, “School guide visits” in Parla Tram, “Welcome to our light rail” in Sanchinarro Light Rail and “How to use the metro” in Malaga Metro.



Aula Metro Program of Seville Metro

10 Animal Rescue Program

In 2015 Globalvia started its Animal Rescue Program to rescue stray pets and wild animals on Ruta 27 in Costa Rica. In alliance with the Santa Ana Herpetological Refuge, any animals found on the route can be helped. Since the Program was launched, Globalvia has already rescued 53 animals including toucans, boa constrictors, iguanas, bears turtles, cats and dogs, among others.

With the Animal Rescue Association (ARA), any stray pets injured in accidents on the road are rescued, treated and, once cured, offered for adoption.

The concessionaire’s personnel, who have been trained in animal handling, are responsible for carrying out the rescues. The animals are then passed on to vets who supervise their recovery.



Animal Rescue Training Sessions

V.2 Implementation of environmental actions

11 Park construction in Chile

Globalvia in Chile, through Autopista del Aconcagua concession, has participated with other public and private institutions in the construction of a park for the commune of Quilicura (Santiago/Chile), which is near the highway.

This local area is too dangerous for children because crime, drugs and traffic. The park wants to provide people with a playground for children, exercises, green spaces, an area for theatre and music, as well as a road to children's scale. Above all, this initiative is really important for children safety.



Park area photomontage

12 Environmental International Day

The Environmental International Day is the 5th of June and Globalvia and all its concessions join the cause through several initiatives promoting the environmental respect and care.

In 2016, Globalvia offered advices and good manners in this matter to all the employees through its intranet.

In addition railways concessions used the trains and metros to disseminate their environmental campaigns for educate and make aware about the global warming.

Particularly, in one of the stations of Metros Ligeros de Madrid, biodegradable flowerpots were given to users by employees of the concession.



Environmental Campaign of Metros Ligeros de Madrid

V.3 Measurements of environmental outcomes

Globalvia has identified and assessed all environmental issues generated as a result of its activities in all the Societies and areas included in the ISO 14001, which are:

- 1 Headquarters
- 2 Ruta de los Pantanos
- 3 Concesiones de Madrid
- 4 Túnel d’Envalira
- 5 Autopista Central Gallega
- 6 Túnel de Sóller
- 7 Autopista del Itata
- 8 Autopista del Aconcagua
- 9 Chile Country Office
- 10 Ruta 27
- 11 Tranvía de Parla
- 12 Metro de Sevilla

Moreover, there are other Societies certified in ISO 14001 with their own Management Systems:

- 1 Autovía Nuevo Necaxa-Tehuacán, S.A. (Mexico)
- 2 M50 Concession Limited (Ireland)
- 4 Autoestradas XXI (Portugal)
- 5 N6 (Ireland)
- 6 GSJ Maintenance (Ireland)
- 7 Trambaix (Spain)
- 8 Trambesòs (Spain)

Regarding OHSAS 18001, Metro de Sevilla (Spain) and Autoestadas XXI (Portugal) are in process of certification.

The following table shows some of the indicators identified and evaluated for each Society, that help monitoring the impact of the company on the environment:

<ul style="list-style-type: none"><li>• Power consumption</li><li>• Water consumption</li><li>• Paper consumption</li><li>• Salt consumption (winter maintenance)</li><li>• Paint consumption (road and graffiti)</li><li>• Pesticide consumption</li><li>• Solvent consumption</li><li>• Vehicle fuel consumption and machinery</li><li>• Waste: batteries containing mercury</li><li>• Waste: electrical and electronic equipment</li></ul>	<ul style="list-style-type: none"><li>• Waste: solid waste generation</li><li>• Waste: plastic containers</li><li>• Waste: alkaline batteries</li><li>• Waste: paper and cardboard</li><li>• Waste: fluorescent</li><li>• Waste: toner</li><li>• Pruning</li><li>• Waste: metal junk</li><li>• Other urban waste</li><li>• Waste from cleaning ditches</li></ul>
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V.3 Measurements of environmental outcomes

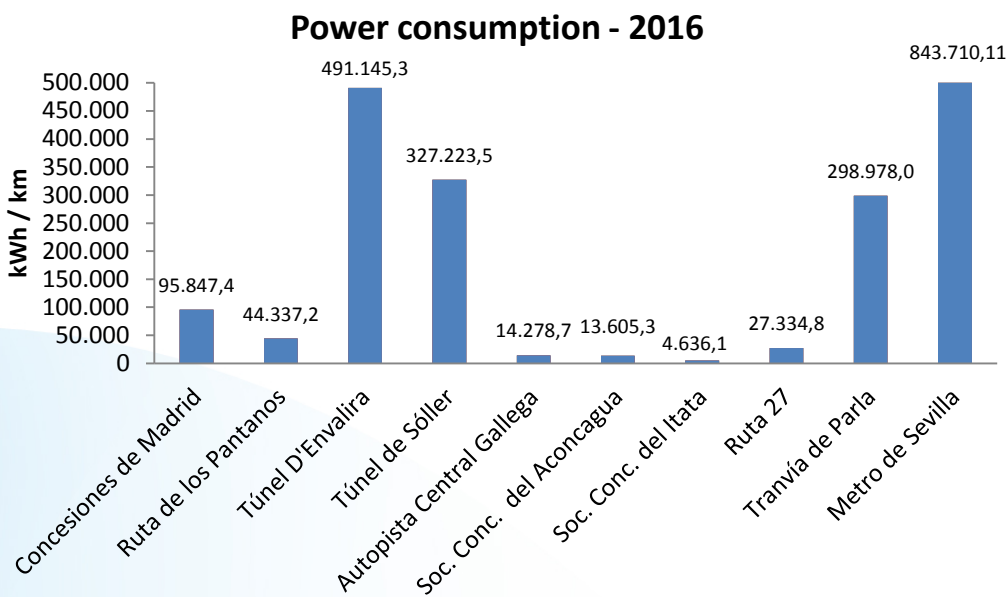
Societies made the identification and assessment of environmental aspects, obtaining the following relevant results (measured in highways, railways and Concession centers and calculated per km).

1 Power consumption

Railways run on electricity, so power consumption is higher than in other Societies. That's way highest level is recorded in Metro de Sevilla, due to the type and magnitude of this asset. However, the energy used in Tranvía de Parla is 100% from renewable sources.

In a second level are Túnel d'Envalira and Túnel de Sóller due to the tunnel ventilation systems.

In case of Ruta 27, this indicator has been recorded since October 2013, so the data are less representative than the rest because time series are shorter.



Based on the guidelines defined in Integrated Management System, Societies will continue raising awareness among its employees to reduce energy consumption and analyze energy efficiency measures implementation feasibility.

For instance, in Metro de Sevilla an Energy Efficiency Studio was carried out during 2015 obtaining positive results.



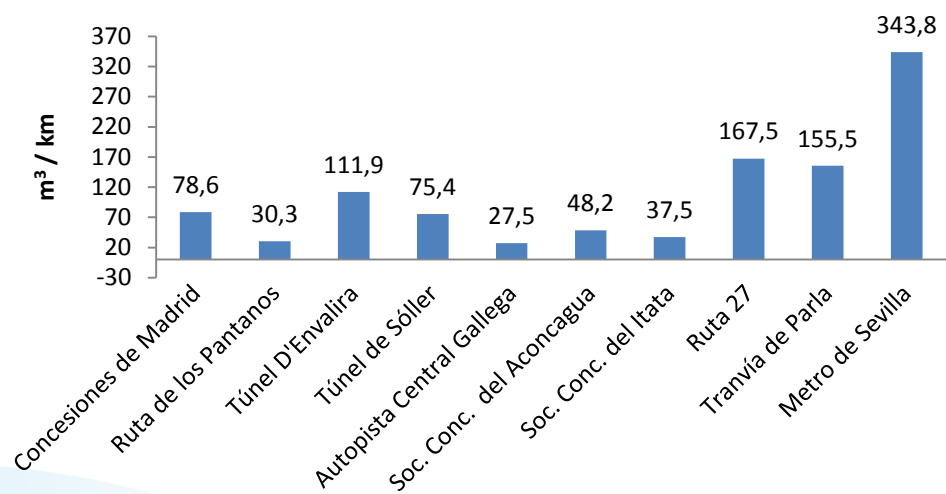
V.3 Measurements of environmental outcomes

In the framework of Globalvia’s Integrated Management System, some Societies have established environmental objectives in order to reduce their power consumption. The results will be analyzed at the end of 2016.

2 Water consumption

Highest levels are recorded in Metro de Sevilla and to a lesser extend in Tranvía de Parla, due to the trams' tunnel washer.

Water consumption - 2016



Based on the guidelines defined in Quality and Environmental Management System, Societies will continue raising awareness among its employees and analyzing the best available technologies to reduce water consumption.

In the framework of Globalvia’s Integrated Management System, some Societies have established environmental objectives in order to reduce their water consumption.

For instance, a water recycling system is now available inside its tunnel washer in Tranvía de Parla.



### VI.1 Anti-corruption assessment, policy and goals

*“Businesses should work against corruption in all its forms, including extortion and bribery.”*

Globalvia presents the following assessments, policies, goals that prove the relevance of anti-corruption for the company.

- ❶ Fraud procedure
- ❷ Compliance Manual

#### ❶ Fraud procedure

Globalvia has identified two main types of potential fraud:

- › Internal fraud; carried out by employees
- › External fraud; carried out by people / entities out of the Company

The Group has established several procedures to mitigate the internal fraud:

- › Company Level Controls; the Company has established an adequate control environment that is transmitted from top management to all the employees. Management's commitment to integrity and ethical behavior is effectively communicated throughout the Company, both in words and deeds.
- › Management incentives are balanced. Compensation policy does not promote an excessive level of interest in increasing the entity's earnings trend.
- › Adequate segregation of duties.
- › The Company has established adequate policies and procedures for authorization and approval of transactions at the appropriate level, specifically in Purchase, Payments and Treasury areas.
- › Hiring policies are centrally defined at Group level. Hiring requests of the management team from subsidiaries are centrally approved.
- › Management shows a willingness to consult with the auditors on and address significant matters relating to Internal Control and accounting issues.
- › The Group has a whistleblower scheme in place in order to detect any potential fraud situation (annex of the code of ethics).
- › Management takes appropriate disciplinary action in response to departures from approved policies and procedures or violations of the Code of Ethics, if any.
- › The Group has an Internal Audit function that monitors internal control activities are being performed according to internal policies and procedures.

### VI.1 Anti-corruption assessment, policy and goals

Special consideration should be given to a new regulation on Spanish Penal/Criminal Law that was passed on March 2015. Globalvia response has been to carry out together with an external advisor an exercise to update penal risk map in this field as well as the potential gaps that may exist with its internal control procedures. This initiative was led by the Internal Audit Area together with the Legal and Procurement&HR Areas. In 2016 the Code of Ethics introduced a new regulation of Whistle-blowing channel and the implementation of a Committee of Ethics. The objective for 2017 will be the implementation of Compliance Management System, based on UNE-ISO 19600, that will be verified by an external advisor.

For external fraud, the main procedures in place are focused on the safeguarding of assets (both tangible and intangible).

All locations of the Group have physical access security procedures in place.

Regarding intangible assets, mainly data and information stored in the computers, the Group has established access controls to the network and protected confidential documents to prevent or detect unauthorized accesses. Additionally, all the computers have logical and physical security controls in place.

#### 2 Compliance Manual

The Organization is applying since May 2012 (updated on January 2013), a Compliance Manual that establishes **the functions and responsibilities related to the identification, review and compliance with the service requirements** provided by the Company.

This Manual applies to offers, orders and contracts with customers and it details the following issues:

- › Service requirements identification, both related to Corporate and Country Offices, as well as Concessions
- › Internal and external services provided by Globalvia
- › Operating procedure, both for internal and external customer
- › Compliance Committee, further details are included in the next point “VI.2 Implementation of anti-corruption action”

### VI.2 Implementation of anti-corruption actions

*“...the fight against moral and sexual harassment,  
the fight against fraud and any other crime...”*

The following paragraphs state the relevance of anti-corruption for Globalvia, through the implementation of various actions:

- ① Whistleblowing Channel
- ② Ethics Committee and Ombudsman
- ③ Compliance Committee

#### ① Whistleblowing Channel

In 2015 Globalvia developed and implemented an internal mechanism to report misconducts called **Whistleblowing Channel**.

Reports must always be made in good faith, with absolute respect for the truth and belief that the reporter is acting correctly. Globalvia expressly forbids making false reports, since they are against the law, morality and the principles and values of the Organization. Knowingly making a false report could be subject to application of disciplinary action by the Company.

In order to submit a report, the reporter must be sufficiently identified by providing his/her personal details. Any reports submitted anonymously to the Reporting Channel will be disregarded. This aspect will ensure the system is serious, will help with the investigation of the reported facts, the data and information concerning them will be processed properly and truthfully, and the identity of the reporting party will be protected against any possible retaliation.

At the same time the entire report will be processed confidentially, i.e. ensuring strict secrecy about the identity of the reporter, whose details may only be disclosed outside the Globalvia Group, in due course, to the competent Public Authorities in the investigation of the facts, when it is pertinent to refer the crime to said Authority in accordance with applicable regulations.

The reports will be managed externally from Globalvia by an **OMBUDSMAN**, who will ensure the proper functioning of the process.



### VI.2 Implementation of anti-corruption actions

#### 2 Ethics Committee and Ombudsman

In 2015 Globalvia established an **Ethics Committee entrusted with the mission of ensuring compliance with the Ethics Code** in all Group's companies.

The members, functions and responsibilities of the Ethics Committee are defined in a specific document. Among others, the Committee's principal functions are as follows:

- › To promote application and update of the Ethics Code, including training and information about ethics within the company.
- › To make decisions about allowing reports filed.
- › To establish control and prevention measures against crime and breaches.
- › To make decisions about internal investigations to clarify the facts inherent to internal reports received, including appointing an investigation team to manage the investigation of the facts.
- › To make recommendations about measures to take concerning reports processed once the case has been closed, including exercising of legal action and sanctions for breaches of the Ethics Code.

Globalvia also established the figure of the **Ombudsman**. This is a person, external to the Group (either an individual or a business). The decision to appoint and dismiss this figure will be freely taken at any time by the Ethics Committee.

#### 3 Compliance Committee

Globalvia runs a Compliance Committee which aim is **to identify, advise, assess, warn and monitor any compliance risk**. Compliance risk is defined as any violation of applicable laws or regulations, main contracts, Code of Ethics and best practices defined in the Integrated Management System (IMS).

This meant as any case of receiving sanctions by statutory or regulatory violations, financial loss, or reputation loss due to non-compliances with current law, regulations, Code of Ethics, and best practices standards defined in the IMS procedures.

*Globalvia has established an Ethics Committee and the figure of the Ombudsman with the mission of ensuring compliance with the Ethics Code.*

### VI.2 Implementation of anti-corruption actions

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Compliance Committee is coordinated by Audit and Risk Control Director and is composed of Key Executives of following areas:

- › Legal
- › IMS - IT
- › Labor Relations
- › Finance
- › O&M
- › Construction
- › Tax

Meetings are twice a year and conclusions are reflected in the minutes of the Committee, which are presented to Risk Management Committee. This Committee the top risks of the Group.

### VI.3 Measurements of anti-corruption outcomes



*Code of Ethics video screenshot.*

Regarding Globalvia's anti-corruption performance, the Company's Audit and Risk Control Area has made the following statement:

**"Globalvia has not been involved in any legal cases, ruling or other events related to corruption and bribery. Globalvia performs several internal audits every year and the report is directly submitted to the Audit and Risk Committee. Our books and accounts are subjected to statutory external audit annually. These audits are used as one of the methods of identifying any suspicious payments which could be related to bribery or corrupt behavior. There has been no such incident reported to the period."**

In regard to the measurement of anti-corruption outcomes, various actions have taken place during 2016:

- **First semester**
  - › Update the High-level Risk Map of the Group
  - › Four internal audits: two concessions, one financial model and one cybersecurity
  - › Compliance Committee meeting
  - › Risk Management Committee meeting
  - › Two concessions criminal risk maps
  - › Advisory in procurement and outsourcing processes
- **Second semester**
  - › Six internal audits: four concessions, one delegation and one corporate process
  - › Compliance Committee meeting
  - › Risk Management Committee meeting

### VI.3 Measurements of anti-corruption outcomes

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- › Risk maps of four concessions, one delegation and one corporate process
- › IMS internal audits

From these audits, a total of **117 actions were identified**.





### VII. Conclusions

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Globalvia is one of the reference players in the eight countries in which it operates thanks to its strategy of conducting its business in a responsible and sustainable manner and establishing trusting relationships with its stakeholders.

This commitment is key to understand the **effort carried out for the past five years**. The company has accomplished the task to review and redefine continuously all processes, is constantly investing in learning and developing initiatives for its employees and is making a great effort to manage environmental, cultural and social issues.

These activities are part of Globalvia's business daily operations and therefore they are totally integrated in the DNA of all the employees. We care about the impact we make on the environment and local communities and this concern is totally aligned to the strategic objectives.

This report shows our commitment to communicate our actions with credibility and authenticity, internally and externally, with the hope that the reward will be a better world for today and a greater hope for tomorrow.

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