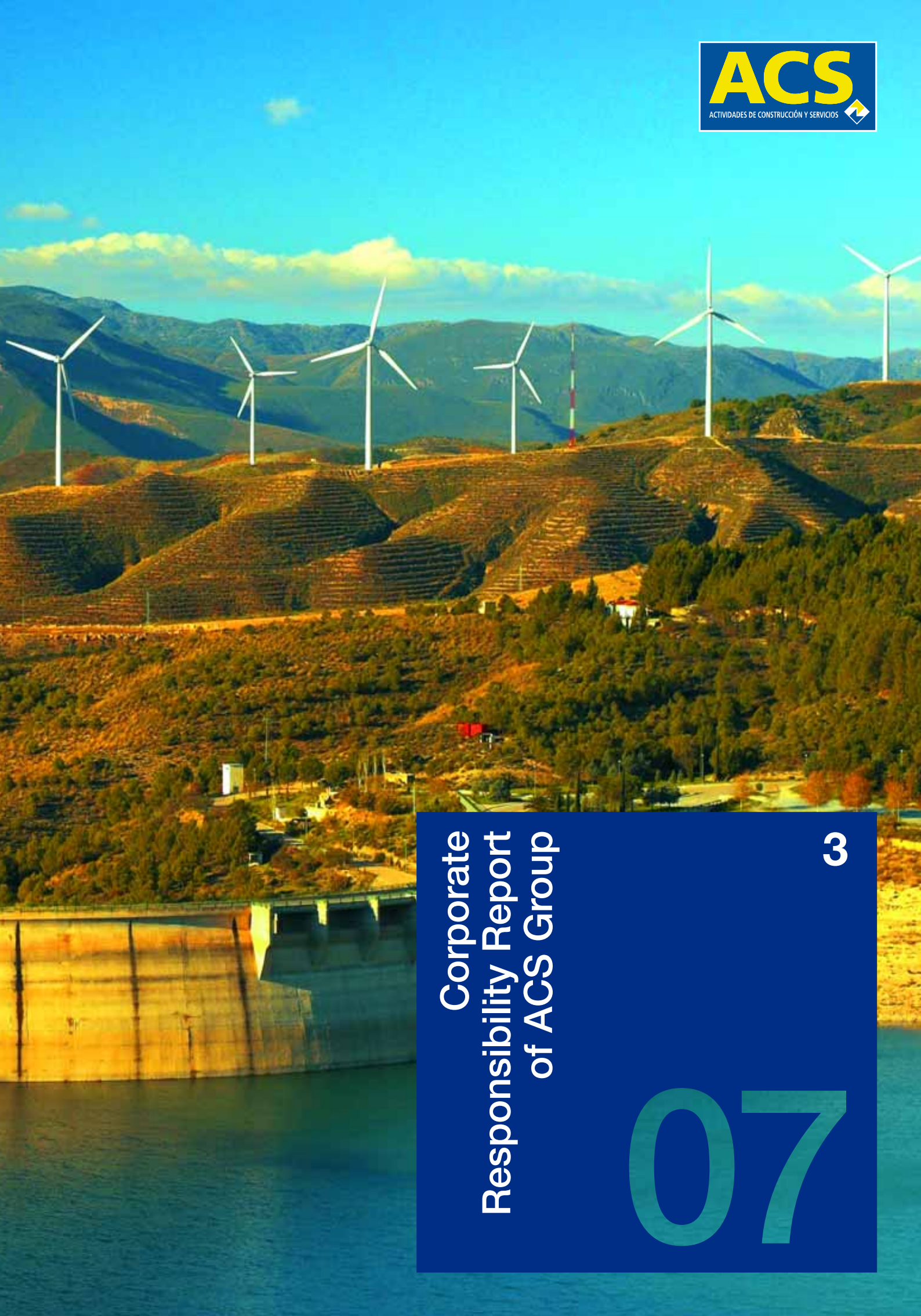




Annual Report
ACS Group

07





Corporate
Responsibility Report
of ACS Group

3

07

Corporate Responsibility Report

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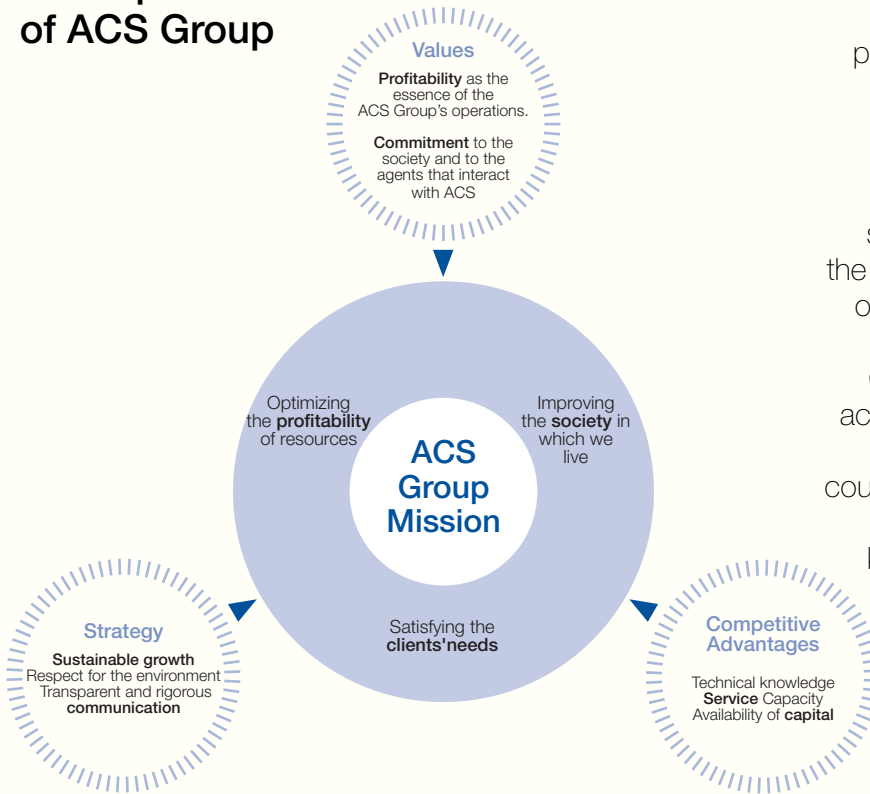




3.1 The ACS Group and Corporate Responsibility

2007 marks the ten-year anniversary of the ACS Group. Over these years it has become a worldwide reference in the development of both civil engineering and industrial infrastructures. ACS's success rests on three basic pillars:

Three pillars of ACS Group



Values forming part of the organisation, the quest for profitability and the capacity to meet commitments.

A **Strategy** of sustainable growth, which improves social well-being, respects the environment and is based on a policy of transparency.

Competitive Advantages acquired through experience in the execution of a countless number of projects: in-depth technical knowledge, a proven track record of service capacity and sustainable availability of capital.

These factors are key to the achievement of the ACS Group's mission, which is to *satisfy the needs of its clients, optimizing the profitability of*

the resources managed for this purpose, while improving the society in which we live.



Therefore, the ACS Group provides its services and engages in its activities by means of the following:

- The development of infrastructures, civil engineering works, industrial facilities, energy plants, telecommunications systems and waste treatment and purification plants.
- The provision of services in the fields of integral management of urban, logistic and industrial infrastructures.
- The generation and distribution of electricity and gas.
- Active participation in sectors essential to the economic and social development of any developed country such as infrastructures and energy.

In 2007 the commitment to Corporate Responsibility was approved by the ACS Group's Board of Directors: and the supervision of its fulfilment is the responsibility of the Board of Director's Audit and Control Committee.

This initiative is being fully undertaken in each of the different activities of ACS, which are in line with this performance policy and are integrated into its processes, activities and plans.

Corporate responsibility is part of the ACS Group's vision and strategy; the sustained growth and responsible development of not only the Group but also the society of which it forms part is an intrinsic part of each of the activities it promotes and develops.

Since its foundation, the ACS Group and its companies have made a commitment to the various parties forming part of its operations and interacting with the Group or its employees. This commitment is based on the ethical principles guiding the ACS Group's operations and forming part of its corporate culture. In 2007, the Board of Directors also approved the implementation of a Code of Conduct for all Group employees.

The Basic performance principles of this Code of Conduct, which is permanently in force and applied, are as follows:

- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • Integrity:
Among its employees the ACS Group promotes acknowledgement of conduct in accordance with the ethical principles of loyalty and good faith. | <ul style="list-style-type: none"> • Professionalism:
The ACS Group's employees and management should be recognised by their high professionalism based on proactive and efficient performance focused on excellence, quality and willingness to provide service. | <ul style="list-style-type: none"> • Respect for Others and Environment:
The ACS Group undertakes the commitment to always act in accordance with the United Nations Global Compact, to which it has adhered since its foundation, and whose objective is the adoption of universal principles in the areas of human and labour rights, and the protection of the environment. |
|--|---|--|

In the first few months in which the control procedures implemented as a result of the approval of the Code of Conduct in 2007 were carried out, there was no record of serious incidents by the

Secretary of the Board of Directors, who is responsible for monitoring the observance of these rules.

Further to the commitment to sustainability evidenced by the ACS Group in its operations, in the first few months of 2008 the Board of Directors approved the ACS Group's

Commitment to the Fight against Climate Change. It brings together and outlines the initiatives and actions to be carried out by ACS to minimise and reduce the impact that its operations

might have on climate change, while investing responsibly and doing research so as to be able to provide a significant contribution as a leading name in this area.



ACS' Commitment to Combat Climate Change

The ACS Group shares the concern of the government, citizens and society in general in relation to the impact human activity may be causing on the climate and the unpredictable consequences of such actions in the future. Being aware of the large capacity and resources it has, the ACS Group assumes the commitment to actively collaborate in combating climate change as effectively as possible. There are five activity areas in which the Group has identified opportunities to significantly influence on the reduction in greenhouse gas emissions:

- Implementing procedures that increase savings, energy efficiency and the improvement of the environment in the course of operations.
- Proactively taking part in International debates, associations and interest groups relating to Climate Change to obtain appropriate and reliable information enabling the ACS Group to implement the best practices and share its experience with other entities.
- Increasing the value created and identifying new business opportunities which contribute to a better and cleaner future for the society the ACS Group serves.
- Promoting and taking part in projects which foster reductions in emissions, recycling, waste treatment, the production of renewable energies, and the efficient management of water in order to contribute to sustainable development.
- Allocating financial resources to carry out research, development and innovation initiatives, in order to more effectively combat climate change in the course of our operations.

In these activity areas, the ACS Group unequivocally commits to actively collaborate in combating against climate change by minimizing the environmental impact of its activities and improving resource management as well as the quality of all services it provides, all in accordance with the criteria of technical viability and economic efficiency. In this regard, each of the ACS Group companies promotes initiatives which allow for the following:

- Identify and counteract the impacts of the Group's activity in order to make contributions offsetting climate change.
- Support the awareness process by training and providing information to employees and collaborates against climate change.
- Proposing ideas and foster beneficial practices in its relations with clients and suppliers in order to achieve this common goal.
- Fostering the development of profitable operating activities which combat climate change.
- Continuing to invest in R&D+i and in technology which aids in making the ACS Group's environmental practices more efficient.
- Cooperating with the authorities of countries in which the Group operates to facilitate the fight against climate change.

Combating climate change is an intrinsic part of the ACS Group's operating, business and sustainability strategy.



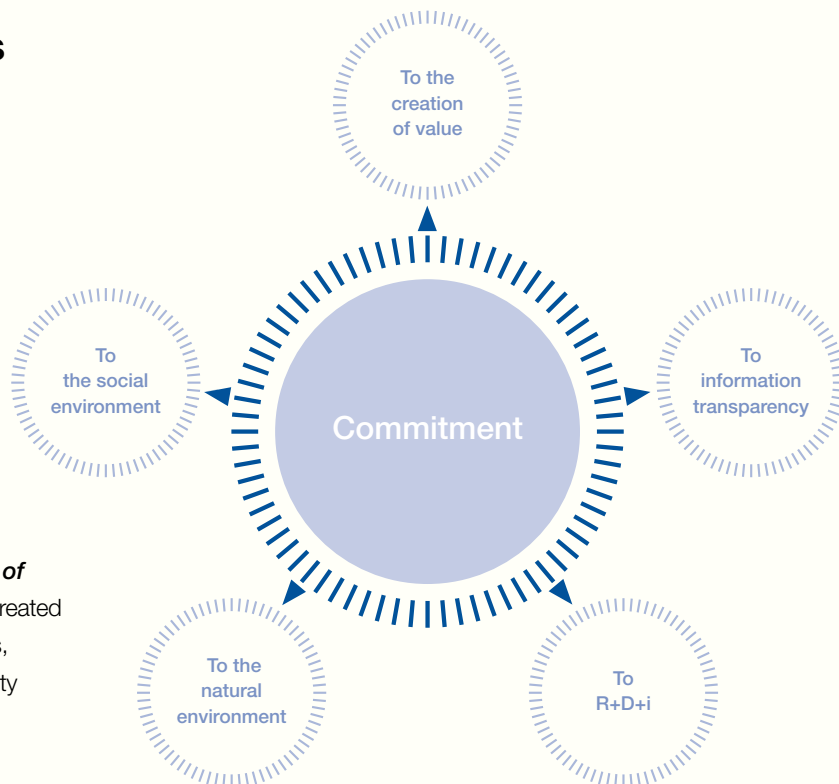
For further information, see the webpage www.grupoacs.com



This declaration is part of the ACS Group's continual effort to work in accordance with the five commitments to sustainability it has assumed to define its relationship with the

environment, society and the agents and stakeholders with which it relates. This is the ACS Group's response to the challenge of Corporate Responsibility.

Five commitments of ACS Group



1. Commitment to the creation of value, distributing the wealth created among its shareholders, clients, suppliers and among the society as a whole.

2. Commitment to information transparency, so that those who have a relationship with the Company have accurate, reliable and accessible information available to them and are able to form an exact opinion of the ACS Group.

3. Commitment to research, development and innovation with a view to the future, profitable growth and the quality of its products and services.

4. Commitment to the natural environment, implementing programs and procedures which contribute to minimizing the impact of the ACS Group's activities.

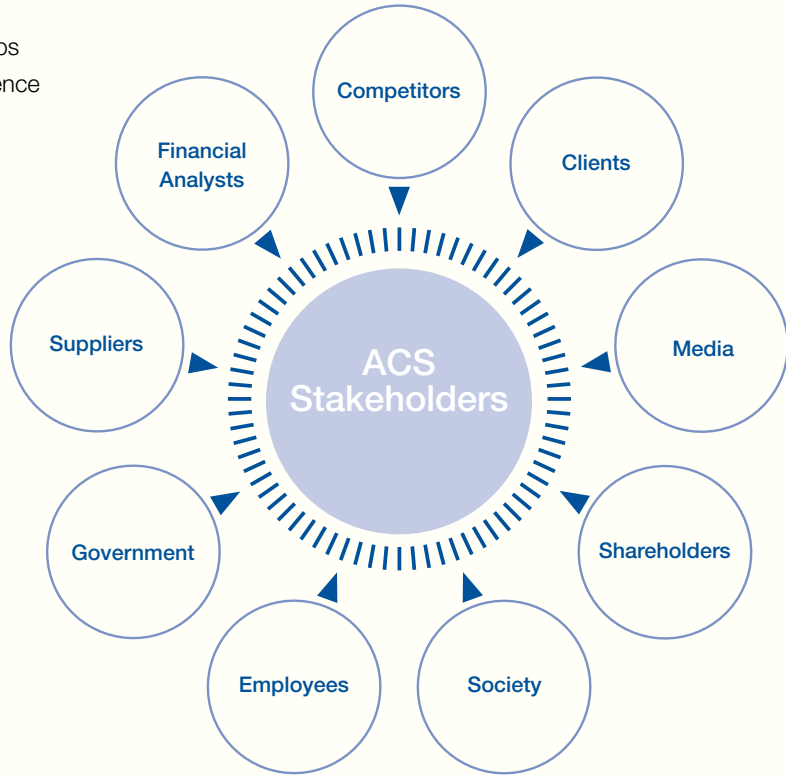
5. Commitment to individuals and the social environment through the creation of employment, wealth and the contribution to the wellbeing and prosperity of the societies in which it operates.



3.1 The ACS Group and Corporate Responsibility

ACS and its Stakeholders

Stakeholders are defined as groups with the capacity to have an influence on the achievement of the organization's objectives.



The ACS Group aspires to be recognised for its capacity to generate confidence among its stakeholders. Accordingly, making channels available to allow for honest, open and transparent dialogue is a priority.





2007 Milestones and 2008 Challenges

Main Milestones in 2007

Approval by the ACS Group's Board of Directors of the "Commitment to Corporate Responsibility."

Approval and implementation of the ACS Group's Code of Conduct which affects all employees.

Inclusion of the ACS Group in the Dow Jones Sustainability World and Stoxx indices.

Investment of €55 million in research, development and innovation, up 140% on 2006.

37% Reduction in construction and demolition waste.

Savings of 5.2 million tons of CO₂ as a result of waste treatment, up 44% on 2006.

The proportion of women in the ACS Group rose by two percentage points in 2006 to 33.8% of the total staff.

Improvement in all the ACS Group's work-related accident rates.

19% increase in the ACS Foundation's investment in social works.

Integration of Unión Fenosa as a new ACS Group activity area.

Objectives for 2008

Approval by the ACS Group's Board of Directors of the "ACS Commitment to the Fight Against Climate Change."

Reduction of CO₂ emissions either directly or through the savings arising from the ACS Group's operating activity.

Maintenance of an investment in R+D+i amounting to over 5% of ordinary net profit.

Start-up of the ACS Group's first 50 MW thermal solar plant, the largest in Spain of these characteristics.

Continued promotion of equal opportunity practices in all of the Group's activities.

Reinforcement of the ACS Group's labour risk prevention systems in all activity areas, in order to improve the work-related accident rate as compared to 2007.

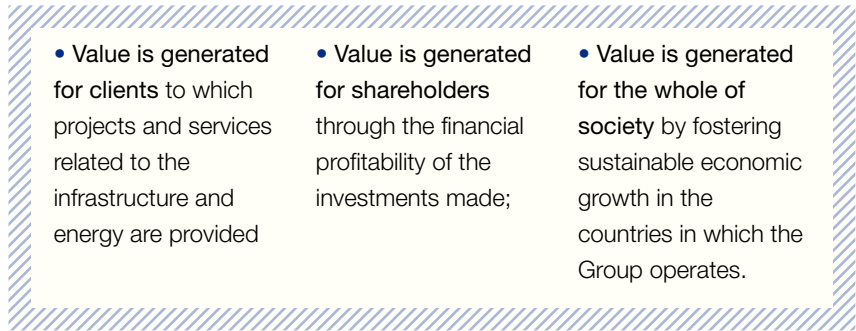
Over a 15% increase in the budget of the ACS Group's Foundation.



3.3 Commitment to the Creation of Value

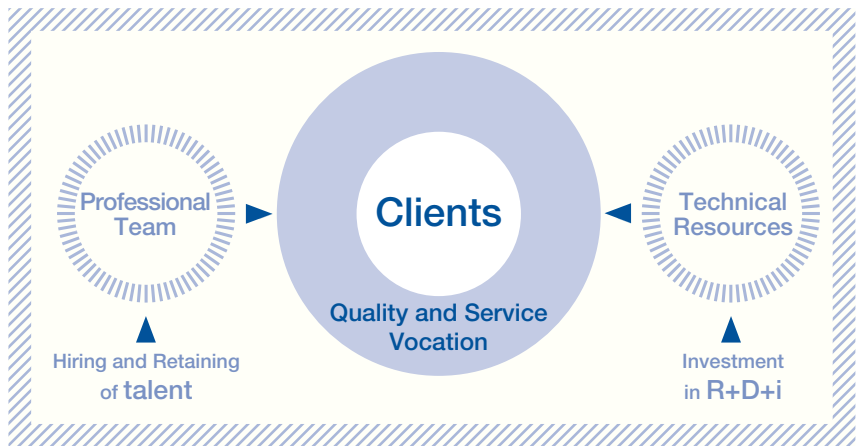
<p>94% of the production of the ACS Group took place under quality systems based on ISO 9001 standards.</p>	<p>€55 million were invested in Research, Development and Innovation in 2007.</p>	<p>The value of the ACS Group's shares has multiplied 16 times in the last ten years.</p>
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As part of its commitment to sustainable growth, the ACS Group aims to assure that its investments are profitable while guaranteeing high quality operations and financial soundness and efficiency. This simultaneously generates value for three large groups of agents directly or indirectly related to ACS:



Creation of value for clients of the ACS Group

In view of the nature of its clients, the ACS Group must constantly strive for excellence in order to guarantee their satisfaction. This objective is achieved through quality and a clear service vocation.



Relationships with clients should be close and focused on tackling problems with the appropriate tools, i.e. a committed team of professionals and reliable technical resources. Each year the ACS Group dedicates significant resources and effort to assuring the availability of these tools through both the hiring and retaining of the talent of its human capital as well as investments in research, development and technological innovation, in order to guarantee the excellence of its activities.

The ACS Group defines Service Vocation as the appropriate management of its relationship with clients: providing solutions to their problems with a high degree of quality, excellence and flexibility; responding to incidents quickly and efficiently; and guaranteeing a long lasting and profitable relationship.

One of the characteristics of the ACS Group is its high level of decentralization, which is evidenced in all the activity areas in which it competes. This structure

allows for a lower level of control and degree of supervision only affecting decisions which are truly of significance.



Improvement processes may be implemented on each of ACS activities, and each activity has its own management system which allows for independence and self-control, and which in terms of quality, also fosters the Group's policy of decentralization and specialization. These management systems assure that the products are developed in accordance with contractual terms, legal requirements or regulations, and the company's standards in order to guarantee client satisfaction.

The objective is to immediately ascertain the client's opinion and perception of the work performed, detect problems and share possible improvements.

Special emphasis is placed on quality, and resources are dedicated to the development of activities which allow for the application of the most appropriate and advanced techniques in all areas. Investing in innovation, efficiency and the improvement of work systems and prioritising the adaptation of the entire organization to clients is the path which has always been followed by the ACS Group since its creation. In striving for quality, its main goal has always been to be the leading company in the sectors in which it operates.

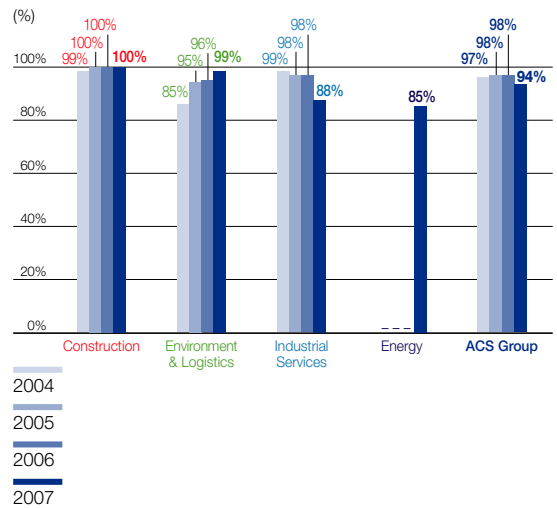
Since its foundation in 1991, the ACS Group has been a member of the Club de Gestión de la Calidad (Quality Management Association), which exclusively represents the European Foundation for Quality Management (EFQM) in Spain, evidencing the ACS Group's commitment to quality.

Each of the Group companies furnishes information to the Quality Committee, which is responsible for assessing and improving the whole of the Group's quality systems. The Committee is also required to detect existing needs in order to complement the individual procedures applied by each company in its relationship with its clients.

Professional Team: hiring and retaining of talent.

To foster this Service and Quality Vocation, the ACS Group relies on the best of professional teams as well as technical expertise. Each and every one of the Group's 144,919 employees contributes his experience and dedication to improving the quality of the services provided to clients. Given the Group's commitment to excellence, employees assume this responsibility which is part of ACS' idiosyncrasy.

Certified in Accordance with ISO 9001 standards



94 % of the production of the ACS Group in 2007 took place under quality systems based on ISO 9001 standards and certified by acknowledged external organizations.

The employees are the company's authentic asset, and accordingly, it is necessary to continuously and efficiently invest in training, professional development support and principally, labour risk prevention policies. The Annual Training Plan comprises over half a million hours of study in courses and studies relating to all its activities

Of all the ACS Group's employees, 16,540 were management or professionals with degrees, 17,489 were technical and clerical staff and 110,891 were specialists and operatives. Of the professional with degrees, at the end of 2007 the ACS Group employed 5,453 engineers with more than 7 different specialties.



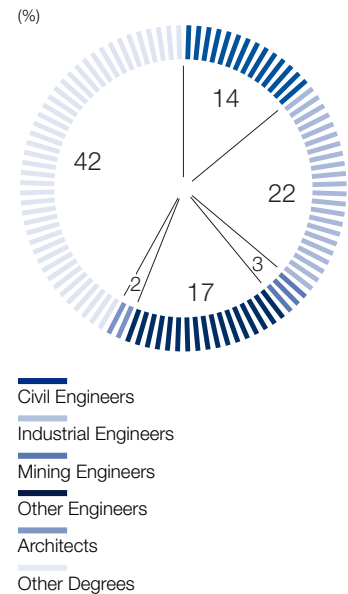
3.3 Commitment to the Creation of Value

This policy, in addition to motivation initiatives relating to hiring, remuneration and development, favour the loyalty of professionals with talent. In this respect, the ACS Group and companies it comprises have implemented measures aimed at retaining and motivating their employees, especially those displaying high potential.

One of the most significant employee motivation and satisfaction initiatives is the possibility of promotion. The turnover of the ACS Group and the continuous development of the company generate a significant number of annual promotions among the employees that, due to their efforts and efficiency, are nominated for positions of greater responsibility.

All the Group companies prefer internal promotion to external hiring, and only tap the job market when they are unable to find a professional with the desired characteristics within the organization. Periodic performance evaluations guide employees' career development and offer opportunities for promotion and the compensation of their talent.

University graduates by type of degree (%)



Technical Resources: Investment and fostering of R+D+i

The activities of the ACS Group are highly technical and require all the operating areas to develop projects and programs enabling the most modern techniques to be employed in relation to the products and services offered to clients.

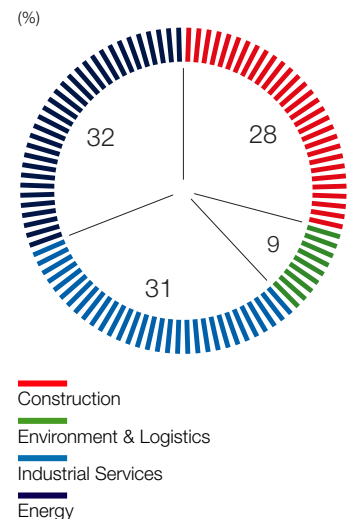
In this regard, the ACS Group continually invests in Research, Development and Innovation. Specifically, in 2007, such investments amounted to €55 million, 5.5% of the Group's ordinary net profit. These investments are dedicated to the development of projects leading to tangible improvements in productivity, quality, client satisfaction, work safety,

the obtainment of new and better materials and products, and the design of more efficient production processes and systems.

This activity is instrumented through projects performed in collaboration with Universities and public and private research bodies, as well as projects integrated by consortiums of companies.

Without doubt, this is one of the facets demonstrating the leadership of the ACS Group in the industry through its companies heading each activity area. Over 40 construction projects, leadership in different environmental research areas, the Group's presence at countless universities and in first line projects in Industrial Services, and the presence of Unión Fenosa in the main research forums all evidence this.

Investment in R+D+i by business area (%)





Creation of value for shareholders

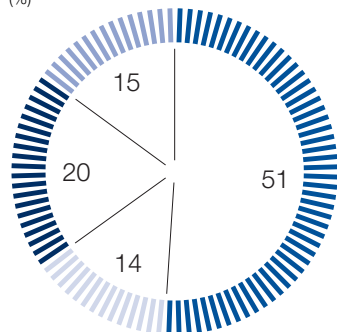
At December 31, 2007, the share capital of the ACS Group amounted to €176,436,567, represented by

352,873,134 ordinary shares with a par value of €0.50 each, all of the same class and series. ACS' shares are listed on the Madrid, Barcelona, Bilbao and Valencia stock exchanges.

The ACS Stock	2001	2002	2003	2004	2005	2006	2007
Closing price	9.13 €	10.22 €	12.90 €	16.80 €	27.21 €	42.71 €	40.65 €
Revaluation of the ACS stock	9.16%	11.86%	26.26%	30.23%	61.96%	56.96%	-4.82%
Revaluation of the IBEX 35	-7.82%	-28.11%	28.27%	17.37%	18.20%	31.79%	7.32%
Maximun in the period	11.15 €	12.33 €	13.13 €	17.03 €	27.23 €	43.62 €	50.95 €
Minimum in the period	7.08 €	8.86 €	9.88 €	12.68 €	16.98 €	26.96 €	32.10 €
Average in the period	9.64 €	10.20 €	11.80 €	14.16 €	22.22 €	34.21 €	43.08 €
Total volume of shares (thousands)	155,171	190,174	238,933	312,483	401,440	279,966	417,896
Daily volume of shares (thousands)	621	761	956	1,245	1,568	1,098	1,652
Total effective traded (€ millions)	1,496	1,949	2,847	4,563	8,989	9,386	18,003
Daily effective traded (€ millions)	5.99	7.80	11.39	18.18	35.11	36.81	71.16
Number of shares (millions)	192.18	192.18	355.58	352.87	352.87	352.87	352.87
Stock market capitalization at period end (€ mn)	1,755	1,963	4,587	5,928	9,602	15,071	14,344

Breakdown of the ownership of share capital by type of investor

(%)



Reference shareholders (*)

Domestic Institutional Investors

International Institutional Investors

Minority Shareholders

(*) Ownership interest of over 5%

Since the ACS Group's stock is in the form of bearer shares, there is no register of company shareholders. According to the most recent data available, there were 45,103 ACS shareholders in May 2007. The average investment per shareholder was 7,832 shares, which based on the 2007 year-end share price, represents an average of €318,371. Free-float capital amounts to 49%.

In a highly volatile stock market, the ACS Group's shares fell by 4.82%, which was much lower than the average drop of the Spanish stock exchange's construction and services industry, whose value decreased by over 10%.



3.3 Commitment to the Creation of Value

Name of Investee	% Direct ownership	N.º of shares directly owned	% Indirect ownership	N.º of shares indirectly owned	% Total	N.º of controlled shares
Corporacion Financiera Alba, S.A.	0.00%	0	22.10%	77,984,963	22.10%	77,984,963
Corporacion Financiera Alcor, S.A.	0.26%	931,585	12.24%	43,177,557	12.50%	44,109,142
Inversiones Vesán, S.A.	11.00%	38,816,045	0.00%	0	11.00%	38,816,045
Balear Inversiones Financieras, S.L.	0.00%	0	5.00%	17,643,657	5.00%	17,643,657
Total Board of Directors	11.26%	39,747,630	39.34%	138,806,177	50.60%	178,553,807
Floating Capital					49.40%	174,319,327
Total					100.00%	352,873,134

In 2007 the ACS Group was selected as a member of the Dow Jones Sustainability Index, the most prestigious and important selective stock exchange index assessing the effort made with respect to sustainability policies as well as the commitment made to the general public and to the environment. The ACS Group was admitted in the two categories in which it takes part, the European DJSI STOXX and the worldwide DJSI World indices.

The inclusion of ACS in these indices represents an acknowledgement of the Group's effort in recent years in relation to sustainable development and the focus it has been given in the company's Business strategy.

The Dow Jones Sustainability World Index (DJSI World) includes the 300 leading companies in terms of corporate sustainability from twenty leading countries worldwide, and accounts for 10% of the 2,500 largest companies listed on the Dow Jones World Index. Membership in this index is taken into

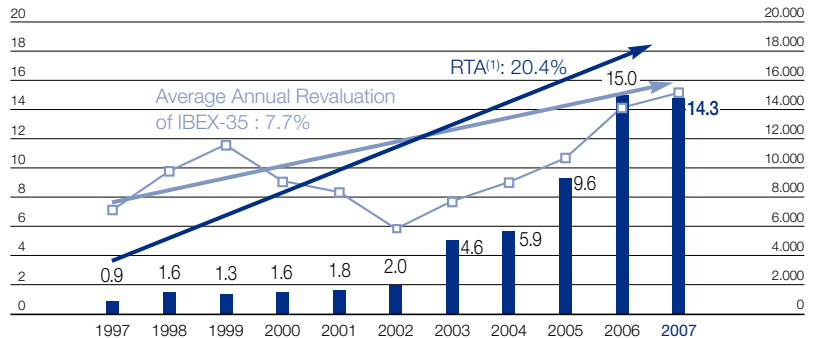
account by the asset managers of 15 countries and has an influence on decisions taken in regard to investments, since the DJSI indices are used as a

reference for the composition of portfolios centred on sustainability. The total number of assets managed under DJSI criteria already amounts to US \$5,600 million.

Stock exchange evolution

Thousands of millions of euros

IBEX at 31st/Dec/07



ACS Group Market Capitalization
IBEX 35

(1) TRS (total return to shareholders) calculated as the internal rate of return including the change in the price of shares and the payment of dividends

The value of the ACS Group's shares has multiplied 16 times in the last ten years, which amounts to an annual increase of 32% and a shareholder rate of return of 20.4%. In the same period, the average revaluation of the IBEX35 was 7.7%. Additionally, ACS is one of the three companies which created the most value for its shareholders between 1997 and 2007 based on the result of the analysis of all IBEX companies' total return to shareholders for this period.



Creation of Value for the societies in which the ACS Group operates

The ACS Group's mission includes a concept which is part of our commitment to the creation of value, based on

“the search for profitability while improving the society in which we live”.

The ACS Group develops projects for the construction, improvement, maintenance and operation of civil, industrial, environmental and energy infrastructures, including as an investor, and employs its resources to finance these assets for public use. The use and enjoyment of these infrastructures unmistakably contributes to the wellbeing of the societies in which they are carried out. In 2007 hundreds of kilometres of roads and railways were constructed in Spain, Greece, Ireland and Poland. Waste treatment plants

were put into operation at several locations within the Iberian Peninsula, Morocco, France and Latin America. Industrial and energy facilities are maintained and developed in over 25 countries and Unión Fenosa currently provides electricity and gas to over 9.1 million clients.



The ACS Group is one of the main direct and indirect employment generating companies. The construction industry accounts for 2.7 million direct jobs in Spain, representing 13.3% of the total working population. Consequently, this is an important industrial sector which is led by ACS, not only from a financial standpoint, but also with respect to number of employees. Additionally, over 6% of the working population are subcontractors or form part of the support industry. ACS is a driver of wealth for its employees, subcontractors and suppliers of raw materials and support services.

Several of its operating activities also lead to improvements in the environment, contributing a significant benefit to the society receiving these services. ACS treats over 11.75 million tons of rubbish generated by millions of inhabitants;

provides water treatment services to 3 million people; and generates sufficient clean electricity through the use of renewable energy sources to save over 860,000 tons of CO₂ per year.

All of the ACS Group's activities decisively contribute economic and social benefits, in addition to forming part of the wealth of the societies they serve.

ACS website is visited by an average of 2,101 users, with over 13,076 pages viewed.

Worldwide leader in the promotion of transport infrastructure projects by number of concessions, according to a survey of the specialized US publication Public Works Financing.

The ACS Group is a member of the Dow Jones Sustainability Index (Stoxx and World).

One of the key elements of the ACS Group's strategy to fulfil its mission to satisfy its clients and to generate profitability for its shareholders and the society in which it operates is information transparency. The objective of this strategy is to assure that its activity is as open as possible, and that the interests of its clients and other stakeholders are respected. The ACS Group is committed to total rigour in the information transmitted, especially with respect to media.

The value of information transparency

This general objective of transparency is achieved by following these guidelines:

- Transmitting the Companies' overall corporate strategies externally as well as those specific to each of the Companies' business areas.
- Projecting the Group's business reality and assuring that the Group is recognised as being sound and well managed inside and outside of Spain.

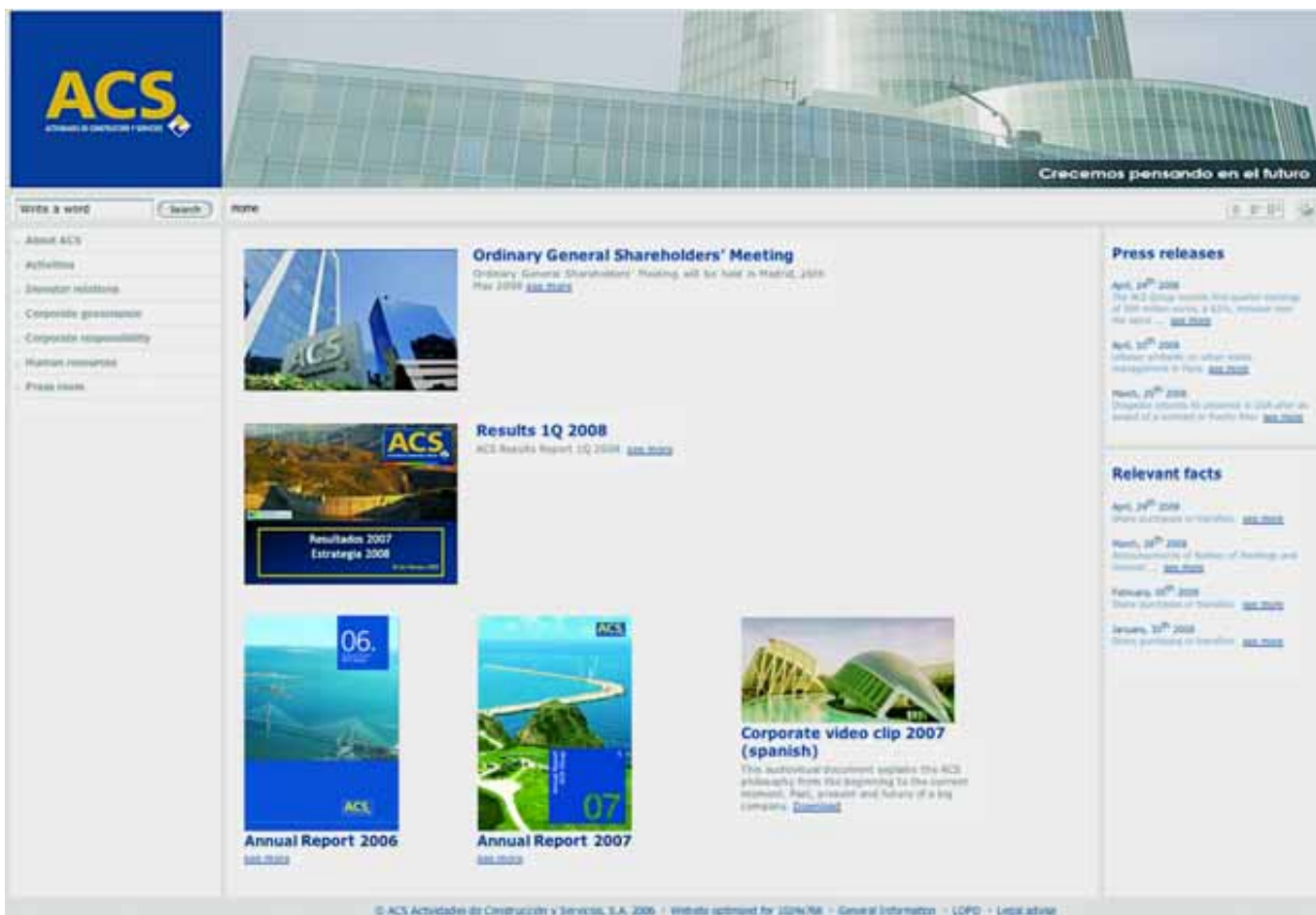
- Contributing to the makeup of a positive "umbrella" corporate image which aids in the achievement of business objectives and commercial activity.

- Maintaining a fluent relationship with external agents, and particularly with media representatives.

All of the above leads to an increase in the value of the ACS brand and of its different companies and businesses.

The ACS Group maintains a close relationship with the media representatives who habitually follow the recent developments of the sector. It also maintains several channels of communication for the fluent reporting of the Company's corporate information, both through the department's daily contact with journalists and press releases, and through press conferences held by the Chairman of the ACS Group with journalists in 2007.





The definitive reporting tool: the ACS Website

The website www.grupoacs.com is the Group's pledge for communication and transparency, as well as clarity, accessibility and information.

The Group's website fulfils a series of objectives:

- Opening a "window" to society through which the company may be analyzed with greater transparency and ease.
- Maintaining a permanent channel of communication with the Group's priority collectives and with any individual or company seeking any type of information on the Group.
- Openly offering all economic and financial information on the Group, its governance and management, systems and the activities it undertakes.

- Allowing the search for historical information on the Group for more thorough analysis of its evolution and performance.

- Maintaining up-to-date information on the performance of the Group and the criteria behind its management.

ACS website is visited by a daily average of 2,101 users, with over 13,076 pages viewed.

	Total 2005	Total 2006	Total 2007	Daily Average 2007
Visits to www.grupoacs.com	262,699	355,543	767,039	2,101
Pages viewed	5,396,472	5,569,879	4,772,895	13,076

Similarly, to aid in their commercial and informational activity, the heads and subsidiaries of the ACS Group own and promote a large number of complementary web pages and reporting portals, intranets, online tools and remote reporting and training systems.



3.4 Commitment to Information Transparency

Information transparency, the pillar of the ACS Group's excellent reputation

The measures aimed at promoting information transparency affect the Company's reputation, the extension of its corporate values and technical capacities and the broadcasting of its business success. In 2007, this has been reflected in the numerous mentions and acknowledgements of the ACS Group in different forms of domestic and international media, of which most noteworthy were the following:

- One of the five leading contractors worldwide, and one of the seventeen most internationalised companies of the industry, according to the survey of Top Global Contractors 2007 conducted by the prestigious US engineering and construction magazine Engineering News-Record (ENR).
- One of the top 500 companies worldwide and leader in the construction and services sector in Spain, according to a survey published by the US financial magazine Fortune.
- Member of the Dow Jones Sustainability Index (STOXX and World), placing the ACS Group among the worldwide leaders in sustainable development.
- One of the top seven Spanish companies in terms of profit, and number one in the construction industry, according to the Survey published by the newspaper El Economista with projections from the consultant FactSet.
- Worldwide leader in the promotion of transport infrastructure projects by number of concessions, according to a survey of the specialised US publication Public Works Financing (PWF).
- One of the ten securities with the highest potential on the Spanish stock exchange, according to a survey conducted by Cinco Días at the end of October 2007.
- One of the twelve most admired Spanish companies in 2007 and number one in the construction and services sector according to a survey conducted by the weekly newspaper Actualidad Económica.
- Unión Fenosa, head of the Group's Energy area, is also a member of the Dow Jones Sustainability Index (STOXX and World), in recognition of its efforts in relation to sustainability.
- One of the fifteen leading port operators worldwide through its subsidiary Dragados SPL, according to the last annual report published in September 2006 by the firm Drewry, a consultant specializing in port-logistics.
- Dragados, the head of the Group's construction area, was acknowledged as being the most renowned construction brand in Spain, according to the annual report of the Leading Brands of Spain Forum.
- ACS is among the eight best directed Spanish companies, according to a study carried out by the newspaper El Economista with assessments by 57 investment firms.
- ACS is among the seven most preferred companies on the Spanish stock exchange, according to a study carried out by Expansión.com between 17 stock market analysis firms at the end of November 2007.
- ACS is one of the ten companies included in the selective Eco 10 index published by the newspaper El Economista based on the consensus of 50 investment firms and Dow Jones calculations (December 2007).



Communication and transparency of information reported to markets

Shareholders' right to information is detailed in several parts of the Shareholders' General Meeting By-laws. Hence, in order for the Shareholders' Meeting to properly serve the function for which it was designed, the Board of Directors of the Group makes available to all shareholders, prior to each Shareholders' Meeting, all information which is legally required to be provided to them, in addition to information that is not legally required to be provided but that reasonably should be made available given the interests of the company and of the shareholders and their desire to develop criteria. In this sense, the Group makes every effort to duly respond to the requests formulated by shareholders for the purpose of the General Shareholders' Meeting, regardless of whether said requests are formulated before or after Shareholders' Meetings, provided that the Company's interests are not jeopardised.

The ACS Group uses different channels to meet its commitment to communication and transparency, in order to foster the flexibility and equality of the information published in an immediate manner and with a higher reach.

Information reported to the market

The ACS Group uses the Spanish Stock Market Commission as the main channel by which to communicate and announce its performance and principal undertakings.

Throughout 2007, 30 Communications were made, of which 22 were "Relevant Facts" and the rest were "Other Communications".

Additionally, in 2007, the Group made 16 corporate presentations at specialised events held in Europe and the USA, and held over 275 meetings with institutional investors.

Financial information

The ACS Group makes annual and quarterly standardised financial reports and reports on the Group's performance available and also responds to requests for information by holding meetings with other market agents. These meetings are meant to complement the Group's reporting efforts and the objective thereof is to clarify information already published in accordance with investors' and shareholders' needs.





3.5 Commitment to R+D+i

€16 million invested in R+D+i in the Construction area.

€5.2 million invested in R+D+i in the Environment and Logistics area.

€17.8 million invested in R+D+i in the Industrial Services area.

€18 million invested in R+D+i in the Energy area.

The ACS Group is a company which evolves each year and adapts to the needs of its clients. The diversification process undergone by the ACS Group over the years has led it to undertake a wide range of activities, each of which has its own features and approaches innovation and development in a different but decided manner. This commitment to innovation is the ACS Group's response to the growing demand for process improvements, technological advances and service quality by clients and the society which the Group serves.

Each year, the investment and effort made in research, development and innovation is increased, resulting in tangible improvements in productivity, quality, client satisfaction, and work safety; the obtainment of new and better materials and products; and the design of more efficient production processes and systems.

The ACS Group leads its sector in terms of R+D+i efforts. For each area of activity, the Group has assigned a Technological Development Committee, whose function is to promote and analyse the Group's technological development and innovation initiatives in the fields of technology, machinery and equipment, and in the improvement of procedures within the company's different activities.

In 2007 the ACS Group invested over €55 million in projects relating to research, development and innovation.





Main areas of investment in R+D+i by the ACS Group

Construction

Structural behaviour and durability and safety of construction projects.

New construction materials.

New construction processes and improvements in the control of facilities.

Application of information, communication and automation technologies in the inspection, evaluation and repair of infrastructures.

Development and Management of transport.

Environment and Logistics

Technology observatory for Urban Solid Waste assuring maximum use and minimum dumping . OTERSU+-.

Development of Urban Solid Waste Collection vehicles with clean technology.

Valorization of plastic solid waste through their transformation into gas oil and/or fuel oil.

Industrial Services

New Technologies in the area of support services for the heavy and energy industries.

Reduction of greenhouse gas emissions: alternative and renewable energy sources.

Improvement of processes relating to technology suppliers.

New control software design and development processes for transport infrastructures.

Technical models for the gas and oil industries: drilling, production, storage, reinjection and discharge as well as offshore projects.

Energy

New support technologies for the operation of energy facilities.

Inspection and management of the life of generation assets.

New mobile substations.

Commercial management tools.

Development of advanced technologies for the complete cycle of CO₂ reduction, capture storage and use.

Initiatives to increase equity security.

Renewable energies.

Construction

In 2007 R+D+i continued to focus on advances in the fields of construction, materials, elements and processes; the application of information, communication and automation technologies; and the inspection, assessment and repair of infrastructures.

Research and Development

In the Construction area, the ACS Group has taken part in 40 R+D projects, relying for this purpose on the collaboration of other partners (universities, research centres, companies, clients, etc.) and financing from the European Commission (Sixth Framework Program) and Spanish government bodies including, inter alia: the Ministry of Education and Science; the Ministry of Industry, Commerce and Trade; the Technical and Industrial Development Centre (CDTI) and the Madrid Institute for Development (IMADE).

Investments in this connection in the Construction area surpassed €16 million in 2007.

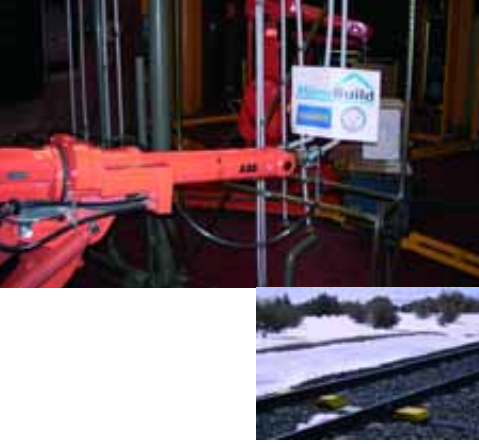
The most significant projects undertaken in 2007, all of which are European and highly strategic, were as follows:

- Manubuild: Industrialised and integrated construction of buildings.
- I3Con: Intelligent, industrialised and integrated construction of buildings with special emphasis on the integration of services and the optimisation of their life cycles.
- Tunconstruct: Technological innovation in underground constructions.
- Robot@CWE: Robotic systems in collaborative working environments where humans and robots work together.
- Multidimensional city.
- Inviso: Industrialisation of sustainable housing.

- Arfrisol: Bioclimatic architecture and solar cooling.
- Patrac: Accessible cultural heritage (a no-barriers culture).
- Clean: Clean, efficient and environment friendly construction.

Additionally, the Group has taken part in several Spanish projects in research areas focused on improvements in productivity, efficiency and safety in the workplace and energy savings. Noteworthy of these activities are: the Sayom Project for maritime work planning, construction and operating aid; the development of virtual safety simulation projects for the prevention of labour risks; the Futurespacio Project for the intelligent management of construction processes; the Evocar project for the extension of the useful life of road infrastructures and





improvements in road safety in transport infrastructures; as well as a number of projects for the development of technical geophysical, topographic and chemical analysis tools and increasing energy savings and sustainability in construction processes.

In these projects, the ACS Group collaborates closely with European and Spanish partners, including the following:

- CEDEX
- Institute Eduardo Torroja of CSIC.
- Institute Jaume Almera of CSIC.
- University Carlos III of Madrid.
- University of Cantabria.
- Polytechnic University of Madrid.
- Polytechnic University of Cataluña.
- University of Valencia.
- University of Castilla-La Mancha.
- Empresa Municipal de la Vivienda.
- Automation, robotics, information technologies and manufacturing centre, CARTIF, and dependent on the University of Valladolid.

Innovation

In 2007 various innovation actions were carried out, noteworthy of which are the following:

- Development, design, manufacturing and testing of new systems and auxiliary elements to improve railway assembly construction processes.
- New method for operating underground railways in urban areas.
- Long reference ultrasonic levelling to guarantee the regularity of road surface layers.
- Bell glass control tower structure in airports.
- Device for the levelling of the bedding layer for caissons in ports.
- Instrumentation in tunnels and nearby areas of influence during the construction process.
- Valves regulating pressure in tunnel injections.
- Bronze carpentry in the restoration of monuments.
- Construction technique for the restoration of mud walls.
- Video system in road geometric measurement vehicle.
- Injections to compensate for settling using directional shutters.

Additionally, Dragados maintains an active presence in different forums relating to the research, technology and innovation, noteworthy of which include the following:

- ENCORD group coordinating the R+D undertaken by the main European construction companies, which it chaired up to November.
- The Spanish construction technology platform, chairing the Permanent Commission thereof.
- The European Construction Technology Platform (ECTP), having chaired its permanent commission up to September.
- SEOPAN R+D+i Commission.
- The education and research Commission of the School of Civil Engineering.
- The COTEC foundation.
- Group assessing the European Commission's R & D program on nanotechnologies, materials and processes (7th Framework Program).
- Masters and seminars at universities.
- AENOR committees.



Environment & Logistics

R+D+i investments in the Environment and Logistics area are focused on maximising the use of energy that can be extracted from waste, minimising dumping and reducing atmospheric and noise emissions.

Research and Development

In the field of industrial research and technological development, the projects being undertaken are always focused on the management of solid urban waste. Most have been worthy of receiving public aid through programs sponsored by different government bodies. The R+D projects undertaken were as follows:

A total of over €5.2 million were invested in R+D+i projects in the Environment and Logistics area in 2007.

Technological observatory for the management of Solid Urban Waste for maximum use and minimum dumping OTERSU+- Project.

From 2006 to 2009, the objective of this €20 million project backed by the Technical and Industrial Development Centre (CDTI) is to increase the amount of valorizable by-products arising from the waste delivered in the treatment centre. For this purpose, processes which will include all possible treatment alternatives are to be researched.

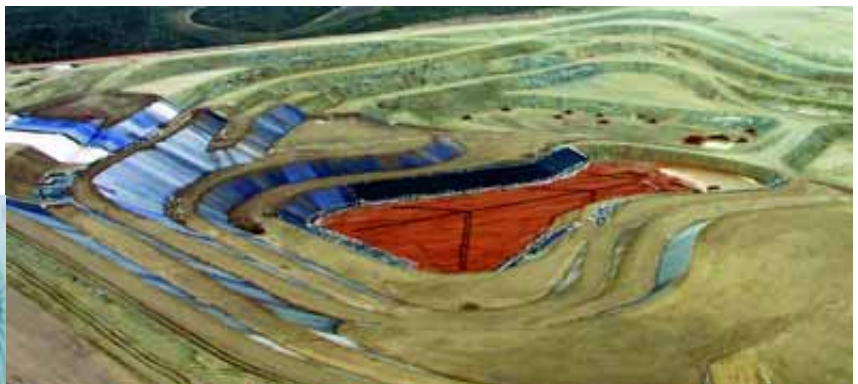
This is a project for which a consortium of 9 entities was formed. The consortium is led by Urbaser, the head of the ACS Group's Environment area, and each of the entities has entered into a cooperation agreement with Public Research Bodies for a term of four years in relation to the following lines

of research: Pre-treatment, bio-methanization, valorization, composting, control system, environmental control and diffusion.

In 2007 part of the experimental models required to continue with the previously defined research projects were installed.

Design of an auscultation system applied to the Urban Solid Waste anaerobic digestion process.

This project consists in obtaining topographical images by means of the technique known as tomography traditionally used in other fields such as geotechnical engineering and medicine, to gather data from the inside of the digesters.





Development of Urban Solid Waste collection vehicles with clean technology.

In 2007 the clean technology Urban Solid Waste collection equipment driven by Compressed Natural Gas was completed.

Valorization of urban plastic waste by means of their transformation into gas-oil and fuel-oil.

Under this project a process has been implemented on a laboratory scale to obtain hydrocarbon mixes of either automotive gas-oil and/or fuel-oil from polyethylene waste, which will serve for the construction of a future pilot plant for industrial application purposes.

Project for optimisation in the digestion of waste water depuration plant mud: control of sulphides in anaerobic digesters by means of microaerophilic processes.

The aim is to test the technical feasibility of the process for the control of the concentration of sulphides through the injection of oxygen into anaerobic reactors in order to obtain microaerophilic conditions. This would cause the dosage of reagents to be decreased to the minimum in the conditioning of the mud, thereby optimising its yield of energy.

Innovation

Noteworthy are the following actions aimed at technological innovation:

Pilot plant and project for the demonstration and elimination of silicon by-products in landfill biogas revalorization processes.

This project seeks to clean landfill biogas by eliminating the syloxanes from it in order to be able to use this gas for the production of electricity through the use of motors. Several lines are being worked on by applying different technologies (adsorption and absorption).

Computing: Projects for the control of personal presence and mobile applications for the Sales Force.

The development of a PDA application is desired to enable the foremen of each division to be connected with the central system by means of mobile rather than radio technology. This would enable the necessary data to be received exactly when required so that information can be generated quickly and securely, and therefore, more efficiently.

In 2007 collaboration with Public Research Bodies, Universities, Technological Centres and Government Bodies has been increased:

- Polytechnic University of Madrid: Higher Technical School of Industrial Engineers.
- Autonomous University of Zaragoza.
- University of Valladolid.
- University of Alicante.
- University Rey Juan Carlos, of Madrid.
- University Complutense de Madrid: School of Geology.
- INASMET Foundation.

All of these activities are undertaken in accordance with the R+D+i IDI-0030/06 Management System implemented by Urbaser, which passed the first follow-up audit performed by AENOR. Urbaser's actions are in accordance with its policy to increase its commitment to research and the improvement of the Management of both projects and the organisation of knowledge. In this regard, in 2007 it has promoted Technological Surveillance and has set up a system for the control, Management and dissemination of global knowledge.

Its commitment to research is clear, and its activities include projects which attempt to provide solutions to current problems and also to advance in its search for the excellence and improvement of processes which will result in greater prestige, the improvement of the environment and a reduction in costs.

Industrial Services

Within the Industrial Services area, investments in R+D+i focused on *technological improvements* in the electricity area, the technological evolution of offshore platforms and urban control systems.

Research and Development

In 2007 noteworthy was the research capacity of the ACS Group, through Cobra and Dragados Industrial, which undertook a large number of initiatives in the areas of energy, offshore platforms, and large industrial projects, including the following:

- Andasol: New solar energy transformation and accumulation system.
- Development of ecological systems for the treatment of oil waste (Alpeorujos).

The total investment in R+D+i by the Industrial Services Area exceeded €17.8 million in 2007

- Development of modular electric substations of a reduced size for underground, tram and light rail lines.

The ACS Group is one of the worldwide leaders in the development of assets dedicated to the oil and gas industry, and allocates over €2 million per year to the development of research projects in this area. In 2007, the most noteworthy of these were the following:

- Development of a new sinking system for long and large sized pipelines.
- Development of a systematic model for the industrial design and analysis of buildability in offshore gas deposit reinjection projects.

- Development of a new welding methodology and of a new joint control system for the improvement of welding processes in offshore projects.

- Design and development of a surface protection system against fire and to deal with cryogenic dumping in metal structures.

Lastly, also significant was the ACS Group companies efforts with respect to urban control systems, taking into consideration that in 2007, numerous development and innovation projects were undertaken, most distinguishable of which were the following:





- Intelligent transport systems:
Development of new sensors based on artificial vision and the implementation of a new generation of traffic management systems.
- Research in a new generation of systems and services for the intermodal transport of goods.
- Performance of studies relating to software for embedded systems, such as those implemented by the ACS Group in control systems.
- Development of new public transport vehicles, which as a result of the use of different self-guiding systems, do not require a driver.
- Traffic safety and control systems in tunnels, level crossings and viaducts.
- Design and development of an integrated management system which gives priority to public transport and priority vehicles in traffic light networks.
- Research, design and development of a low energy remote hydrological station.
- Research and development of an integral management system for urban transport interchanges.

Innovation

The Group's Industrial Services area is not only a source of innovation from a theoretical standpoint. Its developments and projects are often made a reality and serve as production process tools for many companies in this area. Noteworthy in 2007 were the following initiatives:

- Development of a new desalination process through a pilot plant and a plant in operation.
- Technological development for the design and buildability of a multipurpose vessel for the sinking, production, storage and unloading of crude oil in submarine deposits.
- Development of a platform allowing for communications between vehicles and the infrastructure. In this manner, appropriately equipped vehicles will be able to transmit data regarding speed, the number of stops, etc. to a control centre which will use this data to make inferences in relation to the exact status of traffic at a given time.
- Traffic control system, as well as control systems for both long distance and suburban public transport and railway, trams and light rails.
- Entrance control systems for car parks, massive transport systems and large shopping centres.



Thermosolar Plant Andasol 1

The ACS Group is one of the leading companies in Spain in the development and operation of alternative and renewable energy plants, such as thermal solar. It currently has three plants under construction, of which Andasol 1 is undergoing tests to start operation in 2008, while the other two are at different stages of construction. The ACS Group's objective is to develop a further 250 MW in the next few years.

The Andasol 1 plant has an installed power of 50 MW and has a system for storing energy in the form of molten salts with which it is capable of keeping the station generating at its rated capacity for over seven hours after sunset.

The principle on which a power station of this type is based is the concentration of the incident solar radiation onto a thermal fluid by means of a parabolic trough to generate steam. This is then expanded in a turbine to produce electricity.

The Andasol 1 project is located in the region of Marquesado de Zenete in the municipality of Aldeire on one of the highest and most extensive plateaus on the Iberian Peninsula with an average altitude of 1,000 m. Thanks to this altitude its resources of direct solar radiation are among the best in Spain.

It occupies a site of 195 hectares to the northwest of the 313 km point on the A-92 Guadix to Almería (Spain) highway. The site measures 1,300 m from north to south and 1,500 m from east to west.

Its location close to a 400 kV high voltage line, the availability of water for cooling from the northern flanks of the Sierra Nevada, the proximity of road and railway infrastructure and the layout of flat lands without protection for environmental reasons led to the Marquesado de Zenete being chosen as the ideal site to implement the project.



Site Characteristics

Project name	Andasol 1
Site location and area	10 km east of Guadix in the municipality of Aldeire in the Marquesado de Zenete, Province of Granada. Rectangular site of 195 hectares (1,300 m by 1,500 m) oriented north-south.
Geographical latitude and longitude	37°13' North / 3°04' West
Access to transmission line	Connection to REE 400 kV line
Water source	Local wells

Main Data on Thermal Solar Generation

Parabolic trough technology	SKALET 150
Size of the solar field	510,120 m ²
Storage capacity	1,010 MWh thermal capacity for 7.5 hours operation at full load
Annual normal direct radiation received per square metre	2,201 kWh/m ² year
Annual steam production by the solar field	464,703,000 kWh/year
Average annual efficiency in the conversion of solar radiation to steam in the solar field	43%

Characteristics of the Andasol 1 Project

Turbine capacity	49.9 MWe nominal
Hours of operation per year	3,644 hours at full load
Net annual electricity generation	161,831,000 kWh
Producción evitada de CO ₂	152.000 tm/año
Average annual efficiency in the conversion of solar radiation to electricity	16%
Electrical transmission	<ul style="list-style-type: none"> • Manageable plant. • Does not draw power from the transmission connection (limitation of wind generators at 5% of the plant power at the connection). • Stability to voltage dips. • Programmable (support with gas).



Energy

Unión Fenosa is the head of the ACS Group's Energy area and has extensive experience in the area of research. It manages its efforts through a specific R+D model encompassing several key action areas: Reduction of emissions, energy efficiency and operating optimisation and savings.

Research and Development

The main projects carried out by Unión Fenosa in 2007 were as follows:

In the area of facility and market operation support:

- Project to optimise the manner in which electricity is consumed, and consequently, the cost associated with this consumption while satisfying clients' needs.
- Project MOVE-2, concluded in 2007, which optimises energy sales in adjustment or complementary service markets, using the methodology developed in the model project for the optimisation of instalment energy sales.
- Project to optimise real time combustion in a thermal power plant.

In 2007 Unión Fenosa allocated over € 18 million to R+D+i activities.

In the area of asset inspection and the management of the useful life of these assets:

- Implementation of a predictive system for the monitoring of the actual condition of thermal power plant equipment.
- SISU-Vibrations project, which monitors the condition of a thermal power plant turbogroup to prevent breakdowns and be more aware of its condition for maintenance and general checking purposes.

Commercial management tools:

- Development of the ESCO system, which consists in providing energy or energy efficiency improvement services to large clients in which payment is conditional upon the energy savings obtained.
- Implementation of a Purchasing and Logistics Reporting System, which automates the economic and contractual relationship with suppliers through a Supplier Portal.

In the area of emission reductions and the treatment of CO₂:

- CENIT CO₂ project, for the development of advanced technologies for the integral CO₂ reduction, capturing storage and usage cycle, which seeks to contribute to the fulfilment of commitments relating to emissions.
- Studies on the reduction of CO₂ emissions through the use of biomass in thermal power plants.

Initiatives to increase equity security:

- Project for the development of technologies allowing for the creation and integration of advanced safety systems in infrastructures and public spaces.
- Project for the improvement in the safety and protection of principal plant transformers.
- Monitoring of transformation centres which allows for the preventive detection of events which might affect the operation of the network.



- ARAS project, whose objective is to quantitatively study the impact of a serious accident on the environment on the public and the availability of the facility.

In the area of renewable energy, with respect to photovoltaic generation:

- Development of an experimental photovoltaic Plant with power of 1 MW in La Puebla de Montalbán (Toledo). In 2007, a new dual-axis Tracker and a new prototype of a 450 kW DC to AC inverter were installed.

Innovation

Technological intelligence:

- New Technological Surveillance Groups in order to systematically monitor technologies of relevance to Unión Fenosa.
- Participation in technology platforms closest to the lines of development of Unión Fenosa:
 - European Smartgrids and ZEP technology platforms.
 - Spanish Futured and PTE CO₂ technology platforms.

- Participation in the creation of the Spanish CO₂ Association.
- Presence in innovation forums:
 - COTEC Foundation.
 - IERE (International Electricity Research Exchange Council).

Training:

- New technologies program:
 - Chemistry course offered by CCC.
 - Vibrations Course.
 - Creativity, Innovation and R+D.
- Use of the results of R+D+i projects.

Transfer of technology:

- Transfer program with EPRI (Electric Power Research Institute) in the following areas:
 - O&M of Gas Turbines and Combined Cycle Plants.
 - Heat recovery steam generators (HRSG).
 - Chemical Optimisation in Thermal Power Plants.



Fostering of creativity:

- Support of the innovative capacity of Unión Fenosa employees through the Innowatio award.

66% of the Group's production takes place in companies that are certified in accordance with ISO 14001.

CO₂ emissions were reduced by 18% with respect to 2006 in the Construction area.

ACS Group pioneer in the development of thermal solar plants.

ACS Group activities have a significant impact on the environment. The development of infrastructures and the generation of energy lead to changes in the environment resulting from the use of materials, fuel and energy (both at the time of construction and over the life of the different infrastructures) or from the generation of waste. It may also give rise to visual effects and effects on the landscape, and all of these effects may be either positive or negative.

Many of the activities included in this report in the area of innovation and research reflect the efforts of ACS to minimise negative effects on both the physical and social environment, while simultaneously striving for excellence and the improvement of products and services, which will have a long-term positive effect on income.

Given the commitment of ACS to the natural environment, it undertakes specific measures in relation to each of the Group's activities in order to improve overall results, decrease risks and preserve, reuse and reduce the resources used.

"Everyone has the right to enjoy an environment appropriate for the development of the person, and the duty to preserve it"

The aforementioned axiom is the point of departure for ACS Group activities.

To monitor these activities, an environmental policy has been established whose criteria are well known, shared and put into practice by all the Group companies.

One of the objectives of each work centre is to draft and implement an Environmental Plan in each of its activity areas.

During the annual review of the environmental management system performed by management, each Group company establishes its environmental objectives in accordance with ACS Environmental Policy. These objectives are determined by taking into account, inter alia, the most significant impacts of its activities and the changes in the law in force.



At the different work centres, these objectives are set forth in the Environmental Management Program which includes the goals to be met, the measures required, the means necessary, the responsible parties and the deadlines. Currently, 66% of the Group's production takes place in companies that are environmentally certified in accordance with ISO 14001 standards.

ISO 14001 Certificates

Construction Area	2004	2005	2006	2007
Dragados	■	■	■	■
Geocisa	■	■	■	■
Tecsa	■	■	■	■
Drace	■	■	■	■
Vías y Construcciones	■	■	■	■
Dravo	■	■	■	■
Environment and Logistics Area	2004	2005	2006	2007
Urbaser	■	■	■	■
Vertresa	■	■	■	■
Orto Parques y Jardines	■	■	■	■
Socamex	■	■	■	■
Cetransa	■	■	■	■
Consenur	■	■	■	■
Tracemar	■	■	■	■
Urbaser Internacional	■	■	■	■
Gestión de Protección Ambiental	■	■	■	■
Valenciana de Protección Ambiental	■	■	■	■
Clece	■	■	■	■
Multiservicios Aeroportuarios	■	■	■	■
Talher	■	■	■	■
Publimedia Sistemas Publicitarios	■	■	■	■
Sintax Logística	■	■	■	■
Industrial Services Area	2004	2005	2006	2007
Cobra	■	■	■	■
CME	■	■	■	■
Grupo Etra	■	■	■	■
Semi	■	■	■	■
Maessa	■	■	■	■
Imesapi	■	■	■	■
Cymi	■	■	■	■
Makiber	■	■	■	■
Intecsa-Uhde	■	■	■	■
Initec	■	■	■	■
Masa	■	■	■	■
Dragados Offshore	■	■	■	■
Energy Area	2004	2005	2006	2007
Unión Fenosa				■

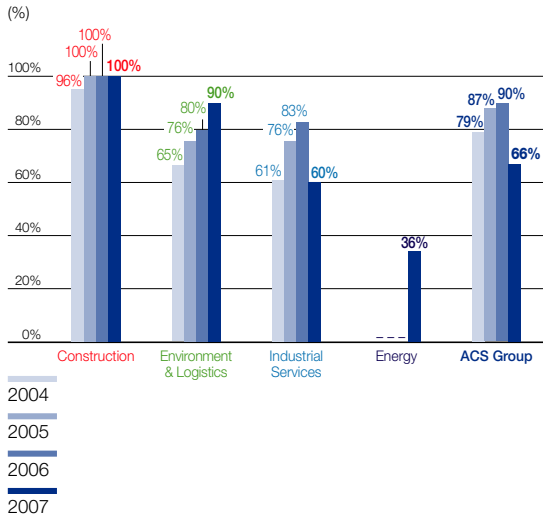
- Fully Certified
- Partially Certified
- In Process
- Under Study



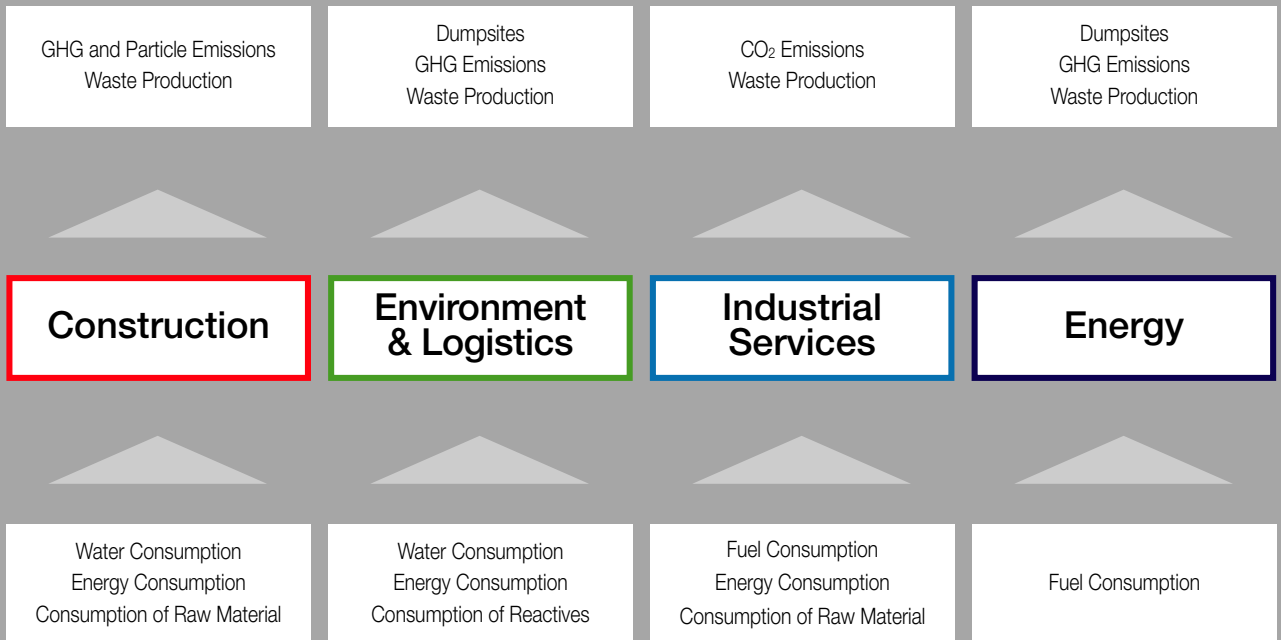


3.6 Commitment to the Natural Environment

Percentage of production environmentally certified in accordance with ISO 14.001 standards (%)



Main impacts of ACS Group activities





The results of the combined analysis of the different activities and an aggregated summary of the environmental indicators corresponding to 2007 are as follows:

Activity Area	Construction	Environment & Logistics	Industrial Services	Energy	ACS Group
% of total sales in 2007	34%	13%	25%	28%	100%
Materials used	Cement, steel, arids, chemical products, wood	Urban solid waste, hazardous waste to be recycled, cleaning products	Steel and other metals, oils, chemical products, cement, electronic material, arids, wood, paper and cardboard	Coal, natural gas, fuel-oil, gas-oil, coque chemical products	
Direct energy consumption broken down by primary sources (toe)	18.75 million litres of gas oil 72.6 GWh of electricity 0.96 million m ³ of natural gas See Construction section for detail of resources	20.46 million litres of gas oil 249.7 GWh of electricity 9.78 millones de m ³ of natural gas	11.08million litres of gas oil 26.6 GWh of electricity	1.495 GWh electricity See Energy section for detail of resources	
	25,305	52,436	28,627	7,022,061	7,128,430
% total ACS Group sales accounting for the data obtained	34%	8%	19%	28%	89%
Indirect energy consumption broken down by primary sources	Unavailable	Unavailable	Unavailable	Unavailable	
Water consumption (m ³)	2,623,511	531,000	93,598	864,600,000	867,848,109
% total ACS Group sales accounting for the data obtained	34%	6%	19%	28%	87%
Total direct and indirect emissions of greenhouse gases (t CO ₂)	82,890	12,988,147	44,307	22,895,443	36,010,787
% total ACS Group sales accounting for the data obtained	34%	13%	19%	28%	94%
NOx, SOx and other significant emissions into the air (t)	Insignificant	Unavailable	Insignificant	171,200 t SO ₂ 53,800 t NOx 6,700 t particles	
% total ACS Group sales accounting for the data obtained				28%	28%
Total waste water dumped (m ³)	Insignificant	Unavailable	Insignificant	83,814	83,814
% total ACS Group sales accounting for the data obtained				28%	28%
Non-hazardous waste managed (t)	Soil and construction and demolition waste, urban waste	Waste resulting from the treatment of waste, urban waste	Paper, cardboard, wood, electronic waste, rurban waste	Srap iron, ashes, slag, urban waste	
	1,617,000	178,794	3,340	1,831,007	3,630,141
% total ACS Group sales accounting for the data obtained	34%	6%	20%	28%	88%
Hazardous waste managed (t)	4,334	Unavailable	52	4,690	9,076
% total ACS Group sales accounting for the data obtained	34%	Unavailable	19%	28%	81%



Construction

Construction activity has an effect on the natural environment of which the ACS Group companies are aware. Therefore effective and applicable preventive measures are carried out.

Although this effect is temporary, it may affect different elements of the natural environment such as water, the atmosphere, soil, etc. To eliminate or minimise the possible effects of construction, each work forming part of the general planning identifies the various environmental impacts that may arise and assesses them in accordance with criteria relating to their magnitude and the characteristics of the environment.

This enables a number of preventive measures or good practices which facilitate the sustainability of the environment and the fulfilment of legal requirements to be designed and implemented, since on many occasions these measures involve self-regulating limits which are stricter than those laid down under law. Definitely, measures were adopted aimed at preventing water pollution, soil contamination, emissions into the atmosphere and effects on natural species including flora and fauna, as well as the effect incidents cause on people's everyday lives. In 2007 the main objective was focused on the management of construction and demolition waste.

By applying the policies and measures included in the annual environmental plan, 16.57% of the total construction and demolition waste generate was recycled. Also, water and energy consumption has continued to be optimised.

The environmental problems relating to these wastes are not only a result of the large volume generated, but also their management, considering that their current treatment is unsatisfactory in most cases and most wastes are finally dumped into landfills.

Therefore, the ACS Group companies have defined the appropriate management of construction and demolition waste as a strategic line in their works. In this connection, they have established initiatives aimed at the reduction of the generation of such waste, the reuse of waste on-site or in other authorised locations and recycling, either on-site or by transporting waste to classification and treatment plans that allow for the appropriate treatment of valuable fractions.

All of the above is performed on a global level to achieve two significant goals aimed at the sustainable development of the sector: the reduction of the amounts dumped at landfills; and the reduction of the use of natural resources by taking advantage of the resources they contain.

Environmental performance: Main environmental indicators

From the implementation of the environmental indicator system, information allowing for the quantitative assessment of the main parameters reflecting how construction activity affects the natural environment became available, enabling the company to have knowledge of the repercussion of the measures implemented, and of their evolution over time.

Accordingly, the use of the environmental indicator system has been continued and mainly includes the following indicators: Consumption of natural resources, and particularly water and energy, taking into consideration the various sources (electric, hydrocarbons, gas, etc.), and the management of waste and CO₂ emissions.



Consumption indicators

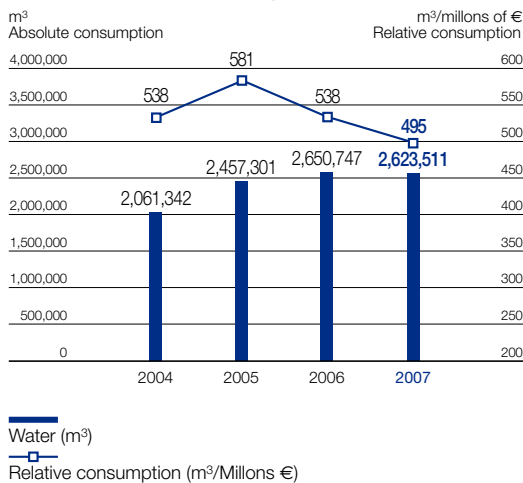
Water consumption

In the case of water, and to analyse its evolution, relative consumption was obtained based on total annual production.

As can be observed, total consumption has remained unchanged despite the increase in production. However, the ratio has dropped, evidencing that this resource is being used more efficiently.

Water consumption	2004	2005	2006	2007
Water (m ³)	2,061,342	2,457,301	2,650,747	2,623,511
Relative consumption (m ³ /Millions €)	538	581	538	495

Evolution of water consumption



Energy consumption

To analyse energy consumption, the amount of different energy sources consumed have been converted into a common unit so that it is possible to compare their evolution based on total annual production.

In accordance with International Energy Agency criteria, the common unit used is the ton oil equivalent (toe). The conversion factors used are those normally used by both national and regional public authorities in energy plans.

The evolution of the different energies consumed was as follows:

Different energies consumed	2004	2005	2006	2007
Electricity (KWH)	50,639,884	84,869,734	63,678,893	72,590,920
Unleaded petrol 95 (L)	170,164	150,644	233,722	243,422
Unleaded petrol 98 (L)	29,050	68,073	45,353	8,892
Super petrol 97 (L)	71,303	19,328	8,606	41,488
Fuel-oil (L)	2,814,276	1,747,544	1,111,997	2,001,575
Gas-oil A (automotive) (L)	7,696,821	5,684,379	6,835,901	6,395,418
Gas-oil B (bonified) (L)	10,832,334	13,051,134	18,633,297	12,326,203
Gas-oil C (heating) (L)	1,678,213	72,401	296,117	27,175
Natural gas (m ³)	1,451	55,508	284,410	956,043
Butane (KG)	2,213	2,403	2,935	816
Propane (KG)	27,141	7,454	4,273	9,529
Biodiesel (L)	-	-	-	1,149
Other	243,230	-	17,114	15,621



It is clear that energy resources are being used more efficiently, since despite the increase in production, total consumption dropped and the ratio of relative consumption to production volume decreased.

It is noteworthy that several work centres have begun using biodiesel for the first time this year.

CO₂ Emissions

In 2007 a new indicator was implemented reflecting the effect of the emissions from construction activities.

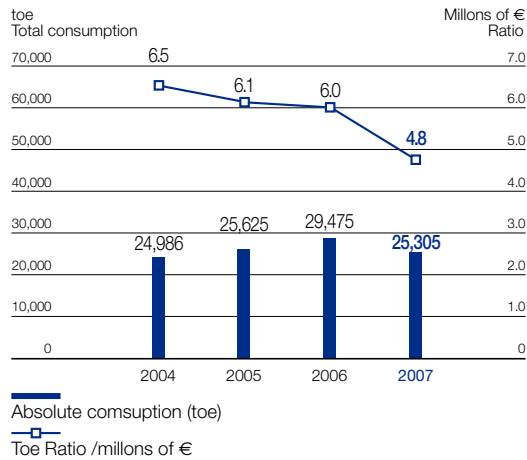
The equivalent emissions of CO₂ arising from the consumption of fuel (petrols, Gas-oils, liquefied petroleum gas.) used at work centres as sources of energy were calculated. Additionally, the emissions equivalent to electricity consumed at the work centres were included.

For this purpose, the emission factors used in the Renewable Energies in Spain 2005-2010 Plan, as well as the criteria established by WRI/WBCSD, under the GHG protocol. "Indirect CO₂ Emissions from the Consumption of Purchased Electricity, Heat, and/ or Steam". Calculation worksheets (January 2007) v 1.2.

Following the results obtained from the valuations of emissions arising, measured in t of CO₂, the company now has an appropriate starting point for setting future greenhouse gas reduction objectives in order to contribute to the fulfilment of the Kyoto Protocol, and to prevent the harmful effects of global warming.

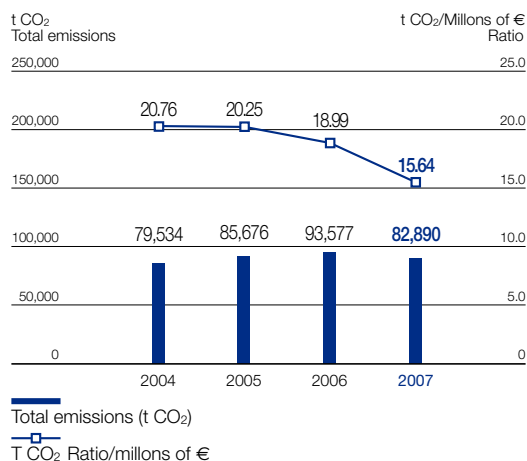
Energy consumption	2004	2005	2006	2007
Total (toe)	24,986	25,625	29,475	25,305
Toe Ratio/Millions of €	6.5	6.1	6.0	4.8

Evolution of energy consumption



CO ₂ Emissions	2004	2005	2006	2007
Total (t CO ₂)	79,534	85,676	93,577	82,890
t CO ₂ Ratio /Millions of €	20.76	20.25	18.99	15.64

Evolution of CO₂ emissions





Waste indicators

Following is a table of the indicators corresponding to the types of waste which are most common in construction (soil and construction and demolition waste) in which the results of the measures taken can be evidenced, as well as their evolution over time.

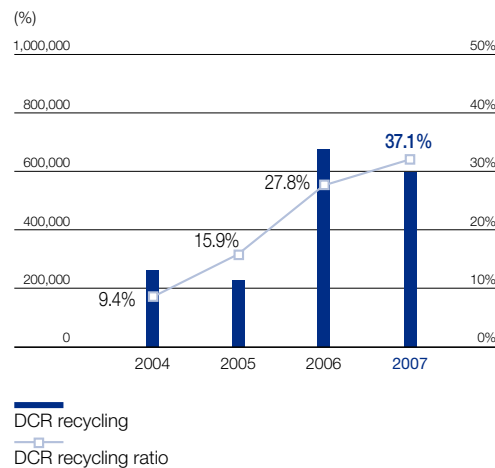
As can be observed, there has been an upturn in the evolution of the management of construction and demolition waste, and the amount of construction and demolition waste dumped has been reduced by approximately 37 %.

Pursuant to applicable environmental law, the management of wastes is completed with the separation, storage and treatment by an authorised manager or Integrated Waste Management System of the remaining hazardous or specifically regulated wastes produced at the various work centres.

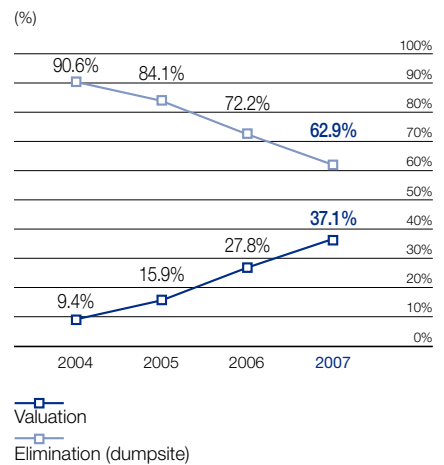
Excavated Soil	2004	2005	2006	2007
<i>Reduction of projected amounts</i>	5.7%	5.8%	3.6%	2.3%
Reuse to total produced	79.6%	72.0%	68.6%	79.6%
At own site	91.5%	86.3%	63.8%	54.3%
At other sites	2.5%	7.8%	12.3%	19.5%
Restoration of degraded areas	6.0%	5.9%	23.9%	26.2%
Deposited at dumpsite	20.4%	28.0%	31.4%	20.4%

Construction and Demolition waste	2004	2005	2006	2007
Valorization (reuse + recycled)	9.4%	15.9%	27.8%	37.1%
Reuse to total produced	3.6%	7.8%	17.2%	20.6%
Recycling to total produced	5.8%	8.2%	10.6%	16.6%
Deposited at dumpsite	90.6%	84.1%	72.2%	62.9%

Evolution of construction and demolition waste valorization



Evolution of the final management of construction and demolition waste



In 2007 the amount of hazardous wastes managed amounted to 4,334 tons.

Objectives for 2008

- Increase in the recycling of construction and demolition waste in order to reach 20% recycling of total waste in 2008.
- Campaign to prevent or minimise effects on the urban environment.
- Identification, analysis and dissemination of the best environmental practices implemented at work sites, in order to transfer knowledge and experiences.

Sustainability over water

New Bridges for Expo Saragossa 2008

The river Ebro gives its name to the Iberian Peninsula and the city of Saragossa, located in its middle reaches at the foot of the Pyrenees, is its historical capital and, as the heir of the Roman city of Cesaraugusta, owes its existence to the privileged strategic enclave.

Saragossa has a history going back thousands of years, in which its development has been marked by the presence of the Ebro. The river has been everything for the city. It has contributed to its wealth, it has served as its defence, but it has also been its limit. Its continuous growth, which has made it Spain's fifth largest city, has taken place by expanding its urban limits towards the south, always leaving the river as a frontier. The city of Saragossa's aspiration of including the Ebro in its urban framework was held back, until a few decades ago, by the need to span its course. This changed thanks to the enormous strides made in structural engineering and in construction means and processes when these put a tool to the service of society which is capable of satisfying their demands: the bridge.

So, since the middle of the last century, Saragossa has committed itself to urban development oriented towards the north, converting the Ebro into an outstanding axis for the city and eliminating its historical character as a barrier. This integration of the river into the city required the construction of new bridges over it to provide the necessary urban permeability and its current and future growth are linked to the appearance of more.

Dragados's links with Saragossa's bridges have been continual and varied. Of the bridges existing to this day we have built the Santiago bridge, the railway bridge at Miraflores, the one at Pilar, the one for the Ronda de la Hispanidad and we have contributed to the conservation of the city's heritage with the restoration of the Puente de Hierro and the historic Puente de Piedra.

This relationship could not do other than persist and we have the enormous satisfaction of continuing to make the aspirations of the people of Saragossa come true with the construction of two new bridges over the river Ebro: the Third Millennium Bridge and the Pavilion Bridge for the 2008 International Exposition which is to take place in the city.



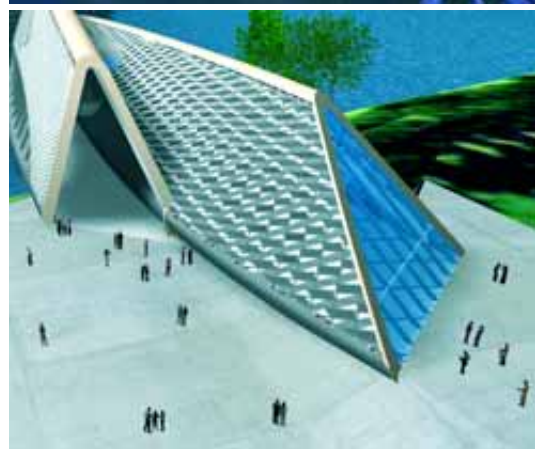
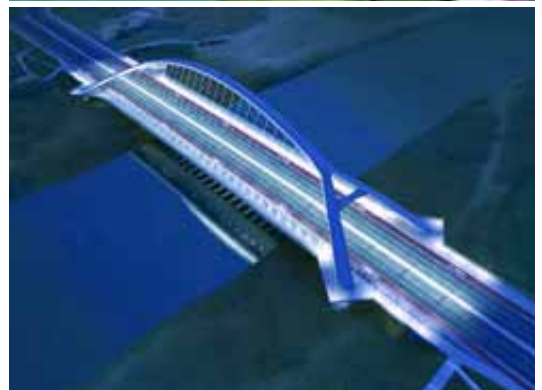
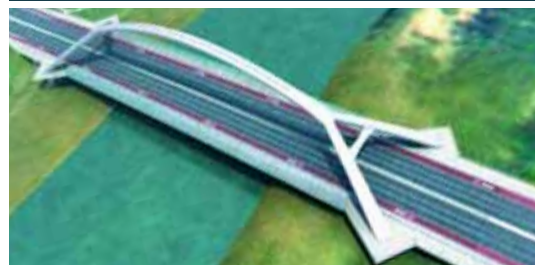
The installations for the International Exposition are located in the Meandro de Ranillas, sited to the west of the linear park along the Ebro where the transition takes place from city to the agricultural and natural zones of the riverside. The intervention of Expo 2008 in this privileged site occupies 25% of the area of the enclosure and the remaining 75% delineates a park which will be the most important legacy for the city of Saragossa. The two spaces are separated by the route of the Ronda del Rabal, a road which completes Saragossa's third ring road. Of the 120 hectares which make up the Park, half belong to the riverside ecosystem and will have a completely natural treatment.

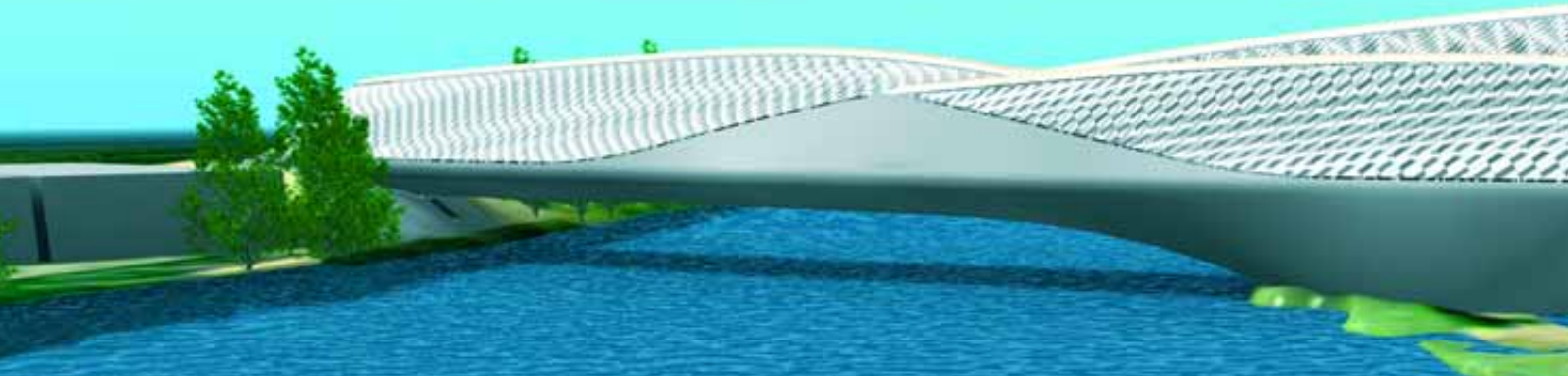
The presence of water in the park structures the space like a spinal column, with a progression of different forms from the northern entrance until it reaches the Ebro: from noisy, agitated water to the mirrors of the baths and the pool constructed amid the nature of the river, organising a living, free-standing system which purifies the water drawn from the river Ebro, the Rabal irrigation channel (water from the river Gállego) and the water table and carries it perfectly cleaned to the bathing area. Afterwards it is reused for irrigation and the surplus is finally drained into the river.

The inside of the park will be dominated by the water element integrated into a natural purification system which is educational in nature. It combines regulating canals, aqueducts, ponds, navigation canals, a white water canal, etc. The park's geometry arises from a reinterpretation of the inherited agricultural order (paths, irrigation channels, etc) and this contributes to the action being seen as a strategy of logical continuity in the urban evolution of the city. Leisure activities, features and services are promoted in it.

Holding Expo 2008 will enable the capital of Aragon to completely renew its image, since in less than two years, two new bridges will become icons of modernity for the capital of the Ebro and thanks to them it will gain merited national and international renown.

One of these, the **Third Millennium Bridge**, which joins the Saragossa districts of La Amozara and el Actur, forms part of the third ring road, while the **Pavilion Bridge** will remain after 2008 as the entry to the office and business complex envisaged as the "post-Expo". The sole point in common between the two bridges will be their length: 270 metres.





Third Millennium Bridge

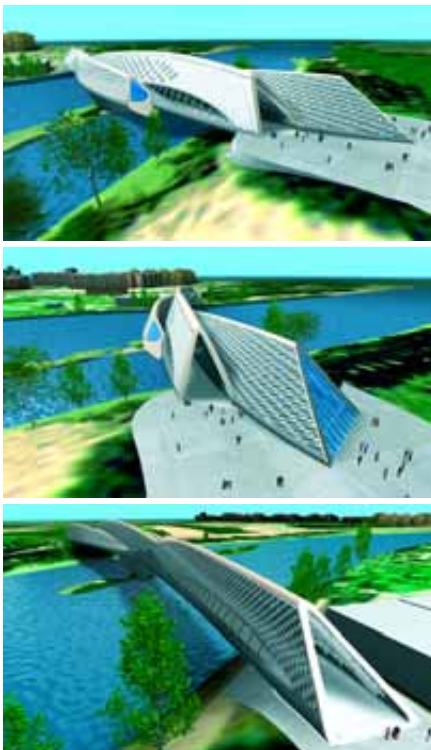
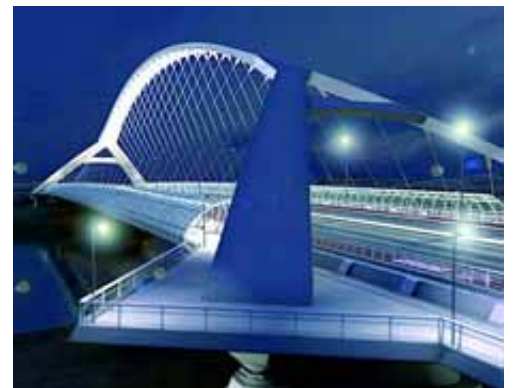
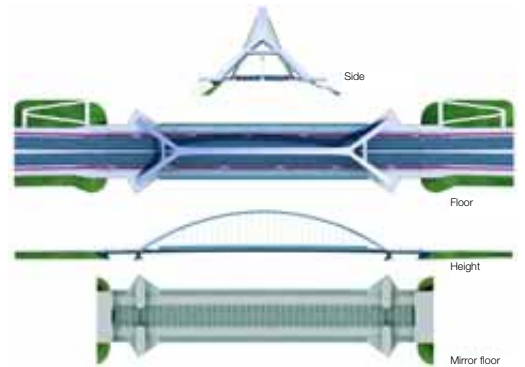
The Third Millennium Bridge, a project by the famous Aragonese engineer Juan José Arenas, enables the completion of the third Saragossa ring road. But, at the same time, it will constitute the entry of the river Ebro into the city. The idea that Saragossa probably owes its existence to the river made him think from the beginning of a great bridge/door which would receive the waters of the river with the utmost dignity.

The location of the work, in the midst of the Ranillas meander, with its noticeable curvature, also encouraged the proposal of a structure which crosses the course in a single span, as the highest guarantee of preventing flooding problems in an area which is so sensitive and where the hydraulic behaviour is so difficult to predict. The Third Millennium Bridge is destined to be a benchmark in world engineering thanks to its advanced design.

Its form is based on the cable-stayed arch concept, but with a span of 216 metres and with the deck and the lateral porticos in concrete. The lateral pedestrian walkways are protected from the strong northerly winds by a transparent glazed shield. This decision was taken to try to attract people onto the bridge so that it serves as an area for relaxation and a lookout onto the river.

The Third Millennium Bridge has already appeared on the front cover of the most important journal on the subject (Bridge Design & Engineering) without the work even having started. Once it has been completed it will go into the record books with an authentic challenge: achieving the erecting of one of the concrete arch bridges with the greatest distance between supports in the world.

Its image will be recognisable around the world, as its spectacular white concrete arch will be appreciated from the main communication routes arriving in the city.



Pavilion Bridge

Some 250 metres away will be the Pavilion Bridge, a work by the famous Iraq-born architect Zaha Hadid, winner of the Pritzker Prize 2004, considered to be the Nobel prize for architecture. It is devised to be a spectacular pedestrian viaduct which will serve as the entrance to the Expo and, at the same time, as an exhibition building above the river course. The structure is of steel, although its external appearance is given by the façade made up of glass fibre reinforced concrete (GRC) panels in different shades.

The Pavilion Bridge, one of the main entrances to the Expo, has a very stylised form. It starts off slender in the district of La Almozara and then gains width as it approaches the left bank. It is supported on both banks of the river and on a central island in the river course.

It has an organic, braided form which simulates a gladiolus which opens and closes like the natural elements. The bridge goes from side to side on mounds which descend smoothly to the river banks. The project-winning team defines the Pavilion Bridge as an object born of the natural conditions of the river and its banks.

It proposes a new order for the landscape of the Ebro's river banks. It is separated in this way from the alignments and buildings and it sets up a smooth interaction with the city by means of landscaped transition ramps.



Prescriptions	Affected contract work	Protective and corrective measures adopted
Physical	Edaphic	Alteration of the natural structure of land Conservation and recovery of land by means of the following measures: <ul style="list-style-type: none"> • The construction of roads, the placement of equipment, storage areas, accessory borrow areas and installations will need to adhere to what is strictly necessary in the areas in the public water course domain and the control area. In no case will the abovementioned storage, accessory borrow and installations areas occupy zone 1 delimited in the Plan for the Regulation of Natural Resources for the "Groves and Oxbow Lakes of the Ebro" • Delimitation of the work site area • Creation of slopes to assure stability and balance under any weather conditions • Removal and piling in optimal conditions to prevent the compacting of vegetal soil, including the sowing and fertilization thereof
	Atmospheric	Risk of the emission of dust into the atmosphere Reduction of the emission of dust into the atmosphere for the maintenance of an adequate quality of air through the performance of the following activities: <ul style="list-style-type: none"> • Determination of roads and areas where dust may be emitted • Maintenance of internal roads in optimal conditions • During the performance of the contract work, the falling of material from great heights will not be permitted • Limit on the speed of the vehicles on the worksite • Watering system to decrease the emission of dust into the atmosphere • Vehicles transporting materials off the worksite will be required to be covered • Fitting of areas for the washing of wheels at the worksite exit • Control of particles which can form sediments in areas alongside the works using sediment catchers
	Hydrologic	Risk of an effect on water quality of the terrestrial water network Minimise possible dumping into the water network through measures such as: <ul style="list-style-type: none"> • Taking into account that runoff could transport substances to the Ebro and cause changes in its physico-chemical characteristics • Rule out dumping into the network without the express authorization of the competent authorities • Installation of runoff basins, prior to dumping into the sewage network or the river course • Control and analytical monitoring of water • In rainy periods, covering of the stocks of fine material to prevent solids entering into suspension • Paying attention to the material dredged and modified during the work in all the areas where significant alterations are made to the bed of the river Ebro and, in particular, during the execution of the Pavilion Bridge, rescuing the populations of naiads affected where appropriate (Unio mancus, Potomida littoralis and Anodonta cf. cygnea) • Avoiding movement of machines and lorries along the riverbed. In those places where this is essential for the construction of the Pavilion Bridge, the work will, as far as possible, be limited to the period of low water in the river Ebro so as to minimise the affects on water quality and the fauna associated with it • Carrying out of the works in the Public Water Domain and in the water rights and control areas with prior authorisation from the River Basin Authority • Actions which require direct or indirect draining of waste water into the river course will require mandatory authorisation from the River Basin Authority
	Habitat - Noises and Vibrations	Risk of an effect on the town Performance of noise emission controls in the areas close to the sites where there is housing
Biological	Flora	Risk of an effect on vegetable formations during the performance of the work tasks Reduction of the effects on existing vegetation by taking the following measures: <ul style="list-style-type: none"> • Staking and protection of trees. • Correct transplanting and maintenance of affected trees • Re-vegetation of bare areas arising from the contract work, paying special attention to aspects such as: <ul style="list-style-type: none"> – Soil analysis – Selection of herbaceous and bush species – Selection of sowing method in accordance with the anticipated development projects
	Fauna	Risk of an effect on populations located in the worksite's area of influence Maximise the protection of the different species with measures such as: <ul style="list-style-type: none"> • Carrying out the combination of works especially stressing the protection of Margaritifera auricularia (a species of freshwater bivalve mollusc which is currently only scientifically confirmed to have live populations in the riverbed of the Ebro, this being much more scarce and rare than other species of naiads) • Special care will need to be paid in the works for construction of the caisson, execution of piles for the central island and subsequent dismantling of auxiliary means • Previous gathering of vertebrates with limited mobility in areas affected by the contract work by combing the area • Transfer of these animals to neighbouring areas • Deposit in closed containers of the organic waste to prevent the attraction of species
	Landscape Integration	Effect of the carrying out the contract work on the landscape in the setting Adaptation of facilities and structures to the environment through: <ul style="list-style-type: none"> • Maintenance and cleaning of office areas, work shacks, machinery parks, roads, shoulders and ditches. • Appropriate location of material stocks and of the waste generated, and quick management thereof • Auxiliary structures at the entrances will be integrated with the environment to the extent possible
	Human	Social and Economic Environment
	Habitat - Noises and Vibrations	Risk of an effect on the town Performance of noise emission controls in the areas close to the sites where there is housing



Environment & Logistics

Main environmental performance indicators

The main impacts of this activity are related to the emission of greenhouse effect gases produced by the fleet of vehicles used for different services, as well as their fuel consumption, to the emission of methane from dumps and to waste generation.

The Environment and Logistics area is working hard to reduce the consumption of fuel by company and subcontracted fleets of vehicles in the collection of urban solid waste, street cleaning, the transport of passengers and integral logistics services. These graphs include all data excluding information on the transport of passengers.

To reduce these impacts, policies have been implemented in all areas, from the reduction of fuel consumption and the use of biodiesel fuel in transport, as well as the reduction of emissions by treating

urban solid waste instead of dumping it. On the other hand, it aims to treat the waste generated safely, both for the environment and for individuals.

The ACS Group, through its company Urbaser, S.A., is the leader in the management of solid urban waste treatment plants in Spain, and has undertaken significant actions abroad. It currently manages the following:

- 39 USW Pre-treatment Plants, with a capacity of 6,100,000 tons per year.
- 4 Energy Recovery Plants with a treatment capacity of 1,081,000 tons per year.
- 3 Energy Recovery Plants under construction, with a treatment capacity of 832,000 tons per year.

Number of Vehicles Managed	2004	2005	2006	2007
Environment	3,600	4,300	4,656	3,617
Logistics	1,670	1,766	1,853	2,018
Total	5,270	6,066	6,509	5,635
Diesel Fuel Consumed (millions of litres)	2004	2005	2006	2007
Environment	24.0	24.5	26.6	20.5
Logistics	61.5	66.6	69.9	76.1
Total	85.5	91.1	96.5	96.6
CO ₂ Emissions (t)	2004	2005	2006	2007
Environment	65,899	67,271	73,038	56,187
Logistics	168,865	182,951	191,883	208,960
Total	234,763	250,222	264,920	265,147





- 1 Energy Recovery Plants planned, with a treatment capacity of 160,000 tons per year.
- 12 Bio-methanization Plants with a treatment capacity of 782,312 tons per year
- 7 Bio-methanization Plants under construction, with a treatment capacity of 474,948 tons per year
- 1 Bio-methanization Plant planned, with a treatment capacity of 50,000 tons per year
- 44 Composting Plants with a treatment capacity of 2,280,665 tons per year

• 46 Controlled Landfills, with the capacity to eliminate 7,335,000 tons per year.

• 50 Transfer Plants with a load capacity of 6, 388,600 tons per year.

The whole of the treatments in plants where materials are recovered and electricity is generated, in addition to

the de-gasification of landfills, gave rise to CO₂ savings equivalent to approximately 5.2 million tons in 2007.

The large Energy Recovery plants of Madrid, Mallorca and Cantabria continued to have high operating reliability, with annual availability of over 85%.

The different processes generating energy from Urban Waste had a total installed power of 179 Mw, generated 674.62 electric Gwh and exported 527.6 Gwh to the electricity network.

Consumption and waste generated in the treatment of waste	2004	2005	2006	2007	Var. 07/06
Absolute consumption					
Electricity (GWh)	109	127	130	250	+92.1%
Water (Mn. m ³)	1.03	1.17	1.21	0.53	-56.1%
Gas-oil (Mn. liters)	7.44	8.51	8.65	17.53	+102.7%
Natural gas (Mn. m ³)	11.63	13.47	14.20	9.78	-31.1%
Waste generation (Mn. Tn)	0.56	0.59	0.61	0.18	-71.1%
CO₂ emissions (Mn. Tn)	7.90	8.23	8.23	12.72	+54.6%
CO₂ emission savings (Mn. Tn)	3.0	3.6	3.6	5.2	+43.8%
Relative consumption					
Electricity consumption per ton treated (kWh/Tn)	19.1	17.4	16.9	25.0	+48.0%
Water consumption per ton treated (l/Tn)	180.3	159.9	157.6	53.4	-66.1%
Gas-oil consumption per ton treated (l/Tn)	1.30	1.16	1.13	1.77	+55.8%
Natural gas consumption per ton treated (m ³ /Tn)	2.04	1.84	1.81	0.99	-45.6%
Tn of CO₂ emissions per Tmn of treated waste	1.38	1.13	1.13	1.28	+13.3%
Savings in the emission of CO₂ upon treatment of USW rather than dumping (%)	27.3	30.6	31.5	31.5	-0.1%
Waste generation per Tn treated (Tn)	0.10	0.08	0.08	0.02	-77.4%
Total renewable power installed (MW)		177	179	179	0.0%



3.6 Commitment to the Natural Environment

One of the ACS Group's environmental activities is the treatment and integral management of water as a scarce resource. The ACS Group is responsible for the supply of drinking water to over three million people in Spain, Latin America and Morocco, and for its treatment, and focuses on maximum efficiency and savings in the

use of this extremely valuable resource, which amounts to 286 million cubic metres per year. For the ACS Group, the sustainable management of water is a key resource in its commitment to the environment and to sustainability.

Management Type	Habitants		Volume Managed annually (m ³ /year)	
	2006	2007	2006	2007
Distribution of drinking water	2,935,182	2,931,182	269,434,970	268,824,970
Treatment/Supply of drinking water	2,872,604	2,868,604	262,292,050	261,682,050
Sanitary control of drinking water	3,005,182	2,931,182	276,009,350	268,824,970
Maintenance and cleaning of the sewage network	3,285,182	3,281,182	269,434,970	268,824,970
Purification of waste water	2,650,641	5,133,778	234,246,111	349,936,041
Management of subscribers	3,117,451	3,113,451	286,553,470	285,943,470

Objectives for 2008

- Increase in the savings of equivalent CO₂ emissions with respect to the baseline solution of dumping.
- Replacement of fluorescent tubes with other mercury free lighting systems.
- Continued reduction of control rates by means of the adoption of procedures in line with the quality and prevention systems.
- Increase in environmental actions in other countries of Europe and America.
- 1% reduction in the fuel consumed and 3% reduction in the paper consumed in the office.



Industrial Services

Main environmental performance indicators

The two main areas in relation to which Industrial Service activities have a negative impact on the environment are the efficient use of natural resources and improvements in the management of waste generated. These are precisely the areas in relation to which the greatest efforts are made. In this respect, managers are not only concerned with the reduction of waste, but also the appropriate treatment and recycling of the waste inevitably produced by the environmental management departments of each of the Group companies.

Of the companies forming part of the Industrial Services area, noteworthy is the effort made by two of these which are representative of two activity segments, Dragados Offshore in EPC and “turn-key” projects and ETRA in the Control and Maintenance Systems area.

Dragados Offshore has an Environmental Management System forming part of an Integrated Quality, Labour Risk Prevention and Environmental Management System. This system is certified by Lloyd’s Register in accordance with the

Industrial Services makes a significant effort to continue being certified in accordance with the environmental ISO 14001:2004 standards at all companies. Also, in 2007 it carried out 146 audits and developed 221 specific environmental plans in other individual works.

standards ISO 9001:2000 (Quality), OHSAS 18001:1999 (Labour Risk Prevention) and ISO 14001: 2004 (Environment). In 2006 it was recertified for an additional three years. In 2007 the first of the maintenance audits to which this system will be subject until its expiration date (2009) was performed and the results were satisfactory.

Following is a detail of the hazardous and non-hazardous waste managed in 2007 in comparison to 2006.

Dragados Offshore	2006	2007	Evol.
mt			
Hazardous waste	43,569	12,787	-70.7%
Non-hazardous waste	761,873	895,559	+17.5%
Total waste	805,442	908,346	+12.8%

Similarly, the ETRA Group has defined a Management System which enables it to assure that its Policy and commitment to the Natural Environment is a reference in the provision of services.

The Environmental Management System established defines the organizational structure, planning of activities, responsibilities, practices, procedures, processes and resources required to do the following:

- Evaluate the impacts of its activity on the environment and minimise them.
- Research, develop and offer its clients innovations which improve environmental conditions.
- Heighten the awareness of its own staff and of those working on its behalf.
- Manage waste correctly and foster the reuse and recycling thereof.

Also, it aims for people and organizations unrelated to the company to have knowledge of its structure, operation and action guidelines based on the criteria and procedures required to guarantee the fulfilment of environmental principles.

Following is a retail of the hazardous and non-hazardous wastes managed in 2007:

Hazardous waste managed	2007
Used mineral oil	630 Kg
Oil filters	25 Kg
Brake liquid	-
Antifreeze	-
Contaminated cloths and paper	150 Kg
Soil, sepiolite and other contaminated absorbents	145 Kg
Leftover paint and solvent	2,313 Kg
Contaminated metal paint and solvent containers	534 Kg
Contaminated plastic containers	84.5 Kg
Button and alkaline batteries	17 und.
Lead batteries	1,489 Kg
Fluorescent light bulbs and halogen lamps	6,094 Kg
Unused vehicles	-
Non-hazardous waste managed	2007
Scrap iron - used wire	44,234 Kg
Pharmaceutical waste	-
Debris	126,400 Kg
Cartridges and toner	348 und.
Computer and electronic equipment	2,164 Kg
Plastics	7,650 Kg
Wood	35,396 Kg
Paper and cardboard	27,842 Kg
Consumption	
Water	2,627 m ³
Electricity	609,935 Kwh
Fuel	202,945 l

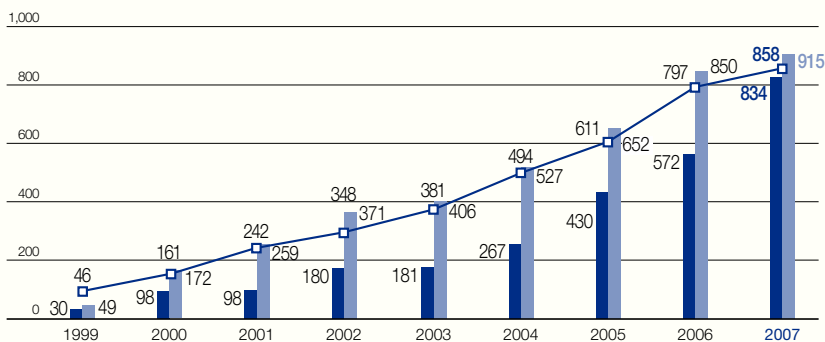




Renewable energy, main aggregates

EYRA is the Group company specializing in wind power. It takes part in the operation of 28 wind farms with total installed power of 834 MW that generated over 915 GWh in 2007 from this renewable

energy source. If this electricity had been produced by a coal boiler (e.g. lignite), 858,000 tons of CO₂ would have been emitted as a result of the combustion of this mineral.



Installed power (MW)

Energy produced (GWh/year)

Reduction in CO₂ emissions, taking into consideration the CO₂ that would be emitted by a lignite coal boiler to produce the same amount of electricity

Additionally, The ACS Group is a Pioneer in the development of thermal solar power plants, having initiated the development of the Andasol I and Andasol II projects, two plants of 50 MW each, in 2007.

These power plants are the first of their kind in Spain and are located in the province of Granada.

Furthermore, the Group is taking part in the promotion of a third thermal solar power plant in Extremadura, which also has an installed power of 50 MW. Additionally, in the solar energy area, five projects with installed power of 250 MW are currently in the financing or promotion phase.



3.6 Commitment to the Natural Environment

At all its Operating Centres and Branches, measures have been undertaken to reduce the significant impacts of its work centres (raw material consumption/ waste reduction / recovery and recycling of waste) on the environment. For example:

- 50% of wire coils were recycled.
- 61.3% of the wood waste generated was valorized.
- The production of hazardous waste was reduced by 71% at Dragados Offshore.

- Reduction in fuel consumption and vehicle emissions in the intensive activities requiring the use of vehicles such as Control Systems.
- In relation to traffic control and signing, replacement of the traditional light bulbs with low energy bulbs.

Additionally, specific environmental protection plans have been developed and implemented in unique projects or projects with special features such as the following:

- Environmental Management plan for sulphur removal works at thermal power plants.

- Contingency plan for accidental marine contamination setting out guidelines to be followed in the case of the dumping of hydrocarbons into the sea.
- Environmental plan for the manufacture of Topsides at shipyards.

- Environmental plans in relation to hydrosulphurization in acidic waters produced in refinery facilities.
- Development of decontamination equipment for the removal of asbestos at the Rota Naval Base.

Objectives for 2008

- Reduce the consumption of paper in offices by 5%.
- Improve the valorization of waste by 5%.
- Increase the recycling of coils by 5% with respect to 2007, i.e. reach a recycling percentage of 53.6%.
- Continue with the policy of improving the efficient use of fuel through the individualised control of the consumption of each of the company vehicles used to detect possible maintenance problems giving rise to excessive consumption.
- Study the implementation of electricity saving measures within the facilities of the different work centres. As part of this initiative the following will be studied:
 - a) Plan for the replacement of the current lights with lower energy models.
 - b) Possible implementation of movement detectors which prevent the unnecessary use of lighting.



Energy

The main environmental impacts of the industrial activity of Unión Fenosa relate to emissions into the atmosphere, dumping into water, and waste.

The pollutants emitted into the atmosphere by thermal power plants arise during the combustion process, and to a lesser extent, during fuel storage and transport operations.

In the case of coal, the importance of the selection and preparation of the land in which coal burning facilities and dumps are to be installed must be taken into account. The transport of ash does not usually give rise to environmental problems since it is carried in appropriate containers when it is dry, and has no repercussions on the environment when it is wet.

Of most significance with respect to the impact of thermal power plants on the environment are the emissions of particles and gases (sulphur oxides, nitrogen oxides, and carbon dioxide).

At Unión Fenosa, the concentrations of these pollutant gases is much lower than the limits in each of the plant's authorisations. Specific emissions of NOx and particles has dropped for the fifth consecutive year due to the start-up of new combined gas cycles, the

more efficient production of energy in the existing plants and the use of fuels of high environmental quality.

At the electricity generating facilities of Unión Fenosa mainly two type of effluent liquids are produced: thermal discharges and the dumping of water from the water purification plants.

The quality of the water required by a thermal power plant gives rise to difficulties in the operation of the facility, since high quality water is needed for a number of operations, ranging from simply softened or drinking water to completely demineralised water required to feed the vapour generation system. Therefore, the plant relies on a purification plant, which in turn generates waste effluents.

The most frequent and continual uses of water, and consequently those which give rise to the most effluent liquids, are as follows: generation of vapour, refrigeration of the condenser, treatment and purification of supply water, potabilization of water and handling of wet ash.

At Unión Fenosa noteworthy is the proper operation of the purification equipment and systems, which have enabled the company to comply with the dumping authorisations granted to each facility.

The operation of a thermal power plant requires the consumption of large amounts of water for the plant's refrigeration, the water-vapour cycle, cleaning operations and the humectation of ashes.

87% of the water consumed at Unión Fenosa is due mainly to the evaporation of the refrigeration towers of the thermal power plants and the remainder is consumed either in the water-vapour cycle or by auxiliary services.

Additionally, Unión Fenosa has included as part of its environmental management practices the monitoring of the effects of its dumping on the aquatic ecosystems in the surroundings by means of Studies from which it has been concluded year after year that the operation of the thermal power plants of Unión Fenosa do not have significant effects on the ecological quality of the water masses.

The waste produced by Unión Fenosa can be classified as urban, hazardous, non-hazardous and radioactive.

Urban waste, such as paper, cardboard, organic waste and glass, is generated at the offices and in services. In most of its facilities, paper is recycled and the other waste is managed by municipal collection services.



The large majority of hazardous waste relates to used oils, PCB and the transformers containing it.

Most of the inert waste relates to ashes and slag, which is generated in the facilities which use coal as fuel. These are recycled or deposited in authorised landfills located on-site. To a lesser extent, scrap iron is generated by the change in components at the facilities.

At Unión Fenosa waste is managed in accordance with the law in force. All facilities have the corresponding authorisations for producers of hazardous waste, which allow for their record, inventory storage and management. Additionally, the RESTA Project is relied on for the appropriate segregation, storage and management of waste produced in the International and domestic activities engaged in by Unión Fenosa.

Noteworthy actions in the Environmental area

Unión Fenosa fosters the research and development of environmental projects resulting in the sustainability policy set for the company. In 2007 work has been continued in different projects whose aim is to improve the environmental conditions of its facilities and of the environmental processes of the Unión Fenosa Group. These can be summarised as follows:

Project for the Environmental Adaptation of Coal-Fired Thermal Power Plants, in relation to which the following actions were taken in 2007:

- La Robla:
 - Change of low NOx burners.
 - Modification in the overfire air system (OFA).
 - Construction of a track bed for the improvement of the fuel supply system.
 - Improvement in the precipitator control system.
- Anillares:
 - Improvement in the precipitator control system.
- Narcea:
 - Change of low NOx burners.
 - Improvement in the precipitator control system.

In 2008 the wet desulphurization system, non-hazardous waste landfill, and the installation of the fuel monitoring system will be undertaken (MEIGAS project) at the La Robla power plant; as well as the injection of SO₃ at the Anillares plant; and finally the wet desulphurization, non-hazardous landfill and injection of SO₃ at the Narcea plant.

The Fausto project will be carried out at the thermal power plant of Meirama (A Coruña), and the change from brown coal to subbituminous coal, which has increased heating power and is of better environmental quality,

will allow for a 50% reduction in waste generated, a 24% reduction in CO₂ emissions, a 74% reduction in SO₂ and a 50% reduction in the emission of NOx into the atmosphere. Additionally, it is estimated that the emissions of CO₂ resulting from the transport of coal will be reduced by 20%.

The Medusa project. Associated with the Fausto project, this is an initiative of Unión Fenosa Generación, which terminated the works being performed at the Medusa facilities in July 2007, and whose purpose is to handle imported coal in a closed circuit at the port of La Coruña with minimal emissions of dust.

The facilities include a closed transfer warehouse with capacity for 90,000 tons, two ecological ship loaders for the unloading of vessels, associated covered transporter belts and four silos with telescopic hoses for the loading of railway wagons. Consequently, the environmental impact is guaranteed to be minimal, and the transport of 100% of the coal by railway to the thermal power plant of Meirama can be guaranteed.

The comparison between the manner in which imported coal is handled under the current operation method and the previous one has led to over a 90% reduction in all classes of environmental impacts, based on the Life Cycle Analysis study performed.



The Railway Transport to the Thermal Power Plant of La Robla project was carried out, and consists in a bed of tracks at the thermal power plant of La Robla allowing for the unloading of wagons with imported coal and coker gas-oil from the ports of Gijón and Avilés.

Also projected is the railway transport of Fuel-oil which currently arrives by truck from the refinery of La Coruña.

Railway transport eliminates the social problems caused by the passing of trucks through towns and reduces gas emissions. It is estimated that CO₂ emissions will be seven times lower per ton transported by railway rather than by road.

It will also be possible to transport the limestone required for the desulphurization of combustion gases to La Robla by train, and to evacuate the ash generated.

The Resta project is aimed at the appropriate segregation, storage, and management of the waste produced in domestic and International activities engaged in by Unión Fenosa, and will foster their minimisation, reuse, and recycling or energy valorization. Nineteen hazardous waste minimisation plans have been drafted for the thermal power, hydroelectric production and transport and distribution facilities for the period from 2006 to 2008.

The objective of the Suma project is to improve the environmental behaviour of product and service suppliers of Unión Fenosa. Its main development phases are as follows: analysis of the current environmental situation of suppliers and providers, setting of environmental requirements, monitoring and evolution of environmental behaviour and fostering of active participation, for the purpose of establishing a group of corporate guidelines relating to environmental quality, standardization, and the control and training of suppliers. In 2007, after having developed standardization files, a manual of good practices for suppliers, the environmental specifications required of suppliers depending on the type thereof, and environmental control performance files, an agreement was reached with the Department of Purchases and Services for the systematic inclusion of the environmental specifications in new contracts and orders.

Simultaneously, the Suma2 project was launched. Its main objective is to identify, analyse and quantify the environmental impacts associated with the main suppliers of Unión Fenosa by means of an analysis of their life cycle (extraction and preparation of raw materials, transport to the consumer centres, transport and management of the waste generated by the production activities), in order to be able to influence the ongoing improvement of the environmental impacts caused by these suppliers.

Lastly, the purpose of the CENIT CO₂ project is to analyse new strategic lines of interest of an environmental nature, and worthy of mention are those relating to the treatment of CO₂, actions relating to biomass co-combustion at existing plants and the development of technologies aimed at reducing CO₂ emissions. The project has a Budget of €20.3 million and is encompassed in the CENIT program (National Strategic Consortia for Technical Research), which is the main instrument for state backing of national R+D+i, and is subsidised by the Technical and Industrial Development Centre (CDTI), under the Ministry of Industry.

The consortium is co-led by Unión Fenosa and Endesa and its members also include 12 other companies, 10 public research bodies and 6 universities. The aim of this project is to foster the development of advanced technologies along the entire CO₂ chain contributing to the fulfilment of commitments relating to emissions.

It undertakes to fully research the CO₂ cycle, from the reduction of emissions, to the capture, storage and use thereof. It consists of seven modules, three of which are led by Unión Fenosa: Co-combustion, high temperature CO₂ capture and reporting and dissemination. This project is to be carried out from 2006 to 2009.

Environmental performance: main environmental indicators

The efficient management of the Unión Fenosa Group's plants in Spain has enabled it to keep its emissions under the legally set limits. In this connection, the emissions of SO₂ and particles amounted to 36.6% and 24.3% of the legal limit, respectively.

Noteworthy are three projects for the reduction of thermal power plant emissions: the Fausto project at the thermal power plant of Meirama; the Medusa project at the port of La Coruña, which is minimising the emission of particles into the atmosphere from the loading and transport of imported coal to the thermal power plant of Meirama; and the project for the environmental improvement of coal-fired thermal power plants, with investments in desulphurization and improvements in electro-filters and burners. These improvements are expected to reduce SO₂, particle, and NOx emissions by 80%, 50% and 10%, respectively.

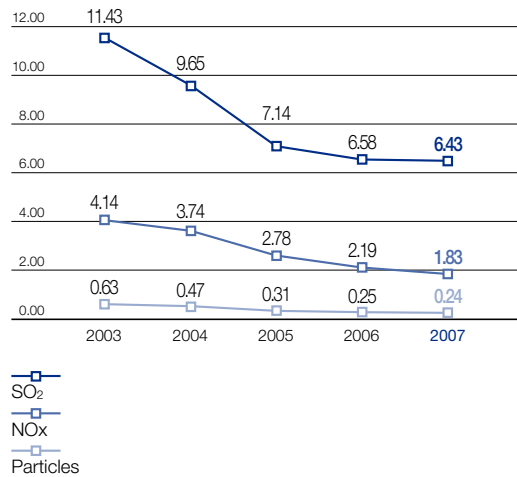
Management of coal and atmospheric emissions

Unión Fenosa shares concerns over climate change and believes in the effectiveness of preventive actions. Therefore it has taken a stand and has made a commitment in response to global warming, the objectives of

which are to reduce greenhouse gases. These objectives are being met.

In recent years, Unión Fenosa has significantly decreased the specific emissions of its thermal power plants, due mainly to new combined cycles, the combustion of high environmental quality coal and increased plant production efficiency. In 2007, specific emissions stood at 6.4 gr/kWh for SO₂, 1.8 gr/kWh for NOx and 0.2 gr/kWh for particles, a reduction by 44.6%, 56.5% and 62.5%, respectively, as compared to 2002.

Net specific emissions of atmospheric pollutants (*)
gr/kWh



(*) Thermal mix in Spain

To reinforce this commitment, Unión Fenosa has joined the International initiatives: "3C Combat Climate Change", formed by the principal European companies; and "Caring for Climate: the Business Leadership Platform", under the auspice of the United Nations Global Compact.



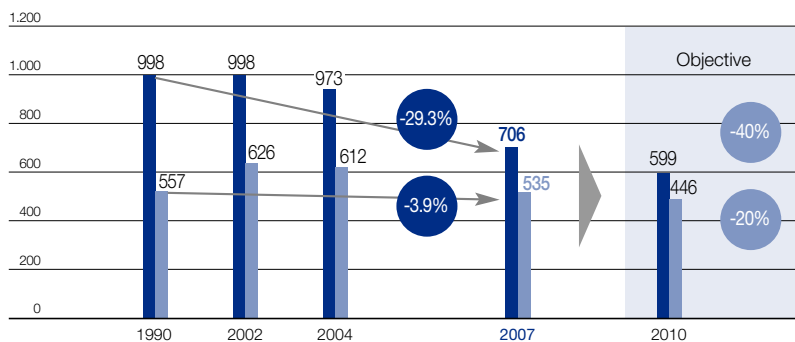
The strategy adopted by Unión Fenosa in relation to the climate change is principally aimed at a 5% reduction in CO₂ emissions from coal-fired plants by 2010 compared to 1990 and a 27% reduction with respect to 2004. In line with this objective, in 2007 emissions from coal-fired power plants amounts to 13.5 million tons, down by 4.2% with respect to 2004.

The strategy's second objective is to reduce specific CO₂ emissions from thermal generation by 40% before 2010, and to reduce specific emissions from the whole of the production mix by 20% with respect to 1990. In 2007, specific emissions from thermal generation amounted to 706 g/kWh, down 29.3% on 1990.

2007 was a year of low hydroelectric generation. Consequently, absolute emissions from thermal power plants in Spain increased by 17.4% on 2006, and stood at 18.6 Mt CO₂, although this plant's production increased by 22,3%, reducing the specific emissions of CO₂ from the thermal mix subject to the CO₂ emission trading directive by 4%. This reduction was due to the entrance into operation of combined cycle groups, with a specific emission of less than 400 g CO₂/kWh; and to the actions taken in groups in relation to energy efficiency, which have led to increased electricity production and decreased fuel consumption. Also, the specific emissions from generation in Spain stood at 535 g/kWh, up 4% on 2006, whereas specific emissions from International generation stood at 314

Union fenosa thermal power plant emissions and emissions mix in Spain

(MtCO₂/GWh)

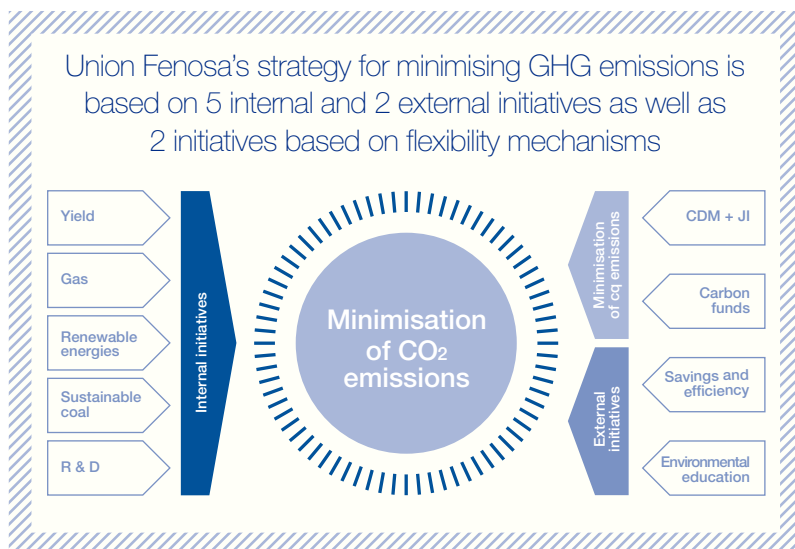


Spanish thermal power plant emissions

Total emissions mix in Spain

● Results for 2007

● Objective for 2010



Unión Fenosa was the first Spanish company to submit a Clean Development Mechanism Project to the Executive Committee of the United Nations for registration, namely the mini-hydroelectric power plant of Los Algarrobos, in Panamá. This project is in addition to the refurbishment and expansion of the min-hydroelectric plants Macho de Monte and Dolega, both of which are in Panamá, and of the hydroelectric plant of La Joya, in Costa Rica. Following the start-up of these four projects, over 300 million kWh of clean energy is now supplied, preventing the emission into the atmosphere of 100,000 equivalent tons of CO₂ each year.

g/kWh, down 3.4% in 2006. The Group's total emissions amounted to 22.9 MtCO₂.

Similarly, and in view of the European CO₂ emissions market which entered into force in the beginning of 2005, the development and implementation of methodology for the monitoring and control of CO₂ emissions concluded. This methodology was validated by an independent verification body and enables CO₂ emissions generated in Unión Fenosa facilities to be calculated in accordance with the reference law.

The start-up of the new combined cycles, the efficient production of energy at existing plants and the use of high environmental quality fuels allowed for a decrease in specific emissions from the thermal mix of Unión Fenosa in Spain, which amounted to 6.43 g/kWh of SO₂, 1.83 g/kWh of NO_x and 0.24 g/kWh of particles, with reductions of 2.2 %, 16.4 % and 4.0 %, respectively, as compared to 2006.

CO ₂ Emissions	2005	2006	2007
Total Unión Fenosa (kt)	20,252.212	20,345.252	22,895.443
Net specific (g/kWh)	501.8	455.5	472.6
Total Coal (kt)	13,156.659	11,488.014	13,492.002
Net specific (g/kWh)	1,048.9	1,062.4	1,110.4
Total Fuel Gas (kt)	1,547.010	1,338.919	968.965
Net specific (g/kWh)	700.8	734.4	681.0
Total Cycle (kt)	5,548.544	7,518.319	8,434.475
Net specific (g/kWh)	367.7	365.4	352.7
Total Thermal (kt)	20,252.212	20,345.252	895
Net specific (g/kWh)	678.7	612.6	610.7

The absolute emissions of SO₂, NO_x and particles by Unión Fenosa stood at 171.2 kt, 53.8 kt and 6.7 kt, respectively.

Waste management

4,664 tons of hazardous waste were generated by Unión Fenosa in 2007, down by 7% with respect to the previous year, due to the decreased treatment of polluted substation land. There was an increase in hydrocarbons with water due

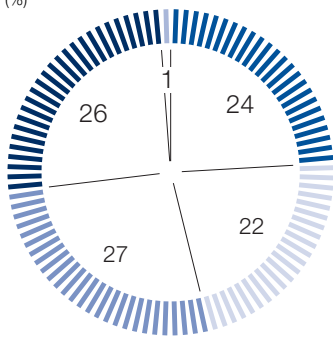
to the incorrect treatment of the oil separator of the power plant in Palamara, and an increase in other hazardous waste, such as metal hydroxides, with the chemical cleaning of boilers at the thermal power plants of Anllares and La Robla.

Total union fenosa group hazardous waste (t)	2005	2006	2007
Used oil	1,048.9	825.7	810.6
Fluorescent tubes	2.1	4.7	3.9
Hydrocarbons plus water	3,190.1	1,141.0	1,941.7
Batteries and accumulators	31.8	42.0	51.9
Empty containers	9.3	17.3	31.9
Used grease	12.8	16.9	95.8
Absorbents and filtering material	74.9	70.6	95.6
Asbestos waste	5.5	5.7	16.0
Material contaminated with HC	61.6	126.3	113.3
Oil and fuel sludge	0.0	0.0	0.3
Non-halogenated solvent	20.7	5.2	7.5
PCB	817.0	540.1	539.2
Polluted land	443.0	3,106.7	26.1
Other	20.6	118.7	956.6
Total waste	5,738.4	6,021.0	4,690.4



Final management of hazardous waste

(%)



- Valorization
- Dumpsites
- Incineration
- Recycled
- Reused

Of the hazardous waste generated, only 22% was dumped, and a high percentage was recycled (78%).

Water dumping

At electricity generating facilities there are mainly two types of liquid effluents produced: thermal discharges and dumpings from the water purification plant.

The most frequent and continual uses of water, and consequently those which give rise to the most effluent liquids, are as follows: generation of vapour, refrigeration of the condenser, treatment and purification of supply water, potabilization of water and handling of wet ash.



Water dumping (Hm ³)	2005			2006			2007		
	Industrial	Sanitary	Thermal	Industrial	Sanitary	Thermal	Industrial	Sanitary	Thermal
Anillares		0.77			0.78			0.74	
La Robla		4.23		0.97		3.40	0.99		2.88
Meirama		1.39			1.36			1.40	
Narcea	0.56	0.13	67.73	1.04	0.06	80.87	1.14	0.05	104.89
Sabón		0.05	120.75		0.05	102.03		0.10	48.55
NGS		0.06	182.24		0.15	178.30		0.11	141.63
Palos		0.01	10.55		0.02	17.22		0.03	15.21
Aceca					0.07	0.87		0.07	1.46
Sagunto							0.09	0.001	10.10
Limeisa		7.49			9.86			7.63	
Hermosillo		0.43			0.96			0.63	
Tuxpan		793.10			793.06		0.07	0.0002	500.00
Naco		0.35			0.87			0.34	
Palamara					0.003			0.004	
La Vega					0.003			0.003	
NSPP		0.02			0.02			0.02	



Consumption of resources and water

Unión Fenosa mainly consumes fuels, and to a lesser extent, water and chemical products.

3,034 tons of natural gas were consumed, up by 9.5% on the previous year, due mainly to the entrance into operation of new combined gas cycles.

The operation of a thermal power plant requires the consumption of large amounts of water for the plant's refrigeration, the water-vapour cycle, cleaning operations and the humectation of ashes. 91.9% of the water consumed at Unión Fenosa is due mainly to the evaporation of the refrigeration towers of the thermal power plants and the remainder is

consumed either in the water-vapour cycle or by auxiliary services. In 2007, the specific consumption of water dropped by 19% compared to 2006, meaning there was a reduction in water consumption for the fifth consecutive year.

864,6 Hm³ of water was captured by the facilities of Unión Fenosa in 2007, of which 838.14 Hm³ was returned to its source, i.e. 97% of the water captured.

In 2007 8,230 tons of coal and 194 tons of fuel were consumed. Of the total amount of coal, 76% corresponded to domestic coal, with an increase of 32% on the previous year due to low hydroelectric generation and to use up the lignite from the LIMEISA mine prior to its final closing.

Fuels	2005		2006		2007	
	Spain	International	Spain	International	Spain	International
Coal (Kt) aut.	5,242	0	4,751	0	6,278	0
Coal (Kt) imp.	2,194	0	1,958	0	1,952	0
Coke (Kt)	151	0	143	0	67	0
Fuel-oil (Kt)	219	241	157	234	87	154
Oil (Kt)	3	1	5	1	4	2
Natural gas(Kt)	960	1,224	1,214	1,532	1,765	1,269



Objectives for 2008

Unión Fenosa has implemented a new strategic plan for the next five years called BIGGER (Business Investments Growth x 2 Efficiency and Returns), which has an investment capacity of €9,000 million to face the Company's new challenges, including, inter alia, boosting investments in renewable energies.

ENEL-Unión Fenosa Renovables plans to allocate from €700 million to €900 million to increasing installed power in Spain and Portugal, in order to multiply its production by 2.8. Additionally, Unión Fenosa will invest from €800 million to 1,200 million to double its installed capacity in renewable energies abroad to 1,900 MW of installed capacity.

Also, to contribute to the fulfilment of the objectives set in the Kyoto Protocol, Unión Fenosa has established a strategy which basically consists in the following:

- By 2010, reduce the emissions from coal-fired power plants by 5% with respect to 1990 and 27% with respect to 2004.
- By 2010, reduce specific emissions from thermal power generation in Spain by 40% and reduce those from the production mix by 20% with respect to 1990.
- Reduce greenhouse effect gas emissions in developing countries by 0.76 million tons of equivalent CO₂ in projects carried out by Unión Fenosa in 2010.

With respect to sustainability and bio-diversity, Unión Fenosa has set two objectives:

- Conservation of biological diversity by carrying out studies on the ecological condition of hydrological and soil systems in the surroundings of the facilities.
- Sustainable use of natural resources and a reduction of the impact of the Unión Fenosa Group on the environment by 56% en 2009, through the use of a tool called UMAS, which consists in the objective evolution over time of the different environmental aspects. The criterion used in this valuation is based on life cycle analysis methodology and follows the stages stipulated in the international ISO 14040: classification, characterization, standardization and valuation.

With respect to environmental management, the objectives of Unión Fenosa for 2008 are as follows:

- Environmental certification of 95% of the Group's installed power.
- Provision of 5,246 hours of environmental training to 2,247 employees and 57 training initiatives.
- Perform 39 environmental audits on the facilities of Unión Fenosa in Spain and abroad.
- Maintain the company's membership in the Dow Jones Sustainability Index World and Stoxx.



33.83% of the staff are women.

90% of clients are satisfied.

€2,892,000 invested in social action in 2007.

Commitment to ACS Group employees

ACS' Principles in relation to its employees

The success of the ACS Group is based on the skills and quality of its professional team, and is one of its principle competitive advantages. Accordingly, the ACS Group maintains its commitment to continually improve their skills, capacities, commitment and motivation, always with the highest attention to work and safety conditions.

ACS tries to mould and adapt the talent of its individuals, aiming it towards technical training, commitment, innovation, specialization and client service capacity. For this purpose, the most modern and efficient human resource management techniques are applied in order to retain the best professionals and to foster work safety, in accordance with the following principles:

- Attracting, preserving and motivating talented individuals.
- Promoting teamwork and quality control as tools to reinforce the concept of excellence through work well done.
- Acting quickly, promoting the assumption of responsibilities and minimizing bureaucracy.
- Supporting and increasing training and learning.
- Innovating with ideas that allow for the improvement of processes, products and services.

The ACS Group is one of the construction and services sector companies that has best adapted labour relations to the life of the company. It works toward fostering social justice and internationally proclaimed human and labour rights, respecting and protecting the forming of labour unions and employees' rights

to freedom of association; and granting equal opportunities and treatment, without discriminating on the basis of sex, ideology, religion, etc. or any other social or individual circumstance or condition.

Additionally, it provides assistance in the training and recycling of employees' knowledge. It has an employment policy generating wealth in the areas where it is established and produces links giving rise to positive synergies for the environment. Furthermore, it shows special interest in assuring decent working conditions, and promoting job safety and health.

Respectful and polite treatment and the highest consideration of employees are essential to obtaining the required commitment to the corporate project.

The ACS Group has a firm commitment to underprivileged collectives and particularly the disabled, and aids in the fulfilment of the actions undertaken by the ONCE Foundation in its Employment and Flexibility Plan, actively collaborating in its initiatives. There are currently 700



disabled individuals employed by ACS accounting for over 0.5% of the company's total staff.

ACS understands that respect towards the individual is one of the values intrinsic in excellent companies.

Above and beyond the legal framework established for this purpose, and in an additional manner, Dragados also collaborates with the Integra foundation in the job placement of excluded collectives, employing marginalised individuals with skills but a lack of opportunities.

Similarly, one of the companies which belongs to Clece is called "Integra Centro Especial de Empleo", a company classified as a special employment centre in the Madrid region and in the Government of Junta de Castilla y León in the province of Salamanca. It strives to socially integrate disabled individuals through labour integration.

In 2007 it had a staff of 76 employees, all of which have a disability of over 33%.

Of the Group forming the Special Employment Centre, 14% have a psychological disability, 36% have a sensory disability and 50% have a physical disability.

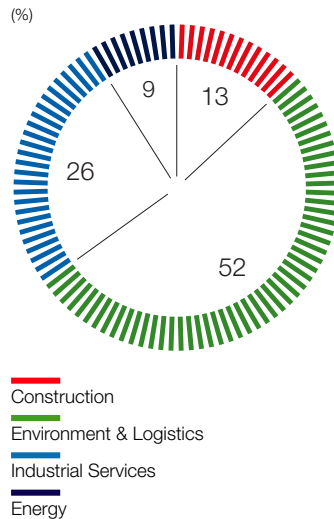
Hiring and Retaining policies

The ACS Group is formed by 144,919 employees, 19.5% more than in the previous year (9%, if Unión Fenosa is excluded). In 2007, the ACS Group created over 11,400 net jobs.

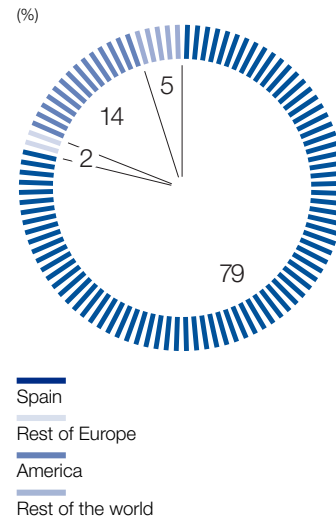
23.6% of the employees were contracted directly and permanently, and 76.4% were contracted in relation to a specific project, work or temporary production joint venture (UTE).

Also, 30,609 employees worked abroad, of which 19,770 worked in America, 3,320 in Europe, and 7,519 in as many as 25 other countries around the world.

Employee breakdown by business area



Employee breakdown by geographical area



Women in the ACS Group

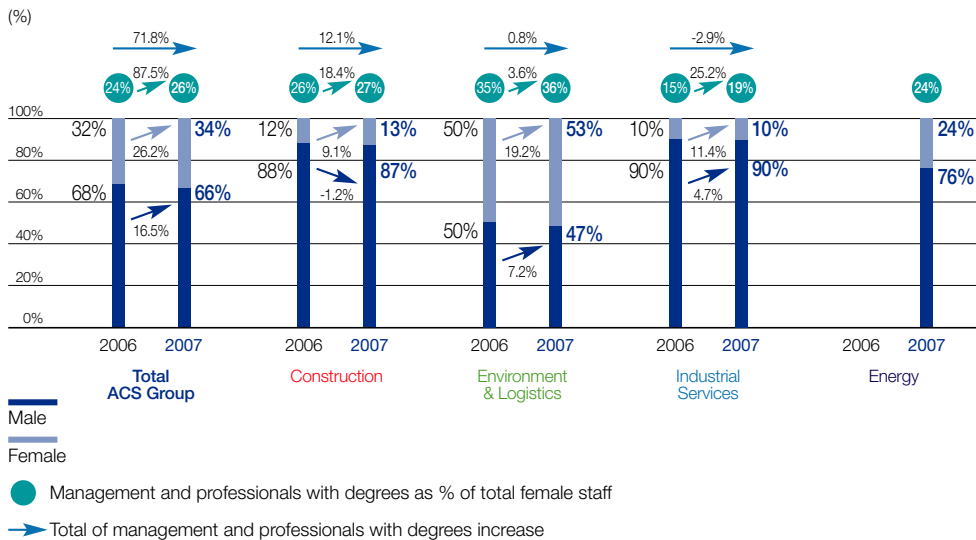
Spanish society has seen noteworthy developments with regards to equality and social integration over the last few years. This is a result of the maturing democracy and economic progress in the country. This fact is shown in the growing inclusion of women in posts with managerial responsibility, both in public institutions and in business organisations, enabling the pool of talent in Spain to be expanded and improved.

The sector related to infrastructure development and management is no stranger to these changes and, in spite of its traditional masculine focus, the inclusion of women in the industry is already a reality. Without doubt, greater gender balance in graduates from the various engineering schools in Spain, which are the main university training centres feeding the sector, and increased company diversity and sophistication have contributed favourably to this process.

The ACS Group is also the leader in this field in its sector, as is shown by the main figures for female employment, both at an overall level and broken down by sector. In fact, in 2007, the total number of women working in the ACS Group rose by 26.2% to reach 49,027, that is to say 33.8% of the total workforce as against 32.1% at the end of 2006.

In addition, the number of women managers and professionals with degrees of higher education has almost doubled and in all the Groups areas of activity you can find executive personnel with the highest levels of responsibility. Dragados's finance director, Clece's human resources director, the ACS Group's director of investment and management control, Urbaser's quality, prevention and environment director, Cobra's auxiliary services director and Unión Fenosa's fiscal department director are just some examples of the countless women in management posts in the ACS Group.

Breakdown of management and professionals with graduates by gender



It is perhaps more noteworthy that in the Construction activity, where women have had less presence culturally, net hiring has been exclusively feminine. Specifically, the number of women has increased by 9.1% to represent 13% of the total for the division, while the number of men on the workforce fell by 1.2%. This fact is even more outstanding when we see that the number of civil engineers, which reached 185, alone represents 17% of the total engineers when the proportion of women engineers in Spanish professional organisations is less than 14%. Thus, we see a clear point of inflection in this area of the Group's activities, where women managers have gone from 25.5% to 27%.

In the area of Industrial Services the increase in numbers of women was 11.5%, being 2.4 times higher than the increase in the numbers of men in this area of activity. In terms of management personnel and graduates of higher education, these have increased by 26% and represent 19% of the total as against 15% one year ago.

Significant changes have also occurred in this area in shareholder representative posts. Thus, during 2007 and for the first time ever, the boards of directors of two of the Group's head companies, Dragados S.A. and ACS Servicios, Comunicaciones y Energía S.L., have female representation.

In short, the ACS Group always tries to recruit and retain the best professionals in the market and so the growing recruitment of women in our company, in parallel with the incorporation of women in the working market, is a reality which fits our objective of excellence.

However, the Group is aware that this objective requires a powerful commitment to equality of opportunities and reconciliation of employees' personal and professional lives, hence each year new measures are introduced to promote and enable these rights which undoubtedly encourage the recruitment of talent and the incorporation of excellence in the various companies in the Group.



3.7 Commitment to the Social Environment

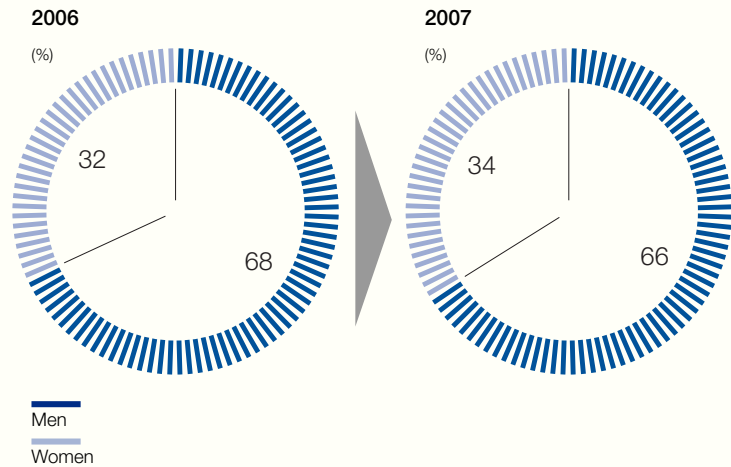
In terms of contracting and hiring, 33.5% of the employees with technical degrees hired were women. In absolute terms, the percentage of females has increased with respect to the total number of employees in the Construction area to 14.6% compared to 12.6% in 2006.

For the reconciliation of personal and professional life, noteworthy are the initiatives relating to day care services at work centres, the hiring of doctors specializing in work medicine and paediatrics, and the adoption of measures to increase working flexibility.

Over 47,000 women currently work in the ACS Group, and females occupy an increasingly higher number of positions of control and operating responsibility. Specifically, 25.7% of ACS management and professionals with higher degrees are female, which is increasingly closer to the group average of 33.5%.

At the end of 2007, there were 49,027 women employees in the ACS Group, accounting for a total 33.83% of the Group's staff. This percentage increased by 26.2% with respect to the figure for 2006. The proportion of females in the ACS Group was two percentage points higher than in 2007.

Breakdown of ACS Group employees by gender



The ACS Group follows an equal-opportunities policy that prohibits all types of discrimination of individuals in hiring or assuming of positions. One of the objectives of this equal-opportunities policy is to break down the traditional barriers to the entry of women in a sector which is traditionally male and to promote their access to positions of responsibility by taking measures to reconcile professional and personal life. Providing equal opportunities to access positions of responsibility is achieved through specific promotion and motivation measures at each of the companies where the proportion of female employees is less than 50%.



The basic principles for the hiring and retaining of ACS Group professions are as follows:

- A commitment to providing staff with a context and prospects in which professionals can develop their talent and reap the rewards of their work as something valuable and desirable.
- A rigorous hiring process that enables the Group to rely on the best professionals of each sector.
- Promotion of gender diversity and equal-opportunities.

The turnover of ACS Group employees is at levels which are similar for the rest of the companies in the sector. For example, two of the companies with the largest work force, Clece and Urbaser, which are both in the Environment and Logistics area and have over a combined 72,000 employees, have a turnover ratio of 30% and 32.4%, respectively.

Category	% by Gender	
	Mens	Womens
University graduates	74.3%	25.7%
Junior college graduates	76.4%	23.6%
Non-graduate line personnel	80.8%	19.2%
Clerical staff	51.9%	48.1%
Other staff	64.9%	35.1%
Total	66.5%	33.5%

Training and career development policies

The technical excellence of the ACS Group, one of its competitive advantages, is not only based on the skills of the employees hired by the Group in view of their experience and background. Subsequent training and development are also of importance, and not only in line with the Group's culture but also the project needs that ACS professionals confront in their professional career.

The objective is to make full use of and integrate the personal and professional diversity of its work groups in order to improve its capacity of response to the growing needs of its clients. The Group seeks to continuously involve its entire staff in corporate objectives and philosophy, allowing employees to simultaneously develop their professional potential and skills.

The Group's strategy involves an overall approach of ongoing training in the workplace, in classes or by distance. The Group's annual training plan sets forth over 1,800,000 hours of study in courses and seminars throughout the range of activities of the Group and, specifically, in areas associated with:

- Training of management.
- Technological specialization in management and production systems.
- Knowledge of products and services developed.
- Policies on quality and the environment.
- Job safety.

Training procedures are internally and externally audited every year, thus guaranteeing an optimum level and an ongoing process of improvement of programs.

In terms of time, dedication and resources, the most effort is placed on labour risk prevention and job safety training. This enables the ACS Group to obtain rates of job-related accidents that are much lower than the sector average.

Training initiatives in 2007	Study hours	Number of Courses	Participants	Investment (mn €)
Construction	233,147	996	14,091	3.6
Environment & Logistics	636,825	2,624	43,101	2.8
Industrial Services	336,041	2,627	15,893	9.3
Energy	676,393	n.d.	45,859	22.0

Training initiatives by type	Production	Security	Environment
Construction	578	249	169
Environment & Logistics	863	1,721	40
Industrial Services	1,650	858	119
Energy	n.d.	n.d.	n.d.
Total	3,091	2,828	328

In 2007 Dragados carried out an initiative for training by Internet as a result of the approval of a new Building Code. This electronic support was most efficient due to the terms established for the application of the code and the volume of people who received training and their geographic location.

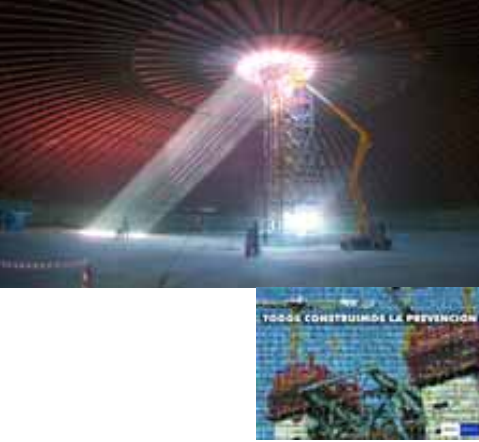
In 2007, the ACS Group launched various training initiatives through the Internet. These were based on agreements with different universities and were developed by using specific training tools.

A total of 1,200 professions forming part of a project with a dual objective were trained:

1. Personalise and implement the "Training Centre on the network (AULA Dragados)", as a corporate tool for the management of ongoing training.
2. Personalise and offer an on-line course on the New Building Code.

In view of the features of this project (high number of employees receiving training) it was best to implement it in the Training Centre on the Network, which hosted its first project and would host all projects that Dragados wished to undertake in the future.





Dragado's On-Line Training Centre allows the following:

1. Provision of a tool for communication between the Training Department and the company employees with access to the Centre via Internet.
2. Presentation of the Annual Training Plan to each employee.
3. Virtual classrooms available for the e-learning training courses given.
4. Reliance on support tools for courses where attendance is required (note files, communications between the professor and students, exercises and exams, etc.).
5. An administrative and management tool for the Training Department for registration and deregistration in courses, academic monitoring, and the justification of training credits to public bodies, etc.
6. Keeping of a file of training documents to be updated over time and relating to each subject or course taught.
7. Maintenance of a forum where students can meet to share experiences, and definitively, contribute to an improved management of knowledge.

Similarly, as the head of the Environment area, Urbaser manages a detailed training platform via web, which includes production, language, and management courses, etc., organised in a virtual campus used by thousands of people each year.

Safety and risk prevention policies

The prevention of labour risks is one of the areas of most importance to the ACS Group and its efforts have led to results which are more than satisfactory according to the data on accidents that occurred during the year. They represent one more step in the ongoing interest to continue being one of the companies in the sector who pays the most attention to safety.

The ACS Group is guided by its prevention policy, which is based on the following principles:

- *Compliance* with current legislation on labour risk prevention and other requirements voluntarily observed.
- *Integration* of labour risk prevention in all initiatives *at all levels*, implemented through correct planning and practices.
- Adoption of any measures necessary to *ensure* the protection and well-being of staff.

- Development of human potential through appropriate *training and information* regarding labour risk prevention, by fostering initiatives and participation in order to achieve ongoing improvement of the system.

- Ensuring the correct *control* and quality of the *monitoring* of the staff's health.

- Qualification of staff and application of technological *innovations*.

As a complement to the labour risk prevention management systems in each activity area in 2007, numerous labour risk prevention campaigns have been conducted, the purpose of which is to make the employees aware of these risks, reduce accidents and improve working conditions.

The ACS Group performs external reviews of its safety and health systems, in addition to those legally required. Teams of internal specialists also check these systems. For example, Dragados has 300 technicians dedicated exclusively to prevention tasks, the largest such team in all of Spain.

The ACS Group actively participates in the most important conferences, symposiums and organised events in general on labour risks prevention taking place in Spain and abroad, contributing its experience in this area.

The training and labour risk prevention campaign conducted by the ACS Group, as well as all safety initiatives and protocols implemented have

contributed to reducing the accidents suffered by construction area employees by 4% in 2007.

As a result of these initiatives, the Group continues to obtain job-related accident rates that are significantly lower than the industry average, as observed in the following chart:

Evolution of Prevention Rates	Frequency rate ⁽¹⁾				Severity rate ⁽²⁾				Incidence rate ⁽³⁾			
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007
Construction	36	36	36	35	1.04	0.95	0.97	1.03	62	66	69	61
Environment & Logistics	62	50	51	48	1.12	0.94	1.17	1.01	112	76	91	86
Industrial Services	40	41	26	34	0.81	1.00	0.49	0.63	72	74	47	61
Energy	-	-	-	10	-	-	-	0.28	-	-	-	19
ACS Group	50	45	41	39	1.00	0.96	0.94	0.85	89	74	73	70

(1) Represents the number of accidents that have occurred during the working day per one million hours worked.

(2) Represents the number of working days lost due to accidents per 1,000 hours worked.

(3) Represents the number of accidents in relation to which sick leave was requested per 1,000 employees.

Initiatives for the reconciliation of family life and employment

One of the ACS Group's firmest commitments in the Human Resources area is to adopt effective policies for the reconciliation of family life and employment. Although contracts are awarded throughout Spain and the rest of the world, and consequently, transfers and travel of staff are inevitable, the Group makes every effort to form work teams for

jobs and projects with employees that live relatively nearby, in order to avoid the displacement of families.

Trade Union Representation

All ACS Group employees are protected under collective labour agreements applicable in the sectors in which they perform their work, and in any case, by the Spanish General Workers Statute, in addition to the labour regulations commonly applicable in all countries in which they carry out their work.

The ACS Group considers social dialogue to be very important and holds periodic meetings with the trade union representatives of each of its companies. Over 90% of ACS Group employees are members of or are represented by trade unions both in Spain and other countries.



Commitment to ACS Group clients

Given the specific nature of ACS business and the reduced number of clients to which it provides services, client satisfaction is measured on the basis of an organizational management model in which a very close relationship with the client prevails. Close contact is maintained with clients, and feedback is obtained regarding their opinion of the quality of the work carried out and possible areas of improvement.

Dragados conducts client satisfaction surveys at the end of its works. There is a documented procedure for this process, which culminates with the completion of a "satisfaction card" by the client followed by the analysis of the information received. Following is a summary of the assessment of the surveys:



Production	2005	2006	2007			Accumulated Data
			Total	Civil Works	Building	
No. of works completed	281	236	305	106	199	822
No. of surveys sent	59	275	340	101	239	674
No. of replies received	41	88	136	44	92	265
% replies	33%	32%	37%	38%	36%	39%

From the surveys received, the following information was obtained:

Impresión global	2004	2005	2006	2007		
				Total	Civil Works	Building
Very unsatisfactory	0	2	0	0	0	0
Unsatisfactory	0	3	9	13	5	8
Satisfactory	39	26	65	99	29	70
Very satisfactory	12	7	13	24	10	14

3.7 Commitment to the Social Environment

The procedures adopted by the company for the integration of client feedback are based on closeness and the continued management of relations. In view of the characteristics of the clients and of the business in which ACS operates, technological solutions such as databases are not the best system for managing relations with clients.

Dragados has a Contract Manager whose mission is manage relations with clients. Due to the special type of clients to which Dragados provides services, there is a Contract Manager for each type of client, allowing for individualised management of each one. In the case of smaller clients, relations are managed by each of the Managers of the 45 offices of Dragados.

Dragados has a quality system to manage client dissatisfaction. The client's complaints are recorded and valued, and each of the Dragados offices is responsible for following up on and resolving the related problems. In the event that a complaint is open for a considerable period of time, it is followed up by the corporate headquarters.

90 % of clients from whom replies were received are satisfied or very satisfied with the Group's work. Unsatisfied or very unsatisfied clients account for only 10% of the surveys received.

Additionally, all regulations are respected to guarantee the confidentiality of the clients in all actions which are required.

Also, under the framework of its quality management system, Unión Fenosa Comercial requests that its clients fill out two satisfaction surveys annually, a mass market survey and a personalised attention survey.

In line with the ongoing improvement which this system strives for, surveys are performed by sales segment and geographical territory. Their purpose is to determine the key aspects on which Unión Fenosa Comercial should focus its efforts in order to increase the clients' degree of satisfaction and in turn assure their loyalty. These efforts translate into renewed contracts and an increase in the services and products contracted, as well as the recommendation of Unión Fenosa to other potential clients.

The contents of these surveys encompass aspects such as sales personnel, the commercial cycle, post-sale service, image, and an assessment of the attributes of the products and services. The survey results are reported to Management as well as the rest of the commercial organization, and are even made available to the clients.

On a scale of 1 to 10 points, the aggregate satisfaction rate was 7.3 for the mass market and 7.1 for personalised attention.



Furthermore, ACS Group clients can send their complaints to the e-mail indicated on the company website, www.grupoacs.com.



Commitment to ACS Group suppliers and contractors

Management of Suppliers

The ACS Group relies on the systems implemented to appropriately manage its relationship with suppliers, in addition to centralised purchasing management systems developed for all areas, as well as the various procedures followed by each of the Group companies and included in its quality management system.

For example, suppliers are required to meet a series of requirements relating to health and safety. The system implemented makes it possible for the documentation sent by the supplier to be audited. With respect to contractors, compliance with requirements is audited.

Additionally, supplier practices are monitored based on the procedures implemented. In the case of a breach by an international supplier, the purchasing department is informed so that the measures deemed appropriate will be taken. In the case of domestic suppliers, the agent/manager is responsible for taking appropriate measures.

All agreements entered into by the ACS Group with suppliers have a fixed section including general specifications, and a variable section detailing the certifications required from the suppliers. For example, in accordance with Dragados purchasing rules, the supervisor is responsible for evaluating each agreement, taking into account both environmental and prevention criteria.

The conditions stipulated for all projects and agreements entered into in Spain and abroad are adapted to the laws in force in terms of collective bargaining agreements or legal regulations in relation to employees. Specifically avoided are the employment of children and the over-exploitation of both employees directly hired by the Group and employees of suppliers and subcontractors within the scope of the control of the work being carried out. In this connection, in the event that activities outside of or contrary to law are detected, there are clauses stipulating the termination of the agreement. In 2007 there were no incidents of this kind.



Commitment to society

Each year the ACS Group dedicates notable effort to the collaboration for the development of initiatives of community interest. These are focused on the undertaking of measures which improve integration, cultural promotion and the generation of knowledge. The ACS Group considers that these activities serve to demonstrate the social commitment of one of the most important companies worldwide to the society.

Additionally, ACS Group operations are based on the provisions contained in the OECD Guidelines for Multinational Enterprises. The ACS Group has committed to implementing measures aimed at integrating these principles of conduct in the whole of its operations.

Social Initiatives

The ACS Group and Foundation monitor the philanthropic initiatives in which the group collaborates with third parties, and the impact these might have on the reputation of the ACS Group.

Worthy of mention is the formation of the ACS Foundation, whose objective is to integrate, coordinate and manage all ACS Group efforts relating to patronage of the arts and cultural, institutional, sport or environmental sponsorship as well as the granting of

awards and scholarships, training and research, charity and all similar activities on a domestic and international level.

The Foundation's aims include, inter alia, transferring the ACS Group's technical knowledge in areas such as the following to maximise the impact of the resources allocated:

- I. Accessibility
- II. Environment
- III. Cultural and Educational Promotion
- IV. The Spreading and Renovating of Spain's' Historical Heritage.
- V. Sponsorship of Foundations and Institutions.

In 2007 the Foundation diversified its activities relating to basic support programs and expanded its relations with public and private institutions relating thereto.

In this regard, noteworthy is the public-private strategic alliance entered into by the ACS Foundation and the Secretary of State for International Cooperation, under which the ACS Foundation, backed by the Founder, will carry out the following activities:

- a) Training, on building accessibility and town planning, solid waste management, security and health conditions at construction sites, architectural restoration and intervention in the city and landscape.
- b) Technical assistance in relation to universal accessibility, architectural renovation and solid waste treatment.



In 2002, the ACS Group became one of the Spanish Companies adhering to the United Nations Global Compact. The Group's commitment is to include the principles of the Global Compact in its strategy and operations.

To maximise the effectiveness of its philanthropic and corporate citizen initiatives, the ACS Group attempts to transfer its technical knowledge to the area of philanthropic actions. Noteworthy in this respect is that the ACS Foundation is sponsored by the ACS Group Board of Directors. For example, the General Secretary and Board Member of the ACS Group is also the Secretary of the ACS Foundation.



	Number of projects	Number of beneficiaries/participants	Investment (thousands of euros)
Accessibility	31	> 700,000	873
Environmental	12	8,500	220
Cultural and Educational Promotion	41	> 700,000	593
Spreading and renovating of Spanish's historical heritage	5	> 175,000	316
Sponsorship of Foundations and Institutions	n.a.	32 institutions and/or fundations	890
Total	89	> 1,580,000	2,892

c) Implementation of an award for the Best Municipal Solutions for the Elimination of Physical and Architectural Barriers for Physically Challenged Individuals on a Latin American level.

The three programs directly executed by the ACS Foundation were consolidated: Elimination of physical and architectural barriers to physically handicapped individuals; development, upkeep and spreading of Spain's historical heritage assets and environmental defence assets. Additionally, the Foundation has continued its policy to back universities and other foundations and institutions so they are able to fulfil their own aims on the basis of their relationship with the aims of the ACS Foundation.

In relation to the program for the elimination of physical and architectural barriers for the physically or mentally challenged, qualitative advances were made in the achievement of the objectives set in 2006. Actions aimed at both professionals and those

responsible for developing technical projects for building, town planning and transport (universal design), as well as actions aimed at the training of foremen and other professionals directly involved in their execution were expanded. This was possible through the incorporation of the Construction Labour Foundation and the ongoing effort of the ACS Foundation and Royal Board on the Disabled over the past five years.

Also a collaboration agreement was entered into with the Spanish Paralympics Committee, in order to collaborate in the project of Aid to Paralympics Sports "ADOP" and provide the means required by Paralympics athletes to prepare for the Paralympics games to be held in the four year period from 2005-2008, including the Turin 2006 Winter Paralympics Games and the Beijing 2008 Summer Games.

Around one thousand students have enrolled in Accessibility courses offered at 10 universities and technical schools in Spain.

Additionally, the first Trainer Training seminar was held and was aimed at the professors of the Construction Labour Foundations, those responsible for training skilled workers and foremen. This seminar was held at the Training Centre of the Construction Labour Centre in Granada.

Research on the impact of new technologies on disabled university students was continued and expanded to different Spanish Universities. The research project "Temporary Non-Commercial Exhibition Spaces" was initiated.

Within the Environmental Program, of special relevance was the support given to the Worldwide Forum Soria 21 for Sustainable Development and the sponsorship of several activities offering training on sustainable buildings, alternative energies, waste management climate change and other subjects.

3.7 Commitment to the Social Environment

In relation to the Historical Architectural Heritage, the foundation mainly collaborated with the Romanesque Studies Centre of the Foundation Santa María La Real, with National Heritage and with the Archbishop of Zaragoza. The foundation also collaborated with the National Construction Platform, and specifically in the strategic platform for the development of research on "Architectural assets without Barriers". This project is to last three years and is being financed by the Ministry of Education and Science, under the National Scientific Research,

Development, and Technological Innovation Plan (R+D+i 2004-2007).

Several publications relating to the program for the elimination of architectural barriers and Spanish architectural Heritage have been drafted. Noteworthy in this regard is the publication for Dragados of the book, "Expansion of the Prado Museum" and the "Manual of Universal Accessibility" aimed at Foremen and Skilled Workers. The Foundation co-sponsored the publication of the "Encyclopaedia of the Romanesque in

Cantabria" by the Foundation Santa María, and the monographic publication relating to the renovation of "La Casita del Príncipe del Pardo (Madrid)" is being prepared together with National Heritage.

Additionally, sponsorship agreements have been entered into for the fulfilment of its foundational purposes with the following Foundations and Institutions:

Spanish Association of Foundations
 Centro Nacional de Arte Reina Sofía
 Casa Asia
 Amigos del Museo del Prado Foundation
 Carolina Foundation
 COTEC Foundation
 Príncipe de Asturias Foundation
 Teatro Real de Madrid Foundation
 Universidad Autónoma de Madrid Foundation
 Universidad Rey Juan Carlos Foundation
 San Pablo – CEU University Foundation
 Terrorism Victims Foundation
 Universidad Antonio de Nebrija de Madrid.
 Universidad Complutense de Madrid
 Universidad Politécnica de Madrid
 Universidad Internacional Menéndez Pelayo
 Hispania Nostra
 Royal Patronage on Disabled

Pro Rebus Academiae Foundation
 Foundation for Analysis and Social Studies
 Españoles en el Mundo Foundation
 Transición Política Española Foundation
 AEQUITAS Foundation
 Instituto San José Foundation
 Araya Autism Association
 Afim Foundation
 Downs Syndrome Foundation
 Spanish Anti-Cancer Association
 Spanish Association of
 Amyotrophic Lateral Sclerosis -ADELA
 Hospitalitat Mare de Deu de Lourdes Foundation
 Development and Assistance Foundation
 Fundación Constructora Benéfica
 Hermanitas de los Pobres
 Vicente Ferrer Foundation
 Institución Benéfico Social Padre Rubinos



Principles governing this report


For the ACS Group, the preparation of this second Corporate Responsibility Report implies the formalisation of a policy focused on understanding the main dilemmas and challenges faced by the audiovisual sector and the society as a whole.

This report was prepared following the guidelines of the G3 version of the Global Reporting Initiative (GRI). In this manner, all issues of relevance to the Company's stakeholders were taken into account.

With respect to the application levels defined by the GRI, the ACS Group has

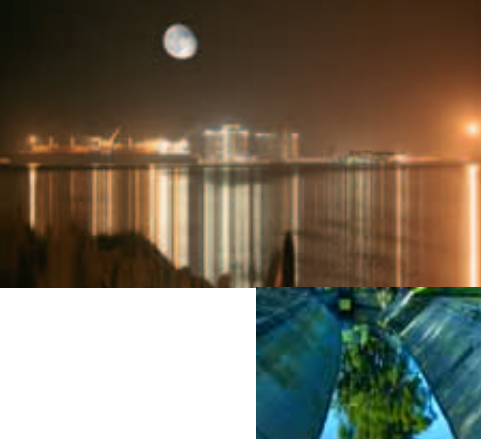
given this report an A+ rating.

Accordingly, the principles and guidelines of the G3 Guide were applied, and each chapter details both the organisation's profile and its management approach. Additionally, all performance indicators considered to be of principal importance are contained in this report.

	2002 In Accordance	C	C+	B	B+	A	A+
Mandatory	Self-declared						✓
Optional	Checked by third parties						✓
Optional	Checked by GRI						

The ACS Group has applied the following GRI G3 principles for defining the contents and guaranteeing the quality of the information included in this report:

Materiality	Reliability
Context of Sustainability	Reporting frequency
Exhaustiveness	Exactness and clarity
Comparability	Balance



Principle of materiality

The ACS Group carried out a materiality study based on AA1000 Standard of Accountability, the purpose of which was to identify the items of most relevance to the stakeholders and company. The following was studied:

- The age of issues, determined by the attention paid to them by the companies in the industry in which ACS operates.
- The attention paid to the different aspects of corporate responsibility by industry associations considered to be of significance.
- The relevance of the corporate responsibility issues based on the attention paid to them by the media and social organisations.

Context of sustainability

The objective of this report is to express the performance of ACS in each of the three sustainability areas: economic, social and environmental. Throughout this report, information is supplied in relation to the context of each of these.

Exhaustiveness

In the preparation process, the coverage and scope of this report was clearly defined, giving priority to information considered to be material and including all significant events that took place in 2007, without omitting information of relevance to the Group's stakeholders.

In addition to its content, it has been determined that the coverage of the report that includes Construction, Environment & Logistics, Industrial Services and Energy (Unión Fenosa). In the case that there were no changes in the chapters with respect to coverage, these have been indicated.

Additionally, the relevant issues, the indicators included herein and the matters covered by the 2007 Corporate Responsibility Report offer a complete view of the significant impacts in the economic, social and environmental fields.

Comparability

To the greatest extent possible, the information included in this report was organized in such a manner that the stakeholder may interpret the changes undergone by the ACS Group with respect to previous years.

Balance

This report includes both positive and negative aspects, in order to present an image which is not biased and to enable stakeholders to reasonably assess the Company's performance.

Exactness and clarity

This report contains numerous tables, graphs and outlines, the purpose of which is to make the report easier to understand. The information included in the report is meant to be clear and exact in order to be able to assess the performance of the ACS Group. Additionally, to the greatest extent possible, the use of technical terms whose meaning may be unknown to stockholders has been avoided.

Reporting frequency

The ACS Group has the commitment to annually report its corporate responsibility actions. This report relates to the Group's performance in 2007 in the economic, social and environmental fields.

Reliability

The reliability of the information included in this 2007 Corporate Responsibility report was checked by KPMG, the firm responsible for its verification.



Additional information on Accountability at <http://www.accountability21.net/>

Associations to which the ACS Group belongs

ACS Group

- CEOE-CEIM.
- Association for the Progress of Management (APD).
- Circle of Entrepreneurs
- Internal Auditors' Institute

Construction

- SEOPAN.
- National Construction Federation (CNC).
- Association of Spanish Road, Tunnel, Bridge and Toll Road Concession Companies (ASETA).
- Association of Infrastructure Maintenance and Operation Companies (ACEX).
- Technical Association of Ports and Coasts (ATPYC).
- Spanish Motorway Association.
- Technical Motorway Association
- Spanish Association of Labour Prevention Services (AESPLA).
- Spanish Association of Manufactures and Leasers of Prefabricated Modular Structures
- Madrid Logistics Platform.
- Madrid Foundation of Excellence.
- Confederation of Entrepreneurs of Madrid (CEIM).
- Spanish Association for Quality (AEC).
- Spanish Standardization and Certification Association (AENOR).
- Cotec Foundation for Technological Innovation.
- Spanish Tunnel and Underground Work Association (AETOS).
- Spanish National Large Dam Committee.
- Scientific-Technical Association of Structural Concrete (ACHE).

Environment & Logistics

- Association of Public Cleaning Companies (ASELIP).
- Association of Landscape and Environment Restorers (ASERPYMA).
- Spanish Association of Gardening Companies (ASEJA).
- USW Energy Valorization Business Association (AEVERSU).
- Association of Waste and Special Resource Management Companies (ASEGRE).
- Cleaning Services Companies Association (ASPEL).
- Association of Home Assistance Companies of Madrid (ASEMAD).
- Association of Integral Maintenance (AMI).
- Spanish Maintenance Association (AEM).
- Spanish Facility Management Association (SEFM).
- Spanish Shopping Centre Association (AECC).
- Association for the Health and Development of the Needy (ASADE).
- Association of Spanish Forestry Companies (ASEMFO).
- Association of Environmental Recovery Companies (ASERPYMA).
- Spanish Association of Landscapers (ASEJA).
- General Association of Advertising Companies (AGEP).
- Outdoor Advertising Companies Association of Spain (AEPE).
- National Confederation of Special Employment Centres (CONACEE).

Industrial Services

- Confemetal.
- Conseil International des Grands Réseaux Électriques (CIGRE).
- Spanish Association of Assembly and Industrial Maintenance Companies (ADEMI).
- National Association of Equipment Manufacturers (SERCOCBE).
- Solar Thermal Electricity Association (PROTERMOSOLAR).
- Solar Thermal Electricity Association (ESTELA).
- Spanish Energy Club
- Association of Metal Companies of Madrid (AECIM).
- Association of Renewable Energy Promoters (APA).
- Association of Wind Farm Producers and Promoters (APREAM).
- Spanish Association of Desalination and Reuse (AEDYR).
- Spanish Association of Integral Maintenance of Buildings, Infrastructures and Industries (AMI).
- Spanish Technical Association of Air-Conditioning and Refrigeration (ATECYR).
- Association of Installer and Maintainer Companies of the Madrid Region (ASIMCCAF).
- Association of Metal Companies of Madrid (AECIM).

Energy

- UNESA.
- Spanish CO₂ Association
- Institute of Economic Studies (IEE).
- Spanish Institute of Financial Analysts.
- Spanish Seniors for Technical Cooperation (SECOT).
- Spanish Energy Club
- Spanish Committee of the World Energy Council
- Foundation of Financial Studies.
- Spanish Institute of Engineering.
- World Energy Council.
- Spanish UN Global Compact Association.
- Quality Management Club.
- Excellence in Sustainability Club
- Company, Safety and Society Foundation (FESS).



We would like to hear your opinion

As one may observe from the previous pages of this report, at the ACS Group, we understand corporate responsibility as a commitment which determines the Company's relationship with the environment and with each of its stakeholders. This Corporate Responsibility Report aims to include the main milestones and programs developed by the ACS Group leading to the improvement of relationships with its different stakeholders.

The ACS Group considers the assumption of corporate responsibility principles to be a continual improvement process, in which it is crucial to rely on the opinion of the different stakeholders. Hence, we would be grateful to receive any opinion you may have on this report at:

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28046 Madrid

Verification Report

(Free translation from the original in Spanish.
In case of discrepancy, the Spanish language version prevails.)

To ACS Management

Introduction and scope

We have been engaged by ACS to review the information related to environmental and social practices corresponding to the year 2007, included in its Sustainability Report 07 (hereinafter the Report). Preparation of the report, including decisions regarding its content, is the responsibility of ACS Management.

Our responsibility has been to review the aforementioned Report according to the ISAE 3000 standard (International Standard for Assurance Engagements) and determine the application of the Global Reporting Initiative Version 3 (GRI G3) Guidelines based on the company's level of self-declaration and offering a limited level of assurance, that:

- The quantitative data related to GRI G3 indicators has been obtained reliably.
- The qualitative information related to GRI G3 indicators is adequately supported by internal or third party documents.
- The application of the GRI G3 Guidelines for A+ level of application whose self declaration has received the confirmation from Global Reporting Initiative.

Work performed

We have reviewed the reliability of the quantitative data and other qualitative information contained in the Report as described in the scope, basing our review on the following activities:

- Interviews with personnel responsible for the systems providing information included in the Report.
- Review of the systems used to generate, aggregate and facilitate the data.
- Scope analysis and analysis of the presentation of information.
- Review by sampling of the calculations carried out at corporate level and their consistency.
- Review that other information included in the Report is adequately supported by internal or third party documentation.

Conclusions

Based on the work described above, we have not observed circumstances indicating that the data included has not been obtained by reliable means, or that the information is not fairly stated. We have also not identified any significant omissions or differences in the information reviewed.

KPMG ASESORES, S.L.

(Signed)

Julián Martín Blasco

29 April 2008



	Global Compact	Book	Page
1 Strategy and analysis			
1.1		3	CRR: 4-7
1.2		3	CRR: 4, 7-9
2 Organizational profile			
2.1			Cover
2.2		1	AR: 30-34
2.3		1	AR: 14-15, 49
2.4			Backpage
2.5		1	AR: 31, 41, 54-56
2.6		4	CGR: 4
2.7		1 and 3	AR: 12-13, 21, 24, 28, 41, 51-56; CRR: 69
2.8		1	AR: 6-11
2.9		3	CRR: 77, 80-81
2.10		3	CRR: 18
3 Report parameters			
Report Profile			
3.1			Cover
3.2			2006
3.3		4	CGR: 61, 81
3.4			Backpage
Report Scope and Boundary			
3.5		3	CRR: 71-72, 82-87
3.6		3	CRR: 7-8; IA: 14-15, 19, 37, 49
3.7		3	CRR: 77, 80-81
3.8		1	AR: 14-15, 19, 37, 49
3.9		3	CRR: 76-77
3.10			(1)
3.11		4	CGR: 61, 81
GRI Content Index			
3.12		3	CRR: 82-87
Assurance			
3.13		3	CRR: 80-81

(1) Grupo ACS understands that this is not a material indicator for its activity.
 (2) When this report was completed there was not enough information to answer this indicator.
 (3) In the year covered by this report there is no certainty of incidents of this type occurred.

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4 Governance, commitments and engagement of stakeholders

Global Compact Book Page

Governance			
4.1	Governance structure of the organization.	1	AR: 6-11
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	1 and 4	AR: 6-11, CGR: 4-5, 13
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	4	CGR: 4-6,
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	3 and 4	CGR: 23; CRR: 16-18
4.5	Linkage between compensation for members of the highest governance body and the organization's performance.	4	CGR: 25
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	4	CGR: 37, 47-51, 61, 64
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	4	CGR: 61, 83
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	1 and 3	AR: 12-13;CRR: 4-9
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	4	CGR:24, 39-42, 72, 86
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	4	CGR: 53-58
Commitments to External Initiatives			
4.11	Explanation of how the precautionary principle is addressed by the organization.	4	CGR: 52
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	3	CRR: 12, 60, 65, 67-68, 72, 76-77
4.13	Memberships in associations and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> • Has positions in governance bodies. • Participates in projects or committees. • Provides substantive funding beyond routine membership dues. • Views membership as strategic. 	3	CRR: 6, 78
Stakeholder Engagement			
4.14	List of stakeholder groups engaged by the organization.	3	CRR: 6-8, 76-77
4.15	Basis for identification and selection of stakeholders with whom to engage.	3	CRR: 6-8
4.16	Stakeholder engagement (frequency).	3 and 4	CRR: 6-8; CGR: 66
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	3 and 4	CRR: 6-8; CGR: 66

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5 Economic performance indicators		Global Compact	Book	Page
EC Management approach				
Economic - performance indicators				
Economic Performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		3	CRR: 10-16
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.			(1)
EC3	Coverage of the organization's defined benefit plan obligations.		2	EFR: 71-75
EC4	Significant financial assistance received from government.		2	EFR: 71
Market presence				
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.			(2)
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		3	CRR: 71
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.			(1)
Indirect Economic Impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		2	AR: 30
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.		3	CRR: 10
EN Environmental performance indicators				
Management approach				
Materials				
EN1	Materials used by weight or volume.	GC8	3	CRR: 35
EN2	Percentage of materials used that are recycled input materials.	GC8	3	CRR: 35-38
Energy				
EN3	Direct energy consumption by primary energy source.	GC8	3	CRR: 35-38
EN4	Indirect energy consumption by primary source.	GC8	3	CRR: 35-38
EN5	Energy saved due to conservation and efficiency improvements.	GC9	3	CRR: 35
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reduction in energy requirements as a result of these initiatives.	GC9	3	CRR: 37-38, 54-56
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	GC8	3	CRR: 37-38, 54-56
Water				
EN8	Total water withdrawal.	GC8	3	CRR: 37-38, 54-57
EN9	Water sources significantly affected by withdrawal of water.		3	CRR: 37-38, 54-58
EN10	Percentage and total volume of water recycled and reused.	GC8	3	CRR: 37-38, 54-58

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Biodiversity		Global Compact	Book	Page
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	GC8		(1)
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	GC8	3	CRR: 43
EN13	Habitats protected or restored.			(2)
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.		3	CRR: 43
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.			(2)
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	GC8	3	CRR: 44-45
EN17	Other relevant indirect greenhouse gas emissions by weight.	GC8		(1)
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	GC8	3	CRR: 52-56
EN19	Emissions of ozone-depleting substances by weight.	GC8		(1)
EN20	NOx, SOx and other significant air emissions by type and weight.	GC8		(1)
EN21	Total water discharge by quality and destination.	GC8	3	CRR: 57
EN22	Total weight of waste by type and disposal method.	GC8	3	CRR: 39, 57
EN23	Total number and volume of significant spills.	GC8		(1)
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	GC8	3	CRR: 57
EN25	Identification, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.		3	CRR: 57
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	GC8	3	CRR: 32-59
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	GC8	3	CRR: 38-39
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	GC8		(2)
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.		3	CRR: 34-35
Overall				
EN30	Total environmental protection expenditures and investments by type.		2	EFR: 172-175

Social performance indicators

Management approach

LA Labor Practices and Decent Work

Employment

LA1	Total workforce by employment type, employment contract, and region.		3	CRR: 61
LA2	Total number and rate of employee turnover by age group, gender, and region.		3	CRR: 61
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operation.			(1)

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Main Performance Indicators

		Global Compact	Book	Page
Labor/Management Relations				
LA4	Percentage of employees covered by collective bargaining agreements.	GC3	3	CRR: 68
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	GC3	3	CRR: 68
Occupational Health and Safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.		3	CRR: 67-68
LA7	Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region.		3	CRR: 68
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		3	CRR: 65-68
LA9	Health and safety topics covered in formal agreements with trade unions.		3	CRR: 68
Training and Education				
LA10	Average hours of training per year per employee by employee category.		3	CRR: 68
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		3	CRR: 65-68
LA12	Percentage of employees receiving regular performance and career development reviews.		3	CRR: 65-68
Diversity and Equal Opportunity				
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	GC6	3	CRR: 61-65
LA14	Ratio of basic salary of men to women by employee category.			(2)
HR Human Rights				
Investment and Procurement Practices				
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	GC1-GC2		(2)
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	GC1-GC2		(2)
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.			(2)
Non-discrimination				
HR4	Total number of incidents of discrimination and actions taken.	GC1-GC6		(3)
Freedom of Association and Collective Bargaining				
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	GC3	3	CRR: 68
Child Labor				
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to the elimination of child labor.	GC5		(3)
Forced and Compulsory Labor				
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of forced or compulsory labor.	GC4		(3)
Security Practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.			(1)
Indigenous Rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.			(3)

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SO	Society	Global Compact	Book	Page
Community				
SO1	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.		3	CRR: 72-74
Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	GC10	3	CRR: 64-65
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	GC10	3	CRR: 64-65
SO4	Actions taken in response to incidents of corruption.	GC10	3	CRR: 64-65
Public Policy				
SO5	Public policy positions and participation in public policy development and lobbying.			(2)
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.			(1)
Anti-Competitive Behaviour				
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.			(3)
Compliance				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.			(2)
PR Product Responsibility				
Customer Health and Safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.		3	CRR: 22-23
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcomes.			(3)
Product and Service Labeling				
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.			(1)
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by types of outcomes.			(1)
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		3	CRR: 69
Marketing Communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.		3	CRR: 11
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.			(1)
Customer Privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.			(3)
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.			(2)

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