

health and safety

Commitment

- Ongoing improvements to employee health and safety.

Lines of Action

- Design and implementation of effective systems to prevent and reduce health and safety risks in Ferrovial companies.

2012 Milestones

- Maintained and improved established OHSAS certification levels.
- Ran several informational and training campaigns covering health and safety issues, including: "Play safe", "Push the prevention button", "Alcohol-free work" and "Safe use of cell phones".

2013 Goals

- Extend the OHSAS 18001:2007 standard at the international level.
- Perform security audits at an international level.
- Provide specific training for employees responsible for health and safety, covering new procedures for investigating incidents and accidents and coordinating business activities.

Statistical indices of accident rates for all Ferrovial business areas in Spain

Statistical index	2012	2011	2010
Total Incidence Rate	60.02	65.37	81.44
Female Incidence Rate	43.78		
Male Incidence Rate	69.23		
Total Frequency Rate	39.19	38.30	45.34
Female Frequency Rate	26.02		
Male Frequency Rate	47.87		
Severity Rate	0.91	0.94	0.95
Total Accident Rate	7.84		
Female Accident Rate	5.20		
Male Accident Rate	9.57		
Days Lost Rate	0.09		
Absenteeism Rate	3.06		

Statistical indices of accident rates for Ferrovial at international level

Incidence Rate	43.74	43.13
Frequency Rate	25.7	
Accident Rate	5.14	
Days Lost Rate	0.06	
Absenteeism Rate	2.66	
No. of fatalities among employees	3	0

Statistical indices of accident rates in the Construction Division in Spain

Index	2012	2011	Var, 12-11 (%)
Total Incidence Rate	20.92	37.68	-44.48
Female Incidence Rate	1.89		
Male Incidence Rate	24.32		
Total Frequency Rate	12.35	21.03	-41.29
Female Frequency Rate	1.11		
Male Frequency Rate	14.36		
Total Severity Rate	0.29	0.44	-34.09

Commuting accidents were excluded and only working days were included in the calculation of lost days when calculating Ferrovial's statistical accident rate indices. To calculate the absenteeism rate, all days lost were taken into account including those caused by commuting accidents. The workforce used for the calculations was that covered by the Ferrovial Prevention Systems, which cover 94% of the average workforce.

Rates used in the report:

- Incidence rate: The number of accidents leading to days lost that occur during working hours, for every thousand people exposed.
- Frequency rate: The number of accidents leading to days lost that occur during working hours, for every million hours worked.
- Severity rate: The days lost as a result of occupational accidents per thousand hours worked.
- Accident rate: The number of accidents in relation to total time worked, per 200,000.
- Rate of days lost due to occupational pathology: This compares total days lost with real hours worked, as a percentage.
- Absenteeism rate: The real number of days lost due to absenteeism compared with real days worked, as a percentage.

Health and safety actions by Ferrovial worldwide*			
Type of Safety Action	2012	2011	2010
Occupational safety studies	2,412	2,749	2,743
Emergency plans	485	1,443	1,987
No. of visits by safety experts	12,571	15,271	15,870
Training in safe work practices (hours)	202,523	374,721	445,564
Training for safety experts (hours)	27,746	27,507	239,515
Medical check-ups of employees	23,311	29,687	34,120
No. of incident investigations	3,208		
Percentage of workers represented on Health and Safety committees	64.24%		
Percentage of workers under an internally/legally verified OHS Management System	91.58%		
Percentage of workers under an independently certified and verified OHS Management System	90.30%		

*These percentages have been calculated for the workforce covered by the Ferrovial Prevention Systems, which cover 94% of the average workforce.

There was a noteworthy improvement in the accident rate in the Construction division in 2012, with the incidence rate cut by nearly 45%. The frequency rate was down 41% to 12.35, while the severity rate declined 34% to 0.29. At a national level, Ferrovial reduced the incidence rate by over 8% on the 2011 figures, to 60.02.

Health and Safety Policy

All Ferrovial business areas have health and safety policies in place that are customized to the demands of each business and are approved by senior management, in compliance with applicable domestic and international regulations. One of Ferrovial's primary missions is to achieve consistent health and safety improvements at all of its work sites; this also represents a duty and a right for all Ferrovial employees.

Certified management systems and legal audits

Ferrovial has health and safety management systems in place in all business areas, allowing risks specific to each business to be closely controlled. These systems comply with all legal requirements and are subject to regular audits.

Services

Cespa, part of the services division, has renewed its OHSAS 18001:2007 certification, and added two new companies: Cespa Servicios Urbanos de Murcia and Inagra. The audit highlighted the incorporation of occupational safety systems, the hard work of all employees involved in the management system and the professional quality of the health and safety team. By maintaining and extending the scope of OHSAS certification, Cespa has not only met all legal health and safety requirements; it has also been able to improve its working procedures and integrate health and safety across all operations. The Cespa occupational health and safety management system is organized, structured and managed pursuant to OHSAS 18001:2007 safety standards, as detailed in the Occupational Safety Manual. The manual describes all general occupational safety procedures (GOSP), which can be revised and extended in response to any new

requirements or changes to legislation, business policies, etc.

Both Ferrosier and Amey have updated their OHSAS 18001:2007 certificates. Ferrosier has been certified by an independent OHSAS auditor as the best rated company in its peer group. The company's health and safety management system covers all Ferrosier business areas and details the procedures, practices and policies required to manage health and safety throughout the organization.

Ferrosier has an occupational health and safety database and documentation on all risks and their prevention. It is consistently updated over the year to keep up with any changes in the business. Any "near misses" are recorded and included in the system procedures, pursuant to the OHSAS 18001 standard.

Amey has a safety management system (SMS) in place, which can be accessed by all employees via the Intranet. The SMS details occupational risk processes, procedures and support mechanisms.

The first stage of the system evaluates occupational risks for all operations before projects get underway, and establishes the most appropriate preventative measures.

A record is kept of these generic risk evaluations. Each place of work makes use of these evaluations and adds any safety measures necessary to meet local risk requirements. Risk evaluations are revised each year and whenever an accident occurs that leads to lost days.

All Amey accidents and incidents are recorded via an online data center known as Airsweb. They are assessed and categorized, keeping all data fully up to date for management use. All accidents leading to lost days are investigated, including safety measures employed, until the case is closed. Risks are also supervised by a team of health and safety officers, who conduct regular inspections and audits.

Toll Roads

The occupational safety management system for toll roads includes risk assessment reviews every two years, provided that both the work center and job positions are not subject to change over the period. However, if employee health is seen to be impaired, or in the event that any routine checks indicate that safety measures are inadequate or insufficient, or if there are significant changes to job

positions or conditions at the work center, the assessment shall be updated as and when the changes occur. The consolidated group occupational safety data is used at corporate level as a managerial and decision-making tool, via the annual "Managerial Review report. An occupational safety database containing information and documentation on all occupational risks and their corresponding safety measures is available and updated annually at least. Cintra has an incident investigation procedure in place, which includes "near misses".

Construction

In Spain, Ferrovial Agroman successfully passed the annual independent review of its OHSAS 18001:2007 certification, which it was awarded in 2008. The certification applies to all work centers, including the mobile and temporary sites of Ferrovial Agroman's Safety Service.

In Ireland and the UK, the company also passed the first audit review of the OHSAS certification that it was granted in 2011 for Ferrovial Agroman UK and Ferrovial Agroman Ireland.

The goals of the OHSAS audit reviews were:

- To confirm that the management system meets applicable standards in the countries where it is applied.
- To confirm that the safety standard adopted is effective.
- To confirm that the management system is capable of complying with the organization's targets and policies, country requirements and the individual demands of clients.

Ferrovial Agroman Australia designed, established and certified its Health and Safety Management System according to the OHSAS 18001:2007 standard in July.

The construction business has established an International Internal Audit Procedure that is applicable to all the countries where it operates. The main objective is to supervise the health and safety standards established by the company and provide technical support to each type of project. Audits are performed by certified technical auditors, who issue reports to the company's management. An online application is available for inputting the audit data, filing documentary evidence and generating reports.

Airports and Corporation

Corporate and Ferrovial Airports have been subject to and successfully passed mandatory audits on Occupational Safety Systems, as required by Royal Decree 39/1997 of January 17. The management system includes the following procedures: health and safety policies, risk assessments, preventative planning, safety plans, investigation of health impairment, health monitoring, annual reporting, etc. The system is audited and verified for suitability by a certified independent auditor every four years.

Occupational safety actions

The health and safety actions taken by each business area are detailed below. Of particular note are the visits conducted by safety officers to work centers, specific health and safety studies, the proportion of employees represented on health and safety committees and the number of medical check-ups arranged by the company.

Services

The number of visits conducted by safety officers to work centers was 608 in Cespa, 521 in Ferrosar and 5,184 in Amey. The number of occupational safety studies carried out for Ferrosar stood at 340, while those for Cespa stood at 627.

The emergency plans that companies in the Services division were required to take part in totaled 276, of which 173 were at Amey, 74 at Cespa and 29 at Ferrosar. The percentage of employees represented on safety committees at Cespa stood at 77.7%, 48.5% at Amey and 100% at Ferrosar.

The Services business area carried out 19,619 physical examinations, of which 10,336 were at Cespa, 6,967 at Ferrosar and 2,316 at Amey.

Toll Roads

In the Toll Roads division, a total of 274 occupational safety visits were conducted in domestic work sites and 179 in international sites. A total of 4 domestic and 15 international health and safety studies were conducted.

23 emergency plans are in place, of which 14 are for international activities. In the Toll Roads division, 64.50% of domestic employees are represented on health and safety committees; the figure is 13.6% for employees outside of Spain.

The number of medical check-ups carried out stood at 325 in Spain and at 188 in international concessions.

Construction

Safety officers at the construction operator performed a total of 5,750 on-site control and monitoring inspections in 2012, proposing safety measures when required to improve on-site safety. Over the course of these visits the safety officers gather systematic data that is processed using the occupational safety IT application SERPRE, which is available via the intranet to anyone working with safety systems.

The Ferrovial Agroman Occupational Safety Service conducted 1,426 Occupational Safety Studies and established 184 specific emergency plans for the different business activities.

44.1% of Spanish employees at the construction operator are represented on health and safety committees, and a total of 3,048 underwent medical check-ups specific to their job positions.

Airports and Corporation

A total of 55 Safety Service visits were conducted at Corporate and Ferrovial Airports sites. Over the course of the inspections two accident investigations were carried out, with two emergency plans being updated and revised. The number of physical examinations performed stood at 18 for Ferrovial Airports and 113 for Corporation.

Health and safety information and training

Ferrovial considers employee training and information in health and safety to be extremely important as a means of inculcating safety at all hierarchical levels, reducing accident rates and boosting management efficiency.

Services

In 2012 Cespa provided a total of 92,966 hours of training in safe working practices to more than 4,000 employees. The safety division taught 198 courses to 1,370 employees.

Ferrosar provided 59,398 training hours on health and safety and Amey 33,888 hours. With respect to training for staff with occupational safety responsibilities, a total of 10,648 hours of training were provided at Cespa, 8,600 at Ferrosar and 1,664 at Amey.

The courses included the following topics:

- Ergonomics: caring for your back
- Safety in confined spaces
- Working at heights
- Working on median strips and roundabouts
- Safety when cleaning up excrement
- Emergency plans
- First aid

Loading and unloading chemicals

As well as the above, 208 Cespa line personnel received basic health and safety courses for staff responsible for “preventative resources”.

In 2012 Cespa conducted its 5th occupational safety campaign, entitled “Play Safe”, which consisted of filming and screening a documentary made by employees depicting the proper use of personal safety equipment and safe practices at work. The documentary required more than 100 hours of filming at 30 Cespa work centers, covering a wide range of activities performed by more than 15,000 staff at the company.

The campaign shows how the culture of occupational safety has become a hallmark of Cespa, and how safety innovation, combined with strict compliance with regulations, proves a great means of reducing workplace accidents. Further information is available via the link www.Cespa.es/playsafe.



In 2012 Cespa continued with its “Press the Prevention Button” campaign, which explains real accidents and incidents that have happened at work centers, their causes and what safety measures would have prevented them from happening. The aim is to raise awareness among employees of the importance of safe working practices.

Toll Roads

In the Toll Roads area, a total of 2,106 hours of health and safety training were provided in Spain and 1,869 hours in other countries. Special training for employees covering specific occupational safety actions totaled 1,055 hours in Spain and 337 hours outside of Spain.

Construction

In the Construction division, there were further training programs pursuant to the 2012-2016 Construction Sector Agreement. Each employee was provided training specific to their post, including certified training for middle management, such as the 60-hour Basic Course for Occupational Safety Staff. A total of 1,626 direct employees and 4,274 employees of subcontractors were given training. The number of health and safety training

hours provided was 12,168, of which 5,385 were specific to staff with direct safety responsibilities at work centers.

The courses provided included the following:

- First aid
- Working in confined spaces
- Working safely with machines
- Safe scaffold assembly
- Job-specific training
- Working at sewage treatment plants

Several awareness-raising campaigns have been run in the construction area, in particular an anti-alcohol campaign and another promoting safe use of cell phones at work to prevent potentially dangerous distraction or loss of concentration. Both campaigns were backed by specific posters, designed as part of the “Committed to Safety” campaign.

Airports and Corporation

A total of 15 hours of health and safety training were provided at Ferrovial Airports and 112 hours at Corporate. The training included refresher courses for emergency personnel in first aid and fire safety, with hands-on extinction practice.



Passengers at Heathrow Airport, London, United Kingdom

Awards and participation at events

Cespa took part in the following events in 2012:

- The 10th International Occupational Risk Prevention Conference (ORP 2012), held on May 23, 24 and 25 2012 in Bilbao (Spain), and organized by the Basque Health and Safety Institute (OSALAN).

Cespa is committed to continuously improving OHS and recognizes the importance of sharing its expertise in the field with society. For this reason, it took part in the 10th International Occupational Risk Prevention Conference with a presentation on two projects conducted by the Safety Division:

- Emotional management of occupational safety. (the Cespa experience).
- Simplified evaluation of exposure to biological agents during the collection of dog excrements in the course of street cleaning.
- The “Waste Management and Occupational Safety” course given by the National Institute for Occupational Health and Safety. For the fourth consecutive year, the Occupational Safety Department was involved in the course organized by the National Institute for Occupational Health and Safety. This year it gave a presentation on safety hazards at waste treatment plants, which was very well received by the audience.

The Cespa Safety Department’s involvement in the course comes about through its partnership with the Institute,

which has lasted for more than 10 years.

- The “6th Atlante Awards”, where it was a finalist in the Awareness Raising, Information and/or Training category.
- “Business Activity Coordination Day” organized by Foment del Treball, Barcelona.
- “Law 31/2011, regulations for social jurisdiction” organized by Foment del Treball, Barcelona.
- “Repercussions in the Field of Occupational Safety”, organized by Foment del Treball, Barcelona.
- “Responding Responsibly and Realistically to Psychosocial Factors”, organized by Foment del Treball, Barcelona.
- “A comprehensive approach to preventing musculoskeletal disorders”, organized by Foment del Treball, Barcelona.

Ferrovial Agroman has won several safety awards. Highlights include recognition of health and safety excellence as part of the “Voluntary OSHA Protection Program” in Puerto Rico. In the UK it was a winner in the Safety Leadership and Supervisor categories. It also received several awards for its role in the construction of the new terminal at Heathrow.

As a construction business, Ferrovial Agroman is a member of Seopan, AECOM, CNC and several regional associations, where it plays an active role in Health and Safety Committees.