

# **MAIN FIGURES** OF THE ACS GROUP

#### FINANCIAL AND OPERATING DATA

MILLION OF EUROS	2012(1)	2013(2)	2014	2015(4)	2016(4)	2017
Revenues	38,396.2	35,178.0	34,880.9	33,291.3	31,975.2	34,898.2
Gross operating profit (EBITDA) (3)	3,088.4	2,832.5	2,552.7	2,140.7	2,023.4	2,278.9
Net operating profit (EBIT)	1,579.4	1,639.7	1,684.2	1,420.8	1,445.0	1,626.0
Attributable net profit	(1,927.9)	701.5	717.1	725.3	751.0	802.0
Funds from operations	1,299.4	1,085.8	824.1	1,794.8	1,376.4	1,863.5
Dividends paid	639.2	398.0	318.0	344.5	326.2	297.2
Net investments/(Divestments)	(2,285.2)	494.3	(313.0)	259.0	(522.9)	308.1
Total assets	41,563.4	39,965.4	39,320.7	35,279.8	33,400.0	31,880.7
Equity	5,711.5	5,488.9	4,897.9	5,197.3	4,976.6	5,164.0
Shareholders' equity	2,656.5	3,267.9	3,033.5	3,421.0	3,574.3	3,742.9
Non-controlling interests	3,055.0	2,221.0	1,864.4	1,776.3	1, 393.2	1,421.1
Total net debt <sup>(5)</sup>	4,518.7	3,811.1	3,722.3	2,624.1	1,214.4	153.0
Net debt with recourse	3,136.3	2,553.9	2,739.6	2,083.2	1,012.3	(41.9)
Non recourse financing	1,382.4	1,257.1	982.7	540.9	202.0	195.0
Backlog <sup>(6)</sup>	74,587.9	59,363.0	63,871.0	58,942.2	66,526.3	67,082.0
Number of employees	162,471	157,689	210,345	170,241	176,755	182,269

#### **DATA PER SHARE**

EUROS	2012	2013	2014	2015	2016	2017
Earnings	(6.62)	2.26	2.31	2.35	2.44	2.57
Gross dividend*	1.112	1.153	1.153	1.152	1.196	1.400
Cash-flow	4.46	3.50	2.65	5.16	4.47	5.97
Shareholders' equity	9.12	10.53	9.76	11.09	11.63	11.99

<sup>\* 2017</sup> final dividend pending of approval.

#### STOCK MARKET DATA

	2012	2013	2014	2015	2016	2017
Listed shares	314,664,594	314,664,594	314,664,594	314,664,594	314,664,594	314,664,594
Market capitalization (€ Million)	5,991.1	7,872.8	9,115.7	8,500.5	9,446.2	10,264.4
Year-end closing price	19.04€	25.02€	28.97€	27.02€	30.020€	32.620€
Annual revaluation	(16.86%)	31.41%	15.79%	(6.75%)	11.12%	8.66%

#### **KEY RATIOS**

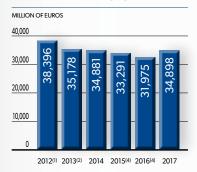
	2012(1)	2013(2)	2014	2015(4)	2016(4)	2017
Operating margin	4.1%	4.7%	4.8%	4.3%	4.5%	4.7%
Net margin	(5.0%)	2.0%	2.1%	2.2%	2.3%	2.3%
ROE	n.a.	22.7%	22.0%	20.8%	21.4%	21.9%
Gearing (7)	86.7%	69.4%	76.0%	50.5%	24.4%	3.0%
Dividend yield	5.8%	4.6%	4.0%	4.3%	4.0%	3.7%

<sup>(1) 2012</sup> data have been reestated as a result of the entry into force of the revised IAS 19, which applies retroactively.
(2) 2013 data have been reestated as a result of the entry into force of the IFRS 10, 11 and 12 new standards. Additionally there has been a reclassification of the results from John Holland and Leighton Services as discontinued operations in both exercises after its sale.
(3) 2014-2017 EBITDA and EBIT include Joint Ventures Net Results (companies executing projects managed with partners) not fully consolidated.
(4) In compliance with IFRS 5, Urbaser has been reclassified as discontinued operations as consequence of its sale agreement. Likewise the prior comparable period has been restated. Balance sheet figures restated by HOCHTIEF PPA adjustment.
(5) In 2014, total net debt includes the proceeds pending to be collected obtained after the sale of John Holland and Leighton Services in December 2014, accounted in the balance sheet by 31st of December 2014 as Accounts receivable.

<sup>(6)</sup> Includes the backlog proportional to the stake in joint ventures that the Group does not fully consolidate.

<sup>(7)</sup> Gearing: Net Debt / (Shareholders Equity+Non-controlling interests).

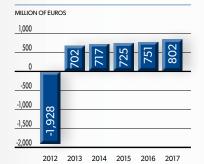
#### **REVENUES**



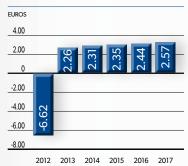
#### NET OPERATING PROFIT (EBIT)



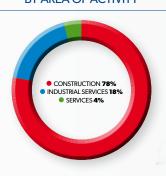
#### ATTRIBUTABLE NET PROFIT



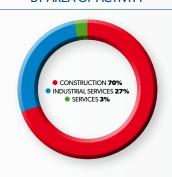
#### **EARNINGS PER SHARE**



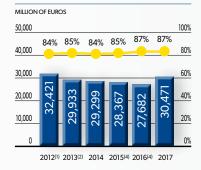
#### 2017 REVENUE BY AREA OF ACTIVITY



#### 2017GROSS OPERATING PROFIT (EBITDA) BY AREA OF ACTIVITY



#### INTERNATIONALIZATION



#### **DIVIDEND PER SHARE\***



### MARKET CAPITALIZATION

CANADA • •

GUATEMALA •

COSTA RICA

MEXICO • •

UNITED STATES ••

DOMINICAN REPUBLIC •

IAMAICA

COLOMBIA .

PERU • •

CHILE •

ECUADOR

SAN CRISTOBAL Y NIEVES

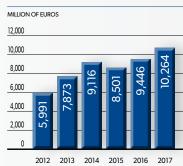
BRAZIL •

URUGUAY •

ARGENTINA • •

VENEZUELA •

BOLIVIA •



- (1) 2012 data have been reestated as a result of the entry into force of the revised IAS 19, which applies retroactively.
- (2) 2013 data have been reestated as a result of the entry into force of the IFRS 10, 11 and 12 new standards. Additionally there has been a reclassification of the results from John Holland and Leighton Services as discontinued operations in both exercises after its sale.
- (3) 2014-2017 EBITDA and EBIT include Joint Ventures Net Results (companies executing projects managed with partners) not fully consolidated.
- (4) In compliance with IFRS 5, Urbaser has been reclassified as discontinued operations as consequence of its sale agreement. Likewise the prior comparable period has been restated. Balance sheet figures restated by HOCHTIEF PPA adjustment.



#### **CONSTRUCTION (1)**

#### **INDUSTRIAL SERVICES**

#### **SERVICES**

MILLIONS OF EUROS	2017
Revenues	27,221
International	95.3%
Gross operating profit (EBITDA)	1,620
Margin	6.0%
Net profit	387
Margin	1.4%
Backlog <sup>(2)</sup>	55,529
Employees	66,897

MILLIONS OF EUROS	2017
Revenues	6,260
International	71.0%
Gross operating profit (EBITDA)	633
Margin	10.1%
Net profit	319
Margin	5.1%
Backlog	9,286
Employees	41,002

MILLIONS OF EUROS	2017
Revenues	1,446
International	5.9%
Gross operating profit (EBITDA)	73
Margin	5.1%
Net profit	37
Margin	2.6%
Backlog	2,267
Employees	74,317

<sup>(1)</sup> Construction includes the activity of Dragados, Hochtief and Iridium.
(2) EBITDA Includes Joint Ventures Net Results (companies executing projects managed with partners) not fully consolidated. Includes the backlog proportional to the stake in joint ventures that the Group does not fully consolidate.

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# **THE ACS GROUP**

A global infrastructure company Construction Industrial Services Services

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# THE ACS GROUP AND CSR

Transparency, ethics and integrity
The ACS Group's people
Health and safety
Environment
Suppliers and contractors
Commitment to quality with the customer
Innovation
Giving back to society

# **LETTER FROM** THE CHAIRMAN

#### PREPARE TO KEEP GROWING

#### Dear shareholder

ACS Group has earned 802 million euros in 2017, up 17% in comparable terms, thus exceeding the growth and profitability targets set a year ago. This result has been possible thanks to the positive progress of all the Group's activities, mainly in the Construction area, and to the improvement of financial results on the back of the significant debt reduction in recent years.

The Group's revenues have exceeded 34,898 million euros, up 10.7% than in the previous year, adjusted by the exchange rate. The region where ACS Group has the highest activity is North America, which represents 45% of total revenues, followed by Asia Pacific which accounts for 29% and Europe with 20%; production in South America stands at 5% while Africa represents just over 1%. By country, the most important are the United States, Australia, Spain, Hong Kong, Canada, Mexico and Germany; all which represent an annual revenues of over 900 million euros, accounting for around 85% of the total revenues of the Group.

Furthermore, the Group's operating results show an additional hike in margins, with gross operating profit (EBITDA) of 2,279 million euros, up 12.6%, and a net operating profit (EBIT) of 1,626 million euros, up 12.5%.

#### By activity area:

• Construction obtained 387 million euros, up 24.4% compared to the previous year, on the back of the rise in CIMIC activity and solid growth in North America. Revenues in this area amounted to 27.221 million euros. making the company the leading international construction group and leader in the North American and Australian markets

- The Industrial Services area obtained a profit of 319 million euros, up 4.6%, with revenues of 6,260 million euros, maintaining its characteristic profitability and efficiency ratios, and consolidating its presence in new markets.
- On the other hand, the profit of Services increased by 38.4%, not including the contribution of Urbaser in 2016, up to 37 million euros. The revenues amounted to 1,446 million euros.

These good results, together with the effective control of working capital and the efficient management of investment needs, have contributed to the significant improvement of the net cash flows generated by the operations in 2017, which have increased by 43% to 1,492 million euros.

Subsequently, this strong operating cash generation has enabled us to reduce net debt by more than 1 billion euros to a figure that is at all time lows; specifically, we closed the year with a net cash position of 42 million euros, excluding the project's debt. Including this financing, without recourse for ACS, net debt stands at 153 million euros, which implies a debt ratio of 0.06 times over EBITDA. This represented a further step towards the goal we set ourselves 6 years ago to reduce the Group's financial leverage and, therefore, the risk profile of our balance sheet, which was strengthened last May with the achievement of the BBB credit rating in the investment grade category.

Let us not forget that the almost 200,000 people who strive every day to pursue the Group's objectives are behind these excellent results. Our human capital works in more than 60 countries, with an over 40% gender diversity, and has 8,000 workers from disadvantaged groups such as people with disabilities, gender violence victims or people at risk of exclusion. At ACS we believe in diversity and equal opportunities, and we are committed to people with talent and work capacity, regardless of gender, condition, race or personal circumstances.

That is why in 2017 we approved ACS' Group Diversity Policy, in which we undertake to promote all the necessary measures to avoid any type of discrimination in selection processes, not only of administrative body candidates, but of any job, and thus support the cultural diversity for which we are renowned.

I would like to highlight, in terms of sustainability, the progress made in the main safety indices, significantly reducing work accidents and increasing training in this area.

Finally, I would like to point out the performance of our shares in 2017, which has appreciated by 8.7%, showing a differential value of 126 basis points over IBEX35. Additionally, we have increased the shareholder remuneration by 4%, paying a dividend per share of 1,196 euros, so that total compensation for shareholders reached 12.64%. Once again these figures confirm our commitment towards value creation.

A commitment that is renewed every year and that is based on the Group's positive growth prospects on the back, firstly, of the solid portfolio of projects amounting to 67,082 million euros -mainly in developed markets such as North America and Australia- and, secondly, of investment opportunities in new projects and businesses that enable to ensure sustainable growth in the long term without compromising the value created so far.

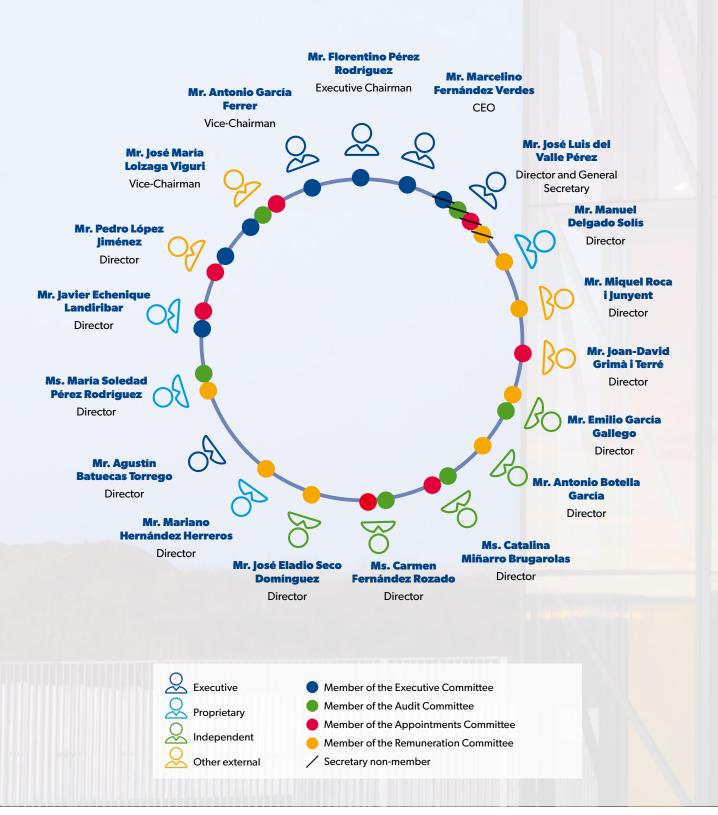
Our participation in the takeover bid on the concession company Abertis is a good example. I am convinced that the success of the operation will have a positive impact on the Group's strategic positioning in the infrastructure sector, mostly in developed markets, and a significant increase in ACS' earnings per share. And so I look forward to inform you all next year.

Florentino Pérez

Chairman of ACS Group



# **BOARD OF DIRECTORS**



# **Mr. Florentino Pérez Rodríguez** Executive Chairman

Civil Engineer.

Chairman of the ACS Group since 1993. Member of the Board of Directors of the ACS Group

#### Mr. Marcelino Fernández Verdes

**CEO** 

Civil Engineer

Member of the Board of Directors of the ACS Group since 2017.

Chairman of HOCHTIEF AG. Executive Chairman of CIMIC.

#### Mr. Antonio García Ferrer

Vice-Chairman Civil Engineer.

Member of the Board of Directors of the ACS Group since 2003.

#### Mr. José María Loizaga Viguri

Vice-Chairman

Economist.

Member of the Board of Directors of ACS Group since 1989.

Director of Cartera Industrial REA Vice-Chairman of Zardoya Otis.

Director of Moira Capital Partners, SGEIC, S.A. Director of Moira Capital Desarrollo ALFA, SICC, S.A. Director of Moira Capital Desarrollo BETA, SICC, S.A.

#### Mr. Agustín Batuecas Torrego

Director

Civil Engineer.

Member of the Board of Directors of the ACS Group since 1999.

#### Mr. Antonio Botella García

Director

B.A. in Law. Lawyer.

State Lawyer (retired).

Member of the Board of Directors of the ACS Group since 2015.

#### Mr. Manuel Delgado Solís

Director

B.S. in Pharmacy and B.A. in Law.

Member of the Board of Directors of the ACS Group since 2003.

#### Mr. Javier Echenique Landiribar

Director

B.A. in Economics.

Member of the Board of Directors of the ACS Group since 2003. Vice-Chairman of Banco Sabadell.

Director of Telefónica, S.A. Director of the Ence Group.

#### Ms. Carmen Fernández Rozado

Director

B.A. in Economics and Business and in Political Science and Sociology. Doctorate in Public Finances. Member of the Board of Directors of the ACS Group since 28 February 2017. Director of EDP.

#### Mr. Emilio García Gallego

Director

Civil Engineer and B.A. in Law. Member of the Board of Directors of the ACS Group since 2014.

#### Mr. Joan-David Grimà i Terré

Director

Doctorate in Economics and Business.

Member of the Board of Directors of the ACS Group since 2003.

#### Mr. Mariano Hernández Herreros

Director

B.S. in Medicine.

Member of the Board of Directors of the ACS Group since 2016.

#### Mr. Pedro López liménez

Director

Civil Engineer

Member of the Board of Directors of ACS Group since 1989. Currently Vice-Chairman of the Executive Committee and Director of the Appointment Comittee. Chairman of the Supervisory Board, Chairman of the Human Resources Committee and of the Appointments Committee of HOCHTIEF.

Member of the Board of Directors, the Remuneration and Appointments Committee and of the Ethics, Compliance and Sustainability Committee of CIMIC. Director of GHESA.

#### Ms. Catalina Miñarro Brugarolas

Director

B.A. in Law and State Lawyer.

Member of the Board of Directors of the ACS Group since 2015.

Director, Member of the Delegate Committee and Chairman of the Appointments Committee of MAPFRE, S.A. Director and Member of the Management Committee of MAPFRE ESPAÑA, S.A.

## Director of MAPFRE INTERNACIONAL, S.A. Ms. María Soledad Pérez Rodríguez

Director

B.S. in Chemistry and Pharmacy.

Member of the Board of Directors of the ACS Group since 2014.

#### Mr. Miquel Roca i Junyent

Director

Lawver.

Member of the Board of Directors of the ACS Group since 2003.

Director of Endesa.

Director of Aguas de Barcelona.

Non-Director Secretary of the Board of Directors of Abertis Infraestructuras.

Non-Director Secretary of the Board of Directors of Banco de Sabadell.

Non-Director Secretary of TYPSA.

Non-Director Secretary of WERFENLIFE.

#### Mr. José Eladio Seco Domínguez

Director

Civil Engineer.

Member of the Board of Directors of the ACS Group since 2016.

#### Mr. José Luis del Valle Pérez

Director and General Secretary

B.A. in Law and State Lawyer.

Member of the Board of Directors of ACS Group since

Member of the Supervisory Board of HOCHTIEF. Member of the Board of Directors of CIMIC.

# **MANAGEMENT** COMMITTEE





**Executive Chairman** 

Born in 1947. Civil Engineer

He started his professional career in a private company. Although Mr. Pérez started his career in the private sector, he held different posts in the Public Administration between 1976 and 1983 when he was Delegate for Sanitation and Environment of the Madrid City Council, General Sub-Director of Promotion of the Centre for the Development of Industrial Technology in the Ministry of Industry and Energy, General Manager of Transport Infrastructures in the Ministry for Transport, as well as Chairman of IRYDA in the Ministry of Agriculture. In 1983 he returned to the private sector and since 1984 has been the top executive, Vice-Chairman and CEO, of Construcciones Padrós, S.A., of which he is also one of the main shareholders. Since 1987, he has been the Chairman and CEO of Construcciones Padrós, S.A. Since 1993 he has been the Chairman and CEO of OCP Construcciones S.A., as a result of the merger of Construcciones Padrós S.A. and OCISA. Since, 1997 he has been the Executive Chairman of the ACS Group, as a result of the merger of OCP Construcciones S.A., Ginés Navarro, S.A. and Auxini, S.A.



# Mr. MARCELINO FERNÁNDEZ VERDES

**CEO** 

Born in 1955. Civil Engineer

He joined the Group in 1987, being appointed General Director of OCP Construcciones in 1994. In 1998, he assumed the position of CEO of ACS Proyectos, Obras y Construcciones S.A., and in 2000 he was appointed Chairman of the same.

In 2004 he was appointed Chairman and CEO of Dragados, as well as responsible for the Construction area. In 2006, he was appointed Chairman and CEO of ACS Servicios y Concesiones, as well as responsible for the Group's Concessions and Environment areas, a responsibility he held until March 2012.

In April 2012, he was appointed to the Executive Committee of Hochtief AG and its Chairman in November of that same year, a position he continues to hold today, and he assumed the responsibility of the HOCHTIEF Asia Pacific division. From March 2014 to October 2016, he was Chief Executive Officer (CEO) of the CIMIC company of the Australian HOCHTIEF group, and has been Executive Chairman of CIMIC since June 2014. In May 2017, he was appointed CEO of the ACS Group



# Mr. ANTONIO GARCÍA FERRER

Vice-Chairman Born in 1945. Civil Engineer

Mr. García Ferrer started his career at Dragados y Construcciones, S.A. in 1970. After assuming various positions of responsibility in the construction Company, in 1989 he was appointed Regional Manager for Madrid. Then, in 1998, he became the head of the Building business and in 2001, he became General Manager of the Industrial and Services Divisions. In 2002 Mr. Garcia Ferrer was appointed Chairman of Grupo Dragados, S.A., and in December 2003 he became Vice-Chairman of the ACS Group.



# Mr. EUGENIO LLORENTE GÓMEZ

Chairman and CEO of Industrial Services

Born in 1947. Industrial Technical Engineer and MBA, Madrid Business School

Mr. Llorente started his professional career in Cobra Instalaciones y Servicios, S.A. in 1973. After occupying different positions of responsibility, in 1989 he was named director of Downtown, in 1998 he was promoted to Corporate General Manager and in 2004 to General Manager. Currently, he is the General Manager of ACS Services, Communications and Energy and responsible for the Group's Industrial Services Area.



# Mr. JOSÉ LUIS DEL VALLE PÉREZ

Secretary General

Born in 1950. B.A. in Law and State Lawyer

From 1975 until 1983 Mr. del Valle held various positions in the Public Administration and was a Member of Parliament from 1979 to 1982 and Deputy Secretary of the Ministry of Territorial Administration. He has been a member of the Board of Directors of the ACS Group since 1989 and has been the Secretary General to the Board of Directors since 1997.



# Mr. ÁNGEL GARCÍA ALTOZANO

Corporate General Manager

Born in 1949. Civil Engineer and MBA

Mr. Garcia Altozano started his professional career in the construction sector. He was General Manager of the Instituto Nacional de Industria (INI) and President of Bankers Trust for Spain and Portugal. In 1997 he joined the ACS Group as the Corporate General Manager responsible for the economic-financial areas (CFO), corporate development and investees.

# **MANAGEMENT TEAM**

## **ACS, ACTIVIDADES DE CONSTRUCCIÓN Y SERVICIOS**

#### Mr. Florentino Pérez Rodríguez

Executive Chairman

#### Mr. Marcelino Fernández Verdes

**CEO** 

## Mr. Antonio García Ferrer

Vice-Chairman

## Mr. Ángel García Altozano

Corporate General Manager

#### Mr. José Luis del Valle Pérez

General Secretary

#### Mr. Ángel Muriel Bernal

Deputy General Manager to CEO

## **CONSTRUCTION**

#### HOCHTIEF

#### Mr. Marcelino **Fernández Verdes**

Chairman of the Vorstand (1) of Hochtief AG. CEO Executive Chairman of CIMIC Group

#### Mr. Peter Sassenfeld

Member of the Vorstand (1) of Hochtief AG. CFO

#### Mr. José Ignacio **Legorburo Escobar**

Member of the Vorstand (1) of Hochtief AG. COO

#### Mr. Nikolaus Graf von Matuschka

Member of the Vorstand (1) of Hochtief AG. CEO of Hochtief Solutions

#### Mr. Peter Coenen

General Manager of Hochtief PPP Solutions

# Mr. Michael Wright

CEO of CIMIC Group

#### Mr. Ignacio Segura Suriñach

Deputy CEO of CIMIC Group

## Mr. Stefan Camphausen

CFO of CIMIC Group

#### Mr. Emilio Grande

Deputy CFO of CIMIC Group

#### Mr. Juan Santamaría Cases

General Manager of CPB Contractors

#### Mr. Douglas Thompson

General Director of THIESS

#### Mr. Glen Mace

General Director of EIC Activities

#### Mr. Jason Spears

General Director of UGL

#### Mr. Peter Davoren

Chairman and CEO of Turner Construction

#### Mr. John DiCiurcio

Chairman and CEO of Flatiron

#### **DRAGADOS**

#### Mr. Adolfo Valderas

CEO and US Manager

#### Mr. Luis Nogueira Miguelsanz

Secretary General

#### Mr. Diego Zumaquero García

Canada Manager

#### Mr. Gonzalo Gómez Zamalloa

Latin America Manager

#### Mr. Santiago García Salvador

Europe Manager

#### **IRIDIUM**

# Mr. Santiago García Salvador

CEO

<sup>1.</sup> Management Committee.

# INDUSTRIAL SERVICES

Mr. Eugenio Llorente Gómez

Chairman and CEO

Mr. José María Castillo Lacabex

General Manager of Cobra

Mr. José Alfonso Nebrera García

General Manager

Mr. Epifanio Lozano Pueyo

Corporate General Manager

Mr. Cristóbal González Wiedmaier

Finance Manager

# **SERVICES**

Mr. Cristobal Valderas

CEO of Clece



# **A GLOBAL INFRASTRUCTURE COMPANY**

# 1. THE ACS GROUP<sup>2</sup> IS A WORLDWIDE REFERENCE IN THE CONSTRUCTION AND SERVICES BUSINESS

A group comprised leading companies that participate in the development of sectors that are fundamental for the global economy in an increasingly complex, competitive, demanding and global market. A multinational company committed to economic and social progress in the countries where it is present.

# **WORLD LEADER** IN CONSTRUCTION

# **WORLD LEADER** IN CONCESSIONS



Source: ENR The top 250 global contractors

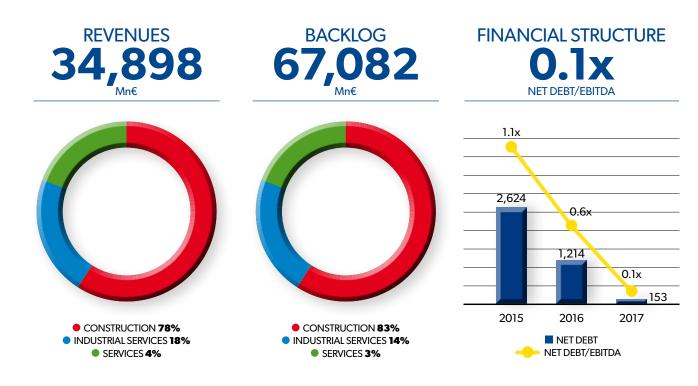
FUBLIC WORKS IN ANCING							
Wo	rld's Larg	est Trans	nortal	tion I	Develo	ners	
	_						
2017 SUH	IVEY OF PUI	BLIC-PRIVA	IE PARI	NERS	HIPS W	ORLDWIDE	
Ranked by	Number of Transp	ortation Concessi	ons Currentl	v Operatir	ng or Under	Construction	
				,	.0		
	Operating	Sold or Expired	Active		# Opera	ting or Under Cons	truction In:
Company	or Under Const.	Since 1985	Pursuits	U.S.	Canada	Home Country	All Othe
ACS Group/Hochtief (Spain)	59	54	56	l 4	10	17	28
Vinci (France)	47	8	15	1	3	17	26
Abertis (Spain)	45	17	na	0	0	14	31
Macquarie (Australia)	41	28	3	3	1	1	36
Ferrovial/Cintra (Spain)	39	26	15	4	3	11	21
Sacyr (Spain)	33	22	7	0	0	13	20
Meridiam (France)	30	0	9	7	3	3	17
Globalvia (Spain)	27	9	2	1	0	16	10
John Laing (UK)	25	8	6	3	0	14	8
Egis (France)	25	2	16	0	1	6	18
Bouygues (France)	24	7	6	1	1	7	15

Source: Public Works Financing

**EBITDA 2017** EBIT 2017 NET PROFIT 6.5% 4.7% +15.5% COMPARABLE VS. 2016\* \*Excluding Urbaser net profit in 2016. **EMPLOYEES** 182,269

<sup>2.</sup> The parent company of which is ACS, Actividades de Construcción y Servicios S.A., with registered offices in Madrid, Spain.

The ACS Group reaffirms its international leadership, which has been reinforced by the completion of the transformation process, the improvement of the financial structure and the growth in key markets.



## **ACTIVITIES** OF ACS GROUP



#### **CONSTRUCTION**

Execution of civil works, building and mining projects from project design through financing, construction and start-up to operation.

#### **INDUSTRIAL SERVICES**

For energy, industrial and mobility infrastructures including development, construction, maintenance and operation.

#### **SERVICES**

Focus on services for people, for buildings, for the city and the environment.





# 3. A MULTINATIONAL COMPANY **COMMITTED TO ECONOMIC AND** SOCIAL PROGRESS IN THE COUNTRIES WHERE IT IS PRESENT

All ACS Group activities show a significant customer orientation, with a contracting culture and as a guarantee for future, building solid long-term relationships based on **trust** and mutual knowledge.

The flexible and decentralised Group structure promotes the responsibility and entrepreneurship of its employees, which is a basic tool for maximising profitability and encouraging the excellence necessary to offer the best services and products to the customers.

The ACS Group maintains an indispensable **commitment** to sustainable development, in order to serve society in an efficient and ethically responsible manner through its capacity to create value for shareholders and all of its stakeholders, demanding the highest standards of **integrity** from its employees and collaborators.

These values, which have formed part of the Group's culture since its foundation, have created the main competitive advantages that are the cornerstone of its past and future growth.



# THE ACS GROUP'S **VALUES**











**PROFITABILITY** 

COMMITMENT

**INTEGRITY** 

**EXCELLENCE** 

**TRUST** 



# 4. A HISTORY **OF SUCCESS**

The Group's success is based on an efficient organisation and dynamic and entrepreneurial management implemented through successive merger and acquisition processes and strategic plans committed to maximising profitability for its shareholders. The Group's capacity to integrate companies, assimilate them and develop a common culture has allowed it to consolidate its position as the international leader in infrastructure development.



Founded in 1968

Construction company based in Badalona (Spain), restructured and relaunched after acquisition. It was the seed for today's ACS Group.

**OCISA** 

Founded in 1942

Spanish construction company, the acquisition of which represented a leap in size for the Group in the 80s.

SEMI

Founded in 1919

A company specialised in power lines, developer of the Spanish grid, the Group's first diversification into industrial services.

6 cobra

**Founded** in 1948

A leading industrial services company in Spain and Latin America, acquired in the market to lead the Group's expansion in this area

Founded in 1992

companies at

the time.

The result of State-owned the merger construction between company, Ocisa and increasing Construcciones the Group's Padrós, domestic creating one presence. of Spain's 10 biggest

AUXINI

Founded in 1945

> One of Spain's most important construction companies, specialised in civil works.

Founded

in 1930



1997 1997 2003 2003 2011 2011 2011



Founded in 1928

One of Spain's most practised companies in railway development, with over 80 years' experience. Joined the ACS Group as a Ginés Navarro subsidiary.



Founded in 1997

A world leader in infrastructure development. Created from the merger between OCP and Ginés Navarro in 1997.



Founded in 1941

A leader in Spain and a highly diversified company. Its merger with ACS created one of the world's five biggest companies and laid the foundations for the Group's future growth.



Founded in 1992

Initially focusing on providing cleaning services for public organisations, it has become Spain's leading multiservices Company.



Founded in 1873

A leading company in Germany and involved in over 50 countries, it is the ACS Group's platform for international growth.

# **Turner**

Founded in 1902

**A HOCHTIEF** subsidiary since 1999, it is a leading "General Contractor" in the United States and is involved in executing large non-residential building projects across almost the whole country.

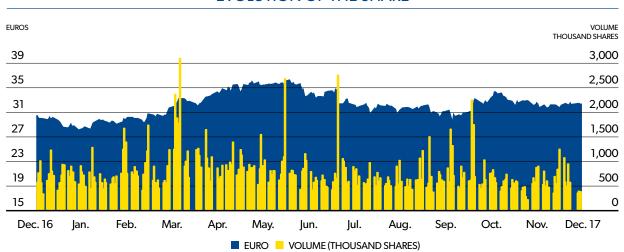


Founded in 1949

A subsidiary of HOCHTIEF, which holds a 72.68% of the company's shares at December 31, 2017, acquired in 1983. It is Australia's leading construction company and a world leader in mining concessions.

# **A SOLID AND PROFITABLE VALUE**

#### **EVOLUTION OF THE SHARE**



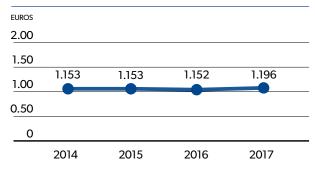
#### **EVOLUTION OF THE ACS SHARE VS. IBEX-35**



#### **EARNINGS PER SHARE**

#### **EUROS** 3.00 2.57 2.44 2.35 2.31 2.50 2.00 1.50 1.00 2014 2015 2016 2017

#### PAID DIVIDENDS PER SHARE



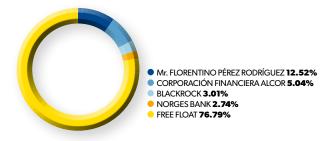


#### HISTORICAL EVOLUTION OF THE ACS SHARE

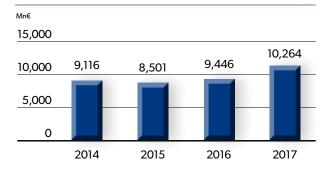
	2014	2015	2016	2017
	Jan-Dec	Jan-Dec	Jan-Dec	Jan-Dec
Closing price	28.97€	27.02€	30.02€	32.62€
Performance	15.79%	-6.75%	11.12%	8.66%
IBEX performance	3.66%	-7.15%	-2.01%	7.40%
Performance vs. IBEX	11.70%	0.44%	13.41%	1.18%
Maximum in the period	34.39€	34.06€	30.33€	36.75€
Maximum Date	23-Jun	26-Feb	20-Dec	19-Jun
Minimum in the period	24.97€	25.49€	19.31€	28.34€
Minimum Date	03-Mar	29-Sep	11-Feb	31-Jan
Average in the period	29.26€	28.57€	25.88€	32.49€
Total volume (´000)	249,816	238,296	220,750	189,001
Capital revenues	79.39%	75.81%	70.27%	60.07%
Daily average volume (´000)	970.92	930.85	858.95	738.28
Daily average capital revenues	0.31%	0.30%	0.27%	0.23%
Total traded effective (€ mn)	7,309	7,158	5,714	6,140
Daily average effective (€ mn)	28.40	27.96	22.23	23.99

#### SHAREHOLDER STRUCTURE

Name or company name of the shareholder	%
Mr. Florentino Pérez Rodríguez	12.52%
Corporación Financiera Alcor	5.04%
Blackrock	3.01%
Norges Bank	2.74%
Free float	76.79%



## **MARKET CAP**



# FINANCIAL ANALYST RECOMMENDATIONS



**TARGET** EUROS/SHARE (SOURCE: BLOOMBERG)

# **WHICH CREATES VALUE**

The ACS Group has consolidated a business model that guarantees maximum returns for its shareholders while, in turn, generating value in the form of social and economic development in the areas in which the Group companies operate.

The ACS Group is characterised by a highly decentralised structure in its three areas: Construction, Industrial Services and Services that carry out its activity through dozens of specialised companies that ensure the Group's presence throughout the entire value chain of the infrastructure business. This complex but highly-efficient organisation encourages the Group's companies to compete and carry out their work independently, while at the same time sharing common guidelines that add value to their activity.

Each ACS Group company is managed and operated autonomously, with an independent functional management and flexible and sovereign executive bodies, although they have a common culture and values. This enables each company to individually contribute numerous valid and profitable management formulas, thanks to the multiple factors involved in their decision making that generate know-how and good practices that are also independent.



#### (201-1) ECONOMIC VALUE GENERATED, DISTRIBUTED AND RETAINED

(€MN)	2016	2017
Total income	31,975	34,898
Finance income	186	203
Disposals	2,068	607
(1) Economic value generated	34,229	35,708
Operating and purchasing expenses	23,738	25,363
Staff costs	6,752	7,688
Corporate tax	407	330
Dividends	326	297
Finance costs	526	486
Resources for the community	12	12
(2) Economic value distributed	31,761	34,176
Economic value retained (1-2)	2,469	1,532

# SHAREHOLDER/INVESTOR









#### ...THAT OPERATE UNDER A COMMON CULTURE...

Operational decentralisation Proximity to the customer Optimising returns on resources Control management Sustainable growth



...DEVOTED TO THE INFRASTRUCTURE SECTOR...

> **INDUSTRIAL SERVICES**



...AND WITH PRESENCE IN ALL THE CHAIN VALUE...



CONSTRUCTION

ON/

**OPERATION**/ MAINTENANCE 000

**OTHER** 

**SERVICES** 

...IN STABLE

**ENVIRONMENTS...** 

**EXPLOITATION** 

# **OUTPUTS**

REVENUES 34,898<sub>MN€</sub>

NET PROFIT 802 MN €

DIVIDENDS PAID AND TREASURY STOCK

492<sub>MN€</sub>

PERSONNEL EXPENSES

7,688<sub>MN€</sub>

% LOCAL EMPLOYEES 94.3%

BACKLOG 67,082<sub>MN€</sub>

# CONTRIBUTION TO THE COMMUNITY

SOCIAL ACTION INVESTMENT

11.6 MN€

% LOCAL SUPPLIERS 66.9%

CORPORATE TAX

330<sub>MN€</sub>

#### CONSUMPTION

VARIATION SCOPE 1 EMISSIONS/ REVENUES (VS 2016)

1.8%

VARIATION SCOPE 2 EMISSIONS/ REVENUES

37.3%

VARIATION SCOPE 3 EMISSIONS/ REVENUES

(VS 2016) -24.8%

TOTAL CARBON INTENSITY RATIO REDUCTION (TOTAL EMISSIONS SCOPE 1+2+3 / REVENUES)

# **LEADERS IN** CONSTRUCTION

The construction activity of the ACS Group is carried out through three leading companies: Dragados, HOCHTIEF and Iridium. All of these three companies are in turn composed of a large number of businesses that operate independently, specialising in the various activities and geographical areas where the Group is active.

ACS develops all types of Public Works through these businesses (activities related to the development of infrastructure such as highways, railways, ports and airports), social value (residential buildings, social facilities and installations), infrastructure services (railway, transport, communication and technology, energy, resource, water and defence sectors) and projects related to the mining sector (mining service contracts and the required infrastructure for mining activity.

These projects are carried out either through direct construction models for institutional or private clients or through public-private partnership models, where the ACS Group covers the whole concession business value chain from project design through financing, construction and start-up to operation.

These activities are carried out based on rigorous management of the risks associated with each project and optimisation of the company's financial resources. In this way, the Group seeks to maximise the operational efficiency and profitability of each project.

This highly decentralised structure, together with the specialisation and complementary nature of the various companies, enables the ACS Group to tackle larger, more complex projects by working together more closely and flexibly.

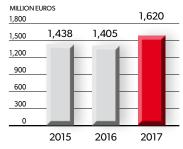
**REVENUES** 

**BACKLOG** 

**EBITDA** 

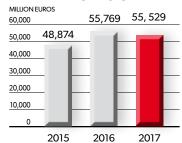
**NET PROFIT** 

# **EBITDA**



9.595.937 **ENERGY CONSUMPTION (MWh)** 

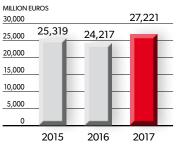
## **BACKLOG**



5,716,511 TOTAL EMISSIONS (TCO<sub>2</sub>)

MN€ SOCIAL ACTION INVESTMENT

#### REVENUES



FRECUENCY RATE\*

(\*) Frequency Rate: Number of accidents that have occurred during the working day per million hours worked.









Dragados is a leading construction company founded at the beginning of the twentieth century that carries out civil engineering infrastructure development projects (motorways and railway, marine, water and airport works) and both residential and non-residential building projects.

Dragados is also the leading construction company in Spain and a global point of reference that carries out significant infrastructure projects in other European countries such as Portugal, the United Kingdom, Ireland and Poland, where it has established itself through its subsidiary Pol-Aqua. In recent years, Dragados has concentrated its growth in North America, which has become its main area of business. It continues to strengthen its position in the United States and Canada thanks to the work of its North American subsidiaries Schiavone, Pulice, John P. Picone, Prince Contracting and J.F.White Contracting, and its lead companies in North America, Dragados USA and Dragados Canada. It also has over thirty-five years' experience in carrying out projects in Latin America, especially Chile, Peru and Colombia, as well as Argentina and Venezuela, where it has its own subsidiaries: Dycasa (Argentina) and Dycvensa (Venezuela).

Iridium is an ACS Group company that manages concession and public-private partnership contracts for transport infrastructure and public facilities.

With a portfolio of more than 100 companies at both the national and international level, making ACS a world leader for another year among concession groups both by number of assets and investment volume.

Viewed in terms of strategy and market positioning, ACS continues to be at the forefront of the market in the United States and Canada, where it has won important awards in the last few years and important needs for infrastructures are present. Viewed in terms of strategy and market positioning, ACS continues to be at the forefront of the market in the United States and Canada, where it has won important awards in the last few years and important needs for infrastructures are present. In Europe, Iridium's position is consolidated, currently managing over 1,000 kilometres of highway in 19 projects, while it maintains its active presence in the concession market in Latin America, with ongoing projects in Chile and Peru.

With a track record built up over more than 45 years, Iridium's success is based on a risk management policy that has proven highly effective in both identifying and evaluating risks and putting in place adequate measures to mitigate or eliminate them.

**REVENUES** 

**BACKLOG** 

**NET PROFIT** MILLION FUROS

**REVENUES** MILLION FUROS

**NET PROFIT** MILLION FUROS



HOCHTIEF is one of the world's leading construction groups. It carries out infrastructure development and building projects in the transport, energy and social and urban infrastructures sectors, as well as contract mining activities. In the same way and thanks to its experience gained throughout its 140year history, HOCHTIEF can be found throughout the infrastructural value chain, from development, financing and construction to maintenance and operation.

HOCHTIEF maintains a leadership position in markets with the most prospects for development worldwide such as the United States and Canada, Australia and Central Europe, as well as a consolidated position in other important markets in the Asia Pacific and Middle East regions.

HOCHTIEF's extensive experience on the market, its size and the synergies between its various areas of business enable it to tackle very complex projects both directly and on a concessionary basis, as its comprehensive focus produces particularly advantageous results in public-private partnership projects. HOCHTIEF plans to continue consolidating its position in markets where it is currently operating, taking advantage of strong growth prospects and continuing to improve its profitability through streamlining processes and management of financial resources.

Americas

**NET PROFIT** 

NET PROFIT CONTRIBUTION TO ACS GROUP

#### **HOCHTIEF AMERICAS**

The

#### HOCHTIEF division covers the activities of HOCHTIEF's subsidiaries in the United States and Canada, which are: Turner, Flatiron, E.E. Cruz and Clark Builders. Each of these subsidiaries focuses on different aspects of the infrastructures and building sector in this geographical area, including the development of transport infrastructure (mostly roads and bridges) as well as public buildings, office buildings, sports facilities, schools and healthcare buildings. It has also carried out infrastructure

HOCHTIEF America's subsidiaries have a close relationship with each other, enabling them to benefit from synergies and the ongoing exchange of information and experiences.

projects in the energy sector,

such as hydroelectric power

plants, dams and power lines.

#### **HOCHTIEF ASIA PACIFIC**

#### The activities of the HOCHTIEF Asia Pacific division are developed by the CIMIC Group, active in over 20 countries through its operating units in Australia, Asia, the Middle East and America, as well as Africa. CIMIC is a leading international contractor, the major one in the industry in Australia, and the largest mining contractor in the world. The full ranges of services it offers includes construction, mining and processing of minerals, engineering, concessions, operations and maintenance for infrastructure, resources and property markets.

The CIMIC Group is made up of companies with different backgrounds. CPB Contractors and Leighton Asia carry out construction projects. Thiess, focused on services for the mining sector, is the largest mining contractor in the world. Sedgman, focused on ore processing, operates in Australia, Asia, Africa and the Americas. Pacific Partnerships focuses on the development and execution of PPP projects in which CPB Contractors has a share of construction work. With the acquisition of UGL in 2016 and its integration throughout 2017, it enhances its offering with this company, which develops comprehensive engineering, construction and asset operation projects in the railway, transport, communications and technology, energy, resources, water and defence sectors. The engineering company EIC provides services to clients and supports the various operational units of the CIMIC Group.

Furthermore, CIMIC has significant shares in HLG Contracting (45%) and Ventia (47%), following the sale of its 23.64% participation in Macmahon in July 2017.

#### **HOCHTIEF EUROPE**

HOCHTIEF Solutions AG is the management company for the HOCHTIEF Europe division. It combines its central businesses in Europe with other high-growth regions around the world through its various subsidiaries:

HOCHTIEF Infrastructure focuses primarily on transportation projects and construction activities in its major markets in Germany, Poland, the Czech Republic, the United Kingdom, Scandinavia and the Netherlands.

HOCHTIEF Engineering is divided into four lines of business: Infrastructure; Energy, Industrial and Special Services; Virtual Design and Construction (HOCHTIEF ViCon, one of the major providers of Building Information Modelling); and construction and project management services. All these lines of business provide engineering services for both internal and external construction projects.

HOCHTIEF PPP Solutions designs, finances, builds and operates projects for the public sector as a partner. It provides comprehensive public-private partnership solutions for transport, energy and social infrastructure projects.

REVENUES

**NET PROFIT** 

REVENUES

**NET PROFIT** 

**REVENUES** 

**NET PROFIT** 

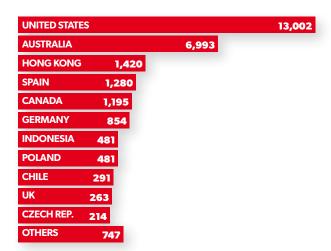
# CONSTRUCTION





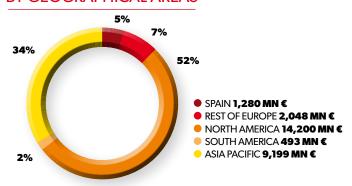
# IRIDIUM

#### 2017 REVENUE BREAKDOWN BY COUNTRY (€ Mn)

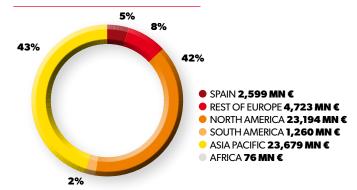


#### For further information: Website (www.grupoacs.com) **Construction Projects** Construction projects awarded

#### 2017 REVENUE BREAKDOWN BY GEOGRAPHICAL AREAS



#### 2017 BACKLOG BREAKDOWN BY GEOGRAPHICAL AREAS



# **INDUSTRIAL SERVICES: AN INDUSTRY MODEL**

The activity of the Industrial Services area of the ACS Group is focused on the development, construction, maintenance and operation of energy, industrial and mobility infrastructure.

Thanks to the large group of companies via which the Industrial Services area carries out its activities, it is now one of the main global competitors in applied industrial engineering, with projects in over 60 countries.

The activities carried out by the ACS Group's Industrial Services area are grouped into two basic business lines: Industry Support Services and **EPC Projects**.

**REVENUES** 

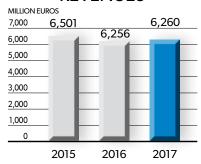
**BACKLOG MILLION EUROS** 

**FRITDA** MILLION EUROS

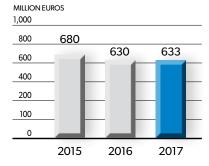
**NET PROFIT MILLION EUROS** 



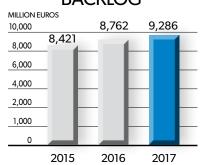
#### REVENUES



## **EBITDA**



### BACKLOG



6.33 FREQUENCY INDEX\*

R&D INVESTMENT (MN €)

**277,983 ENERGY CONSUMPTION (MWh)** 

HEALTH AND SAFETY INVESTMENT (MN €)

TOTAL EMISSIONS (tCO2)

<sup>\*</sup>Frequency Rate: Number of accidents that have occurred during the working day per million hours worked.



#### **INDUSTRY** SUPPORT SERVICES

Industry Support Services focus on industrial maintenance contracts and services, as well as support services for customers' operational activities that, in turn, includes three areas of activity:

- Networks: electricity, gas and water network maintenance services and activities, in which the ACS Group has over 80 years' experience.
- Specialised Facilities and Constructions: covering construction, installation and maintenance activities for high-voltage electricity lines, telecommunications systems, railway installations, electricity facilities, mechanical assemblies, platforms and marine artefacts and heating and cooling systems.
- Control Systems: activities for installing and operating control systems for industrial and municipal services, noteworthy among that are traffic and transport control systems and systems for the comprehensive management of public infrastructures and industrial plants.

**REVENUES** 

**BACKLOG** 

#### **EPC PROJECTS & RENEWABLE ENERGY: GENERATION**

The ACS Group's Integrated Projects business is focused on executing "turnkey" projects in which it designs, constructs and commissions projects related to the energy sector (electricity generation, also standing out for the execution of projects related to renewable energy, assets related to the oil and gas sector, among others) and engineering applied to industry and sectors such as healthcare, education and social services.

It is also worth highlighting the ACS Group's experience promoting and participating in concession assets, related mainly to energy, such as wind farms, thermal solar plants (either with a central tower or with parabolic trough collectors, and with molten salt energy storage technology) transmission lines, purification plants desalination plants.

**REVENUES** 

**BACKLOG** 



#### **INVESTMENT PROJECTS AT 31 DECEMBER 2017**

WIND FARMS	Number of wind farms	Installed capacity (MW)	ACS Group average stake
WIND FARMS IN OPERATION	4	142.8 MW	49%
WIND FARMS IN DEVELOPMENT	1	50.0 MW	60%
WIND FARMS IN PERMITTING PHASE	3	1,051.8 MW	88%
THERMAL SOLAR PLANTS	Number of plants	Installed capacity (MW)	ACS Group average stake
THERMAL SOLAR PLANTS IN OPERATION	1	110	37%
THERMAL SOLAR PLANTS IN CONSTRUCTION	1	100	20%
PHOTOVOLTAIC PLANTS	Number of plants	Installed capacity (MW)	ACS Group average stake
PHOTOVOLTAIC PLANTS IN OPERATION	1	0.1 MW	100%
PHOTOVOLTAIC PLANTS IN CONSTRUCTION	5	150.0 MW	100%
PHOTOVOLTAIC PLANTS IN DEVELOPMENT	1	120.0 MW	100%
PHOTOVOLTAIC PLANTS IN PERMITTING PHASE	17	1,231.8 MW	100%
ELECTRICITY TRANSMISSION ASSETS	Number	Kilometers	ACS Group average stake
TRANSMISSION LINES *	12	6,547	49%
ELECTRICAL SUBSTATIONS	2		75%
OTHER INVESTMENT PROJECTS	Number	Capacity	ACS Group average stake
DESALINATION PLANTS IN OPERATION	2	272,000 m3/day	59%
DESALINATION PLANTS IN CONSTRUCTION	1	100,000 m3/day	40%
DESALINATION PLANTS IN DEVELOPMENT	1	86,400 m3/day	50%
WATER TREATMENT PLANTS IN OPERATION	31	1,774,715 m3/day	99%
WATER TREATMENT PLANTS IN CONSTRUCTION	1	33,264 m3/day	100%
IRRIGATION PROJECTS	1	52,500 ha	60%
COMBUSTION CYCLE	1	223 MW	50%

<sup>\*</sup>Includes transmission lines in permitting phase, development and construction.

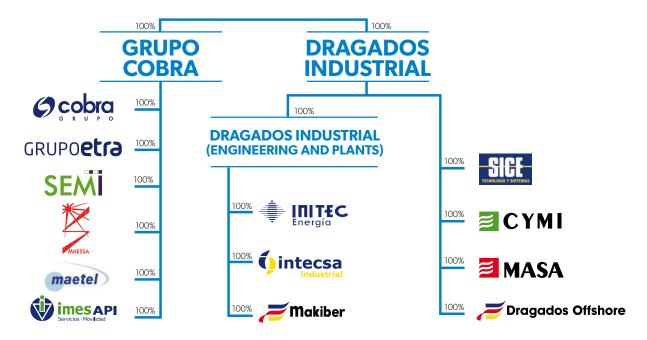


These activities are distributed among the various enterprises that compose the companies that head up the industrial services activity: the Cobra Group and Dragados Industrial, two sector-leading business groups with more than 50 years of demonstrated experience.

The ACS Group is a leader in Industrial Services in Spain and one of the main competitors in Latin America, where it has extensive experience and a stable presence in the development of turnkey projects and the provision of services, particularly in Mexico and Peru, two countries in which it holds a leadership position.

Likewise, the Industrial Services activity has a growing presence in European and Middle Eastern countries, where in recent years it has been awarded important projects. Similarly, the Group is consolidating its presence in areas such as North America, Africa and countries in the Asia-Pacific region.

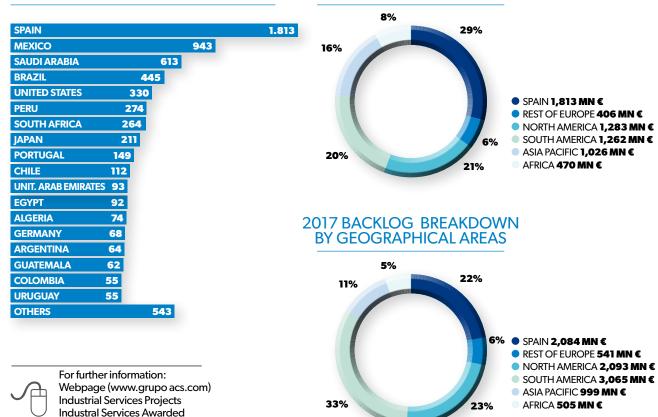
# **INDUSTRIAL SERVICES**



#### 2017 REVENUES BREAKDOWN BY COUNTRY (MN €)

Contracts

#### 2017 REVENUES BREAKDOWN BY GEOGRAPHICAL AREAS



# **SERVICES: BENCHMARK** COMPANY IN SERVICES FOR PEOPLE

In 1992 Clece was born, a project that focused initially on cleaning and which sought to offer highquality services to companies and institutions. At present the company has 74,317 people, which makes it the third largest private company by number of employees; it has grown its service portfolio with more than 30 different activities, grouped into three large blocks: services for buildings, services for the environment and services for people, where Clece is now a benchmark in basic service provision in developed societies, such as social and educations services, which now make up the larger part of the company's revenue (about 40%); and it has

consolidated its model in countries such as Portugal and the UK.

But the company's success in recent years is not only due to a constantly growing and diversified business model, but also to its providing solutions to the new needs of citizens and organisations. From the development of dependency services in Spain and the UK, to activities linked to sustainability of cities and their surroundings such as environmental protection and energy efficiency, plus the inclusion of collectives at risk and a comprehensive vision of care of the elderly and infant education, focused on the people we care for.

**REVENUES** MILLION EUROS

**FRITDA** MILLION FUROS

BACKLOG

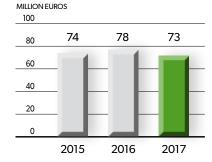
**NET PROFIT** MILLION FUROS



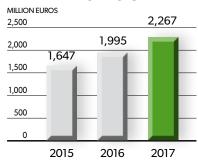
## REVENUES

#### MILLION EUROS 1,750 1,505 1,538 1,446 1,500 1,250 1,000 750 500 250 0 2015 2017 2016

## **EBITDA**



#### BACKLOG



OF EMPLOYEES BELONGS TO VULNERABLE GROUPS

MILLION ATTENDED PEOPLE

**CENTERS FOR** VUI NERABI E GROUPS RETIREMENT HOMES

CHILDREN **SCHOOLS** 

**BULIDING MAINTENANCE CONTRACTS** 

NUMBER OF COURSES OR **ACTIVITIES OF PUBLIC AWARENESS** DEVELOPED

COLLABORATION AGREEMENTS WITH NON-PROFIT INSTITUTIONS AND ORGANIZATIONS The company structures its activity in three fundamental areas:

## **SERVICES FOR PEOPLE**

They cover the assistance needs and resources for certain groups, such as the elderly, dependent individuals, individuals with disabilities or children from ages 0 to 3, including services such as eldercare; management of nursery schools or food services for communities.

## **SERVICES FOR BUILDINGS**

They include services necessary for the optimal operation of any property, such as maintenance, energy efficiency, cleaning, security, logistics and ancillary services.

## SERVICES FOR THE CITY AND THE ENVIRONMENT

activities They encompass related to the preservation and care of public spaces such as managing public lighting, including investing in changing liahting, environmental services and airport services.

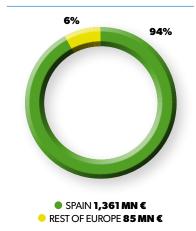
Under the motto of "be a company of people for people", all its current activities are strongly focused on society. Every day Clece directly attends hundreds of thousands of people with the aim of improving their quality of life, their personal development and social integration. It works to maintain the buildings where millions of citizens live and work and make them more efficient. It also cares for the environment, by maintaining green spaces and the streets of many cities and protecting the natural heritage. In short, a combination of services that enable Clece to have a presence in the final part of the value chain of the infrastructure business, the one closest to people. By doing so Clece becomes a key player in the global strategy of the ACS Group and its commitment to local environments where it does its work. Its infrastructure management and maintenance activities ensure the presence of the ACS Group throughout the value chain of the infrastructure business. Its markedly social emphasis helps the Group to understand society's real needs, and enables it to identify opportunities in the Group's wide-ranging business activities

The presence of Clece in countries where it operates (Spain, Portugal and the UK) is characterised by deep penetration and major capillarity, reaching areas via the Clece brand itself or through other local companies (CCS, All Care, Heath Lodge, Ndayant, Zaintzen, etc.) and sectors (Talher, Koala, Cavall de Cartró, Multiservicios Aeroportuarios, Clece Seguridad, etc.)

The company also provides the ACS Group with a strong social dimension. Thanks to Clece's structure philosophy and activities, it reaches areas that administrations or the third sector cannot get to, and goes beyond the activities developed for administrations to generate employment opportunities for persons in vulnerable situations.

At the end of 2017, the company integrated 7,547 people, more than 10% of the work force, from collectives at risk of social exclusion, victims of gender violence, persons with functional disabilities or young trainees. To overcome this integration challenge, Clece keeps a close and ongoing relationship with the third sector, and has signed over 350 collaboration agreements with not-for-profit institutions and organisations.

## 2017 REVENUE BREAKDOWN BY GEOGRAPHICAL AREAS



## 2017 BACKLOG BREAKDOWN BY GEOGRAPHICAL AREAS





The ACS Group and the companies that compose it are committed to promoting, reinforcing and controlling matters related to ethics and integrity, through measures that enable them to prevent, detect and eradicate bad practices.

In order to guarantee compliance with these basic principles of conduct, the ACS Group has two corporate tools, the Code of Ethics and the Ethical Channel, which are broadly implemented in the various areas of activity, as well as a control system for which the Board of directors is responsible, called the Code of Conduct Monitoring Committee.

## THE ACS GROUP'S CODE OF CONDUCT

The Code of Conduct summarizes these basic principles and constitutes a guide for employees and managers of the ACS Group in relation to their daily work, the resources used and the business environment in which this takes place.

## **DIVERSITY POLICY**

The ACS Group considers that the diversity in terms of the skills and points of view of the members of the administrative, managerial and supervisory bodies of the companies facilitates a better understanding of the organizational structure and the company's business. That is why in 2017 approved its Diversity Policy By which the ACS Group undertakes to promote all measures necessary to ensure equal opportunities and avoid any kind of discrimination in the selection process, not only for the members of the governing bodies, but also for any job position.



# THE ACS GROUP'S **PEOPLE**



STAFF OF THE ACS GROUP AT YEAR END

182.269



41.2% AS % OF THE ACS GROUP'S TOTAL

**4,925** GRADUATES

3,768 PERSONNEL WITH

**DIPLOMAS** 6,233 NON-GRADUATE LINE

**PERSONNEL** 4,682
ADMINISTRATION STAFF

> 55,468 OTHER STAFF

1,842 **EMPLOYEES WITH A** MANAGEMENT POSITION

113 SENIOR MANAGEMENT POSITIONS

16.9% 9.2% TOTAL STAFF TURNOVER VOLUNTARY TURNOVER

> 42 YEARS AVERAGE AGE

6.9 YEARS AVERAGE SENIORITY

**EMPLOYEES COVERED** BY A FORMAL SYSTEM OF PROFESSIONAL DEVELOPMENT

94.2%



**EMPLOYEES BREAKDOWN** 



BY GEOGRAPHICAL AREAS



**MEN** 

58.8% AS % OF THE ACS GROUP'S TOTAL

17,433 GRADUATES

5,211 PERSONNEL WITH **DIPLOMAS** 

16,924

NON-GRADUATE LINE PERSONNEL

4,657
ADMINISTRATION STAFF

62,968 OTHER STAFF

**INVESTMENT** 

**IN TRAINING** 

(MN €):

9,357 EMPLOYEES WITH A MANAGEMENT POSITION

918

SENIOR MANAGEMENT POSITIONS

18.5% 10.9% TOTAL STAFF TURNOVER **VOLUNTARY** 

> 41 YEARS AVERAGE AGE

6.2 YEARS AVERAGE SENIORITY

The ACS Group's business success comes from the talent of its teams. Hence the company maintains its commitment to continuously improving their skills, capabilities and level of responsibility and motivation, while at the same time addressing working and safety conditions with the utmost dedication.

The ACS Group applies modern and efficient human resource management tools with the goal of retaining the best professionals.

Some of the fundamental principles governing the Group companies' corporate human resources policies are based on the following common actions:

- Attracting, retaining and motivating talented indivi-
- Promoting teamwork and quality control as tools to drive the excellence of work well done.
- Acting quickly, promoting the assumption of responsibilities and minimising bureaucracy.
- Supporting and increasing training and learning.
- Innovating to improve processes, products and services.



87.9%

PERCENTAGE OF TOTAL **EMPLOYEES COVERED BY THE CERTIFICATION OHSAS 18001** 

The prevention of labour risks is one of the strategic pillars of all ACS Group companies. Each of these companies and the Group in general maintain the commitment to reach the most demanding standards in this area and so become a reference in health and safety protection, not only for its own employees, but also for its suppliers, contractors and collaborating companies.

The ultimate goal of the ACS Group is to create a culture of occupational risk prevention enabling it to attain an accident rate of zero. The Group is getting closer and closer to reaching this goal thanks to the work of the prevention services and the commitment of employees, suppliers, contractors and collaborating companies.

69.6%

**EMPLOYEES WHO HAVE** RECEIVED TRAINING ON SAFETY AND HEALTH DURING THE YEAR

## **TRAINING**

Training and information are the most effective measures to raise awareness and get people from the company involved in meeting the health and safety goals.

The ACS Group collaborates with organisations specialised in health, safety and risk prevention and actively participates in the major conferences, congresses and forums organised domestically and internationally.

## 2017 ACCIDENT RATE INDICES. (EMPLOYEES)

**FREQUENCY 12.12** /2016: **13.73**  **SEVERITY** 

0.33/2016: 0.38

INCIDENT RATE

23.12/2016: 25.85



96.8% **IMPLEMENTATION OF** AN ENVIRONMENTAL

MANAGEMENT SYSTEM

OF THE ISO

14001 CERTIFICATION

OF OTHER **CERTIFICATIONS** 

The ACS Group combines its business aims with the objective of protecting the environment and appropriately managing the expectations of its stakeholders in this area. ACS's environmental policy defines the general principles to be followed and these are sufficiently flexible as to accommodate the elements of policy and planning of the companies in the various business areas and to comply with the requirements of the ISO 14001 standard. These principles include the following:

- Commitment to complying with the laws.
- Commitment to pollution prevention.
- Commitment to continuous improvement.
- · Commitment to transparency, communication and training of Group employees, suppliers, customers and other stakeholders.

In order to articulate and deploy a policy based on these environmental commitments, the most significant ones are identified at the corporate level, according to their impact on the environment and the external requirements, which are then contrasted with the management systems of each company and the environmental priorities in each business activity.

Then, in a specific and operational manner, the main environmental measures are linked to three key risks:

- The fight against climate change.
- Efficient use of resources.
- Respect for biodiversity.

For each of these priorities, objectives and improvement programs are established for each company or groups of companies. The responsibility for overseeing the environmental performance of the ACS Group falls upon the Environmental department of each group of companies.

Key Management - Environment Indicators	2016	2017
Total water consumption (m³)	45,485,640	63,167,931
Ratio: m³ water / Sales (€mn)	1,557.2	1,957.2
Direct emissions (Scope 1) (t CO <sub>2</sub> equiv.)	2.,104,164	2,366,580
Carbon Intensity Ratio Scope 1: Emissions / Sales (€mn)	72.0	73.3
Indirect emissions (Scope 2) (t CO <sub>2</sub> equiv.)	242,506	368,021
Carbon Intensity Ratio Scope 2: Emissions / Sales (€mn)	8.3	11.4
Indirect emissions (Scope 3) (t CO <sub>2</sub> equiv.)	4,672,586	3,096,457
Carbon Intensity Ratio Scope 3: Emissions / Sales (€mn)	160.0	95.9
Total emissions (t CO <sub>2</sub> equiv.)	7,019,256	5,831,059
Total Carbon Intensity Ratio: Total Emissions / Sales (€mn)	240.3	180.7
Non-hazardous waste sent for management (t)	2,877,029	9,342,325
Ratio: Tons of non-hazardous waste / Sales (€mn)	98.5	289.5
Hazardous waste sent for management (t)	50,888	126,622
Ratio: Tons of hazardous waste / Sales (€mn)	1.7	3.9

ADHERENCE WITH THE ACS GROUP'S CODE OF CONDUCT

ANALYSIS OF THE LABOR STANDARDS AND PRACTICES OF SUPPLIERS AND SUBCONTRACTORS

**EVALUATION OF CERTIFICATION IN ENVIRONMENTAL ASPECTS** 

100%

**EVALUATION OF CERTIFICATION IN QUALITY ASPECTS** 

Supplier and contractor management is an important aspect for the Group, since the work performed thereby has a direct influence on the quality of the final result of the projects carried out by the Group.

In ACS Group companies, the purchasing departments are responsible for managing the relationship with suppliers and contractors by means of specific systems for managing, classifying, approving and controlling the risk thereof.

As a characteristic feature that differentiates the Group from its competitors, it is important to highlight the distinct decentralisation of purchasing and supplier management departments in this area.

This provides Group companies with a competitive advantage as a result of the agility, flexibility and autonomy granted by this model.

ACS has a variety of systems in this aspect, which vary according to companies' operating needs. A central corporate reference department defines the policies and prices, with a greater level of autonomy, always using a common and generalised policy.

Furthermore, Group companies face three different types of suppliers or subcontractors:

- Suppliers of materials and/or services defined by the customer.
- Suppliers of services or subcontractors contracted by the ACS Group.
- Materials suppliers contracted by the ACS Group.

In the first instance, the customer determines the type of suppliers through contracts, as well as the quantity and characteristics of the materials to be used, and the Group companies, in general, obey these requirements. Even so, the ACS Group's purchasing and supplier departments have established a control procedure to verify the efficiency of the supplier designated by the customer, which enables any delays to be reported and corrective measures to be implemented for other work.

If suppliers of services and materials are directly contracted by the ACS Group, whether through a central purchasing department or in a decentralized manner by construction managers, detailed management and control processes are defined.



86.8%

ACCORDANCE WITH ISO 9001 **TOTAL ACS GROUP** 

87.3%

**RESPONSES OF "SATISFIED"** OR "VERY SATISFIED" \*:

## IN OUR ACTIVITIES

For the ACS group, which works in an industry with high technical sophistication, quality represents a fundamental competitive advantage over the competition.

Quality management at the ACS Group is decentralised, whereby each company is responsible for managing quality. Although each company has the autonomy to manage quality according to their interests, a series of common lines of action have been identified:

- Establishment of objectives and regular assessment of compliance therewith.
- Development of actions aimed at improving the quality of the services provided.
- Performance of actions in collaboration with suppliers and subcontractors to improve quality.

In order to move forward in this regard, most group companies have a quality management system. These systems are audited on a regular basis to verify compliance therewith in conformity with the benchmark standard, customarily ISO 9001.

## WITH OUR CLIENTS

Given the nature of the ACS Group's business, where large infrastructure projects are carried out or general agreements are entered into for the provision of services (such as the cleaning of a city or maintenance of an electricity grid), the number of customers with which the company relates is very limited or they are large corporations or public institutions from around the world.

The ACS Group's commitment focuses on maintaining a high degree of customer loyalty and offering services with high added value over time.

The strategy of customer relations is built on the following main principles:

- Focus on problem solving.
- Customer relationship feedback.
- Information on the ACS Group's capabilities.
- Identification of future needs and opportunities for collaboration.



<sup>\*</sup> Indicators reached a coverage of 29.66% of sales.

**30** MN€ IN RESEARCH, DEVELOPMENT

AND INNOVATION\*

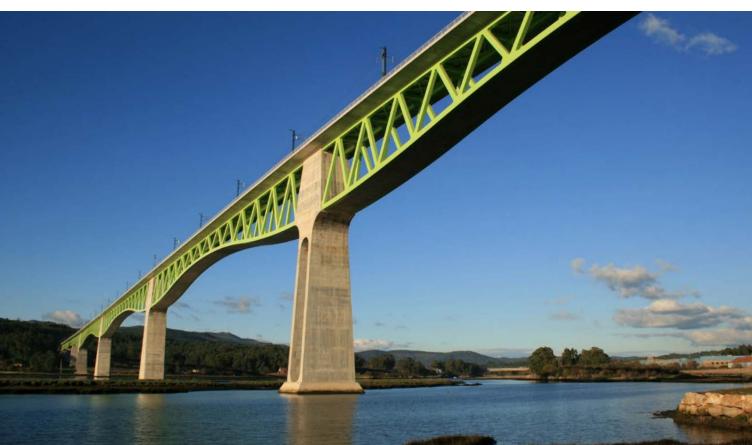
THE LAST 10 YEARS

The ACS Group is a continuously evolving organisation that responds to the growing demand for improvements in processes, technological advances and quality of service from its customers and from society.

The company's commitment to innovation is clear from its increased investment and the R&d efforts made by the ACS Group year after year. The result of this effort leads to, among others, improvements in productivity, quality, customer satisfaction, occupational safety, the use of new materials and products, and the design of more efficient production processes and systems.

Management of innovation at group companies normally has the following characteristics:

- The function is assumed by technology management, usually the Technological development Committee.
- R&D is managed through recognised management systems. Usually, standard UNE 166002:2006.
- · Compliance with reference standards is reviewed through independent audits.



<sup>\*</sup> Indicators reached a coverage of 52.93% of sales.

11.6 MN€

**FUNDS USED FOR** SOCIAL INITIATIVES

**VOLUNTEERS** (EMPLOYEES)

9,638 **HOURS THE EMPLOYEES** HAVE SPENT AS **VOLUNTEERS DURING** 

THEIR WORKING DAY

OR NGOS WHO RECEIVED **GRANTS/SUPPORT DURING** THE YEAR BY ACS COMPANIES

A commitment to the development of society is part of the ACS Group's mission. The company therefore seeks to generate shared value for society through its own business strategy and the most appropriate way to coordinate its social actions and maintain them over the long term.

The group contributes to social improvement from two perspectives: from carrying out its business activities and from its social actions.

## **SOCIAL ACTION**

In order to fulfil this commitment, the ACS Group has defined a Social Action Policy with the following main objectives:

- To drive forward the business and its sustainability.
- To improve the Company's prestige and reputation.
- To increase employee and partner satisfaction.
- To help improve the society in which the ACS Group operates.

The policy determines the responsibilities assigned to social action, the action categories and areas that form the framework of the projects, the types of contributions that may be made, the geographical areas of action, the model for monitoring the initiatives and communication of the results obtained.

### SOCIAL ACTION OF ACS GROUP COMPANIES

Each Group company is free to select its own social action activities as long as they are connected to the experience that it has acquired in its line of business and help meet the objectives of this policy. Subsequently, the company's' employees will have the chance to take part in such activities as corporate volunteers.

## SOCIAL ACTION OF THE ACS FOUNDATION

The activities of the ACS Foundation focus on improving citizens' quality of life in all aspects. Various programmes are therefore carried out focus on this objective:

- Improvement in the quality of life of people with physical or sensory disabilities, or in a situation of dependence, through three sub-programs:
- Universal accessibility.
- Training, workforce inclusion and social integration.
- Inclusion in sports.
- Defence of and support for good practices in relation to the environment.
- Collaborations with institutions in the field of innovation, engineering, science, economics and law.
- · Contribution to the dissemination, restoration and maintenance of buildings belonging to Spain's artistic heritage.
- Cultural support by making Contributions to the promotion, rehabilitation and maintenance of the buildings of the Spanish artistic Heritage, as well as support for the entities that improve the cultural level of the people.
- Support for research, mainly medical research, including rare diseases.
- Cooperation for development and technical assistance, for the purpose of supporting the development objectives and respecting human rights, through collaboration with competent bodies.
- Social collaboration with stakeholders.

## ACS, ACTIVIDADES DE CONSTRUCCIÓN Y SERVICIOS, S.A.

Avda. Pío XII, 102. 28036 Madrid. Spain Phone: +34 91 343 92 00 Fax: +34 91 343 94 56 Email: infogrupoacs@grupoacs.com

## CONSTRUCTION

## DRAGADOS, S.A.

www.grupoacs.com

Avda. Camino de Santiago, 50 28050 Madrid. Spain Phone: +34 91 343 93 00 Fax: +34 91 343 94 00 www.grupoacs.com

## **VÍAS Y CONSTRUCCIONES, S.A.**

Avda. Camino de Santiago, 50 28050 Madrid. Spain Phone: +34 91 343 93 00 Fax: +34 91 343 94 00 www.vias.es

#### DRACE INFRAESTRUCTURAS, S.A.

Avda. Camino de Santiago, 50. 28050 Madrid . Spain Phone: +34 91 703 5600 Fax: +34 91 703 5640 e-mail: infodrace@drace.com www.draceinfraestructuras.com

#### **TECSA**

Avda. Madariaga, 1 – 4ª planta 48014 Bilbao. Spain Phone: +34 94 448 86 00 Fax: +34 94 476 22 84

#### GEOCISA

Llanos de Jerez, 10 – 12 28820 Coslada (Madrid). Spain Phone: +34 91 660 30 00 Fax: +34 91 671 64 60 www.geocisa.com

## **COGESA**

C/ Orense, 34 – 1° 28020 Madrid. Spain Phone: +34 91 417 96 50 Fax: +34 91 597 04 67

#### DYCVENSA

Veracruz, Edificio Torreón 3° - Esq. Urb. Las Mercedes, 1060 A La Guarita (Caracas) Venezuela Phone: (58212) 992 31 11 Fax: (58212) 992 77 24 www.dycvensa.com.ve

## **DYCASA**

Avda. Leandro N. Alem, 986, 4° 1001 – Buenos Aires. Argentina Phone: (54114) 318 02 00 Fax: (54114) 318 02 30 www.dycasa.com

### **DRAGADOS USA**

810 7th Ave., 9th Floor |New York NY 10019. United States Phone: 212-779-0900 Fax: 212-764-6020 www.dragados-usa.com

## **DRAGADOS CANADA**

150 King Street West, Suite 2103 Toronto, ON M5H 1J9 Phone: 1 647 260-5027 Fax: 1 647 260-5002 www.dragados-canada.com

## **SCHIAVONE**

150 Meadowlands Parkway NJ 07094-1589 Secaucus (New Jersey) United States Phone: +1 201 867 50 70 Fax: +1 201 864 31 36 E-mail: info@chiavone.net www.schiavoneconstruction.com

## **JOHN PICONE**

31 Garden Lane
NY 11559 Lawrence (New York)
United States
Phone: +1 516 239 1600
Fax: +1 516 239 1757
E-mail: info@johnpicone.com
www.iohnpicone.com

#### **PULICE**

2033 West Mountain View Road 85021 Phoenix, Arizona United States Phone: +1 602 944 2241 Fax: +1 602 906 3783 E-mail:puliceinfo@pulice.com www.pulice.com

# PRINCE CORPORATE HEADQUARTERS

10210 Highland Manor Dr. - Suite 110 FL 33610 Tampa (Florida) United States Phone: +1 813 699 5900 Fax: +1 813 699 5901

## J. F. WHITE CONTRACTING CO.

10 Burr Street MA 01701 Framingham (Massachusetts) United States Phone: +1 508 879 4700 Fax: +1 617 558 0460 E-mail: info@jfwhite.com

### **POL-AQUA**

www.pol-aqua.pl

ul. Dworska 1, 05-500 Piaseczno k / Warszawy Poland Phone: +48 (22) 20 17 300 +48 (22) 20 17 310 Email: recepcja@pol-aqua.com.pl

## HOCHTIEF AKTIENGESELLSCHAFT

Opernplatz 2 D-45128 Essen, Germany Phone: +49 201 824-0 Fax: +49 201 824-2777 www.hochtief.com

## HOCHTIEF AMERICAS

## **TURNER CONSTRUCTION**

#### Headquarters

375 Hudson Street New York, NY 10014 United States Phone: +1 (212) 229-6000 E-mail: turner@tco.com www.turnerconstruction.com

### **Turner International Headquarters**

375 Hudson Street New York, NY 10014 United States Phone: +1 (212) 229-6388 E-mail: turner@tcco.com www.turnerconstruction.com

### **CLARK BUILDERS**

#### **Head Office**

4703-52 Avenue Edmonton, AB T6B 3R6 Canada Phone: 780-395-3300 Fax: 780-395-3545

#### **EE CRUZ**

## Corporate Office

32 Avenue of the Americas 13th Floor New York, NY 10013 United States Phone: +1 212 431 3993 Fax: +1 212 431 3996 www.eerruz.com

#### NJ Office

The Cruz Building 165 Ryan Street South Plainfield, NJ 07080 United States Phone: +1 908 462 9600 Fax: +1 908 462 9592 www.eecruz.com

### **FLATIRON**

#### **Corporate Headquarters**

Corporate readquarters 385 Interlocken Crescent Broomfield, CO 80021 United States Phone: +1 303 485 4050 Fax: +1 303 485 3922 www.flatironcorp.com

## **HOCHTIEF ASIA PACIFIC**

#### CIMIC GROUP LIMITED

### Head Office

472 Pacific Highway St Leonards New South Wales 2065 Australia Phone: +61 2 9925 6666 Fax: +61 2 9925 6000

# www.cimic.com.au THIESS PTY LTD

## **Corporate Office**

Level 5, 179 Grey Street South Bank Queensland 4101 Australia Phone: +61 7 3002 9000 Fax: +61 7 3002 9009 www.thiess.com.au

### **CPB CONTRACTORS PTY LIMITED**

### **Corporate Office**

Level 18, 177 Pacific Highway North Sydney New South Wales 2060 Phone: +61 2 8668 6000 Fax: +61 2 8668 6666 www.cpbcon.com.au

# LEIGHTON ASIA, INDIA AND OFFSHORE

#### **Corporate Office**

39/F Sun Hung Kai Centre 30 Harbour Road (Hong Kong) China Phone: +852 3973 1111 Fax: +852 3973 1188 E-mail: info@leightonasia.com www.leightonasia.com

## **HLG CONTRACTING LLC**

PO Box 10869 Galadari Automobiles Building, Mazda Showroom, 1st Floor, Near Oasis Centre, Sheikh Zayed Road (Dubai) United Arab Emirates Phone: +971 4 285 7551 Fax: +971 4 285 7479 www.hlgcontracting.com

# **INDUSTRIAL SERVICES**

# ACS, SERVICIOS, COMUNICACIONES Y ENERGÍA, S.L.

C/ Cardenal Marcelo Spínola, 10 28016 Madrid. Spain Phone: +34 91 456 95 00 Fax: +34 91 456 94 50

## **HOCHTIEF EUROPE**

#### **HOCHTIEF SOLUTIONS AG**

Opernplatz 2, 45128 Essen. Germany Phone.: + 49 201 824-0 Fax: + 49 201 824-2777 E-mail : info-solutions@hochtief.de www.hochtief-solutions.com

# HOCHTIEF INFRASTRUCTURE GMBH

Opernplatz 2, 45128 Essen. Germany Phone: + 49 201 824-0 Fax: + 49 201 824-2777 www.hochtief-infrastructure.com

#### HOCHTIEF ENGINEERING GMBH

Alfredstraße 236, 45133 Essen. Germany Phone: + 49 201 824-4030 Fax: + 49 201 824-4032 www.hochtief-engineering.com

#### HOCHTIEF PPP SOLUTIONS GMBH

Alfredstraße 236, 45133 Essen. Germany Phone: + 49 201 824-1273 Fax: + 49 201 824-2030 www.hochtief-pppsolutions.com

#### HOCHTIEF PROJEKTENTWICKLUNG GMBH

Alfredstraße 236, 45133 Essen. Germany Phone: + 49 201 824-2945 Fax: + 49 201 824-2977 E-mail :info.htp@hochtief.de www.hochtief-projectdevelopment.com

## SYNEXS GMBH

Alfredstr. 220 45131 Essen. Germany Phone: +49 201 824-7365 E-mail: attention@synexs.de www.synexs.de/en/

## IRIDIUM CONCESIONES DE INFRAESTRUCTURAS, S.A.

Avda. Camino de Santiago ,50 28050 Madrid. Spain Phone: +34 91 343 93 00 Fax: +34 91 703 87 28 E-mail: info@iridium-acs.com www.iridiumconcesiones.com

## COBRA GESTIÓN DE INFRAESTRUCTURAS, S.A. (GRUPO COBRA)

C/ Cardenal Marcelo Spínola, 10 28016 Madrid. Spain Phone: +34 91 456 95 00 Fax: +34 91 456 94 50 www.grupocobra.com

## ELECTRONIC TRAFFIC, S.A. (ETRA)

C/Tres Forques, 147 46014 Valencia. Spain Phone: +34 96 313 40 82 Fax: +34 96 350 32 34 www.grupoetra.com

#### SOCIEDAD ESPAÑOLA DE MONTAJES INDUSTRIALES, S.A (SEMI)

Åvenida de Manoteras, 6 - 2∘ planta 28050 Madrid. Spain Phone: +34 91 701 77 00 Fax: +34 91 521 85 97 www.semi.es

## MANTENIMIENTOS, AYUDA A LA EXPLOTACIÓN Y SERVICIOS, S.A. (MAESSA)

C/ Méndez Álvaro, nº 9. Planta 2º Dcha. 28045 Madrid. Spain Phone: +34 91 436 04 80 Fax: +34 91 576 75 66 www.maessa.com

#### MAESSA TELECOMUNICACIONES, INGENIERIA, INSTALACIONES Y SERVICIOS, S.A. (MAETEL) Parque Empresarial PLAZA

Parque Empresarial PLAZA C/Bari nº33, edificio 3 50197 Zaragoza. Spain Phone: +34 976 06 66 66 Fax: +34 976 06 66 67 www.maetel.com

#### IMESAPI, S.A.

Avda. de Manoteras, 26, Edificio ORION 28050 Madrid. Spain Phone: +34 91 744 39 00 Fax: +34 91 744 39 01 www.imesapi.es

### SERMICRO (GRUPO IMESAPI) SUMINISTROS, IMPORTACIONES Y MANTENIMIENTOS ELECTRONICOS, S.A.

C/ Pradillo, 48-50 28002 Madrid. Spain Phone: +34 91 744 86 00 Fax: +34 91 413 59 54 www.sermicro.com

# CONTROL Y MONTAJES INDUSTRIALES CYMI, S.A.

Avda. de Manoteras, 26 - 4° planta Edificio ORION 28050 Madrid. Spain Phone: +34 91 659 33 60 Fax: +34 91 659 33 80 www.cymi.es

## DRAGADOS OFFSHORE, S.A.

Bajo de la Cabezuela s/n 11510 Puerto Real (Cádiz). España Phone: +34 956 47 07 00 Fax: +34 956 47 07 29 E-mail: info-dossa@ dragadosoffshore.es www.dragadosoffshore.com

#### MANTENIMIENTO Y MONTAJES INDUSTRIALES, S.A. (MASA)

Avda. de Manoteras, 26 - 4º planta Edificio ORION 28050 Madrid. Spain Phone: +34 91 659 33 60 Fax: +34 91 659 33 80 www.masagrupo.com

### MAKIBER, S.A.

P° de la Castéllana, 182 28046 Madrid. Spain Phone: +34 91 484 30 00 Fax: +34 91 484 30 94 www.makiber.es

# INTECSA INGENIERÍA INDUSTRIAL, S.A.

C/ Vía de los Poblados, 11 Edificio Trianon 28033 Madrid. Spain Phone: 91 749 70 00 Fax: 91 749 70 01 www.intecsaindustrial.com

#### **INITEC ENERGIA, S.A.**

Vía de los Poblados, 9 - 11 Edificio Trianon C 28033 Madrid. Spain Phone: +34 91 133 01 00 Fax: +34 91 561 68 93 www.initec-energia.es

# SICE TECNOLOGÍA Y SISTEMAS, S.A.

Pol. Ind. Alcobendas C/ Sepúlveda, 6 28108 Alcobendas (Madrid). Spain Phone: +34 91 623 22 00 Fax: +34 91 623 22 03 www.sice.com

## **SERVICES**

# ACS, SERVICIOS Y CONCESIONES, S.L.

Avda. Camino de Santiago ,50 28050 Madrid. Spain Phone: +34 91 703 60 00 Fax: +34 91 703 60 13

## CLECE, S.A.

Parque Empresarial Vía Norte C/ Quintanavides, 19 Edificio 4, 1ª Planta 28050 Madrid Spain

Phone: +34 91 745 91 00 Fax: +34 91 745 91 13 www.clece.es

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