QUALITY

PROVIDING CUSTOMERS AND USERS WITH SERVICES WITH THE HIGHEST LEVEL OF QUALITY IS ONE OF FERROVIAL'S PRIORITIES. THE COMPANY HAS IMPLEMENTED SPECIFIC MECHANISMS TO DETERMINE ITS LEVEL OF SATISFACTION AND HAS ASSOCIATED PLANS AIMED AT INCREASING THE QUALITY OF THE SERVICE PROVIDED.

CLIENT AND USER SATISFACTION

All of Ferrovial's business areas carry out periodic surveys of the expectations and satisfaction of customers and users, understanding how all the people who interact directly or indirectly with the services and infrastructures that Ferrovial offers, but who are not bound by a contractual agreement.

In 2017, Ferrovial initiated a project in collaboration with the Digital Hub to focus on users, with the aim of inferring their perception regarding the services and infrastructures provided by the company on a global scale, identifying the strengths and weaknesses in the performance of the company in order to establish improvement actions.

The project, which is scheduled to be completed in 2018, will provide a new tool to systematically capture all external information that is relevant to measure the perception of users, incorporate this information to the existing information in different business areas, and establish a simple reporting model for decision making.

All Ferrovial businesses have internal procedures for detecting, identifying, recording and monitoring complaints submitted by customers and users of products or services provided by the company. Complaints on record are processed and analyzed to offer the most suitable response and establish actions for improvement.

The Quality, Prevention & Environment Division handles complaints submitted by customers requesting a solution from Ferrovial, since they had not been satisfactorily addressed by the business areas. In 2017, Ferrovial companies as a whole received 2,047 complaints from customers and users, of which 99.31% were closed within the year.

INFRASTRUCTURE USERS

On Toll Roads, Cintra offers its users innovative solutions that improve traffic flow and mobility in highly congested roads, reducing travel times and emissions of greenhouse gases.

The company is committed to public-private partnerships as a model for improving the transport infrastructure of a country. In an era of limited public resources, P3s provides innovation, efficiency and the capital needed to meet the growing demand for transportation infrastructure in the US.

The surveys reflect citizens' acceptance of the Managed Lanes model adopted by Ferrovial. Thus, the traveler gets a 75% improvement in travel times and a 26% reduction in fuel consumption.

CERTIFIED ACTIVITY

89%
ISO 9001
AND ISO 14001

HEATHROW PASSENGER EXPERIENCE

4.2
OUT OF 5

INTERNAL AUDITS

1,751
QUALITY AND ENVIRONMENT

MANAGED LANES

+75%
USERS STATE THAT IT REDUCES CONGESTION

* Airport Service Quality survey (ASQ): An independent survey, carried out the last quarter of 2016, by Airports Council International that rates the level of overall satisfaction of passengers with an airport on a scale of 0 to 5.

The quality of the service is measured through user surveys. The surveys conducted in 2017 revealed the favorable opinions of users regarding the toll roads in Texas (NTE and LBJ). 85% of respondents said they had a favorable opinion about the Managed Lane NTE and 90% about the LBJ.

Additionally, with a view to analyzing user behaviors on the NTE and LBJ toll roads (origin-destination, declared preferences, etc.), telephone surveys were designed for traffic teams, and over 1,200 are conducted yearly. The focus groups created for these toll roads are also salient in that they invite a group of users to share their experiences and expectation with company personnel.

Solutions and replies are also given to any correspondence received by e-mail, telephone or letter.

Ferrovial Airports is committed to quality service and the continuous improvement of operations, leading to higher levels of passenger satisfaction.

New technologies allow airports to be more efficient, safer and more comfortable for passengers.

In recent years, a lot has been invested in the automation of processes available to passengers, such as boarding pass, baggage check, access control, security, passport control and other processes beyond their reach, such as the baggage system, guidance systems from the time the plane touches the ground until the plane arrives at the stand.

An example of the improvement in the quality of passenger service is the development of the Heathrow app. This application gives information about flights, but also allows users to make purchases, rent a car, reserve a parking space, order a taxi or buy a ticket from the Heathrow Express.

The advances made by the company change the way of behaving and increase the expectations of the passengers.

Along this line, in 2017, Ferrovial Airports signed a collaboration agreement with Airports Center of Excellence for the development and deployment of best practices in operational and service performance, improving the experience of passengers based on the Six Sigma methodology.

The latest edition of the Air Transport Awards recognized Ferrovial Airports as Best Airport Portfolio Manager in Europe.

In 2017, Heathrow obtained the ACI Europe award for "Best European Airport of the Year" in the category of over 40

million passengers; the SkyTrax awards as "Best Airport in Western Europe" and "Best Airport for Shopping". Meanwhile, Aberdeen received the awards for the best B2C (Big Chip Awards) business project and the best bus service (Scottish Transport Awards).

In the Services area, the leading national survey "National Highways & Transport Survey (NHT) Public Satisfaction Survey" carried out with 112 local authorities in the United Kingdom shows that the population of Sheffield is happier with the city's roads and transport than a decade ago. It has been possible to double the satisfaction results since 2010 thanks to the state of the sidewalks and paths, the public lighting and the maintenance of the highways.

This survey provides relevant information to improve the performance of the contract by gathering opinions and public satisfaction about the services offered.

Quality and Environment Systems. Ferrovial has quality and environment systems implemented in the contracts managed by its business areas. These systems are mostly certified ISO 9001 and 14001, though some may also be certified under other standards depending on local requirements.

The percentage of activities with quality and environmental certifications according to standards ISO 9001 and ISO 14001 both stood at 89% in 2017.

All systems are internally audited by teams of qualified auditors. In keeping with previous years, 1,751 internal quality and environment audits were performed. 1,800 manufacturing centers were audited. Assessment visits for implementing management systems and technical queries rose to 3,092.

SYSTEMS FOR GUARANTEEING REGULATORY AND LEGISLATIVE COMPLIANCE

Ferrovial has digital platforms to ensure compliance with technical legislation and regulations throughout all phases of the life cycle of contracts.

Normateca contains a total of 17,373 technical standards in the fields of safety, quality and the environment.

In 2017, the corporate tool to access environmental legal requirements, as well as Occupational Health and Safety, was updated and improved. At present, this instrument provides 3,395 legal provisions, covering most of the countries in which Ferrovial operates.

There are other systems certified in accordance with different instruments, some of the more salient ones include:

ALL OF FERROVIAL'S BUSINESS AREAS CARRY OUT PERIODIC USER AND CLIENT EXPECTATION AND SATISFACTION SURVEYS

- Standard ISAE 3410 Assurance Engagements on GHG Statements.
- "Integrated Management System PAS 99" and "Specification PAS for composted materials and Quality Compost".
- UNE-EN 12899-1:2009; UNE 135332:2005; UNE 166002; UNE 179002; ISO 50001:2011; ISO 22000, ISO 39001, BS 1100, AQAP 2110:2009, ISO 27001:2013, EMAS and Madrid Excelente.

CUSTOMER SATISFACTION

CERTIFIED ACTIVITY (TURNOVER %)