



## Actions showing our commitment

Sustainability report

Executive Summary 2020



# Leaders of environmental services

We are committed to **sustainability** to leverage **economic development, progress** and the **transformation** of **cities** into more **efficient**, prosperous and **inclusive** places.



**110 years**  
of experience and  
professionalism



**€ 233 million**  
of gross operating profit  
(EBITDA)



Serving more than  
**30 million**  
inhabitants in  
**3,577 towns**  
and cities  
in Spain



**€ 4,825.7 million**  
of business portfolio



**€ 3.8 million**  
invested in R&D&I  
projects over the past two years



**€ 1,607.3 million**  
turnover



**7%**  
increased  
in the last three years



2019:  
**€ 1.1 billion**  
in Green Bond issue  
2020:  
**€ 300 million**  
in Eurocomercial Paper Programme

## Key figures 2020 of our activities

### Waste collection

**17 millions of inhabitants**  
served in **2,106 municipalities**.  
**5.4 millions of tonnes**  
of waste collected.

### Street cleaning

**13 millions of inhabitants**  
served.  
**280 municipalities** in Spain.

### Ground maintenance

**5.2 millions of inhabitants**  
served in **59 municipalities**.  
**3,825 hectares** managed.  
**32 hectares** rated of special interest.  
**786,355 trees** managed.

### Waste treatment

**19.1 millions of inhabitants**  
served in **2,547 municipalities**.  
**6.9 millions of tonnes**  
of waste managed.

### Sewage maintenance

**4.9 millions of inhabitants**  
served.  
**122 municipalities**  
in Spain.

### Beach cleaning

**5.1 millions of inhabitants**  
served in **106 municipalities**.  
**1,549.5 km of coast**  
managed.



# Our Sustainability Strategy 2050

## Four core areas guiding our efforts

### 1 Environment: Circular Economy, Climate Action and Biodiversity Protection



#### CIRCULAR ECONOMY:

Achieving the EU's 2035 waste management targets

**≥ 65%** of waste recycling

**≤ 10%** of waste disposed of in landfills



#### CLIMATE, ENERGY AND POLLUTION:

Reducing GHG, pollution and noise emissions

Reducing GHGs by **-35%** between 2017-2030

Achieving **Climate Neutrality** by 2050

**100%** **ECO or zero-emission vehicle fleet** by 2050



#### WATER:

Addressing water stress by promoting efficient water use

Alternative sources: **50%** in 2030 | **100%** in 2050



#### BIODIVERSITY:

Protecting natural capital in the performance of our activity

**100%** of staff aware

### 2 Social: Human Resources and Society



#### STABLE EMPLOYMENT AND TALENT PROMOTION:

Creating quality jobs to attract and retain talent

**Staff pride and identification** with the company

**National and international promotion and internal mobility**

**Increasing percentage of new recruits of young graduates**



#### EQUAL OPPORTUNITIES:

Promoting diversity, social inclusion and equality

**Gender balance** in 2050

**Increasing the volume and activity of inclusive employment**



#### SAFE AND HEALTHY COMPANY:

Ensuring safe working conditions and occupational health and well-being

**Zero serious or fatal accidents**

Among 2019-2050

**-50%** in accident rates

**-25%** in sick leave



#### STRATEGIC ALLIANCES:

Generating unions, partnerships and alliances for sustainable service management

Forging new

**public-private partnerships**

linked to the SDGs

### 3 Excellence: Smart Management, Innovation and responsible value chain



#### RESPONSIBLE PROCUREMENT AND MANAGEMENT SYSTEMS:

Spearheading the implementation of systems ensuring the quality and transparency of the value chain

**Digitising** management processes

Implementing a **green, responsible and innovative procurement** model

#### Certification/accreditation

according to new standards, specifications, protocols and regulations



#### INNOVATION:

Maintaining our leadership in Research, Development and Innovation

**Investing** at least **1%** of Turnover by 2050

FCC Medio Ambiente **honoree** as the **best Innovative Idea** at **Smart City Awards** in Barcelona



#### SMART CITIES:

Contributing to sustainable urban development through ICTs

**100%** of services under the "Smart Human & Environmental" model

### 4 Governance: Risk Management, Ethics and Anti-Corruption



#### RISK MANAGEMENT:

Organisational resilience

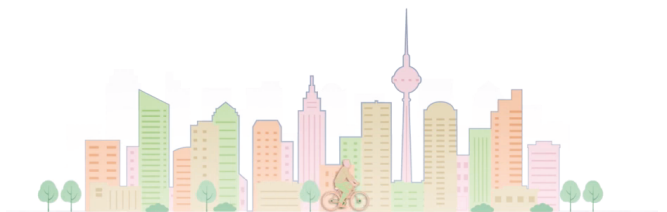
Supporting **contingency plans** for emergency situations



#### ETHICS AND ANTI-CORRUPTION:

Leading the way in compliance with ethical principles and the fight against corruption

Certification of the **compliance model** under ISO 37301

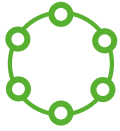


A long-term strategic vision for a

**MORE PROSPEROUS, MODERN, COMPETITIVE AND CLIMATE-NEUTRAL WORLD**

# Mitigate the environmental impact of our activities and services

Our management model enhances the **green growth** of the communities in which we operate through the application of **innovative technologies** that enable us to **reduce the impact** of negative **environmental externalities**.



## Promoting circular economy

Adhered to the **Pact for a Circular Economy**

**134 % increase** in the retrieval of recoverable materials



## Fighting climate change

**2,755,588 tCO<sub>2</sub>e** avoided

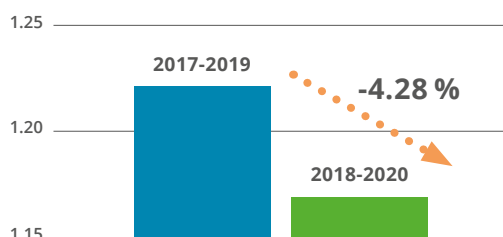
Obtaining the **"Calculate" and "Reduce" seals** from the Spanish Office for Climate Change **2019 -2020**



**7.5 % reduction** Carbon Footprint compared to 2018



Trend in average intensity (tCO<sub>2</sub>e/thousands of euros)



## Achieving efficiency in the use of resources

**42 % increase** in renewable energy consumption (2018-2020)

**25 % of water consumption** covered by alternative sources



## Protecting biodiversity

Biodiversity protection **initiatives have doubled** in the last three years

**1st Spanish entity** to receive ICTE's **Q Turística certification**

Participation in the **Chamaeleo Project** at the Coto de la Isleta Municipal Centre for Environmental Resources and Activities

**42 %** of the **106** coastal municipalities where we provide beach cleaning services have a **"Blue Flag"**



# A professional, qualified, responsible and inclusive team

We continue working on the strategic lines aimed at reinforcing the **ethical framework** and **common culture** of the organisation, promoting **talent, attracting and retaining** the best professionals, promoting the **health** and **well-being** of our human team, guaranteeing a **diverse** and **inclusive working environment** with **equal** conditions and **without discrimination**, as well as fostering **dialogue** with stakeholders.



## Creating stable and quality employment

A team of

**32,543 professionals,**  
**4.8 % more** than in 2018

**72.1 % of employees**  
with **indefinite contract** and  
**78.4 % on full-time**

**13.7 average year** career

**Average wage level**  
**2 times higher**  
than the **minimun wage** in Spain



## Fostering a safe and healthy organisational model

**Certification** of protocols  
for **action** against  
**COVID-19**

**27 % reduction** in  
**frecuency rate** and **20.7 %**  
**reduction** in **severity rate**  
compared to 2018

**Healthy Organisation**  
**Management System**  
**certification** covering  
**53.6 % of employees**



## Promoting training and talent

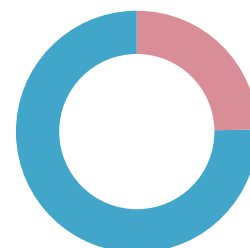
**49,836 participants**  
have received **479,378 hours**  
of **training** in the last two years

**€ 9 million**  
**investment in training** in this  
same period



## Encouraging equal opportunities

**24.8 %**  
**women**  
on staff,  
**6.3 % over**  
2018



**2.5 more technical**  
**women** in **senior**  
**positions**

**3.65 % of professionals**  
with **disabilities,**  
**4.4 % over** 2018

**2.7 times more**  
**jobs** through our  
**Special Employment Centres**

  
**Equal**

# Committed to local development

At FCC Medio Ambiente, we contribute to the **social and economic progress** of the communities where we provide our services through the implementation of **sustainable initiatives** and also **pacts and framework agreements** with various **institutions and associations** that make up our **network of alliances**.



## Connecting with communities



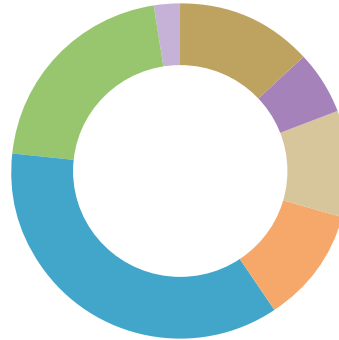
€ 2.76 million  
for implementing  
**559 sustainable  
initiatives**



**52,000 students**  
benefited from  
our involvement in  
**educational programmes  
in the last two years**



Economic assesment of initiatives by  
favoured group 2020



- 13.3% Associations, foundations, NGOs
- 5.9% Public clients
- 10.4% Disadvantaged groups
- 11.2% Employees
- 36.1% Citizens
- 20.7% Environment
- 2.4% Universities, training centres



## Promoting social inclusion through partnerships

**Inserta Programme**  
ONCE Foundation

**Incorpora Programme**  
Obra Social "La Caixa"

**Integra Programme**  
Integra Foundation

**1,110 people**  
have benefited from these 3  
programmes in the **last three years**

**Joining  
communities and  
platforms**  
of leading sustainability  
organisations



## Socially recognised

**Equality Distinction**  
awarded by the **Ministry of Equality**



**European Business  
Awards for the  
Environment**  
for the **100 % electric platform  
for urban service vehicles**  
**"ie-URBAN TRUCK"**

**Our urban heroes**  
honoured during the **pandemic**

# Governance and excellence

To achieve **our vision**, the organisation develops and manages **environmental services**, maintaining the highest standards of **operational excellence** and applying the **strictest principles** set out in the FCC Group's **Code of Ethics and Conduct**.

**MISSION: what we do**

Design, deliver and manage **environmental services efficiently and sustainably** to satisfy the requirements and needs of our clients and contribute to the sustainable development of the communities where we operate with the aim of **improving the lives of citizens**.

**VISION: what we want to become**

Exist as a **benchmark in environmental services** by offering global and innovative solutions for efficient resource management, while contributing to improving the quality of life of citizens and the sustainable progress of society.

**VALUES: our identity**

In addition to the leadership position in the different activities, the **FCC Group** has adopted certain unwavering behavioural guidelines that are vital for **FCC Medio Ambiente** to operate successfully in a sustainable and responsible manner. It's all about values.



**Our conduct is guided by ethics and integrity**

**Compliance Committee**  
and Compliance Officer

**7,700 employees** have been trained in the **Code of Ethics and Conduct**, **CSR, diversity, harassment prevention and compliance** in the last two years



**Guaranteeing transparency, quality and innovation**

**74% of Turnover** certified under standard **ISO 9001**

**Green Procurement: 23%** of the fleet powered by alternative energies

**48 million kWh** of energy with guarantee of origin

**7 R&D&I projects** with European partnerships

## Progress on the 20-22 Sustainability Action Plan



**63% reached**



**33% in process**



**4% not reached**



**FCC ETHICS**  
Exemplary performance

**SMART SERVICES**  
Smart services

**FCC CONNECTED**  
Connection with citizens



Medio Ambiente

[www.fccma.com](http://www.fccma.com)