

QUALITY

CONTINUOUS IMPROVEMENT

Innovation applied to products and services enables Ferrovial to offer customers and users products and services that guarantee a unique experience.

Providing customers and users with top quality services is one of Ferrovial's key priorities. The company is working on a system that aims for more effective and efficient management based on digitalization, the use of new technologies and innovation projects applied in different areas.

DIGITALIZATION

Between December 2019 and July 2020, a successful proof of concept was carried out with the aim of testing blockchain technology, trying to determine its potential within the framework of the digital transformation of the construction industry and the feasibility of its use when commissioning facilities. It is estimated that this tool could reduce the volume of complaints by up to 15%.

The Construction division also continues to expand the use and dissemination of Building Information Modeling (BIM) methodology. The application of BIM involves incorporating digitalization into construction processes and procedures, providing greater efficiency in information management. This methodology is being progressively implemented into many of the company's projects. In 2020, Ferrovial Construction has applied BIM methodology in several rail projects such as the rail access to the El Prat Airport terminal and the construction project for the underground structures of the Murcia-El Carmen, Barriomar and Nonduermas stations on the Madrid-Murcia AVE high-speed train line.

USE OF BIG DATA

With variables being measured well and optimal sensorization beforehand, any process can be analyzed and generate large amounts of data. For example, in the field of mobility, Ferrovial is actively working to optimize its Managed Lanes business model, where administrations are starting to use open data systems, encouraging the use of big data and artificial intelligence to attract innovation from private companies, capable of integrating their systems and generating new business models.

In the case of Construction, big data is taking on a key role thanks to the creation of technological tools that have contributed to modernizing safety conditions or the way in which a construction site is built, thus improving the industry's results. Over time, constructions will be cheaper and delivered in a shorter period of time.

CUSTOMER SATISFACTION

In 2020, the evaluation of how customer satisfaction is measured continued. The methodology homogenizes all the surveys in the

different business areas to find out comprehensively customer perception regarding sustainability, operational excellence, innovation, responsiveness, reliability and trust, the oversight process and management of agents involved in each project. In this regard, it should be noted that there are no user safety claims in excess of one million euros not covered by insurance policies.

USER SATISFACTION

During 2020, the user satisfaction measurement program was launched. This is an innovative task where indicators are measured in the Infrastructures, Airports and Mobility business areas, providing a more complete view of the user's experience of the services offered.

QUALITY SYSTEMS AND CERTIFICATIONS

Ferrovial has quality and environmental systems certified in accordance with ISO 9001 and 14001 standards 89% implemented. It should also be noted that Budimex, Ferrovial Construction (in Spain and the UK), Cadagua and Ferrovial Services Spain are currently certified in line with the ISO 50001 energy management standard.

To support all its business lines and ensure legal compliance throughout all phases of the project life cycle, Ferrovial has corporate applications used to record and store legislation and technical regulations containing the environmental legal requirements applicable to Ferrovial in all the countries in which the company operates. Both platforms contain rules and standards governing health and safety, quality and the environment. This enables the company to honor all its environmental obligations, including those relating to air, noise and light pollution. Meanwhile, all employees involved in production are fully familiar with operating procedures so as to prevent or minimize environmental risks.

CERTIFIED ACTIVITY

89%

ISO 9001
ISO 14001

CUSTOMER SATISFACTION

4.3

Out of 5

USER SATISFACTION

4.0

Out of 5

MANAGED LANES USER SATISFACTION

70-80%

407 ETR USER SATISFACTION

88%

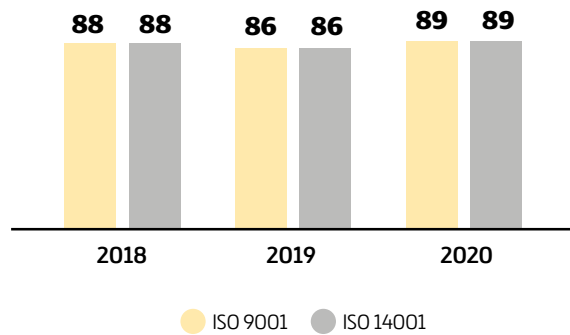
HEATHROW PASSENGER EXPERIENCE

4.24

out of 5



CERTIFIED ACTIVITY (%)



Ferrovial has been recognized by AENOR (Spanish Standards and Certification Association) as the first company to certify its Sustainability strategy with the Sustainable Development Goals (SDGs), promoted by the United Nations. This certification recognizes the company’s actions in the area of climate change, which is one of the greatest environmental challenges facing society and one in which companies have a decisive role to play.

Within the framework of energy audits, in order to comply with RD56/2016 and continue the work carried out in 2016, an energy audit of all the company’s assets with activity in Spain was carried out in 2020.

There are other systems certified in accordance with various standards including: UNE 19601; UNE-ISO 37001; UNE-EN ISO 50001; UNE 166002; European Commission Eco-Management and Audit Scheme (EMAS) in accordance with EC Regulation no. 1221/2009; BIM ISO 19650; PAS2080:2016; PAS2080:2016 EKFB; ISO44001; ISO45001; EMAS III; IATF 16949; UNE 216701; UNE 1176-1:2009; UNE-EN ISO 22000:2005; UNE-EN ISO 18295-1:2018; UNE 158101:2015; UNE 158301:2015; UNE 158401:2007; UNE 179002:2011; UNE-ISO 22320: 2013; UNE 15343:2008; UNE-ISO 55001:2015; UNE-EN ISO 13485:2018; SGE 21; Certification of COVID protocols in accordance with the Regulation for the certification of protocols against COVID-19, by AENOR; and Madrid Excelente.

CUSTOMER SATISFACTION

