

# QUALITY AND CUSTOMER SATISFACTION

## CERTIFIED ACTIVITY

91%

ISO 9001 AND ISO 14001

## HEATHROW PASSENGER EXPERIENCE

4.2

OUT OF 5

## INTERNAL AUDITS

1,751

QUALITY AND ENVIRONMENT

## MILESTONES

91% OF THE QUALITY AND ENVIRONMENTAL SYSTEMS ARE CERTIFIED

DEVELOPMENT OF A NEW MODEL FOR ACCESSING ENVIRONMENTAL AND OCCUPATIONAL RISK LEGISLATION

USER AND CUSTOMER PERCEPTION ANALYSIS START

One of the greatest challenges facing the company in the coming years will entail reliably ascertaining the experience of drivers riding on toll roads, passengers that transit through terminals and the citizens to whom Ferrovial provides its services.

Acquiring this knowledge will call for creativity and disruptive innovation, even in the technology field. The use of mobile applications and social networking could become part of a more fluid and mutually beneficial relationship with the millions of users to whom Ferrovial provides service.

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 91% in 2016.

All systems are internally audited by teams of qualified auditors. In line with previous years, 1,751 internal quality and environment audits were performed and 1,484 manufacturing centers were audited. Assessment visits for implementing management systems and technical queries rose to 3,101.

### SYSTEMS FOR GUARANTEEING REGULATORY AND LEGISLATIVE COMPLIANCE

Ferrovial has digital platforms, namely Normateca and Ambienteca, which glean environmental legislation and the technical regulations required to guarantee the services throughout all phases of the contract lifecycle. Normateca contains a total of 16,844 technical standards in the fields of safety, quality and the environment. Ambienteca in turn contains 1,945 environmentally-related legal provisions.

The implementation of a new platform to replace Ambienteca will conclude in 2017. This new platform will enable queries on environmental and occupational risk and prevention legislation across all the countries in which Ferrovial has activities.

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

- 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; UNE179002; ISO 50001:2011; ISO 22000, ISO 39001, BS 1100, AQAP 2110:2009, ISO 27001:2013, EMAS and Madrid Excelente.

## CUSTOMER AND USER SATISFACTION

The business areas currently conduct surveys to ascertain the expectations and satisfaction levels of customers and users. They are implemented across forms, websites, emails, phone calls, and even focus groups for specific issues. The results are assessed to identify strong points and implement improvements.

In the coming years, Ferrovial has set a goal to analyze the perception of citizens and users regarding the quality of services furnished by the company. This goal seeks to assess the experience of drivers using toll roads, passengers transiting through terminals and the citizens to whom the company provides services. Thus, a project has begun to analyze the feasibility of accessing and quantifying the opinions of users regarding these topics.

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

The Quality, Prevention & Environment Department handles complaints submitted by customers requesting a solution from Ferrovial, since they had not been satisfactorily addressed by the business areas. In 2016, Ferrovial companies as a whole received 2,187 complaints from customers and users, of which 97% were closed within the year.

The corporate department provides interested parties with a specific address for complaints, comments and questions: [dca@ferrovial.com](mailto:dca@ferrovial.com)

## 20.19 STRATEGIC CR PLAN

Attain the highest levels of quality by developing a method to measure the satisfaction levels of infrastructure users.

**TOLL ROAD USER SATISFACTION**

Cintra provides affordable and innovative infrastructures that benefit their users every day through enhanced traffic fluidity and mobility for highly congested roads.

The quality of the service provided is measured through surveys completed by the users who use the roads that Ferrovial builds, manages and maintains. The surveys conducted in 2016 revealed the favorable opinions of users regarding the toll roads in Texas (NTE and LBJ) and the Canadian 407 ETR. 80% of the surveyed users had a favorable opinion of the managed lane NTE, 97% of the users are satisfied with the service on the 407 ETR, and 91% said that they had a positive experience after riding on 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. Refer to the chapter on Health and Safety for further information on the road safety plan.

**PASSENGER SATISFACTION AT AIRPORTS**

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

Heathrow airport maintains its quality standards through controls in areas such as:

- *Border Force and Central security queues:* the length of waiting lines is calculated as the amount of time waiting at passport and security checkpoints at exits.
- *Service quality scheme:* Heathrow airport has a quality system that complies with *Civil Aviation Authority (CAA)* requirements, with substantial importance on matters such as the security control area, passenger perception of the departure lounge, quality of the computer systems, cleanliness and quality of the facilities or Wi-Fi access.

All the efforts made by the company regarding quality are reflected in the rating obtained in the surveys on passenger satisfaction at *Airport Council International (ACI)* and the numerous awards recognizing the approach to improve passenger experience.

It is worth mentioning that Heathrow received the *ACI Europe* award for "Best European Airport of the Year" in the over 40 million passengers category, and repeated its award-winning trend at the 2016 *Skytrax* awards with recognition as "Best Airport in Western Europe", "Best Airport for Shopping" and "World's Best Airport Terminal" (Terminal 5).

Moreover, Glasgow received the *ACI Europe* award for "Best Airport in Europe of the year" in the 5-10 million passengers category with further recognition at the *Scottish Transport Awards* as "Airport of the Year". It also received awards such as Best Performing Business of 51 employees and over and the Bank of Scotland Award for Most Outstanding Business.

**407 ETR TOLL ROAD**



97%  
SATISFIED USERS

**LBJ TOLL ROAD**



91%  
POSITIVE EXPERIENCE  
BY USERS

**NTE HIGHWAY**



80%  
FAVORABLE OPINION

**CUSTOMER SATISFACTION (Scale from 1-5)**

4.0  
2014

4.0  
2015

4.1  
2016

**CERTIFIED ACTIVITY**

