

## Quality

# Committed to excellence

**Ferrovial applies innovation to achieve process improvements, make them more efficient and competitive, and offer customers top quality products and services.**

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chieving complete satisfaction of infrastructure users and excellence in the quality of services provided are two priorities for Ferrovial. To achieve these goals, the company undertakes specific

innovation projects aimed at improving the perception that customers and users have about the services provided. Digitization, artificial intelligence, use of new technologies such as drones and Big Data are some examples of innovation projects applied to the projects.

### DIGITALIZATION

In 2019, Ferrovial, along with other companies, created a platform for digital identity management of the main suppliers in blockchain format. The main benefits are that the process for certifying and validating suppliers has been streamlined by making it more efficient and secure, and reducing bureaucratic and administrative tasks.

Likewise, the Construction division continues to extend the use and dissemination of the use of Building Information Modeling (BIM) methodology. It was the first major construction company to obtain BSI® BIM Level 2 certification in Spain, Portugal, United Kingdom and Australia. The application of BIM involves incorporating digitalization into construction processes and procedures, providing greater efficiency in information management.

### DRONES

Ferrovial relies on the use of drones for maintaining street lighting and roads, inspecting infrastructure, building management and for the monitoring and

control of construction work. Thanks to the drones, operation times are reduced, it increases the efficiency and automation in the operations, improves the quality of the processes, decreases the environmental impact, increases the conditions of security for the workers. In short, it improves the quality of services provided.

### BIG DATA AND USER EXPERIENCE

In 2019, a project was undertaken to analyze the opinion of the users who make use of the products and services offered by Ferrovial. For the analysis, information available on social networks, CRM and management indicators is used. The results have allowed us to obtain, in addition to a global satisfaction rating, details of the strengths and weaknesses in the company's performance and thus establish new improvement actions.

Another example of using Big Data applied to quality improvement is the Sentinel project. Led by Ferrovial Agroman, it consists of integrating a data capture device that is integrated into railroad line maintenance vehicles and feeds a database related to a geographic information system, so that an automatic or semi-automatic inventory of the railroad assets is performed, while the elements of the track are interpreted and characterized and maintenance operations are thus optimized. Thanks to this project, still in the prototype test phase, the railroad manager will be able to rely on real infrastructure data for a management system that makes it possible to analyze, predict and act on the assets in an efficient way.

### USER SATISFACTION WITH TRANSPORTATION INFRASTRUCTURE

In 2019, Heathrow Airport holds its position as the "Best Airport in Western Europe" and the "Best Airport Shopping" for the fifth and tenth year running, respectively, in the Skytrax World Airport Awards. The key to success goes beyond operating efficient terminals and trying to offer the passenger a unique experience.

CERTIFIED  
ACTIVITY

86%

ISO 9001  
ISO 14001

HEATHROW  
PASSENGER  
EXPERIENCE

4.17

out of 5

MANAGE LANES  
USER SATISFACTION

77%

declares a positive  
experience

407 ETR  
USER SATISFACTION

87%



Meanwhile, in Cintra a number of measures have been developed to enhance user knowledge by including these initiatives in the strategic plans of the concessionaires.

### CUSTOMER SATISFACTION

In 2019, customer satisfaction was evaluated in an innovative way following a new procedure. The objective is to establish a methodology that homogenizes all the surveys that exist in the different business areas to find out comprehensively the perception of the clients regarding sustainability, operational excellence, innovation, responsiveness, reliability and trust, the supervision process and management of agents involved in each project.

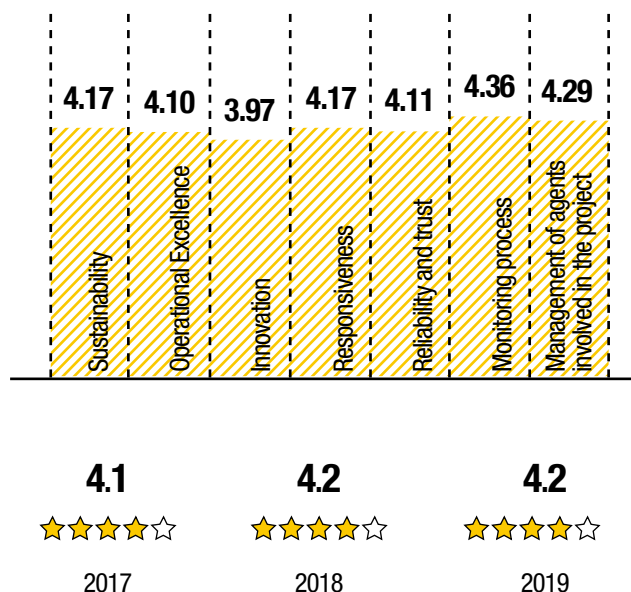
### QUALITY SYSTEMS AND CERTIFICATIONS

Ferrovial has implemented quality and environmental systems certified in accordance with ISO 9001 and 14001 standards by 86% in both

cases. It should also be noted that Budimex, Ferrovial Agroman (in Spain and the UK), Cadagua and Ferrovial Servicios España are currently certified under the ISO 50001 energy management standard.

In addition, the company has digital platforms to ensure compliance with technical legislation and regulations throughout all phases of the life cycle of contracts. This has enabled all environmental requirements to be met, including those related to noise, air and light pollution. There are other systems certified in accordance with various standards including: Madrid excelente, ISO 3834-2:2017, ISO 10001:2019, ISO27001: 2019, ISO 20000-1:2018, NP EN 206-1:2007:2010, BSI BIM Certificate, PAS 2080, ISO 39001:2012, SGE 21, UNE 22320, UNE 216701, UNE 1176-7:2009, ISO 22000:2005, UNE 179002:2011, UNE 158101:2015, UNE 158301:2015, UNE 154401:2007, UNE 18295-1:2018, UNE 22320:2013, UNE 13485:2016, OHSAS 18001, AS-NZS 4801:2001, PAS 99:2012 and ISO 44001:2017.

### CUSTOMER SATISFACTION



### CERTIFIED ACTIVITY

