

QUALITY

Excellence in service

Ferrovial implements efficient management based on innovation and the use of new technologies, guaranteeing a unique experience for customers and users.

The Quality and Environment Policy articulates the principles that govern the company's actions to achieve the highest levels of operational and innovative excellence in the development of infrastructures and operation of sustainable services. These principles focus on the integrated management system, regulatory requirements, customer and user satisfaction and training. Thus, this policy acts as a lever to drive continuous improvement, technical capabilities and process efficiency.

INTEGRATED MANAGEMENT SYSTEM

The company has implemented an integrated management system in accordance with quality, environmental and energy criteria in all its contracts, which serves as a tool for complying with the principles defined in its policy. In 2022, certified activity reached 80% according to the ISO 9001 standard, 80% according to ISO 14001 and 69% according to ISO 50001. In addition, in some cases, services are certified under other standards due to local requirements.

As part of system management, internal audits are conducted and complaints are recorded for 100% of contracts. In 2022, 416 external complaints/communications were received, of which 83% were successfully closed.

OTHER CERTIFICATIONS

In 2020, with annual renewal, AENOR awarded Ferrovial the certification on sustainability and business contribution to the Sustainable Development Goals. This certification highlights the company's Sustainability Strategy and ESG actions, reinforcing its solid commitment to the SDGs.

Since 2010, the company has had the Madrid Excelente guarantee mark, which recognizes and certifies quality and excellence in the management of companies, with special emphasis on innovation, environmental and social sustainability and customer satisfaction.

In addition, there are other certified systems in accordance with regulations related to road safety, environment, social responsibility or collaborative business, including: UNE 19601; UNE-ISO 37001; UNE 166002; European Commission Eco-Management and Audit Scheme

(EMAS) according to Regulation (EC) No. 1221/2009; BIM ISO 19650; PAS2080:2016; PAS2080: 2016 EKFB; ISO 44001; ISO 45001; EMAS III; IATF 16949; UNE 216701; UNE 1176-1:2009; UNE-EN ISO 22000:2005; UNE-EN ISO 18295-1:2018; UNE 158401:2007; UNE 179002:2011; UNE-ISO 22320: 2013; UNE 15343:2008; UNE-EN ISO 13485:2018.

LEGAL REQUIREMENTS AND TECHNICAL REGULATIONS

Ferrovial's activity requires strict regulatory compliance in relation to quality, environmental and energy legislation, both at regional and sector level. Therefore, the company has implemented external (i2i and WorldLex) and internal (DocSite) digital solutions to guarantee and facilitate the monitoring of applicable legislation and technical regulations (among others, those related to atmospheric, noise and light pollution).

All this contributes to achieving quality assurance, as well as efficient management focused on legislative compliance, mitigation of negative impacts and business risk control.

CUSTOMER AND USER SATISFACTION

Under the premise of continuous improvement, Ferrovial seeks to meet the expectations of customers and users, as well as to increase their degree of satisfaction with the services provided and products offered. To this end, Ferrovial implements an annual survey program to identify the strengths and weaknesses of the quality offered and establish improvement actions.

- **Customers**, including public administrations and private developers, value the performance of the activity in relation to reliability, trust, operational excellence, responsiveness, innovation and sustainability.
- **Users** of infrastructures and services evaluate the quality of the service offered. In addition, Ferrovial is working on the development of an innovative user satisfaction measurement program for the collection of indicators from the Airports and Energy Infrastructure and Mobility divisions that allow to have a more complete view of the user's experience of the services offered.





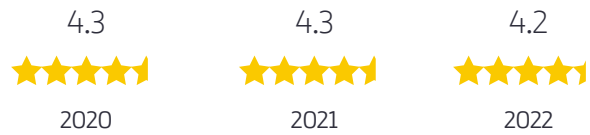
DIGITALIZATION

Digitalization drives Ferrovial to lead the transformation in the infrastructure and mobility sectors, offering efficient and sustainable responses to the needs of society. Ferrovial is committed to innovation to maximize the value of assets, achieve competitive advantages and improve the experience of customers and users. Through the use of digital technologies, it is improving processes, implementing new methodologies and modernizing products. These include initiatives such as Building Information Modeling (BIM), metaverse, Digital Twins and AIVIA.

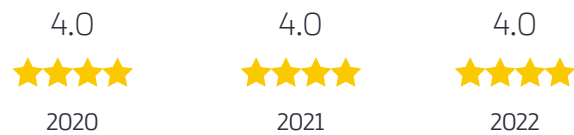
TRAINING IN QUALITY, ENVIRONMENT AND ENERGY

Ferrovial promotes awareness and training in quality, environment and energy among its employees and collaborators, with the aim of improving their performance and skills. The Company focuses specially on waste management, climate change, water footprint, pollution and biodiversity. During 2022, more than 1,000 hours of training were provided to internal personnel, attended by more than 4,000 employees. In relation to external personnel, more than 1,800 hours were provided.

CUSTOMER SATISFACTION



USER SATISFACTION



CUSTOMER SATISFACTION (OUT OF 5)

