





INTEGRATED MANAGEMENT SYSTEM

WORKING FOR EXCELLENCE

Ensuring maximum satisfaction for clients is a primary goal for Clece. To achieve this, the company has developed a **management system** that covers aspects such as quality, the environment, innovation and information security.

QUALITY



To guarantee the quality of these services, Clece advocates three basic policies: meeting the expectations and requirements of clients; complying with legislation, and working for the continual improvement of management processes and indicators.

With regard to certificates for quality, Clece was granted the ISO 9001 certificate for its hospital cleaning in SERMAS centres, in the management of the San Antón municipal schools sports centre, and in projects relating to energy efficiency and street lighting. Clece Care Services in London was also granted certification for its domiciliary care and interior cleaning activities.

In the airport sector, certification was granted for the FBO service (fixed base of operations, private aviation management).

Every single company in the Clece Group currently has ISO 9001 certification.

ENVIRONMENT



Clece is committed to caring for the environment and to sustainable development. Accordingly, in 2014 a system was implemented to calculate and verify the carbon footprint of activities relating to environmental services carried out by Talher (2,213 tons of CO₂), in accordance with the ISO 14064 standard.

Clece also extended the ISO 50001 certification in energy management for the energy services activities included in contracts with the central government Ministry of Industry, Tourism and Commerce, and the Ministry of the Treasury, and for public lighting contracts in Rute (Córdoba), Peñíscola (Castellón) and Palencia, among others.

The company is also committed to renewable energies using biomass to produce heat for four care homes in Soria and Burgos, for which the boiler rooms of these centres had to be remodelled.

NDavant and Deyse obtained environmental management certification for interior cleaning services, auxiliary activities and catering.

Currently, 90 percent of the companies in the Clece Group have ISO 14001 certification.

INNOVATION



In the area of RDI, in 2014 certification was obtained for the airport luggage management project by RD 1432/2003 and UNE 166001 and a patent application has been filed.

Innovations in communication technology were also implemented in nursery schools (Wappa Babies software, which helps with communication between schools and families using an app on their mobile, tablet or computer, replacing the traditional school diary).

Design and development work was also carried out to create proprietary software for managing the home-help service and for monitoring the satisfaction of our clients, by adjusting it to our requirements and our organisation, which includes the design of the survey, how it is sent out and received, and the statistical analysis of the results obtained.

The company was also involved in the Terèse project, developing solutions on matters of energy efficiency and the maintenance of facilities and buildings.

INFORMATION SECURITY



At Clece we know how important the information is that we handle, both our own and that of our clients, as well as the personal data that we have to control and look after, in line with legislation.

Accordingly, the scope of ISO 27001 certification was broadened, with the incorporation of the management system for the social services provided by Clece. Improvements have also been made to the processes involved in controlling new hires and terminations for managing authorised access to corporate applications, and for managing how devices are recycled or destroyed.

Finally, 12 personal data ARCO requests (access, rectification, cancellation and objection) were processed in a correct and effective manner.

OBJECTIVES FOR 2015



In line with its commitment to continual improvement, Clece has set new challenges for 2015:

- **Adapt the different management systems** used by the group to requirements of the new ISO standards.
- **Obtain accreditation by the Joint Commission International** of the Reina Sofia Alzheimer's Foundation Care Home.
- **Calculate the carbon footprint** for business activities carried out by Clece and Servicios Aeroportuarios (Handling).
- **Extend the scope of the certification held by Clece Care Services**, including airport activities and, specifically, how the service for people with reduced mobility (PRM) is managed.
- **Integra CEE** to obtain ISO 27001 standard certification.
- **Extend the scope of the certification held by Environmental Services**, including its work in solid urban waste management and services to raise awareness of environmental issues (Zaragoza).



CLECE GROUP CERTIFICATIONS	9001	14001	OTHER
COMPREHENSIVE SERVICES			
Cleaning	✓	✓	✓ (27001)
Comprehensive property/facility maintenance	✓	✓	✓ (27001)
PMR	✓	✓	–
Information and customer services	✓	✓	–
Building and renovation works	✓	✓	–
Logistics	✓	✓	–
Teatros del Canal	✓	✓	–
Hospital cleaning	✓	–	–
EDUCATION SERVICES			
Nursery schools	✓	✓	–
Auxiliary education services	✓	–	–
SOCIAL SERVICES			
Home help service	✓	✓	✓ (158000)
Care homes	✓	✓	✓ (158000)
Day centres	✓	–	✓ (158000)
Centres for minors	✓	–	–
Telecare service	✓	–	✓ (158000)
Las Viñas care home (Madrigueras, Albacete)	✓	–	–
Santa María de Benquerencia care home (Toledo)	✓	–	–
CADIG Santa María de Benquerencia (Toledo)	✓	–	–
Núñez de Balboa care home (Albacete)	✓	–	–
CATERING			
Hospital Arnau de Vilanova (Lérida)	–	–	✓ (ISO 22000)
Catering	✓	✓	–
CLECE HEAD OFFICE AND DCC	–	–	✓ (27001)
ENERGY EFFICIENCY	✓	–	✓ (50001)
RDI	–	–	✓ (UNE 166002/166001)
CLECE SEGURIDAD	✓	✓	✓ (27001)

CLECE GROUP CERTIFICATIONS	9001	14001	OTHER
INTEGRA			
Special Employment Centre	✓	✓ (Cleaning)	–
Andalusia	✓	✓ (Cleaning)	–
Special Employment Centre Catalonia	✓	✓ (Cleaning)	–
Valencia	✓	✓ (Cleaning)	–
AENOR certification for special employment centres RP-CSG-028	–	–	✓ (CEP-2013/002)
TALHER			
Various activities	✓	✓	–
Play areas (Cáceres and Málaga)	–	–	✓ (UNE-EN.1176-7 BV)
EMAS (green areas Cáceres and Córdoba)	–	–	✓ (EMAS III ES V0003)
Carbon Footprint	–	–	✓ (ISO 14064)
MULTISERVICIOS AEROPORTUARIOS			
Cleaning aircraft facilities and interiors	✓	✓	–
PRM management	✓	✓	–
Managing VIP lounges	✓	✓	–
FBO management	✓	✓	–
Clever Handling Services	✓	✓	–
LIREBA SERVEIS INTEGRATS	✓	✓	–
LIMPIEZAS LAFUENTE	✓	✓	–
LIMPIEZAS DEYSE	✓	✓	–
NET BRILL	✓	–	–
NDAVANT	✓	✓	–
CAVALL DE CARTRÓ (CATALONIA) NURSERY SCHOOLS	✓	–	–
ESCUELAS PÍAS JOINT VENTURE	✓	✓	–
CLECE CARE SERVICES LTD	✓	✓	–
HOSPITAL UNIVERSITARIO PUERTA DE HIERRO MAJADAHONDA/CLECE/VALORIZA JOINT VENTURE	✓	✓	–