



























CLECE ANNUAL REPORT 2014

OUR VOCATION: HELPING OUR CLIENTS GROW

Letter from the Chairman
Sectors. Success Stories
The Clece Group in 2014
International Presence
Human Resources
Integrated Management System
Social Commitment
Group Structure







This annual report is also available online. It can be downloaded from our website **www.clece.es**





FROM THE CHAIRMAN



A GREATER PRESENCE IN PEOPLE'S LIVES

In the cleaning of a railway platform, in the tending of a park garden, in the cafeteria of a hospital, in a town's street lighting, in the running of a care home. And in the education of a nursery school and the maintenance of an office. We are enjoying an ever-greater presence in people's lives. We may go practically unnoticed, but we provide indispensable services for businesses and organisations to run as they should, and to ensure the welfare and daily comfort of ordinary people. Clece is expanding, providing more and better services for businesses, for society and for people. Cleaners, engineers, psychologists, nurses, physiotherapists, social workers, occupational therapists, gardeners, nutritionists, monitors... even directors. There are now 69.316 of us, who, regardless of our area of work or our particular profession, share a vocation for service.

Every day we make this great business project which, since it began back in 1998, has not ceased to grow. The last financial year was yet another step forwards on this journey. For the second year in a row, all of the company's various activities recorded positive results, an achievement that consolidates a diversified business model based on quality, innovation and intensive people management. Our turnover improved by more than 7 percent, consolidating our leadership in activities such as cleaning and social services, and making the most of the increasingly dynamic nature of areas

such as the environment and energy efficiency. Greater international presence, with notable expansion in the United Kingdom, was also a leverage for growth.

With business sustainability ensured, our social project also gained in outlook, beneficiaries and collaborators. The boost experienced in this area has undoubtedly been one of the major landmarks of the year. Integration, employability, raising awareness and caring for vulnerable social groups. These are the four pillars of our social commitment, which in 2014 produced a very positive result in terms of integration, with 5,032 workers from vulnerable social groups joining the company. To that end, we continue to work very closely with associations, foundations and social organisations that share our concern for a fairer society that ensure equal opportunities for everyone. In other news, in 2014 we included victims of terrorism in our policy of integration. However, we also made major inroads in terms of communication and awareness-raising, in particular with initiatives such as the first Forum for Integration, the initiative behind the Commitment Awards and the launch of the websites clecesocial.com and inclusionyempleo.com.

I am pleased to say that we have reached a point where the relationship between business and commitment is such that, at times, the boundary between the two becomes blurred. And I feel that this is a truly positive indicator of our successful business management, as it shows how committed we are to service, to society, and to people. We go beyond mere service provision — whenever we can, we always try to "close the circle". In other words, wherever we manage a women's shelter, we look for an opportunity to find work for the user of that shelter within our organisation. Or wherever we provide services for people with dependency needs, we always try to go the extra mile by applying innovate methods of care and therapy.

In short, 2014 was another year of progress in business and social terms. The foundations are very much in place for this to be the trend in the short and medium term, growing and improving from, by and for people.

Yours,

Cristóbal Valderas

Chairman of Clece

For the second year in a row, all of the company's various activities recorded positive results, an achievement that consolidates a diversified business model based on quality, innovation and intensive people management."





THE CLECE GROUP IN 2014

TURNOVER

Growth is due mainly to the company's capacity for securing new contracts and providing clients with solutions that are tailored to optimise resources.

+ 7%

For another year, and despite the continuing limitations in public investment, the Clece Group grew by more than 7 percent compared with 2013, with a turnover of €1.3 billion. This improved turnover is due mainly to the company's capacity for securing new contracts and providing clients with solutions that are tailored to optimise resources.

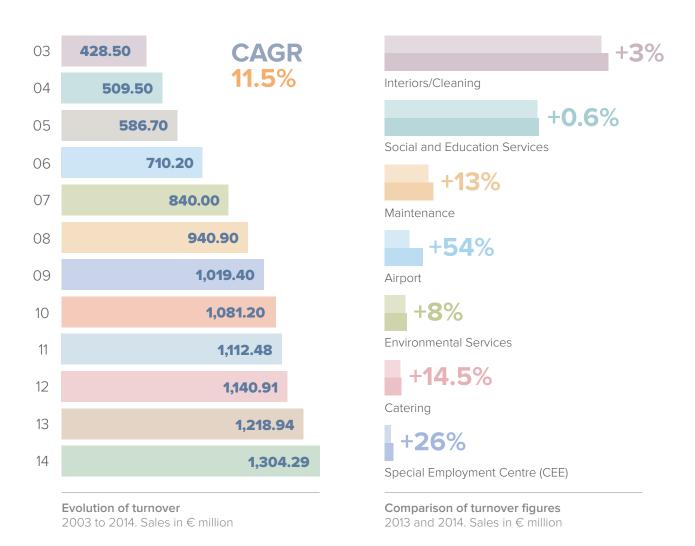
For the second year in a row, all of the company's various activities experienced a positive evolution, an achievement that consolidates a diversified business model based on quality, innovation and intensive people management. These are all factors that have helped us maintain our leading position in areas such as Cleaning, and Social and Education Services, and experience strong growth in other areas, such as Airport Services and Energy Efficiency.

The Group's two main activities, Cleaning, and Social and Education Services, which make up almost 75 percent of all business and which are both leaders in their particular sectors, both enjoyed moderate growth. In the case of the Cleaning division, turnover was €568 million, a 3 percent increase on the figure for 2013. The Social and Education Services division achieved a turnover of €391 million, 1 percent more than in 2012, making for an average growth of 10 percent in the past three years.

Various activities experienced particularly positive behaviour in 2014. The Airport Services division, for example, continued its positive evolution from the previous year, with improved turnover in 2014, growing by 54 percent to almost €100 million. The annual balance sheet of the Special Employment Centre is also worth highlighting, having continued to experience sharp growth, which this year reached 26 percent. The Catering division also continues to grow, following the reordering process of 2012 and 2013, and this year increased turnover by 15 percent.

In Maintenance and Integrated Services, which recorded a turnover of €125 million, 13 percent more than in 2013, including increases of 77 percent for Facility Management and 24 percent for Energy Services, consolidating both areas as future foundations for the business to develop, with a high degree of specialisation and as a proposal of value to evolve towards more sustainable and economically efficient towns and buildings.

Finally, despite the strong growth of the previous year, the Environmental Services division Talher continued its upward trend in 2014 with 8 percent growth. And the recently created Security division doubled its turnover in 2014, with growth of 120 percent.



Various activities
experienced particularly
positive behaviour
in 2014, with growth
reaching double figures:
Airport Services,
Special Employment
Centre, Catering
and Maintenance."





HUMAN RESOURCES

A PLACE FOR EVERYONE

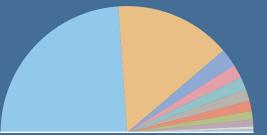
It's people that set Clece apart.
With our focus set firmly on people, every
employee counts, every person adds something.

Recognising everyone's individuality is quite a challenge, given the size of the workforce: this is the third-largest private company in Spain in number of employees, with a staff of 69,316 in 2014.

Integration is one of the cornerstones of Human Resources management. Respect for differences and inclusion becomes clearer through the integration into the workplace of people from socially vulnerable collectives. In this regard, the company has achieved significant progress in recent years. In the previous financial year, there were 5,032 people from these social groups working for Clece: women who have suffered gender-based violence, people with disabilities, people at risk of social exclusion, and young unemployed people. They accounted for 7.3 percent of the total, and continue to grow, going way beyond the legally required minimum.

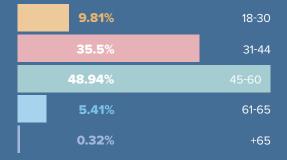
Non-discrimination and equal opportunities are also a maxim, in terms of gender, as part of the Equality Plan implemented in all of the Group's companies. Regarding professional development, Clece continued to invest in an ambitious training plan, which was extended to more than 26,600 employees, 11.5 percent more than in 2013. Clece also kept up its emphasis on health and safety issues, to ensure and strengthen a safe working environment.

69,316 PEOPLE ON THE WORKFORCE



62,526 2012 65,774 2013 +5.4%

Evolution of the workforce 2012 to 2014



Distribution of workforce by age



Distribution of workforce by activity



GRADUATE LEVEL	1.08%
DIPLOMA LEVEL	2.80%
TECHNICAL	4.83%
OPERATIVE	89.73%
ADMINISTRATIVE	1.56%

Distribution of workforce by job type

DEVELOPMENT PLANS

- Advanced Development Programme for Service Managers: sixth cycle, with 63 participants
- High-Performance Training Programme: two days a month for eight months
- Skills Assessment Programme: more than 1,500 people to be trained
- Social Area:
 - Programme for Directors of Social Centres 32 employees
 - Co-ordinator of Home Help Services 176 employees
- **Economic and Financial Training Itinerary**: with 89 participants

2014 LANDMARKS

- Renewal of Clece Equality Plan until March 2016
- Renewal of Talher Equality Plan until March 2016
- Renewal of MA Equality Plan until March 2016 (Multiservicios Aeroportuarios)





SOCIAL COMMITMENT

THE CLECE SOCIAL PROJECT

Clece Social is Clece's social project, the expression of its commitment to people, a commitment that is inherent to its background and development. Clece Social divides its activity into four main areas: employability, integration, awareness-raising and caring for people.



EMPLOYABILITY

Promoting job stability, helping people find work and pursuing professional and personal development.

Clece has a workforce of 69,316. The structure of the project and the work it carries out help people find work in the company. Beyond a job opportunity, Clece also gives people the chance to develop both personally and professionally in a working environment when professional ethics and the human touch are both fundamental. This is a company where self-improvement, exemplified by the 5,032 employees from social groups at risk of exclusion, is one of its distinguishing features.







INTEGRATION

Clece seeks to promote equal opportunities by integrating people from disadvantaged social groups, mainly people with disabilities, at women who have been victims of gender-based violence, victims of terrorism and long-term unemployed young people.

More than 7 percent of the Clece workforce belongs to these social groups. To implement such a project, Clece collaborates with more than 200 associations, foundations, social entities and public bodies, as a source of selection and recruitment.

But full and effective placement is only possible through a process of normalisation. This means valuing and treating people for their qualities and their abilities, not because they have a particular disability or find themselves in exceptional personal circumstances.

RAISING AWARENESS

It is Clece's goal to raise awareness about the difficulties that people in these social groups have to deal with.

Clece Social promotes and organises events shine a light on the problems that these people face. As a company, Clece also has various measures in place to raise awareness about issues relating to the elderly and children (inter-generational encounters, information campaigns or activities with relatives and carers, etc.).

PEOPLE

Beyond its various business activities, Clece is committed to improving the working environment and quality of life of its service users.

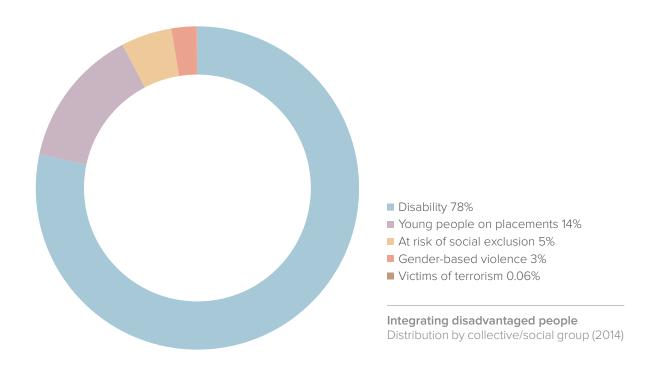
As part of its social commitment, Clece undertakes various social activities that go beyond providing the service contracted with the public administration in question. The aim is to improve the quality of life of the users of our services, helping them to improve in terms of development and social integration, using wellbeing therapies with elderly people, actions of solidarity with children and innovative initiatives to help people with disabilities develop.

In a company with 69,316 employees attending to more than a million people a year, the focus of Clece's social responsibility could only ever be on people.

The company's various activities are built upon the foundations of employability, integration, awareness-raising and caring for people, with the aim of securing direct and indirect benefits for:

- People from vulnerable social groups: people with disabilities, people at risk of social exclusion, women who have been victims of gender-based violence, victims of terrorism and long-term unemployed young people.
- Users of the services provided by Clece: mainly the elderly and young children, but other social groups also benefit.
- Company employees.
- Society as a whole.

5,032 WORKERS FROM VULNERABLE SOCIAL GROUPS 7.3 PERCENT OF THE WORKFORCE



90 PERCENT MORE PEOPLE AT RISK OF SOCIAL EXCLUSION INTEGRATED INTO THE COMPANY



5,032

3,856

2,860

- 2014
- **2013**
- 2012

Total people from disadvantaged social groups now working for Clece (evolution 2012 to 2014)

7.3%

5.9%

4.6%

- 2014
- **2013**
- 2012

Percentage of people from these social groups compared with total workforce (evolution 2012 to 2014)



E-social

In 2014, Clece Social implemented **various initiatives and programs**, with the aim of ensuring its commitments reach their target audience.



COMMITMENT AWARDS

With the aim of promoting social integration and recognising the essential work of many social entities, Clece has promoted and sponsored the Commitment Awards, which recognise the regional work of social and not-for-profit organisations to provide elderly people with the assistance they need, and helping people with disabilities, women who have suffered gender-based violence and people at risk of social exclusion find work.

For the first edition of the awards, which recognised the best social projects in the Region of Madrid, 157 candidates were entered. The jury was presided over by Irene Villa, and included renowned figures from different public institutions and from civil society. The winners in the four categories for the Best Social Project were: Dedines (disability), Facility 10 (social exclusion), Victoria (gender-based violence) and Vianorte-Laguna Foundation (elderly).

INCLUSION & EMPLOYMENT

This initiative seeks to help find work for with disabilities, women who have been victims of gender-based violence, people at risk of social exclusion and long-term unemployed young people. The aim is to equip them with the tools and information (general, legal, work-related, etc.) that will help them integrate into the labour market, and above all help them find an opportunity to develop professionally, whether with Clece or in other collaborating businesses. To that end, Clece Social has launched the website **www.inclusionyempleo.es**, and works with the clients of Clece to provide job opportunities for people from these social groups in its companies.



AWARENESS-RAISING FORUMS

As important as providing a solution for a group of people is making them visible. What isn't known doesn't exist. Under this vision, Clece Social promotes and organises events to shine a light on the problems that these people face. These are occasions that are all about these people. Following the first Forum Debate on "Clece for Integration: Barriers to Hiring People with Disabilities", which took place at the Teatros del Canal in Madrid, Clece has been working on the Second Forum, which will be held in 2015 and will focus on another vulnerable social group targeted by the social project, namely women who have suffered gender-based violence.



CLECE SOCIAL WEBSITE

The best way to raise awareness is through the stories and testimonies of people who come from vulnerable social groups. Men and women with remarkable histories of self-improvement and success, who are an example of the fact that people should always be given a second chance.

In this context, in 2014 Clece launched the website **www.clecesocial.es**, which features these real cases and other social initiatives with the aim of raising awareness in society of the problems faced by people from these social groups, and to provide a window of hope for them.







SECTORS. SUCCESS STORIES

CLECE: QUALITY AND SPECIALISATION

The Clece Group has spent 20 years providing a multitude of services for businesses and institutions, divided into 12 activity sectors.

Noted for its commitment to society, Clece has turned quality and specialisation into its two major mainstays. As well as providing services in cleaning, maintenance and looking after public and private facilities in the industrial, catering and hospital sectors, Clece focuses much of its work on caring for particular social groups, in sectors such as the elderly, children's education, and helping people from vulnerable social groups, such as women who have suffered gender-based violence and people with disabilities, find work.



ACTIVITY SECTORS

- Services for the Elderly
- Education Services
- Citizen Services
- Services in Airports
- **Environmental Services**
- Integration Services
- Property Management Services
- Services in Industry
- Services in Hotels
- Services in Hospitals
- Financial Organisations
- Sports Centres



SERVICES FOR THE **ELDERLY**

Active ageing and quality of life

SENIOR CITIZENS SECTOR

131 care homes

62 day centres

12,000 elderly residents

Innovation in care therapies

Clece covers the needs and provides the resources to ensure the right care and protection are afforded to elderly people. This is a growing sector of the population, one that needs more and more services aimed at active ageing. With this in mind, Clece manages, either solely or partially, almost 131 care homes and 62 day centres all over Spain. These facilities care for and ensure quality of life for almost 12,000 senior citizens.

Clece's position in this sector grows stronger year after year, and in 2014 the company secured various contracts, such as the comprehensive management of the El Berrueco Care Centre for Elderly Dependents with behavioural disorders or Alzheimer's disease, run by the Region of Madrid. In the same field, Clece renewed its comprehensive management contract for the Reina Sofía Foundation Alzheimer's Centre, a care home, day centre and training centre specialising in this disease.

With a commitment to improving the care provided, Clece is always keen to implement the latest care therapies, particularly for people in a situation of dependence. Within this context, in 2014 Clece began providing animal-assisted therapy in the care homes it manages in the province of Málaga.





El Berrueco Care Home

Clece took over the comprehensive management of the new El Berrueco Care Centre for Elderly Dependents with behavioural disorders or Alzheimer's disease, run by the Region of Madrid. The centre, with capacity for 110 users, was opened to provide specific psycho-geriatric care for pathologies of this kind. This high level of specialisation is complemented with the comprehensive care of the residents, aimed at covering not just the basics but ensuring they receive the therapy, rehabilitation and social care that they need.

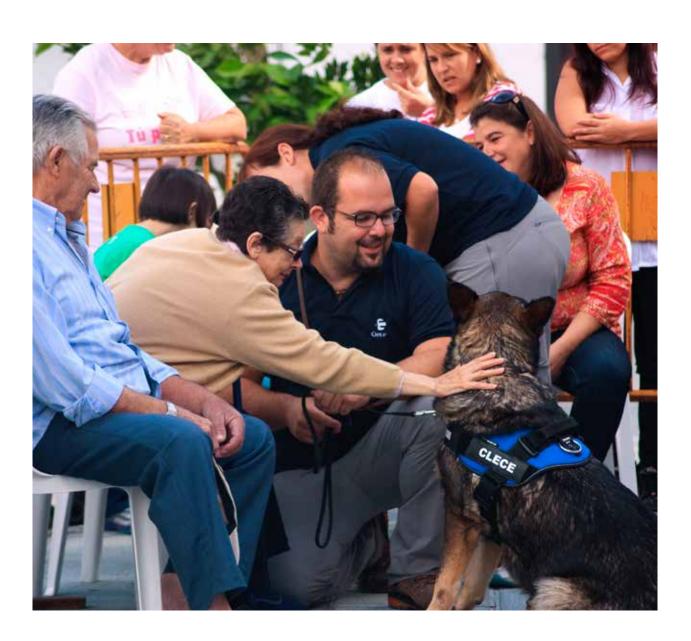
In the field of Alzheimer's, Clece has developed an exemplary model of management as a result of work that began in 2006 in one of the leading centres for the disease, the Reina Sofía Foundation Alzheimer's Centre, in Vallecas (Madrid). Contract renewed in 2014 for a period of three years.

110 residents

High specialisation

A benchmark for Alzheimer's





Animal-assisted therapy



Clece has a fundamental aim of improving the care received by the elderly, paying particular attention to cases of functional dependency, psychiatric alterations and behavioural disorders. To that end, the company is very much an innovator in implementing therapies that go beyond the usual techniques. This is the case of the animal-assisted therapy implemented in Málaga in 2014. Specifically, Clece implemented the therapy with dogs in three of the care homes managed by the company in the province.

Professional handlers and psychologists worked together, resulting in a range of benefits in those who took part. These included increased self-esteem and state of mind, greater autonomy, improved emotional stability, reduced anxiety and depressive states, and greater control over impulses.

3 care homes in Málaga

2 professional handlers

Increased self-esteem and autonomy



EDUCATION SERVICES

Together with parents, for the happiness of children

EDUCATION SECTOR

More than a million pupils

Providing services in more than 1,500 places of learning

9,844 professionals

113 nursery schools: 9,055 pupils and 1,309 professionals

In 2014, Clece increased its presence in the education sector, not just by providing services relating to education but also in terms of the auxiliary services that Clece provides, through which the company reached 1,566 places of learning, providing services for more than a million people with a team of 9,844 Clece workers. One of the most relevant projects is the comprehensive management of nursery schools for children aged 0 to 3, as Clece operates in 113 such schools, looking after more than 9,000 children throughout Spain. It was in the area of nursery schools where Clece undertook one of its most prominent operations of the year, with the acquisition of the company Cavall de Cartró, which has major presence in Catalonia.

In terms of auxiliary services, cleaning was the most dynamic activity, with the company securing various contracts in various universities, such as the campuses of the Polytechnic University of Valencia, the Autonomous University of Barcelona; the historic site of the University of Salamanca and the Complutense University of Madrid. The company also secured the cleaning

contract for 24 schools run by Santander city council, and renewed its provision in various places of learning in the Region of Valencia. Catering was another activity where Clece operates widely in the education sector. Contracts won in 2014 include the food service at the University of Alicante and in nursery schools run by Alcobendas town council in the Region of Madrid.





Cleaning Interiors Polytechnic University VALENCIA

With the contract renewed in 2014, Clece hopes to celebrate 20 years of working with the Polytechnic University of Valencia, where the company has provided cleaning services since 1998.

The university has placed its trust in Clece once again, thanks to the quality and efficiency shown during the renewal of successive contracts. Among others aspects, the company has shown a commitment to incorporating the latest advances and solutions in professional cleaning. The improvements incorporated in the latest renewal included water-fed poles; blowers and aspirators; installation of electric hand dryers; air sterilisers and disinfectors; protein gauges; state-of-the-art sanitizers and scrubbers, and floor-cleaning robots.

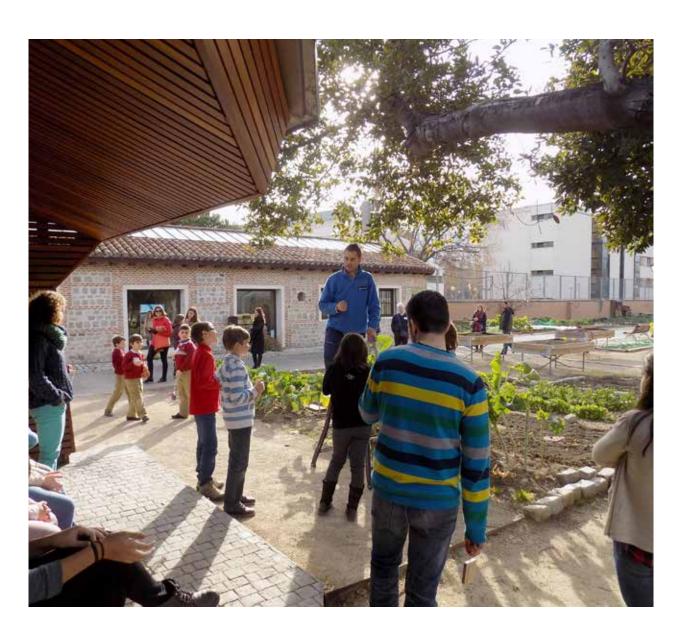
20 years of service

40,000 pupils

State-of-the-art technology







Ecoembes: environmental education

15 PROVINCIAL CAPITALS

Talher was awarded the contract for the environmental education programme that Ecoembes, the packaging waste management company, runs in primary and secondary schools. The project helps pupils to learn about the different types of waste and the right way to process it for separation and recycling.

In just six months, Talher created the image of the programme, "EducaEnECo: Education, Recycling and Environment" in 15 provincial capitals in Castile-La Mancha, Castile and León, Extremadura and Murcia, reaching almost 70,000 pupils through 2,741 activities. This was achieved by a team of 30 educators and five technical staff. Work will continue in coming years in the other provinces of Spain, with the aim of covering the whole of the country within three years.

70,000 pupils

2,741 activities

30 educators







CITIZEN SERVICES

Places to come together, in the city and at home

CITIZENS SECTOR

69,000 users of home help service

17,000 professionals

25,599 lights for 272,000 people

A saving of more than 5 million kWh/year

Large cities, small towns, rural areas... Clece manages a range of services with a common goal: to improve people's quality of life. This can be by caring for communal spaces, with maintenance, cleaning or lighting services, among others, or by going into the homes of people who need a particular kind of care. Clece provides its domiciliary care service for different public administrations, attending to a total of 69,000 people all over Spain, with a team of 17,000 professionals. These figures were bolstered by some of the most relevant contracts of 2014, such as the renewal of the domiciliary care service for Seville city council, with 2,700 users, and for Valladolid city council, with 1,463 users, as well as for the new contract in Almería, with 1,150 beneficiaries. In Ceuta, the company was awarded management of domiciliary care and telecare, with a combined contract for the two services, amounting to 14,000 hours of care provision each month.

With regard to public spaces, Clece continues to grow in the management of street lighting, working on and contributing to more efficient and sustainable lighting in towns of all sizes. Peñíscola, in Castellón, and La Oliva, in Fuerteventura, are two examples of towns that trusted Clece with the management of their lighting systems last year. There are currently 25,599 lights providing a service for more than 272,000 people, achieving average annual savings of more than 5 million kilowatts.





Domiciliary Care Service

Seville city council renewed its trust in Clece to provide its domiciliary care service to more than 2,700 people. The new contract was signed for a year, extendable for a second year, and amounts to \leqslant 31,23 million.

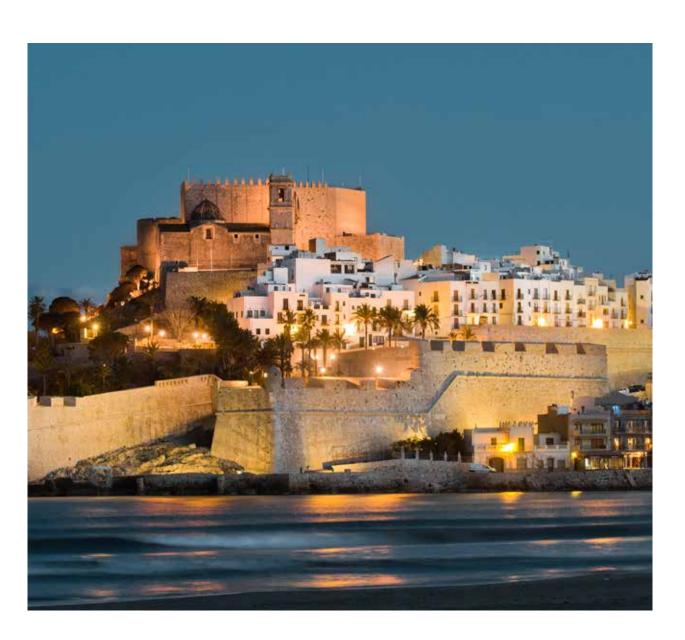
In so doing, Clece is ensuring continuity of what has set its management apart since the contract was first awarded in 2012. On the one hand is the search for excellence, as shown by the various quality and environmental certificates obtained. On the other is the work in helping people from vulnerable social groups find work, as a result of which, 23.21 percent of the eventual jobs awarded over the past two years are from these groups. And in 2014 alone, employees received a total of 29,257 hours of training.

2,700 users

23% of workers are from vulnerable social groups

29,257 hours of training





Public lighting in Peñíscola CASTELLÓN



Clece was awarded the public lighting and energy management service contract for Peñíscola (Castellón) for a period of 12 years and at a value of \in 6.4 million, which will involve more than three thousand lights and 35 municipal buildings. As a result of this management, a saving of 66.3 percent is expected, reducing $\rm CO_2$ emissions by 280 tons a year.

As part of a temporary joint venture with Urbamed, the services provided, included the supply and energy management of public lighting and municipal buildings, including the operation, surveillance and monitoring, as well as replacing materials, lamps and other components as and when they deteriorate, and the maintenance and inspection of the installation, and the supply of all material. The contract also includes improvement works and renovation of all exterior lighting, to be replaced by LED technology.

3,000 lights and 35 municipal buildings

LED technology

Savings of more than 66%



AIRPORT SERVICES

A sector takes off

AIRPORT SECTOR

40 airports divided between Spain, Portugal and the UK

3,241 professionals

1,000 workers helping people with reduced mobility Airports require a major deployment of means to run properly and provide a satisfactory service for users, from passenger information to the development of infrastructures, from cleaning to refuelling. In this context, Clece has more than three decades of experience in the airport sector, and is still the leading services provider in Spain, operating in almost the whole of the AENA network through the Clece brand itself and the specialist subsidiaries Clever Handling Services and Multiservicios Aeroportuarios (MA).

In 2014, Airport Services was one of the divisions of Clece that recorded the most positive growth, doubling its turnover from the year before. Clece and its subsidiaries won various new contracts, including two in the public sector from AENA: the passenger information service and the VIP and Premium lounges comprehensive management service at the Adolfo Suárez Madrid-Barajas Airport. Another star contract was to provide assistance for people with reduced mobility in the airports of Barcelona and Menorca.

In the private sector, the company won the handling service contract for Thomas Cook Group airlines and Aer

Lingus at Lanzarote Airport, and for Alitalia at Málaga Airport. One of the company's major landmarks last year was the move into the British market, when it was awarded the contract to provide the assistance service for people with reduced mobility in Belfast City Airport in Northern Ireland.





PRM service at Belfast City Airport NORTHERN IRELAND

Following a process for the tender that lasted more than seven months, Clece secured the first contract for airport services in the UK, when the company was awarded the service contract to assist people with reduced mobility in Belfast City Airport.

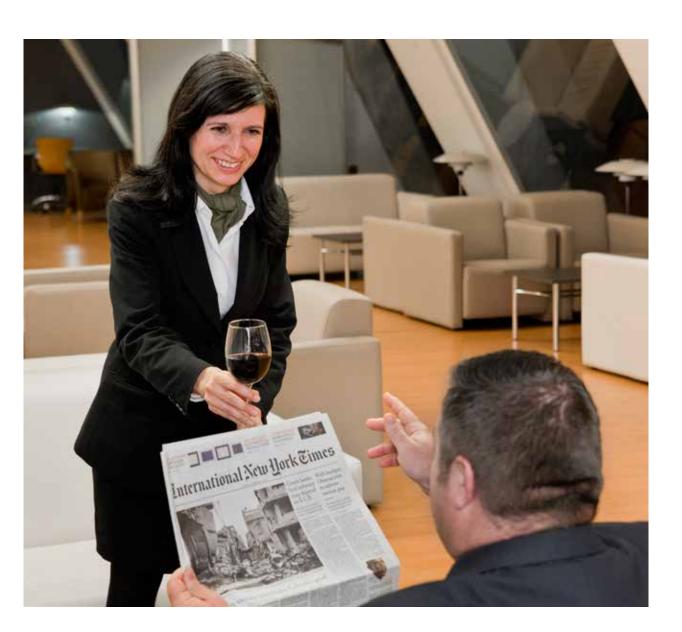
To win this contract, Clece demonstrated its capacity to meet the standards of quality set by the airport management and the main airlines.

First airport contract in the UK

9,447 users attended

17 professionals





Management of AENA VIP lounges

MADRID



Through its subsidiary Multiservicios Aeroportuarios, Clece was awarded the comprehensive management of the services provided in the VIP lounges at the Adolfo Suárez Madrid-Barajas airport, in a new type of contract. Previously there had been five different companies involved in the different activities.

To achieve this integration, a new management and organisation model was designed to integrate and homogenise how the VIP lounges were managed. As a result of this model, with the new service resources are fully integrated and optimised.

7 VIP lounges at the Adolfo Suárez Madrid-Barajas Airport

1 single contract

500,296 users attended







ENVIRONMENT SERVICES

Committed to a greener world

ENVIRONMENTAL SECTOR

Through its subsidiary **Talher**

Maintenance of green spaces for 8.4 million inhabitants

Raising environmental awareness among 1.5 million people

Public and private organisations alike are becoming increasingly aware of the importance of caring for and protecting the environment, both for people and for the planet itself, which is why they trust in companies specialising in environmental services, which have the expertise needed to ensure the appropriate care is taken. With activities ranging from garden maintenance and waste management to reforestation services, the green market helps to build an environment that is healthier and ready to be enjoyed.

Clece, which operates in this sector through its subsidiary Talher, a company that specialises in providing environmental services and which in 2014 celebrated its 35th anniversary, recorded growth of 8.3 percent in this area in 2104. In terms of new contracts, Talher won the maintenance service contracts for the gardens of the Intur Group and the Presidency and Agriculture, Fishing, Food and Water Department of the Valencian Regional Government, and the thoroughfare maintenance service for the water treatment plants in Lorca (Murcia). In the province of Córdoba, the company won the contract to wash a series of subterranean igloo-style containers, and in Sant Just Desvern in

Barcelona, Talher was awarded the municipal contract to collect and transfer solid urban waste, and run the street-cleaning service. Barcelona city council renewed the company's contract to manage the environmental education equipment for its "La Fàbrica del Sol" scheme, and approved the hiring of two people who had been experiencing difficulties in entering the job market.





35th anniversary of Talher

Talher celebrated its 35th anniversary as the only company that covers all the activities on the green market: maintenance and conservation of green spaces, parks and gardens; gardening and construction works for parks and gardens; environmental recovery; improvement of public use of green ways and nature trails; management of natural spaces, such as national parks; maintenance of linear infrastructures; managing wildlife and urban fauna, and museum management.

Over the years, the company has grown from five workers in 1987 to more than 1,400 people currently on the workforce. Talher provides maintenance for more than 22 million square metres of green spaces, for a population of more than 8.4 million inhabitants. Over the past ten years, more than 7,000 hectares of forest land have been replanted, and the risk of forest fires has been brought down, as a result of land-based and heli-lifted fire crews (150 people). The company operates in the main areas of the country.

22 million square metres of green spaces
Workforce of more than 1,400 people
7,000 hectares of forest





La Alhambra Board of Trustees



In 2014, Talher strengthened its position as a company to be trusted for the cleaning and conservation service of exterior spaces for the Board of Trustees of La Alhambra and El Generalife, a highly significant contract, as the site is most visited monument in Spain. To achieve this, special attention was paid to lowering noise levels so as to reduce the impact of the sound of any machinery that might bother visitors. Guarantees were also given that when staff take holiday time, their positions are covered by trained staff replacements.

As a result of these measures, and of the quality of the service provided and the special care that went into the design of the livery of the vehicles and the uniforms, matching the company's desired image, the contract was renewed through to 2015.

The most visited monument in Spain

Almost 2.5 million visits a year

16 workers



Sant Just Desvern town council

Being awarded the contract for street cleaning and solid urban waste collection for Sant Just Desvern town council is a major step for Talher in its move into refuse collection and street cleaning. To secure such a strategic contract, Talher carried out field work in advance, gathering information on routes, container locations, equipment, and so on. The aim was to detect all possible areas where there was room for improvement and submit a bid that was tailored to perfection.

As a result of all the work put in during the tendering process, the bid was given a high technical appraisal, which together with the economic proposal meant that Talher was awarded the contract for a duration of 4+2+2 years.

First street-cleaning and refuse-collection contract

Population covered: 16,389

Eight-year contract







INTEGRATION SERVICES

A society of integration

INTEGRATION SECTOR

69,316 employees (Group total)

5,032 workers from vulnerable social groups

3,942 workers with a disability

Special Employment Centre (CEE) with more than 1,700 workers

Helping socially vulnerable people find work is one of the fundamental aspects of Clece's social commitment, which in turn forms part of the company's own business activity. This especially relates to providing social services for people who need special attention, such as people with disabilities, women who have suffered gender-based violence and people at risk of social exclusion. For many of these people, finding work is the only way for them to recover their independence and autonomy. That is why Clece fosters their employability and helps them find work inside the organisation.

Furthermore, part of the Clece structure is its own **Special Employment Centre, Integra CEE**, the aim of which is to help people with disabilities find work, by offering businesses and institutions a responsible alternative for contracting services in order to comply with legislation on the social integration of people with disabilities, which requires businesses with 50 or more employees to ensure that 2 per cent of the workforce is made up of people with some form of disability. With

1,717 professionals, more than 90 per cent of whom are disabled, the company operates all over Spain, providing auxiliary cleaning, information, environmental and logistical services, retail, document management and laundry for more than 300 businesses and institutions. The contract for the cleaning and tending to the mealtime areas of the new Adolfo Suárez Care Home in Madrid was another major landmark for 2014.





Adolfo Suárez Care Home

In late 2014, the Adolfo Suárez care home for elderly people in a situation of dependency opened its doors in the Madrid district of San Blas, with 280 residential places for elderly people with major dependency, and 60 places in the day centre for elderly people in a situation of dependency.

Integra CEE was awarded the contract by the Region of Madrid to clean and tend to the mealtime areas. The main challenge was how to approach a new model of shared management in which the overall management is in the hands of the authorities, and auxiliary services are outsourced. Co-ordination between the two was key. As well as this co-ordination between the two providers, Integra CEE focused on training employees in a full programme of cleaning techniques, how to run mealtime areas and social skills.

280 residential places
60 day centre users
Specific training programmes





Managing the Córdoba Shelter



Clece has held the service contract to manage the Córdoba Shelter for more than five years, where it implements measures involving shelter, prevention and care, and help homeless people and families find their place in society and on the job market, as well as providing shelter for people affected by various emergency situations. To that end, the shelter has a multidisciplinary team consisting of psychologists, educators and social workers.

During its management, Clece has helped more than 150 users who came to the centre users in situations of social exclusion succeed in their social reinsertion by finding work, obtaining welfare or gaining access to decent housing.

150 users reinserted
Operating for five years
Multidisciplinary team

CAMP Reina Sofia therapeutic canoeing CANARY ISLANDS

At CAMP Reina Sofía, the mentally disabled care centre, which belongs to the Institute of Social and Social Health Care of the Gran Canaria island council, Clece provides a range of innovative care therapies. In 2014, for example, it implemented a therapeutic canoeing project. Various residents with intellectual disabilities were given the chance to enjoy a physical activity in the open air, benefiting from the positive impact on their health and quality of life.

The dynamic of the therapy consisted of weekly canoeing sessions, including theoretical explanations, prior warm-up, transport in canoe and navigation. The therapy is an innovative way to help people with disabilities enjoy the benefits of sport and the water.

Benefits of sport for people with disabilities

Better quality of life

Innovation in care therapies







PROPERTY SERVICES

Lengthening the life of buildings

PROPERTY SECTOR

More than a hundred fully managed properties

Energy savings of 25%

17,150 catering services a year

Any property, whether public or privately owned, needs a range of services for it to operate as it should. This includes cleaning, maintenance, energy efficiency and auxiliary services, among many others, which may be provided individually or in a more integrated way. These services also help to prolong the useful life of facilities beyond their period of amortisation, preventing their deterioration and prolonging their value as assets.

Clece provides both comprehensive and partial strategic service contracts to ensure that buildings are fully operative. optimising resources and adapting them continually and permanently to the changing needs of the organisation and the people in it. This is the case with such exemplary buildings as the Teatros del Canal in the Region of Madrid, the contract for which was renewed last year and where Clece provides everything from cleaning, maintenance and energy efficiency services, through to marketing and the cultural schedule.

In 2014, Clece began a service contract providing maintenance, conservation with full guarantee, ren-

ovation, improve and energy management of the heating and electrical facilities of the Bilbao Fine Arts Museum Foundation, as well as management of the energy services for the buildings used by the Government of the Canary Islands, in Santa Cruz de Tenerife.. In interiors, the company secured the cleaning contract for the buildings, premises and offices of National Heritage, and the cleaning, disinfection, fumigation and rodent control of the buildings and facilities used by the general directorates of the Police and Civil Guard all across Spain. Also in the public sector, Clece was awarded the comprehensive management of complementary services for the facilities of municipal buildings in the Madrid districts of Arganzuela, Barajas, Carabanchel, Chamartín, Chamberí, Ciudad Lineal, Hortaleza, Arganzuela and Moratalaz.

In the private sector, the company secured contracts to provide cleaning services for EDP Portugal, auxiliary services for ENDESA and maintenance services for Metrovacesa offices in different locations.



Cleaning EDP installations

In February 2014, Clece was awarded the cleaning service for 100 facilities of the energy company EDP in the metropolitan area of Lisbon and central Portugal. The main difficulty that Clece faced was that in the central area there were 30 power plans and all the workers had to be trained and certified with security passports. There were also complications of cleaning at height in the plants.

As a result of the measures taken by Clece, all the workers were trained and certified, without the service being affected. To solve the problem of cleaning at height, the services are carried out by climbers from Clece, ensuring excellent quality.

100 facilities

30 power stations in Lisbon

Multinational energy company





Service management for ENDESA

SPAIN



Integra CEE, the Special Employment Centre run by Clece, was looking to strengthen its position as a leading services company in the comprehensive management of services for a large company with national presence. The services required by ENDESA included managing sub-offices, reception, telephone support, managing rooms and providing hospitality staff for shareholder meetings, among others.

As well as the staff of Integra CEE, the company adds value to the company by creating software that enables a workflow that provides ENDESA with a tool to monitor all dispatches made, both externally and within its own offices. As a result, Integra has strengthened its presence in another large company, just as it did at Indra.

More than 5,000 users attended

Service provided for 25 buildings

Strengthened services for IBEX 35 companies



Bilbao Museum of Fine Arts Foundation

In 2013 the company won the contract to provide the maintenance, conservation with full guarantee, renovation, improvement and power supply management of the heating and electrical facilities of the Bilbao Fine Arts Museum Foundation. The critical factors were implementing an optimal lighting system for the works of art, managing and maintaining precise temperature and humidity levels to protect the pieces exhibited, and renovating the heating system.

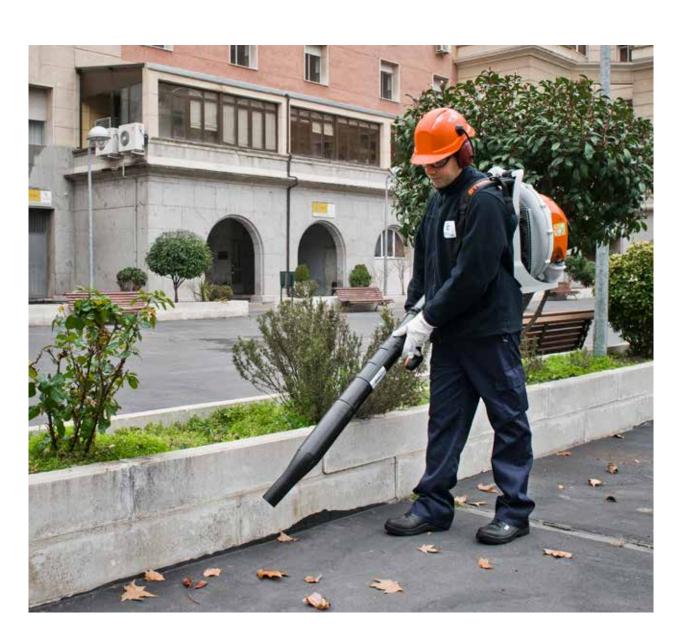
Clece designed a solution for these challenges, and was able to work within the timetable set for the renovation and for implementing the museum's energy saving and management measures, and met the expected levels of energy efficiency.

Energy savings of 18%

Electricity savings of 23%

Investment of more than €175,000





Services for the Ministry of the Interior SPAIN



In 2014 Clece won an important contract from the Ministry of the Interior, through the State Security Department. The contract included cleaning, disinfection, fumigation and rodent control for the buildings and facilities used by the general directorates of the Police and Civil Guard all across Spain.

The company's experience and the quality of the service secured the contract for Clece, which includes general cleaning, cleaning windows, treating floors, cleaning broadcast centres, and cleaning stables and kennels, among others.

More than 5,000 operators

More than 3,000 facilities

30-month contract



Teatros del Canal and Teatro Auditorio in San Lorenzo de El Escorial

In December 2014, Clece renewed the contract to manage and run the Teatros del Canal and the Teatro Auditorio in San Lorenzo de El Escorial, both in the Region of Madrid. This renewal is the result of the good work achieved after six years of management, with 700 shows performed and audience numbers of more than 1.2 million.

The comprehensive management of these two cultural spaces includes, among other services: comprehensive maintenance of stage equipment and facilities; services, supplies and technical assistance needed for stage and non-stage activities; ticket sales, marketing and communication; access control, assistance in the auditorium, public information; catering; and cleaning, security and surveillance.

1.2 million spectators

700 shows

Renewed for 6 years









INDUSTRY SERVICES

Leaving everything except the production in the hands of professionals

INDUSTRIAL SECTOR

In more than 300 industries in the energy sector

Present in 47 facilities in the food industry

Service provided for 45 automotive facilities

In industry, there are several sectors where services need to be adapted (cleaning, maintenance, energy services, etc.) to the specific nature of each activity. In any case, all businesses, regardless of the sector, share the need to outsource specialised auxiliary services and focus their efforts on the specific activity of their business.

Throughout 2014, Clece added various name brands from the food sector to its portfolio of clients. Contracts were won to provide cleaning services for the Berlys company in Navarre and Palma de Mallorca, and at the PIMAD (subsidiary of the Bimbo Group) plant in Alcalá de Henares (Madrid), as well as security management for various plants belonging to the Campofrío Group. The company has also strengthened its position as a service provider at nuclear power plants, which naturally require special attention, with new contracts for the Almaraz-Trillo plants, ranging from various transport services to adapting conditions for spare parts, among others. Contracts were also secured for services relating to cleaning, gardening, disinfection,

fumigation and rodent control at the offices of Orange, and facility surveillance and security, as well as the installation and maintenance of the security systems for Acerinox, among others.

Clece will also continue to provide the cleaning service at the PSA-Peugeot factory in Vigo.





Cleaning services for Bimbo and Berlys

In 2014, Clece strengthened its position in the food industry sector, specifically the bread sector, when it won the service contract for cleaning the PIMAD (subsidiary of Bimbo) plant in Azuqueca de Henares (Guadalajara) and the Berlys facilities in Navarre (six centres) and Palma de Mallorca.

To secure the PIMAD contract, Clece focused on the machinery involved, and submitted a project that meant the company is already working on opening a new centre next to the current factory, for which Clece will also take care of the cleaning service. With Berlys, as well as managing the general cleaning of facilities and industrial agrifood cleaning, Clece provided other solutions, such as combining suppliers and implementing efficient environmentally friendly technologies.

57 operators

8 centres/plants

Turnover to be tripled





Security services for Campofrío

SPAIN

Since 2014, Clece has been in charge of the security services for various plants belonging to Campofrío all over Spain. The initial challenge was to make sure procedures were all the same in the different plants, taking the peculiarities of each one into account and reducing the number of cases of products disappearing.

Following the initial meetings with the Campofrío security department, the following measures were taken: a procedure manual was produced to be given to security guards, CCTV was installed to monitor facilities, as well as lighting "hot points" and metal detectors, among other elements. As a result of these measures, internal theft was reduced, culprits were identified, and uniformity of procedures was achieved.

7 centres all over Spain

43 security guards

11,800 Campofrío workers



Cleaning and gardening for the Ferrer Group

As a result of being awarded the cleaning service, together with gardening in the case of Diater in Leganés (Madrid), and eight of the floors and buildings of the Ferrer Group in Spain, Clece has strengthened its position in the pharmaceutical market, and has built up its renown as a specialised company.

The Ferrer Group, which originates from and has its head offices in Barcelona, and which operates in more than 90 countries through its subsidiaries and partners, has trusted Clece with 64 percent of the total turnover of its cleaning service in Spain through eight different centres in Madrid, Catalonia and Murcia. The contract has enabled the company to strengthen its position in the pharmaceutical industry, having previously worked with Alcón Cusí, from the Novartis Group.

8 plants

Management of 64% of the Ferrer Group cleaning service

Multinational operating in 90 countries







HOTEL SERVICES

Everything in place for better accommodation

HOTEL SECTOR

We provide services in 51 hotels all over Spain

Cleaning, gardening, maintenance and energy efficiency services, among others

First energy services contract in the Canary Islands hotel sector Services including cleaning, energy efficiency, lifeguard, maintenance, etc. The company's extensive experience in service provision has enabled Clece to establish its place in the hotel sector, where it recorded excellent results in 2014. In fact, Spain experienced the third highest rate of hotel investment in Europe in 2014.

Clece has secured a number of new contracts in the hotel sector. In Catalonia, the company won the contract to provide auxiliary services for the Hotel Belveder, Hotel Gran Claustre, Hotel Olivia Plaza and Hotel Olivia Balmes. In the Region of Valencia, Clece secured the contracts to provide gardening service for the Intur Group, auxiliary services for the Hotel Intur Castellón; housekeeping services in rooms and communal areas for the Hotel Vent de Mar, the Bristol and Germanias hotels, the Hotel Casual Valencia, and Hotel Bluesense Villajoyosa. In the Canary Islands, the company extended its presence by providing services to all the hotels in the Dunas Group, and the energy

services contract for the Hotel Jardín Tropical in Tenerife, the first contract of this kind in the hotel Canary Islands hotel sector





Dunas Hotels & Resorts in Gran Canaria

Clece began working for the Dunas Group, a hotel group based in Gran Canaria, in 2013. Initially, the service provided was for cleaning communal areas. However, as a result of the work carried out, the service provision was extended to include various activities, such as lifeguard service, maintenance, dishwashers, porters, among others, for all the hotels in the Group.

By adapting the needs of the hotel sector in the Canary Islands, Clece has succeeded in securing the loyalty of the Dunas Group, with a contract that currently amounts to a turnover of almost €1 million.

Four hotels of 3 and 4 stars
80 stable job positions

1 to 6 services provided







Hotel Jardín Tropical in Tenerife

CANARY ISLANDS

In 2014, Clece won the contract to provide energy services for the Hotel Jardín Tropical, a four-star hotel in south Tenerife. The aim was, over the ten years of the contract, to reduce the energy consumption of the hotel, which has 390 rooms and suites.

Following an energy audit, Clece was able to determine what steps needed to be taken, which included implementing a high-temperature, high-efficiency heat pump for sanitary hot water, and a cold-production or climate-control system for the swimming pool. To guarantee performance, Clece will be in full charge of maintenance for all of the new facilities. Once the work, which is still under way, has been completed, energy savings of up to 60 percent are expected, which will prevent the emission of 1,500 tons of CO_2 into the atmosphere.

4 stars, 390 rooms

Energy savings of 60%

1,500 tons less of CO₂



HOSPITAL SERVICES

At the service of patients and health professionals

HOSPITAL SECTOR

579 health centres, of which 101 are hospitals

40,000 beds

8,600 professionals

By providing a range of service, particularly cleaning, catering, maintenance and security, Clece helps to ensure the high standards needed in any hospital environment. Cleaning operating theatres, producing patient meals and managing the internal logistics of a hospital are all critical services for a sector in which Clece is very much a leader. What sets the company apart are the levels of specialisation, depth of experience and capacity for innovation. Clece currently operates in more than a hundred hospitals, clinics and health centres, which includes almost 40,000 beds and 8,600 health professionals.

In 2014, hospital and healthcare cleaning was once again one of the company's most dynamic areas of business. The Andalusian Health Service awarded Clece the cleaning contract for the hospital platform in the province of Almería, which encompasses more than 50 health centres. Another landmark for the year was being awarded the cleaning service contract for El

Bierzo hospital in León for the fifth year in a row. Clece also secured the cleaning contract for Lucus Augusti university hospital in Lugo, the largest hospital complex in Galicia. The Catalonian Health Institute awarded the company the cleaning contract for Bellvitge university hospital in Barcelona, and the contract for a cleaning management programme at the Arnau de Vilanova hospital in Lérida.



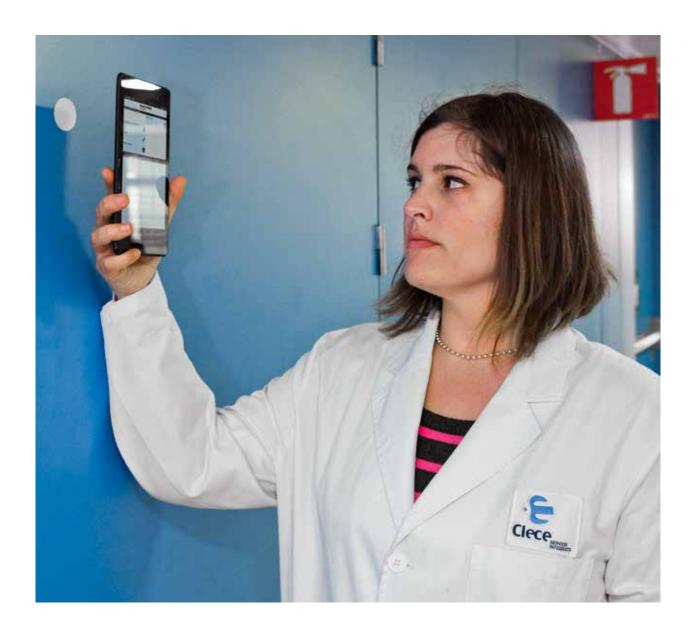


Catalonian Health Institute BARCELONA AND LÉRIDA

The Bellvitge university hospital in Barcelona is one of the five most important hospitals in Spain. This is reflected in the complexity and scope of the cleaning service management, which was awarded to Clece in 2014 by the Catalonian Health Institute. Among other challenges, Clece optimised how human resources were managed and implemented a process automation plan. As a result, improvements were made in various service indicators across more than 95,000 square metres of surface area in the hospital, with capacity for 900 beds, and with a technical-surgery block with 32 operating theatres.

The Catalonian Health Institute called in Clece to implement hospital cleaning management software at the Arnau de Vilanova hospital in Lérida. Called the *ServoElit system,* it is designed to ensure a more effective service by controlling variables such as hospital discharges, cleaning incidents, scheduled cleanings, managing linen and quality controls.

95,810 square metres of surface area 900 beds and 32 operating theatres Processes now computerised





Hospital São João in Oporto

OPORTO, PORTUGAL



Reorganising the cleaning team, introducing machinery and incorporating appropriate cleaning solutions, such as the pre-impregnated mop system, were the main actions carried out by Clece to achieve the objectives set.

challenge that Clece tackled with great success.

Cost efficiency

Latest technology incorporated

Centre of excellence









FINANCIAL ORGANISATIONS

Facilities always at their best

FINANCIAL SECTOR

29 head offices and unique buildings

1,253 branches

142 administrative buildings

Keeping a network of banking offices clean, well maintained and hygienic requires systems that are adapted to the particular characteristics of each organisation on the one hand, and on the other the broad operative and logistical experience that guarantees the same standards of quality of service in any of the branches covered. However, as well as offices, financial organisations also have historic and unique buildings, and even veritable micro-cities, requiring a range of services, such as cleaning, security, maintenance, energy eff, and so on.

Clece manages all the services, either individually or as an integrated facilities service package, that fall outside the financial activity itself, from cleaning and the technical facility maintenance to security, logistics and energy efficiency, among various other operative necessities.

Notable contracts included managing the gardening services for the Santander Bank's financial city,

through Talher, and the cleaning service for the Cofidis facilities in the Cornellà de Llobregat business park in Barcelona, through Integra CEE.



Santander Global Facilities

When Clece won the gardening service contract for the Santander Bank financial city, through its environmental services subsidiary, Talher, it was faced with a complicated situation, as on the one hand the upkeep of the areas of greenery was not up to date, and the client was not satisfied with the current state of the facilities, and on the other the staff were demotivated and lacked certain elements training to be able to meet the standards of quality required by Talher.

Faced with this situation, Talher changed several work procedures and implemented specific solutions to recover the areas of greenery, assigned responsibilities according to people's status and provided training to ensure the necessary quality could be attained. With these measures having been taken, the client's trust was won, and the service contract was extended beyond the initially agreed elements. The staff, meanwhile, are more motivated and their performance levels are up.

734 million square metres of greenery 6,000 users

Staff of 62-80 workers





COFIDIS facilities in Cornellà de Llobregat



With the aim of improving the cleaning service at the COFIDIS facilities at the WTC in Cornellá, while also strengthening its corporate social responsibility policy, Clece, through Integra CEE, chose to present a socially responsible, high-quality project. To implement the project, all the necessary resource improvements were made, a plan to monitor the service and for communication with the client was established, and work loads were reorganised.

Integra CEE has also provided Cofidis with support in changing the image of the facilities and in transferring and centralising offices, which now occupy a while building in the WTC Cornellá complex, for which resources had to be adapted to the new situation: facilities covering 14,000 square metres and almost a thousand users. Client satisfaction is rated as 9 out of 10, and in the first two years of the three-year contract all objectives have been met with regard to quality and inclusion.

14,000 square metres, almost 1,000 users
18 operators with disabilities

Satisfaction with the service: 9 out of 10



SPORTS CENTRES

The best facilities for a healthy life

SPORTS SECTOR

16 sports centres

More than 25,000 users attended

More than 200 professionals

Managing sports centres is a significant challenge, as it encompasses a range of areas, from cleaning to maintenance, as well as energy efficiency, user management, co-ordinating activities, monitoring and lifeguard services. Either individually through its various divisions, or by providing a comprehensive service (facilities service), Clece is gaining ground in the growing sports sector.

Throughout 2014, Clece consolidated its presence in sports centres by providing various services, such as the comprehensive management of the Tamaraceite sports centre in Las Palmas, and the Fuencarral and El Pardo sports centres in Madrid, as well as the energy efficiency service provided for the Palencia Sports Trust. Other contracts secured in 2014 include the contract with Amposta town council in Tarragona for service provision in access control, monitors, lifeguards, and cleaning and maintenance of pools and municipal gyms. This

is the first contract in sports centres that includes cleaning and maintenance.





Tamaraceite Sports Centre CANARY ISLANDS

Since Clece was awarded the administrative contract for the comprehensive management of the Tamaraceite Sports Centre in September 2013, as part of a temporary joint venture with Set Soluciones, the centre has been notably improved by means of various works, such as the installation of a large glass gymnasium, a physiotherapy and rehabilitation room measuring 450 square metres, state-of-the-art machinery and the reduced power consumption, among various other measures.

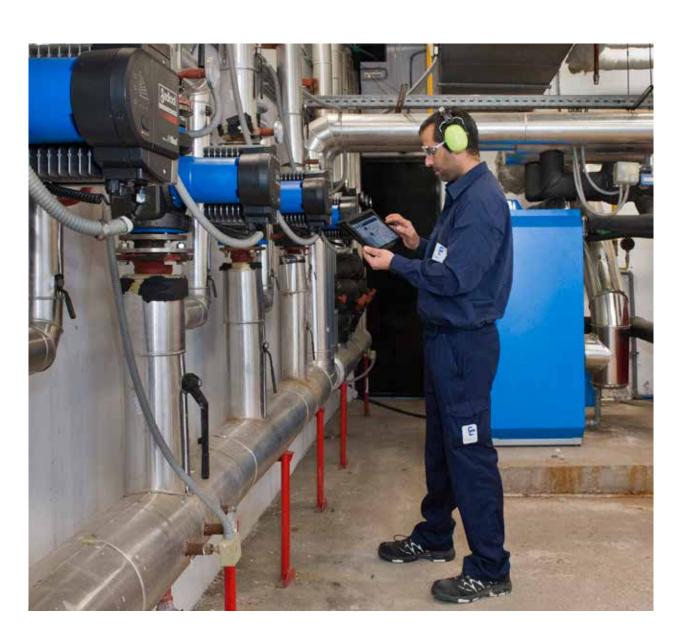
With more than 250 activities a week, loyalty schemes and staff in continual training, in only six months the number of members and fee payers has doubled. Furthermore, 50 direct jobs have been created, of which 20 percent are employees from vulnerable social groups.

9,000 fee payers

A surface area equivalent to two soccer pitches

500 jobs created, 20% from vulnerable social groups





Municipal Sports Board

PALENCIA



By replacing the generator sets, and by incorporating solar energy systems, installing LED lights in street lamps, improving the lighting systems on general, and by optimising timings and set points, energy consumption has been reduced by 22 percent. And to check the savings made, a measuring and verification plan has been implemented (IPMVP).

22% less power consumption

16 facilities managed

2 covered pools







INTERNATIONAL PRESENCE



The Clece Group operates all over Spain, which enables the company to provide its services to a wide variety of public administrations and private businesses in many different regions and local areas. The Group is organised into five regional divisions and has delegations in the main Spanish cities. In Spain, **67,000 multidisciplinary professionals** provide different kinds of services, from social and education services to airport services, from building cleaning and maintenance to a whole range of municipal services (energy services, waste management, street cleaning, gardening, etc.).

PORTUGAL

With a head office in Lisbon and with a workforce of **2,061 people**, Clece provides cleaning and maintenance services in various facilities and a range of services in the main airports in the country. The company works in both the public and private sectors, with clients as high-profile as IKEA, the retail chain The Style Outlets, the automotive group Faurecia and EDP Valor.

UNITED KINGDOM

Clece is present on the British social services market through its subsidiary, Clece Care Services (CCS). The company provides services to help and care for elderly people in the home, an area which Clece is highly experienced, providing home care services in many towns and cities across Spain. In 2014, in its first year of operation, CCS has grown to include 256 professionals.

EUROPEAN ALLIANCE

Clece forms part of the largest European facility management alliance, **UFS** (**United Facility Solutions**), made up of four European companies with more than **236,000 professionals**. With head offices in Brussels, UFS encompasses a wide range of multiservices that can tackle large pan-European projects relating to multiservices and technical interventions.





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 Sofía 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	1		
ESCUELAS PÍAS JOINT VENTURE	✓	✓	-
CLECE CARE SERVICES LTD	✓	✓	-
HOSPITAL UNIVERSITARIO PUERTA DE HIERRO MAJADAHONDA/CLECE/VALORIZA JOINT VENTURE	√	✓	-





GROUP STRUCTURE

THE CLECE BRAND AND ITS SUBSIDIARIES

Over the years, the Clece Group has incorporated **new companies** in specific areas or particular geographic regions, providing a tailored service through either the Clece brand itself or various subsidiary companies.



AIRPORT	MULTISERVICES	SPECIAL EMPLOYMENT CENTRE
CLECE SERVICIOS AEROPORTUARIOS	CLECE	GRUPO INTEGRA SPECIAL EMPLOYMENT CENTRES
MA MULTISERVICIOS AEROPORTUARIOS	LIREBA SERVEIS INTEGRATS	CISBA SPECIAL EMPLOYMENT CENTRE
CLEVER HANDLING SERVICES	NET-BRILL	
GAMA FUELLING SERVICES	ZAINTZEN	CLEANING
FBO MADRID	NDAVANT MULTISERVEIS	LIMPIEZAS LAFUENTE
BC BUSINESS CENTER BARAJAS	DEYSE NETEGES MANTENIMENT	
SHERPA MALETEROS/PORTERS	LIRECAN	ENVIRONMENTAL SERVICES
BARAJAS VIP LOUNGES		TALHER
	INTERNATIONAL	
EDUCATION	CLECE CARE SERVICES (UNITED KINGDOM)	SECURITY
CLECE EDUCATION SERVICES	HEALTH LODGE (UNITED KINGDOM)	CLECE SEGURIDAD
CAVALL DE CARTRÓ	ALL CARE (UNITED KINGDOM)	

UFS (BELGIUM)



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A GREATER PRESENCE IN PEOPLE'S LIVES

























