

NEW COMMUNICATION MANAGEMENT PROCEDURE WITH STAKEHOLDERS



Construcción

1. Object

The aim of this procedure is to establish the basic rules governing communication with our stakeholders through corporate mailboxes. This will simplify the existing corporate mailboxes and channel the information received or issued by the company in a more transparent and efficient manner.

We understand communication with our stakeholders as the issuing and receiving of communications of different natures (legal, tenders, project progress, financial, administrative).

2. Outreach

This procedure shall be applicable to the construction area of the FCC Group, including all companies, joint ventures, consortiums derived from the aforementioned area, whether national or international.

3. Description

For the drafting of this procedure, the list of corporate mailboxes generated by each business unit and department has been analysed.

The construction area has created more than 265 mailboxes, in which there is duplication of content and an incorrect relationship between the administrators of these mailboxes. As a result, this procedure has been drawn up with the aim of efficiently and effectively managing, through defined administrators, the defined and delimited departmental mailboxes, clearly improving communications with third parties external to the company.

3.1.- Existing departmental mailboxes

An analysis of the company's ecosystem of departmental mailboxes reveals the following:

a) **Corporate:** Notifica@fcc.es

This is a mailbox managed by FCC General Services, to which a copy of this procedure will be sent.

All mail received by notifica@fcc.es that affects the construction area must be sent within 24 hours to: Mercedes Escoté and Xavier Sentís, with a copy to comunicaciónfccco@fcc.es.

Once this e-mail has been sent, the aforementioned managers will distribute the information received to the interested parties within a period of less than 24 hours.

b) Directorate for Tenders and Bids. ofertasfccco@fcc.es

This address was created to facilitate the company's internal communication, strengthening synergies with the FCC Construcción tenders department. This mailbox manages information relating to the company's tenders and contracting.

All the company's departments and departments whose activity is tenders and bids are encouraged to incorporate the ofertasfccco@fcc.es mailbox in the bids of the different clients (public and private), together with the affected mailbox of the territorial management involved in the preparation of the bid (study mailbox of the Central Zone, South Zone, East Zone, North Zone and Transport).

The use of nominative addresses as an element of contact with the customer is clearly limited.

The customer will reply to the contact address given, ofertasfccco@fcc.es and from this mailbox the e-mail will be sent, within less than 24 hours, to the affected territorial address. This communication will be taken as a priority.

To this, we must add that, in Spain, each Zone has a notification mailbox.

Central Zone

fccestudioscentro@fcc.es

- **Directors:** Guillermo Jerez Ortega, Fátima Lázaro Sanz, Juan Carlos Ledesma Montesinos, Virgilio Núñez Cacho Fuentes, César Platero Salvador and Francisco Veredas Pedrosa.
- **Contact with Public Administrations:** Fátima Lazaro Sanz and Juan Carlos Ledesma Montesinos

East Zone

fccestudioseste@fcc.es

- **Directors:** Jorge Bueno, Josep M Pujals and Ángel Vicente Alonso
- **Contact with Public Administrations:** Jorge Bueno, Josep M Pujals and Ángel Vicente Alonso

South Zone

fccestudiossur@fcc.es

- **Administrators:** Sergio Lobo Dols, María del Carmen del Rosal, Juan Carlos Rodríguez, Antolín Oltra, Alfonso Parrado
- **Contact with Public Administrations:** Sergio Lobo Dols, Maria del Carmen del Rosal, Juan Carlos Rodriguez

North Zone

fccestudiosnorte@fcc.es

- **Administrators:** Enrique Quirós, Fortunato Jiménez, Ezequiel Alonso, Germán Liébana and Adela Abós.
- **Contact with Public Administrations:** Belén Pose and Fortunato Jiménez.

Transports

fccestudiostransportes@fcc.es

- **Administrators:** Jaime Moreno Suárez, Ildefonso Jordán García and Pedro Cavero de Pablo
- **Contact with Public Administrations:** Jaime Moreno Suárez, Ildefonso Jordán García and Pedro Cavero de Pablo

c) Legal Advice

d) Human Resources

e) **Administration and Finance.** censo-notifica@fcc.es

From this mailbox, the Administration and Finance department collects the notifications derived from notifica@fcc.es. From Notifica and applying the criteria for sending notifications, the CENSO administrators are urged to send the information to the addressees in a period of less than 24 hours.

The administrators authorised to manage censo-notifica@fcc.es are Gustavo García Rodríguez and the Central Services Administration Department.

f) **Communication and MK.** comunicacionfccc@fcc.es

The people in charge of managing this mailbox are David García Núñez, Sandra Vázquez and Santiago Muñoz Carmona. From communication and MK the mails will be sent to the interested parties in a period of less than 24 hours.

g) **FCCCO data protection mailbox (LOPD)** fccc.lopd@fcc.es centralising all personal data issues.

3.2.- Departmental mailbox request

1. In order to establish a correct management of corporate mailboxes, the following system shall be established when requesting a departmental/area mailbox

The interested party should send a request for a corporate mailbox by filling in the following form (ANNEX 1)

Send to TI Construction (include e-mail) with copy to FCC Construction Communication (comunicacionfccc@fcc.es)

- 2.- The form will be analysed by IT Construction and FCC Construcción Communication, and an affirmative or negative response will be issued within 24-48 hours.

- 3.- In the case of an affirmative response, the required mailbox will be created, including the organisational details that FCC Construcción's IT Construction and Communication Department deems appropriate.

- 4.- Annually, the use made of the mailbox will be analysed with the Administrator of the mailbox, and may be eliminated in the event of inactivity.

3.3.- Distribution lists

In application of the Code of Ethics and Conduct approved by the Board of Directors of the FCC Group on 29 July 2024, in-company and inter-company communications must be authorised by the Communications Department of the FCC Group's Construction area.

For this reason, the approved distribution lists are included in ANNEX II of this procedure.

The frequency and distribution of the e-mails on the aforementioned distribution lists shall be determined by the management unit responsible for the authorised lists.

4.- Communication method

The company's information/communication channels are divided into:

Via offline (physical written letters sent by stakeholders)

The management of notifications shall be regulated by applying this procedure. Any notification received by any person in the Construction area (certified, on paper, etc.), will be managed through the CENSO. There is a series of users already defined according to the nature of the notification received and the final addressee already defined in CENSO.

(See Census Notifications User Manual)

List of mailboxes by Corporate Divisions

- **Corporate.** notifica@fcc.es
- **Directorate of Bids and Tenders.** ofertasfccco@fcc.es
- **Legal Advice.**
- **Human Resources.**
- **Administration and Finance.** CENSO-NOTIFICA@fcc.es
- **Communication and MK.** comunicacionfccco@fcc.es

The time taken to resolve and process the entire action shall be less than 48 hours.

By telematic means. Communications sent by our stakeholders must be sent exclusively to authorised mailboxes:

- **Corporate.** notifica@fcc.es
- **Directorate of Bids and Tenders.** ofertasfccco@fcc.es, in copy in the mailboxes of the management addresses mentioned in the previous section.
- **Legal Department.**
- **Human Resources.**
- **Administration and Finance.** censo-notifica@fcc.es From this mailbox, the Adm-Finance department collects the notifications derived from notifica@fcc.es. From Notifica and applying the criteria for sending notifications, the CENSO administrators are urged to send the information to the addressees in a period of less than 24 hours. The administrators authorised to manage censo-notifica@fcc.es are Gustavo García Rodríguez and the Central Services Administration Department.
- **Communication.** comunicacionfccco@fcc.es

Stakeholders will be informed of the e-mail addresses available for direct dialogue.

In the event that the stakeholders require a nominative e-mail address, the e-mail address of the corresponding mailbox administrator will be sent.

Notifica FCC - Shared Service for Notification Management

Notifica is a Notifica management service that provides a platform to automatically manage all notifications and communications generated in the issuing organisations, so that they reach their destination in the most efficient and economical way possible.

It allows the delivery of these notifications/communications to be carried out in several ways, depending on the conditions established by the recipient for their relationship with the Administration: by electronic appearance at the single Enabled Electronic Address (dehu.redsara.es) of the General Access Point, and/or on paper.

Any notification received from NOTIFICA FCC must be redirected within 24 hours to the corresponding company referred to in the notification, specifically to the mailbox comunicacionfccco@fcc.es, ofertasfccco@fcc.es, censo-notifica@fcc.es.

A mechanism for confirmation of notifications received is proposed in this procedure.

To avoid that a notification, despite having been distributed, remains unanswered because the addressees to whom the mail was sent by the mailbox administrators were not responsible for answering it:

- **Before using a specific corporate e-mail mailbox** for the reception of notifications from a specific client or platform, the department that wishes to use this mailbox must confirm that it is included in the distribution group corresponding to this client or organisation.
- **After distribution of the notification received**, confirm to the administrator of the receiving mailbox, within 48 hours, that the recipient responsible for replying to the communication agrees or is aware of it, in order to extend the distribution of the notification if he/she does not receive the agreement.

Annex I. Departmental mailbox application form.

[Service Catalog - Portal de servicios](#)

Annex II. Authorised distribution list

[List of mailboxes by Corporate Divisions](#)