

ANNUAL REPORT  
**2008**

the 1990s, the number of people in the UK who are aged 65 and over has increased from 10.5 million to 13.5 million, and the number of people aged 75 and over has increased from 4.5 million to 6.5 million (ONS 2002).

There is a growing awareness of the need to address the needs of older people, and the need to ensure that they are able to live independently in their own homes.

The aim of this paper is to explore the needs of older people, and to discuss the implications for the design of information systems.

The paper is structured as follows. Section 2 discusses the needs of older people, and Section 3 discusses the implications for the design of information systems.

## 2. Needs

The needs of older people are complex and varied, and are influenced by a number of factors, including their physical and mental health, their social and economic circumstances, and their access to services.

Older people often have a range of physical and mental health problems, which can make it difficult for them to live independently in their own homes.

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Older people often have a range of access to services problems, which can make it difficult for them to live independently in their own homes.

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## 3. Design

The design of information systems for older people should take account of their needs, and should be designed to be easy to use and accessible.

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## **Engineering lies at the heart of all technological process**

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## Letter from the CEO of Eptisa

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**Luis Villaroya**

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**\* All these accomplished objectives have resulted from the painstaking work wich our teams have carried out**

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OUR EXPERIENCE IN THE SECTOR SPANNING MORE THAN 50 YEARS AND  
OUR COMPANY'S STRENGTH ALLOW US TO DEAL WITH THE CURRENT  
DIFFICULT SITUATION

ALL FIELDS WERE AFFECTED BY THE ECONOMIC CRISIS IN 2008, WHICH WAS INDISPUTABLY THE KEY INFLUENCE ON THE YEAR.

Within this framework, the economic setting and the world economies suffered a serious slowdown, the world's main economies have entered into recession, and as such the prospects for rapid growth have deteriorated considerably.

However, **at Eptisa we remain confident in our ability to respond and adapt to this difficult environment.** Our results have been satisfactory; having increased revenues over those of the previous year.

Briefly summarising our activity for the year, it can be stated that there were far fewer tenders in the public sector in the course of the year. The private and industrial sectors and construction were seriously affected, **although this was offset in our business with significant international activity; the latter is something we have fully participated in and we have a solid foothold in more than 30 countries.**

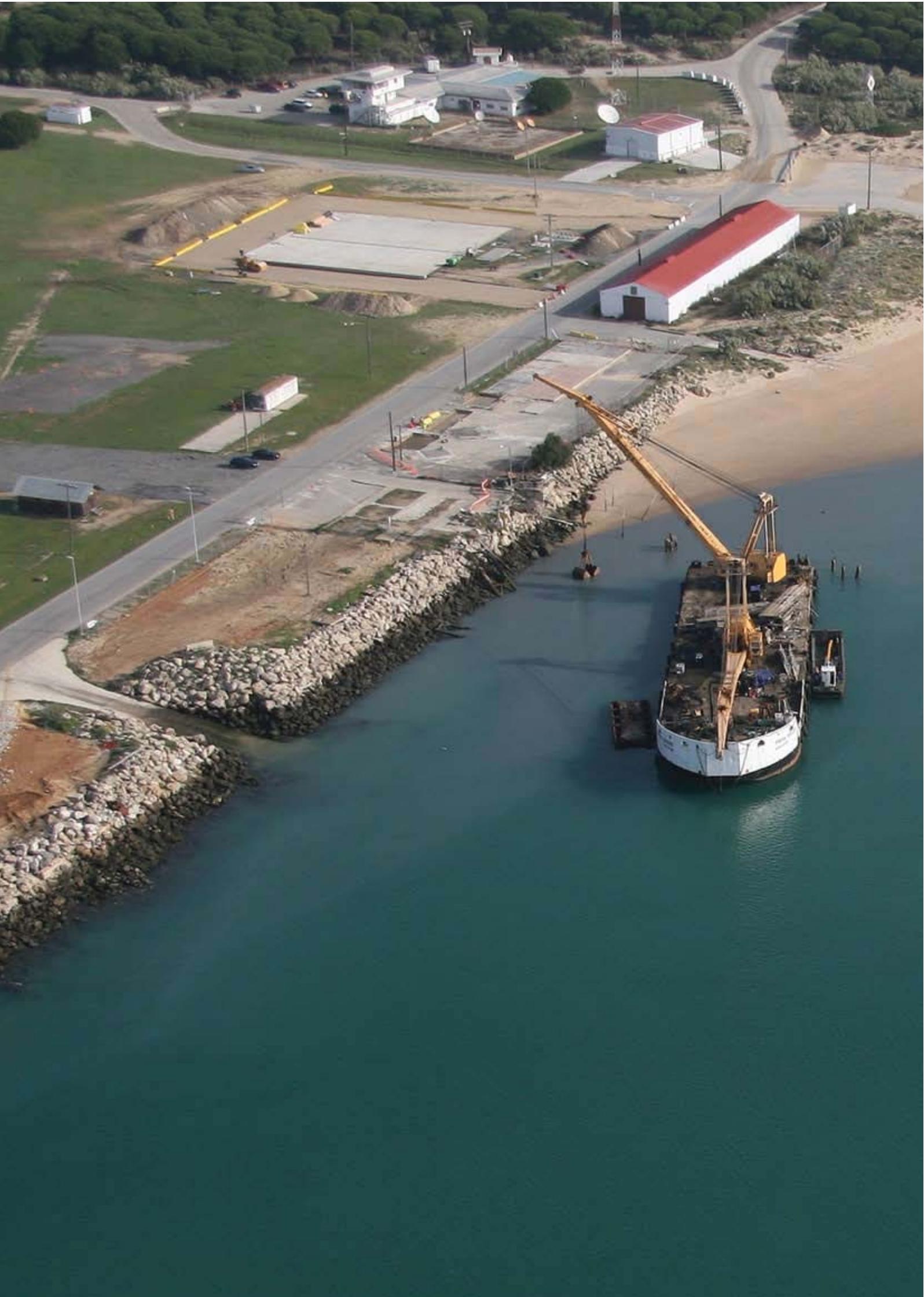
Our experience in the sector spanning more than 50 years and our company's strength allow us to deal with the current difficult situation, which we have skilfully taken advantage of by redesigning new management strategies, investing in the analysis of alternatives and new business opportunities and developing new processes in order to offer increasingly efficient and complete services to our clients.

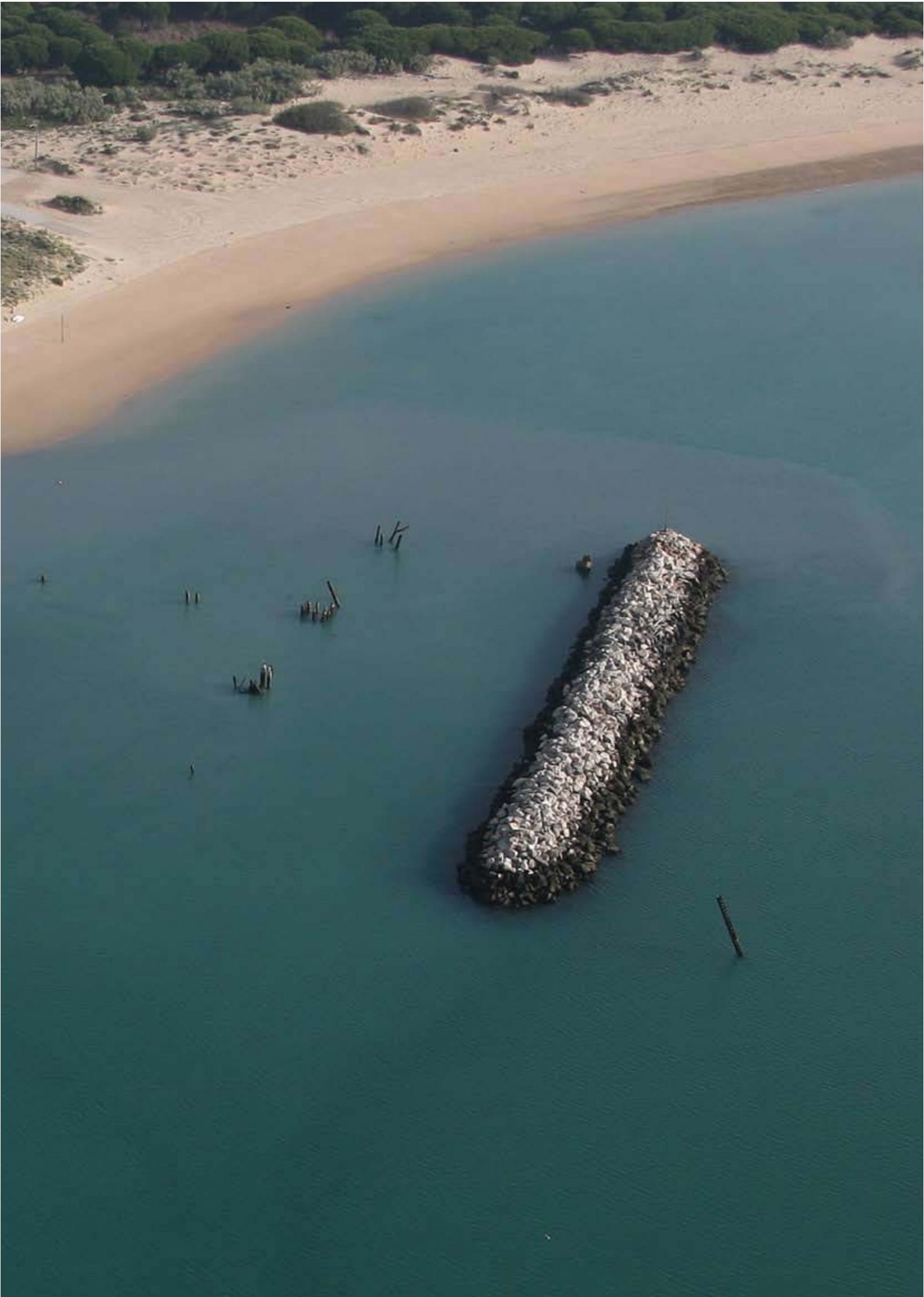
We have been very strict internally in setting up cost-saving and management policies, in developing and improving our information systems, in implementing loyalty-building and performance processes in the human resources area, as well as in creating a shared services centre (organised by functional area) which will provide support services to the entire organisation.

All these accomplished objectives have resulted from the painstaking work which our teams have carried out. I would like to take advantage of this opportunity to express my

gratitude for the effort shown by every individual who is part of Eptisa, as well as to our shareholders and more than 4,000 clients who trust us year after year.

I am certain that we have the best resources and are in a position to face the complex challenges of the next two years with great optimism.





## Governing Bodies

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### Board of Directors

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Ángel Corcóstegui Guraya, *Chairman*  
 Luis Villarroya Alonso, *ice-chairman and CEO*  
 Ángel Catena Asúnsolo  
 Iñaki Echave Larrañaga  
 Enrique Leyva Pérez  
 Joaquín Llorente Malagón  
 João Luis Ramalho de Carvalho Talone

### Auditing Committee

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Juan Manuel Eguiagaray Ucelay  
 Martín Eyries Valmaseda  
 Luis de Guindos Jurado  
 Rafael Miranda Robredo  
 Pedro Pérez Fernández  
 Ignacio Santillana del Barrio  
 Cándido Velázquez Gaztelu-Ruiz

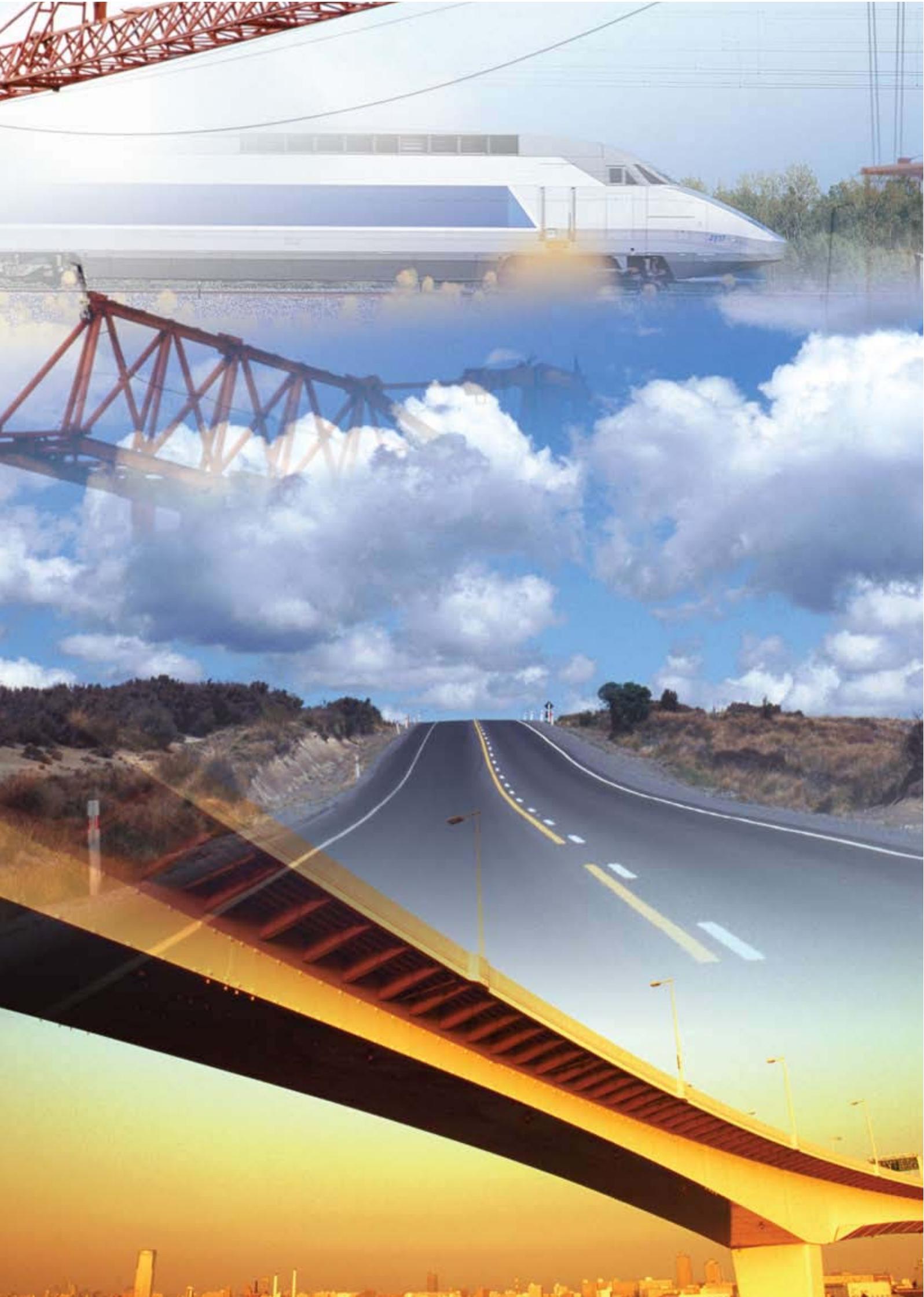
### Management Committee

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Javier Andreu Posse  
 Ignasi Cantarell Taxonera  
 Alberto Corbí López  
 Antonio Fernández Garitaonandía  
 Gonzalo García Alonso  
 Felipe García Berrio  
 Olga Ginés Ferrero  
 Gerardo Roiz de la Parra  
 Alfonso Rubio Barroso  
 Javier Sanz Urbina  
 José Sampedro Quijano

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## Introduction

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### TALENT MANAGEMENT ALLOWS US TO DEVELOP OUR WORK IN AN ENVIRONMENT IN WHICH EACH INDIVIDUAL CAN CONTRIBUTE HIS OR HER EXPERIENCES AND PERSPECTIVE

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We closed 2008 with gross **revenues of 198 million Euros**. Despite the current economic backdrop, we achieved an increase in our revenues compared to the previous year and this allows us to face the next financial year with optimism.

**Our professional staff's great effort, their specialised training and clear focus on satisfying our clients' needs have allowed us to achieve these numbers**, as well as to obtain a growing position in certain markets like the international one, where we had excellent results this year.

Quality, diversification and internationalisation have been the driving force of our strategy in obtaining the year's results. **During 2008 we managed to consolidate our activity as an International Company in the 32 countries in which we are developing projects**, with growth of 26% compared to 2007; this represents 30% of the total figure for the group.

Despite the difficulties in the economic environment, we have increased staff. The financial year ended with a total of 2,216 employees, which represents 3.4% more than in 2007. This increase took place in a balanced manner across all areas, although the most striking is related to the activities of the international teams.

The company's internationalisation is a reality and lies behind our ability to adapt to new demands as well as to identify professionals who are willing to leave Spain. This has led to the development of the company's expatriate policies .

**The phrase which probably defines us best is "Global presence"**, and through this we have incorporated the variables required to respond to the market's requirements from a global perspective, by taking on new business areas and strengthening our client focus.

New emerging demands are growing as a result of the convergence of services to the end user, leading to greater demands and requiring greater effort and commitment in the

responses provided, so that we can achieve greater agility, skill, quality and especially efficiency.

The focus on global solutions – which have been developed with professionalism and proficiency – has led us to implement various staff development and internal control activities in order to improve productivity. This has been done by incorporating new ways of working together which make it possible to take full advantage of Eptisa's capabilities, proposing the most appropriate schedules and prices, and seeking commitments with suppliers by seeing them as partners rather than just providers, in this way optimising resources, objectives, risks and benefits.

**Talent management allows us to develop our work in an environment in which each individual can contribute his or her experiences and perspective**, allowing us to maintain our position as one of Spain's leading companies in terms of turnover. This is also why **we have been awarded the Project 2008 prize**.







## Introduction to the Sectors

EPTISA'S ACTIVITY IS BEING DEVELOPED IN VARIOUS SECTORS, WHICH DEMONSTRATES OUR CAPACITY TO OFFER SOLUTIONS IN ANY AREA OF ACTIVITY

**THE STABILITY WHICH WAS MAINTAINED IN MARKETS WITHIN THE ENGINEERING SECTOR IN RECENT YEARS NO LONGER HELD UP IN 2008** when there was a marked downward trend. This made itself felt most keenly in all activities related to construction.

Public Administrations slowed down their tenders and this was especially evident in the Central Administration; although it was offset by the increase in Regional and Local Administrations' tenders.

**This backdrop led to our commitment to participate in PPP/PFI tenders, encouraged by the public sector to engage in concessionary systems.**

Even so, 2008 was a year of consolidation in the different markets in which we carry out our work, highlighting the significant increase in our presence in the international context – an essential field of expansion – with several markets demonstrating a fundamental role in offsetting the decline in the Spanish market's activity.

**We continued the sustained growth trend in the Technology sector by consolidating 9% growth compared to 2007.**

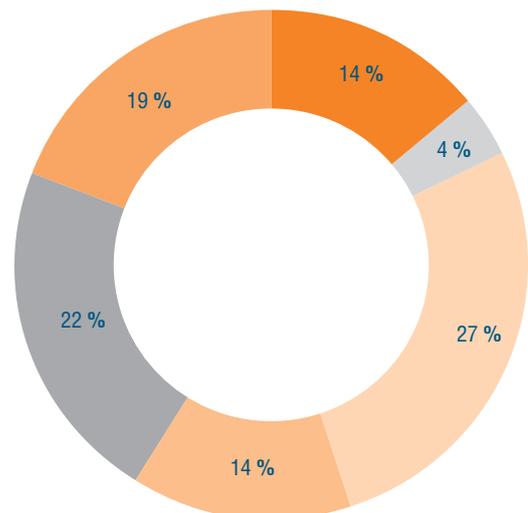
Turnover is more than double the growth experienced by the software IT segment in Spain (estimated at 4%) and also represents a very positive outcome if one compares it to the backdrop of the macro sector for new technologies and communication.

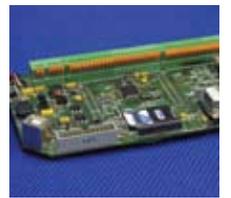
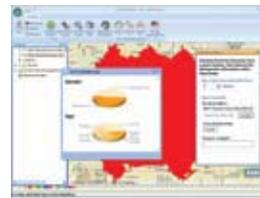
**At Eptisa Salud (Eptisa Healthcare) we have worked on diversifying activities and the geographic positioning.** After achieving full occupancy at the centres, we are working to achieve our objective of trebling the level of turnover. The Mental

Health product line has been strengthened for that purpose and entry has been made into new markets within the sector.

Eptisa's activity is being developed in various sectors, which demonstrates our capacity to offer solutions in any area of activity.

### Sectors





## Sectors

### Transport Infrastructure

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 IN SPAIN, PUBLIC ADMINISTRATIONS HAVE SIGNIFICANTLY REDUCED  
 TENDERS, ALTHOUGH PART OF THE FALL IN THE CENTRAL ADMINISTRATION  
 FIGURES WERE OFFSET BY LOCAL ADMINISTRATIONS  
 .....

**DESPITE HOLDING BETTER PROSPECTS FOR THE NEXT FEW YEARS, THE TRANSPORT INFRASTRUCTURE SECTOR UNDERWENT A SIGNIFICANT DECLINE IN 2008 IN TERMS OF BOTH PROJECTS AND WORK.** In Spain, Public Administrations have significantly reduced tenders, although part of the fall in the Central Administration figures were offset by Local Administrations, where the number of tenders almost trebled. **Eptisa continues to be better positioned in the international setting (where our experience has been accumulated over 30 years) and successfully penetrated new markets and countries.**

As far as contracted **road projects** are concerned, it is worth mentioning, among others, the detailed design of the A-66 Motorway in the Fontanillas de Castro – Zamora section and the A-57 in its A Ermida – Pilarteiros section (both for the Ministry of Development's Directorate General of Highways) as well as numerous projects for Regions including the following: the design to upgrade the M-404 highway to dual carriageway in the A-5 – M-404 section, the project for Mintra in the Region of Madrid, the detailed design for the CV-70 Alcoi – Benidorm highway bypass for the Region of Valencia, and the informational study and preliminary design of the basic network to be set up for Sector II of Huesca for the Region of Aragón, with a total length of 290 Km, based on the concessionary system, and for which the investment amounts to 650 million Euros.

The works supervision projects carried out on the motorways of Castilla La-Mancha as well as those completed on the High-Capacity Carballo – Finisterre Route are worth noting. Also the Binefar Bypass (Lérida-Huesca section on the A-22) in Huesca and the Vía Parque CN-332 section which runs from Guardamar del Segura to Torrevieja. Likewise, we continue with the supervision projects which we began two years earlier on the A-7 Motorway, in the

Alcoy Bypass stretch, noteworthy due to their numerous existing geotechnical problems.

It is also worth mentioning the management of expropriations for construction projects, for the State Road Authorities in the Regions of Galicia and Catalonia.

The work which Eptisa has carried out for the N25 Waterford Bypass in Ireland is also considered very relevant; it consists mainly of the detailed design of structural solutions, design and construction planning as well as technical monitoring of construction. The action taken by Eptisa across the complete project cycle, allows a comprehensive service to be provided to the client and this is where our service offering is highly-regarded internationally.

The comprehensive service model rolled out in Ireland is currently being exported to the United States and Romania in partnership with construction and concessionaire companies.





In the **railway field**, it is worth mentioning the special significance of the tender design corresponding to the Poceirao-Caia section of the High-Speed Madrid-Lisboa Line for Ferrovial, which opened the door for us to participate in the future sections of this corridor and also the one for Lisbon-Porto-Vigo. Eptisa also carried out the detailed design for renovation of the Jabugo-Calañas section relating to the Zafra-Huelva line for ADIF (Railway Infrastructure Administrator). It is also worth mentioning the management of the works for the Tren Tranvía (Tramway) between Chiclana de la Frontera and San Fernando for the Andalusian Railways, as well as supervision of the works in various sections of the C3 south commuter rail line in the Madrid Area, and the integration of the railways in Pinto. We also carried out the inspection, monitoring and coordination relating to the Health and Safety of the underground routing works for line 5 of the Metro de Madrid between the stations of Campamento and Empalme.

One must add to these projects the intense work in instrumentation and control for the urban construction surveying systems set up in subway tunnels.

High-speed railway lines continue to be an important focal point of our implementations, both in terms of the geotechnical aspects where the works in the iconic Pajares Tunnel and Regajal Tunnel in the Madrid – Valencia line were completed, and in structural terms where we can highlight a large project awarded by ADIF for dynamic bridge testing. As far as Construction Supervision goes, it is worth noting the completion of the works carried out on the Cheste – Al-daya section.

Among the projects implemented in **the field of port and coastal engineering** we highlight the project for the New Dock for the Naval Train of the Rota Naval Base, carried out for the Ministry of Defence, the project for a Dry Dock Installation in the Port of Alcudia for the Balearic Islands Port Authority and the project for the sea – river promenade in the estuaries of the Solías and Tijero in Asturias, undertaken for the Ministry of the Environment and Rural and Marine Affairs.

Technical assistance for the Port Authority of Barcelona on various construction projects for the Prat Terminal Dock is being performed, as well as support for management of the

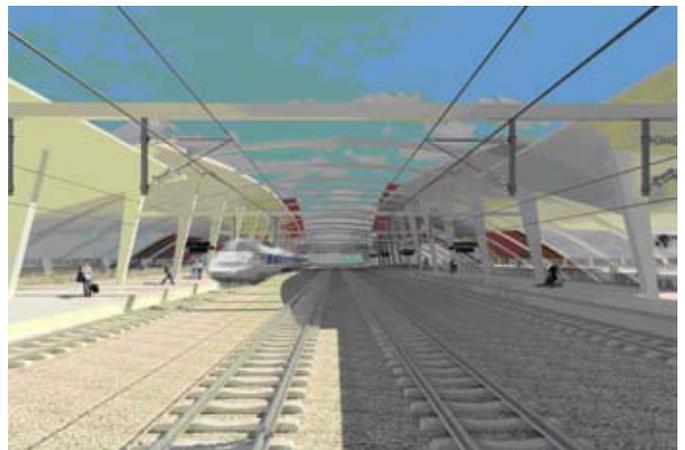
works at the New Maritime Station of the Port of Melilla, for the Port Authority of Melilla.

Eptisa has forcefully entered the stage in the **aeronautics field** in the area of electric installations, having carried out the detailed design for the New Electric Power Station at Alicante Airport, with an execution value of more than 25 million Euros; Eptisa will continue with a new high-voltage power supply project at the same airport.

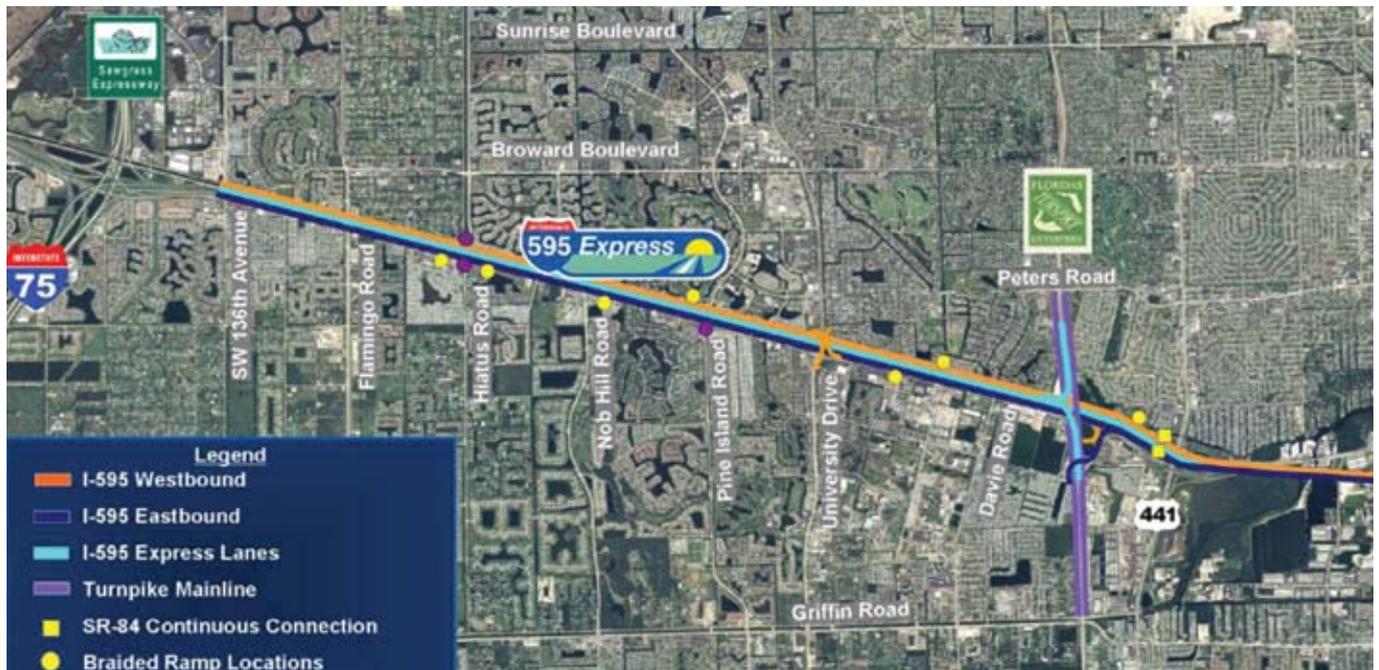
The activities in the area of flights are of great aeronautical interest. It is worth mentioning the detailed design for repairing road surfaces in the runway thresholds at Asturias Airport, and the base project for the repair of the aircraft parking platform at Zaragoza Airport; and technical assistance, control and monitoring of the airfield expansion at Malaga airport.

It is also worth highlighting the line of work relating to **vehicle parking buildings**, where we are participating in different planning phases for parking facility projects both at Ibiza Airport and at Asturias Airport, with both being two storeys high.

We end by reviewing the technical assistance carried out for the Region of Catalonia on the healthcare heliports of Catsalud, as well as for the aircraft parking platform facilities at Barcelona Airport.



## ***Eptisa participates in the improvement works for the I-595 Motorway in Broward County, Florida***



Eptisa is permanently establishing itself in the United States working with the ACS-Dragados-McQuarie Partnership consortium in implementing the works to improve the I-595 Motorway in southern Florida.

Eptisa is completing infrastructure projects for the improvement, fitting-out, widening and road surfacing of the I-595 axis which is situated between the I-75 link road/Sawgrass Expressway west of SW 136th Avenue and the I-595/I-95 link road. This entails the construction of three reversible lanes between I-75/Sawgrass Expressway and the east of SR-7, with a connection into Florida's Turnpike.

Eptisa also performed analysis and improvement of the tender project developed by AECOM.

It is an ambitious project to reduce traffic congestion in southern Florida and to build a fast lane which gives fresh impetus to the state's economic development. The investment

in infrastructure will stimulate job creation and the area's industrial development.

The technical design for the road is innovative in order to achieve the efficient management of millions of drivers who use this route to gain access to their workplace.

Eptisa is working with its partners and the local government to improve the area's infrastructure which will in turn improve the quality of life of millions of inhabitants.

## Sectors

### Water and Environment

EPTISA HAS OBTAINED SIGNIFICANT CONTRACTS IN THESE MARKETS WHICH HAVE LED IT TO EXCEED THE PREVIOUS YEAR'S PRODUCTION, despite fewer Water and Environment project tenders from the Ministry of the Environment and Rural and Marine Affairs. In the international context it is important to highlight our significant and growing contract wins in various countries which have allowed us to be positioned as one of the leading operators in certain local markets.

We also point out the study on groundwater contamination in the Hatillo Limestone area in the Dominican Republic and numerous contracts won in Central and Eastern Europe for infrastructure improvement services.

We have various assignments from public administrations to provide support in the maintenance and use of infrastructure and water resources, including the ones corres-

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We have pitched for numerous research, design and definition contracts in **the area of hydraulic infrastructure and water quality**, among which we highlight the following: preliminary planning for the construction of a dam, irrigation networks, pumping stations and wind power and solar resources for transforming an area in Tierra Estella into irrigated land for Riegos de Navarra, S.A, a project involving the extension and improvement of the drinking water treatment system of Monforte de Lemos or the project for the runoff basin and anti-discharge of unitary systems for headwaters in the Reus STP (Sewage Treatment Plant).

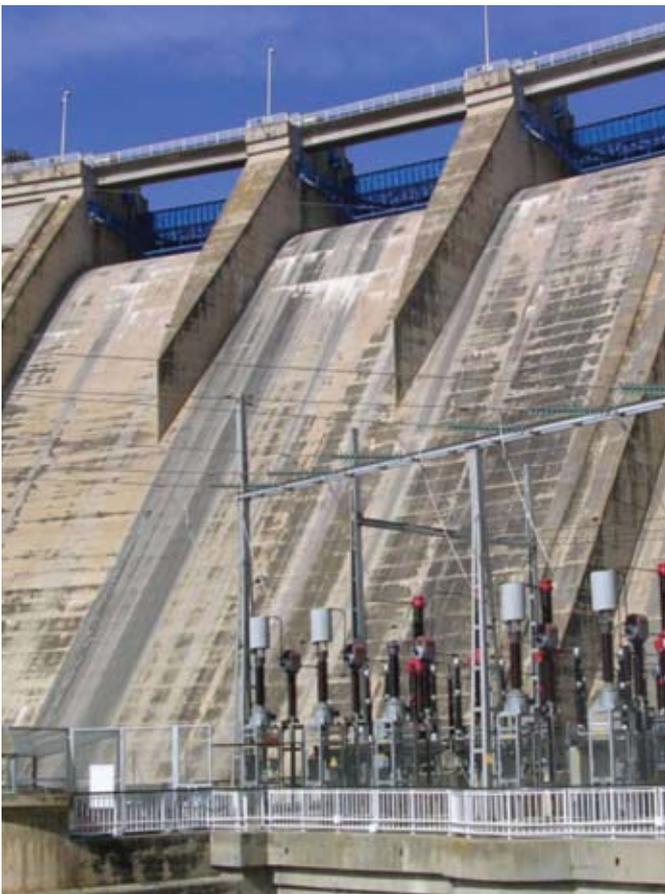
It is worth mentioning the works related to the viability of sewage treatment plants for wastewaters in 35 centres in the Pyrennes because of their territorial extensiveness; as well as the implementation of engineering for the control of erosion on the foundation of the Expo 2008 Pavillion in the island on the River Ebro because of its technical peculiarity.

The following also stand out: the contracts for technical supervision activities in hydraulic projects in the Confederación hidrográfica de Cantabria (Cantabria basin Autothority) and the Tajo River as well as the development of the project supervision methodology guide for the Technical Department, also for the Confederación Hidrográfica del Tajo (Tajo Basin Authority).

ponding to the Automatic Hydrological Information System (AHIS) for the Guadiana Hydrographical Confederation Confederación Hidrográfica del Guadiana (Guadiana Basin Authority) and the engineering of Safety for the reservoir dams of Santa Ana, Joaquín Costa, Oliana, Rialb and Guiamets in the Ebro Basin Authority.

The technical assistance provided for management of the works to eliminate chemical contamination in the Flix dam for Acuamed, as well as management and hydrogeological control for the installation of piezometers to complete the network for controlling groundwater levels in Catalonia is of great environmental interest. We can also in this year highlight our implementation of supervision of the works for the wastewater treatment plant of Guadalajara for the Tajo Confederation and technical assistance provided for the management of works at the sewage treatment plant for the wastewaters of Cabo Prioriño for the Miño-Sil Confederation.

Prominent among the new Hydrological Planning projects is the New Supply Master Plan for Aguas de Castilla - La Mancha, the Hydrological Plan and Special Drought Plan for the Balearic Government and the Zonal Plans for the basins of La Muga and el Baix Ter for the Catalanian Water Agency.



In the **hydrogeology field**, we have worked through the full cycle, from supervising survey implementation for piezometric control in the Tajo Hydrographic Basin, piezometry and hydrometry measurement in the Tajo Hydrographic Basin and piezometry and hydrometry measurement in the official network for the control of groundwaters in the Júcar basin, right through to complex studies which require mathematical modelling of subterranean flow, like the aquifer of Crestatx in Majorca; or even detailed analysis which makes it possible to define the interrelationship between groundwaters, rivers and other aquatic ecosystems.

As a continuation of earlier projects related to the sustainability of subterranean resources, Eptisa has carried out studies for ADIF (Railway Infrastructure Administrator) to monitor the hydrogeological function of the Udalaizt massif, as well as the hydrogeological study of the environment around the Pajares tunnels. In this area one has to highlight that Eptisa has obtained the Certification of Compliance in Monitoring of Research and Development for the project to stimulate hydrogeological disruption in tunnel construction via the use of a numerical subterranean flow model.

In aspects related to the natural environment, apart from the studies associated with civil engineering, environmental monitoring was conducted on the ski resort remodelling works at Valdezcaray, including an inventory of the grey partridge; our participation in studies on environmental noise in linear infrastructure was also broadened by using mathematical models, mainly for the Region of Valencia.

In Kosovo and Montenegro we worked for the Ministries of the Environment and Energy by providing support to governments and by carrying out studies for the development of environmental infrastructure. In Croatia we worked for the management of hazardous waste and as technical support in Croatia, Turkey, Romania and Bulgaria in the implementation of European environmental directives.

With regard to the industrial field, it is worth mentioning the landfill sealing project of Góngora, as well as the viability studies for renewable energies in Serbia. In



addition, the environmental consultancy work has continued, both for private industry and the Administration.

Moving forward Eptisa's commitment to sustainable development, a study was conducted for the Ministry of Industry, Tourism and Commerce in which a methodology was developed to ensure sustainability in tourist destinations.

In the State's Territorial river and riverbed waters we highlight the contract for Development of the National Strategy for the restoration of rivers in the basins of Northern Spain.

In **territorial action** initiatives it is the projects over boundaries which stand out, both in relation to rivers and coastlines (giving prominence to those carried out by the Andalusian Water Agency in the province of Malaga and for the Demarcation of the Andalusia-Mediterranean Coasts), as well as the one we also worked on providing legal support for the environmental recovery and restoration of the Malaga coast.

In the performance of **integral water management** detailed engineering, installation and assembly were completed for the Campos del Río STP and the one at San Claudio.

The STP works for Cerredo in the Region of Asturias were also initiated for the Regional Environmental Council as well as for the works relating to the STPs in Rivera del Fresno in Badajoz for the Regional Development Council of Extremadura.

Opening ceremonies took place this year for the STP in Briviesca, performed by the Presidente de la Junta de Castilla y León (Chairman of the Regional Councils of Castile and León) in order for Eptisa to carry out turnkey works for electromechanical equipment and the commissioning of the sewage treatment plant.



## **Eptisa participates in the management of sewage treatment and discharge works in Ferrol**



For decades the wastewaters of Ferrol, Narón and Neda were dumped directly into the ria. With time, the Ferrol ria showed clear signs of deterioration in water quality which limited shellfish use in the ria's interior; this situation brought home the need for regeneration of the ria. The starting point of this regeneration was the elimination of direct spills onto the ria, by setting up the treatment of wastewaters, and locating the discharge into the sea outside the ria's surrounding area.

It must be stressed that the maritime area of Ferrol is part of the Ártabra coast, a natural enclave considered of significance to the community, hosting many birds which are included within the Nature Network as are dune zones, coastal estuaries and lagoons like the one at Doniños in close proximity to the initiative.

The works necessary to achieve the waste treatment and discharge objective for Ferrol were declared in the general interest in 1997, and are financed by the Ministry of the Environment (85%), the Galicia Regional Council (15%), with support from the ERDF (European Regional Development Fund) and the European Union Cohesion Fund.

The requirement to dump into the open sea creates an obligation to direct wastewater from the city of Ferrol to the Prioriño Cape, the point where the STP is established and the base for the underwater outfall.

There is a distance of 8 km between both points by crossing the inlet of A Malata from one side, and on the other the mountains which separate the ria from the open sea. These circumstances lead to some large-scale and highly-complex channelling works.

In order to cross the inlet of A Malata, a micro tunnel using the pipe jacking technique was executed over a length of 500 m under the sea, in order to lead the general collector to the A Malata Pumping Station.

The Pumping Station is designed to cross the existing overpass between the elevation below the sea in the Station entrance (-21 m) and the elevation of the fluid distribution chamber (+34m), in a way that makes it possible to channel from there up to the STP of A Malata in the overflow spillway. In this manner one of the most powerful wastewater pumps in Europe was defined and constructed, with a maximum pumping capacity of 6,500 l/s at a height of 56 m.W.c.

The channelling to the A Malata STP is initiated at the point of the impulsion's discharge. This channelling traces out an underground route in the form of a hydraulic tunnel which is 3 m in internal diameter and 7,344 m long, executed from a mouth using a tunnel boring machine and conventional excavation methods with blasting and support in the mouth at A Malata.

The Prioriño Cape STP must treat a significant volume of flow under very high-load conditions in the influent, and this occurs through a classic solution of active muds which lead to a large-scale biological reactor. The latter has significant visual impact given the STP's coastal position. To facilitate this, a solution has been applied which optimises the surface area through treatment by means of primary lamellar clarification and biological filtration (biofilters), which serves as an aeration cell and clarifier.

Technical assistance for management of these works has been provided since 2004 and has a scheduled term up to 2010; this is entirely carried out by Eptisa with the special cooperation of the company's integral water management area which provides advice, design and assembly of the electromechanical equipment. It is also worth noting that Eptisa played an active role in the contract for design work, scaling and waste treatment process control for the STP of A Malata developed in the detailed design.

## Sectors

### Quality and Industrial Security

THE MAIN WORKS HAVE BEEN CARRIED OUT IN CONSTRUCTION, INSTALLATIONS, CIVIL ENGINEERING, GEOTECHNICS, PATHOLOGY AND ELECTRICITY SUPPLY PRIMARILY

WE ACHIEVED A SIGNIFICANT INCREASE IN THIS SECTOR THROUGHOUT 2008, and this allowed Eptisa to increase its activity in this market by almost 25%.

We have a significant network of 21 laboratories distributed throughout the national territory, as well as one of the largest private laboratories in Greece, accredited by ESYD (the Greek accreditation body), which consolidates our position as the leading Spanish construction quality control company, not only by volume, but also by the number of accreditations. This is because all our laboratories are accredited by the relevant autonomous region and we have 7 accreditations from ENAC which cover practically all the tests which we conduct.

The main works have been carried out in construction, installations, civil engineering, geotechnics, pathology and electricity supply primarily.

In our laboratories in the community of **Castilla-La Mancha** the quality control projects implemented for work on the cable-stayed bridge above the Tajo River in Talavera de la Reina and for Toledo General Hospital are prominent. It is also noteworthy that project management and technical assistance were managed for the motorway of La Sagra and the Ronda Suroeste in Toledo, in addition to quality control.

In **Castile and León** we want to stress the work on materials quality control for the construction of the High-Speed Madrid-Galicia Line in the Olmedo-Zamora section as being most significant.

In the **Basque Country**, among the many projects implemented both in construction and civil engineering, it is worth highlighting the quality control carried out for the Segundo Cinturón (Second Belt) of Donostia – San Sebastián.

The most significant projects in Catalonia are for quality control works on the water treatment station of Abrera and the desalination plant for the Barcelona metropolitan area, as well as numerous projects carried out for Gisa like the C-31 Tallada – Torruella

We have completed a project in **Madrid** that is especially significant, since it implemented quality control on the municipal works in the East zone of the municipal terminal in Madrid, in more than 60 projects simultaneously. Also very relevant is the technical inspection carried out in various buildings belonging to the Autonomous Community of Madrid.

In the laboratories which Eptisa has in **Andalusia**, it is worth mentioning the framework contract with Egmasa for performance of quality control in all hydraulic works tendered by the aforesaid autonomous body.

Finally, in **Galicia** we need to mention the assembly of a project laboratory for the implementation of contrasting tests in the project to build the Cantábrico (A8) Motorway in the Lindín-





Mondoñedo and Carreira-Lindín sections, as well as the quality control work in the Brión-Noia corridor, in the land compensation and movement project for the industrial logistics platform of Salvaterra-As Neves (Plisan) and in the project to improve the link roads of the Val Miñor motorway.

In the **international context**, the work on the ESPEL (Expert Consultant in quality control) project continues in Greece, with the extension of the contract for the supervision and control of all infrastructure completed by the Greek Government and for which Eptisa has a significant accredited laboratory, which services practically the entire country.

Lastly, there is our **environmental and agri-food activity**: quality control for the subterranean waters of the Galicia Coasts for the Galicia Public Water Works in order to address the requirements of the Framework Water Agreement.



## **EPTISA works in the world's largest water treatment plant with EDR technology**



Implements quality control in the expansion of the Llobregat Station

Eptisa has been selected by Aigües Ter Llobregat, the public company for the Region of Catalonia, to carry out quality control of the works to expand the Water Treatment Station (WTS) of Llobregat. The project marks a significant investment in improving the water treatment facility in Catalonia given the important industrial function which the river performs. Its contamination means that the water treated in the station, though drinkable, has too many salts.

In order to reduce this salinity, an increase in the facility's volume of flow from 3 to 4 cubic metres per second is foreseen. In addition, a desalination plant is being constructed, which via a process of electro dialysis reversal (EDR) will achieve an improvement in the water's chemical and organoleptic features. When they come into operation, these facilities will be capable of producing 200,000 m<sup>3</sup>/day of high-quality water, which makes them the largest in the world with EDR technology.

EDR is a technique which attracts salts and separates them from the water through the use of a continuous electric current. The polarity is cyclically changed to reverse the flow, and for this reason the system is called reversible.

As a result of this expansion, the filtering capacity will increase by 50% thanks to the construction of four new sand filters and five active carbon ones; these will be responsible for absorbing the organic material dissolved in the water.

Once the water has been treated in a conventional manner, twelve 250-kilowatt unitary power vertical pumps will propel the water towards the electrolysis reversal building. The water will enter pressurised within each of more than 500 piles of membranes which make up the system.

From each pile, the salts will emerge on one side and the clean water on the other, with the latter transferred to the remineralisation deposits where some lime saturators will perform the task of enhancing it. Once the 154 daily tonnes of salts are separated, they will be dumped into the sea via a new collector for brine connected with the underwater outfall for the Baix Llobregat purification plant.

The activities that Eptisa is carrying out for Aigües Ter Llobregat include the quality control of materials and production in factories, as well as control of execution and final tests for all the mechanisms and installations. The project has a budget of 75 million Euros and is being co-financed 85% through European Union funds.

## Sectors

### *Buildings, Industry and Energy*

THE EFFORT, ENTHUSIASM AND PROFESSIONALISM INSTILLED IN PROGRAMME MANAGEMENT ALLOWED EXPO ZARAGOZA 2008 TO BE A RESOUNDING SUCCESS DUE TO UNANIMOUS RECOGNITION that it was a job well done from suppliers, architects, engineers, each of the local Project Managers and especially the organisation.

We are carrying out Project Management works for the outstanding La Llotja building, which will host the city of Lleida's Conference Centre.

The Integral Study and Basic Project for Renovation of the Royal Tobacco Factory of A Coruña, under the assignment

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### EFFORTS IN THE RESIDENTIAL MARKET WERE CONCENTRATED ON THOSE GEOGRAPHIC AREAS WHICH ARE STILL LIKELY TO SHOW FURTHER DEVELOPMENT

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Pilot experiences in the Spanish market as demonstrated by Expo Zaragoza 2008 confirm **the excellent acceptance which is causing public administrations to maintain demand for Project Management services**. The management carried out has allowed us to work successfully with many different contractors in very little time.

The process of reconverting the grounds of the Expo into a business park to achieve the maximum versatility to promote Zaragoza's future development has begun, and has been assigned to Eptisa, as well as the further execution of the Urbanisation Project for the Expo Riverfront.

Efforts in the **residential market** were concentrated on those geographic areas which are still likely to show further development. Hence contracts were obtained for project development and construction management for properties in Brazil.

Among the **outstanding activities** for the distribution sector, the work relating to the Integrated Project Management and Construction of the Alegra Commercial Centre in San Sebastián de los Reyes was completed, as well as work on desing for the IKEA store in A Coruña.

We also completed the project for the North II Penitentiary Centre in Navarra for the Infrastructure and Penitentiary Facility Public Corporation (SIEP) for the Ministry for the Interior.

executed through a tender given by the General Section of Architecture at the Ministry for Housing, constituted an important milestone in the process of recovering and restructuring outstanding spaces for the city.

Our **activity in countries outside Spain** represented a significant increase. One must add the following to the activities in Brazil: the award of contracts in China within the aeronautics sector, the development of projects in Eastern Europe and the investment in the growing markets of North Africa, which have huge development potential. On top of this there is the Ministry of Justice's award in Romania of the contract to supervise renovation works for 12 courts in various districts of the country.

In Croatia, Eptisa is carrying out the Master Plan for construction of the Sveto Brdo tourist complex.

With regard to **industry**, the Project and Construction Management of a Building in Ribadavia for Grupo Rubí for the manufacture of auto components was completed to the client's full satisfaction.

Various projects and works for Grupo Inditex have continued, both within the European Platform and the Tempe 1 and Tempe 2 complexes, with additional works on the Meco Logistics Platform Building (Madrid) being completed in December 2008, as well as the works corresponding to Silos I and II.



Likewise, we have worked on behalf of Grupo Toysal on the Legalisation of the Inert and Non-Hazardous Industrial Waste Management Complex Project in Marbán – As Somozas for Xiloga.

Eptisa has developed the design and installation of an automatic system of voussier unloaders for tunnel-boring machines. Thanks to the aforesaid system and the synchronisation of this process, a productivity improvement has been achieved in the project. We have also developed and installed a process control and instrumentation system for a material extraction conveyer belt in the Pajares Tunnel.

In addition, we have worked on the supply and installation of 150 pieces of equipment developed by Eptisa for the remote management of mobile silos of plaster in the project; these allow for various pieces of data to be received such as location, product load, movements, production, etc.

Finally, we highlight the work for the Maintenance Centre of the Ministry of Defence in testing workbenches of hydraulic elements for armoured vehicles consisting of the functional verification of various actuators.

In the **energy** field it is worth mentioning the planning, management and supervision of the execution and commissioning of the installation of two solar plants for Sunpower Energy System.

There is also the project for the Wind Farm and Photovoltaic Solar Plant in the Irrigable Area of the Tierra Estella in Navarra, as well as the feasibility studies for renewable energy in Serbia.

In Morocco we continue with the maintenance work for high-voltage electricity lines.



## Eptisa leads the project for the new “La Llotja” Conference Centre and Theatre in Lleida



Conscious of its potential and its magnificent geographic location, Lleida wants to contribute actively to the progress and territorial planning of Catalonia. It has space to grow in order to achieve this along with a strong university and research vocation and tradition in the agri-food field, which will only strengthen a model city that is intensively focused on knowledge and new technologies.

The new “La Llotja” Conference Centre and Theatre is located opposite the river Segre, between the AVE railway station and one of the city’s entry points. It will occupy the esplanade where the old fruit and vegetable market was held, known popularly as “el mercat dels pagesos”.

The design was chosen in March 2005 in a public contest. The winning project was submitted by the Dutch studio Mecanoo, directed by the renowned Dutch architect Francine Houben who put forward the plan for an iconic building.

The building will stand as a large sandstone building and will establish a visual dialogue with the historic city and the Seu Vella. Under an intensive programme, the new Conference Centre is conceived as a single and massive piece in which servant and served spaces are defined. The design allows these spaces to provide the flexibility needed for any combination of events: conferences, exhibitions, theatrical performances, meetings and trade fairs, etc. While still preserving the independence of each space and configuring different entrances to each with different auditoriums. This will determine the use of a building which is destined to be transformed into one of the banners of Lleida in the 21st Century, capable of integrating the weight of tradition with avant-garde modernity in a completely natural manner.

La Llotja will also present a role model of sustainability, in keeping with all the projects undertaken by the city. It will use solar energy in all sanitary elements. It will also deploy geothermal energy as support for the building’s climate control system. Its design has been conceived using parameters of

landscape integration, which are inspired in Dutch culture but which will adapt themselves to the city’s own surroundings.

Lleida Town Hall has entrusted Eptisa with the Integrated Management of the Project.

It is a building with a rectangular ground plan and a total surface area of 31,528 m<sup>2</sup>, of which 18,087 m<sup>2</sup> is above ground level and 13,441 m<sup>2</sup> below ground level. It will have an auditorium with capacity for 1,000 people and two additional rooms for 400 and 200 people respectively.

The most evocative feature is that the base is smaller than the first and second floors, which means that a large space is freed for public use in the style of a shed. This creates a space under shadow, which is very appropriate for the climate of Lleida especially during the summer months. The external finish of the building will be stone as well as incorporating a large perimeter belt made of glass, around the access floor to the main room.

On the first floor will be the multi-functional room, distinguished by its golden finish. The second floor serves alongside the first as the entrance to the theatre, and will feature the colour red. The so-called Club Room will be dominated by blue tones and will enjoy panoramic views of the area.

The roof will have a garden with hanging plants which will change tone according to the season of the year, and will be freely accessible which will allow it to serve as an observation point.

The building will take in the offices of Lleida Business and Conference Centre, a space for various uses, a foyer and of course the catering services required. The complex will also be equipped with underground parking with capacity for 440 vehicles.

La Llotja is one of the most prestigious projects in Catalonia and will be a benchmark for the city of Lleida.

## Sectors

### *Instrumentation and Control Engineering*

**DURING 2008 IN THE AREA OF INFRASTRUCTURE INSTRUMENTATION, WE WORKED INTENSELY IN SURVEYING VARIOUS EXCAVATIONS AND UNDERGROUND WORKS IN AN URBAN CONTEXT,** such as subway tunnels in the El Carmel district in Barcelona. In this manner we were able to ensure the control and safety of the works being executed. Similarly, Eptisa continues to work in expanding subway tunnels in Terrassa, where a complete and complex system of automated topography has been implemented.

**High-speed railways lines** continue to be an important focal point of our applications. This is both in terms of geotechnical aspects where the work on the iconic Pajares Tunnel and Regajal Tunnel in the Madrid – Valencia line was completed, and in structural terms where we might highlight a large project awarded by ADIF (Railways Infrastructure Administrator) for the dynamic testing of bridges.

We also continue to be present in a large number of hydraulic works, where we have intervened in numerous projects for the maintenance of dams, including the ones which are found in the dams of Melonares and La Breña II, in Andalucía.

**A technological milestone was attained with the development of the new software tool for georeferenced monitoring,** implementing the measurement systems through motorised topography equipment. As a new technological benchmark still to be developed, the application for continuous fibre optic sensorisation has been established as applicable in linear infrastructure where a great intensity of space control is required.

No less significant is the control and measurement work carried out in the **industrial area.**

Among others it is worth highlighting the design, development and installation of an automatic system for simultaneous and controlled voussier unloading for tunnel-boring machines. Thanks to this system, it has been possible to significantly improve the project's productivity and to re-synchronise the time between excavations and the placement of rings.



We have also carried out the supply and installation of 150 pieces of equipment developed by Eptisa for the remote management of mobile silos of plaster in the project. Through this system, centralised data is available for each silo such as location (GPS), product load, movements, production, etc.

The installation of hydraulic actuators for armoured vehicles for testing and functional verification is considered very important due to its innovative nature. This service installation is in the Maintenance Centre of the Ministry of Defence for Leopard, Centauro, BMR and VEC type vehicles.

Also worth highlighting in the industrial area is the development and installation of a process control and instrumentation system for a mineral extraction conveyer belt in the Pajares Tunnel.

One of the growth activities within Eptisa relates to work on Mesh-WIFI networks. Examples we can highlight are the installation of such a network in Figueruelas and the maintenance of all telecommunications systems for the Ministry of Education.



## Sectors

### Information Technology

THE CURRENT GLOBAL FINANCIAL SITUATION AND THE COMPETITIVE GLOBALISED MARKET IN THE INFORMATION TECHNOLOGY SECTOR IS STIMULATING COMPANIES MORE THAN EVER TO DEMAND CHEAP TECHNOLOGIES WHICH PROVIDE FLEXIBILITY AND VALUE TO THEIR ORGANISATIONS.

is more than double the growth experienced by the IT software segment in Spain (estimated at 4%) and also represents a very positive outcome if one compares it to the backdrop of the macro sector for new technologies and communication, which ended the financial year with stagnant sales according to AETIC data.

### THE GOOD TREND CULMINATES OUT OF EPTISA'S 20 YEARS OF TECHNOLOGICAL PARTNERSHIP WITH ESRI INC., A GLOBAL LEADER IN GEOGRAPHIC INFORMATION SYSTEMS

In the last year, the managed services which have come to be known as Cloud Computing are aiming to ease a large part of the administrative and maintenance workload of information systems. This helps to free up IT resources which can then be directed towards initiatives which allow a real competitive advantage to be gained.

To address the concrete needs of the current market, our strategy brings together the best of corporate Geographic Information Systems with the professional services required to combine the best of both worlds: the power of installed applications in organisations' hardware, along with the flexibility and cost savings which the current network architectures provide.

Given this highly-competitive environment - which is nonetheless one that is full of opportunities - the sector's results have been in line with expectations, **achieving growth of around 9%**. Turnover

#### Geographic Information Systems

Growth during 2008 was based mainly on the good performance of the public sector, which currently represents 70% of business volume, and which did not reflect the impact of the crisis during the last year.

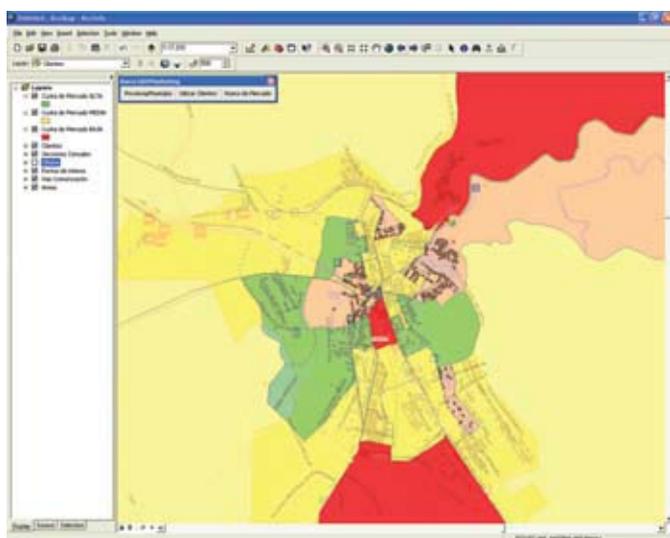
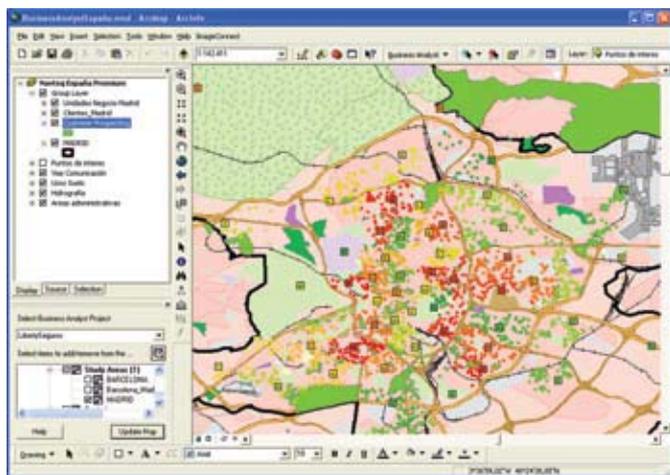
**The good trend culminates out of Eptisa's 20 years of technological partnership with ESRI Inc.**, a global leader in Geographic Information Systems.

The Public Sector is distinguished by the need to disseminate information to citizens. The growing investment of the Central Administration in producing geographic information has stimulated the development of Geographic Portals for all organisations with skills in territorial planning. The area has committed to this niche, facilitating the technology and services required to create WEB-attractive and user-friendly applications which are easy for citizens to use, like for example at the Malaga Provincial Council.

Throughout the year, significant corporate contracts were signed to provide access to technology, services and training for the next three years. An example is the framework agreement with AENA and the EUSC which aims to popularise the technology's use in the organisation at a sustainable cost. In future this formula will allow us to be a company which guarantees service without jeopardising our clients' investments.

The growth is also based on the significant advance experienced by the **private sector** in our activity, essentially between compa-





nies which manage purchasing networks. The contracts signed in 2008 with Telefónica, CLH, Iberdrola Renovables (Iberdrola Renovables) and Gestagua stand out within this latter category.

Despite the economic climate, we are committed to the future and fruits of this new focus. This is confirmed by the creation of the **R+D+i and Solutions Department** and the market launch this very year of Business Analyst, a solution which opens up the geomarketing sector and comes from integrating ESRI technology with the information which other companies and public and private

institutions provide in relation to the territory (street planners, maps, etc.), demographics and the market.

**In order to improve our valuable offering, the area has strengthened activities linked to services**, adapting its offering to client needs in order to extend and improve its level of service. In line with this, it has placed the integration of support, consultancy and technical assistance in a single decision-making area, and has intensified cooperation with the network of partners.

Another significant business engine for the area is the **training unit** which provides courses to professionals in the sector. In the course of the last year, the educational offering has aligned itself to the new postgraduate programmes of the Bologna Process, which is demonstrated in agreements with the main Spanish Universities for the design of postgraduate programmes and the development of specific doctorates in the GIS field. A pioneering initiative in this respect was the plan carried out with the AEI to equip the University of Namibia with its first university course in the subject.

### **Consultancy for project implementation**

As a new development in the Information Technology area during the past year (2008), the Applied Technologies business line based on the signing of an agreement with TRIMBLE was set in motion. A strategic agreement for the development of collaborative technologies was also signed with Microsoft.

**With its alliance with TRIMBLE, Eptisa complements its years of experience in consultancy services and development in the field of geographic information with the exclusive distribution rights in Spain for Trimble Mapping and GIS products.**

The varied and complete Trimble Mapping and GIS product range addresses all the user's needs through the combination of GPS antennae, receivers and collectors. The robust equipment from Trimble offers precision in real time or via post-processing from 5 metres to 1 cm, depending on the project's aim and requirements.

Trimble solutions incorporate software which optimises the workflow between operations in the field and work in the office. Trimble provides proprietary software tools for the gathering and processing of data independently of the GIS technology where the data is going to be uploaded. It also has software extensions to



work directly with ESRI tools (ArcPad in the field and ArcGIS Desktop in the office).

Furthermore, with the help of Microsoft, we have launched the **Eptisa Enterprise Search Solution** onto the market. This enterprise search solution allows organisations to index millions of documents, and search information in a more efficient way on the Internet, intranets, electronic mail, shared repositories, databases and other applications like CRM, ERP, GIS, etc...

**Eptisa is the European company which has most experience in the implementation of enterprise search tools**, providing sector-specific search solutions (public attention, hospitals, health services, defence and intelligence), which provide employees and clients with access to important information while respecting document confidentiality.

Eptisa Enterprise Search Solution is the only enterprise search solution which includes the hardware, software and services necessary to introduce a search solution within a reduced timeframe. The immediate benefits for our clients are:

- Increased customer and employee satisfaction
- Increased productivity
- Lower costs
- Increased collective intelligence

We continue within Eptisa to maintain the trust of our clients. Many of the most prominent projects of previous years have given rise to new phases or work. This has occurred with the Ministry of Defence, the Police and other intelligence organisations, Canal de Isabel II, Barclays, Mapfre, Telefónica, the Town Hall of Madrid, the Regional Council of Castile and León, etc...

Finally, it is worth highlighting the launch of vertical solutions for the management of addictions and prevention of drug dependencies, the optimisation of management for public highways. Lastly, we have begun to analyse logistics solutions with the help of ICA consultants, the company which makes and markets the fwlogistics product.

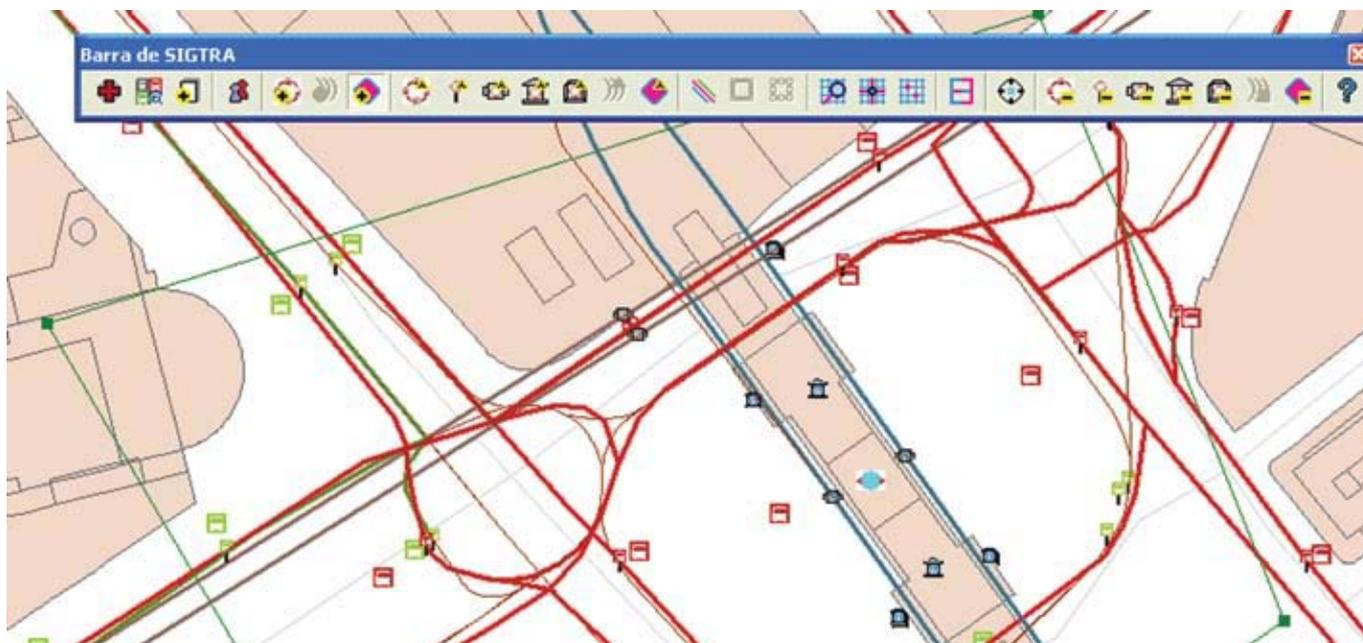
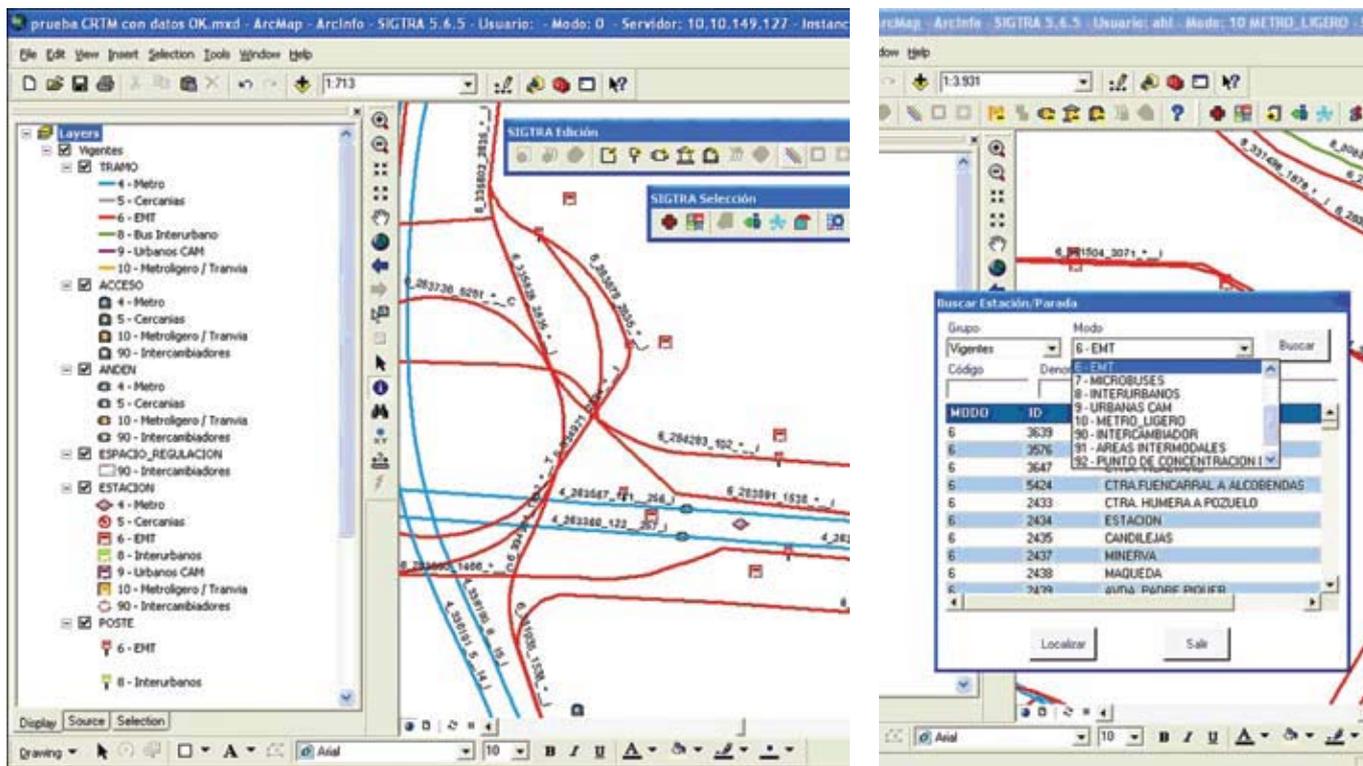
### **Strategies for the future**

**Our commitment to technologies which save on costs and add value will be the order of the day for technology initiatives in the next few years.** Eptisa is well-positioned to take advantage of the opportunities which are generated in moments of general uncertainty such as now, both in Spain and in other industrialised and developing countries.

**Our closeness to the client continues to be one of our greatest obsessions.** Offering competitive and innovative products and services is now more important than ever. For us as for all organisations, internal cost control is equally important. We have to do "more with less", and this obliges us to remain very alert to every opportunity which we see on a day-to-day basis in our activities as a group.

**Our technology alliance with ESRI is a secure investment in growth for the future.** The investments in R+D and the business opportunities for Geographic Information Systems allow us to position ourselves in the technology sector as the benchmark company for critical information systems in public and private organisations. During the next year we will also continue to strengthen our partnerships. Our partners range from local universities to alliances with big companies like Microsoft, MetaCarta, ICA, Google or TRIMBLE.

## Eptisa develops new GIS functionality for Transportes de Madrid



Eptisa has ended the last phase of the SIGTRA project carried out for the Regional Transport Consortium of Madrid (CRTM)

The CRTM has a GIS system developed by Eptisa, used to manage the geographic information relating to Madrid's transport networks associated with the Consortium. The system consists of two applications: SIGTRA, a desktop application for the publishing and maintenance of transport lines and all associated information, and the SIGTRA Web

Visor, a web application which allows all of the Consortium's information to be viewed from a web browser.

This project aims to increase the functionality both for the SIGTRA and the SIGTRA Web Visor, in a way that provides the system's users with a greater capacity to use and control access to the information. This requires an optimisation of the tasks and services provided.

## Sectors

### Health

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## THE OBJECTIVE WHICH THE COMPANY HAS SET IS TO TREBLE ITS TURNOVER IN THIS AREA

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SINCE FULL OCCUPANCY WAS ACHIEVED IN THE CENTRES WHICH EPTISA HAS UNDER OWNERSHIP, strategic thinking was marked by a search for diversification of activities and geography. **The objective which the company has set is to treble its turnover in this area.** The main strategies to achieve this are the strengthening of the Mental Health area and entry into new markets within the sector.

Furthermore, the agreement with the Mental Health Service of the Autonomous Community of Madrid to provide them with 40 medium-stay beds in our Arévalo centre remains in place, as well as the 40 beds which are also agreed with the Regional Council of Castile and León within the psychogeriatric speciality.

#### Residential Management

We continue having a stake in the company Residencias Nostem for the construction and management of two residential properties situated in Arrigorriaga and Balmaseda (Vizcaya). Completion and start-up of the project is scheduled for 2009. A total of 372 beds will be managed. This means doubling the total number of beds which we currently have, and it is hoped that these are completed and in operation in June and September respectively.

Exporting the same model, we have become part of a Construction, Management, Operation and Maintenance project for a **Psychiatric and Psychogeriatric Home in Langreo (Oviedo)** partly subsidised by the Economic Reactivation Programme for coal mining areas.

We have the shareholding participation of SADIM (Sociedad Asturiana de Diversificación Minera – Asturian Society for Mining Diversification) which is part of HUNOSA Group in this project and we also have the support both of Langreo Town Hall and the Social Health and Wellbeing Councils of the Principality of Asturias.

This relates to a project where three areas of Eptisa have worked together: Health as project manager; Engineering in the design component; and Services, which, together with a local company, is taking charge of construction.

#### New developments

In May 2008 we began – as a result of the work performed - to carry out implementation of the Health strategy in Madrid via the development of a project for **medium and long-stay Hospital Care Units for people with mental illness.** This is located in Guadarrama and has a maximum capacity of 170 beds. It will be launched in the first half of 2009. To ensure occupancy of the beds we are depending on the support (via an agreement) of the administrations of various neighbouring regional authorities.

The new centre will be located in Guadarrama, in the facilities of the former Hispanoamericano Hospital. The building is currently being totally renovated and it is hoped for the works to be completed in the first half of the year. The objective is to open the doors to the public and begin to manage it on the 1st of March 2009. For the time being, on 1st July 2008, the Executive Director of the Madrid Mental Health Service, Dr Maria Dolores Crespo, visited the facilities to get first-hand knowledge of the status of the works.

The new activities within the Specialised Health Consultancy have given rise to very disparate developments. Eptisa Health has renewed the management contract for provision of methadone hydrochloride for Madrid Health's Institute of Addictions. This Madrid Town Hall organisation manages





the production, preparation and dispensation of the aforesaid substance in 50% of the Municipal Network. Likewise, it is our health team's responsibility to manage the Attention Centres for drug addicts (CAD), determining the quality standards to be applied in its daily operation.

We have also carried out an important commercial strategic consultancy project for entities related to Public Health. The Public Administration – which has been the objective of the first bids - is naturally the main market. Despite this, work during 2007 was also completed with private companies in the sector, with market and viability studies carried out in various geographic areas.

### **Training and Publications**

Regarding training, it is essential to acquire prestige in the sector in order to achieve the positioning which we aspire to

in this market and so we have continued to maintain a very active work schedule. Expanding our relationship with the European University of Madrid, a specific partnership agreement was signed which has led to the following lectures or seminars:

- Masters in International Health Law. Seminar on Health Law and Mental Health. Disability and Health Law.
- Course on Podiatric Care. II
- Course on care and prevention in Optometry II
- Postgraduate Masters in Geriatric Physiotherapy III
- Postgraduate course in Clinical Psychology, with specialisation in Mental Health.

The other part of the information-related work has been to continue with our policy of publishing specialised texts. This activity, which is giving us great prestige, has been led in the spirit of diversifying the disciplines which are discussed, managing as a result to show all our company's knowledge potential.

In this way, the following texts were published during this year: "Toxicology of Drug drug dependency", coordinated by Santiago Delgado and Fernando Bandrés, and "Papers on the Health Law Masters".

Finally, taking advantage of Eptisa Salud's experience within the sector, during 2007 we began a programme of Continuous Training for all Eptisa Health staff, with the cooperation of various organisations specialising in training. During this year, the focus has been on the following subjects: pressure sores, podiatric care, mechanical restraint, geriatrics assistance, psychiatry and social skills assistance in patient treatment.







## International Activity

WE FACE A TOUGH AND COMPLEX TWO YEARS IN 2009-10. WE WILL TRY NEVERTHELESS DURING THIS TIME TO FURTHER INCREASE OUR CREATIVITY, EFFORTS AND SERVICE ORIENTATION

EPTISA MANAGED DURING 2008 TO CONSOLIDATE ITS ACTIVITY AS AN INTERNATIONAL COMPANY IN THE 32 COUNTRIES IN WHICH IT CARRIES OUT PROJECTS, with growth in its turnover outside Spain of 26% compared to 2007.

Likewise, **the portfolio of international projects increased in 2008 by 11%**, exceeding 65 million Euros at the end of the financial year. **This portfolio represents 30% of the Group's total turnover.**

This is so clearly the case that we have gained significant contracts since the start of 2008 in the infrastructure sector in the United States of America, which has led us to open permanent offices in Miami.

This growth during such a complex period was achieved thanks to **the principles we have maintained: local adaptation and closeness to our clients in each of the 4 continents in which we work**, commitment and enthusiasm in the quality of our projects, and diversification in markets and sectors.

As a result of this, we have been able to counteract negative factors like the sharp deterioration in the activity of Spanish real estate developers in Eastern Europe, the devaluation of currencies like the Brazilian Real or the Romanian Leu or the slowdown of projects in markets with financial problems like Ukraine, Bulgaria or Ecuador.

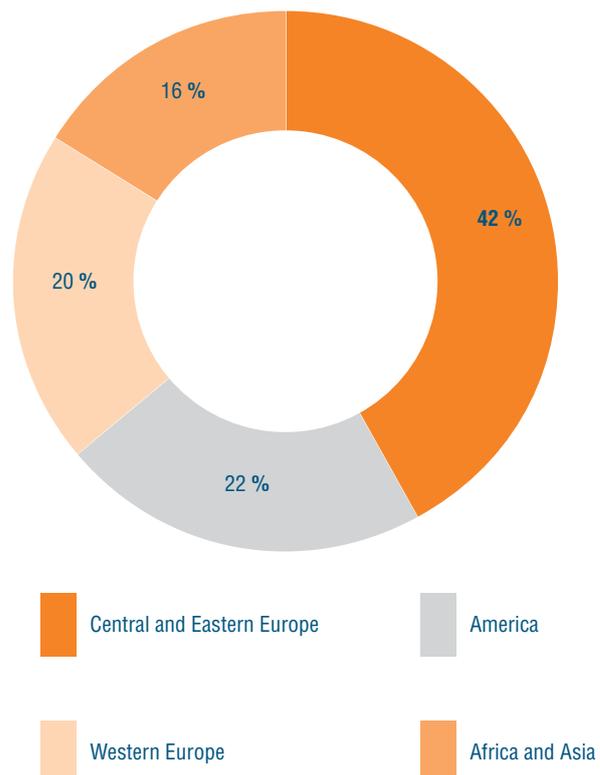
Eptisa renders its activity in different sectors (Water, Energy, Transport, etc...) which almost all relate to countries' Economic and Social Development. We are confident that this Development goes beyond cycles as a priority strategic objective, and will adapt to the times and not disappear nor lose momentum. This helps us to maintain our optimism as regards future international engineering activity.

The decision taken by the 20 most significant countries in the world to commit to invest in "development" as an engine for

getting out of the current crisis of confidence and financial crisis is consistent with our philosophy.

Despite all the above, we face a tough and complex two years in 2009-10. We will try nevertheless during this time to further increase our creativity, efforts and service orientation.

### Geographic Distribution of International Activity







## Western Europe



Eptisa continues to open itself up and compete in highly-developed countries. We consolidated our presence in Ireland, where the construction phase of the Waterford Bypass project and the detailed design for the M-50 ring road in Dublin can be highlighted. In addition, we are working on various projects spanning 6 of the main roads on the **Irish** road network.

Furthermore, also in the infrastructure sector, we can highlight the work done on the tender project for the Poceiro-Caia section of the High-Speed Madrid-Lisbon Line for Ferrovial, which opened the way for us to partici-

pate in the next sections of this corridor, including the ones on the Lisbon – Oporto – Vigo line.

In **Greece** we continue working for the ESPEL project (expert consultant in quality control) which consists of supervision and control work on all the infrastructure works completed for the Greek Government, supported by funding help from the European Union. To provide coverage for the works, Eptisa already has 4 delegations in different cities within Greece and the most important accredited quality control laboratory in the entire Balkan region.



## America

This year Eptisa achieved substantial success in this continent. In the **United States of America**, we tend to work together with concessionaries and the main Spanish construction companies, which have trusted in us and our teams' experience in relevant sectors; this allowed us to open offices in Miami in 2008.

It is also worth highlighting the great success achieved in the I-595 motorway project for Dragados in Florida, in which we currently find ourselves developing the construction phase.

It is important to highlight our major presence in the Central American area and emphasise the importance of the services which Eptisa provides to the European Union throughout the region, through our external monitoring service for all programmes. This contract - which also covers the Caribbean and Pacific areas - includes the monitoring of more than 300 projects per year.

Furthermore, the technical assistance services provided for large programmes of cooperation (both in technical and development terms) have sustained an intense level of activity in sectors such as the development of Infrastructure, Local and Rural Development, Mapping and Environmental Management, Water and Sanitation and disaster prevention and reconstruction, focusing increasingly on services.

Likewise, as a booster to the traditional technical turnkey services, consultancy in the economic development area has been strengthened. Activities in the new focus areas of international cooperation, sectoral development and budget support, are positioning Eptisa as a company with recognised international prestige in both fields.

After five years of work in **Nicaragua**, the execution of the PROAMPER Programme in Sandino City - one of the most



important initiatives in the Central America Reconstruction Programme - was successfully completed. This programme has transformed the city's socio-economic situation with an impact on water and sanitation infrastructure, housing, support for social and economic initiatives and institutional strengthening, benefiting more than 140,000 people. In Nicaragua too, the SECO project focuses on the field of institutional strengthening and management of public finances. It is financed by Cooperación Suiza (COSUDE) and is close to completion, having given evidence of its impact on institutional transformations.

In **El Salvador**, the project to support institutions responsible for tackling juvenile violence through a large-scale programme with institutional and social impact is continuing.

In the Dominican Republic, it is worth highlighting the technical assistance for advising the Government on the design and implementation of the programme of sectoral support in the country's educational policy. This has an innovative focus in line with the latest trends in international cooperation and is run in partnership with the Organisation of Ibero-American States for Education, Science and Culture. Work has also continued on the ISPRI project to support the regional integration of the Dominican Republic with the CE organisation, which intends to support the negotiations of the EPA and its greater integration within CARICOM.

In the Dominican Republic, the work continues for the General Mining Directorate on its institutional strengthening and the creation of a National Geographic Service (within the UE-SYS-MIN Programme) with the cooperation of the Spanish IGME.

The work in **Costa Rica** on generation of mapping and orthophotography for the entire territory continues to develop, scheduling the future establishment of a GIS manager for handling the information generated. We also continue performing the technical assistance given to the GAM Programme, which affects the urban planning of the San José Greater Metropolitan Area.

In **Panama** we are carrying out work on the Land Register, Preparatory Work and Land Ownership Maps in Darien and the Metropolitan Region of Panama and the Projects for Regularisation of Lands in Various Districts of the Province of



Chiriquí, the Azuero peninsula, and in the Township of Tole. This work reinforces our already extensive international experience in Mapping, Land Registers and Geographic Information Systems.

In Panama too the advice given to the Judicial Body in its strengthening and modernisation has continued, after successfully completing the project to improve the penitentiary system.

In **Venezuela** we have completed the Disaster Prevention and Social Development programme for the State of Vargas, a comprehensive intervention in the field of disaster prevention which constitutes one of the most significant international cooperation initiatives, with financing of close to 80 million Euros from the European Union.

In **Ecuador**, the works on distribution networks for the turnkey water supply project in the Santa Cruz and San Cristóbal Islands in Galapagos Province in partnership with FCC Group will continue.

In **Brazil, Argentina, Uruguay, Paraguay, Bolivia and Colombia**, evaluation and monitoring activities for cooperation projects (financed by the European Union) have been carried out. In Brazil the work on management of construction in partnership with ACCIONA has begun.

## Central and Eastern Europe



For more than ten years we have considered our position in a market with a population of more than 122 million people and great potential for engineering and consultancy to be strategic in nature. This is due mainly to the financing provided by the European Union and other multilateral organisations for the main infrastructure programmes in water and environment as well as in transportation.

In this regard we have continued to increase both contract sales and the volume of business at rates of around 30% during the year. This has led to the opening of new permanent and project offices, which has brought us closer each day both to our public and private sector clients, and established us as one of the largest engineering companies in the Region.

Today we can say that this market represents the largest contribution to our international activity at Eptisa, with around a hundred and fifty professionals in the team distributed across more than 7 subsidiaries and delegations. The team's enthusiasm and commitment continues to be the engine of our growth.

### Romania

With a team of 90 professionals on the payroll and 60 external partners, and with around 20 active projects, we are one of the main engineering companies in the country and the leader in the water sector. 2008 was a great year in our development, opening up regional delegations in Craiova and Cluj, and expanding the head office in Bucharest significantly.

During the year we had new contracts in the first projects financed with the support of cohesion funds in Romania. In Giurgiu we gave technical assistance and project management services to the water company in the execution of environmental infrastructure



projects, and in complying with the EU Directives in the area of water supply, sanitation and purification, as well as institutional strengthening. In the cities of Cluj and Timisoara we will be supervising the improvement works on their water infrastructures.

As an extension of former programmes, we have been awarded new contracts with responsibility for the SAMTID and ISPA programmes to supervise design and further water infrastructure improvement works in the cities of Lasi and another 39 small localities in five districts (Judets).



We were also awarded a technical assistance contract for the Ministry for the Environment and Sustainable Development to prepare the implementation of the European Commission's Directive on Drinking Water.

The execution of our remaining contracts in the water sector has followed its normal pace. The following projects have been progressing through their different stages: the contracts for identification and project preparation in five districts, the supervision for SAMTID, and the supervision of infrastructure and building works for the Ministry of Regional Development. In turn, contracts like the technical assistance and supervision of water infrastructure projects in Craiova were successfully completed.

Eptisa has been providing water infrastructure improvement services to more than 2 million Romanians in recent years, and is positioned as the leading engineering company in the sector.

Growth was significant in the remaining sectors, such as transport and construction management, with the Ministry of Justice's award of the contract to supervise renovation works for 12 courts spread across 9 districts.

### **The Balkans**

2008 was an intense and very positive year for our Belgrade Delegation where all the activity in the Balkans is managed. On the one hand we continued the good pace of growth of other years and

on the other, the process of decentralisation and the office's absorption of greater skills continued.

In Serbia the design of a Hydrographic Information System was satisfactorily completed at state level based on GIS technology developed by ESRI, and advanced significantly in terms of its planning and start-up. The preparation of a viability study for the A-road which links Novi Sad and Pozega was completed and a second project for the Works Supervision and Quality Control for the Belgrade Ring Road was contracted for Serbia Roads.

In addition, Eptisa was also awarded the "European Support Programme for Municipal Infrastructure Development in Serbia" engineering contract during the last financial year and a further one directed towards preparing viability studies in the renewable energies field. Finally, a project to provide institutional support to the laboratories of the Public Health Institutes was successfully completed.

In Kosovo the project to support the Ministry of Energy was completed so successfully that we were awarded a second phase which will extend to 2010. In addition, Eptisa continues working to improve the capabilities of the Ministry of the Environment and the Association of Municipalities to correctly incorporate the European Directives related to environmental management. Furthermore, a project was contracted which aims to give support to local governments in view of the current process of administrative decentralisation.

In Montenegro Eptisa provided technical advisory services to the Ministry of the Environment for the start-up of the Environmental Protection Agency and for prioritising investment in environmental infrastructure, to be financed by a line of credit from the European Investment Bank. In addition, a contract was entered into and a project set in motion for the FEV line with Spain's Ministry for the Economy and Commerce. This is directed at preparing a Viability Study for a regional dumping site in the city of Niksic in the Montenegro region.

In Croatia, Eptisa completed preparation of the Master Plan for construction of the Sveto Brdo winter tourist complex with very good results. The company was hired to carry out two new projects. The first, with a budget of 4.5 Million Euros financed by the European Union's PHARE funds, aims to provide support to the Croatian government in preparing projects which can be financed

through Pre-Adhesion funds, and also in supporting Croatia's participation in the European Cohesion Policy. The Second is related to the management and processing of hazardous waste.

Also during 2008, technical support continued to be provided in Croatia, Turkey, Romania and Bulgaria for the effective implementation of European environmental Directives.

In Albania, Eptisa continues with the creation of design and construction standards for roads and, with the support given to the Association of Municipalities to improve the legal and administration environment for the formation of SMEs.

Finally, in Bosnia a project for the "Preparation of the Viability Study for the Bihac STP" was successfully completed.

### **Turkey**

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Our interest and enthusiasm in this market bore fruit in 2008 with the award of a contract financed by EU funds, consisting of the provision of Technical Assistance to Mitigate Flood Risk in the GAP (Southeastern Anatolia) Region. This comprises the following components: institutional strengthening to improve the management of future territory management programmes, improvement of infrastructure with a significant social aspect, and also sustainable management for flood risk, as well as appropriate management of natural disasters, which includes a pilot project.

This project is very significant, since it is part of the GAP Project, developed and sponsored by different governments in Turkey over the last 30 years to promote the sustainable development of Southeastern Anatolia. It is estimated that significant investments – financed both by the Turkish Government itself as well as by different international financing organisations – will be made to support this region's development, which means that Eptisa's participation in the project places us in a very favourable position for any projects that will be carried out in future.

The rest of our projects have followed the plan, and in several cases been extended like the contract in Bursa for supervising the installation of the SCADA system for automation of the water distribution network. The Client is very satisfied with Eptisa's work

on this project, and for this reason has trusted in our work by extending our contract on numerous occasions. Furthermore, our contract (financed by the European Commission) for management of solid waste and supervision for the construction a new rubbish dump and closure of the old rubbish dumps in the city of Çanakkale continued at a good pace, despite adverse weather conditions during the year.

### **Bulgaria**

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During 2008 we continued our work to support Bulgarian town councils in the process of identifying projects in the environmental sector (water, solid waste and biodiversity) which can be financed with Structural Funds, contributing to improving Bulgaria's absorption rate of these funds.

We also executed during the year a project aimed at establishing a system of integral solid waste management - in seven Bulgarian town councils - through a new Institutional Body created to this end, reporting to the Ministry for the Environment and Waters.

It is worth mentioning that we were chosen at the end of 2008 by the Town Council of Sofia to provide them with support in identifying and executing projects financed using European Funds within the Environment and Regional Development operating programmes. The project has a duration of 6 years, ending in 2013.

### **The Caucas**

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Since the middle of the year, Eptisa has been developing an ambitious project funded by the European Union to strengthen management of the Kura River basin, which runs between the countries of Georgia, Azerbaijan and Armenia. One of the main objectives of this project is to improve the management of water quality through the introduction of procedures and common tools in all three countries. Our longstanding experience in this field was one of the key elements in winning this contract.



## Africa

During 2008, Development Cooperation continued its activity in **Angola**, through the Institutional Support Project for the Ministry of Agriculture and Rural Development (MINADER) and its Agrarian Development Institute (IDA) in Food Safety, to allow both Organisations to adequately lead the transition from post-conflict production towards production which is stable and sustainable over time.

In **Morocco** the project with the O.N.E. (National Electricity Office) for the maintenance of High-Voltage Electricity Lines continued to move forward.

In **Ethiopia** the work on Reformulation of the St. Gabriel Primary Healthcare Centre in the city of Akaki Kality (Addis Ababa) was carried out to meet the needs of a population of 75,000 inhabitants. A strategy of activity within the framework

of local primary care has been formulated and an integral programme for the Centre's construction, training and launch has been designed and scheduled.

The training department of ESRI Spain has initiated an ambitious project of cooperation in Namibia, financed by the AECID, consisting of participation with the Polytechnic University of Namibia in the development of a new degree in GeoInformación Sciences. ESRI will coordinate and supervise the didactic materials and content of six subjects, as well as the set-up and management of a GIS laboratory.





## Asia

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During 2008, supply, installation and training were performed in **China** for equipment in various laboratories corresponding to the University of Chuzhou. Likewise, actions were initiated to perform similar equipment supply in the University of Zhoukou.

Furthermore, cooperation continues with two technology companies in India which are based in **New Delhi** (in the fields of information technology) for land management and infrastructure development.







**OUR COMMITMENT TO RESEARCH, DEVELOPMENT AND INNOVATION REMAINS ONE OF EPTISA'S MAIN ISSUES.** Improving processes, creating solutions and more convenient tools for the customer as well as increasing the safety and efficiency of the work in which the company participates, are the main objectives of the developments being taken forward. The following are highlighted this year:

#### ***Software tool for georeferenced measurements***

In the instrumentation and control area.

In the operations control centres for the different linear infrastructure projects, a multitude of readings and records are collected on geographic information in unique and dispersed areas. In these Control Centres, information is gathered and processed in a timely manner for each project, using SCADA-type software.

The development work to complement this tool comes as a result of being able to offer information coming out of different projects to the same client in a uniform manner.

In this sense, the SCADA tool – which was used for surveying measurements with a new internally-developed GIS system - has been complemented with the cooperation of the information technology area.

Development of the GIS tool aims to improve, expand and facilitate the management of information from monitoring systems under the direction of a particular Client, allowing a flexible and high-quality technological response for the viewing of different SCADAs which are geographically dispersed.

#### ***Eptisa Enterprise Search Solution***

The information technology area within Eptisa is detecting shortcomings in certain features of the current enterprise search tools on the market. The development teams of Eptisa put forward this project in which the intention is to design and develop an enterprise search tool which address-

ses the shortcomings of current alternatives and contributes great added value by incorporating new functionality.

This enterprise search solution allows organisations to index millions of documents, and search information in a more efficient way on the Internet, intranets, electronic mail, shared repositories, databases and other applications like CRM, ERP, GIS, etc...

Eptisa Enterprise Search Solution is the only enterprise search solution which includes the hardware, software and services necessary to set up a search solution in a reduced timeframe. This brings immediate benefits to organisations such as an increase in customer and employee satisfaction, higher productivity, reduced costs and an increase in collective intelligence.

#### ***Monitored system for distributed measurement of distortions and temperatures***

Eptisa has developed a measurement system for linear infrastructure for which the application will soon be completed. Using this system, one is able to monitor a large number of control points on a unique fiber optic sensor with a spatial resolution of only 1 metre. This system developed by Eptisa will be applied for the first time in Spain for ADIF (Railways Infrastructure Administrator) in a tunnel which is 3 Km long.

It relates to a system which does not have invasive application and which requires minimum maintenance. One must also add the benefit of the sensors' high durability in the face of aggressive materials, as well as its high reliability due to its resolution and the long-term stability of the measurements.

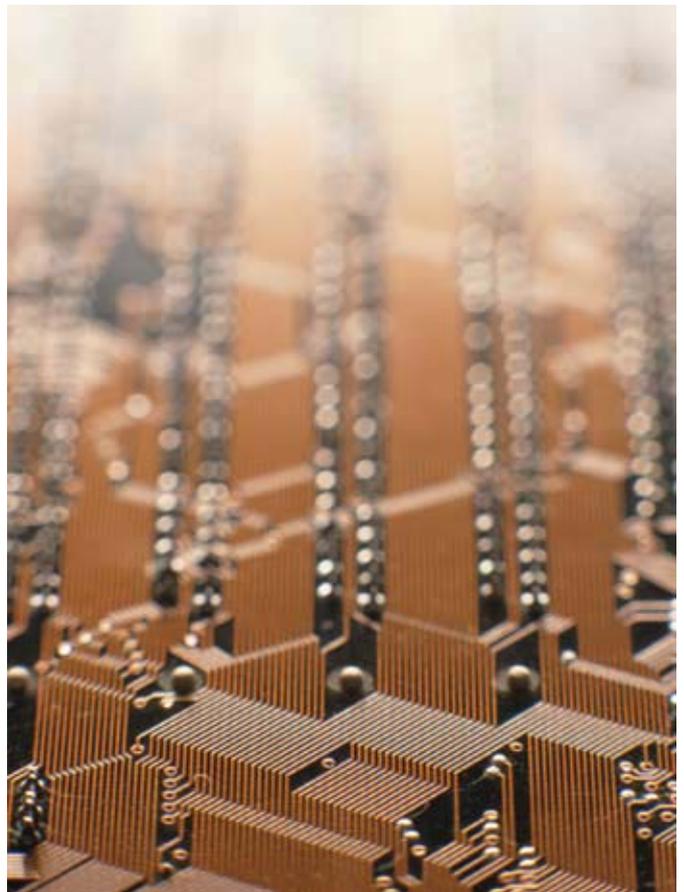
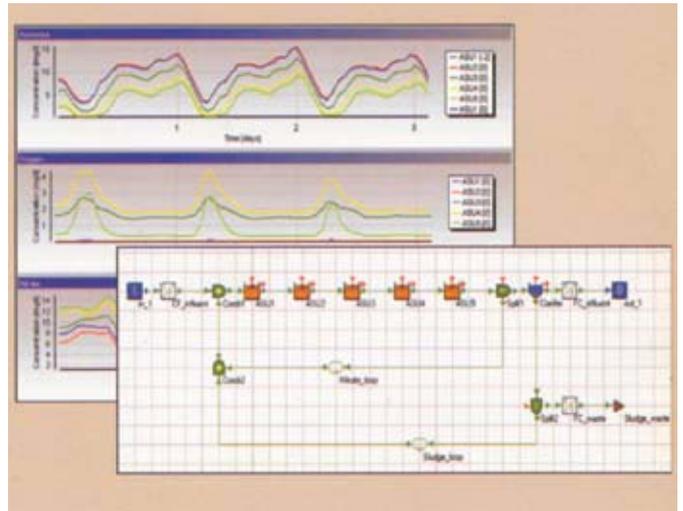
Moreover it is insensitive to environmental influences: humidity, corrosion, vibrations and electromagnetic fields (catenary).

It is a versatile, flexible system which is open and tailored to the latest technologies on the market.

### ***Development for the control of equipment maintenance in treatment plants***

Eptisa has created a new application which will be applied in the STP of Fuente Álamo in Murcia where two different applications have been developed. The first is for remote supervision of the STP, which will remotely control the main operational parameters which govern the treatment plant's operation. The system developed allows online viewing of the equipment list and control parameters.

The second allows monitoring of the plant's operations through historic data and notification of alerts. The second is created to control the maintenance of the plant's equipment: check list, predictive, preventive and corrective maintenance, work orders for optimisation and operation.







## Contacts and Locations

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