

# 3

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3.4.1. Training

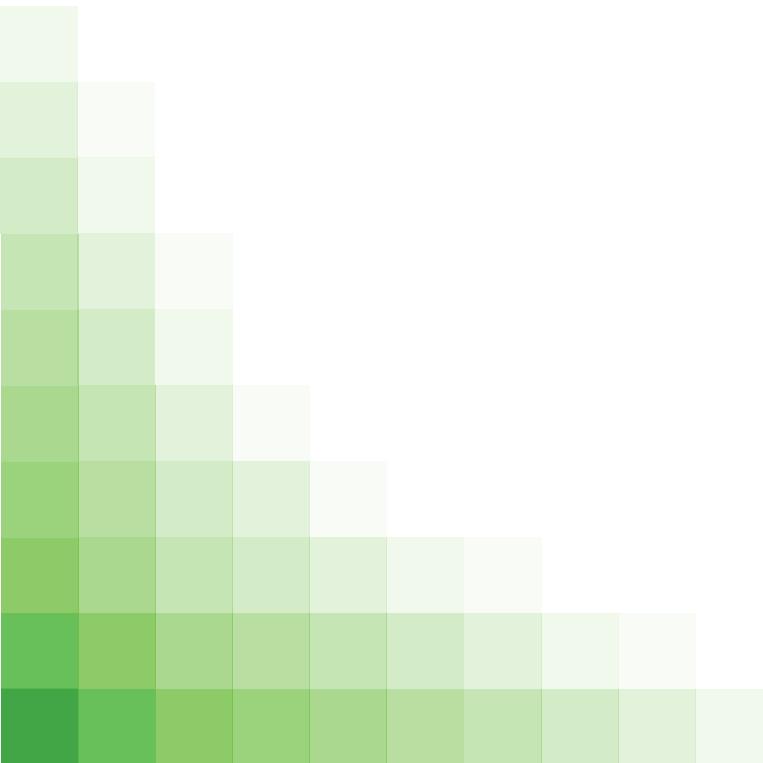
3.4.2. Diversity and equal opportunities

3.4.3. Professional advancement and salary policy



## BME Employees

BME is aware of the commitment extended by its employees, who, through their hard work help the Company's meet its targets, so that the services it renders contribute to the growth and development of the financial markets.



Therefore, BME's Human Resources department works to ensure the professional and personal development of its employees.

To do this, BME is constantly improving its services and activities, training and professional development programmes, in addition to its technological tools, thereby guaranteeing the health and safety of its employees and their communication channels with the Company.

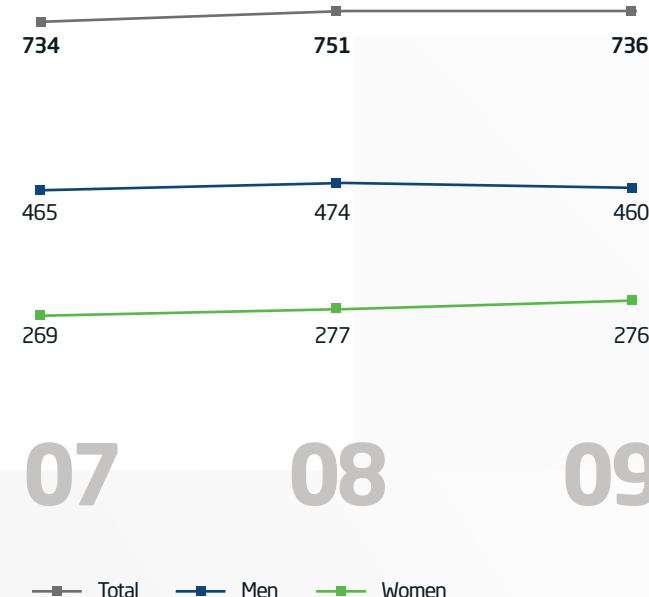
## BME Employees

### 3.1. Employee profile

BME's workforce in 2009 was largely unchanged in comparison to the previous year. The charts below show a breakdown of the workforce by gender, professional category, age, geographical area and work centre.

The professional categories of senior management, middle management, specialised technician, administrative and auxiliary/support staff shown in the charts below correspond to groups A, B, C, D and E, respectively of BME's extra-statutory Collective Labour Agreement.

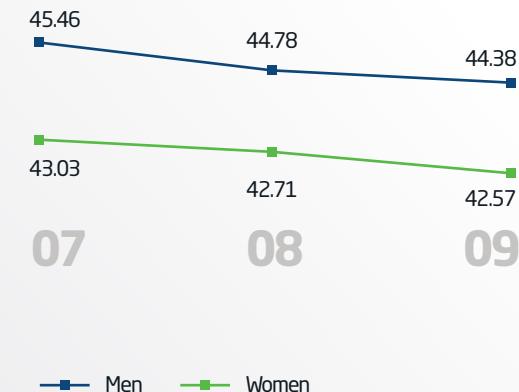
BME Group - Employees



07            08            09

—■— Total    —■— Men    —■— Women

Average Age of Employees



07            08            09

—■— Men    —■— Women

03

## BME Employees

### BME Group - Employees (By Professional Category)

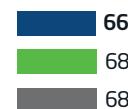
#### Administrative / Auxiliary / Support Staff



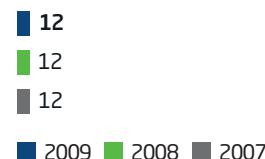
#### Specialised Technicians



#### Middle Management



#### Senior Management



■ 2009 ■ 2008 ■ 2007

### BME Group - Employees (By Professional Category and Gender)

#### Admin / Aux / Support Staff - Women



#### Admin / Aux / Support Staff - Men



#### Specialised Technicians - Women



#### Specialised Technicians - Men



#### Middle Management - Women



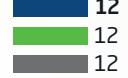
#### Middle Management - Men



#### Senior Management - Women



#### Senior Management - Men



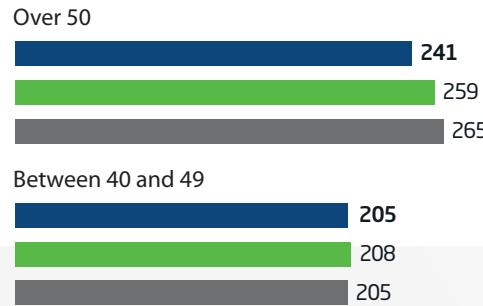
■ 2009 ■ 2008 ■ 2007

03



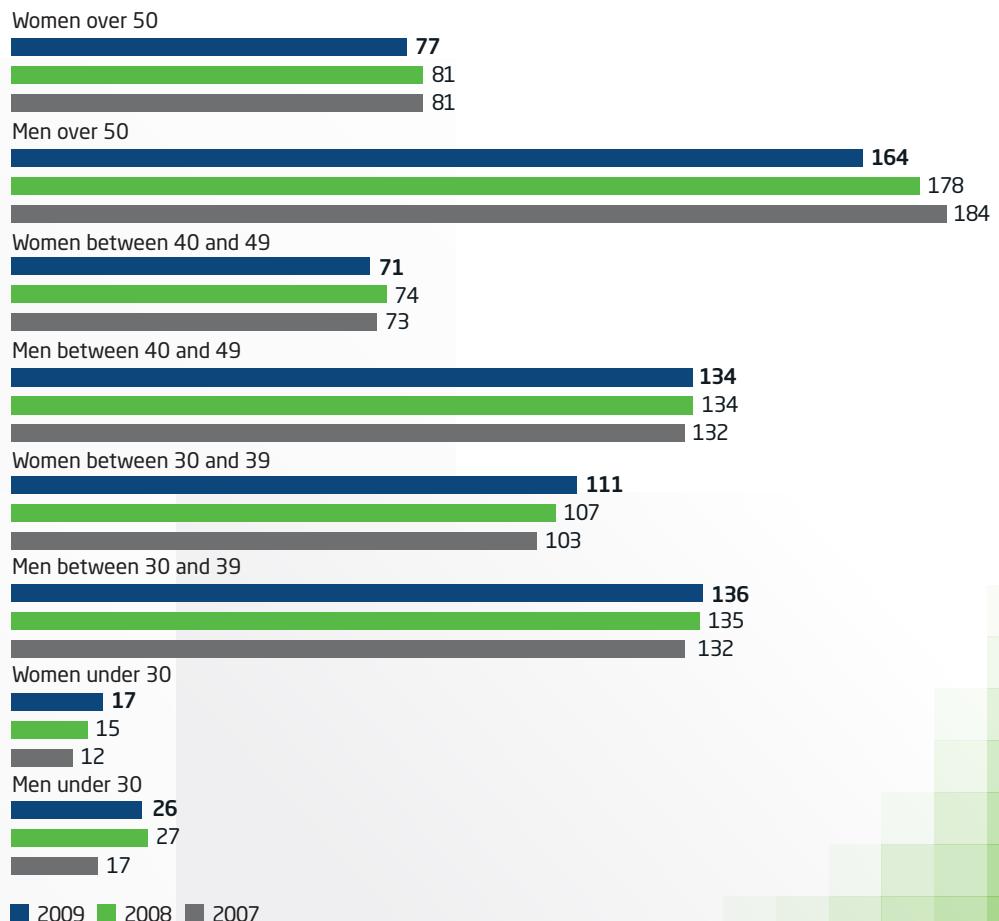
## BME Employees

**BME Group - Employees**  
(By Age)



■ 2009 ■ 2008 ■ 2007

**BME Group - Employees**  
(By Age and Gender)



■ 2009 ■ 2008 ■ 2007

03

## BME Employees

### BME Group - Employees (By Geographical Area)

#### Valencia

**30**

35

35

#### Bilbao

**39**

38

39

#### Barcelona

**115**

116

114

#### Madrid

**552**

562

546

**2009** **2008** **2007**

### BME Group - Employees (By Work Centre)

#### Valencia Stock Exchange (Libreros, 2 y 4, Valencia)

**30**

35

35

#### Bilbao Stock Exchange (José M<sup>a</sup> Olabarri, 1, Bilbao)

**39**

38

39

#### MEFF (Vía Laietana, 58, Barcelona)

**55**

56

54

#### Barcelona Stock Exchange (Paseo de Gracia, 19, Barcelona)

**60**

60

60

#### Operating Headquarters (Alfonso XI, 6, Madrid)

**8**

7

0

#### Operating Headquarters (Tramontana, 2 Bis -Las Rozas- Madrid)

**465**

465

458

#### Headquarters (Plaza Lealtad, 1, Madrid)

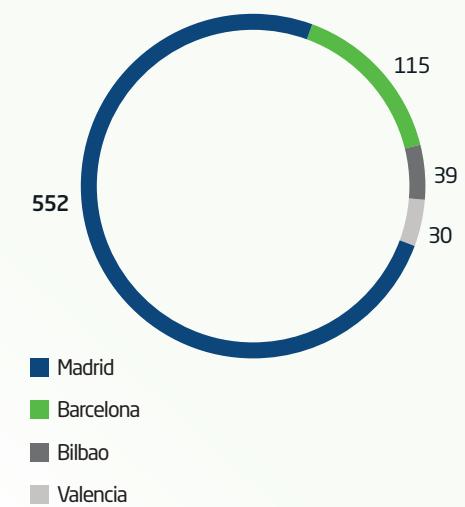
**79**

90

88

**2009** **2008** **2007**

### Employee Breakdown by Geographical Area



03

## BME Employees

### New Hires (By Age)

Over 50

1

0

0

Between 40 and 49

3

4

0

Between 30 and 39

11

9

17

Under 30

8

20

30

2009 2008 2007

### Employees Leaving (By Age)

Over 50

24

6

Between 40 and 49

2

1

3

Between 30 and 39

8

5

15

Under 30

4

4

8

2009 2008 2007

### New Hires and Employees Leaving

48

35

07

33

16

08

38

23

09

— New Hires — Employees Leaving

2009 2008 2007

## BME Employees

### New Hires (By Professional Category)

Administrative / Auxiliary / Support Staff



Specialised Technicians



Middle Management

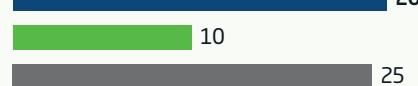


Senior Management



### Employees Leaving (By Professional Category)

Administrative / Auxiliary / Support Staff



Specialised Technicians



Middle Management

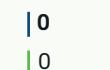


Senior Management

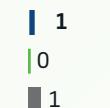


### New Hires (By Geographical Area)

Valencia



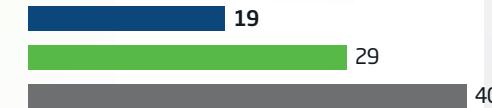
Bilbao



Barcelona



Madrid

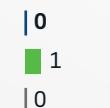


### Employees Leaving (By Geographical Area)

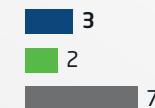
Valencia



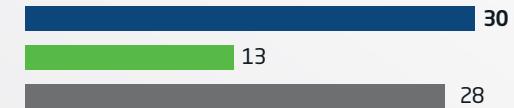
Bilbao



Barcelona



Madrid



■ 2009 ■ 2008 ■ 2007

■ 2009 ■ 2008 ■ 2007

■ 2009 ■ 2008 ■ 2007

■ 2009 ■ 2008 ■ 2007

## BME Employees

38 employees adhered to BME's voluntary redundancy programme in 2009. If we take into account the 23 new members of staff, the workforce declined by 15 employees compared to 2008. This puts the annual workforce turnover index for 2009 at -2,038%, reflecting no substantial changes during the year. The annual workforce rotation index stands at zero in all the group's geographical areas with the exception of Valencia, where the rotation index for 2009 is the same as the total workforce figure.

Additionally, 100% of BME's employees and management staff are hired in Spain and 99.46% of the workforce has permanent contracts. BME employs disabled people, in compliance with Law 13/1982, of 7 April for the Social Integration of Disabled People and other additional legislation.

	2007	2008	2009
<b>Breakdown of employees by type of contract</b>			
Permanent contract	732	745	732
Temporary contract	2	6	4
<b>Employees and management hired locally</b>			
Average seniority (years)	15	15	16.38

### 3.2. BME's relationship with employees

#### 3.2.1. Collective Agreement and employee representation

On 12 February 2009 negotiations were tabled for the new extra-statutory collective agreement, and the definitive text was approved on 22 May 2009. This agreement regulates, and will continue to regulate, relations between the Company and its workforce in 2009 and 2010, respectively.

The extra-statutory collective agreement covers 86.55% of BME group employees. The remaining 13.45%, namely, employees of the Barcelona and Bilbao stock markets, are covered by the respective collective agreement of the Barcelona stock exchange governing company and the collective agreement of the Bilbao stock exchange governing company.

	2007 (*)	2008 (*)	2009
<b>Employees covered by collective agreements</b>			
Percentage of employees covered by collective agreements	100%	100%	100%
<i>BME extra-statutory agreement, 2009-2010</i>	638	653	637
<i>Sociedad Rectora de la Bolsa de Valores de Barcelona collective agreement</i>	37	38	60
<i>Centro Cálculo Bolsa, S.A.U collective agreement</i>	21	22	0
<i>Sociedad Rectora de la Bolsa de Valores de Bilbao collective agreement</i>	38	39	39

(\*) In 2007 and 2008, labour relations at BME, Sociedad Rectora de la Bolsa de Valores de Barcelona, S.A.U., Centro de Cálculo de Bolsa, S.A.U. and Sociedad Rectora de la Bolsa de Valores de Bilbao, S.A.U., were covered by the agreements in force in 2007 and 2008.

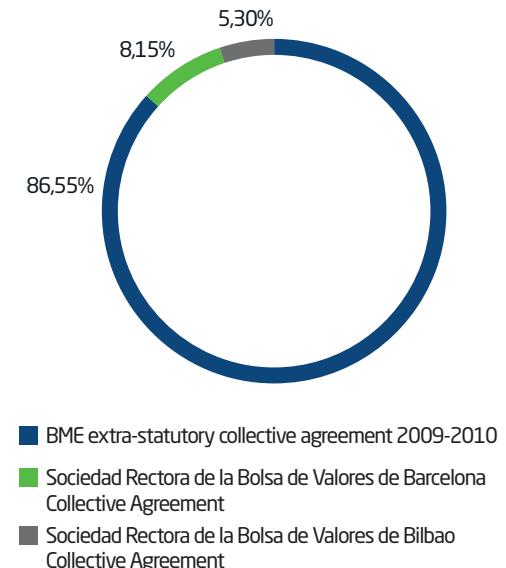
## BME Employees

Given that the extra-statutory collective labour agreement covers 86.65% of BME Group employees, any reference to employee benefits, rights and obligations made in this report shall be those set out in the agreement, except where otherwise indicated. In any event, the rights and benefits set out in the other three collective labour agreements are similar for the remaining 13.45% of employees.

Workers' representative bodies are responsible for negotiating amendments to the collective agreements which will cover relations with 100% of BME's staff.

As stipulated in the regulations, BME shall inform workers' representatives of the employment situation and structure in the various work centres, and of any decisions taken by BME that could lead to significant changes in the organisation of work or work contracts.

Employees Covered by Collective Agreements  
2009



## BME Employees

■ The Three Kings visit the stock exchange to entertain the employees's children.



### 3.2.2. Work/life balance policy and benefits

BME continues to promote a policy of flexibility and work/life balance, taking into account the circumstances and personal needs of each and every one of its employees.

In 2009, BME's main work/life balance policies were as follows:

#### • Flexible working day

All BME employees enjoy flexible starting and finishing times and five and half hour days on Fridays and the days before public holidays throughout the year.

#### • Working day reduction

Nursing. BME employees with infants less than nine months old have the right to one hour's leave of absence a day. This leave can be taken by the mother or father and may be substituted by eight uninterrupted days of leave taken immediately after the official maternity leave period terminates.

In 2009, 8 BME employees benefited from a work-day reduction for nursing.

Legal guardianship. Employees who are legal guardians of children younger than 8 years old, persons with physical, mental or sensory disabilities, or unemployed elderly persons who are unable to look after themselves, may reduce their working hours, with a pro-

portional cut in salary, by between one hour and a maximum of half their normal working hours.

In 2009, 29 BME employees benefited from a work-day reduction for legal guardian duties.

#### • Paid leave

BME employees are entitled to paid leave in the following personal circumstances:

- *Collective agreement days*: 7 days a year.
- *Marriage*: 15 calendar days.
- *Birth of a child or adoption*: Male employees are entitled to 2 further days paid leave in addition to their official paternity leave.
- *Serious illness or death*: 3 calendar days, that may be increased to 6 if the employee has to travel for this purpose.
- *Moving house*: 2 working days.
- *Exams*: The time required to attend examinations, with a maximum of 3 per subject and academic year.
- *Medical appointments*: The time required to attend a medical appointment.

## BME Employees

- *Mandatory personal or public duty:* The time required to fulfil any mandatory personal or public duty.

In 2009, 707 BME employees benefited from paid leave due to the above reasons.

- **Unpaid leave**

Employees may request between 15 days and 3 months of unpaid leave with justified cause, which will be granted if the workload allows. Employees shall not receive remuneration during this period, nor shall it be extended.

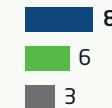
In 2009, 2 BME employees benefited from this type of leave as specified above.

- **Vacation**

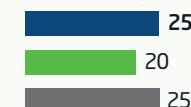
Employees may request vacation days at any time during the year and split over different periods.

### Employees (Social Benefits) (1)

#### Working Day Reduction for Nursery



#### Working Day Reduction for Legal Guardianship Duties



#### Paid Leave



#### Unpaid Leave



■ 2009 ■ 2008 ■ 2007

## BME Employees

BME employees also enjoy other social benefits that allow them to achieve a work/life balance. These are mainly in the form of financial support:

- **Personal loans**

Employees with a permanent contract and at least one year's seniority may apply for personal loan for the following amounts and purposes. Two loans may not be applied for at the same time:

- Up to 18,000 euros for the one-off purchase of a primary residence.
- Up to 12,000 euros for justified extraordinary expenses.

For this purpose a fund for personal loans has been set up, calculated at 1,475 euros for each member of staff.

In 2009, 54 employees applied for personal loans. At 31 December 2009, 170 employees were benefiting from the loans granted by the company.

- **Salary advances**

BME employees may obtain interest-free advances on the net amount of their next monthly salary.

In 2009, 81 employees availed themselves of 248 such advances.

- **Wedding bonus**

Employees with a permanent contract and more than one year of seniority are entitled to a bonus calculated on two and half months of their base salary, length of service and the terms established in the labour agreement when they get married.

A total of 16 employees received this bonus in 2009.

- **Baby bonus**

Employees with a permanent contract are entitled to a bonus calculated based on one month of their base salary, length of service and the terms established in the labour agreement for the birth or adoption of a child.

In 2009, 34 employees received this bonus.

- **Assistance for studies**

BME employees who wish to grow professionally and secure future promotions by participating in various levels of structured education are entitled to receive assistance amounting to 680 euros per year.

A total of 21 employees benefited from this assistance in 2009.

- **Assistance for schooling**

In 2009, 399 employees benefited from this assistance of 274.00 euros per year for children aged under 23. Employees with children

aged under 3 are entitled to nursery vouchers for the same amount.

The amount of 274.99 euros will be doubled for children with physical and/or mental disabilities, recognised by the social security authorities and receiving regular aid from the same.

- **Nursery vouchers**

This assistance, which was new in 2009, is aimed at employees wishing to receive in nursery vouchers the aid for schooling for children aged under 3. A total of 24 employees benefited from this assistance in 2009.

- **Scholarships**

Children of employees studying an official university course, such as a bachelors or masters' degree, may apply for grants of up to 300 euros.

For this purpose a fund for scholarships has been set up, calculated at 300 euros for every eight employees.

A total of 23 employees benefited from this assistance in 2009.

- **Supplement for temporary disability**

Employees who are temporarily disabled are entitled to receive 100% of their full salary, except for the travel allowance and food vouchers.

## BME Employees

In 2009, no employee applied for this supplement.

- **Care and services for family members**

In addition to bonuses for the birth or adoption of a child, employees who were the parents or legal guardians of children with physical or mental disabilities in 2009 were eligible to receive 5,150 euros per year per affected child. This represents a three-percent increase from 2008, when the grant was 5,000 euros. In 2009, 14 employees received this type of bonus.

- **Life insurance**

Article 50 of the labour agreement stipulates that a collective insurance policy shall be contracted that covers the risks and amounts shown in the following table:

– Death of insured employee by any cause	32,000 euros
– Permanent and full disability	32,000 euros
– Accidental death	62,324.94 euros
– Death in traffic accident	85,696.80 euros

These disbursements shall be paid to the employee's spouse or beneficiaries, as agreed with the insurance company handling the policy.

# BME Employees

- **Health insurance policy**

100% of the Company's employees are covered by a health insurance policy that complements the social security health service. Members of employees' direct family units are also covered by this policy.

- **Annual medical check up**

All employees of Group companies are entitled to an annual medical check up. In 2009, 325 employees took advantage of this service.

### 3.2.3. Services and activities

#### Employee services

BME provides its employees with various services to facilitate travelling to work and allowing them to perform their work more easily.

As explained in Chapter 5 of this report, BME offers a coach service for employees at its headquarters in Las Rozas (Madrid), its largest office. The coaches travel between Company facilities and the nearest public transport links, helping employees to get to and from their places of work. There is a carpark for employees who come to work using their own vehicles.

There is also a cafeteria service for BME's employees in Las Rozas.

In 2009, to centralise the business trips made by Group employees, a travel agency was set up at BME's headquarters in Las Rozas, allowing tickets for any means of public transport, hotel reservations, car hire and other services offered by a travel agency to be contracted directly through this office.

#### Employees (Social Benefits) (2)

##### Personal Loans

54	67	55
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##### Interest-free Salary Advance

81	72	77
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##### Wedding Bonus

16	9	19
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##### Baby Bonus

34	32	44
----	----	----

##### Study Allowance for Employees

21	19	46
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##### Study Allowance for Children of Employees

399	398	371
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##### Nursery Vouchers

24		
----	--	--

##### N/A

##### N/A

##### Grants for Employees' Children

23	18	19
----	----	----

##### Aid for the Physically and Mentally Disabled and Attention to Diversity

14	11	11
----	----	----

##### Life Insurance

736	751	734
-----	-----	-----

##### Health Insurance Policy

736	751	734
-----	-----	-----

##### Annual Medical Check Up

736	751	734
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■ 2009 ■ 2008 ■ 2007

## BME Employees

### Sport and leisure activities

BME supports its employees in a variety of sporting endeavours.

In 2009, the Company held its 5th employee paddle tennis tournament, attracting more than 106 teams, and sponsors a football team and a basketball team by financing its members' registration and equipment costs.

In addition, BME supports and sponsors an athletics group and encourages employees to take part in various community road races.

BME has agreements with several sports centres in the vicinity of the Las Rozas building offering reduced membership fees for employees.

Lastly, the Company organises the Three Kings' visit to the Madrid Stock Exchange building at Christmas time for children of employees.

### 3.3. Communication channel with employees

#### 3.3.1. Internal communication

BME is aware of the importance that sound and efficient communication channels with its employees have on the successful operation of the Company and the well-being of its employees.

BME's main communication channels with its employees are the Intranet, to which all employees have access, and, more specifically, the "Recursos Humanos On-Line" feature (a valuable tool for human resource management), email, the telephone service for resolving enquiries, internal communications, corporate website ([www.bolsasymercados.es](http://www.bolsasymercados.es)) and the internal magazine, ACTIVO, and other corporate publications.

Recursos Humanos On-line is a web portal BME has made available to its staff as a useful tool for accessing information and carrying out any necessary personal procedures within the organisational structure.

Pursuant to the prevailing laws, BME guarantees the right of all its staff to form trade unions for the defense and promotion of their economic and social interests.

In this respect trade union representation and the technical committees deriving from the collective labour agreement are a further source

of dialogue and communication between the Company and its employees, not only for collective bargaining but also to resolve any potential conflict that may arise. As part of the "Recursos Humanos On-Line" tool, BME has set up a virtual notice board to allow trade union representatives to inform employees of the latest developments and agreements adopted with the company.

## BME Employees

### Communication Channels

BME Intranet

On-line Human Resources

Corporate Website [www.bolsasymercados.es](http://www.bolsasymercados.es)

Email

Telephone Enquiry Service

Internal Communications

Representative Bodies

Technical Committees under the Collective Labour Agreement

General Shareholders' Meeting

ACTIVO Magazine

Training Courses and Workshops

Press Releases

Corporate Publications



Employees

## BME Employees

### 3.3.2. Group personnel guidelines on ethics and transparency

BME employees must perform their duties in accordance with the Framework established in its Internal Code of Conduct.

They also have access to internal systems of control and risk management through the procedure for reporting deficiencies.

#### [BME Group Internal Code of Conduct](#)

The objective of the Internal Code of Conduct, which applies to all BME employees and members of the boards of directors of all BME Group companies, is to regulate their activities in respect of the securities and instruments traded on, or pending admission to, any of the markets, official trading systems, or registration, clearing and settlement systems managed by BME.

All employees may access information on the Internal Code of Conduct through the human resources intranet, where they may also submit reports to the conduct regulations unit.

#### [Procedure for reporting deficiencies in internal control and risk management systems](#)

BME's internal regulations (article 17.2.c of the Board of Directors' regulations) establish a system to allow Company personnel to

anonymously report any irregularities in the internal control and risk management systems. The Company has entrusted the Audit Committee with establishing and supervising the procedure, evidencing BME's commitment to reporting all deficiencies.

The Audit Committee approved the procedure for reporting deficiencies in internal control and risk management systems. This procedure, which is available to all employees on the intranet, regulates the scope of reports, the process for handling these reports and, above all, the methods established to safeguard the anonymity of Group employees submitting the reports.

No such reports were received in 2009.

### 3.4. Training, diversity and equal opportunities and professional advancement

#### 3.4.1 Training

BME regards the training of its employees as an integral part of their professional development and the educational activities it imparts as a boost to the individual's skills, which contributes to the team's effectiveness towards the achievement of their common objectives.

As in previous years, in 2009, the Human Resources area has promoted training and refreshment courses for its employees in order

to help staff to adapt to the different positions in the company. There has been a significant increase in the number of training initiatives, both in terms of the number of hours and of attendees as well as more satisfaction of participants with the activities, as the statistics collected after the assessment of training activities reflect.

In addition to this, some important steps forward have been taken concerning the automation of training management, with improvements in the tools that manage course enrolment, search tools that make it easier to find the most suitable courses and other aspects of this application.

## BME Employees

The objectives of the Continuous Training Professional Plan for 2009, which was designed by the Human Resources area incorporating the recommendations on training by the Heads of the different business areas and departments during professional evaluations, were as follows:

This training plan set the following objectives:

- Involve the BME organisational structure in rolling out the training plan.
- Provide a full-service solution to the BME workforce's training needs.
- Make available to all employees the resources required to foster their personal and professional development, allowing them to better perform their jobs.
- Offer a motivational tool which encourages in-house communication and fosters employee involvement in the Company's business.

BME's 2009 training plan built on the educational initiatives begun in previous years and introduced several new items relating to the planning, content and development of other activities geared toward improving employee training programmes.

The plan, which complies with the provisions of Royal Decree 395/2007, of 23 March, for obtaining grants from the Tripartite Foundation for In-Company Training, was structured by the human resources department as follows:

- Computer skills.
- Professional skills.
- Technological skills.
- Specialisation in financial instruments and markets.

Based on this model and as part of the four areas mentioned above, a total of 60 courses were held in 2009, of which 8 related to computer skills, 14 dealt with professional skills, 19 addressed technological skills and 13 relating to training in financial instruments and markets.

In total, 350 employees took part in BME's in-company training programme, with 946 lecture hours in the form of courses and specialised training programmes. BME expects its employees to attend several courses over a year. Therefore, of the 350 employees attending, 141 enrolled on more than one training course as part of the in-company training programme.

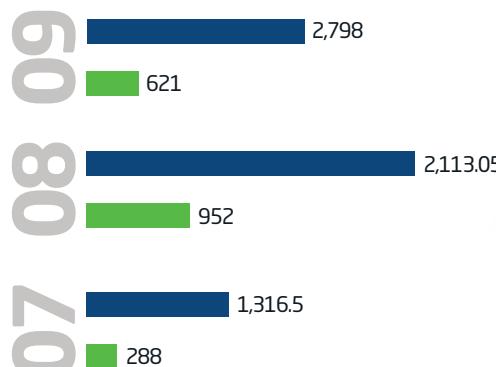
BME also offers employees the possibility of attending courses outside the in-company training programme. Therefore, 271 employees attended personalised courses, aimed at

their personal and professional development, that were not originally part of the in-company training programme, with a total of 1,852 lecture hours.

In addition, for the past four years BME, thanks to an agreement with La Salle University, has offered two scholarships for MBA students. 2 employees attended an International MBA programme at La Salle University in 2009, with a total of 800 hours of study. Similarly, scholarships are offered for BME employees wishing to study Master's programmes through Instituto BME. BME has signed a framework agreement with Instituto de Estudios Bursátiles allowing its employees to take part in the information programme offered by the institute.

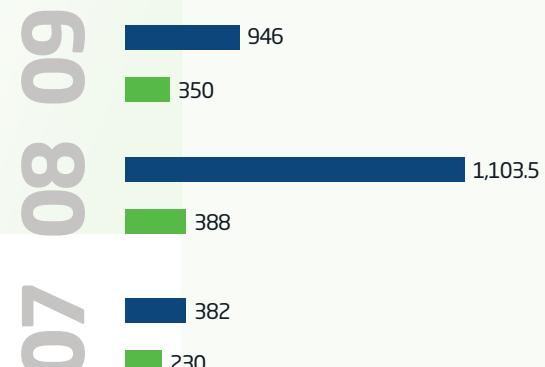
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### Total Training Figures (\*)



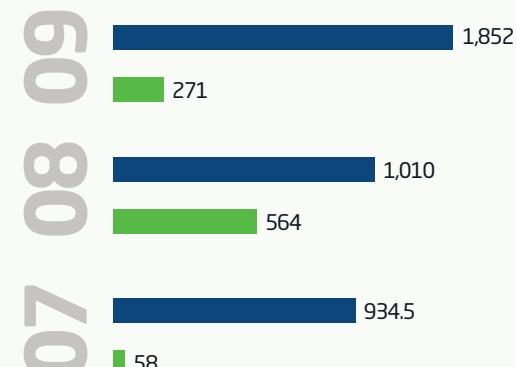
█ Total training hours  
█ Number of employees receiving training

### In-company Training Programme



█ Total training hours  
█ Number of beneficiaries

### Courses Outside the In-company Training Programme



█ Total training hours  
█ Number of beneficiaries

(\*) These figures do not include language training.

## BME Employees

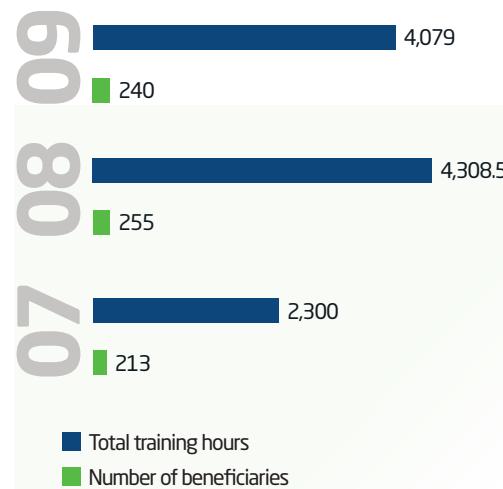
In addition to the above courses, BME offers employees free group or individual classes to learn English or other languages. A total of 240 employees attended of 4,079 hours of English classes in 2009.

There is also library service that provides all employees with the following services, among others:

- Internal lending of books and periodicals.
- Monthly publication of a list of new acquisitions, informing employees of the new books or documentation available on stock exchange or financial matters.
- Processing requests for the purchase of books and subscriptions to periodicals, and renewal and control of these subscriptions
- E-mail distribution to interested parties of summaries of specialised periodicals, along with the articles which may be published in this format.
- Information on new developments in regulations in certain specialised areas and departments.
- Processing of information requests.

BME employees also have online access to the BME library and documentation centre catalogue through the BME intranet.

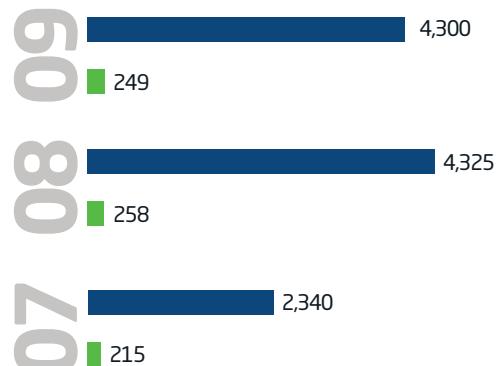
### English Language Training



Additionally, BME's medical service gave its first First Aid Workshop, instructing employees on how to respond in emergency situations. A total of 296 hours of health and safety training sessions were attended by 174 employees.

Lastly, the security firm subcontracted by BME to manage the security of its buildings complies with all current legislation, holding ISO 14001:2004 and ISO 9001:2008 certification for the surveillance and protection of goods and persons, and gives courses to keep employees up to speed in terms of legal operations, contingency and emergency evacuation plans, customer service, and human rights applicable to security personnel. In addition, BME's security department runs specialised courses for security personnel on the detection and treatment of explosives at the Company's offices and evacuation procedures for its buildings.

### Language Training



## BME Employees

### 3.4.2. Diversity and equal opportunities

BME not only encourages equality, diversity and the individuality of each employee, but has also fully implemented the labour practices outlined in the United Nations Universal Declaration of Human Rights and its protocols.

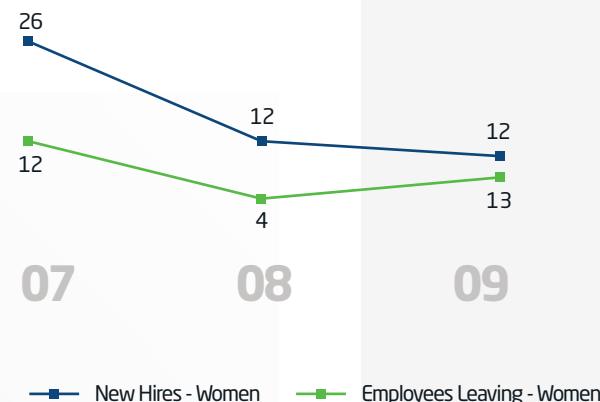
The principle of gender equality permeates all human resources management policies, such as hiring, recruiting, training, performance evaluation, promotion, compensation, working conditions, work/life balance issues and communications.

To date, no incident linked to discrimination has occurred at BME.

BME's selection and hiring policies ensure equal opportunities and eradicate any discriminatory treatment, both in terms of physical access to work stations and with respect to occupying different positions within the Company. Personnel are selected first through internal processes which ensure confidentiality, independence and equal opportunities, and subsequently through external channels.

The charts below show a breakdown by gender of employees hired and leaving the company. In 2009, 12 women joined BME while 13 left the company. In contrast, in the same period 14 men left BME's workforce.

#### New Hires and Employees Leaving (Women)



#### New Hires and Employees Leaving (Men)



## BME Employees

At BME there are no gender-linked salary differences among employees. The only salary differences at BME stem from its range of job categories and are tied to differing levels of responsibility, but never to gender inequality. BME has made significant efforts to ensure an appropriate gender balance among its personnel.

As part of BME's commitment to equal opportunities, the extra-statutory collective labour agreement provides for the creation of an internal committee to prepare a diagnostic report on gender parity in the Company, aimed at preventing discrimination and ensuring equal treatment for all employees.

The Equality Committee was inaugurated in 2009 and issued its first diagnostic report on gender parity among BME companies.

Neither BME's business activity nor its geographic location in Spain entail risks of episodes of involuntary or forced labour or child labour, or of a breach of human rights.

BME upholds human rights in the performance of its activities and requires that the companies rendering security services at its offices provide training for their staff in this field, as described in section 3.4.1 above. BME has made no significant investment in which the clauses relating to human rights were analysed.

### 3.4.3. Professional advancement and salary policy

BME's policy for promoting employees is another example of its commitment to personnel. The following criteria are used to determine salary raises within each professional category:

- Yearly employee evaluation.
- Training.
- Length of service at current level.

#### a) Yearly employee evaluation.

The first Employee Evaluation was carried out in late 2007 and marked the introduction of a new personnel management style which encourages cooperation between the evaluator and the employee, more in-depth knowledge of working teams, and direct information about how each employee's professional efforts are perceived.

This Employee Evaluation process was carried out for the third time in 2009, with 78 employees assessed, 67 more than in 2008.

	2007	2008	2009
<b>Employees with performance evaluation</b>	78.75%	78.03%	78.67%
<b>Employees with performance evaluation by professional category</b>			
Senior management	0	0	0
Middle management	5.18%	4.79%	5.30%
Specialised technicians	34.6%	33.95%	32.34%
Administrative / Auxiliary / Support staff	38.96%	39.28%	41.03%

## BME Employees

### b) Training.

BME runs training programmes for bolstering the professional development of its employees, thus ensuring that all members of staff have access to training as part of its in-company training programme and outside this programme.

### c) Length of service at current level.

Each year of service dating from an employee's last salary rise shall count toward job promotion.

### Salary policy

Remuneration of personnel takes into account the level of responsibility as well as employee performance in each position.

The base salary of BME employees is established using the salary table provided in the extra-statutory collective labour agreement, which applies to 86.55% of personnel.

Both the extra-statutory collective labour agreement and the salary table contained therein (shown below) preclude any gender, race or other bias in determining salaries.

Job Category (*)	Annual Base Salary
A	31,849.74
B1	31,053.50
B2	30,257.25
B3	29,461.01
B4	28,664.77
C1	27,868.52
C2	27,072.28
C3	26,276.04
C4	25,479.79
D1	24,683.55
D2	23,091.06
D3	17,517.36
D4	15,924.87
E1	14,332.38
E2	12,739.90
E3	11,147.41
E4	9,554.92

### (\*) Job Category:

**Group A: Senior company management.**

**Group B: Employees who coordinate, supervise and evaluate a team's programmed activities, with responsibility for the group's performance in the area his/her remit.**

**Group C: Employees whose positions require the execution of complex and varied tasks with defined overall goals and a high degree of self-starting, initiative and responsibility within their organisational department.**

**Group D: Employees whose jobs demand effective execution of procedures and who must follow detailed and constant working instructions for the purpose of providing support to the Company's business areas and units.**

**Group E: Employees who at an operational level provide support and auxiliary services to other positions and who must be capable of carrying out specific activities in terms of purpose and content.**

## BME Employees

Meanwhile, each employee's compensation is set in accordance with the level of responsibility of the position held, each worker's job performance and whether the employee meets targets.

The extra-statutory collective labour agreement stipulates the job category and level of each new employee who joins the company. The monthly base salary for new employees was 796.24 euros in 2009, which was 172.24

euros higher than the Spanish minimum wage set for 2009, and 1.43% higher than BME's 2008 monthly base salary of 785 euros.

The following table shows a comparison between BME's monthly base salary for new employees and the Spanish minimum wage:

	2007	2008	2009
<b>Spanish minimum wage</b>	570.60 €	600.00 €	624.00 €
<b>BME monthly base salary for new employees</b>	750.00 €	785.00 €	796.24 €
<b>Difference</b>	179.40 €	185.00 €	172.24 €

### Fostering professional talent

BME remains committed to encouraging professional talent. When the Company needs to fill a position, the hiring process begins with an initial in-house recruiting or selection stage. The position is advertised on the human resources intranet and always precedes any attempt at conducting a search outside of BME. Both in-house and external candidates are selected on the basis of the degree to which they meet the required profile.

### 3.5. Health and safety in the workplace

BME employees are entitled to efficient protection of their physical well-being and an adequate workplace health and safety policy, as well as implementation of all risk prevention measures required by law or under the Company's regulations.

To ensure compliance with these practices, BME guarantees the health, safety and risk prevention measures established in the workplace risk prevention law at all of its work centres. The Company also carries out annual risk analyses for its installations and its employees' workplaces, drawing up a programme to address the risks detected and proposing the corresponding preventive measures.

## BME Employees

Employees are able to take part in workplace risk prevention planning and control of the measures adopted through their legal representatives and the internal bodies specifically entrusted with these issues. BME has established the following joint management/employee health and safety committees in order to control and advise on these programmes. These represent 86.55% of the workforce and are made up of management and employees.

- **Health and Safety Committee:** The Health and Safety Committee, composed of 9 members, performs all the actions recommended by the risk prevention service, in strict compliance with legislation governing workplace risk prevention.
- **Evacuation Team:** The role of the Evacuation Team, composed of 69 members is to monitor the full orderly evacuation of each sector of the Group's work centres, ensuring that the alarm systems are working correctly.
- **Emergency Team:** The Emergency Team, composed of 30 members, is responsible for accident prevention and for ensuring a rapid response in the event of accident.
- **First Aid Team:** The role of the First Aid team, composed of 5 members, is to provide first aid services to employees. The First Aid team also has the following functions, among others:

- To decide whether an injury is severe enough to remove the injured person to hospital.
- To collaborate with the public health services.
- To report any possible leave of absence caused by the emergency and the location of any hospitalised personnel.

### Workplace safety

BME draws up its workplace safety policy on a yearly basis, carrying out a series of studies and projects to define the most significant risks, in terms of severity or frequency, and implements effective prevention and protection systems.

Workplace risk prevention programmes are implemented at all BME centres, and regular controls are made in order to prevent workplace risk.

The first evacuation drill at BME's Las Rozas headquarters in Madrid was held on 18 April 2008. On 10 June 2009 an unscheduled evacuation drill was held at BME's operating headquarters at Plaza de la Lealtad in Madrid in order to check compliance with Protection Plan drawn up for this building and the evacuation protocol established by BME. The results of this drill were verified by the risk prevention company, FREMAP, whose report expressed a positive opinion of the work of the Company's action teams.

Employees can access further information on what to do in an emergency through Recursos Humanos On-Line by clicking on a section entitled as Emergency Plan. This section contains the names of Intervention, Evacuation and First Aid team members, and access to the Health and Safety Manual for Offices published by FREMAP.

## BME Employees

### Employee health

Creating a healthy working environment is a priority for BME. The Company is working to improve its employees' health through various measures.

For instance, if the work carried out by a pregnant woman could endanger her unborn child, she is entitled to be assigned to a different post, without any reduction in her salary, returning to her previous post when the danger no longer exists.

BME also instructs its employees on how to act in the event of workplace accidents or serious health emergencies affecting its employees at the workplace.

**Boletín Salud**

Mayo de 2009 Número 1

**El Boletín de Salud** es una iniciativa del Servicio Médico de BME que tiene como objetivos principales los de informar sobre determinadas enfermedades y sus riesgos, promover medidas preventivas sobre ciertas patologías y orientar a todos los empleados en hábitos saludables. Asimismo, se pretende fomentar la participación de los empleados de modo que puedan canalizarse las inquietudes y propuestas que en distintos ámbitos estén relacionados con la salud, tales como cursos, campañas de donación, etc. Este primer número se dedica al Taller de Primeros Auxilios organizado por este Servicio Médico.

**Primeros auxilios: se pueden salvar vidas**

La parada cardiorrespiratoria extrahospitalaria de carácter inesperado es un problema de primera magnitud para la salud pública ya que se produce una de estas lesiones cada veinte minutos, ocasionando anualmente un número de muertes que supera en cuatro veces las originadas por los accidentes de tráfico. En el 85% de los casos la fibrilación ventricular es responsable de estas paradas.

Se estima que se podrían recuperar unas 6.000 víctimas de muerte súbita cardíaca al año en España si se enseñara a la población a realizar las maniobras básicas de reanimación cardiopulmonar y se utilizaran correctamente los servicios de emergencia sanitaria. Cada minuto de retraso al atender una muerte súbita cardíaca disminuye en un 10% las posibilidades de que la víctima sobreviva.

Por ello, disponer de una adecuada formación en primeros auxilios, entendido como los cuidados y atenciones inmediatas que se proporcionan a quien ha sufrido un accidente, ya sea en el centro de trabajo o en cualquier otro lugar o circunstancia, puede resultar de gran ayuda de cara a auxiliar a las víctimas de los accidentes en ausencia de un médico o experto.

Es deseable que los empleados de BME dispongan de los conocimientos, aptitudes y habilidades necesarias para actuar ante situaciones de emergencia puesta que los primeros auxilios, bien aplicados, pueden significar la diferencia entre la vida y la muerte, entre una recuperación rápida o una hospitalización prolongada o entre una discapacidad temporal y una permanente, máxime ante la imposibilidad de que en todos los centros de trabajo haya un médico.

Estas personas sin preparación médica pero con preparación en primeros auxilios pueden ayudar a reanimar a una persona en parada cardiorrespiratoria. Para ello, debe aplicar la denominada "cadena de supervivencia", en terminología de la American Heart Association (AHA), que no es otra cosa que la secuencia de acciones necesarias para asegurar que las personas puedan sobrevivir a una parada cardíaca. Los estímulos de esta cadena serían:

1. Detección precoz de la situación y petición de ayuda
2. Realización inmediata maniobras de reanimación cardiopulmonar

**Decálogo del socorrista**

1. Observar la situación antes de actuar.
2. Tranquilidad y rapidez: actuación rápida pero serena, dominando la situación y evitando el pánico.
3. Proceder al examen general del accidentado (fractura, hemorragia, quemadura, pérdida de conocimiento...), así como las posibles condiciones de peligrosidad del lugar donde se encuentre la víctima.
4. A menos que sea absolutamente necesario (ambiente peligroso, electrocución...) no debe retirarse al accidentado del lugar en el que se encuentra.
5. avisar a los servicios de emergencia, comunicando los datos conocidos para que nos puedan indicar las medidas a adoptar hasta la llegada a un accidentado.
6. Jamás dar de beber o comer a un accidentado.
7. Evitar que la víctima se enfrie.
8. Tranquilizar y animar al accidentado, transmitiéndole seguridad en nuestra actuación.
9. Al accidentado se le deberá TRATAR, que no trastadar, CON URGENCIA.
10. [ATENCIÓN!] El Socorrista también debe protegerse (guantes, protectores en la boca a boca...).

**Así será el Taller de primeros auxilios**

Durante la hora de duración de este taller de Primeros Auxilios, los asistentes podrán conocer de forma práctica las circunstancias en las que se producen las siguientes lesiones o trastornos médicos y cómo tratar ante ellos:

- Lipotimias, mareos: causas que lo producen, población de riesgo y modo de actuación.
- Parada Cardíaca: funcionamiento normal del corazón, detección de un infarto y actuación.
- Maniobras de resucitación cardiopulmonar
- Obstrucción de la vía aérea: Maniobra de Heimlich

Es un taller voluntario para aquellos empleados que lo soliciten, comenzando por los que se encuentren en el centro de trabajo de Las Rozas, que tendrá lugar en un horario entre las 13:00h y las 14:00h en el Botiquín del edificio 1 de las Rozas. Con la finalidad de planificarlo adecuadamente se establecerán los grupos, se establezcan por parte del Servicio Médico las fechas y los requisitos necesarios.

BOLETÍN DE SALUD < 1 > MAYO 2009

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## BME Employees

These recommendations include contacting the nurse's station, a primary medical service installed at the Company's offices. Nurse's stations are supplied with automatic defibrillators, a modern device for providing immediate care in the event of an onsite cardiac arrest. In 2009 no serious incidents of this nature occurred.

As part of its Health Monitoring programme, BME provides workers with annual physical check up and yearly influenza vaccinations. The medical service also collaborates with the Spanish Red Cross to encourage its employees to give blood.

BME has contracted health insurance for all BME Group employees. This insurance covers medical assistance, surgery and hospital stays in the event of illness or injury, as per the contract conditions. This insurance also covers members of the employee's household.

In 2009, BME rolled out a far-reaching campaign against H1N1 flu, drawing up a contingency plan to mitigate the effect of potential mass contagion which could affect its business.

In 2009, there were no work-related fatalities involving BME or BME Group employees. Only 10 employees on the entire BME workforce were involved in an accident or illness that was directly related to their work.

	2007	2008	2009
<b>Absenteeism and accident rates</b>			
Accident index	0.27%	0.53%	1.36%
Sick leave	98	138	352 (*)
Accident leave	2	4	10
<b>Leave of absence</b>			
Trade union leave	0	0	0
Voluntary leave	N/A	2	1
Special leave	0	0	0
Maternity leave	25	15	19
Paternity leave	12	13	14

(\*) Sick leave figures for 2009 includes 191 employees not attending work due to sickness but who did not present a medical certificate. This leave has a maximum duration of 3 days..

### Health and safety training

The Company ensures that its workforce is receives the appropriate training in health and safety matters.

All new employees attend an on-line training course on workplace risk prevention.

As mentioned in the section on training, the Company's medical service held its first First Aid Workshop for employees in 2009 where they received practical instruction on circumstances in which injuries may occur and the medical implications of fainting, dizziness, heart attacks and

blocked airways and the necessary techniques to deal with these conditions.

In 2009, BME's medical service, in collaboration with Human Resources and Corporate Communication, published the first two issues of its **Health Newsletter**. The main objective of this publication is to provide information on specific illnesses and their risks, encourage preventive measures for certain conditions and foster healthy habits among employees. It also welcomes employees' enquiries and suggestions in various fields of healthcare such as courses, donor campaigns, etc.