

Letter from the Chairman



Dear Shareholder,

Once again, it is my great pleasure to present our Corporate Social Responsibility (CSR) Report for 2010, in which our aim is to provide an account of the actions implemented in this connection and of our company's approach to this important area of corporate action.

The ongoing economic difficulties have not prevented us from fulfilling our commitment to improving the social and human environment for all those associated with or working for BME, aware as we are that, directly or indirectly, they help us achieve our objectives as a listed company.

Firstly, I would like to highlight the efforts we have made to consolidate our credibility among the various economic agents despite the difficulties facing the global financial system. These efforts have enabled Spain's organised markets and, in particular, its regulated markets, to facilitate the correct price formation of the assets traded therein.

Accordingly, we have continued to bolster our financial strength through management aimed particularly at maintaining all those values through which we can help facilitate a more fluid channelling of financial resources towards businesses and the real economy at a time when these are especially difficult to secure.

Our aim is to consolidate BME as a factor of liquidity, integrity, innovation, reliability and transparency. Within this framework are projects like the Alternative Equity Market, which this year received the substantial boost of ten new additions in the Expanding Companies segment, on the back of extensive groundwork to make this market a source of revenues for these companies' new projects, growth, internationalisation and, ultimately, their consolidation and acquiring of dimension.

As regards innovation and the protection of retail investors, we highlight this year's launch of SEND, an electronic fixed income trading platform for retail investors, which will help boost the transparency and liquidity of the Spanish Corporate Debt market for private investors.

BME continues to uphold the highest standards with regard to Corporate Governance, as evidenced by the decision made this year by the Board of Directors to subscribe to the Code of Best Tax Practices (Código de Buenas Prácticas Tributarias), aimed at promoting cooperation, based on transparency and mutual trust, between the State Tax Administration and the subscribing companies.

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As an expression of the dissemination of the financial culture which for us is a cornerstone of the mission to protect investors, especially retail investors, we have developed a series of initiatives such as a collaboration agreement with the School of Finance (Escuela de Finanzas) to provide investors with an easily accessible online service offering all the financial information of listed Spanish companies in a simple, unified manner, and free of charge.

This task also encompasses other initiatives, such as stepping up the production of reports by the BME's Research Department for press publication, involvement in a number of informative and professional forums, or the educational and informative work by the BME Institute every year in accordance with the very highest quality standards in its various training programmes which consistently obtain top scores in student satisfaction.

Every year, BME strengthens its commitment to shareholders, deploying all the means within its reach to ensure transparency of disclosure, enabling them to exercise their rights and maintaining its commitment to remuneration through dividends each year.

In order to further improve the quality of the services which BME offers employees in terms of training, career progress, leisure and personal satisfaction, a special initiative was launched in 2010: the BME Idea 2010 project, in which all our employees have been able to participate in

order to nurture their spirit of innovation and as a way of inviting them to become actively involved by contributing their own ideas and projects. The campaign has had a significant impact and the involvement of employees through a variety of proposals relating to BME's services, processes and business areas culminated with awards being presented for the three best ideas.

In relation to our suppliers and to ensure that supply quality contributes to guaranteeing the adequate compliance of our services, during 2010 further progress was made in automating and perfecting the system implemented in the previous year and the supplier selection and action criteria.

With respect to the society in which it operates, BME instruments its contribution to sustaining artistic and cultural activity through various channels, ranging from providing public access to its most emblematic and culturally valuable buildings, including guided tours, to its involvement and sponsorship of various artistic and cultural activities and events, works and educational publications, as well as cooperation with universities and research and analysis centres.

BME's relationship with the environment and its preservation is evidenced by our involvement in various activities, such as the company's presence in sustainable investment indices or our participation in the Carbon Disclosure Project,

as well as our consumption-saving policy which every year translates into a steady reduction of the waste generated by the company and its employees, developing an efficient strategy for re-use and recycling, and into increasing savings in essential consumables such as water, paper and energy resources. In February 2011, we launched a new project in this area: BME Clima.

I think we are making adequate progress in fulfilling our mission to unlock value for our shareholders, for society and for the environment in which our company operates, through a CSR policy that entails specific actions and initiatives aimed at maintaining share performance, transparency, fairness, legal security and efficacy of the markets we operate. Also, in terms of cultural heritage and environmental sustainability we develop important initiatives, despite the particularly difficult current climate.



Antonio J. Zoido