

**100%**

companies  
quality certified

**+280**

days of internal  
audit per year

**12,500**

food checks  
analysed each year

A photograph showing a caregiver in red scrubs assisting an elderly man. The caregiver is leaning over the man, who is wearing a blue cardigan over a green and white checkered shirt. The caregiver's hands are on the man's back, providing support. The background is a simple indoor setting with white curtains and a lamp.

**Commitment**

TO EXCELLENCE

**COMMITMENT  
TO EXCELLENCE**

**Clece's commitment to excellence is based on its focus on quality, the environment, technological innovation and security of information.**



To guarantee the quality of its services, Clece focuses on three basic principles; fulfilling client expectations and requirements, rigorous compliance with legislation, and the continuous improvement of processes and management key indicators.

These principles translate into our day-to-day operations thanks to more than 200 days of external audit and 280 days of internal audit every year. Around 12,500 food checks were analysed in addition to 1,170 health audits carried out each year. Our team, consisting of 31 senior technicians and 17 technicians, are responsible for this exhaustive follow-up of food, diet and nutritional safety.

As a result, 100% of companies within the Group are quality certified. More importantly, this translates into a high level of client satisfaction. More than 430 clients rated Clece above 8 out of 10.

# 8 out of 10

AVERAGE RATING BY MORE  
THAN 430 CLIENTS



Amongst certifications achieved in 2015, the highlights are those obtained for specific activities and projects both at national and international level. For example, certifications in respect of assistance for passengers with reduced mobility, PMRs, at Belfast airport, and for cleaning and port activities at Melilla port. Another highlight is the catering service at Majahonda Hospital which achieved the Food Safety ISO22000 standard certification.



## Environment

As part of Clece's commitment to care of the environment and sustainable development, 90% of companies within the Group are ISO 14001 certified.

Amongst the main environmental milestones in 2015 were certifications obtained by Talher for its management of Urban Solid Waste, RSU, and for managing the Tourist Information Points service in Zaragoza.

With regard to energy efficiency, thanks to the replacement of boilers powered by fuel oil with biomass boilers at six care home centres in Castilla and León, we have now reduced CO<sub>2</sub> emissions by 821 tonnes. This reduction in environmental impact can be transferred to any energy project managed by Clece. These include, amongst others, contracts awarded in 2015 for Multiple Use Buildings in Tenerife, and the FREMAP Hospital in Seville.

# 90%

OF COMPANIES WITHIN THE  
GROUP ISO 14001 CERTIFIED



## Innovation

One of the best expressions of our focus on technological innovation is the *Xenex* hospital disinfection project. In 2015, Clece exclusively imported this pioneering system into Spain and Portugal for the disinfection of healthcare facilities. Two *Xenex* systems were installed in the Vall d'Hebron Hospital in Barcelona and the La Fe hospital in Valencia, providing excellent results. A third system is undergoing trials and technical-scientific verification tests at the National Biotechnology Centre, CNB, of the High Council for Scientific Investigation, CSIC.

Also in 2015, the *Asisto* program was implemented at several centres where Clece provides services and now more than 770 assistants use this. Clece has also patented a presence control system using NFC (Near Field Communication) technology, a short-range wireless communication system.



# Xenex

A PIONEERING AND EXCLUSIVE  
HEALTHCARE DISINFECTION SYSTEM



Clece introduces innovation into all its activities, as demonstrated by some of the projects it is in the process of implementing. Amongst these are; the control of school routes using NFC technology, implementing robotic solutions in social and health care treatments, the incorporation of on-site care software at care homes, or the tele-management of watering for the green market.



## Information Security

In order to effectively protect company information, whether its own or that of its clients, Clece has a security management system which ensures the integrity, confidentiality and availability of all the company's information assets.

As part of this, Clece, Clece Security, Integra CEE and Logistics are now certified under the new version of standard ISO 27001.



# ISO 27001 Certification

FOR CLECE, CLECE SECURITY,  
LOGISTICS AND INTEGRA CEE



## 2016 Objectives

In line with our commitment to continuous improvement, the main challenges in this area are:

- **To update management systems** to comply with the new requirements of standards ISO 9001 and 14001 drafted in 2015.
- **To implement software** for the identification, evaluation and follow-up of risk.
- **Clece Portugal** ISO 9001 and 14001 certification.
- **Extending the scope** of Clece Security certifications, to include the new Central Alarm Centre, CRA.
- **Extending the scope of ISO 9001 and 14001** certifications of Clece Care Services, CCS, activities relating to assistance for people with reduced mobility, PMRs, at Luton Airport.

Clece Group Certifications	9001	14001	OTHERS
<b>INTEGRATED SERVICES</b>			
Cleaning	•	•	• (27001)
Integrated Maintenance of property/premises	•	•	• (27001)
PMR	•	•	—
Logistics	•	•	—
Teatros del Canal	•	•	—
Hospital Cleaning	•	—	—
<b>EDUCATION SERVICES</b>			
Nursery schools	•	•	—
Auxiliary education services	•	—	—
<b>SOCIAL SERVICES</b>			
Home Help (SAD)	•	•	• (158000)
Care Homes	•	•	• (158000)
Day Centres	•	—	• (158000)
Centres for minors	•	—	—
Tele-assistance	•	—	• (158000)
Las Viñas (Madrigueras, Albacete) Care Home	•	—	—
Santa María de Benquerencia (Toledo) and the	•	—	—
María de Benquerencia (Toledo) Care Homes	•	—	—
Núñez de Balboa (Albacete) Care Home	•	—	—
<b>CATERING</b>			
Arnau de Vilanova (Lérida) Hospital	—	—	• (ISO 22000)
Catering	•	•	—
Puerta de Hierro (Madrid) University Hospital	—	—	• (ISO 22000)
<b>CLECE HEAD OFFICE AND OFFICES</b>	—	—	• (27001)
<b>ENERGY EFFICIENCY</b>	•	—	• (50001)
<b>R&amp;D</b>	—	—	• (UNE 166002/166001)
<b>CLECE SECURITY</b>	•	•	• (27001)

	9001	14001	OTHERS
<b>INTEGRA</b>			
Special Employment Centre	•	• Cleaning	—
Andalucía	•	• Cleaning	—
Special Employment Centre, Catalonia	•	• Cleaning	—
Valencia	•	• Cleaning	—
Certification of AENOR Special Employment Centres RP-CSG-028	—	—	• (CEP-2013/002)
Integra	—	—	• (27001)
<b>TALHER</b>			
Various activities	•	•	—
Play areas (Cáceres and Málaga)	—	—	• (UNE-EN.1176-7 BV)
EMAS (green zones Cáceres and Córdoba)	—	—	• (EMAS III ES V0003)
Carbon footprint	—	—	• (ISO 14064)
<b>MULTISERVICIOS AEROPORTUARIOS</b>			
Cleaning premises and aircraft interiors	•	•	—
PMR Management	•	•	—
VIP Lounge Management	•	•	—
FBO Management	•	•	—
<b>LIREBA SERVEIS INTEGRATS</b>	•	•	—
<b>LAFUENTE SERVEIS INTEGRALS</b>	•	•	—
<b>DEYSE CLEANING</b>	•	•	—
<b>NET BRILL</b>	•	—	—
<b>NDAVANT</b>	•	•	—
<b>CAVALL DE CARTRÓ (CATALONIA) NURSERY SCHOOLS</b>	•	—	—
<b>PÍAS JOINT VENTURE SCHOOLS</b>	•	•	—
<b>CLECE CARE SERVICES LTD</b>	•	•	—
<b>PUERTA DE HIERRO MAJADAHONDA JOINT VENTURE UNIVERSITY HOSPITAL CLECE/VALORIZA</b>	•	•	—

