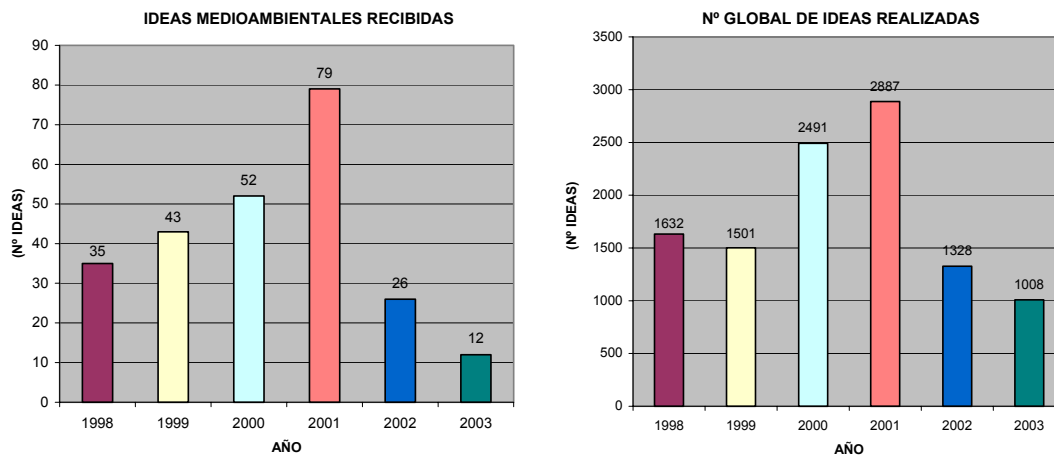


## EXTERNAL AND INTERNAL COMMUNICATION

### Internal Communication

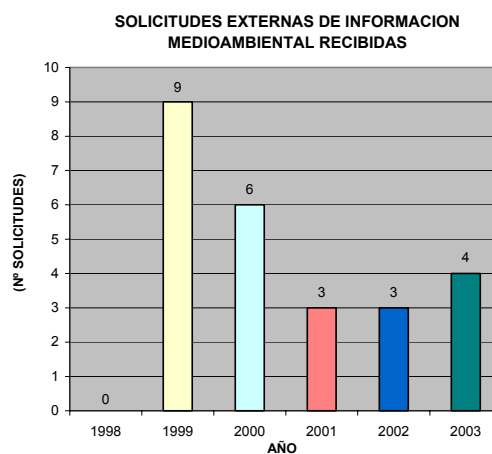
Internal communication concerns every person included in the staff of Dana Automoción, S.A. – Industrias Serva. It is carried out in order to receive and answer the environment inquiries from the interested parties. One of the implemented environmental improvement and communication systems is the Program of Suggestions or Ideas. In 2003 , 1008 ideas were presented in whole (which means 24% reduction in regard to previous year), 51.49% of which were implemented, 18.15% were rejected and the remaining ones are under study. The average per person and year decreased from 5.07 in 2002 to 4.03 in 2003. The environmental ideas collected decreased considerably too, as shown in the Table



below.

### External communication

You can see below the Table concerning the number of requests for external information received in the last six years. It can be noted that the number of requests remains constant about 3. In order to facilitate and promote the public access to the environmental information, we go on working to create the environment section of the web site and to make a CD-ROM.



### Collaborations

We must highlight the participation of the Company in training activities. In this regard, we welcomed the Post-grade students of Environment Engineering of the Polytechnic High School of the University of Saragossa. We gave them training and arranged for a visit to the Plant. We also gave training on labor guidance for professionals of environmental management in the Post-grade on Environmental Management in the Industry organized by the San Valero Foundation and Ibercaja. Lastly, it is also worth highlighting the

participation of the Company in the EAREA initiative (strategy of environmental education in the Autonomous Community of Aragon) concerning the development of a DAFO analysis (Weaknesses, Threats, Strengths and Opportunities) within the work group including companies and trade unions.

### **SOCIAL RESPONSABILITY**

SERVA feels itself committed with the Community. Therefore, we have carried out the following actions in cooperation with our staff:

- Participation as trainers in the environment Post-grade organized by San Valero.
- Associated Member of the Ecology and Development Foundation, to carry out training and popularization actions concerning environmental issues.
- Agreement with several Training centers to help labor access through realization of labor practices.
- Spreading of Business Excellence through the Company's Magazine "Hoc Tempore" and Social Report
- Participation since 2001 in the "Óptima" Program to promote Equal Opportunities for men and women in the companies. This Program is sponsored by the Woman's Institute (Ministry of Labor and Social Matters). As a result from this participation in the Program, on 30<sup>th</sup> April 2003, the Minister of Labor and Social Matters, Mr. Eduardo Zaplana, awarded SERVA the Recognition as Cooperating Organization in promoting Equal Opportunities for men and women.
- Members of AERCE, Spanish Association of Responsible People for Purchases and Stocks.
- Members of the Technical Committee of the Logistic Innovation Program in Aragon, sponsored by the IAF, and Company cooperating in the Program.
- Presentation of the manual of self-protection, emergency plans and introduction to industrial Engineering (chemicals) to the students of the Master in Prevention of Labor Risks of CREA, with a subsequent visit to our premises.
- Lessons in the Master of Prevention organized by the Academia Kühnel.
- Participation in the Aragonese Strategy of Environmental Education (EAREA).
- Members of the Committee of Environment of CREA.
- Cooperation with the University of Saragossa , through 1 hour training in the company and subsequent visit to the Company's premises for Post-grade students of Environment Engineering .

#### **9.1 Social Action of the Company**

- Agreement with the Association of Deaf People of Saragossa to carry out the follow-up of ear-disabled people included in SERVA's staff, in order to provide with interpreters of sign language in internal training.
- Agreement with the Association of Blood Donors to organize an Annual Day of Donation. The Association gave our Company a plate in recognition to the cooperation of our staff in the annual donation campaigns.
- Sub-contracting of activities to special organizations and centers of employment promoting the access of disabled people to the labor market.
- Promotion of actions of volunteers through realization of labor negotiations for the Hemophilia Association.
- Purchase of Christmas cards to organizations of help to disadvantaged communities.
- Christmas Campaign of collection of toys for the children of the El Portillo Association.
- Popularization through the "Hoc Tempore" Magazine of the actions carried out by the different Non-Governmental Organizations. In this year, we have published some articles about Volunteers, the Red Cross and the Vicente Ferrer Foundation.

The Business and Society Foundation publishes very year a Report including the major projects of the companies concerning the social action area. In this report, the social action carried out by SERVA and its staff is duly included.

The costs concerning social action in 2003 amounts to EUR 32 005, which represents 0.73% of before Taxes Profit.