

If there is magic on this planet,  
it is contained in water.  
[Loren Eiseley, anthropologist]

2022 SUSTAINABILITY REPORT

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# “Water sustainability lies at the essence of Aqualia”

FÉLIX PARRA | AQUALIA CEO



Concurrent global crises in 2022 have strained the world's commitment to the goals of the 2030 Agenda

Concurrent global crises in 2022 have strained the world's commitment to the goals of the 2030 Agenda. The macroeconomic climate, conditioned by rising inflation, the difficult geopolitical situation with the ongoing armed conflict in Ukraine, the energy crisis and the trade war between China and the United States all heighten protectionism and generate mistrust in a society that in recent months has become very familiar with the terms de-globalisation and polycrisis. A growing distrust of the use and abuse of the word *sustainability* as an attribute of every product they consume is also beginning to grow among the general public.

In spite of all this, concerns about the need to curb the rise in global temperatures have prompted the EU to push for a regulatory framework. This would entail legislation nudging companies towards positive impact, technological progress and decarbonisation of the economy, which will allow us to mitigate climate change and progress towards a fairer society.

Directly affected by the climate crisis is water and, by extension, water resources management, an increasingly urgent global challenge. Aqualia, as a company specialising in end-to-end water cycle management, is well aware of this

challenge. This year, the company consolidated its position in the international area, a milestone made possible thanks to the adaptability of its professionals and the generation of innovative solutions that the company implements wherever it operates.

Our interview with Aqualia CEO Félix Parra focused on this global context, one that calls for companies to make firm commitments to build public confidence. We also talked about the need to continue to commit to sustainability as the way to generate a model of prosperity and well-being that will help to build a fairer, more humane and sustainable planet.

## GOVERNANCE

[#Leadership](#) [#EthicalPerspective](#) [#FairTransition](#)

Efficient end-to-end water cycle management is crucial to overcoming global challenges. However, in addition to the poor state of water networks, the lack of digitalisation in the sector and the need to invest in innovative technology to make water a circular resource, there are also the consequences of climate change. Transformational leadership-based governance support is essential.

### What are Aqualia's main governance needs for designing the end-to-end water cycle management of the future?

Water governance must focus on something very basic: its impact on people. A conscientious governance based on public-private partnerships is therefore essential. Take Spain, for instance. In this context, government approvals on Strategic Projects for Economic Recovery and Transformation (Proyectos Estratégicos para la Recuperación y Transformación Económica - PERTE) and the Third Cycle Hydrological Plans contemplate over 6,500 measures with an investment of €22,844 million. This approach has been very positive for our sector.

The water sector has been highly collaborative. Administrations and companies are involved, but also user and neighbourhood associations, universities, research centres and other public and private institutions. We all need to partner together, because we are all affected by the same water management challenges. The responsibility is therefore a shared one. Where



Aqualia is concerned, I believe we bring a lot of value through research, innovation and investment, which are the keys to a sustainable future. We have invested nearly €17 million in technology last year, launched six new R&D projects, and engaged in a dozen multi-country research projects.

The company has managed to consolidate its position in the international area this year. How has Aqualia managed to propagate its principles, values and way of doing things in the 18 countries where it operates?

Being able to extend leadership that is coherent with our values yet efficient and helpful for business is a major strategic challenge. Aqualia regards governance as a set of policies or procedures that, together with our values and principles, define the way we do things. This requires a long-term vision and, of course, the aim of generating social well-being.

Governance is paramount on the financial side and, in our case, it is based on solid growth, far from financial adventures: We have not taken unnecessary risks and are not looking for media headlines. I see our recent arrival in Colombia and Georgia, and the performance we are carrying out there, as a clear example of what I am saying.

In the social sphere, we aspire to integrate into the communities in which we operate, always with the utmost respect. We carry the values we believe in with honesty and transparency. We conduct our activities with a sense of deep responsibility, because it is clear to us that our role is essential.

#### THE CLIMATE EMERGENCY AND ENVIRONMENTAL CARE

#Anticipation #Adaptation #WaterStress #Desertification #Regeneration #Circularity #NatureBasedSolutions

Aqualia is firmly committed to achieving water circularity, which is directly related to the environmental dimension of sustainability. What challenges does the company face in this area?

The environmental dimension is directly related to the essence of our work: water care and preservation through public service. We can say that water sustainability is the essence of Aqualia and its future lies in the energy transition and digitalisation of the sector.

One of the challenges in this dimension is the increase in sustainability regulation. Aqualia believes in the positive side that companies that do not generate shared value in their environment are increasingly losing notoriety and social relevance. I am convinced that the arrival of this regulatory and taxonomy tsunami is the beginning of the end of greenwashing. In this way we will move together towards a balanced model for people and planet.

Moreover, we must above all be honest and take responsibility for the environmental crisis, which is rather obvious. We must come up with solutions to curb global warming. In this regard, in accordance with the 2021–2023 Strategic Sustainability Plan, Aqualia tackles the fight against climate change through four main lines of work, developed through specific action plans of international scope and with short-term objectives.

“Sector digitalisation holds the key: you cannot manage what you cannot measure”



The European strategy, which is Spain's by extension, is moving towards digitalisation, which will partly determine progress on environmental issues. What role does digitalisation play for Aqualia in terms of decarbonisation and water circularity?

Digitalisation plays a key role because you can't manage something that you can't measure. Surprisingly, in the midst of a knowledge-based society, we still do not have all the information necessary to know exactly how many losses occur in water distribution networks due to filtrations, breakages or leaks. However, we are working on a wide range of initiatives. Digitalisation means that we can make the invisible visible in real-time.

In addition, a digitalised network gives us all the information we need to optimally manage water resources through artificial intelligence criteria and probability of occurrence or frequency scales. It is a major breakthrough to be able to predict and estimate, for example, the real-time water and energy requirements of a population. In addition, we measure the volume of non-revenue water and, of course, we work on improving the infrastructure to increase its efficiency.

During 2022, Aqualia also saw a shift towards nature-based solutions. How do these solutions work in practice?

The concept of nature-based solutions, which emerged about five years ago, refers to integrated and flexible solutions that safeguard the economy and improve the ecology. They have a direct influence on the ecosystems where we operate and, in our sector, are closely related to the circularity of the end-to-end water cycle.

An estimated that 47% of the world's population will live in water-stressed areas by 2030. This type of solution would help us to strike a balance between consumption and availability. The circular economy is thus a lever for business, makes us more competitive and represents a breakthrough in terms of profitability and impact.

We have many success stories in this area. Guijuelo (in Salamanca) in 2022, is one example. Waste management in the meat industry was a major challenge. Aqualia's innovative solution meant that waste is now a resource rather than simply waste. The technology implemented in the municipality's

“We know our responsibilities in this regard, which is why we're fighting against climate change”



wastewater treatment plant will allow the achievement of more ambitious objectives than the current ones (wastewater treatment to return the treated water to the environment in optimal conditions), adding the integral valorisation of SANDACH by-products (Animal By-products Not Intended for Human Consumption) and the production of biofuel and bioplastics.

“Water is a global challenge that we need to face together”



However, we are working on more than 20 Research, Development and Innovation (R&D&I) projects related to the recovery and transformation of waste for water circularity and carbon neutrality. I would like to highlight MIDES H2020, a unique desalination system in the world with no energy costs. We can also mention projects such as LIFE Methamorphosis, which is in line with what is already happening in many European countries where waste is used to generate energy efficiently.

Precisely, the energy transition is today the other major key to the transformation of the water sector. What is Aqualia working on to tackle this issue?

Our work is aligned with the Industrial Green Deal, the European Union's plan to improve competitiveness by expanding manufacturing capacity in zero-emission technologies and products. In this respect, our commitment obliges us to focus our efforts on renewable energies. The long-term renewable power purchase agreement (PPA) signed by Aqualia is a pioneer in the water industry. The use of renewable energy has grown to 34.35% of total energy consumed, improving by 2.35% on 2021 values, which continues to bring us closer to the target set in the 2021–2023 Strategic Sustainability Plan, namely reaching 50% by 2030.

There was also much talk during 2022 about the need for action on biodiversity regeneration. What sort of measures are Aqualia taking to move in this direction?

The impact of biodiversity degradation is slowly but surely coming to the fore. This year's Kunming-Montreal Global Biodiversity Framework at COP15 was a crucial deal that aims to protect 30% of the planet and 30% of degraded ecosystems by 2030.

At Aqualia, caring for ecosystems and biodiversity has always been one of our objectives because it is directly related to our activity. For this reason, we are always working to integrate our facilities into their surroundings and to find solutions that help us to generate a positive impact.

We dedicate a specific line of action in our 2021–2023 Strategic Sustainability Plan. This is reflected in various projects, such as the one we are carrying out in the Medina del Campo lagoons in Valladolid. There, thanks to our actions, we have been able to regenerate a wetland, contributing to the recovery of bird and reptile species that had ceased to live there. Another example is our El Jizan plant in Saudi Arabia, where we have a specific reforestation plan.

## GOVERNANCE

#Equity #Inclusion #OneHealth #SocialImpact

The Global Risks Report highlights the erosion of social cohesion as one of the most worrying risks over the next five years. What is Aqualia's role in curbing this risk and promoting a fairer society?

We play an active engagement role in the area of social impact because, due to the very nature of our activity, we know better than anyone else how water quality influences people's health. Therefore, the UN's One Health approach, which states that caring for the planet is caring for people, seems to us to be an unequivocal truth.

Aqualia is a company made up of people who work for people, which is why, faced with the risks associated with the social sphere, the gap, the erosion of cohesion or the cost of living, we implement tariff mechanisms and social vouchers in collaboration with local councils.

We carry out extensive and intense educational work through a wide range of awareness-raising and sensitisation activities. We try to pass on knowledge about proper water use to future generations. For this we have digital educational channels such as [aqualiaeduca.com](http://aqualiaeduca.com). I consider it an achievement of Aqualia to adapt educational tools in all the countries where we work, wherever in the world. Proof of this is the great participation of Colombian infants in the Children's Drawing Contest, an initiative we have been celebrating for two decades.

In terms of talent, how does Aqualia manage a workforce of more than 10,000 professionals in 18 countries?

We want to live up to the demands placed on us as employers, offering challenges that motivate our staff. In order to achieve this, we set ourselves a number of objectives, one of which is to create a comfortable environment for everyone. In this regard, in 2022 we joined the LGBTI Business Network for Diversity and Inclusion Association (Asociación Red Empresarial por la Diversidad e Inclusión LGBTI - REDI), an ecosystem of companies and professionals in Spain that works to promote safe and respectful work environments for all people, regardless of their identity, gender expression or sexual orientation. Of course, we also have a framework of policies and procedures to ensure equity.

Moreover, since training is linked to our strategic objectives, we run courses that can inspire or promote knowledge among our professionals. Of the 1,860 trainings organised in 2022, I would like to highlight the *Cultural Transformation towards Sustainability* training programme, which had over 100 managers to facilitate the enrichment of Aqualia's strategic knowledge on sustainability. Training those who lead our teams on a day-to-day basis is essential. After all, without them and their talent, we would not be where we are today, nor would we be able to continue working on the design of the water cycle of the future.

## PROJECTING INTO THE FUTURE

The 2021–2023 Strategic Sustainability Plan is a roadmap towards 2030. What is Aqualia's vision for the future? How does the company see itself on the eve of that year?

It was precisely the design of our 2021–2023 Strategic Sustainability Plan that allowed us to carry out an important exercise of reflection on the company we are, the company we want to be in the future and the path we must follow to achieve it. As a result, we have laid the foundations to become a global renewable energy-driven company with a balanced impact on the environment. In a company able to measure and improve the water cycle through technology and digitalisation. Only in this way will we have a complete vision of water management, saving and optimising water resources.

In short, we want to be an organisation that not only provides a service, but one that is able to regenerate and promote the natural wealth of the communities in which it operates. This entails a cultural transformation towards sustainability that requires putting people at the centre. We look forward to a future in which we will continue to care for citizens in the way we do best: sustainable water management. That is, and always will be, the heart of our business.



## Aqualia at a glance

We are in a period of uncertainty in which events previous considered unthinkable are happening at a frightening pace. At this pivotal moment, a change is needed that makes it possible to rediscover the balance that we need as a society. At Aqualia, we are flexible enough to adapt to major challenges.

We have a roadmap and we are committed to the digital transition and sustainability.

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## 2.1. Macroeconomic outlook

### MAIN PURPOSES AND CHALLENGES WE ADDRESS WITH SOLUTIONS



#### Environmental

- Adaptation to the climate emergency and water stress
- Protecting biodiversity
- Access to renewable energies



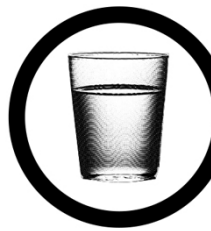
#### Social

- Water accessibility for vulnerable individuals and families
- Social awareness regarding the care and quality of water



#### Economic

- Optimising water cycle management, water quality and availability to ensure the development and quality of life of millions of people



#### DID YOU KNOW?

The United Nations reports that more than one in six people in the world are affected by water stress, i.e. they have no access to safe drinking water.

The international macroeconomic scenario is currently experiencing an economic recession with a slowdown in growth from 6.2% in 2021 to 3.2% in 2022, and a forecast of 2.3% in 2023.<sup>1</sup> In addition, geopolitical and socio-economic conflicts are associated with uncertainties in market behaviour. Such is the case of the war in Ukraine, which has led to an increase in energy prices and an energy crisis throughout Europe. Given the inflationary forecasts that this current economic situation entails, there is a risk that the rise in prices will be accompanied by even greater rises in interest rates, which means greater uncertainty. In the current economic context, Aqualia has reached a **significant economic milestone**: In 2022, for the first time since the company started its international activity in 2005, 50% of EBITDA comes from international activity. In this international market, Aqualia concentrated its activity during the 2022 business year in Europe, the the Middle East and North Africa (MENA) and Latin America (LATAM).

<sup>1</sup> <https://www.bbvaresearch.com/en/publicaciones/spain-economic-outlook-december-2022/>



## The water industry in 2022

The rapid urbanisation process in emerging countries, as well as the need to improve the living conditions of the population and optimise a scarce resource – in a process of climate change such as the one the world is going through – lead governments, communities and industrial corporations to search for specialised operators that help them provide effective solutions to the problems of water supply, sanitation and purification.

Addressing the water challenge is undoubtedly the great challenge facing Aqualia, just a few days after saying goodbye to what has been one of the warmest years and with the greatest shortage of rainfall in Europe. According to data provided by the European Commission and the European Drought Observatory, 2022 has been a year of extremes, with droughts, high temperatures, forest fires and floods. The need to innovate in water and move towards a new, more conscious and sustainable paradigm requires innovation to overcome the challenge facing the sector, if our culture and lifestyle are to be maintained in terms similar to today.

# First-hand...

“In 2022, we achieved an important milestone: 50% of our EBITDA came from international activity”

Aqualia's action is closely associated with sustainable growth and its international expansion responds to the global need for clean water and sanitation and the tailor-made service offered by the company where it operates, to all its clients and users. In recent years, we have achieved a number of milestones in the international arena, making expansion one of the pillars of the company's growth.

**2022 has seen major growth in Europe, America and MENA, successfully responding to the specific nature and demands of each region. Has Aqualia consolidated its position as a multinational company?**

Without a doubt, and not only because 2022 marks the coming of age of Aqualia's international activity, which dates back to 2005, but because 18 years later, there is cause for celebration having achieved a significant milestone: 50% of our EBITDA comes from international activity. This achievement has been accomplished thanks to the solid structure we have, with a

track record that legitimises our position in the water sector, a specialisation that means we are a technical point of reference and, of course, an achievement that would not have been possible without our people, from the International area, who now account for 47% of Aqualia's workforce and who boast a tremendous capacity of adaptation. We have been able to expand our local impact through international expansion thanks, undoubtedly, to our powerful dedication to service. And there's no letting up with our commitment, it stays with us at all times: we are committed to a just transition, leaving nobody behind.

**Aqualia's 2021-2023 Strategic Sustainability Plan (PESA) entails getting the entire company involved in contributing to the 2030 Agenda. How have you integrated this in the different regions?**

The major global challenges (the social gap, climate emergency, and technology) included in the 2030 Agenda and that aim to

contribute to the Sustainable Development Goals are the same for everybody. To this end, despite the fact that each region has its own specific nature, we have been able to relay and standardise the indicators included in our Strategic Sustainability Plan, which measure and quantify our performance in all the regions where we are present. Our international activity not only contributes to the company's EBITDA, but it also contributes to the constant improvement of our performance in the seven lines of our sustainability strategy.

Take the Climate Emergency for example, innovation in water technology and transferring innovations to the operation of our international contracts is a key factor. To this end, we have promoted innovation centres like those in Portugal, the Czech Republic, France, Egypt, and Colombia. The aim of these is to convert our treatment plants into resource recovery plants from the perspective of the circular economy. Although our activity is directly related to SDG 6 (Ensure availability and sustainable management of water and

**LUIS DE LOPE**  
MANAGING DIRECTOR FOR INTERNATIONAL

#LocalImpact #Internationalisation #Collaboration #GlobalChallenges



sanitation for all), consideration must be given to the fact that it is transversal, to the extent that caring for water contributes to health, social well-being, and economic development.

We also contribute to the social impact and partnerships through public-private partnership projects. Our commitment is reflected in the nature of the contracts that we have developed over the years as part of our international activity. New Cairo (Egypt), El Realito (Mexico), and El Salitre (Colombia) are three case studies developed by PPP for Cities, an organisation that forms part of the International PPP Centre of Excellence programme and is led by the IESE Business School. Furthermore, we have contributed through a variety of strategic communication actions (sectoral and technological summits, collaborations with local media, etc.) that foster much-needed partnerships in our sector.

**Looking back to 2022, what international actions would you make particular mention of?**

I would emphasise the tireless work of those involved in the implementation of the compliance system in France and Colombia and the agreements reached with partners, both in Saudi Arabia and the United Arab Emirates. It really is an achievement to be able to say that, at present, 100% of our international activity is governed by the principles of our system. When operating in such diverse countries, having a solid

framework for common action is so important.

**Our international activity not only contributes to the company's EBITDA, but it also contributes to the constant improvement of our performance in the seven lines of our sustainability strategy**

Another of the challenges posed by international expansion has been testing the flexibility of our team and its ability to collaborate. I would like to draw attention to this as it has been key in achieving another milestone: the construction of multidisciplinary work teams to manage the contracts in Saudi Arabia in which fourteen nationalities were involved as well as the agreement of three partners (one European and two Saudis).

**To conclude, looking at the company as a global player, what challenges do you see on the horizon for Aqualia?**

The context of polycrisis has led to the emergence of deglobalisation or new globalisation, which involves countries reducing foreign dependency and reorienting value chains; this has the potential to erode confidence in sustainability and is something we will have to manage in the near future.

We believe that there is no better solution for 21st century society than the transition towards a more sustainable economic model, which is key to our long-term survival. And we believe that we move towards this model hand in hand. To achieve this, we aim to be more ambitious when it comes to the digitalisation and integration of systems in our services. Aqualia Live is already in place, but we must continue working on it to offer a better and more efficient service for the management of the end-to-end water cycle each and every day. This is how we have gone about it in France.

## Europe

Water consumption fell by 1.4% on average in the areas where Aqualia operates on the European continent, mainly due to lower demand from residential clients. Despite this, scope growth, tariff management and the increase in consumption by non-residential clients caused Aqualia's aggregate turnover in Europe to increase in 2022.

Overall, prices were affected by the strong price increase in **energy markets**. However, the solidity of the regulated systems in some countries and, in general, the foresight in signing PPA contracts at a fixed price, which characterised the company's management in previous years, allowed Aqualia not to be affected by the sharp increase in energy costs.

In **France**, Aqualia started out 2023 providing service in 73 municipalities in France, having increased the population served in France to 500,000 inhabitants, with an increase of 200% since entering the country in 2019. In 2022, Aqualia continued to consolidate its position as the fourth largest water operator, with a presence throughout the country, adding new contracts to its portfolio of projects in drinking water management and maintenance contracts for public facilities.

In **the Czech Republic**, Aqualia was awarded new contracts in the country, such as those for the operation of sanitation networks in Krmelín, Albrechtice and Rychvald. The tariff framework for water and supply approved in 2021 by the Ministry of Finance was already fully applied in 2022 and reinforces the active management model of the infrastructure, guaranteeing its technical and economic sustainability, both in the short and long term. Thanks to this, the Aqualia group companies in the Czech Republic have continued to invest in the improvement of the networks and the digital transformation of the service to contribute to making increasingly efficient use of the resources employed.

In **Italy**, the concession managed by Aqualia's subsidiary in the country, Acque di Caltanissetta, was one of the beneficiaries of the Italian government for the receipt of European funds, within the REACT-EU funding programme for Recovery and Resilience Plans. Specifically, Caltanissetta obtained around 14 million euros for the installation of new remote reading systems for 90,000 subscribers, the automation and remote control of the facilities and the improvement of the networks in this Sicilian province.

In **Portugal**, Aqualia, together with other private operators, maintains active institutional communication so that part of the public investments in desalination plants, investments for adaptation to climate change, for wastewater re-use projects or public aid for decarbonisation, are channelled within the robust Portuguese concession framework with equal opportunities for public and private operators. In this regard, a consortium led by Aqualia and FCC Construcción was proposed as the successful candidate for the installation of a green hydrogen production plant, including water supply and treatment facilities, in Setúbal, the first project of its kind in the country.

In the Glina wastewater treatment plant expansion project in **Romania**, shared with FCC Construcción, the resources available on site were reorganised and increased and the pace of execution of the civil works work was accelerated in order to be able to complete the installations and start up the plant expansion in 2023.

In **Montenegro**, the differences with the client on the Berane project, which is now completed and operational, were resolved amicably and favourably, while disputes continue over the Pljevlja plant, which was completed in previous years and whose contract was resolved in accordance with the legal mechanisms established therein. Lastly, the Prizren wastewater treatment plant in Kosovo received a proposal for final acceptance.

In **United Kingdom**, the consortium in which Aqualia participates was selected by the British water company United Utilities, together with two other competitors, for the restricted tender for the renovation and maintenance of the Haweswater aqueduct, north of Manchester. This is the first Direct Procurement for Customers concession project, promoted by the British water regulator, Ofwat, to attract the investment and execution and operation capacity of large multinational infrastructure and water groups.

## MENA

In **Algeria** The two desalination plants, Mostaganem and Cap Djinet, continued to operate at full capacity and without significant incidents, providing a critically important service to the population of the country's most important metropolitan areas, Oran and Algiers. In addition, at the Cap Djinet plant, this year, the underwater supply was comprehensively cleaned using Pipe Inspection Gauge (PIG) technology for the first time at the plant, which involved carrying out the necessary prior adaptations to be able to use this technology for launching cleaning elements through the inside of the pipe located on the seabed.

In **Egypt**, Aqualia completed, to the client's satisfaction, the commissioning of phases 1 and 2 of the Abu Rawash wastewater treatment plant, with a treatment capacity of 1,600,000 m<sup>3</sup>/d which serves the western area of Cairo. This plant, the largest in Africa and one of the largest in the world, provides an enormous amount of treated water for use in irrigation under adequate sanitary conditions, thus improving the living conditions of millions of people around Cairo. After the completion of the commissioning stage, the operation and maintenance phase has begun, which will last 3 years.

Regarding the Alamein seawater desalination plant, an extension of the operation and maintenance contract for the plant was signed for a period of 5 years. With a capacity of 150,000 m<sup>3</sup>/d, the Alamein desalination plant is a first-class benchmark for new projects in the desalination plan designed by the Egyptian government with the aim of reducing the country's water stress in the Mediterranean and Red Sea coastal areas.

In **Saudi Arabia**, Aqualia completed works in 2022 on the water service infrastructures for the new Formula 1 circuit in Jeddah and for lines 5, 6 and 7 of the Riyadh metro.

The desalination plants operated by the subsidiary Haaisco worked at full capacity. As for the Jizan desalination plant, commissioning work was carried out with a view to full operation in 2023. However, the most important 2022 milestone in Saudi Arabia was the awarding of two contracts for the first phase of the privatisation programme for water distribution in the country, tendered by the National Water Company. With a 7-year duration, it will serve a total population of 8 million inhabitants.

In **United Arab Emirates**, a contract was signed with Al Ain Distribution Company (AADC) for the operation and maintenance of water distribution infrastructures for irrigation in agricultural production facilities and for irrigation of recreational areas. This contract covers a period of 3 years.

**Oman.** During 2022, the transfer of assets to operate has been completed, so that all the infrastructures for seawater desalination, supply and distribution of drinking and process water, distribution of cooling water for industries, collection and treatment of wastewater and distribution of re-used water for irrigation are now fully operational.

In **Qatar**, work has begun on the initial operational phase of the Al Dhakhira wastewater treatment plant in the north of the country, built by Hyundai, with a capacity of 55,000 m<sup>3</sup>/d and that will be operated by Aqualia MACE for 10 years and will supply treated water for garden irrigation. Likewise, as part of the activity of the framework agreements that Aqualia has signed with the Ministry of Public Works of Qatar for the execution of works on sewerage networks and infrastructures, work continued in 2022 on the execution of several internal lining projects for collectors.

In **Georgia**, February 2022 saw the completion of the acquisition of Georgian Global Utilities (GGU), which provides the integrated water cycle service in the country's capital Tbilisi, as well as in two other nearby towns, Mtskheta and Rustavi. In total, the company serves a population of 1.4 million residents.

Aqualia reached an agreement with GCAP (Georgia Capital), the previous owner of GGU, for the acquisition of GGU, which includes its water assets<sup>2</sup> and the four hydroelectric plants associated with the water cycle infrastructures. Aqualia's shareholding is 80% of GGU. Georgia Capital remains at a 20% stake in GGU.

In Georgia, the water regulatory system is of the RAB (Regulatory Asset Base) type and is aimed at attracting investment in the utilities sector. This system ensures that investors recover their investment and operating costs with adequate returns. This system is familiar to Aqualia as it is very similar to the one in place for SmVaK (a wholly owned subsidiary of Aqualia) in the Czech Republic.

## LATAM

In this region, the lack of water infrastructure and the search for the efficiency of the existing ones are two factors that enhance Aqualia's growth possibilities as an ally with the commitment of governments and institutions to universal access to water as a vital and necessary resource.

<sup>2</sup> The Zhinvali dam and reservoir, with a capacity of 520 Hm<sup>3</sup>, 7 water treatment plants, a large wastewater treatment plant, 58 pumping stations, 118 tanks, 4,300 kilometres of distribution networks and 1,700 km of sewerage.

In 2022, Aqualia has consolidated its presence in **Mexico**, becoming a leading company in the sector with a highly diversified asset portfolio. This portfolio includes the distribution and purification of water with the Querétaro and San Luis de Potosí BOT contracts, desalination through the Guaymas BOT, wastewater treatment thanks to the Cuernavaca WWTP BOT contract and the improvement of integrated management (MIG) thanks to the Los Cabos BOT. By mid-2022, the Guaymas desalination plant, awarded in 2018 by the Sonora CEA under the BOT scheme, and whose execution was slightly delayed by the pandemic, came into operation.

Aqualia has become the second largest private operator in **Colombia**, with almost one million inhabitants served.

In the last quarter of 2022, Aqualia incorporated the services of Flandes, Ruitoque, Aguas de la Sabana, Aguas de la Península, Aguas de Albania, Aguas de Aracataca, Aquamag Fundación, Aquamag Retén and Aguas del Sur del Atlántico. It should be noted that in the concessions of Aguas de la Sabana and Ruitoque, ownership of the assets is held. Additionally, Aqualia has continued to integrate and improve the management of the services acquired in 2020 in the Department of Córdoba: Aguas de Sinú, Uniaguas and OPSA, as well as the municipality of Villa del Rosario.

Regarding the construction of the El Salitre WWTP (Wastewater Treatment Plant) in Bogotá, construction has continued and the plant is expected to be completed in 2023.

As for **Peru**, the country is in the process of evaluating the efficiency of its public supply services in order to assign to private initiatives in those areas with the worst management indicators. Aqualia is currently studying different projects both as a provider of services for public companies as well as for financing, designing, building and operating large hydraulic infrastructures.

## Major international hires

Together with the acquisition of 80% of Georgia Global Utilities (GGU), in the international market, Aqualia has maintained significant activity in terms of acquisitions and tenders in the different countries in which it is present.

In **Colombia** the acquisition of concessions for the provision of household public services for conduction of water and sewerage in Colombia – Fundación, Maicao, Manati, Candelaria, Repelón, Campo de al Cruz, Santa Lucía, Luruaco, El Retén, Aracataca and Albania – stands out. So does the acquisition of 79.8% of Aguas de la Sabana de Bogotá, concessionaire company and owner of the water and sanitation service assets of the Bogotá agro-industrial estate, with a contract value of €254.20 million. Also noteworthy is the tender for the operation, expansion, restoration and maintenance of the infrastructure and commercial management of public services for conducting of water and sewage in Flandes (Tolima, Colombia) for a period of 20 years with a contract value of €125.84 million.

In **Saudi Arabia**, the contract for the South Cluster was signed, for the management, operation and maintenance of the integrated water cycle in the Saudi regions of Assir, Jazan, Baha and Najran in the south of the kingdom for a period of 7 years with a contract value of €99.41 million. A contract was also signed for the management, operation and maintenance of the end-to-end water cycle in

the Saudi regions of Qassim, Al-Jouf and Hail for a period of 7 years and a contract of €88.03 million in the Northern Cluster (Arabia Saudi).

In **France**, the concession of the public drinking water supply service was achieved in towns such as Ille y Vilaine, Rambouillet; the concession for sanitation services in areas such as Andrésy, Chanteloup-les-Vignes and Conflans-Sainte-Honorine, sector D, Yvelines; the concession of facilities maintenance services in Enghien-les-Bains (France); or sewage and rainwater sanitation services for the towns of Yvelines, Versailles Grand Parc.

Krmelín (Moravian-Silesian Region, Czech Republic); operation and maintenance contract for the sewerage network for a period of 5 years with a contract value of €2.15 million.

## 2.2. Spain

During 2022, the recovery of economic activity has been cut short by the effects of the invasion of Ukraine, especially the exorbitant increase in energy and material costs, which have led to a high cumulative CPI index of 5.7%, reaching its maximum value in the month of July, which peaked at 10.8%.

With regard to the evolution of **electricity costs**, Aqualia has maintained a policy of diversification of its suppliers, through the contracting of a PPA and the closing of tariffs in the fixed and futures markets. This has made it possible to depend only 32.4% on the OMIE free market where the evolution of OMIE rates has been exponential. In addition, from June, the Iberian Gas Supplement Mechanism for generation came into force, resulting in an average tariff of €82.7/MWh, a surcharge on contracts that did not have an agreed price before the measure came into force. All this has resulted in an electricity cost overrun of 66% compared to the previous year and, consequently, a 10% increase in water costs and a 20% increase in the reagents needed for treatment. Although the Spanish government has introduced a Royal Decree for the revision of prices in works contracts, this measure does not apply to the types of contracts that most affect Aqualia.

Regarding the **rate billing** of residential and industrial clients, it can be considered that in 2022, pre-pandemic consumption has been recovered in all regions of Spain. If the volume invoiced on a like-for-like basis is compared<sup>3</sup>, it has grown in 2022 for the first time, by 0.64%, compared to 2019 (3.78% compared to 2021), and the monetary amount has increased by 3.01% (5.93% compared to 2021).

In March, the **PERTE (Recovery, Transformation and Resilience Plan)** for the digitalisation of the water cycle was approved, with a budget of €3.060 billion, of which €1.920 billion are earmarked for the urban water cycle. In September, the rules governing the granting of aid for these projects were approved, as well as the first call for demonstrative digitalisation projects in the urban water cycle area, with a budget of €320 million. The second call will be approved in 2023 and will be allocated on the basis of population criteria. Aqualia will submit several projects to the calls, in the hope that this will serve as an accelerator for the digitalisation that is underway.

The search for efficiency in operational management, highlighting the effort made in 2022 to reduce costs, especially in the reduction of consumption (energy, materials and purchase of water) has led to an improvement in efficiency ratios, despite the aforementioned price increases. The creation of regional logistics centres has allowed synergies in purchasing capacity and the use of warehouses provided by suppliers.

Throughout 2022, regarding the **institutional and legal area**, the meetings of the Urban Water Cycle Round Table have been maintained, with the presence of the Ministry, the business associations, trade unions and users, as a first step towards the future Urban Water Observatory of Spain, foreseen in the PERTE. The Government has approved the Transposition of the new Quality Directive for Water intended for human consumption in January 2023. It also plans to modify the full text of the Water Law and the Public Water Supply Regulations. Lastly, amendments to the Water Laws of Extremadura, Aragon, Castilla la Mancha and Galicia are under review or already approved,

<sup>3</sup> On a like-for-like basis: only the contracts that have not changed in the period 2019-2022.



with a strong commitment to the regulation of the urban water cycle. In 2023, municipal elections will be held in Spain, which usually delays the pace of tenders and increases media discussion about public and private management of essential public services.

The approval of the Climate Change and Energy Transition Law in May 2021, prioritising green electricity sources and the reduction of CO<sub>2</sub> emissions, has been one of the main legislative frameworks Aqualia has worked on. Likewise, the approval by the Government of the 3rd revision of the Basin Hydrological Plans for the period 2022-2027, with a planned investment of €21 billion.

# First-hand...

“Our objective is to turn the Digitalisation line of the strategic project for the economic recovery and transformation into a transformational project that encourages efficiency and good management”

Aqualia is staunchly committed to sustainability. It pursues efficiency and profitability in each of its services, while contributing to the fight against climate change, a reality that has led to one of the most often-heard concepts over the past year being “water stress”.

As Aqualia's Managing Director for Spain, Santiago Lafuente has a holistic vision of the end-to-end water cycle business in the national territory and his extensive experience makes him an exceptional analyst on the most urgent main challenges facing the water sector. These undoubtedly include the development of digitalisation to foster applying a forward-looking approach as part of the decision-making process or the renewal of infrastructures to fine-tune a service that, despite being essential, tends to go unnoticed.

**How does Aqualia strike the necessary balance between remaining competitive and being sustainable in Spain?**

Our strategy in the Spanish market is structured around the operation of long-term contracts, in which,

thanks to our experience and specialisation, we generate value for both: administrations and users. We are committed to caring for this natural resource and to the continuous improvement of our services; we believe that this is one of the reasons that has seen us earn the trust of the communities that we operate in. This year, for example, we celebrated our 25th anniversary of providing services in Salamanca.

At Aqualia, we have not actively sought to strike a balance between sustainability and business, rather they are one and the same thing. Here, maintaining this resource is strategic. And we are very strict in terms of our performance as we believe that a company that is not committed to ESG (Environmental, Social, and Governance) principles does not have a bright future.

To this end, in 2021 we were the first operator that AENOR recognised for having aligned with SDG strategies and sustainability as an operating principle. And we have continued to contribute to our 2022 Strategic Sustainability Plan throughout 2022 as our goal is to enrich it in anticipation of its renewal next year. We also form

part of the StepbyWater Alliance, collaborating with multi-sector companies to reduce water consumption.

**The harsh consequences of climate change are an undeniable reality. At Aqualia, do you believe we are prepared for the effects that are yet to come in Spain?**

The impact of the climate emergency is a reality. In 2022 we have experienced unprecedented circumstances that we know we will see again in the future, such as the declaration of a drought alert in areas known as “humid Spain” and water conflicts in dry areas. To resolve these, we must address them together, with sustained planning, rather than if they were isolated incidents.

Our experience as a global operator is a strength when we compare ourselves with any other operator in Spain. We manage the resource in different parts of Europe, Latin America and MENA, with the different regulators, infrastructure conditions and climatic situations that this entails. This means that we are prepared to face the impact of climate change and we are always

**SANTIAGO LAFUENTE**  
MANAGING DIRECTOR FOR SPAIN  
#SustainableBusiness #Competitiveness

on the lookout for sustainable and innovative solutions, as we believe that the reduction in water resources is non-debatable. Neither is the waste of this resource, which can be reused for agriculture, for example.

**Thinking back to 2022, what milestones or projects come to mind at Aqualia Spain?**

We are doing a great job in relation to the circular economy. Aqualia's business model incorporates the concept of circularity, by providing collection, treatment, storage, distribution, wastewater treatment, and purification services, including the re-use and return of water, once treated, into the natural cycle.

Also worth special mention is the work undertaken in relation to waste recovery, with milestones such as the Rewatergy project, which we have undertaken in cooperation with three universities and, as goes without saying, the start-up of the largest industrial plant in the petrochemical sector in Spain, which we have constructed in Tarragona on behalf of AITASA, which produces a large volume of gas. Likewise, the co-digestion work carried out in Guijuelo (Salamanca) and as part of the Louro Consortium (Pontevedra) stand out in my mind. This consists of mixing urban sludge with industrial sludge to enhance gas production. These plants produce biogas to power our vehicles, serving as an example of how we add value through innovation, with solutions that focus on decarbonisation.

When it comes to energy, and on account of the current context and rising costs, we have made progress with the use of renewable energy. We are currently installing photovoltaic panels at our Spanish facilities. I believe that it is a critical step in achieving energy neutrality. In 2022, we have commissioned 15 photovoltaic energy facilities and we are in the process of installing a further 17.

**We have the technology that is needed to apply digitalisation or artificial intelligence to the management of our infrastructures**

**What are the coming challenges that Aqualia faces in Spain in terms of designing the future of the end-to-end water cycle?**

Undoubtedly, the renewal of water infrastructures, as their degree of obsolescence is very high and this generates huge maintenance costs. We must look for long-term solutions that help us to overcome climate risks and geopolitical tensions. Faced with this challenge, private operators such as Aqualia have



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a lot to contribute; for example, through public-private partnership mechanisms, which could be used to finance these improvements, offering very long recovery periods on the investment to public administrations. This would have a very slight impact on the cost of services and in the long run, it would lower operating costs.

Another challenge is the digitalisation of the sector. Our objective is to turn the Digitalisation line of the strategic project for the economic recovery and transformation into a transformational project that once and for all puts an end to sterile debates and places the spotlight on efficiency and good management. We can now say that what affects the digitalisation of the hydrographic confederations is under way and that, as part of a sectoral conference, €200 million have been released to the Autonomous Communities of Spain to make improvements in supply and wastewater treatment. At Aqualia, we have the technology that is needed to apply digitalisation or artificial intelligence to the management of our infrastructures, enhancing the visibility and efficiency of our entire underground operation, which must first be modernised.

## Outstanding projects in Spain

The year 2022 has meant a great boost for activity in the industrial water sector. This year saw the completion of the WWTP (Wastewater Treatment Plant) for AITASA in the Tarragona Chemical Park, along with the start of its operations. Aqualia was also awarded contracts for ENCE (Pontevedra), JEALSA (La Coruña) and Puratos (Gerona), and has 40 projects in the commercial development phase.

A strong boost has also been given to the field of re-use, where the award of a plant in the El Ejido WWTP (Almería) and desalination, where the company is in the initial operation phase of the SWDP Mar de Alborán (Almería) and was awarded projects in La Gomera and Tenerife. The remodelling of the Galindo (Bilbao) and Puerto de Santa María (Cádiz) WWTPs is underway.

In the municipal concessions market, Aqualia was awarded nearly 90 tenders or extended contracts. Notable are those of Garrucha (Almería) and Castell Platja d'Aro (Girona), for a period of 25 years, L'Ampolla (Tarragona) and Lluçmajor (Balearic Islands) for 20 years and others such as Torrox (Málaga), Mazarrón, Los Alcázares, Fortuna and Pliego (Murcia), Santa Cruz de Bezana (Cantabria), Villaviciosa (Asturias) and Arnedo (La Rioja).

As regards O&M contracts, it is worth highlighting those for the operation of the Oviedo WWTP (Asturias), the Rioja Alta system and the Tarazona system (Aragon), the sewerage system in Vizcaya lot 1 and Zaragoza, and lastly, the comprehensive management of the registration in Zaragoza and Cantabria for ACUAES.

## 2.3. Our business model and strategic outlook

Aqualia's business model focuses on the management of its activity in specific geographical areas, where its actions are always by the premise of achieving sustained and sustainable growth. To this end, our business model applies the following criteria: a reasonable profitability and the integration of all its capabilities in all areas of the value chain.

Over more than thirty years of experience, Aqualia has demonstrated, as a manager of the comprehensive urban water cycle, its high commitment to environmental sustainability and its contribution to the UN Sustainable Development Goals. This is reflected in its 2021-23 Sustainability Plan and the pillars on which its business rests:

**Sustainability.** Aqualia has set objectives in its activity related to the achievement of the goals set by the 2030 Agenda. Specifically: with the use of water as a scarce resource, with the fight against environmental pollution through adequate wastewater treatment or with the collaboration in the fight against climate change, reducing its carbon footprint.

All of this combined with its dedication to cross-cutting action and integrating these goals progressively more into the company's activities.

**Digitalisation and technology.** The company's digital transformation and the employment of technological solutions in its processes represent a key pillar to present-day Aqualia and its future. The development of these areas will allow the company to optimise and improve the management of the end-to-end water cycle, and as a result, reduce or avoid losses in the water supply networks, as well as optimise all processes related to the internal organisation of the company and customer service.

**Internationalisation.** The company's actions are closely related to sustainable growth and international expansion that responds to the global needs of clean water and sanitation, in particular in Europe, America and MENA.

Aqualia applies these pillars in the management of each phase of the entire water cycle, comprising the capture, treatment, purification and distribution of water, and including the subsequent capture of urban water and its subsequent treatment to return to the environment in optimum conditions.

# Global presence

OUR INTERNATIONAL ACTIVITY AS END-TO-END WATER CYCLE OPERATORS

We are Europe's fourth largest water management company and the world's ninth largest in terms of population served according to the latest Global Water Intelligence ranking (December 2022).

At Aqualia, we provide service to 43.7 million users<sup>4</sup> and we are present in 18 countries in Europe, America, the Middle East and North Africa. Our value chain, which includes the various phases of the water cycle —collection, treatment or drinking water production, distribution and customer management, sewerage, purification, re-use and construction services—, form part of the business model that the company deploys in each of these regions.

Aware that proper management of the end-to-end water cycle conditions many of the global purposes that we face as a society, we have aligned our strategy with the 2030 Agenda. Thus, in 2021 we became the first company in the sector to obtain AENOR's Sustainable Strategy certification, carried out by goals. Following our roadmap, Aqualia's 2021-2023 Strategic Sustainability Plan, we have operated during 2022 with the objectives of generating value and well-being, promoting social cohesion and continuing to collaborate to transform cities into smart and sustainable spaces.

<sup>4</sup> Sales office

<sup>4</sup> Data from October 2022.

<sup>5</sup> Distribution in Mexico does not involve customer management.

Activities undertaken

VALUE CHAIN | INTERNATIONAL



MAIN SDGS WITH AN IMPACT ON THE DIFFERENT ACTIVITIES IN OUR VALUE CHAIN



## 2.4. Global providers of essential services to citizens

Aqualia serves 43.7 million people and we are present in 18 countries: Spain, France, Italy, Portugal, the Czech Republic, Romania, Colombia, Mexico, Chile, Peru, United States, Algeria, Saudi Arabia, Egypt, United Arab Emirates, Oman, Qatar and Georgia.

Its value chain, which includes the catchment, treatment, distribution and customer management, sewerage, purification, re-use and construction services, form part of the business model that the company deploys in each of these regions. In line with its commitment to sustainable development, Aqualia was the first company in the sector to certify its strategy for the contribution to achieving the 2030 Agenda.

This certification entails defining how, as part of the different activities in the value chain, the company contributes to the different SDGs in all the countries in which it operates.

Given these phases, the business models deployed in the different geographical regions are:

- **GCIA – Municipal concessions for the management of the integrated water cycle public service.** This is Aqualia's main activity, ensuring access to water through the management of public services, such as catchment, treatment, purification, distribution and sanitation, as well as the analysis of the quality of water.

At present, Aqualia operates municipal concessions in Spain, Portugal, Italy, France and Colombia, and owns assets in Spain, the Czech Republic, Georgia and Colombia. One of the main objectives is to consolidate growth in these markets and extend its activity to other European and Latin American countries with consolidated regulatory models.

- **BOT – Infrastructure Concessions** in which Aqualia designs, constructs, finances and operates infrastructures, treatment plants (purification, treatment and desalination) or re-use facilities in the long term, via BOT agreements and take or pay mechanisms, as part of which the recovery of the investment associated with the infrastructure is guaranteed, without assuming the demand risk.

These formulas, which make it possible to combine technical know-how with the ability to structure complex financing are increasingly demanded by Public Operators and Agencies and Industrial Corporations in emerging countries.

Aqualia concentrates its activity on this business model in Spain, LATAM (Mexico, Peru, Chile) and MENA (Saudi Arabia, Algeria, Egypt and UAE).

- **O&M – Hydraulic infrastructure operation and maintenance services.** This service makes it possible to ensure the continuity of high-quality water, which requires the dedication, technology, professionalism and experience required to achieve maximum excellence in the integrated water cycle processes.

Aqualia has implemented these business models in UAE and LATAM (Mexico).

- **EPC – Engineering, Procurement and Construction.** This corresponds to the models as part of which Aqualia undertakes design and construction projects, without assuming responsibility for their operation once the construction phase is complete. Aqualia takes advantage of the opportunity offered by its experience with leading construction companies, to create alliances in the construction of large infrastructures, which allows a reduction and/or transfer of construction risk.

The company has EPC agreements in Europe (Romania), LATAM (Colombia) and MENA.

# MAIN MILESTONES 2022 ESG

## ENVIRONMENTAL



### ZEPPELIN AND ECLOSION

We are leading two innovation projects for the development of new technologies for obtaining **green hydrogen**, with the aim of improving the environmental sustainability of industry in Spain.

### ASSETS IN GEORGIA

We incorporated the Georgia assets, which have been a breakthrough in the production and use of **renewable energy**: we produced 660,345 GJ, thus contributing 3,428% more than in 2021.

### REDUZCO SEAL

The Spanish Climate Change Office (SCCO) has recognised our **Carbon Footprint Register**. In addition, MITERD has awarded us the "Reduzco" seal as a result of the data provided over the last four years.

### H2020 SABANA

We inaugurated the Agramón WWTP (Hellín, Albacete), a treatment plant that hosts the European project H2020 Sabana, focused on the **circular economy** and generating high added value bioproducts.

### GREEN CORPORATE CREDIT

We obtained a syndicated green corporate loan of **€1.1 billion** in which ten banking entities have participated, led by CaixaBank.

### SMART CITIES NETWORK

We participated in the Smart Cities Network conference in Rota (Cádiz) through our IT director taking part in a **round table**.

### TECHNICAL PRESENTATION ON INNOVATION

Victor Monsalvo, head of the Eco-efficiency area at Aqualia and co-chairman of the IDA R&D Committee, received an award for his technical presentation on Innovation (**Technical Paper R&D**) at the Conference of the International Desalination Association (IDA).

### AQUALIA LIVE

Thanks to the Aqualia Live platform, we have contributed **greater efficiency** through mobility projects and field work orders, enabling 1,200 staff members to improve their working day.

## SOCIAL



### SUBSIDISED WATER RATES

A total of **3,173,780 people** have had access to our subsidised water rates.

### NEW INCORPORATION

In 2022, the **integration of people with intellectual disabilities** in Aqualia's laboratories began, carrying out tasks as laboratory assistants.

### ENGAGED WITH CON ELLAS

We are launching "**Con Ellas**", for a more sustainable future, an initiative with which we join the **United Nations message** on International Women's Day in Spain and Colombia.

### AQUALIA WOMEN

We activated a female talent network, Aqualiawomen, to promote networking, engage in coaching processes and access to training with the aim of **fostering talent** inside the company.

### 6<sup>th</sup> AQUALIA JOURNALISM AWARD

We have delivered the 6<sup>th</sup> Aqualia Journalism Award, which aims to **bring Aqualia's activity closer** to society. The winners were Raquel Montenegro, a Spanish journalist, and as first runner-up, Vanesa de la Cruz, a Colombian journalist.

### 1<sup>st</sup> SUSTAINABLE BEHAVIOUR BAROMETER

To celebrate World Environment Day, we publish the first results of the 1 Barometer of Sustainable Behaviours, in which **11,268 people** have participated.

### SMVAK TAP INSPECTORS

The tap inspectors from SmVak, our subsidiary in the Czech Republic, went out again after the pause caused by the pandemic to check whether restaurant establishments **serve or do not serve tap water** to their customers.

### ENGAGING SMILES

We launched "**Motivos para Activar Sonrisas**" to celebrate International Mental Health Day, a campaign motivated by our concern for the **emotional health** of our staff.

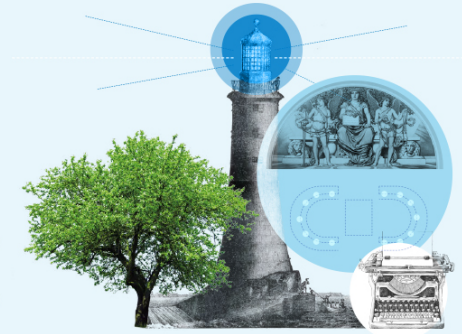
### ENGAGED WITH SPORT

We engage in more than 100 local collaborations to foster sport as part of our commitment to **promoting people's health**.

### OCCUPATIONAL HEALTH AND WELL-BEING

**More than 180 people**, including employees and their families, took part in the **1<sup>st</sup> Training Day on Occupational Health and Well-being in the Americas**.

## GOVERNANCE



### COMPLIANCE

We implemented our compliance system in France and Colombia and have reached agreements with partners in Saudi Arabia and the United Arab Emirates for the implementation of **compliance models** in the companies we share. At present, 100% of our international activity is governed by the principles of our system.

### INTERNATIONAL SCHOOL OF PUBLIC SERVICES

We signed an agreement with the International School of Public Services (EISP) to promote the **training of public service managers**.

### PRESENT ON INSTAGRAM

We launched an Instagram channel to get closer to our stakeholders.

### WATER BUSINESS FORUM

We worked with ICEX and the commercial office of the Spanish Embassy in the UAE to be present at the Water Business Forum conference, held at the Dubai Expo to celebrate **World Water Day**.

### GLOBAL WATER AWARDS 2022

At the Global Water Awards 2022, we were recognised with the Distinction Award in the category of **Best Water Company of the Year**. In addition, we were selected among the four finalists in the Net Zero Carbon Champion category.

### CULTURAL TRANSFORMATION

We launched the training *Cultural transformation towards sustainability at Aqualia* with an in-person session for company managers. In all, **more than**

**100 professionals participated**, and an online module is also available for the entire staff.

### PARTNERSHIP WITH THE UNIVERSITY OF ALMERIA

For the second consecutive year, we inaugurated our chair together with the University of Almería to study **desalination and the regeneration of wastewater** in a sustainable manner.

### LOCAL COMPLIANCE OFFICERS

We appointed local Compliance Officers in all countries where we operate for a better transfer and control of the **values, principles and processes** that the company follows.

### COMPLIANCE TIP

We launched the *Compliance Tip*, dedicated to how **differentiate harassment from an interpersonal conflict**, which includes a reference to the Protocol for the prevention and eradication of harassment in the FCC Group. The information was sent in different languages.

### CLIMATE SMART UTILITY

Recognised by the International Water Association as one of the leading companies in **sustainable water management** (Climate Smart Utility) during the IWA World Water Congress and Exhibition held in Copenhagen (Denmark).

### CUSTOMER MANAGEMENT

We participated in the first International Conference on Customer Management, which has meant a direct interpersonal connection to share presentations on **billing, fraud and customer service**.

### LEADERSHIP

We carried out training in the field of leadership, promoted by the Department of People and Culture to strengthen a series of skills for **managing, directing and leading teams**.



## Creating value for society: main figures

### CAPITAL

Financial capital	Unit	2022	2021	Change
EBITDA (million euros)	€M	350.2	298.9	17%

Industrial capital managed	Unit	2022	2021	Change
Kilometres of supply network	kilometres	51,295	45,399	13%
Kilometres of sewage network	kilometres	39,310	35,753	10%
DWTP	No.	259	239	8%
Drinking water tanks	No.	3,092	2,867	8%
SWDP	No.	28	28	0%
Treatment plants	No.	867	866	0%
Drinking water pumping stations	No.	1,507	1,194	26%

Natural capital	Unit	2022	2021	Change
Drinking water collected for management (m <sup>3</sup> )	m <sup>3</sup>	1,590,377,560	988,938,615	61%
Consumed energy (GJ)	GJ	5,450,660	4,263,768	28%

Human capital	Unit	2022	2021	Change
Employees – men	No.	12,673	9,818	29%
Employees – women	No.	2,461	1,982	24%
Employees with indefinite contract	No.	10,643	8,174	30%

Technological capital	Unit	2022	2021	Change
Total investment in technology	€	16,840,368	5,328,700	216%

Capital stock/relational capital	Unit	2022	2021	Change
Investment in social actions in communities (social action investment and awareness raising)	€	4,229,580	2,670,687	58%

Aspect	Unit	2022	2021
Revenue	€M	1,323.16	1,169.45
Other operating income	€M	63.42	47.56
Financial income	€M	39.45	36.93
<b>Direct economic value generated VEG (total consolidated for the group)</b>	<b>€M</b>	<b>1,426.02</b>	<b>1,253.94</b>
-	-	-	-
<b>Operating costs</b>	<b>€M</b>	<b>716.60</b>	<b>619.53</b>
Consumables	€M	536.55	446.88
Other operating expenses	€M	180.04	172.80
Changes in inventory of finished products and those being manufactured	€M	-	(0.15)
<b>Employee wages and benefits</b>	<b>€M</b>	<b>345.10</b>	<b>316.01</b>
Staff costs	€M	345.10	316.01
<b>Capital suppliers</b>	<b>€M</b>	<b>84.87</b>	<b>107.55</b>
Dividends	€M	30.45	60.00
Finance costs	€M	59.22	49.21
Exchange differences	€M	(4.80)	(1.66)

<b>Payments to governments</b>	<b>€M</b>	<b>57.18</b>	<b>42.59</b>
Corporate income tax	€M	44.52	34.10
Other tax payments (except VAT)	€M	12.61	8.38
Fines and penalties	€M	0.05	0.10
<b>Investments in the community</b>	<b>€M</b>	<b>1.24</b>	<b>0.88</b>
Donations and other investments in the community	€M	1.24	0.88
<b>Economic value distributed</b>	<b>€M</b>	<b>1,204.99</b>	<b>1,086.56</b>
		-	
<b>Economic value retained</b>	<b>€M</b>	<b>221.04</b>	<b>167.38</b>

## COMPLIANCE

<b>Implementation of good governance as a result of the compliance model</b>	<b>Unit</b>	<b>2022</b>	<b>2021</b>	<b>Change</b>
In companies owned by Aqualia	%	88	100	-12%*
In investee companies at the international level	%	64	96	-33%**

\*Global data for all 100% Aqualia companies. The percentage has decreased due to the acquisition in the last four months of 2022 of some companies in Colombia and the incorporation of a company in France which, at the end of the year, had no activity.

\*\*Percentage has decreased due to the acquisition of new companies in Colombia, and the creation of two new companies in KSA.

## LEADING INDICATORS 2022

Clients, users and companies	Unit	2022	2021	Change
Inhabitants served	M of users:	43.7	29.6	48%
Drinking water produced	m <sup>3</sup>	1,287,185,226	708,279,045	82%
Drinking water quality controls	No.	1,167,738	1,021,192	14%
Rating of the customer service department*	%	80.5	81.4	-0.9pp
Customer service: complaints index Spain	%	0.27%	0.25%	0.02pp
Customer service: International complaints rate:	%	1.94%	1.71%	0.23pp

Note \*: Considered as excellent, very good or good.

Community access to water	Unit	2022	2021	Change
Cáritas centres benefitted	No.	139	139	0%
People benefitted	No.	25,500	22,066	16%
Investment made in these centres	€	62,103	56,315	10%
People with access to subsidised rates	No.	3,173,780	2,394,265*	33%
Dialogue with sector associations	No.	59	50	18%

Note \*: Change in the figure by removing the Czech Republic.

Impact on the environment	Unit	2022	2021	Change
Purified water returned to its natural environment	m <sup>3</sup>	835,276,327	695,277,335	20%
Carbon footprint	TCO <sub>2</sub> eq	722,151	546,094	32%

Note \*: figures for 2021 have been updated.

Employees	Unit	2022	2021	Change
Investment in training	€	951,092	800,029	19%
Salary and benefits	€M	345	316	9%

Subsidies*	Unit	2022	2021	Change
For operating R&D&i projects	€M	3.03	3.13	-4%
Subsidies for investments and operation and other types of relevant subsidies**	€M	28.49	23.27	22%
Total subsidies***	€M	31.49	26.40	19%

Note \*: 99,88% in Spain.

Note \*\*: Includes: training subsidies (subsidised training courses; by nature, this item corresponds to staff expenses) plus capital subsidies for non-R&D projects and operating subsidies for non-R&D projects.

Note \*\*\*: Accrual criteria.

# 3

## Sustainability as a global challenge

We are aware that, as a society, we have multiple challenges to face. Challenges that push us to develop a more sustainable economy, production system and lifestyle.

At this pivotal moment, a change is needed that makes it possible to rediscover the balance that we need as a society. At Aqualia, we are flexible enough to adapt to major challenges. We have a roadmap and we are committed to the digital transition and sustainability.

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# First-hand...

“We are an international company, but we have deep local roots, which is reflected in our communications”

At the Communication and Corporate Sustainability department, Juan Pablo Merino is tasked with highlighting the essential work of Aqualia, both internally and externally, as an agent specialising in the sustainable management of the end-to-end water cycle. This task involves raising awareness amongst the company's stakeholders, getting them involved in caring for and preserving this critical natural resource.

Transparency and permanently listening to stakeholders are key to sustaining Aqualia's social legitimacy thanks to the commitment of its entire workforce.

#### How does Aqualia handle communication with its stakeholders?

We manage it with professionalism and rigour. We are aware that actively listening to all our stakeholders, which we include as part of our sustainable management model, is the key to constructing a successful strategy. We have also oriented this listening process outwards. Over the past five years, we have

interviewed and surveyed more than 25,000 people in all the countries we have a presence in. This year, we have also rolled out surveys as part of a new customer satisfaction study. Internally, we work in step with the People and Culture department, supporting all actions that generate cohesion and pride of belonging.

The challenge we face is relaying to all our stakeholders that we are a specialist international operator that, by pursuing efficient responses to the supply, management, treatment and purification needs of each community, offers technical solutions and provides quality services throughout all phases of the end-to-end water cycle, preserving water resources and the environment, restoring social cohesion and caring for people's lives.

Furthermore, we communicate honestly, transparently, closely and, as goes without saying, through verified information. Our messages have an educational bias, both in our corporate channels and on social media as well as in the local media, to enhance the appreciation we have for water management, which often goes unnoticed. I would like

to touch on the relationship with local journalists, who allow us to relay significant information. We are an international company, but we have deep local roots, which is reflected in our communications.

#### Which actions has your department undertaken to contribute to the 2030 Agenda and, therefore, to the 2021-2023 Strategic Sustainability Plan?

Communication is the driving force behind our activities, our efforts and achievements to make the end-to-end water cycle more efficient. We directly contribute to the Strategic Sustainability Plan, adding value and increasing the scope of each of the activities undertaken by the different areas. Thus, for example, we enhance the company's activity when communicating projects undertaken in the field of waste recovery (Technology) or when we emphasise the actions undertaken to maintain the natural wealth of the environment (Climate Emergency).

We also contribute to the Strategic Sustainability Plan in the form of actions aimed at enhancing activity itself and raising awareness among local residents. We raise

#### JUAN PABLO MERINO

DIRECTOR OF COMMUNICATION AND CORPORATE SUSTAINABILITY

#SocialLegitimacy #CulturalTransformation #Partnerships #Glocal #LocalConnection

awareness of SDG 6, we roll out savings campaigns and visits to treatment plants, we share advice on responsible consumption and we have launched our Sosteniblómetro, a test that tells participants how they can be more sustainable. We participate in global campaigns like Earth Day or Earth Hour, which demonstrate the global nature of these challenges. We are sustainable natives: we have always cared for water and that is now an advantage when it comes to communication. What for us has always been our way of working has now become fashionable.

#### Thinking back to 2022, which actions or projects would you make particular mention of?

We feel responsible for sharing our knowledge, training and raising awareness amongst society about using and caring for water. To this end, our educational actions have been particularly important: the Digital Drawing Contest, which we have organised for the past 20 years and in which 250,000 students have participated. We believe that it is crucial that today's children are aware about the work that goes into being able to turn on a tap and have quality water.

Another milestone is the Cultural Transformation training project towards sustainability; these face-to-face sessions saw more than 100 employees participate to dive deeper into the 2021-2023 Strategic Sustainability Plan. The process has been very enriching: we have relayed our sustainability strategy and gathered knowledge

from participants. The profile of those receiving the training, most of whom serve in key management positions in the different regions, has helped to include their assessments, proposals and comments in the preparation of the next plan that looks beyond 2023. This is all part of sustainability: getting teams involved in the strategy.

**We are sustainable natives: we have always cared for water and that is now an advantage when it comes to communication. What for us has always been our way of working has now become fashionable**

#### With these achievements in mind, what are the next challenges facing the department?

We are aware that communication and sustainability are closely related to one another. And although we have come a long way in terms of rigour in sustainability, we cannot let up implementing improvements that have come to be known as the



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regulatory tsunami. We have to pay close attention to anticipate the requirements of the new directive (double materiality, new standards, taxonomy, etc.). I believe, thanks to 2021-2023 Strategic Sustainability Plan and the creation of a non-financial information data system, we have built a knowledge base in relation to sustainability that will make us more agile and prepare us for 2024. This will also inevitably affect the sustainability report; it is not just an informative tool, it is also an exercise in transparency to relay how we integrate sustainability into the business model.

Online communication is another challenge. The department's work to generate content of real value is crucial in generating engagement. Without a doubt, this is a field in which we must increase our presence in 2023. I believe that the content that we generate, natural and close to people, helps us to demonstrate that we respond to the requirements of a diverse community that is increasingly involved in social and environmental causes.

And, as goes without saying, it enhances the visibility and value our activities: efficiency in water care and its sustainable management. I have always considered this as a priority, although it is true that it is a factor that is becoming progressively more urgent.



## 3.1. Sustainability as a global challenge

### Anticipation as the key for detecting opportunities: The water market in the climate emergency

In the VUCA environment, in which organisations currently operate, and which is characterised by volatility, uncertainty, complexity and ambiguity, the path towards sustainability involves identifying the main risks that affect the entire international community and which Aqualia, as a company with an international presence in 17 countries, must face and manage from an international vision and perspective, while at the same time being linked to the local communities.

The challenge is immense: being capable of transforming risks into business opportunities, anticipating them, minimising their impact, establishing appropriate defence mechanisms through precise mitigation measures, procedures or policies in each region, area, country and community. Because, there is no doubt: an international presence entails global risks that are interconnected with one another, while, at the same time, Aqualia's local approach and role is critical when it comes to addressing them.

This risk identification process is necessary to select the material topics that Aqualia has worked on.

The gap between the importance given by stakeholders to each issue and the perceived performance of the company in each issue has served as a basis for understanding the aspects that need to be reported on and which should be considered a strategic priority to Aqualia.

#### Environmental challenges

Scope/risks	Content	Control mechanisms: policies, initiatives and mitigation measures	Aqualia's commitments
<b>ENVIRONMENTAL CHALLENGES</b>			
<b>Pollution and climate change (environmental)</b>	<ul style="list-style-type: none"> <li>Exposure to risks caused by global warming above 1.5° Celsius, such as rising sea levels or progressively more destructive natural disasters.</li> </ul>	<ul style="list-style-type: none"> <li>Aqualia's 20-22 Carbon Footprint Reduction Plan.</li> <li>Integrated environmental management systems, such as ISO 14001, 14064 or 50001, that identify and manage these environmental risks.</li> <li>Assessment and control through the projects, initiatives and indicators of the 2021-2023 Strategic Sustainability Plan.</li> <li>Aqualia is committed to green hydrogen to drive a</li> </ul>	<ul style="list-style-type: none"> <li>50% of the company's total energy to be renewable by 2030.</li> <li>Calculation of the carbon footprint in 100% of the countries in which Aqualia operates.</li> <li>100% low-emissions fleet by 2030.</li> <li>Energy recovery at desalination plants and biogas production.</li> </ul>

Scope/risks	Content	Control mechanisms: policies, initiatives and mitigation measures	Aqualia's commitments
		sustainable and decarbonised economy.	
<b>Water scarcity as a result of climate change (environmental)</b>	<ul style="list-style-type: none"> <li>Desertification and water stress also as a consequence of global warming. UNESCO estimates that by 2030, almost half of the world's population will live in water-stressed areas.</li> </ul>	<ul style="list-style-type: none"> <li>Aqualia constantly invests in improving the distribution network with a view to minimising water loss throughout the end-to-end water cycle, as well as implementing measures and raising awareness among citizens to encourage responsible water consumption.</li> <li>Environmental management systems for the efficient management of scarce resources.</li> <li>Circular economy techniques that encourage the re-use of wastewater and improve the way in which water is harnessed.</li> </ul>	<ul style="list-style-type: none"> <li>Development of proprietary monitoring and measurement programs integrated into the Aqualia Live modular integrated management platform, with a view to achieving an unregistered water volume of less than of 27% of the total amount distributed by 2023.</li> <li>Promotion of water optimisation and re-use practices.</li> </ul>
<b>Spill management and caring for the planet (environmental)</b>	<ul style="list-style-type: none"> <li>The impact of spills and hazardous waste on biodiversity can have consequences that, in practice, are comparable to climate change. It is estimated that around 25% of animal and plant species are threatened and approximately one million species are at risk of extinction<sup>4</sup>, meaning that the loss of biodiversity would represent a reputational, regulatory and financial risk.</li> </ul>	<ul style="list-style-type: none"> <li>Periodic spill reviews, procedures and controls.</li> <li>Biofactory innovation and development projects at WWTPs that transform the waste generated by society, together with sludge from the plant, into energy, biofuels, bioplastics, biofertilisers, etc.</li> <li>Agreements with the value chain to re-use products.</li> <li>Public-private collaboration for the construction and renewal of adequate infrastructures.</li> </ul>	<ul style="list-style-type: none"> <li>Circular economy model.</li> <li>Aqualia has signed up to the Circular Economy Pact.</li> <li>Transfer of projects in the innovation phase to the production phase.</li> <li>Promotion of projects around the care for biodiversity.</li> </ul>
<b>SOCIOECONOMIC CHALLENGES</b>			
<b>Geopolitical uncertainties and tensions</b>	<ul style="list-style-type: none"> <li>Geopolitical tensions cause changes in international relationships that have economic</li> </ul>	<ul style="list-style-type: none"> <li>Efficient energy management in the purchase of energy, combined with fixed-price contracts with future</li> </ul>	<ul style="list-style-type: none"> <li>By 2030, the share of renewable energy used (from own installations, PPAs or purchasing processes) in the total</li> </ul>

<sup>4</sup> IPBES, (2019), The Global Assessment Report on Biodiversity and Ecosystem Services

Scope/risks	Content	Control mechanisms: policies, initiatives and mitigation measures	Aqualia's commitments
<b>(socio-economic)</b>	consequences, including the increase in energy prices, the depletion of raw materials and the increase in costs or changes to international regulations, etc.	purchases and PPA contracting (leaving a minimum percentage exposed to fluctuations in market prices) is an effective mechanism for overcoming these uncertainties.	energy consumed will be at least 50% <sup>5</sup>
<b>Publicly managed economic and social models versus collaborative models (social, reputational, environmental)</b>	<ul style="list-style-type: none"> <li>In relation to public-private partnerships to collaboratively resolve the water supply and sanitation needs in different towns and cities worldwide, the implementation of exclusivity models in public management can result in a loss of technification and a problem as regards the legal void that this can entail for employees.</li> </ul>	<ul style="list-style-type: none"> <li>Collaborative models are a key aspect of sustainability that Aqualia promotes. Public-private partnerships strengthen the links between different interdependent agents in society and establish a common language between them that facilitates understanding between people and organisations, administrations and entities.</li> <li>The involvement of Aqualia in the territories in which it operates are indicators of its social commitment.</li> </ul>	<ul style="list-style-type: none"> <li>The 2021-23 Strategic Sustainability Plan proposes the creation of value through partnerships and collaborations, in addition to a social impact that promotes projects to guarantee access to water.</li> </ul>
<b>Global pandemics (social)</b>	<ul style="list-style-type: none"> <li>The outbreak of the pandemic around the world demonstrated just how vulnerable society is; however, it has also driven other positive transformations that have made us aware of the level of interdependence between people worldwide.</li> </ul>	<ul style="list-style-type: none"> <li>In 2022, Aqualia maintained appropriate protocols for protecting employees and clients by activating contingency plans and systems for workers, clients, users, etc.</li> <li>The company also guaranteed users high-quality tap water, which remained subject to the usual, normal disinfection treatments, provided by companies in the sector, both public and private.</li> <li>Quality management systems.</li> </ul>	<ul style="list-style-type: none"> <li>Strategic Health and Well-being Plan 2022-2024, roadmap for achieving effective, efficient management and continuous improvement of the safety, health and well-being of both the workforce and their family and social environment.</li> <li>Water quality and commitment to clients.</li> </ul>
<b>Efficient management for service</b>	<ul style="list-style-type: none"> <li>The lack of infrastructure, or the poor condition of infrastructure, pose</li> </ul>	<ul style="list-style-type: none"> <li>Public-private collaboration models (private management at the service of public</li> </ul>	<ul style="list-style-type: none"> <li>Agreements and partnerships to achieve these joint goals.</li> </ul>

<sup>5</sup> For MWC and BOT contracts where Aqualia operates older than three years

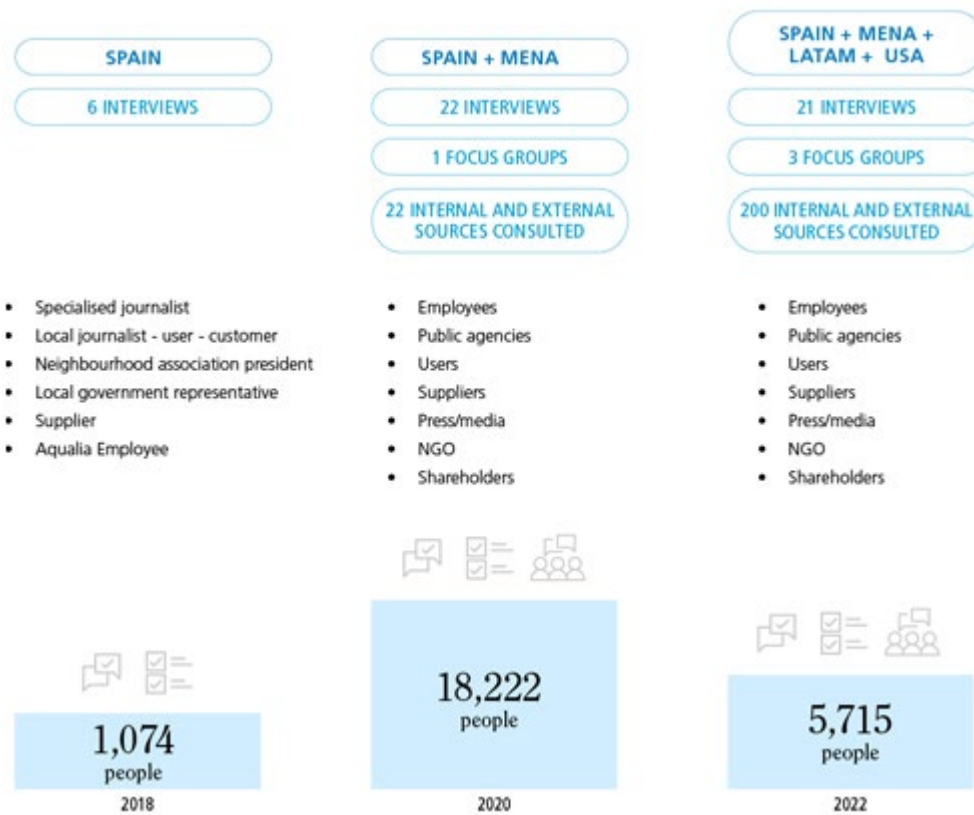
Scope/risks	Content	Control mechanisms: policies, initiatives and mitigation measures	Aqualia's commitments
<p><b>excellence (social, reputational, environmental)</b></p>	<p>risks to maintaining the quality levels of supply, sanitation and treatment services, as well as to efficient water management.</p> <ul style="list-style-type: none"> <li>The deficit in investments in infrastructures is having a negative impact on the sustainability of the system. increasing the cost of maintenance operations or contributing negatively to environmental objectives. This means it is not possible to incorporate technological improvements that enhance efficiency.</li> </ul>	<p>assets) are an adequate solution for constructing these technologically advanced sanitation infrastructures.</p> <ul style="list-style-type: none"> <li>Construction and investment plans for maintaining the excellence of the service.</li> <li>The implementation of technological innovations facilitates the adequate maintenance of networks.</li> <li>Active listening initiatives with interest groups and communication plans.</li> </ul>	<ul style="list-style-type: none"> <li>Transparent and fluid communication with stakeholders to seek joint and collaborative solutions.</li> <li>Commitment to the client to provide innovative and decisive solutions.</li> </ul>
<p><b>TECHNOLOGY AND COMPLIANCE</b></p>			
<p><b>Cybersecurity (social, reputational, environmental)</b></p>	<ul style="list-style-type: none"> <li>Cybersecurity can entail different risks, such as potential damage to the environment, infrastructures and water management services, associated with online control systems and computer networks. Therefore, such events can lead to contamination, deterioration, saturation or closure of physical or digital infrastructures.</li> <li>Furthermore, a potential attack could compromise clients' privacy.</li> </ul>	<ul style="list-style-type: none"> <li>In the framework of digitalisation in which Aqualia is immersed, the company understands the importance of possible cybersecurity-associated risks and, to this end, develops new technologies through which it can prevent potential risks.</li> </ul>	<ul style="list-style-type: none"> <li>Commitment to the cybersecurity of citizens.</li> <li>Cybersecurity training imparted to Aqualia employees.</li> </ul>
<p><b>Digital and technological divide and</b></p>	<ul style="list-style-type: none"> <li>New technologies create new jobs, but also destroy them, leading to an increase in unemployment. Furthermore, they</li> </ul>	<ul style="list-style-type: none"> <li>The ambitious investment in technological development that we are making at Aqualia aims to improve the efficiency and competitiveness of our</li> </ul>	<ul style="list-style-type: none"> <li>Aqualia Live, the company's modular and integrated platform, houses all the digital services provided by the company, converting</li> </ul>

Scope/risks	Content	Control mechanisms: policies, initiatives and mitigation measures	Aqualia's commitments
<b>digitalisation (social)</b>	<p>pose a risk of the unequal distribution of wealth, breaches of intimacy, discrimination, etc.</p> <ul style="list-style-type: none"> <li>• In turn, digitalisation is an asset in the fight to slow down climate change.</li> </ul>	<p>services; to implement digitalisation processes in management, communication and operations projects from a human and environmentally friendly perspective; and to promote more sustainable, social and connected municipalities and cities, with a priority aim: delivering a better service to citizens.</p>	<p>information into knowledge through what is known as big data and cloud computing.</p> <ul style="list-style-type: none"> <li>• Campus Portal for company training (schools of knowledge).</li> <li>• Presence at strategic forums, fairs and reference debates.</li> </ul>
<b>Regulatory compliance (social, environmental and reputational)</b>	<ul style="list-style-type: none"> <li>• Legislation, regulations and administrations in the different countries should also adapt to the increasingly strict regulatory requirements of international organisations in terms of water cycle management requirements, water stress, governance, as well as climatic and financial requirements.</li> <li>• European Directive 2020/2184, on water intended for human consumption, requires transparency and access to information on water quality parameters, to achieve increased client confidence and greater consumption of tap water.</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation at Aqualia is a key factor in the water sector, which should meet regulatory requirements by promoting projects related to the application of new technologies to the management of the end-to-end water cycle, its use and re-use, etc.</li> <li>• Companies like Aqualia should ensure the quality of this resource via a risk management system. To do this, risk assessments and control need to be carried out by means of Water Safety Plans, which start in the abstraction area and continue as far as the home distribution system. Operational supply control programmes also need to be prepared.</li> </ul>	<ul style="list-style-type: none"> <li>• Once again, the different innovations to be undertaken require large investment and public-private collaboration.</li> <li>• During 2022, Aqualia has submitted a series of projects to Spanish authorities with a view to receiving financing from the Next Generation Funds. Likewise, throughout 2022 it has prepared projects for the Digitalisation PERTE that will be presented in February 2023.</li> </ul>
<b>Corporate governance and ethics (social and reputational)</b>	<ul style="list-style-type: none"> <li>• Fight against corruption, bribery and money laundering, in connection with relationships with public officials, suppliers and other authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Criminal Offence Prevention Model</li> <li>• Regulatory Compliance Committee</li> <li>• Corporate Anti-Corruption Policy</li> <li>• Code of Ethics and Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Commitments assumed under the Strategic Plan in relation to ethics and compliance.</li> </ul>

## Materiality analysis: Action and listening that strengthen our strategy

This active listening is the basis on which Aqualia bases the main pillars and commitments at international level. To carry out this listening, the company carries out a materiality study every two years, in which its stakeholders are involved.

*Thus, in the last 5 years, the company has listened and integrated into its strategy the desires and expectations of 25,000 people who are part of its stakeholders.*



Based on and in line with the information obtained in these listening processes, the company has its 2021-2023 Strategic Sustainability Plan, which it reviews every year and which is due to be updated in 2023 to be able to extend its action in the new countries where it is present.

### We take the pulse of our environment

In 2022, Aqualia updated and expanded the scope of its Strategic Materiality Study, which identifies and analyses aspects such as the state of the national and international context, sector trends and other relevant points, information the company has obtained on the issues of interest to the relevant audiences identified. This allowed the material topics to be integrated into the international strategy and to adapt their relevance to the different areas.

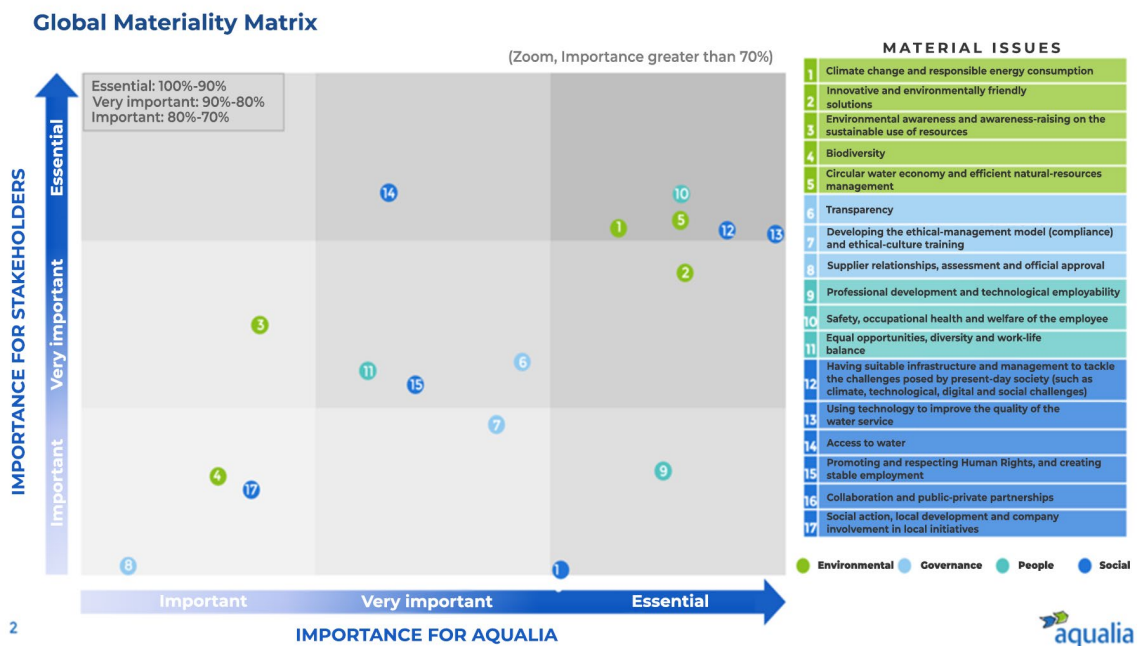
To carry out this latest update, an investigation of 200 secondary sources was also carried out, which include documents such as the Green Deal or OECD and UNESCO reports, as well as interviews and surveys of more than 5,000 people who make up its external interest groups, such as public administrations, clients, users, suppliers, media, NGOs, and internal, such as employees.

Due to the large number of people around the company, the next listening process, the results of which are expected to be extracted in 2024, will start in the second half of 2023.

### The result: materiality matrix

Derived from the Materiality Study, the company has the following global materiality matrix, where the topics of interest are presented, segmented according to 4 areas: social, people, governance and environmental and its importance for stakeholders and the company.

Thanks to the mapping and identification exercise of the environment carried out by the company in 2022, a ranking is established with the importance of each topic and the actions aimed at each stakeholder group are prioritised.



**Updating of the matrix by managers**

This year, in order to continue feeding and aligning the company's strategy with the impact on the environment, the company's executives have been asked to select the five material topics they consider most relevant. Thus, on a scale of 1-10, each one assessed the impact that, according to Aqualia's activity, these issues have on the company and on the environment.

**The TOP 5 material topics that most executives included for the management of the company were:**

- Suitable infrastructure and management to tackle the challenges posed by present-day society (climate, technological and social challenges)
- Environmental awareness and awareness-raising on the sustainable use of resources
- Circular water economy and efficient natural-resources management
- Equal opportunities, diversity and work-life balance
- Occupational health and safety and well-being

The issues that have most often been included as relevant coincide with a strategic vision of Aqualia's business. Issues such as awareness or infrastructures are key in a sector with a great vocation for public service and that calls itself collaborative. In addition, issues such as the circular economy appear, the company's commitment to renewing water, promoting savings and efficiency in the cycle.

Lastly, there are also issues related to the internal dimension of the company, in which intense activity is maintained dedicated to ensuring that Aqualia is a safe environment for all employees and, also, for their health care, not only in terms of safety, an area in which the strictest protocols are followed, but also due to the number of initiatives implemented to strengthen the mental health of employees.

**The TOP 5 material topics with the highest scores for their impact on the company and the environment, currently:**

- Suitable infrastructure and management to tackle the challenges posed by present-day society (climate, technological and social challenges)
- Climate change and responsible energy consumption: level of energy consumption and plans for developing eco-friendly energy
- Access to water: the company facilitates access to water for all people including those in vulnerable situations.
- Innovation in the environment, development of R&D&I solutions.
- Promoting and respecting Human Rights, and creating stable employment. Company's capacity to create jobs in the communities where it distributes and supplies.



The result shows that 3 of the 5 issues with the greatest impact on the company and its environment are of a social nature, and 2 of an environmental nature. A vision that coincides with the analysis of the World Economic Forum published in 2022, on the main risks at a global level, among which 8 out of 10 are social or environmental.

The assessment is consistent with the international growth that Aqualia has experienced, and which has shown the high impact that the management of the end-to-end water cycle has on the communities in which the company has landed. In addition, the social and environmental situation in many of these places leads Aqualia managers to focus their attention on social and environmental issues, key to being able to build and make the water supply sustainable, from a global point of view.

## End customer and institutional customer satisfaction study

Aqualia is committed to offering a quality service that has a positive impact on people's lives, and for this reason, every two years, the company carries out a customer satisfaction study, as part of its system for the continuous improvement of quality. This year it was carried out in Spain, France, Portugal and Georgia.

*5,763 telephone surveys made to end customer and 19 interviews to institutional customer in Spain, France, Portugal and Georgia*

### Spain

This latest study, which includes 3,691 end customer surveys and 19 interviews with institutional customers, has revealed, in general terms, a high level of satisfaction among users and local councils in the places where Aqualia operates. It should be noted, on the one hand, that in 2022, the overall satisfaction index is the second highest in the historical series and the percentage of satisfied customers is 80.5%. The level of satisfaction is the same as in the previous survey, and the percentage of satisfied customers stands at 80.5%, which represents a slight drop of less than one percentage point compared to 2020.

#### End clients

This year saw an increase in the number of customers satisfied with customer service and in the number of those satisfied with their bill. Other interesting data are the increase in the number of users who have switched to using the Aqualia app, 49%, or the greater number of users who request more personalised information by email, SMS or WhatsApp.

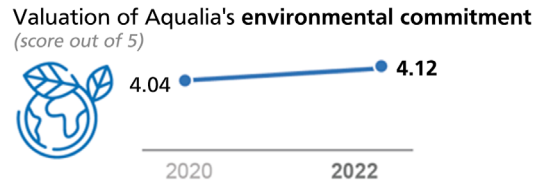
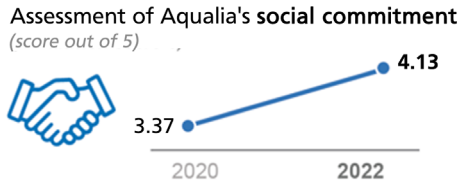
#### Highlights



#### Institutional clients

As for the institutional client, satisfaction with the service offered by the company received a rating of 4.05 on a scale of 1 to 5, which represents a very slight downward variation compared to 2020 (4.12). The study shows that more than 9 out of 10 institutional clients are satisfied with the service (94.8% rate it as "excellent", "very good" or "good").

The current edition of the study shows that 79% of those consulted rate the quality of Aqualia's service as "excellent" or "very good". In 2020, the rating was very positive, perhaps influenced by the critical circumstances of the pandemic in which the supply of clean and safe water stood out as an essential service provided with high quality and without incidents.



This level of satisfaction has been maintained in 2022, demonstrating the high level of performance by Aqualia's professionals. Aqualia's commitment to society and the environment is one of the aspects that obtained a slightly higher rating than in 2020, which conveys a positive perception of the efforts Aqualia is making in these areas.

## France

### End clients

In 2022, a satisfaction study was also carried out on Aqualia's two brands in the country, SEFO and CEG. A total of 300 telephone interviews were conducted with end clients, which revealed that 9 out of 10 clients, 88.9% (91.3% in the case of SEFO and 85.3% in the case of CEG), are satisfied or very satisfied with the service provided by the company. The study also analysed satisfaction with supply, which stands at 2.95, with a maximum score of 4.

Regarding the contact channels, 55.6% know the telephone line and of these, 68% have used it, 27.4% know the virtual office and 27.2% have carried out some online procedure. Undoubtedly, the best-known communication channel is still the branch office, which 60% of citizens in the locality are familiar with and 43.2% have used.

## Portugal

### End clients

In Portugal, 552 telephone interviews have been carried out, distributed among the brands that Aqualia has in Portugal, the satisfaction index remains relatively stable with respect to 2020, being 93.6% in 2020 compared to 90.7% in 2022. The respondents gave most importance to satisfaction with the quality of the service provided, followed by satisfaction with the supply, taking into account both water quality and pressure, leaving satisfaction with the meter reading process as the least important factor.

Aquafundália was the leader in customer ratings of the Aqualia companies interviewed, followed by Aquamaior, Cartagua, and Aqualvas.

## Georgia

### *End clients*

This year, 1,220 telephone surveys were conducted, 401 correspond to Rustavi Water Company while 819 correspond to Georgian Water and Power, the two companies that Aqualia has incorporated, located in Georgia.

Regarding the surveys conducted on Rustavi Water Company and its services, the company is the best known in its area of influence, with 68% of respondents knowing that this is their water company. In relation to the supply, 63% have stated that they are satisfied or more or less satisfied with the water supply, which includes the parameters of water quality, pressure, continuity and overall satisfaction. Regarding the communication channels with the company, 43% of those interviewed indicated that they preferred the telephone compared to 38% who said they used the online service.

In relation to the surveys carried out regarding the Georgian Water Company, 68% of the citizens interviewed recognise it as their water company. Satisfaction with the supply was also evaluated, in which 73% are generally satisfied with the water supplied. In terms of communication, 47% of the respondents prefer the telephone line compared to 31% who consider online contact to be more effective.

## Transparent communication and dialogue with stakeholders (Infographic)

Dialogue with its stakeholders is strategic for Aqualia. For this reason, it carries out active listening oriented towards all of them: Public Administrations, users, employees, consumer organisations, NGOs, suppliers, the media and shareholders, whom it involves in its main objective: care and preservation of water resources. To convey this message, the company is committed to reinforcing its strategy of continuous, useful, educational and responsible communication, as the operator of an essential public service.

In this regard, in the period 2021-2022, Aqualia carried out a study to update its stakeholders at a corporate level and in all regions in which the company operates, i.e.: Spain, the rest of Europe, Latin America and the Middle East and North Africa. This entailed the identification of stakeholders, as well as the subgroups that each of these fall into in the different countries and regions in which Aqualia operates, depending on the affected value chain.

As a result of this analysis, and with the aim of adequately managing the actions and communication channels with the different groups, Aqualia established in 2022 a prioritisation to determine the relevance of each of them, the material topics of greatest interest and the information channels preferred by each one.

In addition, regarding communication in Aqualia's environment, the company has drawn up a sustainability communication manual with simple messages, a guide that highlights the value of the integrated water cycle management service for both employees and external audiences, with the intention of bringing its contribution closer to the 2030 Agenda and global challenges.

### MAP OF STAKEHOLDERS AND PRIORITY ISSUES BY AUDIENCE

- ENVIRONMENT
- GOVERNANCE
- PEOPLE
- SOCIAL

**STAKEHOLDERS**

Subgroups

Dialogue channels

**CUSTOMERS AND USERS**

National governments  
Regional governments  
Local Governments  
Public centres  
Companies and industries  
Irrigation Sector  
Citizens

Sustainability Report  
News on the corporate website aqualia.com  
Events, meetings, breakfasts and open days  
Other Aqualia websites and campaigns  
News on specialist websites  
Social media

**REGULATORY BODIES**

Local, regional, district  
National  
International

**SOCIETY**

Press/media  
Influencers  
Irrigation organisations  
Sector associations  
Neighbourhood associations  
NGO 360°  
Companies in the industry  
Academic institutions

Events, meetings, breakfasts and open days  
Specialist websites  
Social media  
Sustainability Report  
Other Aqualia websites and campaigns  
News on the company website aqualia.com

**SUPPLIERS**

Local suppliers  
International suppliers  
Strategic suppliers

Sustainability Report  
Linkedin  
News on specialist websites  
News on the company website aqualia.com  
Other Aqualia websites and campaigns  
Events, meetings, breakfasts and open days  
Social media  
Aqualia work-related WhatsApp groups  
E-mail

**BUSINESS PARTNERS**

Business partners  
Partners in private RD&I projects  
Collaborators and agents

**SHAREHOLDERS**

Shareholders  
Capital suppliers

Corporate reports  
Sustainability Report  
E-mail: flashes, newsletters  
Website  
Aqualia ONE Intranet  
Social media

**PEOPLE**

Executives  
Middle management  
Technicians  
Clerical Staff  
Customer service  
Expats  
Assignees  
Trade unions

Institutional dialogue and meetings with the Council / Committees / Administration  
Aqualia ONE Intranet  
Be Aqualia employee app  
Work-related WhatsApp groups  
Sustainability Report  
Events, meetings, breakfasts and open days  
Social media  
E-mail: flashes, newsletters

**PRIORITY ISSUES AND STAKEHOLDER EXPECTATIONS\***

\*Material issues are considered matters whose importance has been scored 7 or higher by stakeholders.

	CUSTOMERS AND USERS	REGULATORY BODIES	SOCIETY	SUPPLIERS	BUSINESS PARTNERS	SHAREHOLDERS	PEOPLE
Climate change and responsible energy consumption	●	●	●	●	●	●	●
Innovative and eco-friendly solutions	●		●	●	●	●	●
Environmental awareness and raising awareness on how to sustainably use resources	●	●	●	●	●	●	●
Biodiversity	●	●	●	●	●		●
The circular economy of water and efficient natural-resource management	●	●	●	●	●	●	●
Transparency	●	●	●	●	●		●
Developing the ethical-management model (compliance) and ethical-culture training			●	●	●	●	●
Supplier relationships, assessment and approval		●		●		●	
Professional development and technological employability	●		●	●	●		●
Employee safety, occupational health and wellness	●		●	●	●	●	●
Equal opportunities, diversity and work/life balance	●		●	●	●	●	●
Having the infrastructure and management adapted to the challenges posed by present-day society	●	●	●	●	●	●	●
Using technology to improve water quality	●	●	●	●	●	●	●
Access to water	●	●	●	●	●	●	●
Promoting and respecting human rights, and creating stable employment	●	●	●	●	●		●
Collaboration and public-private partnerships					●		●
Social action, local development and company involvement in local initiatives	●	●	●	●	●		●

Transparency is one of the commitments on which Aqualia bases its relationship with the millions of end users in the communities where it manages the comprehensive urban water cycle, whether in full or in part. Proof of this accessibility and transparency is that in 2022 Aqualia's website exceeded one million visits, more specifically 1,025,674. A total of 676,660 users have visited the website.

In 2022, the company also prepared its aqualia.com portal to guarantee information on the quality of drinking water to all customers of the Spanish municipalities in which it is responsible for water supply, in accordance with the transposition in Spain of Directive 2020/2084, which includes a rethinking of the "Citizen Information" portals.

## Our social networks: social reality and corporate culture

Aqualia wants to be where the people are. Communication on social networks is therefore essential and responds to this way of connecting the double environment in which the company operates, comprising social reality and corporate culture.

Proof of this is that Aqualia has maintained its growth in social networks in 2022 compared to the previous year, both in terms of the number of followers obtained and the publications made.

On Twitter, the company has gained more than 500 new followers, up to 7,077. YouTube has already surpassed 2 million views, with an increase of 175,104 in 2022. On LinkedIn, the company's followers have increased by more than 45%, from 25,833 last year to 37,854 this year.

## We launched a new profile on Instagram

### GOOD PRACTICE

#### We are more than 1,200 people in our community on Instagram

We already had more than 1,000 followers at the end of the year. For the presentation of this latest profile, we used the Manual for the Use and Participation of Employees in social media, published and promoted internally last year and which is still in force, as a guide for all Aqualia's professionals to know how to use their social networks correctly.

The aim of the manual is to promote a responsible culture online and in coordination with the Aqualia Code of Ethics, and will apply to the entire organisation. As an example of the company's leadership in the field of social networks within the sector is the support received by the networks for the presentation "The manual for the use and participation of employees in social networks", which members of the Communication and CSR Department presented in the XXXVI AEAS Conference held from September 28 to 30 in Córdoba.

## Internal reporting

Due to internationalisation, internal communication is becoming increasingly important in Aqualia, which finds it necessary to inform the entire Aqualia workforce, taking advantage of the different channels available.

As a novelty, during 2022, the company has worked on adapting the messages to the different types of “target audiences” within the company, which are basically divided between office workers and those who do not have a corporate email or “deskless”. During 2022, a total of 334 internal communications were sent in various formats (informational flashes, emailings and internal notes), some of them in multi-language format.

### GOOD PRACTICE

#### **We launched a new information channel, Aqualia Global News**

Aqualia Global News, a newsletter for the entire company, was launched in November as a milestone for internal communication. This new internal channel, published every two weeks and with fixed sections, includes between 8 and 10 news items of interest to the entire company in each issue, in Spanish and English.

## 3.2. Our strategic lines

### Our commitment to sustainability

In the current context in which we find ourselves, both **supply and sanitation are critical services**. The correct management of the end-to-end water cycle has an impact on many global challenges we are facing as a society: environmental challenges, such as adapting to climate change, protecting biodiversity or accessing renewable energy; social challenges, such as water access for vulnerable people and families and social awareness about caring for water and its quality; and economic development, given that the optimisation of the integrated water cycle, its quality and availability help us to improve the development and quality of life of millions of people.

In addition, we are in the Decade of Action and although Aqualia's global vision points to 2030, the current uncertainty has made the near future a unique period in which to establish achievable and real targets that can contribute to creating value.

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*The current 2021-2023 Strategic Sustainability Strategy acts as the perfect timeframe for Aqualia to work on ESG aspects.*

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During these years the company has implemented the established strategic lines of action, based on the adaptation and mitigation of climate change, culture and people's well-being, ethics and social impact, the promotion of technology for integrated management, digitalisation and communication with all stakeholders. Aqualia's culture and values determine the way in which it does business and are present in all its commercial relations.

During the second half of 2022, the Strategic Sustainability Plan was revised, updating indicators and modifying some projects. With this, Aqualia has demonstrated that it has sufficient flexibility to adapt to major challenges. The company established a path to follow and assumed an unavoidable commitment to the digital transition and to sustainability in order to live up to what the citizens of the 21st century expect from a company such as Aqualia.

Once again, and successfully audited by AENOR, Aqualia has demonstrated, as a manager of the comprehensive urban water cycle, its high commitment to environmental sustainability and its contribution to the UN Sustainable Development Goals. The Strategic Sustainability Plan and the pillars on which the company's business is based demonstrate this.

Also the Communication on Progress (COP) to the Global Compact (GC) website has reached the GC Advanced level. Through the GC Advanced level, the Global Compact Office recognises companies that strive to be best reporters and declare that they have adopted and report on a wide range of best practices in sustainability governance and management.

Aqualia promotes and integrates the Ten Principles of the United Nations Global Compact into its company culture and is aligned with the Sustainable Development Goals (SDGs). Thus, the 2021-2023 Strategic Sustainability Plan focuses on achieving the goals established in the 2030 Agenda, calling for multilateral action insofar as these goals are linked to the company's activities. The guidelines of Aqualia's Management System Policy include achieving the Sustainable Development Goals.

## A plan for the Decade of Action

The Sustainable Development Goals also represent a point of reference to devise a Strategic Sustainability Plan that determines the SDGs to which Aqualia contributes and includes in quantification and reporting.

In line with the company's strategy and with the 2030, the 2021-2023 Strategic Sustainability Plan establishes lines of action and proposes specific initiatives aimed at maximising Aqualia's contribution to sustainable development. The document includes risk mitigation, taking into account the potential significance of a "water crisis" such as the one described by the World Economic Forum in its annual report on global risks.

Aqualia's 2021-2023 Strategic Sustainability Plan has been designed to help the company overcome its weaknesses and enhance its strengths, so that it is able to prevent threats and make the most of opportunities. To this end, work has been carried out on the strategic lines that make up the plan, establishing projects and actions necessary to achieve the goals of each one, and define KPIs.

The projects that make up each of the strategic lines make it possible to achieve the commitments assumed. Furthermore, there is a series of social and geopolitical circumstances that characterise the different areas.

Strategic lines	Claim	Objectives	Main projects
<p><b>Climate emergency and environmental protection plan: mitigation, adaptation to climate change</b></p> <p><b>SDGs: 6, 7, 12, 13, 15 and 17</b></p>	<p>Reduction of consumption and impacts and commitment to innovation</p>	<p>To promote initiatives aimed at minimising and adapting to climate change.</p>	<p>Aimed at:</p> <ul style="list-style-type: none"> <li>• Reduction of water consumption.</li> <li>• Optimising energy efficiency and reduction of emissions.</li> <li>• Ecosystem protection and recovery. Biodiversity.</li> <li>• Technologically transferring solutions obtained as part of R&amp;D&amp;i projects to production.</li> </ul>



AREAS OF WORK BY COUNTRY ON LINE 2: Climate emergency and caring for the planet			
<p><b>MENA PRIORITY</b> <b>Climate emergency</b></p> <p>In recent years, there have been an increase in the number of events with a high environmental impact. However, there is still space for raising awareness and implementing mitigation and adaptation plans at a country level. <b>SDGs: 6, 12 and 17</b></p>	<p><b>EUROPE PRIORITY</b> <b>Climate emergency</b></p> <p>At the European level, greater awareness as regards energy consumption, harnessing resources, responsible consumption and circular economy. Matters such as the obsolescence of infrastructures or drought, which affect the availability of water, are cause for concern. <b>SDGs: 6, 7, 12, 13 and 17</b></p>	<p><b>LATAM PRIORITY</b> <b>Climate emergency</b></p> <p>Although important, they have other priorities such as access to water, efficient use of water without waste, and awareness and management of natural resources. <b>SDGs: 6, 12, 15 and 17</b></p>	<p><b>SPAIN PRIORITY</b> <b>Climate emergency</b></p> <p>Aqualia has been very focused on these issues in recent years. Although there is still a long way to go to embed it in the culture of the company's employees. <b>SDGs: 6, 7, 12, 13, 15 and 17</b></p>
Strategic lines	Claim	Objectives	Main projects
<p><b>Technology for integrated management</b></p> <p><b>SDGs 6, 9, 11 and 12</b></p>	<p>Digitalise the end-to-end water cycle to improve customer service and efficiently manage resources under the AqualiaLive platform</p>	<p>Achieve a technology that enables the efficient use of resources and efficient management so that citizens can enjoy access to water that is guaranteed by Aqualia.</p>	<p>Aimed at implementing all those tools that improve and streamline management and customer service. Special mention for those aimed at:</p> <ul style="list-style-type: none"> <li>• Omnichannel customer service</li> <li>• Asset management and maintenance</li> <li>• Water Analytics platform</li> <li>• Management efficiency</li> <li>• Communication with members of the workforce.</li> <li>• Cybersecurity is increasingly relevant</li> </ul>
FIELDS OF WORK BY AREA ON LINE 3: Technology for integrated management			
<p><b>MENA PRIORITY</b> <b>Technology Line</b></p> <p>The integration of technology into processes will be reflected in cost reduction and more competitive prices. <b>SDGs: 6 and 12</b></p>	<p><b>EUROPE PRIORITY</b> <b>Technology Line</b></p> <p>Relevance of technology, both to improve water quality and to face global challenges. Cybersecurity is a progressively more relevant topic for the clients. <b>SDGs: 6, 9 and 12</b></p>	<p><b>LATAM PRIORITY</b> <b>Technology Line</b></p> <p>The technology transfer for the purposes of efficiency in the management of scarce resources, in addition to reducing costs and offering higher quality is particularly relevant in countries like Colombia and offers benefits to citizens. <b>SDGs: 6, 9 and 12</b></p>	<p><b>SPAIN PRIORITY</b> <b>Technology Line</b></p> <p>Aqualia provides clients with technology to optimise resources and improve water quality. However, it is necessary that society understand the economic effort that this entails. For this, the benefits of the digital switchover must be adequately communicated. <b>SDGs: 6, 9 and 12</b></p>

Strategic lines	Claim	Objectives	Main projects
<b>People management</b>  <b>SDGs 3, 5 and 8</b>	Make progress with regard to work-life balance, diversity, promotion of health and safety, support for expatriates and creation of meeting spaces.	To continue to contribute mainly to the goals of health and well-being, equality and diversity, and dignified, healthy employment.	Aimed at continuing to make progress with: <ul style="list-style-type: none"> <li>• work-life balance,</li> <li>• diversity awareness,</li> <li>• promotion of health and security, development of psychosocial and emotional projects,</li> <li>• Positioning of Aqualia as employer branding</li> <li>• Expatriate support plan</li> <li>• Training and creation of meeting spaces</li> </ul>

**FIELDS OF WORK BY AREA ON LINE 4: People**

MENA PRIORITY Line Personnel	EUROPE PRIORITY Line Personnel	LATAM PRIORITY Line Personnel	SPAIN PRIORITY Line Personnel
Aqualia employees transfer the Aqualia's culture to these countries. Training and transferring know how to employees is particularly important.  <b>SDGs 3, 5 and 8</b>	The European regulations promote equality, diversity and social inclusion. Retaining talent and a concern for and care for people is particularly relevant.  <b>SDGs 3, 5 and 8</b>	Achieving equality, in addition to applying innovation and technology to the business entails offering training and implementing career plans.  <b>SDGs 3, 5 and 8</b>	The European regulations promote equality, diversity and social inclusion. Retaining talent and a concern for and care for people is particularly relevant. Salary involves emotional aspects.  <b>SDGs 3, 5 and 8</b>

Strategic lines	Claim	Objectives	Main projects
<b>Ethics and Compliance</b>  <b>SDG 16</b>	Alignment for decision-making and dissemination of good practices.	Spreading to the entire company, and to the supply chain, Aqualia's culture, ethical values and compliance, through 360° implementation.	Aimed at developing the compliance model, training in ethical culture and the official approval of suppliers.

**SCOPE OF WORK BY AREA: LINE 5: Ethics and compliance**

MENA PRIORITY Ethics Line	EUROPE PRIORITY Ethics Line	LATAM priority Ethics Line	SPAIN PRIORITY Ethics Line
Implementation of the compliance model with business partners and expats.  <b>SDG 16</b>	The compliance models and policies for ethical performance are necessary for the company's legitimacy and social reputation. The involvement of suppliers in responsible business is crucial to move forwards together.  <b>SDG 16</b>	There is a clear roadmap that orients the efforts made to implement the Code of Ethics with third parties.  <b>SDG 16</b>	The ethical and compliance culture is implemented in the company through training in the company and awareness-raising in supplier companies. It endorses the work and professionalism of the company.  <b>SDGs 16, 17</b>

Strategic lines	Claim	Objectives	Main projects
<b>Social Impact SDG 6</b>	Social action programmes and systems to guarantee access for everyone to water, as well as measuring the impact of projects.	Define the efforts made by Aqualia to guarantee access to water in order to strengthen the link with the communities.	Aimed at social action programmes and systems to guarantee access to water for everyone, As well as establishing mechanisms for the measurement of the impact of Aqualia's projects in the countries where it provides services as an end-to-end manager of the water cycle.
<b>SCOPE OF WORK BY AREA: LINE 6: Social impact</b>			
<b>MENA PRIORITY Social impact line</b>	<b>EUROPE PRIORITY Social impact line</b>	<b>LATAM PRIORITY Social impact line</b>	<b>SPAIN PRIORITY Social impact line</b>
Aqualia contributes to the countries by creating jobs for the duration of the contracts. As well as local technical personnel who can develop the projects once the Aqualia phase has finished. <b>SDG 6</b>	In Europe there are payment plans and water access plans. In addition to the creation of stable employment in areas in which they operate. Once again, social integration entails social legitimisation and reputation. <b>SDG 6</b>	Accessibility to water through social and stratified tariffs in line with people's economic capacity. In addition to the creation of stable employment in areas in which they operate. <b>SDG 6</b>	Aqualia is governed by principles of contribution in the locations in which it operates, in terms of hiring people, local suppliers and collaboration for Dual Vocational Programme training. Access to water for the entire population without excluding anyone. <b>SDG 6</b>
Strategic lines	Claim	Objectives	Main projects
<b>Strategic partnerships SDGs 6, 9 and 17</b>	Projects and partnerships with third parties in the field of the SDGs	To contribute to Aqualia's SDGs through strategic partnerships.	Aimed at establishing partnerships with third parties in the field of academics, technology, business, industry, society, etc. To achieve a real contribution to the SDGs.
<b>SCOPE OF WORK BY AREA. LINE 7: Strategic partnerships</b>			
<b>MENA PRIORITY Alliances line</b>	<b>EUROPE PRIORITY Alliances line</b>	<b>LATAM PRIORITY Alliances line</b>	<b>SPAIN PRIORITY Alliances line</b>
Local business partners with who business collaborations are pursued <b>SDGs 6 and 17</b>	Social involvement through business alliances, in addition to social alliances to achieve greater involvement. <b>SDGs 6 and 17</b>	The collaboration of local partners makes it possible to make a bigger local contribution. <b>SDGs 6 and 17</b>	Social involvement through business alliances, in addition to social alliances to achieve greater involvement. This will provide greater social legitimacy. <b>SDGs 6, 9 and 17</b>

Strategic lines	Claim	Objectives	Main projects
<p><b>Strategic communication</b></p> <p><b>SDGs: 12 and 13</b></p>	<p>Storytelling consistent with Aqualia's aim and mission</p>	<p>Convey the value contributed by Aqualia as managers of the public water service.</p>	<p>Aimed at unifying a consistent narrative and developing the educational role of the brand, raising awareness amongst communities of relevant risks both internally and externally.</p>
<p><b>SCOPE OF WORK BY AREA: LINE 1. Communication and transparency</b></p>			
<p><b>MENA PRIORITY Communication Line</b></p> <p>The idiosyncrasies of this area maintain less demanding standards of communication with companies.</p> <p><b>SDGs: 12</b></p>	<p><b>EUROPE PRIORITY Communication Line</b></p> <p>Transparent communication and channels of communication with stakeholders are necessary in Europe. Both information about activities and information on financial and non-financial performance submitted to authorities and investors.</p> <p><b>SDGs 12 and 13</b></p>	<p><b>LATAM PRIORITY Communication Line</b></p> <p>The law requires transparent communication. In addition, it empowers the company and promotes customer trust in the company as it anticipates possible controversial situations.</p> <p><b>SDGs 12 and 13</b></p>	<p><b>SPAIN PRIORITY Communication Line</b></p> <p>Transparent communication is key to conveying clear messages. Aqualia wants to be proactive in communication and transparent dialogue.</p> <p><b>SDGs 12 and 13</b></p>



## Sustainable and transparent governance

We are private managers of a public asset. We owe it to the citizens, and that is why we operate under the highest standards of integrity, ethics and business transparency.

The company works to maintain relationships of respect, trust and equal opportunities with each of our collaborators and different publics.

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# First-hand...

“Regulatory compliance goes far beyond standards: it is about complying with the standards, of course, but also about adhering to the Aqualia’s ethical principles and values”

Governance is critical when it comes to integrating sustainability into a company’s business model and entails factors including but not limited to being able to understand and manage ESG risks.

Jesús Ortega has led Aqualia’s Regulatory Compliance Department since 2018 and, as such, is responsible for the implementation and transmission of the correct ethical culture to the entire workforce and the company’s other stakeholders. He is also entrusted with adjusting internal procedures to the Compliance Model, a necessary requirement in responding to the regulatory tsunami facing Europe and relaying Aqualia’s ethical culture and firm commitment to sustainability to other regions.

## How is Aqualia responding to the challenge of regulatory compliance?

First and foremost, I would like to say that I do not like using the term “regulatory compliance”. Although that is the department’s name, a direct interpretation is limiting. The truth is that

what we do goes much further than just adhering to standards: it is about complying with the standards, of course, but also about adhering to the Aqualia’s ethical principles and values, which often go much further than what is established by law. Having said that, I am convinced that the biggest challenge facing this team is becoming an ally of the business, which is how the production departments should see us. I humbly believe that we are achieving this.

Our development runs parallel to the identification of risks and it is true that, from the outset, we have been very focused on respect for the environment and water quality. But not just the water supplied to homes, but also the water that we return to nature.

When it comes to social aspects, we will continue to make a positive contribution thanks to the implementation of the Diversity Committee. Everybody that forms part of this committee works from the absolute conviction that the most diverse companies are the most open to growth and the most adaptable to different work environments.

When it comes to governance, we have become very involved in improving procedures, in adapting existing procedures to the Code of Ethics and the policies set out under the Compliance Model. We have also promoted new procedures that have made Aqualia an even more transparent and robust company.

## The proposed European Directive on Due Diligence indicates that the company is responsible for the impacts that its value chain has on human rights and the environment. What mechanisms does Aqualia have in place to measure, control and mitigate its impacts?

Zero risk is impossible; however, we must always propose controls to mitigate the potential impacts caused by our activity. At Aqualia, we have such controls in place and we have periodically reviewed them over the years.

We also have procedures in place to analyse our partners and collaborators. We review the degree of implementation of compliance systems, files on corruption issues, infractions in relation to competition, etc. I think

**JESÚS ORTEGA**  
DIRECTOR OF REGULATORY COMPLIANCE  
#Governance #RegulatoryTsunami #Anticipation



that, as regards the proposed directive, we are prepared to also analyse how solid these are when it comes to respecting and promoting human rights and the environment.

## The department is a relatively new department. What is its current status? What next steps do you envisage in continuing to promote an ethical culture at Aqualia?

When the compliance system was implemented four years ago, our colleagues were somewhat fearful and openly shared their concerns. As a new department, I think we did the right thing: we proceeded with a progressive integration, without directly proposing and making changes. I think that, as a result, the entire workforce has been able to see the benefits of having a Regulatory Compliance team and how the team helps to improve the way we work, applying procedures that are always aligned with Aqualia’s values and principles.

Although the department was conceived as a system for preventing crimes, our purpose has gradually been extended: the Compliance Model has started to reach previously unforeseen areas in a cross-cutting manner.

Over the past four years, we have made huge strides implementing the model and not just at companies 100% owned by Aqualia. The challenge has been to reach more remote places, not geographically but culturally, where the concept of compliance was previously unheard of or where there was no ethical model for companies to follow. This is where we have focused our

efforts over the past year and we have done so successfully.

## Zero risk is impossible; however, we must always propose controls to mitigate the potential impacts caused by our activity

## The 2021-2023 Strategic Sustainability Plan has a line dedicated to Ethics and compliance. What projects have been undertaken as part of this line in 2022?

In the Middle East, we have implemented models based on Aqualia’s model and, in some cases, Aqualia’s actual model. In Colombia, where the law is very strict and where we have had to adapt, as well as in Mexico and Georgia. We have come a long way and there are very few companies left at which the complete implementation of the model remains outstanding. This is combined with the imparted training on the Code of Ethics and Conduct in countries including Saudi Arabia, the United Arab Emirates, Colombia, and Mexico.

I would also like to mention the publication of the Compliance

Tips; these informational modules were previously launched only in Spain but are now launched in all countries in which we are present.

## What achievements did you accomplish in 2022?

I would highlight one action particular that has seen our ethical culture grow: the appointment of local Compliance Officers, a very important milestone when it comes to developing Aqualia’s structure. Trying to reach the 18 countries where we are present from Madrid is impossible; however, as a result of these appointments, relaying our ethical culture has become much easier for us.

## And what new challenges do you face?

We have to focus on disseminating the culture at investee companies, where we have partners. It is not just about implementing the culture; we have to provide a detailed explanation about how to put it into practice.

Another challenge is to continue training our teams to prevent corruption and enhance the controls deployed by the company. And continuing to work hand in hand with the business, supporting them in their needs to improve their daily undertakings.

## 4.1. Governing bodies: global structure at the service of water

In Aqualia, the Governing Bodies are responsible for the good performance of the company and for the implementation of an ethical culture applicable and extendable to all its members and to all the countries in which it is present.

Aqualia's Board of Directors consists of directors representing shareholdings of 51% of FCC and 49% of IFM. As at 31 December 2022, the situation was as follows:

P: President, S: Secretary, V: Voting member	Investment Committee	Appointments and Remuneration Committee	Audit and Control Committee	Regulatory Compliance Delegate Committee
<b>Members of the Board of Directors</b>				
<i>Position on the Board</i>				
<b>Aboumrád González, Alejandro</b> <i>President</i>	V			
<b>Amantegui Lorenzo, Javier</b> <i>Secretary (non-director)</i>				
<b>Azzouzi Maanan, Samir</b> <i>2nd Deputy Secretary (non-director)</i>				
<b>Bespolka, Lars</b> <i>Voting member</i>	P	V		P
<b>Cerro, José Fernando</b> <i>1st Deputy Secretary (non-director)</i>	S (non-voting member)	S (non-voting member)	S (non-voting member)	
<b>Colio Abril, Pablo</b> <i>Voting member</i>	V		V	V
<b>Kuri Kaufmann, Gerardo</b> <i>Voting member</i>		P		
<b>Longhurst, Scott</b> <i>Voting member</i>		V	V	
<b>López Barranco, Cristina</b> <i>3rd Deputy Secretary (non-director)</i>				
<b>Rodríguez Torres, Juan</b> <i>Voting member</i>		V	P	V
<b>Villén Jiménez, Nicolás</b> <i>Deputy Chairman</i>			V	V
<b>Siles Fernández-Palacios, Jaime José</b>	V			
<b>Jesús Ortega</b> CCO*				S (non-voting member)

\*Chief Compliance Officer.

The Board of Directors, as the highest representative and administrative body of the company, and for optimal global governance, delegates its functions to the CEO. In collaboration with the Managing Committee, the CEO manages and addresses the most specific matters through the different committees, such as the Information Technology, Management, Innovation and Coordination Committees, which transversally address the different areas of sustainability (social, environmental and good governance) in which the company is active. This integration of ESG aspects into each decision made by the teams guarantees the creation of long-term value and conscious leadership in the development of all its activities.

In Aqualia, the Communications Department is also the CSR Department. Therefore, this department unifies the responsibility of involving all areas of the company in the responsible governance of the company with a view to sustainable development that is respectful of natural resources and people.



The Regulatory Compliance Department is responsible for all matters relating to the implementation of ethics and good governance in the company.



**TERRITORIAL DIVISIONS**

**SPAIN**

Director  
**Santiago Lafuente**

Zone I  
**Juan Carlos Rey**

Zone II  
**Juan Luis Castillo**

Zone III  
**Lucas Díaz**

**INTERNATIONAL**

Director  
**Luis de Lope**

Eurozone  
**Guillermo Moya**

MENA  
**José Enrique Bofill**

Americas region  
**José Miguel Janices**



**CORPORATE DIVISIONS**

Dir. Legal Counsel  
**Elena Barroso**

Dir. Purchasing  
**Alberto Andérez**

Dir. Corporate Communication  
and Sustainability\*  
**Juan Pablo Merino**

Dir. Regulatory Compliance  
**Jesús Ortega**

Dir. Economic and Finance  
**Isidoro Marbán**

Dir. Operations  
& Technology Director  
**Pedro Rodriguez**

Deputy Director  
**Javier Santiago**

Dir. Customer Management  
& IT\*\*  
**Miguel Perea**

Dir. People and Culture  
**Carmen Rodríguez**

\*In March 2023, the Communication and CSR department changed its name to Corporate Communication and Sustainability.  
\*\*Since March 2023, María Ángeles Vicente is no longer part of the company. Her functions have been assumed by Miguel Perea.

## 4.2. Values, culture and Code of Ethics

Aqualia, as a private company that manages a public asset, complies with the highest standards of ethics and values necessary for the constitution of peaceful societies in which sustainable development, justice and well-being for all citizens are possible. Aqualia's values inspire its culture and Code of Ethics and Conduct. Guided by the pace set by the company, the pact at which it acts, the entire team takes these values to the countries in which they operate.

A testament to Aqualia's commitment to sustainable development is that since the end of 2020, the company has been a full member of the Global Compact, the United Nations benchmark institution for promoting respect for human rights and good practices in companies and other social-economic entities.

This membership involves complying with and promoting the ten principles of action that constitute the management guidelines with regard to the following issues: Human rights, labour standards, the environment and the fight against corruption.

Throughout this report, all the policies, measures and actions that Aqualia has carried out during 2022 are presented, in accordance with this commitment to the ten principles of the Global Compact, as well as its contribution to the Sustainable Development Goals.

The Code of Ethics and Conduct includes the basic principles that all providers, partners and collaborators must comply with in relation to:

- Corruption, bribery and fraud: Ethical conduct in its commercial relationships.
- Human and employment rights: Protection of the Universal Declaration of Human Rights and International Labour Organisation
- Occupational health and safety: Commitment to occupational health and safety standards.
- Sustainable environmental management: Respect for and prevention of damage to the environment.

## 4.3. Compliance model

### LE5 ETHICS AND COMPLIANCE

As part of this strategic axis, Aqualia undertakes a series of actions to implement the culture of ethics across all its activities and countries in which it operates.

LE5 ETHICS AND COMPLIANCE	Development of the compliance model			Ethical culture training
Action plan	Approval of policies and procedures in companies 100% Aqualia	Approval of policies and procedures in countries with partners	Implementation of controls to mitigate corruption risks	Actions to train and raise employee awareness online
Indicator	% of controlled companies with the compliance model implemented*			% of online employees** who have received training on the Code of Ethics and on anti-corruption
Performance 2021	96%			76%
Performance 2022	100%			89%
Objective	100% in 2023			90% in 2023
Sustainable development	Goal 16.5 Goal 16.6			

\* Companies existing as at 31 December of the previous reporting year.

\*\* Employees who have a corporate email account and access to the company's information systems at their workplace.

Aqualia's performance is measurable and validates its aim and way of doing things, in every region where the company operates. Thus, in 2022, Aqualia reached 88% implementation of the ethical and transparent management model in the company. This percentage drops from 100% due to the acquisition in the last four months of 2022 of nine companies in Colombia and the incorporation of a company in France which, at the end of the year, had no activity.

The compliance model covers both compliance and the principles and values that Aqualia reflects in its culture and in its code of ethics. This model, which has been implemented in the company since 2018, has become an ally for the achievement of the objectives set in the different areas of the business. This model helps, by identifying risks and implementing due diligence procedures, to make for fairer, more humane societies in all countries in which Aqualia undertakes its activities.

The company has been working on the implementation of this Compliance Model at all companies at which it exercises operational control for a number of years now. At all of them, it has implemented controls to mitigate corruption risks. Among the most significant of these are the following: bribery, corruption in business, influence peddling, fraud, illegal financing of political parties, embezzlement, price-fixing in tenders and auctions and money laundering. To prevent of all of these, Aqualia established a Compliance Model and Control System.

### Achievements and goals

Objectives for 2022 included implementing the company's Compliance Model in those companies in which Aqualia has equity interests along with other large companies. To this end, work has been coordinated with the compliance departments of all the companies involved in defining framework agreements containing the internal regulatory model to be applied in these organisations. Similarly,

compliance models have been developed in several of the joint ventures in which Aqualia is involved with local administrations.

The Board of Directors of *Georgian Global Utilities JSC* and its subsidiaries, within the scope of Aqualia's group of companies, has approved Aqualia's compliance model, thus integrating the Georgian group of companies into the company's system.

#### GOOD PRACTICE

### Appointment of local Compliance Officers

Aqualia has also worked intensively on the international expansion of the function of compliance through the local Compliance Officers. These compliance officers allow Aqualia to transmit its values in the countries in which it operates, from a functional dependency of Aqualia's Chief Compliance Officer. It is worth noting the appointment of a Compliance Officer for the activity of Aqualia in the Republic of Georgia with functional dependency on Aqualia's Chief Compliance Officer.

In Colombia, the company has approved the SAGRILAFT (prevention of money laundering) and TBEP (transparency and ethics) programmes for the Aqualia Intech branch in the country, as well as, at the beginning of January 2023, for the Aqualia Villa del Rosario and Aqualia Latin America companies, all based on Aqualia's compliance model.

Despite the fact that some of the countries in which Aqualia operates have less developed regulations, the company implemented a global compliance model which enables supervision of the activity that affects all countries. The company applies international standards at a corporate level (FCPA, UK Bribery Act, ISO 37001, ISO 19600, etc.) so it has its own regulation.

## a) Policies and procedures with regard to compliance

In 2022, the Board of Directors of Aqualia approved the FCC Group Competition Policy, which has become part of the compliance model, thereby following the recommendation given in this respect by the National Commission for Markets and Competition, in the guide published for this purpose.

The application of the M&A process management procedure (mergers and acquisitions) has also been put into practice, which has gained special relevance during this period for the development of Aqualia's activity. In these processes, Aqualia's Regulatory Compliance Department has also actively participated during the processes of due diligence of systems compliance of the companies under analysis.

## b) Risk assessment and control system

Throughout 2022, the self-assessment of the performance of controls by control and process owners continued and was carried out at 100%, making it possible to ascertain the level of execution of said controls, as well as possible improvements to be made, based on the information provided by the owners. Based on the information provided by the control and process owners during self-assessment, the Regulatory Compliance Department carries out an analysis which it transfers to the corresponding process owners so they could work on the improvements detected.

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*In 2022, 100% of the processes (23 in total) related to corruption risks have been assessed.*

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During the months of November and December, the companies Aqualia Latin America and Aqualia Villa del Rosario in Colombia joined the process of self-assessment of anti-corruption controls.

Also this year, the monitoring carried out from the second line of defence by the compliance department is particularly relevant for the risk assessment. Here, the processes identified in Aqualia's activity are analysed by sampling the evidence that proves the application of controls by the company. This makes it possible to know whether the evidence is sufficiently robust to mitigate the initial risks identified and, if they can be improved, to propose effective action plans that enable effective controls to be in place, thus working on the continuous improvement of the compliance system.

In addition, from the third line of defence, the Internal Audit Department has carried out a review of the compliance model where the correct development and progress of the Compliance Management System within Aqualia has been verified.

## c) Whistleblowing channel

Aqualia hosts a Whistleblowing Channel on its website that is accessible to public of interest, clients, suppliers and employees – with employee accessibility via Intranet One. This channel may be used to report anything with regard to labour well-being, compliance with regulations, quality of customer service and environmental impact. These reports are then classified by the FCC Group's Compliance Committee, which assesses them and proceeds to file them for the record or takes the necessary measures to resolve them.

All notifications corresponding to Aqualia received through the Whistleblowing Channel are notified to Aqualia's Director of Regulatory Compliance, who is responsible for following them up.

During 2022, a total of 74 alerts were received in the Whistleblowing Channel compared to 53 in 2021. Highlights include those relating to customer-related issues, and throughout this year Aqualia has continued to promote the Whistleblowing Channel to all our employees, as well as making it accessible to all Aqualia's stakeholders through its website.

## d) Compliance model training:

*In 2022, 4,281 employees were informed about the company's corruption policies and procedures (33.8%) and 3,180 employees received training on this matter (25.1%).<sup>6</sup>*

Aqualia believes that ethical leadership begins by involving members of management through training and information. Leading by example in taking a responsible approach to business is the only way for executives to relay the culture of ethics and compliance to the rest of the company. Therefore, members of Aqualia's governing bodies and Managing Committee are the first to actively participate in the implementation and development of the organisation's anti-corruption policies and procedures.

The members of the Board of Directors of Aqualia Intech, as well as the management team of Aqualia's activity in Colombia, received training on the principles set out in the SAGRILAFT and TBEP Manual<sup>7</sup>, following the approval of this manual in Colombia.

The strengthening of the Training Campus, as a platform for the launch of online training, has allowed us to accelerate the implementation of the ethical culture and the compliance model and to reach jurisdictions such as Saudi Arabia and the United Arab Emirates, where we have been able to provide training on ethics and anti-corruption to their employees with IT access.

In 2022, a new training on the Code of Ethics and Conduct was launched in Spain, with a very high completion rate of 98% of the employees who attended. For this new training action, a character, Ethmor, was created to lead participants through the company's principles and values, reinforcing in a new way their commitment to the Code of Ethics and Conduct and requesting their adherence to it at the end of the course.

The approval of the Competition Policy entailed face-to-face training for employees directly involved in tendering processes. The rest were duly informed of this policy and its content to which they have access on the company's intranet.

In addition, in all the jurisdictions where Aqualia operates, training in ethics and corruption prevention continued for all new employees who joined the company during 2022. Similarly, this training has been provided to those partners who, after being analysed through the due diligence process, were found not to have a sufficiently developed compliance system, mainly because they are small or medium-sized companies.

<sup>6</sup> The employee base used is 12,673, including the total number of employees during the year.

<sup>7</sup> SAGRILAFT: Prevention of money laundering programme. TBEP: Transparency and ethics program.

**GOOD PRACTICE*****Compliance Tips: tips and ethical culture***

As part of the awareness raising activities among employees regarding compliance, an email was regularly sent out with so-called Compliance Tips, containing the advice used as a basis for preparing the main compliance policies. In addition to other matters, it has been explained: what is the role of compliance, how does the procedure and investigation and response to an alert work, and the objective in the new Competition Policy. A campaign called #CultivemoslaIntegridad (Let's Cultivate Integrity) was also launched, in which the focus was on acting with integrity, accompanied by a pack with seeds for employees to sow and watch them grow.

**On the Code of Ethics and Conduct**


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*In total, the number of online employees who received training on the Code of Ethics and anti-corruption rose to 89%, which amounts to 2,550 people*

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In 2022, training on the Code of Ethics and Conduct continued to be developed (2,610 people received this training). All new employees who joined Aqualia in 2022 (in Spain) and who had online access were invited to the Code of Ethics and Conduct training, that can be taken via FCC Campus.

Training was also imparted on anti-corruption: the relationship with public officials at the FCC Group (791). Training has also been organised on the compliance model for control owners and process owners (88). And 1,217 people participated in training on cyberbullying.

## e) Taxation

In tax matters, the company complies with the Ministry of Finance's Code of Good Tax Practices, which establishes the principles of transparency and mutual trust, as well as good faith and loyalty between the parties, guaranteeing a more effective relationship without legal uncertainty. Aqualia adheres to the tax regulations of all the jurisdictions of the countries in which it operates, following tax governance and the same control frameworks established by the FCC Group.

Additionally, to minimise the risks derived from tax breaches, FCC has its own Code of Tax Conduct, which is mandatory for all persons linked to any Group company.

This document, in line with the values that inspire it, establishes the basic principles of the FCC Group in tax matters, including rigour and compliance with the applicable tax regulations, respect for the Framework Regulation on the Control of the Tax Area and ensuring that senior management reviews significant decisions on tax matters and the promotion of transparency.

Furthermore, as indicated previously, Aqualia has a Whistleblowing Channel through which stakeholders can report any inappropriate practice in terms of taxation. Furthermore, the process of active listening has made it possible to detect the importance that stakeholders place on tax transparency as a value that makes the company stand out.



## 4.4. Responsible Supply Chain and due diligence

As part of this strategic axis, Aqualia undertakes a series of actions to implement the culture of ethics across all its activities and countries in which it operates.

L5 ETHICS AND COMPLIANCE SDG 16		
Line of work	Supplier approval	
<b>Action plan</b>	Implementation of the supplier approval process	Awareness-raising of supplier companies
<b>Indicator</b>	% NALANDA-approved suppliers (out of those eligible for approval). *	Awareness actions in supplier companies
<b>Performance 2021</b>	14.19% of approved suppliers in Spain	0
<b>Performance 2022</b>	40.4% of approved suppliers in Spain	2
<b>Objective</b>	80% in 2023	4 in 2023
<b>Sustainable development</b>	Goal 16.6	Goal 17

\*\* Criteria for suppliers eligible for approval: suppliers whose invoicing exceeds €50,000 (2021).  
 - Suppliers selected on the basis of the classification of materials considered risky by Compliance with invoicing > €10,000.  
 - Suppliers from the list of hazardous activities with invoicing in 2021.  
 With these criteria, the list of suppliers susceptible to approval amounts to 1,137 (2021).

Management of the supply chain is becoming progressively more relevant in the global economic and social context. This is because of both the growing regulatory pressure in relation to sustainability and pressure from the investment community. This is particularly true of a company like Aqualia, that each year becomes more renowned on an international scale.

Amongst the international regulations, worth particular mention is the proposed European Commission Directive on the due diligence of companies in relation to sustainability, with a view to encouraging sustainable and responsible business conduct throughout global supply chains.

This Directive -applicable to the in-house activities of companies, their subsidiaries and their supply chains- must be transposed in the coming two years by EU countries. The rule will require that companies determine and, as necessary, prevent, tackle or mitigate the adverse effects of their activities on human rights (for example, child labour and exploitation of workers) and on the environmental scope (for example, pollution and loss of biodiversity). In order to comply with the duty of due diligence, companies must integrate due diligence into their strategies and throughout the entire value chain. Aqualia, together with the rest of the FCC group companies, is preparing to undertake this new regulation.

## a) Due diligence with third parties

With the forthcoming entry into force of the European Directive on due diligence, the current level of performance in compliance and preparation places the company in an optimal position for regulatory integration in the management of the company.

- During 2022, Aqualia continued with Aqualia's third-party analysis activities in terms of compliance, consolidating the application and knowledge by the entire organisation of the due diligence measures contemplated in the Procedure approved in June 2020.
- The third-party assessment is performed following the principle of proportionality and with a focus on risk. Having identified the different types of business parties (partners, agents, collaborators, unique providers, etc.), the third party's risk level is determined (high, medium or low) in the context of the project, industry and country in which the activities are performed. The scope of the analysis for the final risk assessment is established based on the initial risk, using the basic information provided by the requesting department and involves activities ranging from consulting sanctions lists to requesting a background check from the FCC Intelligence Department.
- Regarding the scope of the due diligence measures, Aqualia worked to deepen the analysis of Aqualia's industrial clients in order to know their alignment with the principles and values of our organisation, always respecting, as in the rest of the due diligence, the principle of proportionality and basing the analysis on a risk approach, always in collaboration with the FCC Intelligence Department.
- Additionally, in the development of the supplier approval process, together with FCC, providing the minimum requirements for the certification of suitability of these third parties, in terms of compliance. It is worth noting during this year the development of the approval process in terms of Business Partner Compliance in the activity that Aqualia carries out in Colombia.
- As of 31 December 2022, at the corporate level, 82 internal requests were received to analyse third parties that were part of 50 different projects. From the final assessment reports issued by the Compliance Department, 22% of third parties have been classed as high risk; 47% as medium risk and 31% as low risk. Depending on the risk levels, mitigation measures are applied and, subsequently, the correct implementation of said measures is monitored.

## Due diligence in the strategy

*Aqualia's 2021-23 Strategic Sustainability Plan involves relaying the culture, ethical values and compliance to the supply chain, in addition to the impact of the company on its providers, integrating them into its strategic priorities.*

The integrated framework for guaranteeing responsible purchasing is characterised by:

- Compliance with the basic principles of the FCC Group Code of Ethics and Conduct, which must be adhered to by all suppliers, partners and collaborators, as well as compliance with the principles of transparency, competitiveness and objectivity.
- Commitment to access and comply with the ethical clauses, including Aqualia's Anti-Corruption Policy.

## b) Supplier due diligence process

All new providers selected by the Purchasing Department are assessed and selected based on the criteria established in the provider selection process.

Depending on the risk initially determined by the Compliance area, in some cases, enhanced due diligence may be required to verify flags that may have been triggered during the approval process. Based on the conclusions obtained during the due diligence process, the Purchasing Department decides whether the provider should be approved or not, and the corresponding conditions, establishing preventive or corrective measures accordingly.

All new providers are assessed and selected based on the environmental and social criteria established by Aqualia. A total of 368 suppliers were assessed in relation to environmental impacts.

Supplier type	% Supplier assessments undertaken*
Global suppliers	5%
Local suppliers	95%

\* Criteria for suppliers eligible for approval:  
 - Suppliers whose invoicing exceeds €50,000 (2022).  
 - Suppliers selected on the basis of the classification of materials considered risky by Compliance with invoicing > €10,000.  
 - Suppliers on the list of hazardous activities that have invoiced in 2022. With these criteria, the list of suppliers eligible for approval amounts to 911 (2022)

## c) Supplier approval process

During 2022, Aqualia worked on expanding the development of the FCC Group's supplier management system to Colombia. This system includes the approval of suppliers by subject. In addition to Spain, at the beginning of 2023 this process is already active in Colombia.

The approval process consists of a study of possible risks associated with the information provided by the supplier in question. Providers must fill in their record on the Group's platform to be considered as "suppliers eligible for approval". Once this record is complete, the provider must sign a responsible declaration in relation to anti-corruption, receiving and offering gifts, conflicts of interest and human rights.

The supplier shall respond to a series of questionnaires, including matters related to social, environmental and governance criteria, with the following worth particular mention:

- Information concerning the financial situation.
- Certifications and information related to Quality and Environmental Management systems.
- Information relating to the Prevention of Risks at Work System.
- Data referring to the workforce, including number of workers, percentage of women, average age and average seniority of the workers.
- Corporate Social Responsibility, declaration of respect for human rights, anti-discrimination policy, adherence to the Global Compact, certification of the ethical/social management system, sanctions or judicial processes for violation of Human Rights, political communication sustainability, assessment of employee satisfaction, conciliation policies.
- Compliance, including their own Code of Ethics and acceptance of the FCC Group's Code of Ethics, the criminal prevention model, the whistleblowing channel, the appointment of a Compliance Officer, the anti-money laundering and counter terrorist financing policies as well as any sanctions or convictions for corruption, bribery or influence peddling.
- Data protection, including the existence of a Data Protection Officer, notification procedure for data breaches, security breaches, risk analysis and security measures, sanctions received and open disciplinary procedures in terms of cybersecurity, employee privacy and support to local communities.

## d) Improvement of the relationship with subcontractors

Based on the company's preventive and safety culture, in recent years, there has been a significant boost in achieving the target set that contractors with which Aqualia cooperates must have, among their skills, excellent performance in health and safety and that this performance is monitored, from before work is subcontracted until the work is completed.

Given the reinforcement brought about by the implementation and use of NALANDA, the group's supplier approval platform, Aqualia has established a roadmap for the management of contractors in Aqualia, which is summarised below:

The monitoring programme continues and has been modulated with suggestions from Aqualia's own contractors and services. In addition, we are working on procedures that complement the current system in order to cover particularities that exist with certain types of contractors.

## 4.5. Suppliers in figures

Supplier type	No. of Suppliers				No. of Suppliers %			
	2022	2021	2020	21/22	2022	2021	2020	21/22
Global suppliers	348	246	252	41%	2%	2%	2%	0 pp
Local suppliers	14,940	14,220	13,921	5%	98%	98%	98%	0 pp
<b>Total</b>	<b>15,288</b>	<b>14,466</b>	<b>14,173</b>	<b>6%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0 pp</b>

Supplier type (amount in €)	2022	2021	2020	Change 21/22
Global suppliers	30,494,313	24,621,170	32,686,994	24%
Local suppliers	480,590,335	421,181,349	431,792,448	14%
<b>Total</b>	<b>511,084,649</b>	<b>445,802,519</b>	<b>464,479,442</b>	<b>15%</b>

Local suppliers are those that are geographically located in the same territories in which Aqualia is providing its service. In this case, local will be defined as CCAA. This means that Aqualia achieves local development in those areas where it is implemented.

Total amount invoiced by supplier type	Unit	2022	2021	Change 21/22
Consultancy and general services	€	67,714,927	64,561,047	5%
Supply of materials and equipment	€	49,320,399	39,483,655	25%
Maintenance supplies and equipment	€	47,608,127	37,464,551	27%
Machinery and auxiliary equipment	€	6,268,081	8,845,820	-29%
Transport and logistics services	€	4,567,091	3,792,542	20%
Energy, fuel and water	€	244,310,450	207,597,364	18%
Subcontracted services	€	91,295,574	84,057,540	9%
<b>Total</b>	<b>€</b>	<b>511,084,649</b>	<b>445,802,519</b>	<b>15%</b>



# We take care of nature: mitigation and adaptation to climate change

We believe in an integrated and circular water cycle, capable of turning cities into respectful spaces and balancing the relationship between the environment and people.

As experts, we want to transmit our feeling of responsibility, bringing knowledge about water management to citizens so that they are informed and become aware of the vitality of the service and environmental problems.

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# First-hand...

“Sustainability is a major business ally which forces us to focus on the long-term”

At the Operations and Technology department, Pedro Rodríguez is tasked with managing a large strategic support team to ensure that all Aqualia services perform their work as efficiently as possible. This area focuses on environmental innovation, a major challenge facing 21<sup>st</sup> century companies already immersed in the decarbonisation challenge facing Europe.

**How does your department face this corporate challenge of moving towards an increasingly sustainable model?**

We are at a key time and the water sector is facing major challenges. The effects of the climate crisis, such as water stress, combined with the lack of awareness among people when it comes to caring for the resource, are a risk to our activity. Furthermore, the framework in which we are moving is by no means simple: the regulations are increasingly demanding and there are different market players who question our legitimacy as managers of the resource. That should not be the case.

In our sector, partnerships and collaboration are critical when it comes to designing a resilient water cycle.

Despite this context, Aqualia's commitment to moving towards a more sustainable model is unwavering since, thanks to our specialisation, we have a genuine concern for water and its future. In this sense, and as is the case in Steven Johnson's novel *The Ghost Map*, on how the cholera crisis that engulfed London in 1854 and that changed modern cities was resolved: *"whoever has resolved the water problem has resolved one of the transcendental problems facing society"*. I believe that we are a very valuable stakeholder for society and we have the opportunity to reinvent our model, placing sustainability at the core as an essential ally that provides us with a long-term vision to offer innovative solutions.

**And how are you facing the regulatory tsunami that is now materialising in Europe with the approval of the new directive and the arrival of the EU taxonomy?**

The EU regulation forces us to direct capital towards sustainable

investments that contribute to the Sustainable Development Goals (SDG). This entails establishing a common reporting framework for all companies and setting universal criteria for activities considered sustainable, according to an equally common taxonomy. We are well placed to face these challenges. Since 2006, we have reported to all our stakeholders as per the GRI guidelines and we recently closed a green financing deal for €1.1 billion on account of the measures taken in the field of the climate emergency and caring for the planet. I think we're doing a good job of staying ahead of the regulations and collaborating with all departments to make regulatory trends genuine opportunities for growth.

From a more global perspective, we play a leading role in Europe in the race towards sustainability. We understand and assume our responsibility as drivers of this transition in all the countries that we are present in.

**PEDRO RODRÍGUEZ**  
DIRECTOR OF OPERATIONS AND TECHNOLOGY

#Decarbonisation #CircularEconomy #Regenerate #Biodiversity #Biofactories



**In 2021, Aqualia launched the first strategic document that is not exclusively economic in nature, the 2021-2023 Strategic Sustainability Plan. How does your department contribute to this?**

We are a corporate area and we regard this as a company achievement. However, our action is directly related to the strategic line of entitled "Climate Emergency and caring for the planet" to address the already well-known twin crises (climate and biodiversity). To this end, we are sparing no efforts when it comes to improving efficiency in distribution networks, optimising energy and reducing emissions or promoting the transfer of R+D+i projects to the production area, which this year we increased from two to eight.

The circular economy initiatives have been particularly important: harnessing reclaimed water for the recovery of ecosystems, transforming effluents into water suitable for irrigation purposes or generating energy from wastewater. Furthermore we have two projects that are at the cutting-edge of innovation, Zeppelin and Ecllosion, that involve researching the production of green hydrogen and biomethane. The energy transition is also a key element and at the moment we are working on four lines: calculating the individual carbon footprint by country, improving the energy efficiency of facilities, using renewable energies that, following the incorporation of Georgia, has increased from

19,100 to 673,806 GJ (up by 3.478%) and the transformation of the vehicle fleet, which has gone from accounting for 7% to 12.54% in 2023.

We also undertake actions to protect biodiversity. All of these are inherent to our purpose. I would highlight the recovery of wetlands or rivers, caring for and promoting wildlife and the regeneration of land to improve habitats.

**In our sector, partnerships and collaboration are critical when it comes to designing a resilient water cycle**

**Looking back to 2022, which actions or projects undertaken by your department do you believe have had the biggest impact?**

One of the milestones we have achieved has been the company's excellent growth, which has resulted in a strategy to export our operations and standards to other countries. We have reinforced the Operations and Technology area, which is focussed on providing that corporate management and procedural umbrella, to do things better and more swiftly. We hope that this entails an

improvement for all our technical departments and, by extension, all our professionals.

When it comes to Aqualia's purpose, of guaranteeing access to water, I believe that the LIFE INTEXT project, which aims to combat water scarcity in small communities, represents a milestone. This project has a significant room for growth, and impact, and through it we are also linking innovation to market needs.

**After all these changes, what are the challenges that Aqualia faces in the short-term?**

Undoubtedly, digitalisation poses a difficult challenge, nonetheless, it is a challenge that, at a sector level, we must make progress with. Another area that we must address is innovation, which has a lot to contribute to sustainability. In this case, we have to promote the generation of ideas and be able to deploy them.

In the near future, we will continue working on renewing our roadmap, Aqualia's 2021-2023 Strategic Sustainability Plan. We must enhance it and ensure it serves as a reference document for all employees. Achieving the goals it sets out will be key on this path towards sustainability, which for us is and has always been as strategic as it is necessary.

## Context

Water is a source of balance of the human being with its environment. For this reason, today in an international context in which the World Economic Forum points out failure to mitigate and adapt to climate change, natural disasters or the crisis of natural resources among the main global risks, Aqualia's involvement in the fight against the climate emergency is unavoidable. In this way, the company works to care for and meet the water access needs of its users and clients, contributing to their well-being, preserving the value of water resources, respecting nature and minimising the environmental impact of its activity.

To this end, Aqualia is committed to investing in the design and development of innovative solutions with the aim of supplying water to those areas with limited resource availability. In accordance with its commitment to a circular economy, Aqualia also contributes to the re-use of water to maximise and make profitable its use in distribution, supply and consumption processes, thus avoiding the waste of one of the most valuable resources in the natural environment.

Aqualia structures the management of its environmental impact through the 2021-2023 Strategic Sustainability Plan, reflecting its fight against climate change in the strategic line entitled "Climate emergency and caring for the planet".

Through this strategic line, Aqualia contributes to the major global challenges in relation to the environment:

- Pollution and climate change
- Water scarcity as a result of climate change
- Circular economy and care for the planet
- Protection and restoration of ecosystems

## 5.1. A management system for integrated sustainability

Aqualia reflects its efficient and sustainable environmental management through its Integrated Management System, which is certified in relation to the Environment (ISO 14001), Energy (ISO 50001)<sup>8</sup> and Quality (ISO 9001), and also boasts an Integrated Policy.

In 2022, the company has worked on the implementation of the new ISO 45001 Standard in Aqualia's Integrated Management System. To this end, integrated Committees have been established and internal and external audit processes have also been carried out in an integrated manner and together with AENOR.

This system allows the company to know and measure its environmental impacts to respond to the expectations of its stakeholders, ensuring efficient and sustainable environmental management that makes it possible to face the major environmental challenges of our era. Specifically, and with a view to responding to the climate challenge, the company verifies its carbon footprint (ISO14064 14064-1<sup>9</sup>).

The requirements established by this Integrated Management System are the following:

- **Identification and assessment** of environmental aspects.
- **Identification and follow-up** of contractual and legal requirements.
- **Operational control** of the environmental aspects, of the main uses and of energy consumption (undertaken according to the requirements of the Quality Management System).
- **Identification and assessment** of environmental risks and the establishment of measures for preventing and responding to possible incidents/accidents.
- **Continuous improvement**, establishing goals and review of the Management System.

Aqualia's main environmental impact, generated as part of its activity, is related mainly to the consumption of reagents, the generation of hazardous and non-hazardous waste and energy consumption. Furthermore, Aqualia's Policy includes a commitment to the principle of preventing pollution, which entails a risk that can be ascertained in advance and measures can be adopted to neutralise it. In relation to the principle of precaution, the company has implemented the Environmental Management System and actively manages risks.

<sup>8</sup> Since 2016, and every four years, the company has undergone energy audits (in accordance with ISO 50001-Energy Management Systems) in a collection of production installations that consume more than 85% of the company's total energy consumption in Spain.

<sup>9</sup> Scope: Spain and Portugal.

As part of the implementation of the Environmental Management System, the operational control of significant environmental aspects and legal requirements applicable via procedures and technical instructions are defined.<sup>10</sup> The main aspects taken into account and controls established are the following:

Consumption of reagents	Waste	Energy consumption	Carbon footprint
<ul style="list-style-type: none"> <li>-R&amp;D&amp;i in solutions for supply areas affected by water scarcity.</li> <li>-Circular economy solutions for efficient natural resources.</li> </ul>	<ul style="list-style-type: none"> <li>-Storage and final management of hazardous and non-hazardous waste in accordance with current legislation.</li> <li>-Agricultural use for WWTP sludge.</li> </ul>	<ul style="list-style-type: none"> <li>-Energy reviews in accordance with ISO 50001 and RD 56/2016.</li> <li>-Improved measurement.</li> <li>-Calculation of energy performance by pumps.</li> <li>-Optimisation and improvement of production processes, installations and equipment.</li> <li>-Optimisation of the purchase of energy (power).</li> <li>-Maintenance and improvement of the network's hydraulic performance.</li> </ul>	<ul style="list-style-type: none"> <li>-Carbon Footprint Reduction Plan for Aqualia Activities (2020 – 2022).</li> <li>-All countries in which Aqualia operates calculated their carbon footprint in 2022*.</li> </ul>

\* Percentage refers to those MWC and BOT contracts at least 3 or more years old in which Aqualia has a majority shareholding. Base year 2020. Adjusted variable scope.

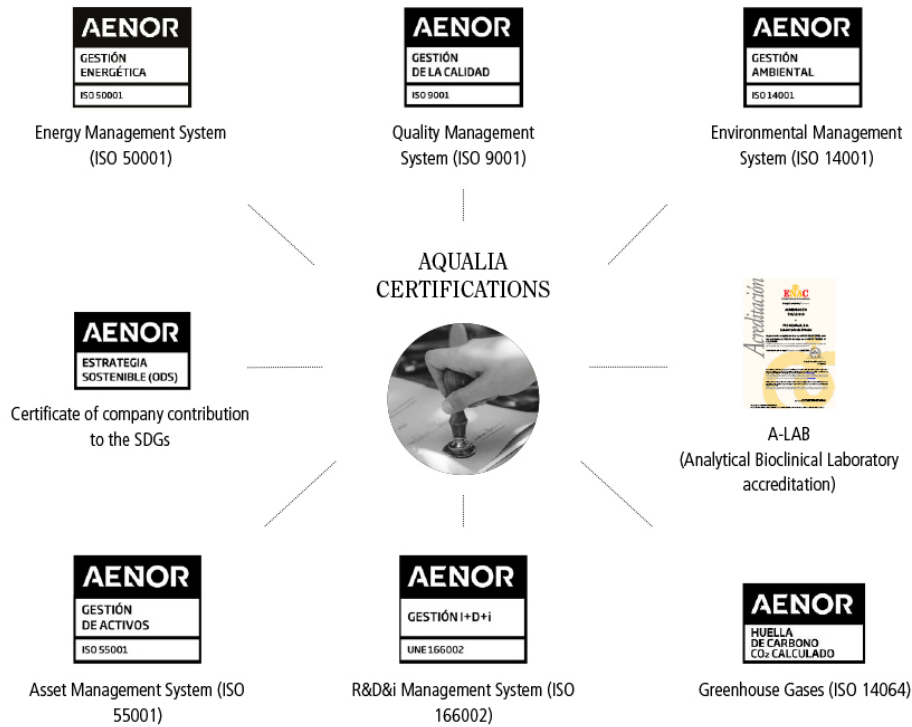
For the management of environmental risks, general environmental risk sheets are available and adaptable by contracts to the specific circumstances. These sheets contain: The preventive measures to be taken in case of risk and the response to be taken in case of risk materialisation. Here are some examples of preventive measures: covered storage of identified chemicals and hazardous wastes, with bunds and absorbents to collect spillage, chlorine gas escape detection systems, etc.

Aqualia does not have specific provisions to deal with environmental contingencies, as the existence of significant eventualities in the matter is not considered. In any case, as a company that belongs to the FCC Group, it is covered by the Group's third-party liability policy for general and environmental accidents, damage or risks caused in the form of accidental contamination of the environment.

Regarding the goals, the Management Committee, through the Management System Committee, establishes the global milestones of the Management System (such as, for example, energy reduction and carbon footprint projects, efficient and responsible management of the end-to-end water cycle). As a company specialised in the design, construction and management of hydraulic infrastructures, excellence in this management allows us to meet the strategic goals that are specified in specific objectives within the contracts defined and approved by the production areas.

<sup>10</sup> GA-203 Environmental risks; ITG-GA-01 Waste; ITG-GA-02 Hazardous waste; ITG-GA-03 Non-hazardous waste; ITG-GA-04 Water treatment sludge; ITG-GA-06 Noise assessment; ITG-GA-12 Biodiversity; IT-ESP-SG-01 Legal requirements and inspections.

### Certified sustainable management



Amongst the certification milestones achieved in 2022, the following are worth particular mention:

- Adaptation to the new ISO Standard 14064-1:2018, which more specifically completes the calculation of indirect greenhouse gas emissions, previously called Scope 3.
- Increased scope of the Energy Management and Climate Change strategy. Monitoring contracts with energy review.
- Calculation of the carbon footprint at adjusted variable scope. The carbon footprint is measured, at a minimum, in MWC and BOT contracts in place for 3 years or more in which Aqualia has a majority share. Base 2020<sup>11</sup>.
- Calculation and verification of the carbon footprint for all Aqualia's activities in Spain and Portugal 2021.
- Registration in the Carbon Footprint Registry of the Spanish Office for Climate Change (OECC) of the Ministry of Ecological Transition and Demographic Challenge (MITERD) for all Aqualia Activity in Spain, requesting the "CALCULO+REDUZCO" Certificate for 2021.
- Implementation of the Carbon Footprint Reduction Plan for Aqualia's activity 2020 – 2022.
- Verification of the emissions avoided in the MITERD OECC CLIMATE Project that was approved in 2018 for the use of alternative fuels corresponding to the company's activity and in motor vehicles.

<sup>11</sup> In 2022, the carbon footprint in Georgia that is less than three years old has been measured. Ref. Annex. Carbon footprint.

- Follow-up on the project for the Implementation of the Energy Management System in all activities in Spain, in compliance with RD 56/2016.
- For the second year in a row, Aqualia certifies its Strategy for the Contribution of the Sustainable Development Goals, by AENOR included in the Annual Sustainability Report, subject to GRI criteria.

	ISO 9001	ISO 14001	ISO 50001
<b>2022</b>			
Aqualia	79.2%	79%	54.7%
<b>2021</b>			
Aqualia	80.1%	80.1%	59.2%

Note: Percentage of certified turnover, including Spain and International.

## Efficient integrated water cycle management

Aqualia is a global company that focuses its management, in each community where it provides service, on the efficiency of the end-to-end water cycle. Aware of the importance of protecting the environment and the correct management of scarce resources, the company dedicates great efforts to improving and maintaining the supply network to contribute to the preservation of water.

As a company specialising in the design, construction and management of all types of hydraulic infrastructures, excellence in this management helps to ensure compliance with the strategic goals of guaranteeing the optimisation of public and private resources and promote the sustainable development of communities, use and production of renewable energy, etc.

Dedicated to urban water, irrigation water and industrial water, Aqualia provides all kinds of water solutions for the industry sector and its processes. To this end, it designs, builds and operates installations and infrastructures, offering an appropriate service to each client, both with turnkey installations and by supplying equipment, accompanied by the necessary technical assistance.

## 5.2. Reduction of water consumption

Through its activity, Aqualia seeks to reduce water consumption. In addition, the company regenerates the environments where it is present, anticipating the great challenges (since 2014 it is the first company in the sector to calculate the impact of its activity).

**In this strategic line, Aqualia develops the following action plans to reduce water consumption.**

L2 CLIMATE EMERGENCY AND CARING FOR THE PLANET SDG 6		
Line of work	Reduction of water consumption	
<b>Action plan</b>	Reduction of the volume of unregistered water	Improvement of the efficiency of water distribution networks
<b>Indicator</b>	% of the volume of unregistered water divided by the total volume of water introduced into the distribution network.	Volume of water not registered by network kilometre and day
<b>Performance 2021</b>	29.3%	12.1 m <sup>3</sup> /km/day
<b>Performance 2022</b>	28.29%	12.14 m <sup>3</sup> /km/day
<b>Objective</b>	27% in 2023	12 m <sup>3</sup> /km/day in 2023
<b>Sustainable development</b>	Goal 6.4	Goal 6.3
↓	↓	↓

Potential impact metrics	Annual water savings	Annual volume of wastewater treated or avoided	Treatment and elimination of sludge from wastewater	Re-use of sludge from wastewater
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**GLOBAL CHALLENGE**

**Water scarcity as a result of climate change**

**Spill management and caring for the planet**

## Water footprint: the key to fighting desertification

The conservation of water resources is essential in the current global panorama in which the frequency of episodes of lack of water is increasing. For this reason, Aqualia is a reference ally of governments, communities and industrial corporations to implement action plans or policies aimed at using reclaimed water for the recovery of ecosystems or the transformation of effluents into water suitable for irrigation.

Efficient management of water not only represents an essential service for citizens, it also contributes to the economic and social development of society as a whole. The current multi-crisis situation has placed even greater emphasis on the importance of guaranteeing sustainable water services from a social, economic and environmental perspective, not only as a first barrier to health prevention, but also as a basic element for social stability and progress.

**Directive (EU) 2020/2184** on the quality of drinking water through water saving and water efficiency measures, sets out the problem of leakage in distribution networks and establishes a period of three years for an assessment to be made.

In order to respond to this requirement, and in continuity with innovation in the continuous improvement of the service, Aqualia has developed, in 2022, its own digitalisation programmes for smart metering. One of these programmes is Aqualia Water Analytics (AWA), the analytical platform for smart water cycle management integrated into Aqualia Live, was conceived at this headquarters. AqualiaWA includes all the necessary features for intelligent and efficient water cycle management in our towns and cities: consumption analytics, hydraulic balances to detect breakages and fraud, automatic generation of notifications. Thus, by applying artificial intelligence and machine learning, the company achieves the necessary information for the pre-location of leaks and rapid detection in facilities with the aim of reducing the volume of unregistered water of the total injected into the distribution network to less than or equal to 27% by 2023.

These programs are exportable to other countries. Currently, they are key tools for the introduction of Aqualia services in France and Colombia.

Other smart measurement systems developed by Aqualia include the development of a geographical information program (GEO), and NOW (a platform that integrates: asset management, mobility and meter reading module), which together with Aqualia Water Analytics (AWA) are available to administrations and citizens to provide greater control and more efficient consumption.

Natural resource (m3)	2022	2021	22/21
Gross volume of water abstracted for management	1,590,377,560	988,938,615	61%
Drinking water produced	1,287,185,226	708,279,045	82%
Treated water	835,276,327	695,277,335	20%
Raw water purchased	220,994,447	210,297,997	5%
Treated water purchased	272,142,365	265,717,202	2.4%

Note: The increase in 2022 is due to the inclusion of Georgia, Colombia and Mexico in the scope.



It is important to note that, in most cases, the water obtained by Aqualia is extracted from catchments that have the status of concessions, granted by the competent water and/or health administrations. Both these concessions and the cases in which Aqualia has ownership of the assets - for example, in Georgia or SmVaK - require a series of specific conditions that guarantee that the extraction of water does not cause environmental damage (detrimental reduction of watercourse flows, effects on the level of aquifers, etc.).

The territories in which special water stress conditions are in place set network efficiency improvement targets in addition to the general targets set as part of the Management System.

Discharged water complies with the conditions established in the waste disposal authorisations granted by the competent authority for hydraulic matters. In this respect, Aqualia respects the conditions established in these authorisations, thus guaranteeing that there is no significant environmental impact.

Water abstracted by extraction source (m³)	2022		2021		22/21	
	All areas	Water stressed areas*	All areas	Water stressed areas*	All areas	Water stressed areas*
Municipal water supply or that of other "entities"	272,142,365	268,856,354	259,080,825	258,216,764	5%	4%
Surface water (total)	949,951,700	324,908,923	394,523,341	337,674,546	141%* *	-4%
Seawater (total)	343,064,361	343,064,361	340,953,808	340,953,808	1%	1%
Brackish water (total)	13,094,152	13,094,152	22,600,766	22,600,766	-42%	-42%
Groundwater (total)	281,229,753	242,518,957	229,164,586	219,313,425	23%	11%
Undefined	1,094,648		1,696,114		-35%	
Total water abstraction	1,860,576,979	1,192,442,747	1,248,019,440	1,178,759,309	49%	1%

\*Of the countries that report environmental data, those with water stress are: Saudi Arabia, Algeria, Egypt, United Arab Emirates, Spain, Italy, Mexico and Portugal.

\*\*In 2022 Georgia, Colombia and Mexico are included in the reporting scope. The 141% increase in surface water withdrawal is primarily due to Georgia (529,422,116 m³).

	2022		2021		22/21	
	All areas	Water stressed areas*	All areas	Water water stress*	All areas	Water stressed areas*
Water recycled or re-used (m³)	80,862,569	80,862,569**	64,164,186	64,164,186	26%	26%

\*Water-stressed areas have been defined as per the provisions at the following link: <https://www.wri.org/data/aqueduct-30-country-rankings> and associated at a country level.

\*\* The three countries that recycle are Egypt, Spain and United Arab Emirates.

It should be noted that when the water recycled in the water stress area coincides with the total water recycled, it is because 100% of the countries that recycle or re-use water are in the water stress area.

## Controlled water discharges

The control of discharges is part of the activity of integrated water management. Specifically, Aqualia complies with legal and contractual requirements and establishes improvement objectives regarding discharge parameters. This control is carried out through the operation and maintenance of the facilities, as well as the analytical control of the process and discharges, with our own and external laboratories.

The company has plans for potential emergencies related to accidental spillages. These plans establish preventive and response actions. Some examples of preventive measures include, for example, overed storage for chemicals and hazardous wastes, identified with bunds and absorbents to collect spillage, chlorine gas escape detection systems, etc.

The wastewater treatment stations managed by Aqualia have the waste disposal authorisations approved by the competent authority for hydraulic matters. These waste disposal authorisations include quality and quantity requirements in relation to discharged water, often including more demanding specific requirements than those stipulated in the legislation, depending on the characteristics of purified water and the receiving medium.

No treatment stations have been identified that lack waste disposal authorisations or applicable legislation in terms of water discharges into nature, which would require that Aqualia establish minimum waste disposal criteria.

Regardless of the country where an installation is built, Aqualia uses European technology that needs to meet high standards with regard to discharge levels. This ensures that in most countries the minimum levels established by regulatory requirements are exceeded.

Water discharge (m3)	2022		2021		22/21	
	All areas	Water stressed areas	All areas	Water water stress	All areas	Water stressed areas
Fresh water (total dissolved solids ≤ 1000 mg/l)	680,014,282	594,029,366	681,281,081	628,532,078	0%	-5%
Other waters (total dissolved solids > 1000 mg/l)	300,743,788	170,157,537	166,821,758	166,821,758	80%	2%
<b>Amt</b>	<b>980,758,070</b>	<b>761,836,928</b>	<b>848,102,839</b>	<b>795,353,836</b>	<b>16%</b>	<b>-4%</b>

Note: Georgia is added to the scope.

Circularity initiatives in the water cycle also contribute to reducing water consumption. However, they are only possible with the collaboration of citizens and Public Administrations, essential in the installation of the necessary infrastructures and the implementation of suitable consumption habits.

As will be see later on, Aqualia has taken numerous circular economy actions with the aim of improving the protection of the resource, these include the use of recycled water for ecosystem recovery and the transformation of effluents into water suitable for irrigation, etc.

Furthermore, Aqualia participates in different forums and industry work groups with a view to exchanging knowledge and good practices in the sector. An example of this is Aqualia's leadership

in the multi-sector alliance StepbyWater. Driven by the UN Decade of Action, this partnership promotes integrated, holistic and cross-cutting initiatives aimed at reducing and optimising water consumption.

## Water quality

It is Aqualia's responsibility to protect human health from the adverse effects of any contamination of water intended for human consumption, guaranteeing that it is free of any microorganism, parasite or substance that could represent a danger to human health. This is achieved thanks to Aqualia's network of 10 accredited laboratories distributed between Spain, Italy and the Czech Republic. They all have a structure that responds to the need for laboratories to be able to decide independently as required by the EN ISO/IEC-17025 standard, article 4.1, and to the analytical needs of contracts managed by the Aqualia Group, in accordance with regulations<sup>45</sup>.

In Spain, Aqualia has set up a working group to analyse the impact on the organisation of the new requirements included in the new Royal Decree on Water Quality, which mainly affect the inclusion of new parameters and types of analysis, the preparation of Water Sanitary Plans focused on the identification and management of risk in the different water supply infrastructures and increased transparency as regards the information to be provided to the citizen on the infrastructures and analytical results.

The adaptation to this Royal Decree is bringing about a change in procedures, including the way analytical tests are managed. In order to keep up to date with the requirements of the Royal Decree on water quality, a web portal has been developed to provide access to all the bulletins, as well as all the information on infrastructures linked to the Spanish Drinking Water Information System (SINAC), such as the infrastructures of the Supply Areas. Likewise, the analytics on water are accessible in a single portal where they can be consulted.

## Parametric results with regard to drinking water

	2022	2021	22/21
<b>Parametric results with regard to drinking water</b>	1,167,738	1,021,192	14%
<b>% compliant results</b>	99.86%	99.91%	-0.001pp
<b>Non-compliance</b>	1,660	874	90%

Note: the increase in the number of non-compliances is due to the inclusion of Colombia in the reporting scope.

## Cleaning of tanks to ensure the excellence of water

Tank cleaning is a key task to guarantee the quality of the water supplied to citizens and users. Aqualia is responsible for managing 3,092 drinking water tanks around the world; cleaning tasks can take a number of weeks and have to be undertaken without affecting the supply of this resource. By cleaning them and through the more than one million analytical results obtained per year, we are able to guarantee the quality of water for human consumption supplied to household taps.

Communicating to citizens the importance of these tasks is essential to value the work carried out by the company to guarantee the quality of the water that reaches the taps and promote its consumption.



## PROJECTS CONTRIBUTING TO THE IMPROVEMENT OF NETWORK EFFICIENCY

### GOOD PRACTICE

#### Digitalisation for leak detection

Thanks to the development of its own measurement and monitoring system, the Balearic Islands have managed to reduce unregistered water by 20% in the last year compared to the previous year. This represents a saving of 300,000 cubic metres, equivalent to 120 Olympic swimming pools or 30,000 water tanker trucks.



## WASTEWATER RE-USE PROJECTS

### New algae-based biofertilisers: H2020 Sabana

Led by the University of Almeria, the consortium of eleven entities from five countries (including the Czech Republic and Hungary) includes three large companies: Aqualia, Westfalia (Germany) and the Italian food group Veronesi.

The project has optimised the production of new biofertilisers and biostimulants from algae, and two biorefineries based on algae cultivation have been implemented in the WWTPs managed by Aqualia in Mérida (Badajoz) and Hellín (Albacete), totalling five hectares.

### **We are a step ahead of the legislation: Life Phoenix Project**

LIFE PHOENIX aims to obtain regenerated water from the secondary effluent of a wastewater treatment plant, also eliminating microplastics and emerging pollutants. The company seeks to be able to develop a decision support system that allows defining the appropriate solution for each size and type of population, optimising implementation and operation costs and guaranteeing regenerated water that meets the quality requirements demanded by the new European Directive 2020/741.

The project places Aqualia at the forefront of the sector, and in this way the company anticipates the new European standard, whose requirements are stricter than those of the current national regulations.

### **MARadentro Project**

The MARadentro Project, carried out at the Wastewater Treatment Plant in Medina del Campo, aims to build a 400 m<sup>2</sup> infiltration system for the advanced treatment of treated water and its re-use in the recharge of aquifers.

Aqualia aims to harness this project to reduce pressure on water resources by developing innovative techniques and operational guidelines for better management of water re-use through low-cost treatment.

#### **GOOD PRACTICE**

### **Demonstrative Project for the Re-use of Water from the Villapérez WWTP, in Asturias**

The re-use of wastewater, which is presented as an alternative that makes it possible to reduce the demand for drinking water in certain industrial, agricultural and urban uses, as well as to reduce the pollutant load, is one of Aqualia's commitments for mitigation and adaptation to climate change.

Due to the concentration of industrial activities, mainly in the central region of Asturias, where the Villapérez WWTP is located, the largest treatment plant in the Principality, and in line with the Master Plan for Water Treatment and Purification of the Principality of Asturias (2020-2030), the company has set up a pilot demonstration plant to validate the combination of different technologies to obtain water of different quality for industrial use. In addition, an electrodeionisation (EDI) stage will be added to the plant's processes in order to obtain high quality water for possible use in hydrogen production.

The results of this project will be known in 2023.

## 5.3. Energy efficiency and reduction of emissions



**Aqualia was the first company in the water industry to register the Carbon Footprint (CF) for all its activity in Spain, in accordance with ISO 14064-1.**

The climate emergency situation in which the planet is currently immersed leads governments, communities and industrial corporations to look for specialised operators to help them provide effective solutions to the problems of water supply, sanitation and purification based on models that are clearly committed to energy optimisation.

Aqualia, as a global company, is committed to the Paris Agreement in relation to global warming and decarbonisation, a commitment that extends to all the countries where it operates. Specifically, in Spain, Aqualia's performance is aligned with the Long-Term Decarbonisation Strategy issued by the MITERD (Ministry for Ecological Transition and the Demographic Challenge), which sets out a roadmap for Spanish companies to design their Decarbonisation strategies with a 2050 horizon and intermediate milestones in 2030 and 2040.

Against this backdrop of growing regulations and policies, Aqualia has gone one step further in its ambitious strategic commitment to the environment, aware of the potential that the paradigm shift represents when it comes to strategic partnerships and resources. This ambition is reflected in the 2021-2023 Strategic Sustainability Plan, which defines the path for achieving Aqualia's environmental commitments entered into with stakeholders. Likewise, the Aqualia Carbon Footprint Reduction Plan (2020-2022) is a consequence of this ambition, which the company completed in 2022<sup>12</sup>.

<sup>12</sup> The scope of the Carbon Footprint Reduction Plan 2020-2022 is Spain.

In this strategic line, Aqualia develops the following action plans to achieve energy optimisation and reduce emissions.

**L2 CLIMATE EMERGENCY AND CARING FOR THE PLANET**  
SDGs 7 and 13

Line of work	Energy efficiency and reduction of emissions				
<b>Action plan</b>	Calculation of the individual carbon footprint per country	Transformation of the vehicle fleet	Improving energy efficiency		Use of renewable energy
<b>Indicator</b>	% countries where the carbon footprint is calculated divided by the total countries <sup>13</sup> in which Aqualia operates	% vehicles with low emissions CO2 over the total vehicle fleet	Reduction in % of kWh/m <sup>3</sup> energy used in adduction, treatment and distribution of drinking water compared to 2020	Reduction of % kWh/kg COD removed, energy used in sanitation and wastewater treatment compared to 2020	% renewable energy <sup>14</sup> used generated by own facilities, PPAs or acquisition, divided by the total energy consumed
<b>Performance 2021</b>	90%	7%	-3.57%	-7.89%	32%
<b>Performance 2022</b>	100%	12.54%	-9.46%	-9.87%	34.15%
<b>Objective</b>	100% in 2023	100% in 2023	3% in 2023 compared to 2020	3% in 2023 compared to 2020	50% in 2030
<b>Sustainable development</b>	Goal 7.2 Goal 17	Goal 13.2	Goal 13.2	Goal 13.2	Goal 13.2
↓	↓	↓	↓		↓

<b>Potential impact metrics</b>	Annual GHG emissions reduced/avoided in tonnes of CO2 equivalent	Absolute annual GHG emissions (gross) in tCO2eq Number of eco vehicles deployed	Capacity of renewable power plants constructed or refurbished in MW	Annual renewable energy generation in MWh/GWh and GJ/TJ
	GHG emissions intensity	Estimated reduction in fuel consumption	Power density: W/m2	Capacity of renewable power plants constructed or refurbished in MW

**GLOBAL CHALLENGE**  
**Pollution and climate change**

<sup>13</sup> Percentage refers to those MWC and BOT contracts at least 3 or more years old in which Aqualia has a majority shareholding. Base year 2020. Adjusted variable scope. Apart from complying with the objective of the Strategic Plan, other countries are also included in the calculation of the carbon footprint.

<sup>14</sup> The data on the percentage of renewable energy by country considered in the electricity mix was taken from ourworldindata.org. The figure used by country is that of 2021.

Aqualia is responding to the climate challenge with energy management based on optimisation through following action guidelines that form part of the different measures undertaken each year: Calculation of the individual carbon footprint per country, improvement in the energy efficiency of facilities, use of renewable energy and transformation of the vehicle fleet.

### a) Carbon footprint calculation and Action plan to reduce GHG emissions in Spain in 2020-22

During 2022, different measures established in the Carbon Footprint Reduction Plan were implemented, which will be detailed throughout this report. The outcome of these measures is reflected in the increased follow-up and monitoring of carbon emissions. As well as in the recognition by the OECC (Spanish Office for Climate Change) of Aqualia's commitment to curbing climate change through policies and initiatives to reduce its carbon footprint and protect biodiversity in the areas in which it operates.

This seal that places the company in the second level REDUZCO, demonstrating the projection of the company in its objective of reaching the last level COMPENSO.

The carbon footprint in the different countries has been calculated applying the internal AENOR-validated methodology for verifying the company's carbon footprint in Spain and Portugal.

	2022	2021	22/21
<b>Scope 1 emissions (tCO<sub>2</sub>e)</b>	<b>119,246</b>	<b>102,231</b>	<b>17%</b>
Fossil fuels	25,254	16,492	53%
Water management complexes	93,991	85,739	10%
<b>Scope 2 emissions (tCO<sub>2</sub>e)</b>	<b>330,519</b>	<b>336,389</b>	<b>-1.8%</b>
Electricity or steam acquired from third parties	330,519	336,389	-1.8%
<b>Scope 3 emissions (tCO<sub>2</sub>e)</b>	<b>272,386</b>	<b>107,474</b>	<b>153%</b>
Purchased items and services	81,294	57,761	41%
Activities relating to fuel and energy that are not included in Scopes 1 and 2	43,671	10,963	298%
Waste generated in operations	147,421	38,750	280%
<b>Total</b>	<b>722,151</b>	<b>546,094</b>	<b>32%</b>
<b>Other emissions (biogenic fuels)</b>	<b>33,378</b>	<b>27,281</b>	<b>22%</b>
Turnover	€1,323,155 thousand	€1,169,450 thousand	13%
Emissions ratio over turnover	0.55 tCO <sub>2</sub> eq / thousands of €	0.46 tCO <sub>2</sub> eq / thousands of €	20%

Note: 2021 figures have been corrected.  
 Note: the increase in fossil fuel consumption is due to the inclusion of Georgia and Colombia in the scope.  
 Note: the reduction in Scope 2 emissions, despite the scope increase, is due to the purchase of electricity from renewable sources.  
 Note: the increase in Scope 3 emissions is mainly due to the fact that the 2022 calculation has been made with the new version of the ISO 14064-1:2018 standard and, also, to the inclusion of Georgia, Colombia and Mexico in the scope.  
 \* Some countries are launching their reporting system, while, the scope of reporting only extends to the integrated water cycle (excluding construction activities and others).  
 \* "Fuel emission factors have been taken from the document: EMISSION FACTORS CARBON FOOTPRINT REGISTRATION, OFFSET AND CARBON DIOXIDE ABSORPTION PROJECTS issued by MITECORD version 17 – April 2021  
 The potential global warming of the different greenhouse gases is taken from: Global warming potential. IPCC Fifth Assessment Report, 2014 (AR5)  
 Note: Carbon footprint table by country in the corresponding annexes.



GHG emissions associated with electricity consumption basically depend on variables such as the volume of management of the services provided, the emission factor of electrical energy used and the efficiency of managed systems. Logically, the first factor is associated with production and therefore its performance is linked to the commercial development of the company itself. For this reason, the main management efforts are being applied to the other two factors.

### EMISSIONS BY COUNTRY

2022	SPAIN	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	ITALY	MEXICO	PORTUGAL	UNITED ARAB EMIRATES	SAUDI ARABIA	FRANCE	GEORGIA	TOTAL
Scope 1	85,409	0	7,342	419	6,466	720	0	482	6,615	0	807	10,985	119,246
Scope 2	101,440	147,146	10,356	3,190	5,139	2,531	10,919	724	8,765	36,934	222	3,153	330,519
Scope 3	135,664	19,755	6,332	1,622	3,981	6,898	2,839	2,856	1,772	4,708	1,025	84,937	272,386
Total	322,513	166,901	24,031	5,231	15,585	10,148	13,758	4,062	17,152	41,642	2,053	99,076	722,151
Other emissions*	28,633	0	4,699	0	0	47	0	0	0	0	0	0	33,378

\* Associated with fuels of biogenic origin.

### b) Use of renewable energies



The long-term renewable power purchase agreement (PPA) signed by Aqualia is a pioneer in the water industry: supply of green energy to switch to a decarbonised model.

The water industry is undergoing a radical change towards a massive use of renewable energy. The company, as the promoter of this change, is already in the fourth phase of the plans for the installation of photovoltaic energy in the treatment plants and water treatment plants that it operates, which is a fundamental step towards achieving energy neutrality. During 2022, the projects started in 2020 have been continued with the objective of GHG reduction:

- Power Purchase Agreement (PPA) and the closing of tariffs in the fixed and futures markets. According to this agreement, the company acquires 76 GWh per year of renewable energy (photovoltaic) in the next 8 years. In 2022, the reduction in emissions was 15,846 tonnes.<sup>15</sup>
- Currently, 15 photovoltaic energy installations have been commissioned in Spain, with an installed capacity of 3,393 kWp and produced energy of 2.8 GWh.
- There are 17 plants in the process of installation, with an installed capacity of 14,332 kWp, with a planned annual production of 25.8 GWh.

<sup>15</sup> The estimate has been made using the emission factor of the company's main electricity supplier and the energy actually consumed.

**GOOD PRACTICE****ZEPPELIN Project in Algeciras (Cádiz)**

Aqualia has a 49% stake in Emalgesa, the joint management company of the Municipal Water Service of Algeciras (Cádiz), and leads the research consortium.

The objective of this project, which Aqualia will carry out until 2024, is to test new green hydrogen production and storage technologies based on the circular economy.

**GOOD PRACTICE****We promote the production of energy from water in Georgia and the Czech Republic**

By operating mini-hydro plants, Aqualia offers an ecological solution while improving economic performance thanks to the savings made on the purchase of electricity. In comparison to thermal power plants, power produced using water does not generate atmospheric emissions, minimising the negative impact on the environment.

This is true in the Czech Republic, where SmVak has a treatment plant, located in Podhradí, with seven mini-hydro power plants, located in the water treatment plants, capable of producing almost 5 GWh of clean energy. This means generating 33% more electricity in its mini-hydraulic plant than it consumes for its operation. Also in Georgia, Aqualia has acquired *Georgian Global Utilities*, which owns four hydroelectric plants associated with the water cycle infrastructures.

**c) Improved energy efficiency in energy generation and facilities**

Every four years since 2016, Aqualia has undergone energy audits (in accordance with ISO 50001-Energy Management Systems) in a collection of production installations that consume more than 85% of the company's total energy consumption. To monitor the improvement opportunities detected in these audits, there is a computer tool that will be integrated with Aqualia's technical

reporting/analysis tool that will enable the actions and results obtained to be monitored. As well as how to establish proposals for improvement based on the results.

## Energy consumption

Energy consumption within the organisation GJ	2022	2021	22/21
<b>Fossil fuels</b>	<b>358,814</b>	<b>241,325</b>	<b>49%</b>
Petrol	37,883	18,083	109%
Diesel	290,495	215,207	35%
LPG	1,173	961	22%
Natural gas	28,264	7,065	300%
LNG	0	10	-100%
CNG	999		N/A
<b>Renewables</b>	<b>1,263,913</b>	<b>600,263</b>	<b>111%</b>
Biogas burned in boilers without electricity generation	220,388	202,172	9%
Biogas burned in engines or turbines with electricity generation	360,444	375,132	-4%
Biomethane service stations.	532	558	-5%
Self-produced, photovoltaic panels	8,743	3,300	165%
Self-produced, turbines	673,806	19,100	3428%
<b>Direct energy consumption</b>	<b>1,622,728</b>	<b>841,588</b>	<b>93%</b>
Renewable purchased electricity	1,279,681	272,360	370%
Non-renewable purchased electricity	2,548,251	3,149,819	-19%
<b>Indirect energy consumption</b>	<b>3,827,933</b>	<b>3,422,180</b>	<b>12%</b>
<b>Total</b>	<b>5,450,660</b>	<b>4,263,768</b>	<b>28%</b>
<b>Turnover</b>	<b>€1,323,155 thousand</b>	<b>€1,169,450 thousand</b>	<b>13%</b>
Ratio of energy over turnover, GJ/thousand €	4.12	3.65	13%
Ratio of renewable energy over turnover, GJ/thousand €	1.92	0.75	158%

Note: 2021 figures have been corrected.

Note: the increase in fossil fuel consumption is due to the inclusion of Georgia and Colombia in the scope.

Note: the increase in the consumption of self-produced energy is due to the production of hydroelectric energy in Georgia and several projects for the installation of photovoltaic panels in Spain.

Note: the increase in energy consumption is due to the inclusion of Georgia and Colombia in the scope.

Note: the increase in the consumption of renewable electricity is due to the purchase of energy with a guarantee of origin and to the fact that in 2022 the share of renewable energy in the electricity mix of each country has been noted.

Note: the increase in Scope 3 emissions is due to the inclusion of Georgia in the scope.

## **Energy consumption by country**

In 2022, actions have been developed to reduce energy consumption and improve technical management within the framework of energy reviews according to ISO 50001 and RD 56/2016.

- Implementation of the pilot for the Energy Optimisation System for offices and warehouses in six of the eight locations, with a view to rationalising energy use in lighting and air-conditioning in these administrative centres. Improvement policies were implemented in each one.
- To improve energy monitoring, we continue to improve the functionalities and scope of the electricity billing control platform, Synergica, with the Technical Reporting platform, Aqualia RT. Thanks to this measure, it is possible to monitor the ratios of the different energy-dependent variables, eliminating the potential for human error.
- Platform for centralised monitoring and control of proposals and objectives for improvement of the different contracts, related to efficiency.
- The Energy Efficiency Working Group, whose main work is focused on the publication of “good practices” and the approval of high-efficiency devices, worked in 2022 on the launch of new pilots and equipment to improve the power signal to the facilities and thereby reduce consumption.

**The ratio of energy intensity to turnover is 4.12 GJ/€1,000 in 2022**, which represents an increase over the 2021 ratio, which stood at 3.65 GJ/€1,000. Furthermore, renewable energy consumption has increased, up from 20% in 2021 to 47% in 2022.

### **GOOD PRACTICE**

#### **Solar panel system in the Chipiona WWTP**

In 2022, Aqualia has installed a portable system of retractable solar panels, which increases the energy self-sufficiency of the infrastructure by 10%. The pilot project, which deployed 200 photovoltaic panels, produces 400 kW per day and records accurate information in real time.

This technology will be tested over the coming months and its suitability will be assessed, since there is room to install more panels and increase the energy self-sufficiency of the plant to 70%.

**GOOD PRACTICE****Energy optimisation in El Salitre (Colombia)**

In Colombia, the new El Salitre WWTP manages to optimise energy efficiency by reducing by at least 30% the energy consumed in the plant thanks to the use of biogas generated in the plant itself

**GOOD PRACTICE****Rewatergy Project to achieve more efficient water treatment plants**

The closing ceremony of the Rewatergy Project took place in Jerez, an innovation project whose objective is to reduce the need for energy in the water treatment and re-use process, promote energy recovery from wastewater, and develop novel disinfection processes for more sustainable water treatment plants.

Aqualia is one of the three companies participating in this project together with three universities. The closing ceremony enjoyed extensive coverage by the media.

**d) Transformation of the vehicle fleet**

In relation to the energy efficiency measures implemented as part of the plan to reduce the carbon footprint, the transport line is key on account of its major impact on climate change. To this end, Aqualia is immersed in the progressive switch of its fleet to greener vehicles to meet the objective set for 2022: the renewal of 90 vehicles.

In 2022, Aqualia decided that the industrial vehicles (vans) to be renewed or purchased must be 100% electric. In addition, the company has a total of 32 electric chargers installed. And the forecast for the end of 2023 is 160 installations. What contributes to the achievement of the objectives planned by the company.

In total, there are 2,408 light-duty vehicles, of which 304 are “ZERO” or “ECO” (with some hybridisation), giving a percentage of green light-duty vehicles of 12.54% of the total in 2022<sup>16</sup>. Not including light machinery (dumpers...). In addition, the crisis of raw materials and the current deficit in the delivery of vehicles has led to the delay in the delivery of an approximate number of 150 electric vans.

#### GOOD PRACTICE

### **ABAD Bioenergy © Project: Production of biomethane with the quality levels required for its use in vehicles**

The Technology Transfer Report on the ABAD Bioenergy © product, a WWTP biogas upgrading system for obtaining biomethane with quality for its use in vehicles, has been completed, including various economic scenarios for its commercialisation.

During 2022, 5 biomethane production plants for vehicle use have operated in Lleida, Guijuelo, Jerez de la Frontera, Chiclana and Almería. The portable pilot plant that was used to design the process has already gone through two contracts (Gavia and Motril) and has now been transferred to Algeciras to test it on site and study the feasibility of its implementation on a larger scale.

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<sup>16</sup> Data for Spain

## 5.4. Ecosystem protection and recovery. Biodiversity

The crisis related to the loss of biodiversity and degradation of natural systems, which can compromise 50% of GDP globally, has become a global challenge. In 2022, the Kunming-Montreal agreement, reached at COP 15, is a clear demonstration of this global challenge. Adopted by 196 countries, it has among its most important commitments the protection of 30% of the planet and 30% of ecosystems as a target for 2030.

In this context and as part of its commitment to biodiversity, Aqualia, through the FCC Group, is a member of the Spanish Enterprise and Biodiversity Initiative (IEEB) and the Biodiversity Pact, both initiatives promoted by the Biodiversity Foundation of the Ministry for Ecological Transition and the Demographic Challenge.

However, Aqualia's activity, the end-to-end water cycle, is also integrated into the natural environment, which is why the promotion of the development of its activities, always bearing in mind the conservation of the natural capital, is intrinsic.

**In this strategic line, Aqualia develops the following action plans to protect and recover ecosystems**

### L2 CLIMATE EMERGENCY AND CARING FOR THE PLANET SDGs 15 and 17

Line of work	Ecosystem protection and recovery. Biodiversity	
<b>Action plan</b>	Identification of protected areas (biodiversity)	Initiatives with the surrounding area to promote biodiversity
<b>Indicator</b>	Number of new biodiversity areas identified	No. of new projects for biodiversity protection and ecosystem recovery
<b>Performance 2021</b>	2	6
<b>Performance 2022</b>	7	8
<b>Objective</b>	5 each year	5 each year
<b>Sustainable development</b>	Goal 6.6 Goal 15.5	Goal 6.6 Goal 15.5 Goal 13 Goal 17



**GLOBAL CHALLENGE**  
**Care for the planet**

Aqualia manages operational centres that it owns or leases next to protected areas and areas with great value from the point of view of biodiversity. In most cases, these contracts are included in Aqualia's Management System and include information on the facilities potentially affected. In addition, through this tool, all accidents that affect biodiversity are recorded. The care and protection of these areas and their ecosystems is part of Aqualia's commitment, which, together with other environmental organisations, promotes different initiatives for their protection.

## 5.4.1 Outstanding projects in biodiversity

### GOOD PRACTICE

#### We involve citizens in our performance in El Salitre, Colombia

##### **Discover + Know + Enjoy Your Metropolitan Park PTAR Salitre, Colombia**

This initiative has the objective of encouraging citizens to be part of the development of the works, that is, to be co-responsible for their development, so that they also feel part of the positive impact that these new infrastructures will bring to their community.

To this end, information is provided on the monitoring and performance of the planted native species, the progress of the environmental and recreational scenarios of public interest, through tools such as drone videos and publications on social networks. In this sense, special publications called #TBT have been intensified, allowing a comparison between the beginnings of the park's progress and its current state.

In addition, during the socialisation and participation meetings, officials from the Salitre WWTP Expansion Consortium explained in detail to the participants the progress of the construction of the Metropolitan Park, the details of the zones and elements that make up the different areas: the environmental classroom, the contemplative lake, the wellness square, the viewpoint towards the El Salitre WWTP, where you can observe the wastewater treatment process and the forest reserve area.

In this forest area, the company has planted 7,857 trees of 28 native species, a three-fold increase over the number of trees felled.

##### **Workshops in Bogota River**

In line with the initiatives to involve the residents of the community in the construction of the El Salitre WWTP, various workshops were held on:

- Climate change and risk management, where specific climate change mitigation actions are proposed, so that they can replicate in their different environments and how small actions from their homes can contribute to its conservation and become multipliers of information.



- Comprehensive management of solid waste, working on the features, types, classification of waste and the urgent need to adopt responsible positions towards its management.
- Bogota River: Socio-environmental importance of the basin, managing to identify the impact of citizen behaviours in the Bogotá River basin.
- Environmental Territories whose development and methodology facilitated self-reflection and awareness of the environmental care of the territory.

At the end of the training cycle in environmental tools for adults, participants receive an official training event kit for each teacher that contains:

- **Bogota River Agenda**
- **Mug Institutional**
- **The three Rs of recycling**
- **Semana magazine, Grupo Río Bogotá**
- **Engagement Multipliers Diploma and pack of informative infographics**

All these instruments that were designed to strengthen the knowledge obtained during the cycle and contribute to changing habits, behaviours and environmental protection.

#### **Reinforcement of communication with the community**

During the first half of 2022, the email marketing tool MailChimp. This tool is used as a communication channel, through emails, which has been really useful, allowing information about the WWTP El Salitre to reach multiple mass recipients, and avoiding that the emails end up in the spam folder and providing updated data to citizens who are interested in environmental issues such as the recovery of water sources or the sanitation of the Bogota River.

In 2022, more than 80 formal calls for proposals were made, through which nearly 4,000 people participated in the different spaces for citizen participation established in the Social Management Plan.

### **Reforestation campaign in Jizan, Saudi Arabia (South Cluster)**

The Department of Environment and the Water Branch of the city of Jizan – capital of one of the four regions that make up Saudi Arabia's South Cluster – and the consortium led by Aqualia together with Acciona, Tawzea and HAACO, has begun the fourth phase of the reforestation campaign to plant 500 trees in the town's wastewater treatment plant.

In the previous phases, a total of 25,000 trees were planted in different wastewater treatment plants in the region. The plants are all endemic to the area (almond, neem, and ghaf), which contributes to protecting the environment, fighting desertification, reducing pollution, restoring vegetation cover, and contributing to improving the quality of life. All within the framework of the sustainable development goals of the 2030 Agenda

### **SmVaK collaborates with a local environmental organisation, as part of the IFM Scholarship**

ZO ČSOP Levrekův ostrov, an environmental non-profit organisation, was able to purchase a new ecological mower, essential for the care of valuable meadow communities and fruit tree gene pools in the Moravian-Silesian Region, thanks to the cooperation with the water company North Moravian Ostrava water and sewage works.

The mower delivery ceremony and demonstration of its operation took place on 23 June in Hlučín, with the participation of the leadership of SmVaK and representatives of the municipality.

For SmVaK, the cooperation with an environmental organisation in the acquisition of an ecological lawnmower is the first step to establish a long-term partnership in caring for the environment of hydraulic works in the region. SmVaK Ostrava in the Moravian-Silesian region operates and owns several hundred of them.

### **Life Reseau Project to prevent discharge reliefs caused by rainfall in the south of Galicia**

The municipality of Moaña, located in the south of Galicia, is an area with heavy rainfall. On stormy days, up to 75% of their inputs come from the rain, which forces them to relieve water without the possibility of purifying it correctly, something that affected shellfishing in this municipality, where it is a fundamental economic pillar.

This innovative project aims to avoid discharge relief when it rains and increase treatment capacity with existing facilities, seeking to increase the resilience of the entire end-to-end water cycle.

The first phase of the project consists of working on the sanitation network, with the installation of 30 sensors that will make it possible to determine at which points the greatest infiltration of rainwater occurs, thanks to the implementation of signals and artificial intelligence algorithms. These sensors, in addition to locating infiltrations, will also measure the quality of the water, so that, if at some point it is necessary to relieve the estuary, it can be certain that the water discharged is clean.

In addition, Life Reseau plans to build a 500 m<sup>3</sup> aerobic granular reactor at the Moaña WWTP to treat up to 2,000m<sup>3</sup>/d of wastewater. This system improves the adaptability of the WWTP to the load variation that occurs when there is intense rainfall and limits the space required for its implementation. The environmental impact of the risk management process is also significantly reduced by reducing energy needs and avoiding greenhouse gas emissions.

## RESEAU

### Improvement of the Management of Sanitation Networks

#### INNOVATIVE TECHNOLOGIES

- 
**ABR : Advanced Biofilm Reactors**  
 Advanced MABR (Membrane Aerated Bioreactor) and AGS (Activated Granular Sludge) biofilm reactors, which will be designed to be integrated into the activated sludge ponds currently used in this type of WWTP.
- 
**SWTM : Storm Water Treatment Module**  
 A stormwater treatment module based on mechanical filtration that will be designed and integrated into the WWTP.
- 
**SiiMS : Smart Infiltration/Inflow Management System**  
 Information system to help make 10 decisions in the monitoring and control of infiltrations and runoff in the unit sanitation networks.
- 
 Quantifies flows with its **Infiltration and Runoff Analysis**.
- 
 Optimises operation and maintenance tasks thanks to **Intelligent Asset Management**.
- 
 Collects the necessary information from the WWTP, installed sensors or external sources, through the **Data Collector**.
- 
 Evaluates the impact of **Climate Change Scenarios** on the WWTP and the unit sanitation network.

### Improvement of the biodiversity of the WWTP of Medina del Campo

The grant, awarded to the NGO SEO Birdlife by IFM, the shareholder that owns 49% of Aqualia's capital, is endowed with an amount of AUD 40,000. With this grant, the goal is to achieve new milestones and objectives in three main areas: in scientific study, in the improvement of the physical ecosystem and in environmental awareness, at the WWTP of Medina del Campo.

During 2021 and 2022, the improvement of technological resources, for carrying out environmental studies and species controls, has led to an increase in the number of such species and advances in the knowledge of their behaviour. Additionally, the improved environmental conditions achieved by the project have not only attracted new species of migratory birds, but also revitalised the ecosystem and the entire food chain in the area.

The project has a very powerful educational and awareness dimension, with the establishment of an environmental classroom, in which students of different levels can carry out environmental activities in the surroundings of the lagoons.

#### Advances in NGO SEO Birdlife thanks to the grant

- More material and equipment: for the control of species and monitoring of the evolution of biodiversity. In addition to new optical and prismatic telescopes, two photo-trapping

stations and a high-resolution fixed camera with infrared optics for night vision have been acquired.

- Lagoon cleaning: the cleaning of one of the sludge lagoons deposited from its previous stage as purification lagoons has been carried out, eliminating 800 tons of sludge. Numerous nest boxes have been installed for nesting up to 4 different species.
- Improvement of resting and nesting conditions for birds of the lagoons, so that they can be safe from terrestrial predators.
- Purchase of additional material of binoculars and furniture for the project to raise awareness among schoolchildren, integrated into a room in the WWTP, from where the main chamber of the lagoons is controlled. The room has a microscope, where you can observe the microbiology of the waters from which part of the life of higher species.

## 5.5. Environmental awareness-raising

Aqualia assumes an active educational role in order to transfer knowledge to society. To do this, it uses educational tools, supports organisations aligned with its culture and principles, and carries out actions that value the intergenerationality of water.

This line of action that seeks to raise awareness is aligned **with the 2030 Agenda** and the Sustainable Development Goals (SDGs), which the company integrates into the corporate strategy and communicates to all stakeholders. In the environmental field, the most outstanding actions carried out during 2022 have been those that are highlighted below.

# Environmental awareness-raising

## CAMPAIGNS WITH DIRECT IMPACT ON SDG 6

We want to transmit, through communication and awareness-raising initiatives, our firm commitment to responsible management, bringing knowledge about the end-to-end water cycle closer to citizens so that they are informed and aware of how vital this service is for their well-being and development, as well as for the protection of the environment. Proof of this are some of the campaigns launched in 2022:



### INNOVATIVE

To mark the 7th anniversary of the SDGs, we gave visibility to seven cutting-edge innovation projects that respond to seven global challenges to boost, thanks to them, the fulfilment of the 2030 Agenda.



### CAPTURING THE SEA

The BBC has produced 17 documentaries on groundbreaking achievements to protect the environment. One of them was dedicated to the H2020 MIDES project, which we coordinate at Aqualia. The aim is to develop a system for obtaining drinking water through advanced desalination processes without energy costs.



### #YOACTUO

Through this initiative we appeal to citizens' commitment to make good use of the toilet and not to use it as a waste bin. Likewise, we installed plates in the scuppers in different municipalities to keep the sewerage networks clean.

### RESPONSIBLE WATER USE

Throughout the year, but especially from October as a result of the significant drought that affected southern Spain, we strengthened our campaigns to promote the responsible use and consumption of water.

### SOSTENIBLÓMETRO

Our online sustainability meter helps us to understand citizens' behaviours. In 2022, 9,000 people completed the test and thanks to all the information received we produced the 1st and 2nd Sustainable Behaviour Barometer.

### PROMOTION OF DESALINATED WATER

We made a series of videos to highlight the value of the quality, sustainability and price of desalinated water in the Canary Islands (Spain). In addition, we took advantage of the Tenerife PuntaBlanca Young Series surfing championship to install a desalinated water dispenser.

### #NOLOTIRES

After its success in Spain, Caltaqua launched this information campaign in Italy to make raise awareness among the population about daily habits related to the use of urban sewerage: washbasins, sinks and toilets.

### TAP WATER CONSUMPTION

In the Czech Republic, SmVak re-deployed its tap inspectors, who visit restaurants, cafes and hotels. More than 200 of the 250 establishments visited have joined the initiative to promote the consumption of tap water in the restaurant industry.



### DIGITAL CHILDREN'S DRAWING CONTEST

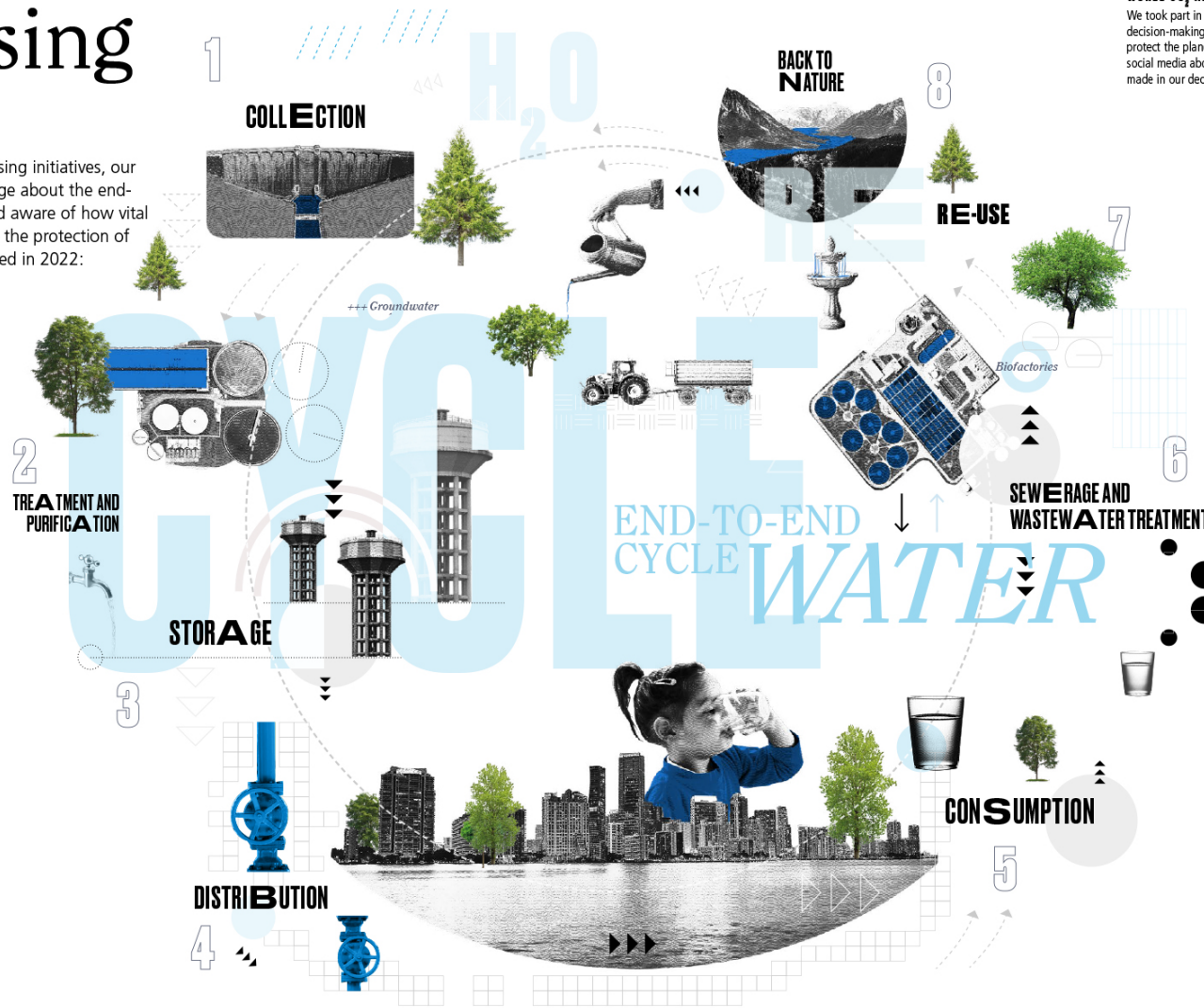
The 20th edition of our digital children's drawing competition helped us, once again, to promote the sustainable use of water among 3rd and 4th grade primary schoolchildren in Spain and Colombia. The website has provided 4,500 hours of training and, over its two decades of existence, has raised awareness among more than 280,000 students.

### AQUALIAEDUCA.COM

We develop different didactic content in Spanish and French to inform and raise awareness about the importance of the responsible use of water, as well as about the proper management and care of this precious natural resource.

### SAVE WATER

In Georgia, we are carrying out a campaign to raise awareness about the need to preserve natural resources and to promote the consumption of tap water. For this, we have organised school visits for 510 schoolchildren in Tbilisi to show them the entire process and the quality controls that we carry out on the water.



### WORLD CO<sub>2</sub> REDUCTION DAY

We took part in this key event for decision-making that serves to protect the planet by reporting on social media about the progress made in our decarbonisation plan.

### WORLD WATER DAY

We reported on our advances in the development of technologies that optimise the performance of water distribution and aquifer recovery. Also, coinciding with this milestone in the calendar, we launched our official profile on Instagram.

### WORLD SANITATION DAY

We focused on making the invisible resource visible, pointing out the harmful effects that the sanitation crisis causes for groundwater.

### EARTH HOUR

We launched messages through our social media to raise awareness about climate change and its impact on the environment. We also turned off the lights at the Mutxamel desalination plant (Alicante, Spain) as a symbolic gesture given the need to move towards a more sustainable future.

### INTERNATIONAL MOTHER EARTH DAY

We launched a social media campaign to raise awareness of the need to care for and protect the environment, nature and its biodiversity. In Sahagún (Colombia), we participated in tree planting.

### WORLD ENVIRONMENT DAY

Under the slogan *Show us your superpower, take care of the planet*, we engaged our entire workforce on the importance of being sustainable by sending an e-mail and launching a challenge on Instagram.

### PROMOTION OF ELECTRONIC INVOICING

We have kept this campaign active to continue reducing our paper consumption. Globally, the percentage of electronic invoicing is 36.25%. Georgia stands out, where this percentage rises to 77.93%.

This year, through its various actions, the company has reached:

- 11,268 people completed the test. The Sustainometer, the first Barometer of sustainable habits, is an online awareness-raising action launched by Aqualia
- 8,500 works submitted to the Children's Drawing Contest, representing 4,500 hours of training on water, for primary schoolchildren in Spain, Portugal and Colombia

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*With the Sustainometer, Aqualia measures citizens' level of knowledge about sustainability*

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On the occasion of World Environment Day (5 June), on which this year the United Nations has called on citizens to support the sustainability of the planet, through our small areas of activity, Aqualia invited citizens to measure their level of sustainability and check the extent to which, with their daily actions, they are contributing to achieving the objectives proposed for caring for the earth. To find out your sustainability level, all you have to do is go to the [sosteniblometro.com](https://sosteniblometro.com) website and complete a simple test with 10 quick questions about your daily habits.

As a result, the Sustainometer indicates to the participants what level of sustainability their habits imply (needs improvement, acceptable, sustainable or super-sustainable).

#### **GOOD PRACTICE**

##### **First Barometer of Sustainable Behaviours**

After its first quarter in active service, Aqualia launched, in March 2022, a first barometer that reflects which habits are most and least instilled in the citizens.

The results reveal that more than 90% of respondents say that they only flush toilet paper down the toilet; and around 90% say that they take showers instead of baths; more than 80% of respondents indicated that they check their taps at home to make sure they are in good condition and that they do not leak water; finally, almost 85% of Sustainometer respondents indicated that they turn off the tap while brushing their teeth or lathering their hands.

But what behaviours can be improved? Only 39% of the people consulted state that they have pressure reducers in the cistern to save water and 44% in the sink taps. 49% of those surveyed state that they wash fruits and vegetables in a bowl instead of under running water. Finally, around 68% of the people who participated in the test turn off the tap in the shower while lathering with soap.

## Educational campaigns

The sustainability of the resource involves transmitting responsible habits with respect to water, in particular to younger generations, both with regard to consumption and a return to the natural environment. Aqualia develops educational content where boys and girls as well as the educational community and citizens can discover about the world of water management, the work behind it and how to use this resource responsibly.

Some examples of these actions include the Digital Children's Drawing Contest, the [aqualiaeduca.com](http://aqualiaeduca.com) website, videos like The SDGs as they have never been explained to you, talks and educational visits to our facilities, events, etc.

For yet another year, Aqualia launched a new edition of the **Children's Digital Drawing Competition** on the *microsite* [www.aqualyods6.com](http://www.aqualyods6.com), where children in the 3rd and 4th grades of primary school have the opportunity to learn about the SDGs and complete their drawing on an online canvas. The call is launched in Spain and in the thirteen municipalities that Aqualia manages in the departments of Córdoba and Norte de Santander (Colombia).

After two decades of experience, more than 250.000 students have already participated in this initiative. In 2022, the contest recorded 8,200 works submitted and provided 4,500 hours of digital training, thus supporting academic institutions and public administrations in the task of raising awareness.

## Aqualia joins the International Days of the United Nations

In order to promote, through awareness and action, international objectives, the United Nations dedicates specific days, weeks or years to specific events or themes. In 2022, Aqualia has collaborated with the main environmental challenges through initiatives that help fight the climate emergency, the protection of biodiversity or efficient water management in the countries where the company is present.

**World Water Day**, 22 March. Dedicated on this occasion to the importance of preserving groundwater. Aqualia reinforced the message about its important work in the development of technologies that optimise the performance of water distribution and the recovery of aquifers, highlighting the important role that the digitalisation of processes and services linked to the water cycle has to face the different challenges that arise.

**World Toilet Day**, 19 November. Aqualia focused on "making the invisible resource visible", pointing out the harmful effects that the sanitation crisis has on groundwater, a problem that especially affects the poorest communities, causing the death of 800 children every day. Via [actuaconaqualia.com](http://actuaconaqualia.com), the challenge of protecting sanitation systems was recalled and citizen commitment to make good use of the toilet was appealed for.

**World Environment Day**, 5 June. Under the motto "Show your superpowers, take care of the planet", Aqualia informed all its staff of the importance of being sustainable, by sending a corporate email and launching a challenge (viral challenge that is proposed and disseminated through social networks) on his Instagram account.

## Responsible consumption campaigns

At the local level and due to the pressing drought affecting southern Spain, **responsible water use campaigns** were promoted in October 2022. Several town councils and municipalities joined Aqualia to carry out awareness-raising actions on the correct use of water for the citizens.

In Guía de Isora (Tenerife), in March a **desalinated water promotion campaign**, preparing a series of videos to promote the consumption of desalinated water, presenting the different advantages that this water brings to the daily life of citizens.

In the same month, on the occasion of the Tenerife Puntablanca Young Series surfing championship, sponsored by Entemanser, the Aqualia subsidiary in the Canary Islands, a desalinated water dispenser was installed. With this action, which made it easier for attendees to fill water bottles, they wanted to value the quality, sustainability and price of desalinated water. A few months later, in June, the public presentation of the desalinated water dispenser took place in Adeje (Tenerife), in the public urban park of El Galeón. With this action, the sustainable, healthy and economical alternative of having this public service, as an alternative to bottled water, stood out.

The renewal of Aqualia's commitment and collaboration with the Alliance for Water Management in Ibiza and Formentera. As an active part of the Alliance, Aqualia took charge of the production and promotion of the "Live the island, take care of the water" campaign material, created by the company in 2016, and which has been repeated every summer.

## 7th Anniversary of the SDGs

On the occasion of the seventh anniversary of the Sustainable Development Goals, in September, as usual, Aqualia launched the **#InnovaDOS campaign**. This year, the UN Global Compact Spain focused on innovation to solve the great global challenges that are coming. From this perspective, Aqualia joined the initiative through the campaign [#InnovaDOS](#), which highlights the innovative spirit of the company and exemplifies it through seven projects that address seven global challenges whose objective is to promote compliance with the 2030 Agenda. For this occasion, a [website](#) with complete information about the seven projects, and the campaign was followed on social networks with the hashtag #InnovaDOS. Internal communication actions were also carried out to improve the awareness of our professionals towards sustainability.

## Short films about achievements in Innovation

Thanks to the initiative of the IWA (International Water Association) the BBC has produced 17 short films on innovative achievements to protect water resources in 20 places on the planet under the [www.beneaththesurfaceseries.com](http://www.beneaththesurfaceseries.com) initiative.

Among these achievements, the Aqualia project [www.midesH2020.eu](http://www.midesH2020.eu) on sustainable desalination with the microbial desalination cell was selected. <https://www.bbc.com/storyworks/beneath-the-surface/capturing-the-sea>



## 5.6. Innovation to protect ecosystems and combat climate change

In this strategic line, Aqualia develops the following action plans to transfer technological solutions obtained as part of R&D projects into production.

L2 CLIMATE EMERGENCY AND CARING FOR THE PLANET SDGs 9 and 17		
Line of work	Technological transfer of solutions obtained as part of R&D projects to Production	
<b>Action plan</b>	Range of innovative solutions for the fight against climate change	Transfer mechanisms of technology from R&D to Production
<b>Indicator</b>	Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change	Number of actions to transfer technology from R&D to Production undertaken during the year
<b>Performance 2021</b>	4	2
<b>Performance 2022</b>	4	10
<b>Objective</b>	2 each year	2 each year
<b>Sustainable development</b>	SDGs 6, 12, 9, 13 Goal 6.3 Goal 6.4 Goal 9.1 Goal 12.4 Goal 13.1	SDGs 6, 12, 9, 13 Goal 6.3 Goal 6.4 Goal 9.1 Goal 12.4 Goal 13.1
↓	↓	↓

**GLOBAL CHALLENGE**

**Circular economy and care for the planet**

European policies for the transition towards a decarbonised economy provide the roadmap to be followed by Aqualia in the development of innovative **circular economy and ecoefficiency solutions** as well as smart management tools for the **efficiency of water resources** throughout the entire cycle, with particular attention paid to the **biodiversity** of the phases with the greatest potential impact.

As part of this search for sustainable solutions, Aqualia articulates the impact of these solutions to contribute to ensuring that the company satisfies its commitment to the 2030 Agenda in relation to its different impacts:



guaranteeing a high-quality and affordable water and sanitation service



optimising its energy balance



through responsible and production and consumption



avoiding impact on the climate



In 2022, the amount allocated to R&D amounted to €5,266,738. An investment that reflects Aqualia's strong commitment to technology. This figure represents an increase of 3.4% over 2021.

**GOOD PRACTICE**

**i4U Innovation Award**

The search for talent and innovation within a company not only leads to having the best technology and the most cutting-edge processes to provide excellent service to customers, but also strengthens employees' commitment to the organisation and the brand.

Under this premise and after the success of the first edition, Aqualia has launched the second edition of the “i4U” Innovation Awards, an initiative aimed at developing internal talent and promoting an innovative culture among employees. The 33 applications submitted show the extraordinary reception this initiative is having among employees.

Watch the 2021 edition of the awards ceremony here:  
<https://www.youtube.com/watch?v=gER28ozWA20>

## 5.6.1 Circular economy: key to decarbonisation

Aqualia's business model incorporates the concept of circular economy, by providing catchment, treatment, storage, distribution, sanitation and purification services, including the re-use and reinsertion of water into the natural cycle. Additionally, and to reduce negative impacts on the environment, the water resources used in operations are purified, eliminating waste and guaranteeing the best conditions when returning water to environment. In this way, and given the scarcity of this resource, Aqualia plays a fundamental role in the use and sustainable management of water.

The European Strategy for Plastics in a Circular Economy (Strasbourg, September 2018) and the Circular Economy Action Plan (Brussels, March 2020) sets out the major global challenges in relation to the circular economy in Aqualia's area of activity. Furthermore, specific regulations have been set out, such as Regulation (EU) 2020/741 on minimum requirements for water re-use with a view to the re-use of water in agriculture.

To respond to these global challenges, Aqualia has implemented a circular economy model as a solution to various problems, including energy generation and in accordance with European principles and requirements. The company is therefore developing lines of research aimed at the recovery and transformation of organic matter to convert it into "bio" by-products that can have a new lease on life.

In this regard, Aqualia's objective is to convert WWTPs into circular stations or biofactories capable of retrieving, transforming and valuing waste into usable resources, allocating them to agricultural uses or for energy recovery. The following lines deserve special mention:

- Improvements in thickening and dual digestion techniques, as well as developing simplified sludge stabilisation technologies to convert organic matter into by-products such as fertilisers and bioenergy in WWTPs. H2020 Scalibur Project.
- Development of innovative solutions to prevent microplastics from reaching the sea through alternative effluent treatment systems at WWTPs. → BBI Deep Purple Project, 2019-2023
- Natural methods for eliminating nutrients in wastewater treatment processes, preventing the production of sludge at treatment plants. → Sabana Project, completed in 2021.
- Use of innovative technologies to recover water resources and make environmental improvements - Life Intext Project 2019-2023.

**GOOD PRACTICE**

**Deep Purple: an innovation project in solar energy, carried out by thirteen partners and led by Aqualia**

Led by Aqualia and supported by thirteen partners from six countries, the project implements on a demonstration scale a new bio-refinery model, which integrates purple phototrophic bacteria (PPB) in anaerobic carousel-type systems. These bacteria use solar energy to treat wastewater without aeration, and transform the organic content of wastewater and municipal wastes into raw materials for biofuels, plastics, cellulose and new base materials in the chemical and cosmetics industry.

At WWTPs managed by Aqualia, an initial prototype of the photobioreactor has been optimised at the WWTP Toledo-Estiviel, with a demonstration reactor that is ten times bigger having been built at the WWTP Linares (Jaén). Parallel demonstration activities are being prepared at the Badajoz WWTP and at SmVaK in Czech Republic

**AQUALIA'S CIRCULAR ECONOMY MODEL**

<b>Action guidelines</b>	Use of the minimum natural resources required to satisfy the needs identified at any given time	Select resources smartly, avoiding non-renewable sources and critical raw materials, encouraging the use of recycled materials	Efficiently managing the resources used, maintaining them and recirculating them in the economic system for as long as possible, generating less waste and preventing using resources that are unnecessary
<b>Circular economy initiatives at Aqualia</b>	Reduction of measured water consumption Promotion of responsible water consumption amongst citizens Reduction of specific consumption at water treatment plants	Use of alternative resources to water. Use of renewable energy	Generation of energy through the management of the urban water cycle. Implementation of agreements with the value chain to re-use products. Obtaining value-added products during water treatment processes.
	↓	↓	↓

Note: Based on the inclusive definition of the circular economy. CONAMA

**GLOBAL CHALLENGE**

**Reduces environmental impacts**

**Makes it possible to restore natural capital**

# INPUTS AND WASTE

## MANAGEMENT AND MAINTENANCE AREA OF INTEGRATED WATER CYCLE INFRASTRUCTURES

### Inputs

Drinking water / Residual water / Reagents

Equipment and spare parts for the activities



### Products or services generated

Water suitable for consumption and availability in homes and dental facilities

Collection and transport of residual water from consumption points to treatment plants

Availability of purified or reusable water at consumption points (gardens, golf courses, etc).

## ENGINEERING AND CONSTRUCTION AREA OF INTEGRATED WATER CYCLE INFRASTRUCTURES

### Inputs

Materials for civil engineering works

Electromechanical and electronic equipment that form part of this type of facility



### Products or services generated

Own integrated water cycle installations constructed by the company

## Waste generation

### Non-hazardous wastes (NHW)

WWTP sludge, rubble, WWTP waste, earth, DWTP sludge and other

Waste management based on the principles of hierarchy (prevent, re-use and recycle)

Revaluation >96%      Disposal <4%

- Production of compost or organic amendments
- Re-use
- Transformation into bioplastic
- Generation of renewable energies
- Miscellaneous

### Hazardous wastes (HW)

WWTP greases, fibre cement, used oils, contaminated packaging, WWTP sludge and others

Revaluation <1%      Disposal >99%

- Managed by authorised managers

## Hazardous and non-hazardous waste

Hazardous waste generated and disposal	2022			2021			22/21		
	Tonnes	Disposal	Recovery	Total	Disposal	Recovery	Total	Disposal	Recovery
WWTP Grease	136.7	27.5	164.2	149.6	46.8	196.4	-9%	-41%	-16%
Waste containing asbestos (fibre cement) <sup>1</sup>	104.2	0	104.2	72.1	6.6	78.7	45%	-100%	32%
Used oils	13.9	16	29.9	15.3	18.4	33.7	-9%	-13%	-11%
Empty contaminated containers	9.3	9.7	19.0	7.7	11.6	19.3	21%	-16%	-2%
Other <sup>2</sup>	128.9	53.6	182.5	115.5	21.3	136.8	12%	152%	33%
WWTP Sludge	14,691.2	0	14,691.2	14,728.8	0.0	14,728.8	0%	n/a	0%
<b>Total</b>	<b>15,084.1</b>	<b>106.8</b>	<b>15,190.9</b>	<b>15,088.9</b>	<b>104.7</b>	<b>15,193.7</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>

1: The amount of managed asbestos waste depends on the amount of networks renewed and whether they are fibre cement or not. Some years it increases a lot and others it decreases a lot

2: By including several types of HW here, the increase or decrease may depend on many causes

Hazardous waste generated and disposal	2022			2021			22/21		
	Tonnes	Disposal	Recovery	Total	Disposal	Recovery	Total	Disposal	Recovery
WWTP Sludge	5,538.3	266,217.6	271,755.8	10,688.8	317,112.3	327,801.1	-48%	-16%	-17%
Debris and rubble <sup>1</sup>	6,731.8	324,211.7	330,943.5	8,449.4	38,462.8	46,912.2	-20%	743%	605%
WWTP waste (Grinding+ Sand)	8,330.8	5,401.8	13,732.5	11,621.6	5,389.1	17,010.7	-28%	0%	-19%
Soil <sup>2</sup>	0.0	52,452.5	52,452.5	4,475.3	7,588.5	12,063.8	-100%	591%	335%
DWTP Sludge	705.9	1,979.2	2,685.1	245.3	2,539.1	2,784.4	188%	-22%	-4%
Other	1,792.4	3,185.8	4,978.1	2,790.9	3,056.4	5,847.3	-36%	4%	-15%
<b>TOTAL</b>	<b>23,099.1</b>	<b>653,448.5</b>	<b>676,547.6</b>	<b>38,271.4</b>	<b>374,148.1</b>	<b>412,419.5</b>	<b>-40%</b>	<b>75%</b>	<b>64%</b>

1 and 2: In 2022 the number of works and their magnitude was higher than those carried out in 2021

**GOOD PRACTICE****Wastewater for bio-waste production in Albacete**

In 2022, at the inauguration of the Hellín WWTP, in Albacete, the start-up of the new facilities designed with the collaboration of the University of Almería took place. These facilities house a demonstration plant of the Sabana project, which uses wastewater as raw material for the cultivation of microalgae, from which high added-value bioproducts are obtained for wastewater treatment in small towns, with a minimum of energy consumption and without generating waste.

**GOOD PRACTICE****Aqualia completed the construction of the largest petrochemical industrial plant in Spain for AITASA**

In line with the recovery, transformation and revaluation of waste into by-products destined for agricultural use or energy recovery. And in accordance with Aqualia's objective of turning WWTPs into circular stations or biofactories, the example of AI-TASA stands out. In 2022, the company completed the construction of the largest industrial plant in the petrochemical sector in Spain, which is already in operation, in Tarragona for AITASA. It is a plant with a lot of gas production.

## GOOD PRACTICE

### Gas production from waste in Spain and the Czech Republic

Also in Spain, Aqualia is working on co-digestion in two facilities, in Guijuelo (Salamanca) and in the Louro Consortium (Pontevedra), mixing urban sludge with industrial sludge to obtain higher gas production. And producing biogas for vehicle mobility in four facilities.

In Moravia-Silesia (Czech Republic), Aqualia has 12 co-generation units in treatment plants that use biogas from the sludge in the company's eight largest water treatment plants in the country.

In line with the recovery, transformation and revaluation of waste into by-products destined for agricultural use or energy recovery. And in accordance with Aqualia's objective of turning WWTPs into circular stations or biofactories, the example of AITASA stands out. In 2022, the company completed the construction of the largest industrial plant in the petrochemical sector in Spain, which is already in operation, in Tarragona for AITASA. It is a plant with a lot of gas production.



## 5.6.2 Environmental innovation to combat climate change

Aqualia's innovation is guided by European Green Deal policies to reduce the carbon footprint to zero, thanks to the transition to a circular economy with no environmental impact.

Thus, the DIT projects help the company to achieve the UN's Sustainable Development Goals (SDGs), focussing on an affordable and high-quality water and sanitation service (SDG 6), an optimised energy balance (SDG 7) without affecting the climate (SDG 13) as well as responsible production and consumption (SDG 12).

Aqualia develops new tools and technology solutions that are transferred to projects structured around quality, smart management, ecoefficiency and sustainability.

During 2022, four projects have been completed:

- 1 EU H2020 programme project: **Scalibur**
- 1 Regional RIS3 Idepa project in Asturias: **ReCarbon**
- 1 JPI WATERWORKS Project **MARadentro**
- 1 Marie Skłodowska Curie training (MSCA): **Rewatergy**

The development of twelve other ongoing projects has continued:

- 6 European Life programme project: **IntExt, Ulises, Infusion, Phoenix** and **Zero Waste Water and Reseau**
- 2 EU/Bio-Based Industries (BBI) Initiative projects: **B-Ferst** and **Deep Purple**
- 4 EU H2020 programme project: **Rewaise, Sea4Value, Nice** and **Ultimate**

Thanks to the public calls for proposals for 2021, six new projects have begun in 2022:

- 1 Regional RIS3 Idepa project in Extremadura: **Efluent-EX**
- 2 projects of the CDTI's Misiones Ciencia e Innovación initiative: **Ecllosion** and **Zeppelin**
- 3 new EU Horizon Europe projects: **Cheers, D4Runoff** and **Ninfa**

Lines of work:

L1	L2	L3	L4	L5	L6
Improvement wastewater treatment	New processes for the recovery of wastewater	Desalination, improvement of conventional processes and development of new solutions	Generation of value-added products (circular economy)	Energy	Environmental protection

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
<b>Projects completed in 2022</b>						
H2020 SCALIBUR  Scope: European	2018 – 2022	Eco-efficiency	Led by the Itene technology centre and integrating twenty-one partners from ten countries	Generate improvements in the waste transformation plants in Madrid, Lund (Sweden) and Rome (Italy) through waste reduction and recovery.	<p>Implementation of new sludge treatments at the Estiviel WWTP (Toledo), testing improvements in thickening and dual digestion across two stages that facilitate sanitation.</p> <p>Development of simplified sludge stabilisation technologies for small sewage treatment plants.</p> <p>First innovation activities at SmVaK in the Czech Republic, with prototypes at WWTP Karviná to convert organic matter into by-products such as fertilisers and bioenergy.</p>	L1  <u>Technology transfer project implemented:</u> -Dual digestion and co-digestion of waste with sludge -Micro-oxygenation
RIS3 IDEPA RECARBON  European scope	2019 – 2021	Eco-efficiency	Led by INGEMAS engineering in Gijón together with two local SMEs (Biesca and InCo)	Investigate pollutant adsorption methods with regenerated activated carbon and biochar (ReCarbon) developed by the INCAR (Institute of Carbon Science and Technology) of the CSIC and the CTIC (Information and Communication Technology Centre).	<p>These sustainable and affordable adsorbents have been tested for biogas cleaning in the WWTPs of Chiclana, Lleida and Jerez, and also in the deodorisation of the Luarca and San Claudio WWTPs in Oviedo.</p> <p>The bio-char has been tested in innovative micro-pollutant adsorption units with the results having been verified applying new</p>	L5 and L6

<sup>17</sup> Technology transfer actions are considered when the R&D Department creates the project file. From that moment on, the company guarantees that this technology is validated for implementation in projects in the company's production phase.

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
					<p>advanced analysis methods developed by Aqualia's accredited laboratory in Oviedo.</p> <p>Furthermore, new sensors for real-time monitoring have been validated at the El Grado WWTP and the Cabornio DWTP in Oviedo.</p>	
<p>JPI MARADENTRO</p> <p>Scope: National/ European</p>	<p>2018 – 2021</p>	<p>Eco-efficiency</p>	<p>Led by the Institute of Environmental Assessment and Water Research (IDAEA-CSIC) with the participation of partners from France, Italy and Sweden.</p>	<p>Optimising the soil as a tertiary risk management unit, reduce the costs of removing emerging contaminants and compare the results against conventional tertiary methods thanks to the development of design and simulation tools by scientific institutes.</p>	<p>Construction of a 400 m2 infiltration system at the Medina del Campo WWTP (Valladolid) for advanced risk management of treated water, facilitating its re-use in aquifer recharge, compared to conventional tertiary treatment.</p>	<p>L6</p>

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
H2020 REWATERGY  Scope: European	2018 – 2023	Eco-efficiency	Led by the Rey Juan Carlos University within the H2020 Marie Skłodowska Curie programme of European academic networks.	Recovering hydrogen from wastewater, and develop new oxidation methods under the umbrella of a programme focused on scientific training and the development of industrial applications.	<p>Collaboration of Aqualia as an industrial partner hosting two doctoral researchers to carry out practical work in its treatment plants:</p> <p>Development of methods for the adsorption of ammonium from wastewater and its conversion into hydrogen at the Lérida WWTP, in cooperation with the University of Cambridge.</p> <p>Evaluation of photo-disinfection and electro-disinfection processes were assessed at the Jerez WWTP to eliminate micro-pollutants from drinking water or wastewater at Jerez WWTP, with support from the University of Ulster.</p>	L6
<p><b>Projects scheduled to end in 2023</b></p> <p>Three other European projects, two from the LIFE programme and one from the BBI Bio-Based Industries program, are in their final phase of development, although extensions are planned to meet all the objectives and compensate for delays produced during the Covid-19 pandemic:</p>						
LIFE ULISES  Scope: European	2018 – 2022	Sustainability	Led by three technology centres, CENTA, EnergyLab and CieSol of the University of Almeria, and supported by Aqualia as coordinator.	Transforming conventional WWTPs into “energy and biofertiliser production factories” to achieve energy self-sufficiency and eliminate their carbon footprint.	<p>Improvement of the energy balance in Almeria through the use of biomethane as vehicle fuel and development of new techniques for the production of fertilisers.</p> <p>Evaluation of the PUSH reactor with anaerobic pre-treatment in two WWTPs</p>	L1, L2 and L4  <u>Technology transfer project implemented:</u> -PUSH

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
					operated by Aguas de Algarve (Portugal) and later in the Cartaxo WWTP.  Implementation of the reactor at the El Bobar WWTP in Almería.	
PLIFE INTEXT Scope: European	2018 – 2023	Sustainability	Led by Aqualia, the AIMEN and CENTA technology centres, the University of Aarhus (DK) and supported by specialised SMEs from Germany, Greece and France.	Evaluating and optimising low-cost purification technologies in small towns (< 5,000 inhabitants) with a view to minimising the energy cost, carbon footprint and waste from the wastewater treatment process.	Operating the demonstration platform of 16 technologies to compare different systems (wetlands, algae, reactors with biofilms or granular sludge) at the Talavera de la Reina WWTP in Toledo.  Testing of wetlands to quantify the climatic effect and compare various pre-treatment options at CENTA in Seville.	L2 and L5  <u>Technology transfer project implemented:</u> -Algae and bacteria purification
BBI B-FERST Scope: European	2018 – 2023	Eco-efficiency	Led by Fertiberia with the participation of Aqualia and ten partners from six different countries.	Analysing the potential and developing new biofertilisers from urban wastewater and by-products of agri-food industries in three countries (Spain, Italy and the Czech Republic).	Verification of the conditions under which samples of the Aquavite® product comply with the limits of the legislation on fertiliser products. Use of this by-product for land recovery in Ávila after forest fires.  Characterisation of agri-food sludge, such as waste from the Coosur WWTP in Jaén to incorporate them into Fertiberia formulations.  Operation of a struvite precipitation system at the Jerez WWTP to incorporate the phosphorus recovered in a new Fertiberia bio-fertiliser demonstration plant in Huelva.	L4 <u>Technology transfer project implemented:</u> -Phosphorus recovery via struvite precipitation

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
<p><b>Projects under development beyond 2023</b>                      Five projects with European H2020 funding were in full development during 2022, one in the BBI (Bio-Based Industries) initiative, two in the H2020 Water Smart Economy call, as well as two in the RIA (Research and Innovation Actions) programme financed by the 100% by the EU. Also, within the EU's LIFE programme, three projects continue in facilities operated by Aqualia, and a fourth in cooperation with FCC Medio Ambiente.</p>						
BBI DEEP PURPLE  Scope: European	2018 – 2024	Eco-efficiency	Led by Aqualia and supported by thirteen partners from six countries	Implementing on a demonstration scale a new bio-refinery model, which integrates bacteria using solar energy to treat wastewater without aeration, and transform the organic content of wastewater and municipal wastes into raw materials for biofuels, plastics, cellulose and new base materials in the chemical and cosmetics industry.	Optimisation of a photobioreactor prototype at the Toledo-Estiviel WWTP.  Construction of a demonstration reactor ten times larger at the Linares WWTP (Jaén).  Preparation of parallel demonstration activities at the Badajoz WWTP and at SmVaK in the Czech Republic.	L2 and L5
H2020 ULTIMATE  Scope: European	2020 – 2024	Eco-efficiency	Led by the Dutch technology centre KWR, which coordinates 27 partners, Aqualia participates in two of the five selected consortiums, grouped in the CIRSEau cluster	Implement and demonstrate innovative synergies between water services and industries	Installation and comparison of a fluidised anaerobic reactor (FBBR / Elsar) to an Anaerobic Membrane Bioreactor on an industrial scale at the Mahou WWTP in Lérida to recover biomethane and feed a fuel cell.  In collaboration with AITASA, study of the co-digestion of residual yeast and construction of a new treatment plant for industrial effluents, which could later be used to supply ultrapure water to the factories at the petrochemical industrial complex.	L2 and L5

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
H2020 REWAISE Scope: European	2020 - 2025	Management	Led by Aqualia and coordinating water companies from the United Kingdom (Severn Trent), Sweden (Vasyd) and Poland (AquaNet) among the twenty-four entities in the consortium. Together with 7 SMEs and several universities in Croatia, Italy, Poland, the Czech Republic, Sweden and the UK.	Implementing new circular economy and digital management solutions in Living Labs including Aqualia operations in Asturias, Badajoz, the Canary Islands, Denia, Salamanca and Vigo.	<p>Reinforcement of Aqualia's strategic lines of technological development, such as the sustainable desalination and re-use of new membranes, the recovery of materials from brine, the re-use of wastewater and its transformation into energy and by-products, and the simulation of the operation and control of processes and networks to optimise service efficiency and water quality.</p> <p>Installation of an Anaerobic Membrane Bioreactor (AnMBR) in the Balaído industrial complex to recover resources from urban effluents of the Citroën/Stellantis factory.</p>	<p>L1 and L5</p> <p><u>Technology transfer project implemented:</u></p> <ul style="list-style-type: none"> <li>-AnMBR (Submerged Anaerobic Membrane Bioreactor)</li> <li>-Filter media</li> <li>-Novel membranes</li> </ul>
H2020 SEA4VALUE Scope: European	2020 – 2024	Eco-efficiency	Led by EureCat that coordinates fourteen partners from seven countries	Recovering of resources from concentrated brines in seawater desalination plants (SWDPs).	<p>Reinforcement of the Aqualia Desalination Innovation Centre in Denia.</p> <p>Implementation of a new test platform in Tenerife to analyse the technical and economic impact of more sustainable desalination methods, and new solutions for the recovery of brines.</p> <p>Application of pilot units in the WWTPs operated by Aqualia.</p>	L3 and L4

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
H2020 NICE Scope: European	2021 - 2025	Sustainability	Led by the CETIM technology centre coordinating 14 partners from 9 countries	Generating scientific knowledge about natural solutions such as wetlands or green facades and implement these solutions aimed at sustainable cities for the purification and recovery of resources from urban wastewater.	Application of the pilots developed by SMEs and universities in Denmark, France, Italy and Sweden, in Aqualia facilities in Algeciras, Benalmádena, Madrid, Talavera or Vigo and even in Colombia and Egypt.	L1, L2 and L4
LIFE PHOENIX Scope: European	2020 – 2024	Sustainability	Led by Aqualia, and supported by the CETIM and CIESOL technology centres	Optimising tertiary treatment to achieve the most ambitious objectives of the new European water re-use regulation	Construction of several mobile plants, combining physical-chemical treatments with advanced filtration and various skids of ultrafiltration and nanofiltration membrane refining in order to assess various effluents, from Aguas de Portugal, the Almeria Provincial Council and the Guadalquivir River Basin Federation, several mobile plants are being built, combining physical-chemical treatment of 50 m <sup>3</sup> /h with advanced filtration of 30 m <sup>3</sup> /h, to be combined with various ultra- and nanofiltration membrane refining skids.  Testing of ozone O <sub>3</sub> and ultraviolet UV modules for advanced oxidation and disinfection at Newland Entec's European subsidiary.	L4



Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
LIFE ZERO WASTEWATER  Scope: European	2020 – 2024	Quality	Led by Aqualia and in collaboration with Canal Isabel II, the Universities of Valencia and Santiago, the Portuguese SME Simbiente and the Austrian SME VWS (Vienna Water Systems)	Pursuing carbon-neutral scrubbing using the ELAN process to remove nitrogen with low energy consumption and produce biogas in the reactor.	<p>Testing a sensor from the Dutch SME MicroLan for microbiological measurements on-line, and continuous monitoring of the quality of re-used water.</p> <p>Installation of a combined treatment unit for Urban Residual Water (ARU) and the Organic Fraction of Solid Urban Waste (FORSU) at the Valdedebas WWTP</p> <p>Assessment of the management of FORSU, using the sewerage system to transport the mixture of organic matter in a single stream.</p> <p>Development of an advanced management system, combined with online monitoring of microbiological quality</p>	<p>L1 and L2</p> <p><u>Technology transfer projects implemented.</u></p> <p>-ELAN</p> <p>-AnMBR (Submerged Anaerobic Membrane Bioreactor)</p>

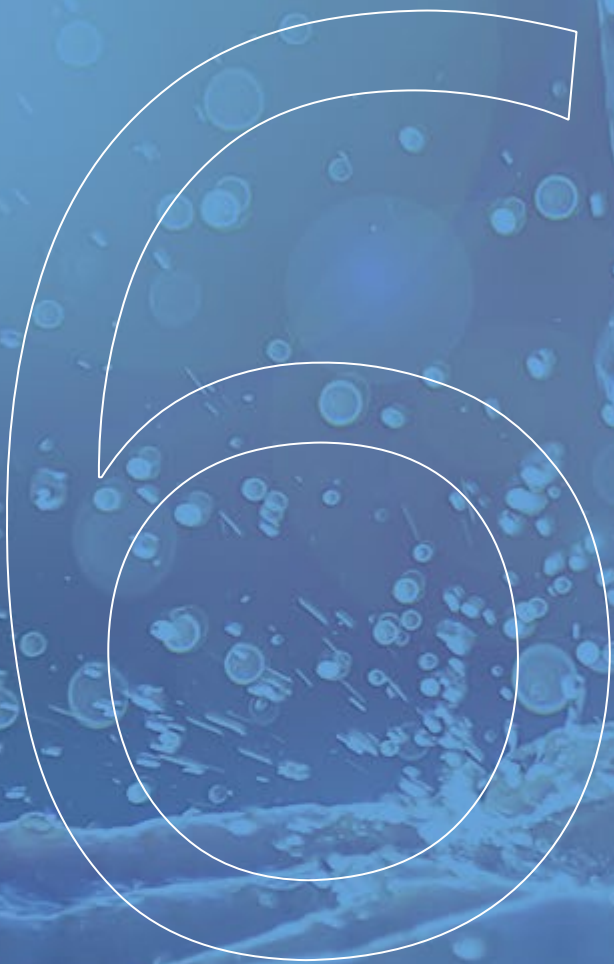
Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
LIFERESEAU Scope: European	2021 – 2025	Quality	Led by Aqualia and participated by the ITG technological centre (Fundación Instituto Tecnológico de Galicia) and public operator VCS (Vand Center Syd AS) in Odense (Denmark).	Increasing the capacity and resilience of the existing sanitation water infrastructures to the impact of climate change	<p>Construction of an aerobic granular reactor at the Moaña WWTP which, due to its advanced biofilm system, multiplies the biological treatment capabilities several times over, improving the WWTP's ability to adapt to charge variation and limiting the space requirements for its implementation. The environmental impact of the risk management process is also significantly reduced by reducing energy needs and avoiding greenhouse gas emissions.</p> <p>Implementations of sensors (speeds, flows, levels, etc.) will be installed across the sewerage network to monitor and model its behaviour, with a view to developing a flexible flow management model.</p>	L1 and L6
LIFE INFUSION Scope: European	2021 – 2024	Quality	Led by the Barcelona Metropolitan Area (AMB) together with the EureCat technology centre, the operator of Ecoparc2, EBESA, two waste management entities, Cogersa in Asturias and AMIU in the Genoa/Italy region.	Optimising the leachate digestion system is optimised with Aqualia, AnMBR and ELAN technologies, with the addition of an ammonium stripping system from the Belgian SME Detricon.	Extension of the operation of the Life Methamorphosis pilots at Ecoparc 2, in the Metropolitan Area of Barcelona (AMB) to prepare the designs of several new plants for the recovery of resources from municipal solid waste.	L1 and L2

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
<p><b>7.4. Projects started in 2022</b></p>						
<p>Thanks to the 2021 calls, it has been possible to start <b>six</b> new projects in 2022, a regional project in Extremadura, two of the great initiatives of the CDTI, <b>Mision</b>es Ciencia e Innovación, and three new projects <i>Horizon Europe</i>, among which two belong to the RIA call.</p>						
<p>EFLUENT-EX Scope: European</p>	<p>2022 – 2023</p>	<p>Eco-efficiency</p>	<p>Led by the Autonomous Region of Extremadura and Financed by ERDF Funds for regional specialisation RIS3</p>	<p>Betting on a Circular Green Economy and supporting clean energy from organic and agro-industrial waste.</p> <p>Aqualia investigates different technologies to convert WWTPs into bio-factories and renewable energy sources, promoting sustainable mobility using green biofuels.</p>	<p>Implementation of solar solutions have been installed to heat the digesters, using photovoltaic panels and a solar drying and sanitisation system with a Fresnel lens at the Badajoz WWTP.</p> <p>Optimising of digestion is also optimised using agro-industrial co-substrates, assessing the inventories and characteristics of waste generated by wineries, fruit processing, tomato, cheese making and agro-livestock facilities, with a view to maximising the production of biomethane and hydrogen.</p> <p>Development of an innovative biogas upgrading technology is being developed using Ionic Liquid-Based Materials (ILs) for the adsorption and deodorisation of CO2 in a continuous and controlled manner. Thus, solid waste is transformed into carbonaceous materials (biochar) applying different thermal processes: hydro-carbonisation, pyrolysis and activation.</p>	<p>L4, L5</p>

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
<p><b>• Misiones Ciencia e Innovación of the Centre for Industrial Technological Development (CDTI)</b></p> <p>The R&amp;D&amp;i State Plan 2021-2023 promotes and coordinates Innovation, to catalyse Business Leadership and Public-Private Collaboration. With EU Next Generation funding, the plan includes the “Science and Innovation Missions” pre-competitive research projects, led by companies that aim to improve cross-cutting and strategic knowledge to increase competitiveness.</p> <p>Only 24 consortiums of large companies were selected out of the 111 projects submitted, including two led by Aqualia in the mission “To become a carbon neutral, sustainable and climate-resilient society”:</p>						
ECCLUSION MISSIONS	2021 – 2024	Eco-efficiency	Led by Aqualia, which coordinates a consortium of eight companies, together with FCC Medio Ambiente, CADE, Ghenova, ARIEMA, H2B2, Idecal and MindCaps	OBJECTIVE Create new materials, technologies and processes for the generation, storage, transport and integration of renewable hydrogen and biomethane, generated from urban and agri-food biowaste and sewage sludge.	<p>Research at four development centres, the Valladolid Waste Treatment Centre, managed by FCC Medio Ambiente, and the waste treatment plants in Salamanca, Lleida and Jerez de la Frontera, managed by Aqualia, into bio-electrochemical processes for generating renewable gases, thermochemical treatment with supercritical gasification, and new processes for separating and storing the gas mixtures produced to generate high-quality pure gases.</p> <p>Development of eco-efficient, flexible and intelligent optimisation tools.</p>	L4 and L5

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
ZEPPELIN MISSIONS	2021 - 2024	Sustainability	Led by Aqualia, which coordinates a consortium that includes seven key companies in the hydrogen value chain, and other technology partners, and in collaboration with nine research organisations	<p>Researching a flexible series of green hydrogen production and storage technologies based on the use of waste and by-products (agri-food, textiles, treatment plants, refineries, etc.).</p> <p>Improving the efficiency of the production of this energy vector, addressing its related technological challenges.</p> <p>Promoting biogas synergy with industries and distribution networks</p>	Implementation at the Algeciras WWTP of several innovative hydrogen production pilots that can supply large hydrogen consumers in the area such as Acerinox, Viesco, Air Liquide, Linde, as well as the port companies.	L4 and L5
<p><b>New EU Horizon Europe programme</b>                      Aqualia is participating in the first three projects in the new EU framework programme for the period 2021-2027, whereby the last two RIA projects are 100% funded:</p>						
CHEERS	2022 – 2026	Eco-efficiency	Led and coordinated by the beer company Mahou San Miguel with 10 partners from 5 European countries, including Aqualia/Hidrotec, the Ainia technology centre and the University of Valladolid	<p>Developing a zero waste biorefinery, inspired by nature's biodiversity (insect and microbe platforms).</p> <p>Revalorising underutilised or waste secondary streams such as bagasse, wastewater, CO2 and CH4 from the brewing industry for conversion into five market-competitive innovative bio-products: insect protein,</p>	Validating on a demonstration scale new sustainable bioprocesses for transformation, achieving a 50% reduction in the carbon footprint of each value chain.	L4

Name and type of programme	Period	Area responsible	Framework programme + Leader + participants	Aim and brief description	Results	Lines of work and technology transfer actions <sup>17</sup>
				disinfectant, microbial protein, ectoin and caproic acid		
D4RUNOFF	2022 - 2026	Quality	Led by public water company Vand Center Syd (VCS) in Odense (Denmark), it brings together 12 partners across 5 countries, including Aqualia/Hidrotec, the Technological Institute of Galicia (ITG), the University of Cantabria and Catalan SME Mitiga, a specialist in risk control software.	Developing tools to quantify, avoid and manage diffuse pollution created by urban runoff water	Development of new analytical methodologies by Hidrotec, the online measurement of indicators of micro-pollutants and bioplastics, and the implementation of preventive strategies to reduce diffuse contamination employing multicriteria analysis and Artificial Intelligence.  Validating of management solutions in natural facilities at three sites (Odense/DK, Santander/ES and Pontedera/IT), with replication in Algeciras (ES), Ostrava (CZ) and Cairo (EG).	L3
NINFA	2022 - 2026	Eco-efficiency	Led and coordinated by the Leitat Technology Centre and brings together 9 other partners across 6 countries. Aqualia participates through its Hidrotec laboratories, in cooperation with the municipality of Los Alcázares (Murcia) located on the shores of the Mar Menor. Collaboration between Aqualia France and the Mines-Télécom Atlantique Institutes in Brittany (Brest, Rennes and Nantes).	Development of ways of monitoring and protecting groundwater, starting with the measurement, modelling and treatment of different pollutants (nutrients, pesticides, pharmaceuticals, hydrocarbons, heavy metals, microplastics and salinity).	Optimisation of the groundwater management and pollution prevention strategy is structured around early detection systems, a better understanding of the effects to achieve synergies and the risks of multiple disturbance factors, employing predictive methodologies to increase resilience and implement treatment and mitigation solutions.	L3



## People committed to citizens

We are people who work for the well-being of people. Our mission as professionals drives us to learn and train to seek new horizons. We demonstrate our great vocation for public service every day by facing the water challenges of the present and the future.

For this reason, we are there when people need us, we provide solutions and generate trust. We are talent committed to the health of people and the planet.

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# First-hand...

“Today, flexibility and professional development are non-negotiable and represent challenges that we are going to overcome at Aqualia”

Carmen Rodríguez heads People and Culture department at Aqualia, a company that employs more than 10,000 professionals and operates in 18 countries worldwide. In a post-coronavirus context in which we face major social changes, people management is one of the main corporate challenges.

Today employees expect the companies they work for to play a social role as promoters or prescribers of the values of 21<sup>st</sup> century society: equality, diversity, inclusion, human rights, mental health, well-being and a long list of other values. These expectations involve going beyond the limits of what is strictly considered occupational and demonstrates the need for companies to play an active and committed role in the face of social problems.

**Following the pandemic, what issues has the People and Culture Department focussed on over the past year?**

This past year has been difficult. The end of the pandemic, which was terrible, and the invasion of Ukraine, which has brought war

to Europe, have seen a change in mentality. People have reprioritised many aspects of their lives and at the department, we have witnessed this change, which also affects corporate culture in general. New ways of working, greater flexibility and less uncertainty as regards professional development are all in demand. As a company, we are responsible for adapting to this change.

Another cultural change is the modification introduced by the transformation towards sustainability that Aqualia is immersed in and we collaborate with the Communication and Corporate Sustainability department to relay this. Of course, a priority area that we have focussed on is maintaining the physical and emotional well-being of our people, as well as their safety when it comes to performing their duties.

At the same time, we have experienced significant international growth and we have had to support the expansion of our corporate culture, which is not only structured around implementing our way of conducting ourselves and doing things wherever we go, but also

around implementing the best that each place in which we operate has to offer. To this end, we have focussed on digitalisation, a major ally that makes us more agile when it comes to continuing to grow and include all regions.

**Which are the main challenges that your department has faced in including the different cultures in Aqualia's culture?**

Internationalisation poses particular challenges in each region. In the case of Colombia, we have imparted several training sessions to adapt the knowledge of our people there to the way we operate at Aqualia. We have made significant efforts in relation to safety, prioritising compliance with our standards. We are doing a really good job. There is great enthusiasm on both sides to make the projects work and we are seeing how quickly our Occupational Risk Prevention protocols are being rolled out. We have also gradually transferred awareness raising actions in the fields of diversity and equality.

In MENA we have adapted without compromising on our essence or on our values. I'm proud to see how we

**CARMEN RODRÍGUEZ**  
DIRECTOR OF PEOPLE AND CULTURE  
#Talent #Security #Well-being

are introducing women into the job market in Oman. Our latest addition has been Georgia, where 3,000 people have joined our team. There, the biggest challenges we face are the digitalisation of processes and the implementation of our corporate culture.

**Which projects in your department have generated the most positive impact? What were the main milestones in 2022?**

We make significant efforts to enrich the culture in terms of diversity and equality. We have been implementing good practices for years now and, undoubtedly, this is a factor that is totally representative of Aqualia. In 2022, the mentoring initiative is worth particular mention, helping us make women more visible at the company. Our aim is to create spaces and opportunities in our work environment, which on account of a variety of circumstances has a higher male presence, for more women to reach decision-making positions.

Another aspect that has a major contribution to make is the creation of the Diversity Committee. Our aim is to analyse where Aqualia is at and implement initiatives to raise awareness about this issue. One turning point was the signing of an agreement with the LGTBI association and seeing the response of many people when we changed the corporate signature to commemorate LGBT Pride Day. We are committed to ensuring that Aqualia is a safe environment for everybody, regardless of their

sexual orientation; however, when it comes to diversity, we refer to it in the broadest sense of the term. We need to be more ambitious when it comes to recruiting people with different abilities, and this is something that we are firmly committed to working on.

**The biggest challenge we face is continuing to move towards making the company an environment where professionals want to stay and develop their careers and where we can attract talent**

Finally, I would highlight the Employee Aid Programme (PAE), our psychological care service, which emphasises the importance we attach to our people's mental health. This service operates, to a large extent, thanks to the support offered by the Communication department. Working in

coordination is critical to ensure the entire workforce can find information about these actions. If they are unaware of them, it would be as if they did not exist.

**What does Aqualia need to work on to have a workforce that is prepared for the future?**

The biggest challenge we face is continuing to move towards making the company an environment where professionals want to stay and develop their careers and where we can attract talent. Our main challenge is being able to understand the weight of this cultural change correctly, so that we continue to be perceived as a company that cares for its people. This implies managing flexibility, looking at how we can provide teleworking options, one of the issues that many of our employees are pursuing. We want to manage these expectations correctly while, at the same time, aligning them with Aqualia's business context.

Furthermore, all professionals need to have long-term job expectations, to know that we are committed to their talent, that we want them here, and this involves designing training plans and career plans. I believe that, at this time of growth, we must also commit to the growth of our people at the company.



## Context

The challenges currently marking the social dimension are diverse. In 2022, the World Economic Forum, in its Global Risks report, identified the crisis as one of the main social risks for the coming years: the cost of living or the erosion of social cohesion, with negative effects on the polarisation of society.

Aqualia is aware of how its activity acts as a backbone for the communities in which it operates. The company is convinced that, at the present time, it is necessary to connect its social aim and align its commitments to promote job stability, professional development and social cohesion in the 18 countries where it is present. In 2022, the strong international growth of the company made it possible to become more aware of the essential service it offers by ensuring a basic need, and has made the company assume, from knowledge, the responsibility it has to continue generating a positive social impact.

## 6.1. General lines of action

People, their personal well-being and their career development, are the main goal of Aqualia. The Be Aqualia strategic project revolves around the Aqualia's lines of action, aimed at the cultural transformation of the company and people management. In accordance with the company's strategic plan and business vision, Be Aqualia encompasses seven blocks of action, identified as "health assets".

During 2022, the key objective of becoming a **Healthy Organisation** and work has continued based on these blocks that constitute the different lines of work that are detailed below throughout the chapter.

Aqualia implements the policies, projects and initiatives needed to contribute to the objective of continuing to make progress in terms of the work-life balance, diversity, promotion of health and safety, expat support and creation of meeting spaces, aligned with the goals set out in our 2021-2023 Strategic Sustainability Plan. Through the strategic line aimed at people, the company contributes to the great global challenges in labour matters.

As an international company, Aqualia works with an international perspective. This entails living the same culture and values in all countries, training in standardised processes and procedures. In addition, in 2022 Aqualia continued to strengthen the corporate teams that provide services to the various countries support this international transformation of the company.

## 6.2. Diversity, equality and inclusion

### Aqualia is committed to a diverse workforce and equal opportunities

Aqualia facilitates cultural exchange and the inclusion of different skills and abilities. The company is aware that diversity makes it possible to understand local particularities without forgetting to give a global response. This results in a firm commitment to equality, diversity and inclusion, in the most plural sense and with an international scope. Aqualia assumes the responsibility of generating work ecosystems that facilitate the connection between increasingly different people and heterogeneous environments.

The company, a full member of the Global Compact since 2020, is staunchly committed to the defence of people's identity, dignity and equality, both inside and outside the company. In addition, the company gives presence to these values in all the countries where it is present in which it integrates this approach through its Be Aqualia app.

LE4 PEOPLE MANAGEMENT SDGs 3,5 and 8		
Line of work	Continue making progress on work-life balance and diversity	
<b>Action plan</b>	Training, awareness raising on life-work balance in the chain of suppliers and communication of Be Aqualia measures adapted to different groups	Awareness raising actions according to types of diversity, collaboration agreements, volunteering actions and promotion of the culture of diversity in the value chain
<b>Indicator</b>	Percentage of women in executive and middle management positions	Satisfaction or commitment index of the people that make up the workforce
<b>Performance 2021</b>	18.6%	86.6%
<b>Performance 2022</b>	22.04%	N/A (every two years)
<b>Objective</b>	As per the 3rd Equality Plan in force	Increase this year on year
<b>Sustainable development</b>	Goal 5.5	Goal 8.5



**GLOBAL CHALLENGE**  
**Equal opportunities**

## Equality

Aqualia's commitment to equality extends to all those countries in which it is present. From a foundation of respect, equal opportunities are promoted as part of its corporate culture.

In this respect, the company has a roadmap: III Equality Plan. In 2022, Spain has implemented the commitments acquired in the Plan, signed on 5 October 2021 for the period 2021-2025, with which we renew our commitment to guarantee gender equality (SDG 5) and the reduction of inequalities (SDG 10). The Plan, adapted to the requirements of Royal Decree 901/2020, of 13 October, on equal pay for men and women, extends its application to all workers who provide services in any of Aqualia's work centres, as well as to those of the subsidiary companies that have 50 or more workers and in which Aqualia's direct or indirect shareholding is greater than 50% of the capital.

This plan together with the EFR family-friendly enterprise certification demonstrate the company's desire to improve its performance in this area. The Ministry of Health, Social Services and Equality granted the "Equality in the Company" (DIE) seal, in recognition of the company's commitment to diversity and equal opportunities for men and women. In December 2020, the 3rd Extension was granted for a period of 3 years.

### Training to promote female talent

Enabling women to access decision-making positions is another of Aqualia's goals as part of its actions for equality. For this reason, in 2022 the company has joined the programme *Empowering Women's Talent* (EWT) for the development of female leadership and the creation of synergies with other companies with the aim of sharing and inspiring initiatives aimed at this end. Aqualia has received the Empowering Women's Talent seal awarded by the specialised Human Resources magazine Equipos&Talento for this commitment. In addition, the Aqualia women Internal Female Talent Network has been created to share experiences with other Aqualia women who have previously participated in talent programmes.

- **Currently 50 women are part of this network in which coaching processes, training, workshops, as well as professional networking are provided.**

Among the Empowering Women's Talent (EWT) initiatives, Aqualia has participated in the Cross Mentoring Programme together with companies from different sectors and business models with the aim of exchanging knowledge and experiences to improve capacities, skills and competencies. Altogether, three mentees and three Aqualia mentors have participated in this first program, which ended in December 2022 and will continue in 2023.

Also in the area of fostering women's leadership, a new edition of the School of Industrial Organisation's (EOI) Management Development Programme for Women of High Potential was held, with three members of the Aqualia staff participating.

**GOOD PRACTICE****Let's talk about equality**

In 2022, 2,512 people participated in this training aimed at promoting equal opportunities in the workplace and not tolerating direct or indirect discrimination based on gender, race, age, nationality, religion, sexual orientation or disability.

## Diversity and Social Inclusion

Aqualia promotes diversity with the aim of creating work environments rich in diverse profiles, as well as to attract and empower people who bring innovation, creativity, different points of view and knowledge of the cultural diversities of the market.

For this reason, in 2022, the company renewed its participation in the Diversity Charter, which it joined in 2018 and which highlights respect for current regulations on equal opportunity and anti-discrimination. In addition, **Aqualia maintains its adherence to the #CEOPorLaDiversidad alliance** (signed by Félix Parra, CEO of Aqualia, in March 2021) a pioneering initiative in Europe led by the Adecco Foundation and the CEOE Foundation to unite companies and the people who run them around the values of diversity, equity and inclusion. Aqualia is the only company in its sector to be part of this agreement.

### **Aqualia joined the Diversity Leading Company programme**

In 2022, Aqualia joined this initiative that promotes diversity and inclusion policies in organisations. As part of this programme, Aqualia has also been awarded the Diversity Leading Company seal by Teams and Talent as a leading company in diversity, with a score of 556 out of 800.

The company, as part of this commitment, participated in Diversity & Inclusion Day 22, an event for the more than 60 companies participating in the Empowering Women's Talent and Diversity Leading Company programmes, where the culture of diversity in companies was highlighted as a key factor in increasing their capacity to adapt to changing environments.

Aqualia's day-to-day activities also reaffirm the company's commitment to promoting opportunities for people with different abilities. In this respect, their integration in Aqualia's laboratories, adapting the processes to the abilities of each person, has led to the recognition Aqualia, Lola López-Godoy, manager of the Municipal Water Service of Sanlúcar de Barrameda (Cádiz) and Pedro Ruiz, director of Sustainable Technical Management, have been honoured as Aqualia's "Inspiring Woman" and "Inclusive Leader" within the Diversity Leading Company initiative, which helps to share experiences, communicate and inspire actions in the field of diversity.

In 2022, the integration of people with intellectual disabilities in Aqualia's laboratories began, carrying out tasks as laboratory assistants.

### **iAgua recognition**

Aqualia was awarded the IAGUA Equality, Diversity and Inclusion Award for being a pioneer in the implementation of equality plans in the water management sector and for its numerous initiatives implemented to advance towards diversity, equity and professional inclusion.

### **Aqualia in the Asociación Red Empresarial por la Diversidad e Inclusión LGBTI (Business Network Association for LGBTI Diversity and Inclusion)**

In order to create a safe and respectful work space, where diverse talent is valued regardless of their identity, gender expression and sexual orientation, Aqualia joined the Asociación Red Empresarial por la Diversidad e Inclusión LGBTI (REDI), an ecosystem of companies and professionals in Spain that works to promote safe and respectful work environments for all people, regardless of their identity, gender expression or sexual orientation.

In addition, the company signed an **agreement with the Spanish Federation of Lesbians, Gays, Trans, Bisexuals, Intersexuals and more (FELGTBI+)** to join the “Companies for Diversity” (EMIDIS) programme, a tool that the Federation makes available to companies to guide them in managing affective-sexual, family and gender diversity in their workplaces. And it has signed an agreement with MyGWork, a global recruitment and networking platform for LGBT professionals, graduates, allies and organisations to promote diversity and inclusion in the workplace. A milestone for the company that seeks to promote awareness in this area.

#### **GOOD PRACTICE**

#### **SHE Interactive Experience**

Aqualia has launched this interactive experience, in which 1,319 people have already participated in Spain, France and Portugal, with the aim of making employees aware of how biases affect decision-making and to make progress in generating more diverse and inclusive work environments.

### **Diversity and Inclusion Awareness for new recruits**

In addition, since 2021, Aqualia has incorporated the initial training carried out by new employees. internationally, a Diversity and Inclusion course, in which the concepts of equity, uniqueness and unity are worked on. Employees with access to email take the course through the FCC Campus and with employees without access to a computer, campaigns are carried out through posters in different countries.

With special sensitivity towards company employees and together with the Adecco Foundation, Aqualia continues to develop the Family Plan aimed at children of employees with a certified disability greater than or equal to 33%. It also maintains the Collaboration Agreement with the Down Syndrome Foundation and with FSC Inserta de la Once.

## **Work-life balance**

During 2022, a change in mindset and priorities of employees has resulted in an impact on human resource models in organisations, which are changing people's expectations and accelerating their adaptation to new ways of working as a result of the pandemic. Work-life balance, new ways of

working and flexibility have become key requirements for employee engagement and are highly valued by employees.

At Aqualia, the search for solutions for the proper balance of professional and personal life is a commitment that is endorsed by EFR (family-responsible company) certificate. This certificate for the management of conciliation and the establishment of continuous improvement establishes a series of measures that ensure the well-being of employees. Aqualia has increased its score since obtaining the certification in 2017 and its renewal until 2023, becoming a C+ company. The follow-up audit carried out by Aenor in 2022 had a favourable result.

Throughout 2022, Aqualia has continued to develop its action plan to achieve the goals set for 2021-2023. And the "Be Aqualia Measurement Catalogues" were updated for corporate office and production staff.

With the aim of raising awareness of the benefits of work-life balance and promoting well-being among employees, Aqualia informs them of these work-life balance measures through the Be Aqualia app.



## 6.3. Our people management is supported by tools for dialogue with employees

Knowing the expectations of our employees and involving them in the objectives of the organisation and our culture and values is part of our “way of doing things”. For this reason, during this year, internal communication has become increasingly important, due to the need to inform the entire workforce, in the context of international growth that Aqualia has experienced, taking advantage of the different channels and formats available, both online and offline, and the different dialog tools.

In 2022, a total of 334 internal communications were sent in various formats (information flashes, emailings and internal notes) and languages. 53 of these communications were made via the Be Aqualia app. As a milestone, in November it was launched “Aqualia Global News”, a newsletter biweekly for the entire company and fixed sections that includes between 8 and 10 news items of interest in each issue in Spanish and English.

In addition, the first teambuilding days for the International team were held in 2022, bringing together 40 members of the department. In addition, the director of Communication and CSR, Juan Pablo Merino, took part in the event with a conference on Sustainability at Aqualia.

## 6.4. Employability and personal development for our professionals

As part of this strategic pillar, Aqualia aims to make further progress with regard to work-life balance, diversity, promotion of health and safety, support for expatriates and creation of meeting spaces.

LE4 PEOPLE MANAGEMENT SDGs 3,5 and 8			
Line of work	Knowledge management	Expatriate support plan	Meeting spaces and training
<b>Action plan</b>	Company's training portal campus	Expatriate communication plan	CEO visits, forums and meeting workshops
<b>Indicator</b>	Average hours of training per employee per year	Be International communication plan	Internal events and workshops
<b>Performance 2021</b>	11 (Spain 10.45 and International 12.17)		
<b>Performance 2022</b>	11,65 (Spain 11.62 and International 11.71)		
<b>Objective</b>	Maintaining/increasing year by year		
<b>Sustainable development</b>	Goal 8.5	Goal 8.8	
↓	↓	↓	↓

**GLOBAL CHALLENGE**  
**Digital and technology divide, Employment**

## Comprehensive training

In addition to technical knowledge, we provide everyone with cultural and ethical knowledge so they can understand the magnitude of the shared challenge and face changing environments in order to make decisions.

- **55,838** hours of training in Health, Safety and Well-being
- **32,639** hours of language training
- **26,373** hours of technical training

### Training hours by area of knowledge and gender:

	2022		
	Men	Women	Total
Administration and Finance	3,949	1,404	5,353
Commercial	3,921	1,106	5,027
Skills	6,522	1,234	7,756
Purchasing	670	189	859
Marketing and Communication	510	129	639
Digital	4,708	357	5,065
Languages	18,948	13,691	32,639
Equality and Diversity	2,763	778	3,541
Legal and regulatory compliance,	4,565	1,373	5,938
RC	1,267	290	1,557
HR	1,052	748	1,800
Safety Health and Well-Being	45,478	10,360	55,838
Technical	22,471	3,902	26,373
Miscellaneous	3,367	575	3,942

## Personal and Professional Development

Training at Aqualia is linked to the company's strategic objectives, to the internationalisation of the teams and to improving the performance of workers' functions and to ensuring their health and well-being. To this end, work is being done to develop training adapted to the requirements of each of the company's jobs and the specific nature of the different countries where the company is present.

To manage this training, Aqualia has a Manual of Standard Positions that contains descriptions of job positions in the organisation. In accordance with these profiles, career plans are formed, evaluated and developed in line with the responsibilities and requirements appropriate to each of them.

Globally, Aqualia has organised 1,864 courses in 2022, and employees have received 156,328 hours of training. The training in languages stands out, derived from the company's strong international presence. Throughout 2022, the new languages policy has been implemented, featuring a multilingual platform where the following languages can be studied: English, French, Portuguese and Spanish. 402 people have used the platform, of which 82% have completed training courses/modules. In addition, language groups and individual classes have been organised based on the profiles and scope of activity of the positions, in which 166 attendees have participated.

To promote excellence and vocation for customer service in employees, in Spain, a tailor-made course on Customer Service Processes has been developed. It is available to employees at the FCC Campus and was taken by 552 people in 2022.

**Compliance, part of the culture at Aqualia.**

- In 2022, training continued to be given on the Code of Conduct and Ethics, with 2,488 people participating. Training has also been provided to 791 people on the relationship with public officials (anti-corruption field). Additionally, training on the compliance model has been organised for control owners and process owners (88 people total).
- **1,217 people** participated in training on cyberbullying in 2022.

**GOOD PRACTICE****More than 100 managers are trained in sustainability**

Delegates, unit heads, department heads and managers of Aqualia's large accounts have participated in the in-person training on cultural transformation towards sustainability at Aqualia, which also included two specific sessions for the Operations and Technology Department, which provides support for the needs of the company.

Focused on Aqualia's first 21-23 Strategic Sustainability Plan (PESA), the training has allowed the more than 100 participating managers to strengthen their essential skills and knowledge for decision-making under ESG (environmental, social and good governance) criteria.

The Cultural Transformation towards Sustainability sessions also have an online version, available to the entire workforce: Three modules developed under an e-learning methodology that combine theoretical information with audiovisual material, practical case studies, quizzes, self-assessment tests, infographics and complementary documents, to generate an enjoyable and didactic learning experience.

All the proposals, ideas and reflections on the Strategic Plan collected in the sessions, both in-person and online, have been analysed and will fuel the update of the company's Strategic Sustainability Plan.

It is expected that, in 2023, Aqualia will continue to expand training in sustainability and ESG criteria. The company's aim is for the entire organisation to integrate sustainable management within the framework of its strategy as an environmentally responsible company and its key role as an agent of social and economic change.

**Spokesperson Training**

As a company that provides an essential public service, Aqualia must maintain a continuous dialogue with professionals, companies and opinion leaders. To achieve fluid and enriching communication with the parties, the company has trained a team of spokespersons through the course "Training for Aqualia Spokespersons: Development of Influence and Persuasion".

The course was taught in three sessions: In Seville; in Barcelona; and in Madrid. A total of 37 company professionals participated in the training, including department directors, heads of management units, heads of services and managers of large contracts in the three areas of national territory.

### Accreditation of professional skills

As regards the technical training of professionals, Aqualia continues to promote and develop accreditation processes for professional skills. It currently has 19 qualified experts (12 for energy and water, 7 for Safety and Environment)

In 2022, the second call for the accreditation process carried out within the agreement signed with the Public Agency for Professional Training and Qualifications of Catalonia has closed. In this call, we registered 43 workers from Aragón-Rioja-Navarre (19 workers in Energy and Water and 24 workers in Safety and Environment). 74% of workers have achieved full certification and 25% partial certification.

In 2022, the 2nd public call convened by the Department of Education for workers of Catalonia for the Energy and Water and Safety and Environment certificates has closed. In this call, Aqualia registered 4 workers, 75% of whom have obtained full certification and 25% partial certification.

In the Community of Valencia, a call for those in charge of water networks closed and in which 12 Aqualia workers registered. 58% of them obtained partial certification and 42% full certification.

### Main national and international training figures

	2022			2021			Chg. 22/21		
	Spain	Inter-national	Total	Spain	Inter-national	Total	Spain	Inter-national	Total
Courses completed	732	1,132	<b>1,864</b>	503	1,058	<b>1,561</b>	46%	7%	<b>19%</b>
Participants trained	19,700	9,531	<b>29,231</b>	16,704	7,718	<b>24,422</b>	18%	23%	<b>20%</b>
No. women trained	7,621	900	<b>8,521</b>	5,771	518	<b>6,289</b>	32%	74%	<b>35%</b>
No. men trained	12,079	8,631	<b>20,710</b>	10,933	7,200	<b>18,133</b>	10%	20%	<b>14%</b>
% absenteeism	17%	7%	<b>14%</b>	16%	3%	<b>13.60</b>	1 pp	4 pp	<b>0.4 pp</b>
No. hours received	83,298	73,030	<b>156,328</b>	73,784	31,512	<b>105,296</b>	13%	132%	<b>48%</b>
Average hours of training	11.62	11.71	<b>11.65</b>	10.45	12.17	<b>11</b>	11%	-4%	<b>6%</b>
Training costs	666,079	285,013	<b>951,092</b>	538,504	261,525	<b>800,029</b>	24%	9%	<b>19%</b>

Globally, in all countries in which Aqualia operates, 1,864 training courses have been organised in 2022 for a total of 29,231 participants (20,710 men and 8,521 women), who, in total, have received 156,328 hours of training.

Aspect	2022			2021			Chg. 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Managerial training hours	2,567	637	3,204	3,744	703	4,447	-31%	-9%	-28%
Middle management training hours	26,631	13,755	40,386	19,547	7,191	26,738	36%	91%	51%
Technician training hours	19,693	9,266	28,959	18,277	16,038	34,315	8%	-42%	-16%
Administrative clerk training hours	3,348	16,978	20,326	2,412	5,579	7,991	39%	204%	154%
Other positions training hours	58,545	4,907	63,452	30,841	965	31,806	90%	408%	99%
Average managerial training hours	21	64	24	36	100	40	-42%	-36%	-40%
Average middle management training hours	24	40	27	22	33	24	9%	21%	13%
Average technician training hours	14	12	13	15	27	19	-7%	-56%	-32%
Average administrative clerk training hours	9	18	16	7	6	7	29%	200%	129%
Average other positions training hours	7	10	8	6	3	6	17%	233%	33%

## Training of 21st-century leaders

The job market is evolving at an ever-increasing pace. That's why Aqualia believes it is essential to accompany and help the organisation's professionals grow, preserving their motivation and resilience, in an increasingly digital, multicultural and international context.

During 2022, Training in the Aqualia Leadership Model has been given, aimed at the organisation's managers, with the aim of strengthening a series of skills for managing, directing and leading teams. The training is based on three pillars of leadership for Aqualia: participative, healthy and inclusive.

- Participative Leadership, which fosters people development and team management.
- Healthy Leadership, where we work on how to impact psychosocial risks and modulate them from the position of command.
- Inclusive Leadership, which develops the ability to include and tries to provide tools for inclusive decision making.

## Attracting and retaining talent

At Aqualia, the selection and retention of talent is carried out guaranteeing objectivity and equal opportunities in all the processes of selecting and incorporating people into the company.

To this end, throughout 2022, the Aqualia Employer Brand Image has been worked on through Employer Branding training programs, where this main objective of equality is promoted. Furthermore, Aqualia posts about vacancies, investing in the Employer Branding service in channels where the company regularly posts employment (Infojobs, LinkedIn and The Key Talent platform), structured around the Attraction of Talent 4.0 project, in particular for people with STEM profiles (adaptation of Aqualia to the climate emergency, new technologies, renewable energies, etc.). In addition, in 2022 it has added the new agreement with the FELGTBI+ State Federation and the new contracting of the myGwork platform for the inclusion of the LGTBI+ collective in the selection processes.

In addition to calls for applications and open processes and to form part of the company, this department is also responsible for reinforcing the sense of pride in belonging within the workforce.

The number of new hires that have been made throughout the year 2022 is detailed below:

SDG 8			
	Men	Women	Total
New hires Central Services	30	38	<b>68</b>
New hires Spain	514	137	<b>651</b>
New international recruitment	668	192	<b>860</b>

Since January 2022, 68 people have joined Aqualia in Central Services; 56% of them were women.

### Promoting global job careers

Aqualia encourages internal mobility as a source of recruitment and publishes all the positions required in the company on the Internal Mobility channel to which all FCC Group workers have access. Work is also under way on action plans to feed the database taken from Aqualia's website, redirecting candidates who arrive via other channels.

- **External publications:** Almost 650 job offers have been published (an average of 54 monthly job offers in the national areas and Central Services (national and international).
- **Selection processes:** An average of 150 annual selection processes per national region/Central Service (the data includes production and structure selection processes).
- **Incorporation in practices:** 132 people throughout 2022, taking into account university undergraduate, master and postgraduate students, dual vocational training programs (Dual FP) and other collaboration programs with the aim of attracting young talent with a SMART profile.



### Investing in future talent

The incorporation of young talent is a priority in the company and necessary for an adequate generational renewal. For this reason, in 2022 we are working on a plan for integrating young people into the company, and with this vision, some actions have been carried out, such as:

- Improving the incorporation processes for interns who represent future talent.
- Collaboration with the Canal de Isabel II for the incorporation of students of the Higher Degree in Water Management and the Intermediate Degree of Networks and Water Treatment Stations of the Dual FP in the Community of Madrid, and signing new agreements with the Dual Professional Schools Programme in Extremadura, Catalonia, Andalusia and the Canary Islands.

### Agreements with universities, vocational training and internships

In 2022 Aqualia renewed all the agreements with the universities with which it has collaborated for years. In addition, we have signed new collaborations with schools, universities and vocational training centres, both nationally and internationally.

Some examples of actions we already carried out in addition to the agreement – collaborations for the incorporation of students in internships include:

- **National:** University of Comillas-ICAI-, International University of Valencia, the Cardenal Cisneros University Center, Programa Clave with the University of Salamanca, specific programme for Master's students in Engineering and Environmental Management from different provinces, and the Professional Development Unit of ESIC).

- **International:** The Leonardo Da Vinci Higher School of Engineering and the Lycée International de Saint-Germain-en-Laye (France), University of Zagreb (Croatia), Lisbon Accounting and Business School and the Instituto Superior de Contabilidade e Administração de Lisboa (Portugal).

## 6.5. Health, safety and well-being

As part of this strategic pillar, Aqualia aims to make further progress with regard to work-life balance, diversity, promotion of health and safety, support for expatriates and creation of meeting spaces.

LE4 PEOPLE MANAGEMENT SDGs 3,5 and 8			
Line of work	Healthy company, mental health and preventive leadership		
<b>Action plan</b>	Promotion, assessment and improvement of health	Psychosocial and mental health projects	Preventive leadership
<b>Indicator</b>	Health initiatives	Mental health psycho-pack Service for relatives of employees	Accident frequency index*
<b>Performance 2021</b>			8.5
<b>Performance 2022</b>			9.84
<b>Objective</b>			9.4 in 2023
<b>Sustainable development</b>	Goal 3	Goal 8.8	
	↓	↓	↓

\*\* (No. of accidents with sick leave/no. of hours worked) \* 1,000,000

**GLOBAL CHALLENGE**  
**Occupational health and safety and well-being**

At Aqualia, we care about the physical health and mental well-being of our team and we are aware of the impact that caring for their environment has. Thus, we understand Health and Safety not only as mere legal compliance, but rather we understand it as part of our values. For this reason, in 2022 the 2nd Edition of the “2022-2024 Strategic Plan for the Health and Well-being Area” was approved, a framework under which the lines of work, plans and projects of our organisation are established. With clear objectives such as:

- Putting the person at the centre
- Achieving an increasingly healthy work environment and
- Improving health and well-being

The 2022-2024 Health and Well-being Strategic Plan, aligned with the company's global strategy, establishes the strategic lines that integrate the projects and actions necessary to achieve the objectives of each one, as well as the definition of the corresponding monitoring and performance indicators.

In line with the strategic axes, the most significant actions carried out during 2022, grouped according to the projects of the lines of the 2022-2024 Strategic Health and Well-being Plan, were:

Strategic line 2022	Zero harm to workers	Critical risk control	Occupational well-being	Data analysis and reporting
<b>Goals</b>	Reducing the personal injury caused by unsafe conditions and attitudes, both to the company's workers and third parties.	Maintaining homogeneous control across Aqualia as a whole to guarantee safety and compliance with the law, regarding certain risks that we consider critical to our activity.	Improving the physical and emotional health indicators for the workforce and significantly increase participation in programmes to promote healthy living.	Improving the management, control and reporting of HS by implementing a global app, redefining proactive and predictive indicators and scorecards and goals relating to them.
<b>Projects / Goals</b>	Control of absenteeism Organisational learning Control of contractor performance Expansion of the culture of prevention Continuous improvement in training and information	Works with fibre cement ATEX Chlorine gas Other critical risks	Healthy company Improving health Psycho-emotional health	Indicators and balance scorecards Technological development and digitalisation
<b>Performance</b>	Design of new health and well-being courses for the Campus and generation of new training resources, including 3D recreation of accidents and virtual reality. The 1st Edition of the "Good Preventive Practices at Aqualia" and "Award for Good Healthy Practices" Awards "Recognition of Preventive Effort" Awards Ceremony.	Development and evolution of asbestos decontamination booths. Development of "Comprehensive ATEX risk installation control plan" Design of the "Comprehensive control plan for facilities with chlorine gas"	Development of transversal projects to promote well-being: promoting sports and health, Employee Aid (PAE) Counseling and Psychological Help Programme for both Aqualia employees and their families (national level in Spain). Educational and awareness-raising campaigns. More than 100 local initiatives (family days, local sporting events, fruit in workplaces, BeAqualia days, etc.).	New software, BeOHS, the new application that will allow Health and Safety management in real time, from anywhere and even offline.

## External awards and recognitions received in health and safety matters:

The implementation of Aqualia's comprehensive Health and Wellness policies won several external awards and recognitions throughout 2022:

**10th Edition of the ASEPEYO AWARDS "Antoni Serra Santamans"** (organised by the mutual society, the aim of these awards is to recognise associated companies that have stood out for their results in terms of occupational risk prevention): Award for involvement in the prevention and emotional care of people and for track record in prevention.

**4th Edition of "ORP Recognitions from the COMMUNITY OF MADRID"**: Special mention to Aqualia for its "Good Practices in the prevention and control of COVID-19".

## 6.6. Preventive leadership

Aqualia promotes leadership that contributes to sustainable development and the balance between high performance and people's well-being. With this, the company seeks to promote compliance with the responsibilities of the workforce, enhance their motivation, positive relationships.

### a) Leading indicators: absenteeism and accident rates

The trend in the accident rate in 2022 has been on the rise compared to the previous year, with an accumulated AFR standing at 9.84 compared to 8.5 at the end of 2021. This is partly explained by the influence of the pandemic, which still had its effect during 2021 in the sense of reducing activity. Other factors such as the increase in activity in Georgia after new hires also led to an increase in the number of accidents.

On the positive side, the absence of serious accidents involving our own staff is very noteworthy. There has only been one fatal accident involving subcontracted personnel at the start of new contracting activity in Georgia.

Aspect	2022	2021	22/21
Deaths	1	-	
Major accidents**	28	29	-41.4%
<b>Total accidents</b>	<b>238</b>	<b>246</b>	<b>-3%</b>
Types of injuries	29.8% Blows against objects	26.9% Blows against objects	
	20.5% Falls at the same or different level	22.8% Falls to the same level (tripping, etc.)	
	13.2% Causes external to company activities	11.4% Causes external to company activities	
No. of hours worked	24,180,308	29,152,955	-25%
Death rate	0.04	0.00	
Serious accident rate	1.16	0.99	-28%
<b>Total accident rate</b>	<b>9.84</b>	<b>8.44</b>	<b>29%</b>

\* Only global data for the entire company can be provided as it is not possible to separate internal and external employee data at a national level. Internationally, although this is possible, information on injury type for external employees cannot be gathered. The data is global (Spain, international, internal and subcontracted employees).

\*\*We use the British HSE classification (organisation homologous to the INSHT – Spanish Institute of Safety and Hygiene). Serious accidents (RIDDOR 2) are fractures, serious burns, etc.) that result in more than 60 days of sick leave.

Aspect	2022	2021	22/21
Deaths due to occupational illness or disease	2	1	100%
Occupational illnesses and diseases	4	6	-33.3%
Types of occupational illnesses and diseases	2 cases due to asbestos exposure and 2 due to musculoskeletal disorders	One case due to asbestos exposure and the rest the rest associated with musculoskeletal disorders	

\* At an international level, it is not currently possible to gather information on occupational diseases.

\*\* The information for 2021 has been updated according to the reclassifications of the contingency after its analysis by the interested parties.

## Employee well-being

With a view to contributing to the well-being of its employees, in 2022 Aqualia has maintained the measures set out in the Be Aqualia Psychopack<sup>18</sup> initiative:

- Psychomet:** Aqualia makes available to all employees this tool that enables them to check their level of mental and emotional well-being, helping to identify early on any problems they may be experiencing to promote health and improve quality of life. This tool is accessible in only one *click* through the BeAqualia app, and it is completely anonymous and confidential.
- Employee Aid Programme (PAE):** psychological care service offered by expert psychologists who will help employees resolve any possible psychological and emotional distress that they are experiencing, both personally and professionally. Free, anonymous and confidential access 24 hours a day, 7 days a week. In 2021, its use was extended to direct relatives. In 2022, the Employee Assistance Programme has attended to a total of 114 queries.
- Prevention of emotional health issues through live workshops:** More than 50 different workshops available, led by expert psychologists, pose short challenges that, accompanied by personal training, will help to achieve greater emotional strength.
- Procedure for managing interpersonal conflicts:** this aims to be an effective tool for the management and resolution of conflicts arising in the workplace via mediation (voluntary process in which the parties to a conflict try to reach an agreement by themselves with the assistance of an impartial and neutral third party called a mediator).

It is also worth highlighting the training related to **emotional health**, having organised a training in stress management and productivity where **376 people** participated.

<sup>18</sup> Applies only to Spain.

## Healthy leadership campaign and commitment to emotional well-being

- An emotional skills development programme for managers has been implemented: “Healthy Leadership” The programme focuses on training Aqualia leaders so that they can prevent and act against psychosocial threats and on developing emotional self-care and communication skills for team management.
- New training programs related to Improving the Quality of Life at work have been developed: “Stress management workshops” and “Productivity management workshops”.

## Motivation, emotional salary and healthy company

- 5 specific Health Promotion campaigns: 3 Ophthalmological Health Campaigns (glaucoma screening); Preventive dental health promotion campaign and Breast Cancer Awareness and Prevention Campaign
- 7 educational campaigns on different themes regarding emotional well-being. These include an open webinar for each campaign and an ebook with articles, videos, recommendations and practical exercises.
- More than 100 local initiatives related to a healthy company
- 391 participants in stress management and productivity workshops
- 572 participants in in-person micro-workshops on emotional well-being

## b) Promotion of health via sport

### Women's running event

This year, Aqualia participated in various women's races (Spain and Portugal). It has also promoted sport through the Water Race, Talajara 2022, the Vig-Bay 2022 and Aqualia with urban sports in Tenerife. This way, the company demonstrates its staunch commitment to sport and urban culture, bringing sports closer to those attending Phe Festival, as well as local residents and visitors to Puerto de la Cruz. The section of the Phe Festival that that company supports includes regional skate and BMX championships, as well as workshops and exhibitions, and that forms part of the parallel activities on the festival's music line up, such as Phe Gallery and Phe Yoga.

In addition to contributing to SDG 3, this activity aims to guarantee a healthy lifestyle and promote the well-being of people of all ages, with Aqualia installing 400 metres of pipes and water stations across the facilities.

### “Los Palomos-Aqualia” diversity run in Badajoz

Once again, Aqualia sponsored the “Los Palomos-Aqualia” diversity race, in support of the sexual freedom and inclusion of the LGBTI community in the city of Badajoz. All the details of the run were shared with the media at a breakfast press conference at which representatives from Fundación Triángulo (promoters), Patrocina un deportista (organisers), the City Council (collaborator), the Local Government of Badajoz (collaborator) and Aqualia (main sponsor) were all present. This year the

race, held in March, had more than 200 registrations, and Aqualia added to its collaboration the installation of different hydration points to offer water to the participants, in recyclable cups.

### **SAFETY WEEK: Your safety and well-being comes first at Aqualia**

During Health and Safety week, various coordinated activities were organised with the Health and Well-being Department. The communication of the different activities was done in a segmented way, so that the teams received information on the activities carried out in their nearby geographical areas.

Among the initiatives carried out, the **Active pause**, videos sent daily with exercises to promote health and well-being at work, segmented according to whether they were aimed at office employees or deskless workers. To celebrate Safety Week, the company presented the new Aqualia safety clothing

Also within the scope of Health and Safety week, *United Heroes*, a pilot programme to promote sports among employees in Extremadura and the Czech Republic, was presented.

Furthermore, a new Health and Well-Being section was launched on the Be Aqualia app, with renewed content in the fields of Well-being and Health and Safety, as well as multimedia information on themes including remote working, ergonomics and emotional well-being. This section includes Psychomet, a tool for people to check up on their own emotional well-being.

#### **GOOD PRACTICE**

##### **I Training Day on Health and Well-being employment of Aqualia in America**

On the occasion of the National Feast of the Asunción in Colombia, the first Be Aqualia health and wellness training session was held in America, in which 180 people participated – specifically in the Department of Córdoba, where the company manages a total of twelve municipalities.

The participants, workers from the different Services and their families, met in the municipality of Lorica to hold a soccer match between a team made up of representatives from the northern municipalities of Córdoba against another made up of those from the southern municipalities.

After the game, a snack was organised that the workers could share with their children and spouses, making for a pleasant day of relaxation and socialising, in which they could resume personal relationships that have been so difficult in recent years.

During the day, the company's technical operations team also attended various training workshops on working with asbestos cement, working at heights and confined spaces, and the use of self-contained breathing apparatus, face mask, gas detector, tripods with antacids, harness, slings and vertical life lines.

## c) Quality employment Collective bargaining, Labour Relations and Personnel Administration

In terms of collective bargaining, the trend of reducing the number of smaller collective bargaining agreements continues and, by adhering to the Sector Agreement, with the extension of the 6th State Agreement on the Integrated Water Cycle as the regulatory reference framework for the employment relationship with the people who belong to Aqualia's workforce.

In relation to labour disputes, Aqualia has not had any notable incidents in Spain, and in the cases that have occurred, the company has worked to reach conventional agreements, eliminating the risk of potential disputes. In the international arena, there have been no conflicts and the labour regulations applicable in each country are complied with without significant incidents.

In 2022, as a result of the regulatory changes in terms of equality, hiring and the wage gap, the number of labour inspections undergone has increased substantially, from 13 in 2021 to 64 in 2022; however, given that Aqualia complies rigorously with regulations, all of them have been closed without any non-compliance or sanction for the group.

Regarding the quantitative data, the stability policy to which Aqualia is committed is maintained, obtaining a result in Spain of 93% of permanent contracts compared to 87% of permanent contracts in 2021.

In terms of gender, the percentage of women employed has been maintained compared to 2022 in terms of Spain, with distribution by gender of 78% of male employees and 22% female employees. Internationally, employment stability stands at 82% permanent contracts and 18% temporary contracts; in terms of gender, it stands at 80% male employees and 20% female employees.



## 6.7. Social sensitisation

### Aqualia on International Women's Day

Through the initiative “Standing with them, for a more sustainable future”, Aqualia joins the message of the United on International Women's Day every year. In this way, the company contributes to its dissemination in all the locations where it provides service through numerous acts with institutional support.

Due to the local link that Aqualia maintains in each town where it provides services, the events it promotes, mostly in collaboration with mayors and councillors, are of all kinds: planting trees, hiking or painting murals on water facilities, reading manifestos, meetings with associations or sponsorship of charity races, which the company promotes or supports all over the world, wherever it is present.

This year, the Professional Women's cycling race stands out, held in Denia, Alicante, and with notable scores for the Spanish Women's Cycling Championship, in which the organisers wore t-shirts with the Aqualia logo as a sign of the company's participation in the campaign.

#### GOOD PRACTICE

#### Solidarity with women reaches Colombia

Solidarity with women has also reached Villa del Rosario, in Colombia, where an event was organised, coinciding with 8 March. The event recognised the work of a group of women community leaders by giving them a diploma and enjoying a day spending time with female employees of Aqualia.

With this practice, the company intends to bring the corporate culture to the new locations where it is present, promoting the pride of belonging and connection among its workers.

In addition, via the website [www.aqualiaigualdad.com](http://www.aqualiaigualdad.com), Aqualia has encouraged citizens to share a photo and a message about what they imagine a more sustainable and equal future will be like. In the weeks when the campaign was active, the web registered nearly 12,000 page views, with an average duration of 4:19 minutes per session.

Aqualia also maintains its collaboration with the Adecco Foundation in the preparation of the report “#EmpleoParaTodas: Women at risk of social exclusion in the world of work”, which reflects the exclusion of women over 55 as the only group in which long-term unemployment has increased. In addition, this year, the human resources platform Equipos&Talento recognised Aqualia's commitment to female talent and diversity through the granting of the Empowering Women's Talent seal.

## Aqualia, for a society without gender violence

Every year, within the framework of the **World Day Against Gender Violence**, Aqualia presents a new edition of #aqualiaContigo, a campaign full of inspiring and vindicating actions to support women who suffer from this adversity.

### GOOD PRACTICE

#### Hugs that move worlds

On the occasion of **World Day Against Gender Violence**, held on 25 November, Aqualia launched a new initiative in connection with the [aqualiacontigo.com](https://aqualiacontigo.com) website

The campaign encouraged all its audiences, both internal and external, to participate by uploading photos or videos of their hugs to the web and sharing the gesture on social networks with the hashtag #aqualiaContigo.

Each hug added to the campaign became economic support to finance one of the Adecco Foundation projects for employment or training camps, aimed at women who are victims of gender violence.

Parallel to this action, Aqualia also held a conference against gender violence at its Las Tablas headquarters in Madrid, led by Olympic athlete Carmen Giménez, whose life changed in 2010 after suffering an episode of gender violence, resulting in a serious disabling injury. Instead of giving up, Carmen transformed her life and became a Paralympic athlete, becoming the Spanish athletics champion.

In addition, Aqualia once again collaborated in drawing up **the report "Gender Violence and Employment"**, which seeks to position employment as a key element for women's comprehensive recovery. Within the initiatives that Aqualia carries out in the field of the fight against gender violence, the company has launched, together with the Adecco Foundation, its **Agreement for the development of activities aimed at finding employment for women at risk of social exclusion**.

Within the framework of the agreement with the Ministry of Equality, the Government Delegation against gender violence, Aqualia has carried out actions to raise social awareness about combating gender violence, as part of the initiative **"Companies for a society free of gender violence"**, launched in November 2022.

## Solidarity commitment to diversity and equality

Aqualia develops and participates in initiatives to raise awareness of equality and diversity through different initiatives. The Communication and CSR Department has collaborated in the dissemination of these initiatives.

Félix Parra, CEO of the company, took part in Diversity and Inclusion Day, organized on 2 June by the Human Resources platform Equipos&Talento. The event addressed the importance of supporting Diversity and Inclusion at a general management level, implementing it as a strategic value and competitive advantage in companies. Another of Félix Parra's actions in this area has been the participation in the round table "CEO Voices" with other CEOs, discussing the inclusion of diversity in corporate strategy. At the end of the day, Aqualia received the Diversity Leading Company seal, becoming the first company in the water sector to obtain it, and the Empowering Women's Talent seal, for the company's commitment to female talent. Both the conference and the recognitions were the subject of news coverage by the department.

### GOOD PRACTICE

#### Adecco Foundation Talent Pool

To recognise the International Day of Persons with Disabilities, a volunteer workshop was organised, linked to the Adecco Foundation Talent Pool project. This initiative, which includes people with intellectual disabilities, aims to improve their skills and abilities in the search for employment. The workshop, in which groups made up of people from Cantera de Talentos and volunteers from Aqualia participated, consisted of making Christmas decorations with elements of nature.

## Prevention and health promotion at Aqualia

Aqualia is concerned about the well-being of its employees, both physical and in terms of their mental health, which is why its awareness-raising initiatives also include those that can be used to prevent problems or raise awareness among the workforce of the importance of taking care of themselves.

In 2022, Aqualia also held an event for **World Against Cancer Day**, featuring a talk on prevention, "Why talk about breast cancer?" in which Dr. Gloria Ortega, head of Breast Cancer and Co-Head of Peritoneal Oncology at the MD Anderson Cancer Centre in Madrid, provided useful information on the basic care available, information on routine studies and, above all, transmitted that about 95% of cases detected early are cured. Additionally, on Aqualia social media, specifically Twitter, the logo was changed to pink as a symbol of support.

In the field of **mental health**, to which the company is firmly committed, and aware of the impact of the pandemic on people's lives, an awareness campaign was also carried out, consisting of both an informative component and learning pills on emotional well-being, a leaflet with all the actions carried out by Aqualia in this regard and the resources available through the Employee Assistance Programme (PAE) as well as the programming of the emotional self-management workshops for the last quarter and, as a final touch, a conversation with Javi Martín, famous presenter of *Caiga quien caiga*, diagnosed with **bipolar disorder**. He recounted his experience in a light-hearted tone, making his experience relatable and normalising it to convey the message that one can live perfectly, even better than before the diagnosis.

#### GOOD PRACTICE

##### Mental health in the work environment

It is worth noting that Aqualia, under the direction of the University of Barcelona and other recognised entities, is participating in a pioneering research and innovation project for the development of a useful and benchmark instrument for psychological and mental health care, together with the company MentallyPro.

## 6.8. Focused on generating a quality work environment and well-being

People are the engine of Aqualia, which drives the company to seek new horizons. It is because of them and their expertise that the company has experienced significant growth this year, which has also been reflected in an increase in the number of people that make up the workforce, which this year has reached a total of 12,673 employees, 29% more than in 2021.

Although this growth is driven by the launch of Aqualia in Georgia, the new MENA contracts and the company's consolidation in Colombia, 53% of the company's employees are concentrated in Spain.

Currently the average age of the workforce stands at 45 years old, and has a seniority of more than 11.57 years. Aqualia's objective is to provide its staff with stable employment and a quality work environment in which to function as professionals and as people. Committed to equality and the empowerment of women in the sector, Aqualia's workforce is made up of 19.42% women, a slightly lower figure than in 2021, when this number stood at 20.19%.

In-depth data on the company's workforce is detailed in this section.

	2022			2021			22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
No. of employees	10,212	2,461	<b>12,673</b>	7,836	1,982	<b>9,818</b>	30%	24%	<b>29%</b>

### Classification by working day and gender in 2022

	2022			2021			Chg. 21/22		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
No. full-time employees	9,902	2,137	<b>12,039</b>	6,999	1,663	8,662	41%	28%	<b>39%</b>
No. part-time employees	310	324	<b>634</b>	328	319	647	-6%	2%	<b>-2%</b>
No. Employees with unallocated working hours	-	-	-	509	-	509	-	-	-

## Classification by contract type, gender and age

Aspect	2022			2021			Chg. 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
No. permanent employees	8,486	2,157	<b>10,643</b>	6,436	1,739	8,174	32%	24%	<b>30%</b>
No. temporary employees	1,714	298	<b>2,012</b>	1,392	240	1,633	23%	24%	<b>23%</b>
No. permanent seasonal employees	11	7	18	8	3	11	38%	133%	<b>64%</b>
No. Employees with unguaranteed hours	-	-	-	-	-	-	-	-	-

## New hires

Aspect	2022			2021			Chg. 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>New hires</b>	<b>1,160</b>	<b>353</b>	<b>1,513</b>	<b>820</b>	<b>277</b>	<b>1,097</b>	<b>41%</b>	<b>27%</b>	<b>37%</b>
Up to 35 years	490	189	<b>680</b>	401	177	<b>578</b>	21%	7%	<b>17%</b>
Between 35 and 55	573	151	<b>723</b>	383	95	<b>478</b>	49%	58%	<b>51%</b>
Over 55	97	13	<b>110</b>	36	5	<b>41</b>	169%	160%	<b>168%</b>
Total new hires aged below 35	25%	33%	<b>27%</b>	34%	43%	<b>36%</b>	-9 pp	-10 pp	<b>-10 pp</b>
Total new hires aged 35 to 55	10%	10%	<b>10%</b>	7%	7%	<b>7%</b>	2 pp	3 pp	<b>2 pp</b>
Total new hires aged over 55	4%	4%	<b>4%</b>	2%	2%	<b>2%</b>	2 pp	2 pp	<b>2 pp</b>
<b>Total new hires rate</b>	<b>11%</b>	<b>14%</b>	<b>12%</b>	<b>10%</b>	<b>14%</b>	<b>11%</b>	1 pp	0 pp	<b>1 pp</b>

## Staff turnover rate

Aspect	2022			2021			Chg. 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>Voluntary turnover rate</b>	<b>250</b>	<b>112</b>	<b>362</b>	<b>222</b>	<b>109</b>	<b>331</b>	<b>13%</b>	<b>3%</b>	<b>9%</b>
Up to 35 years	116	58	<b>174</b>	92	47	<b>139</b>	26%	23%	<b>25%</b>
Between 35 and 55	111	44	<b>155</b>	119	59	<b>178</b>	-7%	-25%	<b>-13%</b>
Over 55	23	10	<b>33</b>	11	3	<b>14</b>	109%	233%	<b>136%</b>
Turnover rate up to 35 years	6%	10%	<b>7%</b>	8%	11%	<b>9%</b>	2 pp	-1 pp	<b>-2 pp</b>
Turnover rate between 35 and 55	2%	3%	<b>2%</b>	2%	4%	<b>3%</b>	0 pp	2 pp	<b>-1 pp</b>
Turnover rate over 55	1%	3%	<b>1%</b>	1%	1%	<b>1%</b>	0 pp	2 pp	<b>0 pp</b>
<b>Total turnover rate</b>	<b>2%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	0 pp	pp	<b>-1 pp</b>

## Equality and diversity: distribution by age, gender and professional category

Aspect	2022			2021			Chg. 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
<b>No. directors and managers</b>	<b>121</b>	<b>10</b>	<b>131</b>	<b>110</b>	<b>7</b>	<b>117</b>	<b>10%</b>	<b>36%</b>	<b>-6%</b>
Percentage of the total	0.95%	0.07%	<b>1.03%</b>	1.12%	0.07%	<b>1.19%</b>	-0.16 pp	0 pp	<b>-0.16 pp</b>
Up to 35 years	-	-	-	1	-	<b>1</b>	-100%	#DIV/0!	<b>-50%</b>
Between 35 and 55	85	8	<b>93</b>	69	6	<b>75</b>	23%	25%	<b>-15%</b>
Over 55	36	2	<b>38</b>	40	1	<b>41</b>	-10%	100%	<b>21%</b>
<b>No. of managers</b>	<b>1,064</b>	<b>325</b>	<b>1,389</b>	<b>887</b>	<b>219</b>	<b>1,106</b>	<b>20%</b>	<b>49%</b>	<b>4%</b>
Percentage of the total	8.39%	2.57%	<b>10.96%</b>	9.03%	2.23%	<b>11.25%</b>	-0,63 pp	0.34 pp	<b>-0.29 pp</b>
Up to 35 years	121	68	<b>189</b>	96	38	<b>135</b>	26%	77%	<b>19%</b>
Between 35 and 55	710	226	<b>937</b>	582	158	<b>740</b>	22%	43%	<b>3%</b>
Over 55	232	31	<b>263</b>	209	22	<b>231</b>	11%	41%	<b>1%</b>
<b>No. of technicians</b>	<b>1,296</b>	<b>751</b>	<b>2,047</b>	<b>1,223</b>	<b>596</b>	<b>1,819</b>	<b>6%</b>	<b>26%</b>	<b>1%</b>
Percentage of the total	10.23%	5.93%	<b>16.16%</b>	12.45%	6.07%	<b>18.51%</b>	-2.22 pp	-0,14 pp	<b>-2.36 pp</b>
Up to 35 years	428	238	<b>665</b>	338	178	<b>516</b>	27%	33%	<b>6%</b>
Between 35 and 55	607	449	<b>1,056</b>	671	379	<b>1,050</b>	-9%	18%	<b>-2%</b>
Over 55	261	65	<b>326</b>	214	39	<b>253</b>	22%	68%	<b>4%</b>
<b>No. of administrative clerks</b>	<b>328</b>	<b>885</b>	<b>1,213</b>	<b>354</b>	<b>867</b>	<b>1,221</b>	<b>-7%</b>	<b>2%</b>	<b>5%</b>
Percentage of the total	2.59%	6.99%	<b>9.57%</b>	3.61%	8.83%	<b>12.43%</b>	4.79 pp	0.88 pp	<b>5.67 pp</b>
Up to 35 years	82	143	<b>225</b>	66	139	<b>205</b>	24%	3%	<b>9%</b>
Between 35 and 55	168	608	<b>776</b>	216	621	<b>837</b>	-22%	-2%	<b>3%</b>
Over 55	78	134	<b>212</b>	72	107	<b>180</b>	7%	25%	<b>15%</b>
<b>No. in other positions</b>	<b>7,403</b>	<b>490</b>	<b>7,893</b>	<b>5,268</b>	<b>293</b>	<b>5,561</b>	<b>41%</b>	<b>67%</b>	<b>-13%</b>
Percentage of the total	58.42%	3.86%	<b>62.28%</b>	53.62%	2.99%	<b>56.61%</b>	27.80 pp	2.56 pp	<b>30.36 pp</b>
Up to 35 years	1,349	130	<b>1,479</b>	682	54	<b>736</b>	98%	142%	<b>-2%</b>
Between 35 and 55	4,300	257	<b>4,557</b>	3,628	178	<b>3,806</b>	19%	44%	<b>-18%</b>
Over 55	1,754	102	<b>1,857</b>	958	61	<b>1,020</b>	83%	67%	<b>4%</b>
<b>Total</b>	<b>10,212</b>	<b>2,461</b>	<b>12,673</b>	<b>7,842</b>	<b>1,982</b>	<b>9,824</b>	<b>30%</b>	<b>24%</b>	<b>-7%</b>

## Equality and diversity: remuneration by age, gender and professional category. Gap

Remuneration in euros	2022			2021			Chg. 22/21	
	Men	Women	Amt	Men	Women	Amt	Men	Women
Directors and managers	141,381	140,218	<b>-0.8%</b>	125,077	124,139	<b>-0.7%</b>	13%	13%
Middle management	46,208	40,272	<b>-12.8%</b>	44,401	39,556	<b>-10.9%</b>	4.01%	1.8%
Technicians	32,863	28,479	<b>-13.3%</b>	32,447	28,097	<b>-13.4%</b>	1.28%	1.36%
Clerical Staff	27,382	24,231	<b>-11.5%</b>	27,398	23,945	<b>-12.6%</b>	-0.10%	1.2%
Other positions	26,343	18,161	<b>-31.1%</b>	26,170	17,473	<b>-33.2%</b>	0.7%	4%

\*Data for Spain

\*\* \*The wage gap is calculated as follows: (average remuneration for women – average remuneration for men) / average remuneration for men.





# Technology and digitalisation for conscious and efficient management

We adapt our technologies to the current needs of the sector and implement our knowledge in all the countries in which we operate. Our commitment to our customers and users means always looking to the future.

Much remains to be discovered and, that is why at Aqualia we live by and for the constant development of innovative solutions capable of regenerating, improving and facilitating people's lives.

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# First-hand...

“Digitalisation is a key tool in achieving our corporate objectives of sustainability, efficiency, service improvement, and transparency”

The digital transformation at Aqualia, which is essentially structured around the search for and implementation of innovative technological solutions to optimise processes, represents a key axis in the company's present and future.

As the director of the Systems and IT area, María Ángeles Vicente is tasked with promoting its development, allowing for the better management of the end-to-end water cycle. As a result, Aqualia can reduce and/or prevent losses in supplied water distribution networks and optimise all processes related to the internal organisation and customer service, the backbone of all operations.

**In 2022, Aqualia invested 216% more in promoting the digital transformation than was the case in 2021. What was the main outcome of this increase in investment?**

Everybody who forms part of this team understands that digitalisation is a key tool in achieving our corporate goals of sustainability, efficiency, service improvement, and transparency.

It is thanks to the investment made that we could harness the new capacities provided and place them at the service of our processes.

Let's take an example: in 2022, we rolled out different projects that have allowed us to develop the early detection of leaks in the supply network. As a result, we are able to avoid the unnecessary loss of water and major damage to the network. This reduction in losses involves reducing the use of electricity and reagents as we do not have to treat this lost water. In my opinion, this is a clear example of how technology is a major ally when it comes to sustainability.

**Aqualia Live is the smart management platform for the end-to-end water cycle designed by Aqualia. What are this platform's contributions in terms of efficiency and optimisation?**

Aqualia Live is a platform designed by our experts, professionals with extensive know-how both about the end-to-end water cycle and technology. I like to say that it is created by people with a background in water and with water in mind, with the aim of zero waste, harnessing every last drop.

Our platform, which is modular and built-in, encompasses absolutely all the processes necessary for the end-to-end management of water: from collection and purification, distribution and the customer's entire life, up to treatment and re-use. For it to work correctly, it incorporates new technologies (IoT, Big Data, Cloud Computing and AI) and, as goes without saying, mobility, to optimise processes and make them more efficient and sustainable. Using it allows us to:

**Improve service management:** by digitalising the assets, we know what is happening in real-time in the grid and we can harness the simplification of procedures to act more efficiently and swiftly.

**Improve the service offered to citizens:** via the Aqualia contact App, users can check their consumption if they have a smart meter. And define their own alerts: detecting when there is no consumption in the home of a vulnerable person or when there is consumption in an empty second home. At Aqualia, we proactively report any leak detected at a customer's home so that they can

**MARÍA ANGELES VICENTE\***  
DIRECTOR OF SYSTEMS AND IT (CIO)

#Industry5.0 #SmartCities #Optimisation #ResponsibleManagement



check their installation without having to wait for further damage to occur.

**Greater transparency towards the user, city councils and other organisations,** sharing the most relevant information on the cycle and its main figures with them.

Aqualia Live, as a platform, not only facilitates the management process, as the competitive advantages it offers have been and continue to be powerful. It has been a major ally for our entry into and expansion through markets as established and complex as the French market, and in spite of the challenges faced in France, a country that is home to the world leaders in the end-to-end water cycle management sector.

**Looking back to 2022, which projects would you highlight for their impact on the environment?**

The early leak detection projects I mentioned have had, and continue to have, a huge impact on grid performance and the environment.

During 2022, we rolled out our technology in the different regions in which we provide services in the format of control centres. Thanks to these centres, established in eight locations around Spain, we are provided with details about what is happening in real-time in each town and city and can act immediately.

I would also highlight the mobility projects undertaken by our forces in the field in Spain, Italy, France, and Colombia. Following

a comprehensive roll-out, our plumbers now receive work orders on their mobile phone, eliminating unnecessary travel. This saves on fuel, eliminates the waste of paper and improves response time and the quality of information, increasing operational efficiency, which always results in a better-quality service for our customers.

**Our aim is to focus on energy efficiency projects to ensure that our consumption in the management of our services is as low as possible**

Finally, we have also been preparing for the Digitalisation line of the strategic project for the economic recovery and transformation in relation to the urban water cycle, reinforcing our teams and defining the main projects for the subsidies we are due to receive as part of the European Next Generation funds over the coming three years. These subsidies will provide important impetus to our goals.

**Following these achievements, what are the new challenges facing the department in the future?**

In the short-term, our aim is to focus on energy efficiency projects to ensure that our consumption in the management of our services is as low as possible. Other challenges will be the expansion of smart metering applying sensor systems to our assets.

And as goes without saying, continue to respond to the internal requests and needs we receive. We are a department that is at the service of the other departments. Technology represents an advantage and an opportunity from the moment it generates a positive impact on the daily life of citizens, helping to improve people's lives. Mobility projects and work orders in the field, returning to a recent example, have had a huge impact, improving the workday of 1,200 workers in Spain. That is what is most rewarding.

## 7.1. Management approach: Towards real-time data-based water management

In the current context, digitalisation is presented as a key factor for facing global challenges, which include: The mitigation of climate change, the decarbonisation of the economy and access to water as a precious resource. This represents an upward value in international investment trends and accounts for 33% of the projects targeted by the EU Next Generation recovery funds.

In Spain, this commitment takes the shape of PERTE digitalisation, a transformative project that will focus on the efficiency and good management of the Integrated Water Cycle and will foster an acceleration of global digitalisation projects in the sector.

In its adaptation to this new paradigm, Aqualia works on the development and implementation of technologies that allow for optimising the performance of water distribution networks. It does so through solutions that guarantee the supply and treatment of water efficiently and safely, thus contributing to sustainable development in the management of water resources and the construction of smart cities. All this rests on on the pillar of the circular economy or the protection of biodiversity.

### Investment in digital transformation\*

*In 2022, Aqualia invested 216% more in digitalisation than in 2021 and 950% more than in 2020. These data prove our commitment to intelligent management of the water cycle.*

(in euros €)	2022	2021	22/21
<b>Total</b>	<b>16,840,370</b>	<b>5,328,700</b>	<b>216%</b>

In 2022, Aqualia Live has shown significant progress in a technological platform that brings together the different components of the integrated management of the water cycle and that serves to improve the efficiency of processes, service and communication with customers and end users. This is an element that sets Aqualia apart from other international operators.

Likewise, this platform is a tool that allows the company to face challenges in sustainability.

This platform, called Aqualia Live, is the result of the work, experience in the comprehensive management of the water cycle and the incorporation of information technologies applied to business. These new technologies improve connectivity and, therefore, accessibility to relevant data (IoT), turning information into knowledge much faster (Big Data and Cloud Computing). Furthermore, it is helping with decision-making tasks, management and process monitoring (AI/ML –Artificial Intelligence and Machine Learning). Aqualia Live integrates these technologies in a single, modular and integrated platform, which provides managers of the integrated water cycle with the latest tools for more efficient and sustainable process management, in addition to providing citizens with a better service. A technology designed exclusively by and for water and that marks the path towards water management in smart cities of the future.

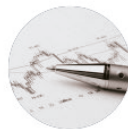
Aqualia's work as a global water operator allows the company to be in a privileged position to offer an integral, flexible solution to the current and future problems facing the service. All this within the framework of the highest cybersecurity standards.

There are three strategic projects as part of Aqualia Live, under which these actions are implemented.

## AQUALIA LIVE



**Project 1**  
Omni-channel  
customer service



**Project 2**  
Asset management  
and maintenance



**Project 3**  
Water Analytics  
(AWA)

CYBERSECURITY	
Characteristics	
<b>Technological suitability</b>	* Choosing the technology applicable to management.
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Solutions designed for efficient field management, with user experiences focussed on technical personnel.</li> <li>• It enables citizens to understand and manage their information in real time from any device, smartphone, tablet, computer, etc.</li> </ul>
<b>Modularised solution</b>	<ul style="list-style-type: none"> <li>• Global management through specialised modules, integrated to provide a global vision.</li> </ul>
<b>Adaptability</b>	* Adaptation to the specific needs of Aqualia's services, generating efficiency in each individual case.
<b>Proven experience</b>	* It covers all processes in all the services provided by Aqualia in different countries and provides a solution for clients, citizens and workers.

Aqualia Live incorporates these most advanced technologies to offer an integrated modular platform for managers of the integrated water cycle.

# END-TO-END CYCLE WATER

END-TO-END AND SMART MANAGEMENT

**IoT.**  
Internet of Things

**INTERNET OF THINGS**

Global platform for the operation of industrial water cycle facilities:

- Integration of market technologies
- Standardisation of industrial communications
- Cybersecurity
- Transversal synergies in water operation
- Knowledge of the water cycle

**GEO.**

Geographic Environment Organization

**GEOGRAPHICAL INFORMATION SYSTEM**

Geospatial information on the supply network:

- Sectorisation
- Cut-off areas
- Hydraulic modelling

**CAC.**

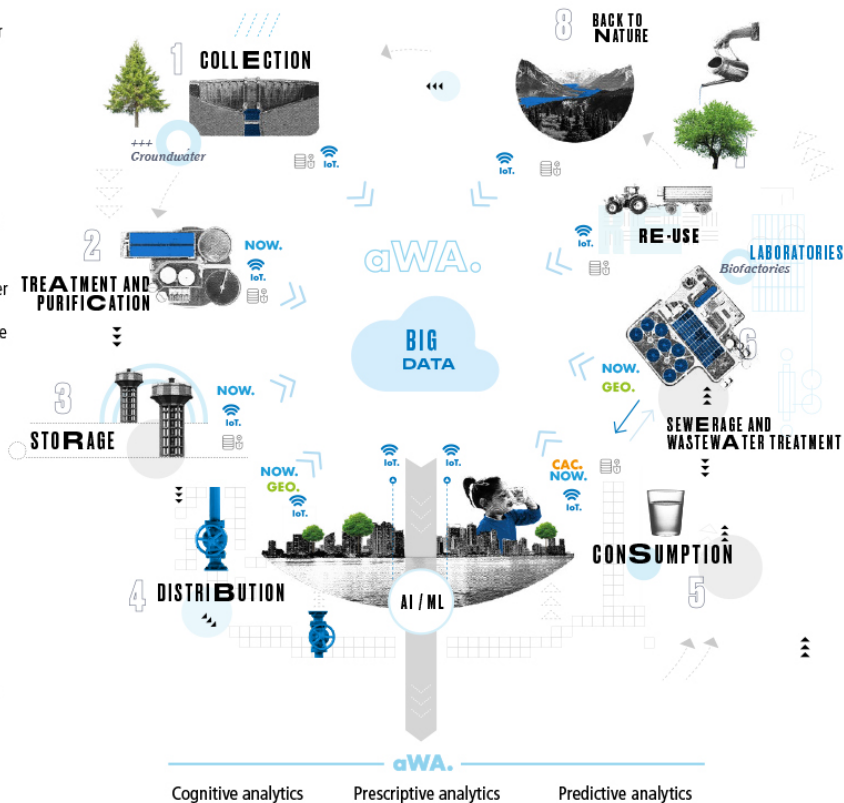
Customer Aqualia Contact

**CUSTOMER SERVICE CENTRE**

Omnichannel for efficiency in customer service:

- In-person customer service
- Call centre remote service
- Virtual Office
- Mobile App
- E-mail, SMS
- Social media

## aqualia live



**TIK.**

Transform Information into Knowledge

**BUSINESS INTELLIGENCE**

Platform for knowledge management of the water cycle, observatory and transparency portal with customers, city councils, confederations, etc.

- KPIs for monitoring the main figures
- Dashboards for decision-making

**GEO.**

Geographic Environment Organization

**GEOGRAPHICAL INFORMATION SYSTEM**

Geospatial information on the sanitation network:

- Sewerage basins
- Hydraulic modelling

**NOW.**

Next Order at Work

**NEXT ORDER AT WORK**

Platform for the efficient management of linear assets and industrial assets:

- Warehouse management
- Work orders and mobility
- Corrective, preventive and predictive maintenance of industrial assets of the water cycle

**ANALYTICAL PLATFORM FOR SMART WATER CYCLE MANAGEMENT**

Integrates information from IoT devices through the use of big data and cloud computing technologies, to generate intelligent tools based on machine learning and AI:

- Smart monitoring
- Smart alerting
- Network leakage detection
- Prescription of linear asset replenishments

CYBERSECURITY

ARTIFICIAL INTELLIGENCE

MACHINE LEARNING

INTERNET OF THINGS

## Technology centres: for real-time knowledge

After the initial operation, in 2021, of the 2 technology hubs in Denia and Toledo for the validation and development of the Aqualia Live platform solutions during 2022, the deployment of another 7 Technology Hubs in Spain has begun<sup>19</sup>. Via these centres, Aqualia manages the water networks, incidents, issuance of work orders, assets and meters in an integrated way, increasing network sensors and plant control.

The centres aim to fully implement all the systems in the services and act as a test pilot for new developments that the company is carrying out. In addition, they provide support, through a network of nodes, to dozens of municipalities where Aqualia is present, carrying out analyses, classifying events, studying aeration curves and the carrying out plant process, in a centralised manner.

Thanks to these centres, Aqualia can know what is happening in real time, in each of the municipalities, and can identify alerts and act immediately. The centres also make it possible to detect leaks early, allowing performance improvements in networks. As an international company, this digital transformation, currently implemented in Spain, is expected to be implemented in other countries.

### GOOD PRACTICE

#### Aqualia Dénia Technology Centre

The Dénia technology centre, specialising in smart meters has converted Dénia into a national benchmark for having 96% of meters with remote reading.

As well as remote meter reading, this technology centre includes real-time monitoring of the urban water cycle, from collection to sanitation. This data is available due to the sensors installed and distributed across the more than 500 kilometres of supply networks, and other facilities. The good performance of these facilities and the projects derived from them have led the city council to apply for PERTE funding (relating to subsidies for the digitalisation of the integrated water cycle), which will enable the implementation of a project to modernise and improve the efficiency of the Municipal Water Service, the overall cost of which is close to 9 million euros.

The project, drawn up by Aqualia, plans for 50,000 sensors and would allow the use of new information technologies in the integrated water cycle to improve its management, increase its efficiency, reduce losses in the supply networks and advance in the fulfilment of the environmental objectives set by the hydrological planning and international regulations, as established in the call for proposals.

<sup>19</sup> Autonomous Communities/Cities: Galicia, Oviedo, Lleida, the Balearic Islands, Almería, Campo de Gibraltar and Tenerife (south).

## **Technology at the service of an increasingly connected and global workforce**

Aqualia's commitment to technology is transversal. Thus, the company implements all the key elements not only externally, but also internally, which means an improvement in efficiency and productivity, but also implies an improvement in the quality of life of the workforce and greater communication, structured around the Be Aqualia app, which integrates employees without corporate email and which is bidirectional.



## 7.2. Digitalisation as part of integrated water management

### 7.2.1. Aqualia Live: Water Analytics. Water measurement for smart management

As part of this strategic pillar, Aqualia develops the technology required for the smart management of all phases of the end-to-end water cycle.

LE3 TECHNOLOGY FOR INTEGRATED MANAGEMENT SDGs 6, 9 and 11				
Line of work	Aqualia Live (AWA Aqualia Water Analytics.)			
<b>Action plan</b>	Use a platform for intelligent management of the end-to-end water cycle	Capture and standardise data from different devices  (GPRS, LoraWan, NarrowBand, etc.)	Using the technologies of Big Data, Cloud Computing, Machine Learning and Artificial Intelligence	Applied to the early detection of leaks, having a hydraulic balance in real time, smart meters, energy efficiency, digital twin.
<b>Performance in 2022</b>	207,529 digital remotely read meters 52% increase 2022 goal: 172,500		8% growth in services working with Big Data and Artificial Intelligence (AWA). Total 42 services.  2022 goal: Increase by 15%	
<b>Indicator</b>	No. of digital remotely read meters		No. of services working with Big Data and Artificial Intelligence (aWa)	
<b>Performance 2021</b>	136,945		39	
<b>Performance 2022</b>	207,529		42	
<b>Objective</b>	258,750 in 2023		51 in 2023	
<b>Sustainable development</b>	Goal 11.b			

Aqualia Water Analytics is the smart water cycle management analysis platform. The information of the IoT devices of the water cycle is captured from this platform, turning it into knowledge and business intelligence, through the use of BigData, Cloud Computing, Machine Learning and AI technologies.

The platform, hereinafter AWA, encompasses the complete data cycle: Capture on IoT devices, real-time processing, enrichment and transformation. In addition, it generates business intelligence allowing the automation of processes and the integration with the rest of Aqualia's technological solutions.

*Digitalisation helps us to be more efficient and provide a better service to our customers. – María Angeles Vicente, IT Director of Aqualia*

The technological environment of AWA has been designed taking into account a multi-ecosystem of connected devices, including communication technologies and field technology solutions. therefore, AWA allows Aqualia to achieve a greater adaptability and flexibility for the prescription of IoT solutions, based on the specific needs of each location. This analytics platform that offers Aqualia a transversal analysis of the integrated water cycle, allowing the analysis of OT and IT information, as well as external sources of information. All this within a secure framework following strict cybersecurity policies.

By applying AI/ML techniques, the AWA platform offers Aqualia's users smart management tools in an analytical environment designed to provide the best user experience.

#### GOOD PRACTICE

### Aqualia participates in the IWA Digital Water Summit

The company has maintained an important role in the meeting, both in the technical programme and in the exhibition part, in which it had a stand where it has presented its solutions for digital management. The company has been represented by Manuel Sánchez, director of the North office; Enrique Hernández, Aqualia's director of Management Systems and Risks and AGA's managing director; Javier García, director of the Galicia office; and M<sup>a</sup> Ángeles Vicente, IT director.

The IT director took part in the opening session, held under the title **Unlocking Digital Potential**. She was joined by Alejandra Puig, Deputy Manager for Water Protection and Risk Management at the Ministry for Ecological Transition and the Demographic Challenge (MITECO).

In her speech, the IT director presented the digital platform for the integral management of Aqualia's water cycle, AqualiaLive, an intelligent system that allows unify all the management of the integrated water cycle around a single platform and where different interconnected modules are integrated.

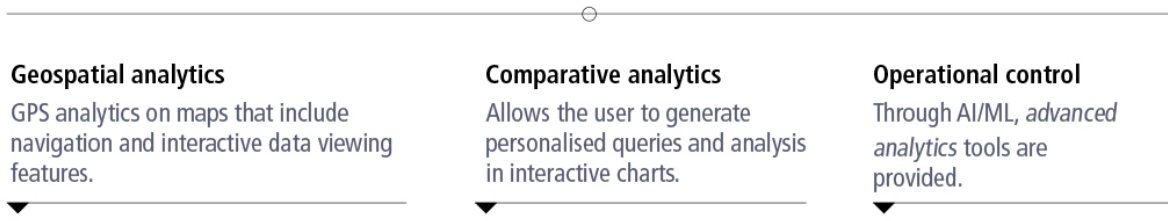
## A quality, efficient service

The commitment to digitalisation and the implementation of new technologies at Aqualia facilitates improved operations, an increase in efficiency, the optimisation of assets and the predictive maintenance of these. All this translates into an improvement in the quality of water service and a more efficient use of resources.

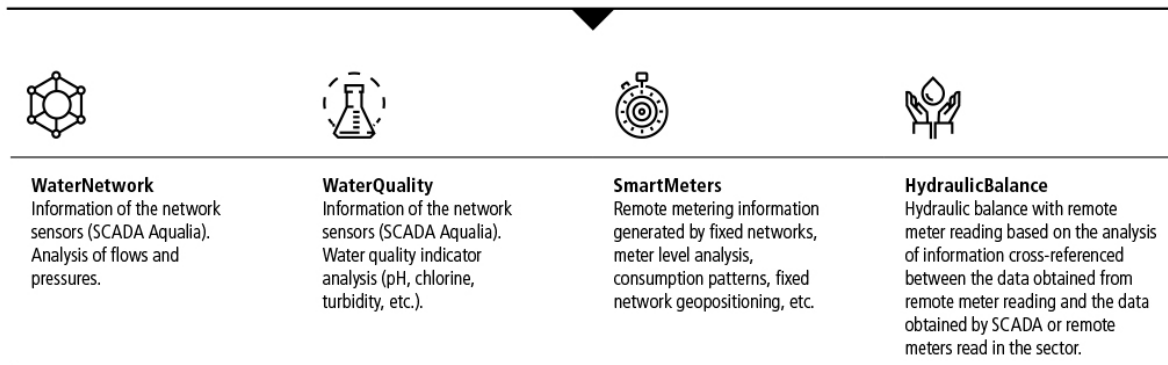
The technologies employed in relation to water quality and the efficiency of their management, as part of the framework of Aqualia Water Analytics (AWA), the following stand out:

- **Next Order at Work (NOW)**, which makes it possible to process a high volume of work orders each month, greatly optimising day-to-day activities and assigning tasks to the service team, both in relation to maintenance actions and incidents. The system rolled out provides constant GPS data for the vehicle fleet, helping to optimise routes and assignment allocations.

### Three-axis design



THE FOLLOWING WATER MANAGEMENT PROGRAMMES COME UNDER THESE LINES



With a view to ensuring the highest quality standards in its services, Aqualia continuously submits its activities to international certification.

Given that the average life of networks is increasing, with very low renovation rates, it is essential to encourage the use of materials that are more hard-wearing and with better features. With this in mind, in 2022, a system was implemented for the **official approval of hydraulic devices** to be used in supply networks. Furthermore, laboratories and collaborators have been analysed to implement this activity, in addition to the production of official approval flows.

Minimise the difference between the volume of water supplied to the network and the actual amount consumed is a basic aim for Aqualia. To achieve this, in addition to using sophisticated smart network monitoring systems and upgrading those networks that become obsolete in order to avoid leaks as much as possible, plans are designed to **detect fraudulent actions or uses of drinking water**.

**11,694** cases  
of fraud detected

**€5.27 Million**  
fraudulent consumption

**207,529** smart meters  
**installed** in different contracts

## 7.2.2. Asset management and maintenance

### LE technology for integrated management

Aqualia provides its workforce with the necessary technological tools for them to go about their daily undertakings as efficiently as possible. (SDGs 6, 9 and 11)

LE3 TECHNOLOGY FOR INTEGRATED MANAGEMENT SDGs 6, 9 and 11	
Line of work	Asset management and maintenance (Aqualia Live)
<b>Action plan</b>	Provide workers in the field with a mobile app with all of the features they need for their daily work  Implement a tool that plans and optimises facility maintenance, both plants and networks  Infrastructure design, planning and construction with BIM methodology
<b>Indicator</b>	No. of services that use the mobility app (NOW).
<b>Performance 2021</b>	<b>451</b>
<b>Performance 2022</b>	<b>502</b>
<b>Objective</b>	<b>519 in 2023</b>
<b>Sustainable development</b>	Goal 9.4

A new Asset and Maintenance Management software tool was developed in 2021, which allows standardisation of maintenance activities, depending on the size and purpose of the service provided. This is in addition to an improved centralised control of the inventory of assets managed, which facilitates not only awareness of the status and updated value of the inventory, but also developing and planning “Smart” proposals for renewal and/or expansion of the infrastructure operated by the company. Throughout 2022 and 2023, the necessary work will continue to implement the asset management tool at the WWTP Abona (Spain) in order to certify it under ISO 55001 in 2024.

There are only 280 entities worldwide certified with regard to asset management, of which only 59 are in the field of water. Aqualia and Majis have been AENOR ISO 55001 asset management certified for the management of the water infrastructures in the port of Sohar (Oman). A certification with which Aqualia joins the select club of companies concerned with increasing the value of their assets, aligning them with the company's strategic objectives.

#### GOOD PRACTICE

### Our NOW technology is already in France, Colombia, Italy and Spain

The Asset Management and Work Orders (NOW) module has continued its implementation so that in December 2022 it was already implemented in a total of 502 facilities both in Spain and in Italy, France and Colombia as for asset management. Regarding work orders, coverage is 100% in Spain with an app usage rate of more than 90%.

## Mobility solutions for fast and efficient service

In 2021, the ambitious Meter Reading Module (Aqualia Live – NOW) project was completed, which aimed to update the mobility solution implemented for taking meter readings (TPL), providing it with online and offline functionalities with the current DIVERSA commercial system implemented in Aqualia. This solution is implemented through smartphones, providing functionalities relating to the taking and management of meter readings.

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*Thanks to Aqualia Live – NOW, 1,200 employees have improved their work, making it more efficient*

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With this project, Aqualia intends to improve the current processes for taking and managing readings, and to achieve efficiency in the shortest possible time and with the least economic impact.

## Smart meters

Smart meters are a key elements of the digitalisation process. They represent clear improvements in the process.

- 1) Provide data and information:
  - Store and transfer information in real time.
  - Constantly monitor water networks, making it possible to ascertain how they are performing.
- 2) Provide consumers with a clearer invoice, making it possible to shorten billing cycles. They also detect changes in consumption and make it possible to determine consumer conduct patterns.
- 3) They offer greater transparency to administrations, who are provided with real-time information about network performance.
- 4) The installation of smart meters saves on trips for remote reading, which means savings in terms of CO<sub>2</sub> emissions. The role of digitalisation in the decarbonisation of the economy.

As well as being innovative and efficient, remote meter reading enhances service management and allows the user to check their water consumption at any time. State-of-the-art technology is used, with detailed access to online information through Aqualia contact, Aqualia's app for citizen water management.

### GOOD PRACTICE

#### Smart Cities Network Conference in Rota

Aqualia has participated in the Technical Committee of the Spanish Network of Smart Cities, held in Rota, Cádiz. Through the participation of its IT director in a round table, she explained how digitalisation is a key element in our company's path towards sustainability and spoke of Aqualia's involvement in the PERTEs of the Ministry of Ecological Transition to promote both aspects.

In parallel to this event, the company's implementation of its Aqualia Live platform in Rota was presented to several mayors, showing them in real time how the smart meters already installed in many homes in the municipality can detect leaks inside them.

There are currently more than 5,000 smart meters in Rota, of which more than 300 are already integrated in the Aqualia Live platform. These meters allow users through the water service app, Aqualia Contact, to access a multitude of services in their supply, how to control their daily consumption, manage alarms for water leaks, find out if water has been consumed in their supply during a certain period, etc.

In the same exhibition, it was shown how, by applying Artificial Intelligence and Big Data techniques, the Aqualia Water Analytics (AWA) computer tool can predict the existence of a water leak in an area of the municipality, and how the operators of the water service Aguas, using state-of-the-art equipment, can locate and repair hidden water leaks that would not be noticeable if these techniques were not used. This has made it possible to increase the efficiency of the supply network of the municipality of Rota to values of 90%, when the average in Spain stands at 70%.

As can be seen from the good practices, remote reading gives citizens access to an internal leak alarm system to know instantly if they are losing water when they detect very high consumption. Possible leaks can therefore be solved early and reduce the risk of receiving high consumption bills.

### **Implementation of remote reading in the countries where we are present.**

In Spain, the government set 2025 as the deadline for replacing devices more than 12 years old. This guarantees the accuracy of the readings and the efficiency of consumption. In this sense, Aqualia has made progress in the installation of these telemeters in Spain, Portugal and Italy.

As for Italy, the town of Caltanissetta, became one of the beneficiaries by the Italian government for receiving European funds within the REACT-EU financing programme for recovery and resilience plans. As a result, Caltanissetta obtained approximately 14 million euros for the installation of new remote reading systems for the 90,000 subscribers, for the automation and remote control of installations and water service networks.

#### **GOOD PRACTICE**

#### **Our remote reading model in Formentera, an exemplary model**

The Consell de Formentera has participated together with Aqualia in a conference on good practices in sustainable water management in tourist municipalities of the Balearic Islands, within the framework of the European project LIFE WAT'SAVEREUSE, held in Palma de Mallorca.

Both in the presentation by the Consell and Aqualia and in the subsequent press release, it is clear that water management in Formentera is a model to follow, with an implementation of the remote reading system that is 100% integrated into the Platform Water Analytics and with a hydraulic performance of around 92.71%. All in all, a national example of how digitalisation of the network is key to mitigating the effects of climate change.

### **BIM Methodology: an indispensable tool for the integrated water cycle**

Since the beginning of the implementation of the BIM (Building Information Modeling) Methodology at Aqualia in 2019, where the bases that were applied in the Guaymas EDAM Pilot Project were developed, continuous progress has been made in perfecting and consolidating this methodology in the Company. This improvement has translated into an optimisation of procedures and an increase in BIM uses as other projects were being carried out, such as those being carried out in various local offices.

Thanks to this BIM Methodology, Aqualia is now able to:

- Digitalise project information management, improving information traceability.
- Improve communication and exchange of information between the different agents involved, allowing an open and transparent transfer of this information.
- Increase the precision and safety of designs in the engineering phase, reducing risks in the construction phase.

- Have greater economic control in the construction phase, through the extraction of measurements directly from the models and their monitoring in the execution of the works.
- Increase quality, improving the results obtained and the documentation generated.
- Improve the customer experience, guaranteeing agile communication flows, change management and much more refined technical-economic asset control.

During this last year, among other things, the management of BIM families and models has been improved, as well as information management, deepening the structure of the Common Data Environment (CDE). In this way, we are laying the foundations for the following steps that will lead us to the application of BIM in the entire Integrated Water Cycle.

### 7.2.3. Omnichannel approach for service excellence

#### LE technology for integrated management

As part of this strategic pillar, Aqualia coordinates, through its omnichannel services, its relationship with clients, to offer greater information and autonomy for their arrangements. (SDGs 6, 9, 11)

LE3 TECHNOLOGY FOR INTEGRATED MANAGEMENT SDGs 6, 9 and 11				
Line of work	Omnichannel customer service (AqualiaLive)			
<b>Action plan</b>	Consistent client relationship through the different channels	New virtual office for clients with more information and giving them more autonomy to carry out procedures.	Give the client the option of signing their contracts digitally.	Promote the use of e-invoicing
<b>Performance in 2022</b>		336,110 clients using the new Virtual Office AqualiaContact 2022 goal: 330,000		1,284,495 contracts with e-invoicing.  2022 goal: 650,000
<b>Indicator</b>		No. of clients using the new Virtual Office		No. contracts with e-invoicing
<b>Performance 2021</b>		308,144		638,507
<b>Performance 2022</b>		336,110		1,284,945
<b>Objective</b>		339,900 in 2023		680,000 in 2023
<b>Sustainable development</b>			Goal 9.9.b Goal 12.5	

Note 1: Scope Spain in all indicators except electronic invoicing where data from Georgia is included with 538.000 customers with e-invoicing.



Aqualia, in its commitment to excellence in customer service and in response to customer expectations, develops innovative solutions adapted to the needs of its users. During 2022, Aqualia paid special attention to the quality and integration of all interaction channels with its users and to the development of technological solutions that make it possible to improve the customer's omnichannel experience and the way it offers its services.

The commitment to the digitalisation of processes favours a reduction in costs linked to customer management and helps to implement effective procedures to prosecute fraud in the measurement of consumption, promote electronic invoicing, increase the direct debit bill, control of bank fees, customer service management through the different channels -in person, by telephone, social networks, internet- depending on the needs.




\*Scope Spain in all indicators, except for e-billing, which includes the figures for Georgia (538,000 customers with e-billing).

**GOOD PRACTICE****We reduced our complaints rate, thanks to the efficiency of the Customer Service Centre**

The efficiency of all client relationship channels enables us to have a very low complaints rate, 0.71% in 2022.

Furthermore, this year, we offered customers the possibility to define their own alerts, for example, when there is no consumption in a vulnerable person's home or when there is consumption in a home that is empty at the time. Likewise, if Aqualia detects a leak in a customer's home, the company informs them so that they can check their installation without having to wait for greater expense or major damage to their home.

**a) Targets and performance in 2022 for the omnichannel approach to the service****1. Integration of all channels**

In 2021 the implementation of the new project **Microsoft Dynamics CRM** began, which has been developed throughout 2022 and which will go into production at the beginning of 2023. This project will allow all channels to be interrelated in real time, with greater accessibility, availability and integrity in the information of the interactions.

The aim of Aqualia is to have a new customer service module that must be integrated with other systems, such as the Diversa commercial system and that provides sufficient flexibility, guarantees availability and access to information in an agile and flexible way through guided processes.

**New customer service module**

Based on the Customer Relationship Management tool, **Microsoft Dynamics CRM 365**, a new customer service module has been created. This solution provides a unified overview of customers, technological innovation as well as improvements in business processes. The module includes a new website for clients and for users of the Call Centre, which will replace the current virtual office, which will be renovated and will cover all operations. and with the corresponding adaptations of the CRM currently in progress. The tests of by technical team and operating team were carried out in 2022 with satisfactory results, and the solution is due to come online in the first quarter of 2023.

**2. Omni-channel customer experience: any operation from any channel**

Customer experience is at the core of Aqualia's digital transformation strategy. A fundamental point in this strategy is omnichannel service that provides the user with online information about their consumption or their supply point through the new channels, smartphones, tablets, social networks, etc. An improvement in the company's contact with its customers is demonstrated in a reduction in invoicing complaints from 12% in 2020 to 7% in 2022.

As part of this service offered to citizens, the **Aqualia Contact** app is worth particular mention, developed to facilitate all matters associated with the services provided by Aqualia being handled using the application.

Through all Aqualia contact channels. International	2022	2021	22/21
No. of complaints (National and international)	30,641	15,498	98%*
Complaints index AqualiaContact Spain	0.27%	0.25%	0.02 pp
Complaints index AqualiaContact International	1.94%	1.71%	0.23 pp
Response time Spain (days)	12	9	33%
Response time International (days)	9	23	-61%
Average response time (days)	10	16	-38%
Aqualia Contact Spain	2022	2021	22/21
Telephone helpline			
Calls Spain	985,085	1,203,947	-18%
Users Spain	100,593	84,783	19%
New users	15,810	22,635	-30%
Attention through the app			
Management actions made through the app	87,238	84,911	3%
Service through a virtual office			
Management actions Spain	152,674	168,679	-9%
Telephone assessment of the Call Centre			
Replies received	502,791	284,933	76%
Excellent rating	411,306	231,254	78%
Very good rating	53,713	32,252	67%
Good rating	19,111	10,987	74%
Average and poor rating	18,661	10,440	79%

\* The increase in the number of complaints is due to the growth of the company, and the inclusion in Customer Service of new services such as Colombia or Georgia.

### 3. More responsive and capable attention

- Cross platform clients
- Efficient use of resources, development of communication skills by channel.

The efficiency of all client relationship channels enabled us to have a very low **complaints rate of 0.71%** in 2022, with a maximum average response time to complaints set at 10 calendar days. It is also worth mentioning the maximum average installation time for a meter (from the time the request is recorded), established as 6 calendar days.

According to the most recent surveys performed at the end of 2022, a positive overall assessment of the customer service provided by **Aqualia Contact** was obtained:

#### 4. Searching for resources and technologies allowing greater attention with more agile and effective management for customers, such as:

- WhatsApp professional
- Click to call from the web
- Collections through Bizum
- Electronic invoice management via email
- Web-based customer management platform for communications via SMS, email, invoice payment link, etc.
- Digital signature of documentation

##### GOOD PRACTICE

#### Efficiency in communications, now via mobile

In 2022, a campaign was carried out in different municipalities, with the aim of increasing the number of mobile phones in the service's database. In this way, the company can send SMS with information of interest to citizens. Through this initiative, Aqualia seeks to increase efficiency in communications with customers. To encourage citizens to provide their number, in Salamanca, for example, three smartphones were raffled off, before a notary during three months, one each month, to citizens who provide this information to the Service through a space provided on the website.

#### Promotion of the use of e-invoicing

Aqualia has continued its campaign to promote the use of e-invoicing and in this way progressively replace as many invoices issued on paper as possible. This campaign was launched in 2020 in a context of pandemic as a necessary digitalisation and, with the incorporation of Georgia, has led to an estimated annual saving of €3.8 million in time and management, in addition to the beneficial effects on environmental protection.

This action has enabled an increase of 101% in 2022 when compared to 2021 in the number of electronic invoices issued, reaching a global ratio of 20.45%, in Spain and an accumulated total of 36.25%, thus contributing to the fight to preserve the environment, reaching 1,284,945 clients who opt for receiving this type of invoice.

<b>1,284,945</b> e-invoice customers	<b>20.45%</b> in Spain <b>36.25%</b> globally	<b>+101*%</b> compared to 2021
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**+ than 9,300,000** e-invoices issued in 2022

Note \*: the increase in customers who have e-invoicing is due to the inclusion of Georgia.

## Digital signature of documents

Aqualia is immersed in a project to develop the electronic signature and move from the current contracting process - it involves the client's physical signature of various documents, scanning and storage in a virtual repository - to offering the electronic signature. The project will offer the possibility of electronic signature in a in-person office, virtual office and mobile application and will mean a reduction in costs by minimising the times for completing tasks and the use of paper, as well as improving access and storage of documentation.

In 2021, the tests were carried out by the technical team and the business team. And, in 2022, the project is in the final phase, reviewing and verifying compliance with requirements and protocols by the Information Security Department. It will begin production in 2023.

To optimise this manual process, the advanced digital signature document has been developed, which includes two types:

- **Biometric signature.** The customer signs the document using an electronic device that collects their signature and biometric data.
- **One-Time Password signature.** It is a signature system consisting of a personal password and one-time code, which is sent to the client via SMS, to sign documents digitally.

This process is associated with the signature operation document, which contains all electronic evidence of the signature process. This document is signed digitally with a certificate that guarantees the integrity of the document.

## 5. Customer Management Tools

The company has developed many improvements in customer management in 2022. These include information on production pending invoicing, including values in adjusted and total cubic metres; on the profitability of meters replaced, incorporating the type of customer and the dates of installation of meters that have been replaced; in fraud, the type of fraud and the final status of the case have been incorporated. All of this is a result of the digitalisation process applied to customer management.

In addition, a scorecard is being developed for the meter fleet based on ranges by age and reading rates, with information on the number of meters and invoicing data, in terms of cubic metres, variable amounts and average tariffs, which will help in the process of optimising the replacement of meters.

## 7.3. Digital transformation of the company's internal processes

### LE technology for integrated management

In this line, Aqualia defines and implements, via technological solutions, new processes to improve internal communication and management (SDGs 6, 9 and 11).

LE3 TECHNOLOGY FOR INTEGRATED MANAGEMENT					
SDGs 6, 9 and 11					
Line of work	Increased management efficiency			Be Aqualia app for communication with the people who make up the workforce	
<b>Action plan</b>	Process analysis (ASIS)	Definition of the new processes (TOBE)	Adapting and implementing them	Provide staff who do not have a corporate email account with an app that allows two-way company communication	Digital information point at offices (totem).
<b>Indicator</b>				No. of people in the workforce that have downloaded the Be Aqualia app	
<b>Performance 2021</b>				6,697	
<b>Performance 2022</b>				7,280	
<b>Objective</b>				12,300 in 2022	
<b>Sustainable development</b>	Goal 9.b	Goal 9.b	Goal 9.b	Goal 9.4	

Members of Aqualia's team are a key part in the digital transformation of the organisation. Both multidisciplinary teams, consisting of experts, and the different areas (traditional business, water treatment, distribution, purification or new technologies) have the resources, spaces and channels required to promote open innovation and two-way, fluid communication.

The **Be Aqualia app** is an application for mobile devices that is intended for all company employees, especially those who do not have a corporate email account and who previously received less information. Via the app, employees can keep up to date with current affairs at Aqualia, participate in surveys, give their opinion and join new campaigns and challenges organised by the company.

The different activities undertaken in 2022 using this channel include the digital development of a new Health and Well-Being button.

## 7.4. Cybersecurity: for connected and global activity

After the accelerated digitalisation brought on by the pandemic, organisations today operate within a highly complex framework. The digitalisation of processes, which implies agility, also means greater exposure for companies that will have to face risks. For this reason, cybersecurity plays a fundamental role, both for the safety of citizens and the protection of their personal data, and to ensure that the company's activity is not affected by cyberattacks.

Aware of this, Aqualia has a Cybersecurity model and a regulatory framework, which defines the basic principles and requirements for the development of security measures for information systems. The objective is to protect the confidentiality, integrity and availability of the information in a proportionate manner. The model is applied to different areas: IT infrastructures and communications, horizontal and business processes, people, roles and responsibilities, etc.

In addition, Aqualia, which has certifications such as ISO27001 for Data Security in the customer service centre, establishes mechanisms to supervise the state of cybersecurity in the different areas of the company and to guarantee compliance with the applicable internal and external regulations.

### Personal data protection

As an FCC Group company, it ensures the confidentiality, security and good use of the information it manages in its daily processes and, specifically, the Personal Data of its Employees, Clients and Suppliers, to which it pays special attention. The FCC Group's processing of Personal Data is based on the following values:

- Transparency and confidence in the secure processing of personal data at all times.
- Responsibility and commitment in the use of personal data, based primarily on the confidentiality of such data.
- Efficient and secure management of the personal data processed in the FCC Group.
- Availability of personal data on a need-to-know basis, and only by persons who need it for their functions.
- Integrity of information, preventing unauthorised handling and tampering.

Aqualia complies with the applicable legislation on data protection (GDPR and LOPDGDD) and includes in its Action Plan aspects such as the establishment of the general principles to be applied in the processing of personal data by employees with access to personal data or the definition of procedures for data reception, information classification, establishment of access control systems and control of removable devices. This action plan also includes the contractual clauses on confidentiality and data protection that Aqualia includes in its relations with third parties and employees.

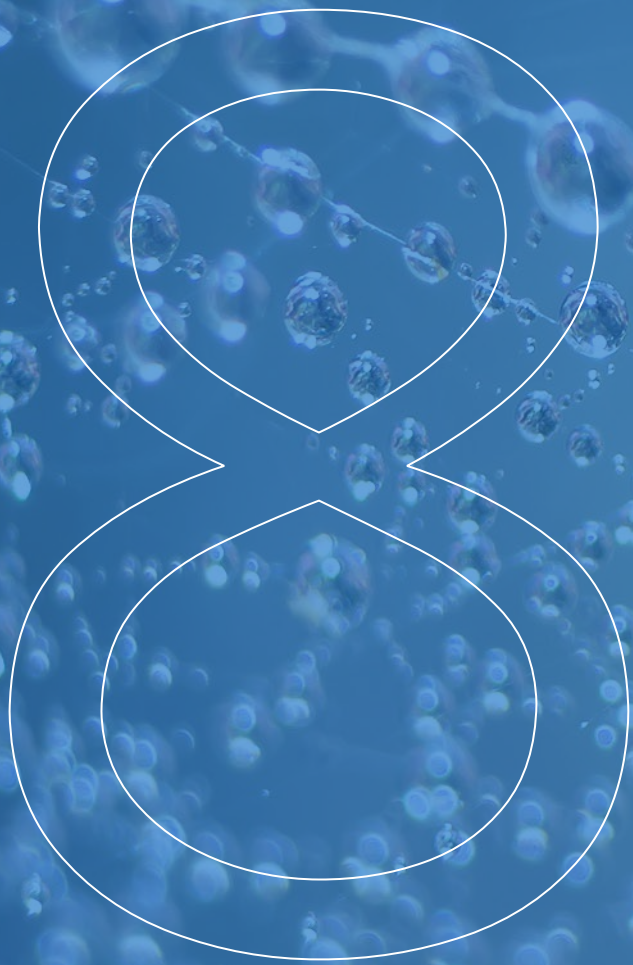
When a security incident is detected, Aqualia has an appropriate system for the investigation and management of such incidents that records the personal data security incidents that occur and collects all the information necessary to decide on the measures to be taken to resolve the incident, as well as the actions to be taken to minimise the consequences and assess the need to notify the control authority and those affected.

In conclusion, the framework established by current data protection regulations promotes a culture for the diligent management of personal data by Aqualia. The Aqualia Action Plan aims not only to minimise the impact on those affected, but also to prevent such incidents in the future.

## Training

With respect to this area, there is continuous training over time, associated with the policy of use of technological resources, as well as the development of training plans on data protection for employees of the organisation. In addition, in 2022, an awareness campaign was deployed to train all employees in the safe use of email, safe Internet browsing, social engineering and identity theft, which includes phishing simulations.





## Social impact and value-generating alliances

We are part of the communities in which we serve, and we are aware of their different situations. Especially in these turbulent times that have shown us how interdependent we are on each other.

With a broad vision that water is vital for people, every day we help build a more just, diverse and inclusive society.

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# First-hand...

## “When it comes to customer service, transparency is critical”

Each and every day, Aqualia strives to care for and satisfy the needs of its customers, contributing to their well-being, preserving the value of water resources, respecting nature and minimising the environmental impact of its activity.

Miguel Perea heads up the area dedicated to serving and caring for the company's customers. Given its activities, the term “clients” at Aqualia involves both public administrations and the end customer of its service. Following the company's international growth in 2022, this area has faced the challenge of both perceiving, in the 18 countries where the company is present, the quality of its management and the improvements implemented when it comes to access to water. Furthermore, this area also has a notable social impact, activating mechanisms such as the deferral of tariffs for the most vulnerable users or launching social tariffs in cooperation with the local authorities.

**How does Aqualia respond to the different needs of its clients in the 18 countries in which it is currently present? What services does it offer to this end?**

For a company that operates worldwide and that provides a service whose value is not

clearly perceived, as is the case of Aqualia, the commitment to making progress with a strategic orientation towards the end customer is key, as is focussing on the channels in place to communicate with them. At present, this is a challenging objective, as there are different circumstances in each of the countries in which we operate. For example, in Georgia, our most recent addition, we have to adapt to the fact that there is only one regulator.

To this end, we make huge efforts and are flexible when it comes to adapting our channels to the needs of our channels as much as we can. We have learned a lot over the years affected by the coronavirus pandemic. This year, we have also placed a particular emphasis on investment in technology.

Another critical factor is transparency. It plays a key role in getting citizens to understand the value we provide through our service. Furthermore, the legislation also requires that citizens be provided with more information about urban water, as indicated in Directive 2020/2084. To this purpose, in Spain we have launched an information channel for users that we will place on the local authorities' websites to which

we provide services. We believe that launching this channel as part of a public-private collaboration is really positive, as the water sector involves a variety of stakeholders and we must combine efforts to improve it.

**Does Aqualia involve customers in its environmental awareness campaigns? Do the public administrations demand greater awareness when it comes to caring for this resource?**

We have always performed awareness raising actions about the importance of caring for water and, by extension, the environment. We also undertake initiatives to promote e-invoicing, helping us to eliminate paper invoices and avoid the journeys that must be made for their distribution and, as a result, the corresponding emissions generated. In 2022, e-invoicing increased from 19% to 20.45% in Spain, with a total of 1,284,945 customers having chosen this option.

All these actions are considered by the administrations as offering added value. We see this in our daily contact with them, but also in our satisfaction surveys, which demonstrate that our customers are increasingly aware of the importance of these initiatives

**MIGUEL PEREA**  
CUSTOMER DIRECTOR

#Digitalisation #OmnichannelCustomerService #PublicPrivatePartnerships #Awareness



and that they are interested in the environmental and social commitments assumed by water operators. Around 80% consider Aqualia's social and environmental commitment as either excellent or very good, with the score increasing every year. This serves to reinforce our commitment to the 2021-2023 Strategic Sustainability Plan. And, overall, satisfaction with the service offered by the company is very good: we received a score of 4 on a scale of 1 to 5.

Access to quality water is a factor when it comes to social cohesion. Our collaboration with public administrations and NGOs in relation to tariff mechanisms is extremely important. In 2022, our social action has helped us to organise more than 6,600 payment plans in response to the needs of each customer. In total, more than 2,300,000 customers across Spain have had access to subsidised tariffs and, in other countries, this number stands at more than 210,000 customers.

**Looking back to 2022, what actions or projects would you mention when it comes to offering value to customers? What milestones have been achieved over the past year?**

This year, on account of the company's internationalisation process, I believe that the milestone has involved acquiring enough flexibility to serve our clients everywhere that we provide services and maintain a high-level of communication with them. To this end, in 2022, we held the First International Conference on

Customer Management, where we shared success stories from different regions. I think this was a good practice that we should maintain in the future.

**Access to quality water is a factor when it comes to social cohesion. Our collaboration with public administrations and NGOs in relation to tariff mechanisms is extremely important**

When it comes to improving customer service, applying technology offers huge advantages. Our users can now consult their hourly consumption using Aqualia Contact, provided they have a smart meter. Furthermore, in 2022 they were offered the option of configuring their own alerts; for example, when there is no consumption in a vulnerable person's home or when there is consumption in a second home that is empty at the time. Another important point is that, if a leak is detected at a customer's home, Aqualia

contacts them so that they can check their installation for major damage as soon as possible.

**Considering these achievements, what future challenges does Aqualia need to tackle to improve the service offered to its customers?**

Without a doubt, I believe that the company's growth involves overcoming major challenges for us to adapt to the specific nature of each region. However, digitalisation will be a huge ally in adapting and offering a high-quality omnichannel experience. To this purpose, integrating all channels and the pursuit of resources and technology that facilitate more agile management is essential.

Furthermore, we want to live up to our users' expectations. We must strive to provide the most personalised service and information possible, in real-time. We believe that this would also help us to get users involved in caring for the end-to-end water cycle. By improving communication and transparency, we would like to convert users into allies when it comes to preserving and caring for water.

## 8.1. Guarantee of access to water and transparent information

Water access is a priority for Aqualia. It is key to helping some communities develop, maintaining their quality of life and even ensuring their survival. That is why the company adopts an active commitment to all the challenges that threaten this universal right.

To ensure that no one is deprived of access to this natural asset, the company has integrated a pillar in its 2021-23 Strategic Sustainability Plan that guides its contribution through various projects and concrete and measurable actions. The aim of this is to reduce, insofar as possible, the lack of social cohesion caused by the impacts of climate change in addition to other factors.

In this respect, Aqualia implements social action programmes and mechanisms to guarantee access to all people, as well as measuring the impact of the projects. Under the perspective that these actions must also ensure access to future generations, Aqualia aims to guarantee social sustainability in all the communities in which it operates.

In 2022, faced with a general increase in the prices of energy, fuel and raw materials, Aqualia acted with a marked social character, collaborating with the town halls and assuming, as far as possible, the increases, compensating for it with policies to contain the spending and special rates for large families and solidarity funds.

**This strategic pillar aims to promote the effort made by Aqualia to guarantee access to water, reinforcing the link with the communities.**

LE6 Social impact SDG 6				
Line of work	Pricing systems to guarantee access to water and sanitation	Social action projects linked to:		
		<ul style="list-style-type: none"> <li>Rate reductions and subsidies</li> <li>Identification of vulnerable clients</li> </ul>		
<b>Action Plan</b>	Classification and monitoring of clients based on the pricing systems.	Classification and monitoring of clients in vulnerable situations who are guaranteed access to water and sanitation	International. Identification of the number of subsidy recipients who are guaranteed access to water and sanitation.	International. Identification of the number of bond, tariff or subsidy recipients who are guaranteed access to water and sanitation.
<b>Indicator</b>	No. of customers in Spain who have access to subsidised rates for	No. of customers in Spain who receive rate reductions and subsidies	No. of customers in Italy, Portugal, France and the Czech Republic	No. of customers in Italy, Portugal and France benefited via

	the water and sanitation service		who have access to subsidised rates for the water and sanitation service	social discounts and subsidies
<b>Performance 2021</b>	2,217,238	45,616	177,027	6,938
<b>Performance 2022</b>	2,304,325	48,727	210,067	4,453
<b>Target</b>	2,400,000 in 2023	60,000 in 2023	199,000 in 2023	3,085 in 2023
<b>Sustainable development</b>	<b>Goal 6.1</b>			

### a) Rate reductions and social tariffs

*More than 3,170,000 people have been able to benefit from Aqualia's rate reductions and social tariffs*

Aqualia is made up of people who take care of people. The company works to improve collaboration with the social services of local councils, public institutions and governments in all the countries where Aqualia provides water and sanitation services, in order to protect the most disadvantaged customers or those at risk of social exclusion.

Thus, although in Spain powers for setting tariffs and regulating the provision of services in the integrated water cycle is the exclusive responsibility of the Administration, Aqualia actively promotes social action mechanisms in tariffs and solidarity funds. So that those people who need it can access them, the company reports the rate reductions and social tariffs on the Aqualia website, making them available to all users. Aqualia also informs customers in the notifications sent to them of the possibility of setting up deferred payment plans.

Throughout the year, more than 6,600 payment plans have been made according to the needs of each customer. And more than 2,300,000 customers have had access to subsidised tariffs in Spain. In the rest of the countries, the number exceeds 869,000 customers, although the incorporation of Georgia increased this figure. In relation to social tariffs, the Colombian model is the most developed, since it establishes six types of tariffs that correspond to social levels and the lowest strata receive subsidies to guarantee water for all.

In addition, the company works to improve coordination with the social services of local councils and governments to protect customers at risk of social exclusion. As an example of its commitment to ESG criteria, Spain Aqualia has been renewing its collaboration agreement with Caritas since 2015, subsidising the total water consumption of all Caritas facilities in this country where Aqualia provides service; and with UNHCR, which began in 2019, to support initiatives of this humanitarian

organisation in Spain. To date, thanks to the agreement with Caritas, more than €345,000 were subsidised (€62,103 in 2022 and 25,500 people benefited). Through these agreements, access to water has been guaranteed to any person in a situation of vulnerability.

Aware that communication is crucial, the company has paid special attention to the quality of the interaction channels with its users, boosting technological investment with the aim of developing a service completely adapted to its users, especially in times of constant uncertainty.

## **b) Solidarity funds for funds in collaboration with public institutions**

In Spain, Aqualia aims to collaborate and coordinate with town and city councils increasingly more. As an example, this year Aqualia has renewed the social funds that it has in the Cadiz municipalities of Arcos de la Frontera and Chipiona, where it has made available to their respective local councils financial allocations of €17,500 and €10,000 respectively, which are used to pay the water, sewerage and wastewater treatment bills of people with financial difficulties. The company provides these amounts from its own funds with the idea that the Local Social Services Department can count on them to be able to cover situations of need, subject to a prior study.

Social funds have also been renewed with the local councils of Albal in Valencia, Novelda in Alicante and Llagostera in Girona. The aim of this tool is to guarantee access to drinking water to families who cannot afford to pay the bill and with which timely coverage is provided to people who are in a serious economic situation.

## **c) Citizen information**

Aqualia is working on rethinking the online "Citizen Information" spaces in accordance with the transposition in Spain and throughout Europe of Directive 2020/2084, which includes, among its requirements, guaranteeing the availability of adequate and updated information on the management and availability of the supply for human consumption.

In the last half of 2022, Aqualia has moved forward with a plan to migrate the current local web portals of the services managed by Aqualia to a new portal format that complies with the new regulations. These web portals will be accessible both from aqualia.com and from the websites of the Spanish city councils in which the company is responsible for water supply.

## 8.2. Commitment to society and users

### a) Access and quality in critical situations

Public services are one of the foundations of the welfare state in modern societies. These include urban services (supply and sanitation of water, electricity, gas or waste collection), which are most identifiable to the public and necessary to maintain the level of quality of life and daily routine. Aqualia is aware of the huge responsibility that comes with providing basic public services such as those inherent to the integrated water cycle.

#### **Actions in the event of storms**

Due to a severe storm that affected the coast of Malaga, a break was caused in the drinking water supply pipe that runs along the coast at the height of the municipality of Vélez. The section of pipe affected reached 40 metres. Aqualia managed to install temporary pipes which restored the service at 5:00 a.m. after an entire night's work.

Another of Aqualia's actions to prepare the networks for the rainy season is to clean the pipes. In Badajoz, in the first 8 months of this year, Aqualia extracted more than 2.4 million liters of waste from the sewers and other sanitation facilities in the city. In all these cases, it is verified that the waste that is most frequently found in the sanitation pipes when they are going to be unblocked is wet wipes

#### **Troubleshooting during a heatwave**

The main water supply pipe to the city of Ecija (Seville) burst at the weekend at the height of the summer heatwave, affecting 85% of the municipality, leaving some 35,000 people without water

Workers from Aqua Campiña, a subsidiary of Aqualia, didn't think twice about working more than 13 hours non-stop at temperatures of up to 47 °C to fix this serious problem. Écija is commonly known as "the frying pan of Andalusia" given the high temperatures it registers in summer. Finally, thanks to sophisticated work involving the operation of 20 valves that directed water from other pipes to the emergency tank, they managed to reduce the time citizens were without water supply to just 3 hours.

## 8.3. Transfer of knowledge for a more conscious society

### Education as a key tool to care for SDG 6

#### Aqualia educates: A programme to bring water closer to citizens

Nota maquetación un mockup QR: [www.aqualiaeduca.com](http://www.aqualiaeduca.com)

Aqualia seeks to bring citizens closer to caring for water. This is the role of its educational channel. Thanks to this channel, in 2022, the website received visits from 6,117 users. The website is aimed at boys and girls of all ages and has resources to generate a positive impact on them. The aim is for them to understand the importance of the responsible and conscious use of water and also the careful cycle that it follows to be so present in their lives.

- 25,973 page views
- 11,919 sessions

#### GOOD PRACTICE

#### Aqualia celebrates the twentieth edition of its Children's Drawing Contest

Aqualia, after two decades of experience in which more than 250,000 students from different generations have been trained, has once again held its children's drawing competition, aimed at children in the 3rd and 4th years of primary school.

The initiative, which has become a benchmark in education with values, has had 10,450 entries this year and has offered 6,250 hours of training and awareness-raising.

In 2022, and from the same site [www.aqualiayods6.com](http://www.aqualiayods6.com), the two main characters of this training, Aqual and SDG 6, have encouraged children to join an Aqua-Olympic challenge and promote the sustainable use of water. An innovative competition that values the spirit of caring for water, solidarity, companionship, effort and friendship.

This exercise is Aqualia's way of explaining the 2030 Agenda and the Sustainable Development Goals (SDGs) to the children. This year the challenge for the children will consist of designing a scene of their own city, in which they will have to answer three questions related to the management of the end-to-end water cycle and its importance in caring for the planet before starting to work on the canvas.

#### Aqualia Chair of the Integrated Water Cycle at the University of Almería

The result of public-private collaboration is the Aqualia action in Almería. In this province, after several years of collaboration in different research projects, the Aqualia Chair of the End-to-end Water Cycle has been created.

The agreement has been entered into for a period of two years, extendable for a further two years, and its aims are to research the use of solar power in the different processes of the water cycle. In



particular, microalgae purification, regeneration, energy from wastewater, energy optimisation in the desalination and treatment process, including renewable energies and treatment through solar disinfection.

Additionally, other aspects will also be promoted, such as the smart management of the end-to-end water cycle, the recovery of waste from wastewater, implementing the concept of the circular economy, as well as any other activity related to the end-to-end water cycle.

The educational and research tasks as part of this initiative aim to align with the UN's Sustainable Development Goals, prioritising research that can help to achieve them. Through the contribution of this Chair, Aqualia contributes directly to SDG 6, which guarantees the availability and sustainable management of water and sanitation, and to SDG 17 in the search for partnerships between institutions and companies.

### **With the University of Huelva in Senegal**

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*Aqualia worked with the University of Huelva to build a well in Senegal. The company will donate the amount necessary for the drilling of a deep water well that will provide access to water for more than 500 inhabitants of a village in the southeast of Senegal.*

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Within the scope of the company's contribution to the 2030 Agenda, regarding access to water, Aqualia has become a solid partner in the work of the University of Huelva in Senegal through the financing of safe and sufficient access to water for a village of 500 inhabitants in the southeast of Senegal.

La Onubense began in 2018 to carry out sustainable human development and biodiversity conservation projects in the community of Dindéfelo, Kedougou Region, in the southeast of Senegal. Dindéfelo is a community of agro-livestock population located in a multi-ethnic environment and with spectacular natural values, declared a World Heritage Site (Pays Bassari UNESCO-2012).

Within the Dindéfelo community there is a cluster of villages where living conditions are really difficult. The main villages are Nandoumary, Dande and Affia, where the local population is very isolated, with no road access, no electricity and no water supplies, and more than an hour's walk on a mountain path for initial health care.

The core of the development cooperation actions carried out by the UHU was the improvement of food sovereignty and the diversification of the population's income, aimed at enhancing the community's natural and cultural values, the improvement of tourist services and the promotion of local products.

The reception of these actions by the population was very positive, although the serious problem of access to water persisted, as the existing well opened by manual means runs out of water during the dry season (October to May). To solve the problem, Aqualia offered to finance a deep hydraulic borehole (forage) that can supply water for the irrigation of the orchard and for the consumption of the population, which, once the artisanal wells have been exhausted, must transport the water from a distance of about 4 km.

The Aqualia project consists of a deep borehole with an electric pumping system powered by solar panels, a 5,000 litre regulating tank, placed at a height, and several water points for irrigation and supply to the population.

## Participation in events

Aqualia participated in 2022 in various forums, events and conferences in the sector or related to innovation or sustainability. Its status as a leading company specialising in the different phases of the integrated water cycle makes the company and its spokespersons very valuable interlocutors in these forums. Moreover, this year, international participation has been driven by the company's international growth.

### Spain

- **Quality Water Summit: News and trends in the industry**

This event, organised by the iAgua portal, analyses the main current issues in the sector and the latest trends in technology, products, engineering, management, operation, analytics and innovation.

Aqualia was one of the main players and took part in different parts of the event: a session on green hydrogen, a presentation on water digitalisation and a dialogue on the future of water management.

- **Global Water Summit: Analysis of the challenges facing the water industry**

Aqualia participated as Global Partner, with a prominent presence throughout the event, as it also took part in different workshops, technology sessions and forums. During the first workshop in which Aqualia took part, the keys to the awarding of water services with a win-win procurement philosophy were addressed, which referred to the need to eliminate the tensions arising from extreme competitiveness and the need for both contractors and the administration to benefit from public-private agreements.

In addition, the company was present at other sessions, such as Water Tech Idol, a kind of talent contest in which five cutting-edge technologies were presented and in which the company presented the Mides project, which won second prize.

- **XV Spanish Conference of Irrigation Communities: Regadío 2.0**

Organised by FENACORE (Spanish Federation of Irrigation Communities of Spain), the event brought together more than 900 attendees, who discussed the concept of digitalisation (Regadío 2.0), aimed at sustainability. Aqualia, which was an official sponsor, had a stand and an exhibition area to showcase its technological and irrigation management solutions and digital tools, as well as giving a presentation on "Technological innovation in the management of irrigation community facilities".

- **International Water Association Young Water Professionals Spain 2022 conference: Innovation applied to the water cycle**

The IWA YWP Spain 2022 conference was organised by the Spanish Chapter of Young Water Professionals, together with AEAS, IWA and the main companies in the water sector in Spain, also had a significant presence of Aqualia.

The meeting provided a global overview of the sector and shared trends in innovation. Aqualia was represented in all areas of the conference. With this extensive participation, Aqualia reiterated its commitment to the promotion of young talent in the water management sector, given that the future of these essential services depends on the innovative vision of these young professionals.

- **International Water Association Digital Water Summit**

Aqualia participated prominently in the first edition of the IWA Digital Water Summit, held in Bilbao. This meeting brought together more than 400 international experts involved in the digitalisation of the water sector. Water technology providers and water companies were the main participants, an occasion that Aqualia took advantage of, offering its focus on AqualiaLive, the smart system that unifies the entire management of the end-to-end water cycle around a single platform. The company demonstrated its readiness to meet the conference's goals: to achieve greater efficiency and a better service to citizens through digitalisation.

- **25th anniversary of service provision in Salamanca**

On the occasion of the 25th anniversary of the continued provision of the supply and sanitation service in Salamanca, Aqualia held an event in the capital of Salamanca to commemorate the anniversary. The event was attended by the President of the Regional Government of Castilla y León, Alfonso Fernández Mañueco; the Mayor of the city, Carlos García Carbayo; and the company's Spanish Director, Santiago Lafuente, and congratulated the 25 members of the company's team who have been active since the start of the concession.

- **XXXVI AEAS Conference: Water and ESG criteria**

Aqualia also participated in local external events such as the XXXVI AEAS Conference, held in Cordoba. The technical programme focused on environmental, economic and social sustainability, with special emphasis on water, energy and digital transformation in urban water cycle processes. The company collaborated in the sponsorship of the event and also had a presence in the technical programme.

## International

Aqualia has also participated in various **international events** on collaborative innovation and sustainability.

- **Water Business Forum: An appointment with the world water market**

The Water Business Forum was held at the Dubai Expo on the occasion of World Water Day on 22 March.

The company worked with ICEX and the economic and trade office of the Spanish Embassy in the United Arab Emirates to organise the intervention at the event, in which senior representatives of water management from numerous countries and executives of relevant private companies in the world market participated. In addition, the company was present on the panel at the Hispanic-Emirati business forum of the conference *Present business opportunities and references to Spanish projects in the UAE. Water, Infrastructure and Sustainability*, a session that was introduced by Pedro Sánchez, President of the Government of Spain. Taking advantage of the occasion, a business meeting was held between the Aqualia delegates in MENA and the main clients in the region, such as Majis Industrial Services (Oman) and Abu Dhabi Sewerage Services Company (UAE).

- **Saudi Water Forum 2022: Aqualia presents its South Cluster**

This event, the most important in the water sector in Saudi Arabia, brought together the main public bodies and private companies operating in the country. Aqualia was present at the event with a stand and took part in the Operational Excellence and Smart Grids panel. In addition, in the exhibition area, the company presented the details of the South Cluster.

- **ANDESCO Sector Conference: Aqualia's way of operating is showcased in Colombia**

This year, Aqualia also participated in the most important Public Services and Communications event in Colombia. In addition to sponsorship, the company had a stand which explained the way it manages its services in the country. José Ramón Díez-Caballero, Director of Aqualia in Colombia, gave a presentation for all attendees.

- **Awarded for the best technical presentation at the biennial conference of the International Desalination Association**

The company played a prominent role contributing to the technical committee, coordinating technical sessions, giving four oral presentations and creating, in partnership with IDA, the Innovation Forum, a meeting space for the agents involved in the promotion of new actions in the sector. Víctor Monsalvo, head of Eco-efficiency in Aqualia's R&D Department, was awarded the best innovation technical paper (Technical paper R&D) at the conference for his presentation of the Sea4Value Project.

- **20th edition of *Salon des Maires et des Collectivités Locales*: in search of alternatives to the challenges of water's future**

The event, which celebrated its 20th edition this year and enjoys the support of the AMF (French Association of Mayors), is the most important within the management of municipal services in France. Its main goal is to offer alternatives to future challenges, such as urban development, energy, sustainability, efficient water cycle management or the ecological transition.

- **Aqualia, protagonist at the 34th Annual Convention and Expo ANEAS**

One of the most important events in all of Latin America, it brings together national and international experts, academics, legislators, businessmen, as well as specialists related to the water sector and particularly those of the drinking water and sanitation subsector. The name of Aqualia not only appeared as a sponsor of the event, but was also present in the commercial area with its own stand and merchandising, and in the technical agenda and parallel events.

With 271 actions in 2022, in terms of publications and participation in conferences, the average rate of references on Aqualia's R&D of the three previous years is maintained, reaching more than one mention per working day, as shown in the attached table.

	2019	2020	2021	2022
<b>Scientific articles</b>	14	13	11	9
<b>Sector press</b>	108	67	73	74
<b>Generalist press</b>	139	98	187	149
<b>International events</b>	24	14	29	17
<b>Domestic events</b>	19	12	27	22
<b>TOTAL</b>	<b>302</b>	<b>204</b>	<b>327</b>	<b>271</b>

## Awards and recognitions

### Aqualia recognised at the Oscars of water

Aqualia was recognised in the **Global Water Awards 2022**, awards granted by the British communication platform Global Water Intelligence. On this occasion, Aqualia obtained a triple recognition due to its contribution to sustainable development:

- Aqualia won the second prize of the Distinction Award in the category of "Best Water Company of the Year".
- The company was classified among the four finalists in the category Net Zero Carbon Champion, a recognition that endorses Aqualia's global strategy in favour of decarbonisation.
- It also won the Water Tech Idol Distinction, delivered to Víctor Monsalvo for his presentation of the Mides project.

## **iAgua recognises Aqualia again**

The publication recognises Aqualia in two categories:

- “Best Company of the Year”, an award that it has received for the third consecutive year and for the fifth time (Aqualia won the award in 2015, 2017, 2019, 2020 and 2021). Juan Pablo Merino, Aqualia's Global Director of Communication and CSR, accepted the award.
- “Equality, Diversity and Inclusion Award”, a recognition that also went to Aqualia.

## **Other recognitions**

- The International Water Association recognises Aqualia as one of the leading companies in sustainable water management (Climate Smart Utility).
- Aqualia was recognised at the 2022 Global Water Awards with the Distinction Award in the “Best Water Company of the Year” category. In the same edition, Aqualia was selected among the four finalists in the Net Zero Carbon Champion category.
- In 2022, Aqualia received the iAgua Award for Best Company of the Year, an award it received for the third consecutive year. In this same edition, the company also received the award for Equality, Diversity and Inclusion.
- The Spanish Office for Climate Change (OECC) has once again recognised Aqualia's carbon footprint record, highlighting the company's commitment to climate change.
- The Ministry for the Ecological Transition and the Demographic Challenge awarded Aqualia the “Reduzco” seal.
- Aqualia received the Leading Company in Diversity seal, becoming the first company in the water sector to receive it, and the Empowering Female Talent Seal for the company's commitment to female talent.
- The Regional Institute for Occupational Health and Safety (IRSST) has awarded Aqualia a special mention for its employee care management during COVID-19 in the fourth edition of the Occupational Risk Prevention Awards of the Community of Madrid.
- Aqualia's 2021 Sustainability Report has been among the finalists for the DIRCOM awards in the Sustainability and ESG category.

## 8.4. Public-private partnerships to guarantee water for everybody

Aqualia is a full member of the United Nations Global Compact and has signed up to the 10 universal principles on human rights, occupational standards, the environment and the fight against corruption. Signing up to the Global Compact ratifies Aqualia's commitment to ESG criteria (Environmental, Social and Governance).

### L.7. Strategic partnerships

The aim of this pillar is to contribute to the SDGs linked to Aqualia through strategic partnerships.

LE7 Strategic partnerships SDG 17					
Line of work	Projects and partnerships with third parties in the field of the SDGs				
<b>Action Plan</b>	Alliance with Cáritas in the area of social action for access to water		Public-private collaboration agreement with the University of Almería to carry out the research project in different processes of the end-to-end water cycle (academic and environmental field)		
<b>Indicator</b>	No. of social centres that are subsidised in access to water	No. of beneficiaries who are subsidised in access to water	Investment for this grant in access to water	Satisfaction summer course organised by the Aqualia Chair, University of Almería	No. of bachelor's and master's final degree projects in the Aqualia Chair
<b>Performance 2021</b>	139	22,066	56,315	8.68	8
<b>Performance 2022</b>	139	25,500	63,917	8.31	6
<b>Target</b>	168 in 2023	26,700 in 2023	62,087 in 2023	>9 in 2023	10 in 2023
<b>Sustainable development</b>	<b>SDG 17</b>				

### Water, a commitment for all

At Aqualia, public-private partnership is key to sustainable water management. To this end, it collaborates with different institutions, organisations and associations with a view to providing support and collaborating with public administrations in the organisation, management and development of projects involving public-private collaboration to transform cities into smart and sustainable spaces.

As a socially committed company, Aqualia promotes national and international agreements (UNHCR, Caritas, StepbyWater).

<b>€4.23 Million</b> In social investments	4.85% cultural and academic
	5.02% sports
	6.56% social
	3.29% awareness and education
	80.25% dedicated to image and communication with stakeholders

## We promote good governance through StepbyWater

LE7 Strategic partnerships SDG 17					
Line of work	Projects and partnerships with third parties in the field of the SDGs				
<b>Action Plan</b>	Intersectoral alliance in the area of governance, Stepbywater, to accelerate the contribution by country to the goals and targets of SDG 6				
<b>Indicator</b>	No. of companies that have signed the StepByWater decalogue	No. of actions promoted in relation to the objectives of the alliance	No. of articles posted on the website	No. of conferences held	No. of events held
<b>Performance 2021</b>	27	6	20	1	4
<b>Performance 2022</b>	27	10	32	2	5
<b>Target</b>	+2 (29) in 2023	5 in 2023	24 in 2023	3 in 2023	5 in 2023
<b>Sustainable development</b>	<b>SDG 17</b>				

For the third consecutive year and as a line of action of its 2021-2023 Sustainability Plan, Aqualia maintains leadership in the StepbyWater Alliance. As a founding partner, for the development of the foundational goals, under the presidency of the CEO of Aqualia.

This alliance is a pioneer in Europe and in Spain. Created in response to the United Nations Decade for Action, Water for Sustainable Development, this alliance brings together, facilitates and promotes in an integrated, holistic and transversal way a framework of key supranational alliances and initiatives, in such a way that it aims to be an indispensable actor in the “Cultural Water Revolution”.

Stepbywater highlights (10 actions promoted in relation to the goals of the alliance, 32 awareness-raising articles, 2 conferences, 26 signatory companies of this alliance, 5 events).



## Collaboration with the Red Cross and RedMadre

At Christmas 2022, Aqualia launched its Christmas campaign. On this occasion, it collaborated with the NGO RedMadre, which supports unexpected pregnancy, to buy 200 basic care packs for newborns and their mothers.

The company collaborated with the Georgia Red Cross, making a donation to help refugees from the war in Ukraine.



Annexes

## Annex 1: About this report

In response to the requirements and expectations of the different stakeholders, and in accordance with the company's commitment to establishing basic sustainability pillars on which to work and internalise the reporting culture, transparency and corporate responsibility management, Aqualia has prepared a Sustainability Report every year since 2009.

This publication responds to the need to communicate the 2021-2023 Strategic Sustainability Plan and its performance in 2022 to the entire Aqualia staff and to all stakeholders. It includes the organisation's management and commitments in the relevant financial and non-financial aspects of 2022 and, in line with 2021, incorporates and develops the progress made by the company in its 2021-2023 Strategic Sustainability Plan in terms of the implementation of policies, commitments and actions set out in the plan.

It has been prepared in accordance with the 2021 version of the GRI Standards for G1, G2 and G3 and Annex 2: Index of material topics indicates the years of the thematic standards used. The report was verified by an independent external entity (AENOR).

In follow-up for the guidelines established by GRI the following principles were complied with, so the requirements demanded by the standard are guaranteed:

- **Inclusion of stakeholders:** the company has prioritised the different groups and subgroups of interest pursuant to the Mitchell method and has two-way channels of communication with them, as described in section 3.3, where this year the stakeholders and main channels of dialogue are included by geographical region.
- **Sustainability context:** this report was conceived as an instrument that reflected the activity and performance of the company, with the integration of the three main axes for sustainability: economic development, social justice and environmental balance.
- **Materiality:** in order to identify the 17 important issues, the last number of reports have involved active listening to Aqualia's different stakeholders. In 2021 it was internationalised to all geographical areas where Aqualia operates. In 2022, the end customer and institutional customer satisfaction survey was conducted in Spain, France, the Czech Republic and Portugal. Beyond identifying the relevant issues, this survey allows us to better understand our customers and to integrate their needs into our listening process in order to respond to them through this report.
- **Comprehensiveness:** in the preparation of this report, the collaboration of the company's main management areas was requested, with the intention of gathering together all the organisation's significant and strategic issues.

The application of the GRI principles that determine the quality of the report were also taken into account: accuracy, balance, clarity, comparability, reliability and timeliness.

In line with the past two years, the reporting methodology has been enriched by applying the methodology proposed by the International Integrated Reporting Council (IRC) to prepare integrated

reports from the perspective of identifying the capital that the organisation has or manages and using them to explain how value is created for society.

Aqualia makes great effort to report on its performance in the different countries it operates in, providing activity indicators for all of them. Even more so in 2022, when more than 50% of its turnover came from international sources. This is reflected throughout the document, in which total consolidated data is provided for Aqualia in relation to the different standards and breakdown by country.

The quantitative information provided in the different areas include 100% of the consolidated information for dependent entities, for joint-venture operations (only JVs and EIGs) in proportion to the shareholding and do not include information for those companies in which there is no control. Changes in calculations and the scope of the information are commented on in each particular case.

It should be noted that, for the second consecutive year, correspondence has been included between the Standard GRI Content Index and SASB sectoral indicators, maintaining the table of compliance with the Principles of the Global Compact of which Aqualia is a full member and which is presented every year in its progress report. Unlike other years, reference has been made to the specific chapters and sections in which information can be found.

#### **Other considerations about the reported information:**

For the calculation of the indicators associated with training, data on employees who have been part of Aqualia throughout the year 2022 have been used, even if they have not been part of the organisation for the whole year. For the rest of the people indicators, the number of employees at closing is used.

For the calculation of the indicators associated with energy, water and carbon footprint, data have been reported from November 2021 to October 2022 (both included). In the particular case of Georgia, the data reported by the country during the year has been taken without following this criterion, since Aqualia started working in this country in February.

## Annex 2: Table of material topics

In 2022, the most significant issues for stakeholders were as follows:

### Environmental / Governance / Labour / Social

<b>Declaration of use</b>	Aqualia has prepared the report in accordance with the GRI Standards for the period between 1 January 2022 and 31 December 2022.
<b>GRI 1 used</b>	GRI 1: Fundamentals 2021
<b>Applicable Sector Standards</b>	Not applicable

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GENERAL CONTENTS</b>					
<b>The organisation and its reporting practices</b>					
<b>GRI 2: General Disclosures 2021</b>	2.1	Details of the organisation	FCC Aqualia S.A. In the document, this name will be replaced by the Aqualia trademark. The company's head office is located at Avda. del Camino de Santiago 40, 28050, Madrid. Spain 2.3. Our business model and strategic outlook		
	2.2	Entities included in the organisation's sustainability report	<a href="https://www.aqualia.com/es/informacion-financiera/informes-periodicos/cuentas-anuales-">https://www.aqualia.com/es/informacion-financiera/informes-periodicos/cuentas-anuales-</a>		8.5 10.3
	2.3	Reporting period, frequency and point of contact	Annual Annex 1. About this report <a href="http://www.aqualia.com">www.aqualia.com</a>		
	2.4	Restatements of information	Changes to calculations and the scope of the information are commented on in each particular case		
	2.5	External guarantee	Annex 1. About this report		
<b>Activities and workers</b>					
<b>GRI 2: General Disclosures 2021</b>	2.6	Activities, value chain and other business relations	2.3. Our business model and strategic outlook		16.7
	2.7	Employees	6.8. Focused on generating a quality work environment and well-being		8.5 10.3
	2.8	Subcontracted workers	1,282 subcontracted people In approximately 90% of activities relating to civil engineering works that require specialised machinery, labour needs to be subcontracted.		8.5 10.3
<b>Governance</b>					
<b>GRI 2: General Disclosures 2021</b>	2.9	Governance structure and members	4.1. Governing bodies: global structure at the service of water		16.7
	2.10	Appointment and selection of the highest governance body	"The by-laws in force at FCC Aqualia have been entered into the Companies Register and are in the public domain. "		5.5 16.6 16.7

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	2.11	Chair of the highest governance body	4.1. Governing bodies: global structure at the service of water		
	2.12	Role of the highest governing body in the supervision of impact management	"The by-laws in force at FCC Aqualia have been entered into the Companies Register and are in the public domain. "		16.7
	2.13	Delegation of responsibility for impact management	1. Interview with the CEO		
	2.14	Role of the highest governing body in sustainability reporting	1. Interview with the CEO		
	2.15	Conflicts of interest	4.2. Values, culture and Code of Ethics 4.3. Compliance model "The declaration made by the secretary of the board in accordance with art. 229 of the Capital Companies Act provides information on the identification of the conflicts of interest reported in relation to points i and ii; this declaration is included in the annual accounts report. With regard to cases ii and iii, the conflicts of interest detected are communicated internally to the persons responsible for managing them."		16.6
	2.16	Communicating critical concerns	1. Interview with the CEO 3.1. Sustainability as a global challenge		
	2.17	Collective knowledge of highest governance body	1. Interview with the CEO 3.1. Sustainability as a global challenge		
	2.18	Assessment of the highest governing body's actions	"The by-laws in force at FCC Aqualia have been entered into the Companies Register and are in the public domain."		
	2.19	Remuneration policies	Article 22: Aqualia's by-laws: Directors do not receive any remuneration for their management activities.		
	2.20	Process for determining remuneration	Article 22: Aqualia's by-laws: Directors do not receive any remuneration for their management activities.		16.7
2.21	Ratio of total annual remuneration	This information has not been provided as by publishing this ratio, it would be possible to calculate the salary of the company's CEO, which is currently confidential.			
<b>Strategy, policies and practices</b>					
<b>GRI 2: General Disclosures 2021</b>	2.22	Declaration on the sustainable development strategy	1. Interview with the CEO 3.2. Our strategic lines		
	2.23	Policy commitments	3.1. Sustainability as a global challenge		16.3
	2.24	Inclusion of policy commitments	3.2. Our strategic lines		

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	2.25	Processes for remediating negative impacts	3.1. Sustainability as a global challenge 7.1 Management approach: Towards real-time data-driven water management		
	2.26	Mechanisms for requesting advice and expressing concerns	4.3 Compliance model		16.3
	2.27	Compliance with the laws and regulations	In 2020: €113,697 in environmental fines. In 2021: €88,728 in environmental fines. In 2022: €28,625 in environmental fines. In 2020: €4,570 in health and social care fines. In 2021: €14,346 in health and social care fines. In 2022: €18,759 in social and health-related fines. In 2021 and 2022, no fines or non-monetary penalties were received (incapacity)		16.3
	2.28	Membership of associations	Annex 7. Data breakdown by country		
<b>Participation of the interested parties</b>					
<b>GRI 2: General Disclosures 2021</b>	2.29	Approach to stakeholder engagement	3.1. Sustainability as a global challenge		
	2.30	Collective bargaining agreements	6.6. Preventive leadership		8.8



ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>MATERIAL TOPICS</b>					
<b>GRI 3: Material topics 2021</b>	3.1	Process to determine material topics	3.1. Sustainability as a global challenge		
	3.2	List of material topics	3.1. Sustainability as a global challenge		
<b>Climate change and responsible energy consumption (environmental)</b>					7.2 13.2
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.1. A management system for integrated sustainability 5.3. Energy efficiency and reduction of emissions 5.6 Innovation to protect ecosystems and combat climate change		
<b>GRI 302 - Energy 2016</b>	302-1	Energy consumption within the organisation	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		7.2 7.3 8.4 12.2 13.1
	302-2	Energy consumption outside the organisation	5.3. Energy efficiency and reduction of emissions		
	302-3	Energy intensity	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2 13.1
	302-4	Reduction of energy consumption	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2
	302-5	Reduction in energy requirements of products and services	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2
<b>GRI 305 - Emissions 2016</b>	305-1	Direct GHG emissions (Scope 1)	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1
	305-2	Indirect GHG emissions when generating energy (Scope 2)	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	305-3	Other indirect (Scope 3) GHG emissions	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1
	305-4	GHG emissions intensity	5.3. Energy efficiency and reduction of emissions		
	305-5	Reduction of GHG emissions	5.3. Energy efficiency and reduction of emissions		
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	2020: 84.1 t NOx and 0.04 t SOx (value corrected, it was in kilos) 2021: 68.8 t NOx and 0.04 t SOx (value corrected, it was in kilos) 2022: 56.7 t NOx and 0.04 t SOx		3.9 12.4 13.1
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE2P2.1	% countries where the carbon footprint is calculated divided by the total countries in which Aqualia operates	5.3. Energy efficiency and reduction of emissions		7.2 17
	LE2P2.2	% renewable energy used generated by own facilities, PPAs or acquisition, divided by the total energy consumed	5.3. Energy efficiency and reduction of emissions		13.2
	LE2P2.3	Reduction of the % of kWh/m3 of energy used in drinking water adduction, treatment and distribution processes	5.3. Energy efficiency and reduction of emissions		13.2
	LE2P2.4	Reduction of the % of kWh/g COD eliminated for the energy used in wastewater treatment processes	5.3. Energy efficiency and reduction of emissions		13.2
	LE2P2.5	% vehicles with low CO2 emissions divided by the total vehicle fleet and light passenger cars.	5.3. Energy efficiency and reduction of emissions		13.2
<b>Innovative and eco-friendly solutions (environmental)</b>					6.3 6.4 9.1 12.4 13.1
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.1. A management system for integrated sustainability 5.2. Reduction of water consumption 5.3. Energy efficiency and reduction of emissions 5.4 Ecosystem protection and recovery. Biodiversity 5.6. Innovation to protect ecosystems and the fight against climate change 7.0 In first person		

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
			7.1. Management approach: Towards real-time data-based water management 8.0. In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users		
<b>GRI 302 - Energy 2016</b>	302-1	Energy consumption within the organisation	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		7.2 7.3 8.4 12.2 13.1
	302-2	Energy consumption outside the organisation	5.3. Energy efficiency and reduction of emissions		
	302-3	Energy intensity	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2 13.1
	302-4	Reduction of energy consumption	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2
	302-5	Reduction in energy requirements of products and services	5.3. Energy efficiency and reduction of emissions		7.3 8.4 12.2
<b>GRI 303 - Water and effluents 2018</b>	303-1	Interactions with water as a shared resource	5.2. Reduction of water consumption		6.3 6.4 6.a 6.b
	303-2	Management of impacts relating to water discharges	5.2. Reduction of water consumption		6.3
	303-3	Water abstraction	5.2. Reduction of water consumption Annex 7. Data breakdown by country		
	303-4	Water discharge	5.2. Reduction of water consumption Annex 7. Data breakdown by country		6.3
<b>GRI 304 - Biodiversity 2016</b>	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.4. Ecosystem protection and recovery. Biodiversity Annex 7. Data breakdown by country		6.6 15.1 15.5

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	304-2	Significant impacts of activities, products and services on biodiversity	5.4. Ecosystem protection and recovery. Biodiversity		6.6 14.2 15.1 15.5
	304-3	Habitats protected or restored	5.4. Ecosystem protection and recovery. Biodiversity		6.6 14.2 15.1 15.5
<b>GRI 305 - Emissions 2016</b>	305-1	Direct GHG emissions (Scope 1)	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1
	305-2	Indirect GHG emissions when generating energy (Scope 2)	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1
	305-3	Other indirect (Scope 3) GHG emissions	5.3. Energy optimisation and emission reduction Annex 7. Data breakdown by country		3.9 12.4 13.1
	305-4	GHG emissions intensity	5.3. Energy efficiency and reduction of emissions		
	305-5	Reduction of GHG emissions	5.3. Energy efficiency and reduction of emissions		
	305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	2020: 84.1 t NOx and 0.04 t SOx (value corrected, it was in kilos) 2021: 68.8 t NOx and 0.04 t SOx (value corrected, it was in kilos) 2022: 56.7 t NOx and 0.04 t SOx		3.9 12.4 13.1
<b>GRI 306 - Effluents and waste 2020</b>	306-1	Waste generation and significant waste-related impacts	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 6.6 12.4 14.1
	306-2	Waste generation and significant waste-related impacts	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
					12.4 12.5
	306-4	Waste diverted from disposal	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3 12.4 12.5
	306-5	Waste directed to disposal	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3 12.4 12.5
<b>GRI 203 - Indirect economic impacts 2016</b>	203-1	Infrastructure investments and services supported	7.2. Digitalisation as part of integrated water management		9.1 11.2
	203-2	Significant indirect economic impacts	8.2. Commitment to society and users		1.4 8.2 8.3 8.5
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE2P4.1	Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
	LE2P4.2	Number of actions to transfer technology from R&D to Production undertaken during the year	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
<b>Environmental awareness and raising awareness on how to sustainably use resources (environmental)</b>					12.8 13.3
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.5. Environmental awareness-raising 5.6. Innovation to protect ecosystems and the fight against climate change 8.0. In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 413 - Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments and development programmes	8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		2.3
	413-2	Operations with significant actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		
<b>Biodiversity (environmental)</b>					6.6 15.5
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.1. A management system for integrated sustainability 5.4. Ecosystem protection and recovery. Biodiversity 5.6. Innovation to protect ecosystems and combat climate change		
<b>GRI 304 - Biodiversity 2016</b>	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	5.4. Ecosystem protection and recovery. Biodiversity Annex 7. Data breakdown by country		6.6 15.1 15.5
	304-2	Significant impacts of activities, products and services on biodiversity	5.4. Ecosystem protection and recovery. Biodiversity		6.6 14.2 15.1 15.5
	304-3	Habitats protected or restored	5.4. Ecosystem protection and recovery. Biodiversity		6.6 14.2 15.1 15.5
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE2P3.1	Number of new biodiversity areas identified	5.4. Ecosystem protection and recovery. Biodiversity		6.6 15.5
	LE2P3.2	No. of new projects for biodiversity protection and ecosystem recovery	5.4. Ecosystem protection and recovery. Biodiversity		13 17 6.6 15.5

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>The circular economy of water and efficient natural-resource management (environmental)</b>					6.3 6.4 9.1 12.4 13.1
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.1. A management system for integrated sustainability 5.2. Reduction of water consumption 5.6. Innovation to protect ecosystems and combat climate change		
<b>GRI 303 - Water and effluents 2018</b>	303-1	Interactions with water as a shared resource	5.2. Reduction of water consumption		6.3 6.4 6.a 6.b
	303-2	Management of impacts relating to water discharges	5.2. Reduction of water consumption		6.3
	303-3	Water abstraction	5.2. Reduction of water consumption Annex 7. Data breakdown by country		
	303-4	Water discharge	5.2. Reduction of water consumption Annex 7. Data breakdown by country		6.3
<b>GRI 306 - Effluents and waste 2020</b>	306-1	Waste generation and significant waste-related impacts	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 6.6 12.4 14.1
	306-2	Waste generation and significant waste-related impacts	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3 12.4 12.5
	306-4	Waste diverted from disposal	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3 12.4 12.5

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	306-5	Waste directed to disposal	5.6. Innovation to protect ecosystems and combat climate change		3.9 6.3 12.4 12.5
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE2P1.1	% of the volume of unregistered water divided by the total volume of water introduced into the distribution network	5.2. Reduction of water consumption		6.4
	LE2P1.2	Volume of unregistered water per kilometre of network and day	5.2. Reduction of water consumption		6.3
	LE2P4.1	Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
	LE2P4.2	Number of actions to transfer technology from R&D to Production undertaken during the year	5.6. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
<b>Transparency (governance)</b>					12.8 13.3 16.6
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	4.0. In first person 4.2. Values, culture and Code of Ethics 4.3. Compliance model		
<b>GRI 201 - Economic Performance 2016</b>	201-1	Direct economic value generated (VEG) and distributed (VED)	2.3.2. Creating value for society: main figures Annex 7. Data breakdown by country		8.1 8.2 9.1 9.4 9.5
	201-2	Financial implications and other risks and opportunities due to climate change	3.1.1. Anticipation as the key for detecting opportunities: The water market in the climate emergency		
	201-4	Financial assistance received from government	2.3.2. Creating value for society: main figures		



ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
GRI 207 - Tax 2019	207-1	Tax approach	4.3. Compliance model Special care must be paid with payments and collections from 0, whose destination is bank accounts, persons or entities domiciled in tax havens (Aqualia's Code of Ethics)		8.8
	207-2	Tax governance, risk control and management	4.3. Compliance model Senior management at the FCC Group reviews the relevant decisions in relation to taxation and promotes transparency		
	207-3	Stakeholder engagement and management of concerns related to tax	4.3. Compliance model		
<b>Developing the ethical-management model (compliance) and ethical-culture training (governance)</b>					16.5 16.6
GRI 3: Material topics 2021	3.3	Management of material topics	4.0. In first person 4.3. Compliance model		
GRI 205 – Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	4.3. Compliance model		16.5
	205-2	Communication and training about anti-corruption policies and procedures	4.3. Compliance model Annex 7. Data breakdown by country		16.5
	205-3	Confirmed incidents of corruption and actions taken	In 2021 and 2022, no cases relating to corruption were reported via the Whistleblowing Channel.		16.5
Aqualia 2021-2023 Strategic Sustainability Plan	LE5P.1.1	% of controlled companies with the compliance model implemented*	4.3. Compliance model		16.5 16.6
<b>Supplier relationships, assessment and approval (governance)</b>					8.3 16.6
GRI 3: Material topics 2021	3.3	Management of material topics	4.0. In first person 4.4. Responsible Supply Chain and due diligence		
GRI 204 – Procurement practices 2016	204-1	Proportion of spending on local suppliers	4.4. Responsible Supply Chain and due diligence		8.3
	308-1	New suppliers that were screened using environmental criteria	4.4. Responsible Supply Chain and due diligence 4.5. Suppliers in figures In 2022, 368 suppliers were assessed on environmental impacts		3.9 12.4 13.1

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 308 – Supplier Environmental Assessment 2016</b>	308-2	Negative environmental impacts in the supply chain and actions taken	4.4. Responsible Supply Chain and due diligence In 2022, no supplier has stopped working for reasons related to environmental risk.		3.9 12.4 13.1
<b>GRI 412 – Human rights</b>	412-1	Operations subjected to human rights reviews or impact assessments	4.4. Responsible Supply Chain and due diligence		
	412-2	Employee training on human rights policies and procedures	4.4. Responsible Supply Chain and due diligence		
	412-3	Significant investment agreements and contracts that include human rights clauses	All contracts with suppliers		
<b>GRI 414 – Supplier social assessment 2016</b>	414-1	New suppliers that were screened using social criteria	4.4. Responsible Supply Chain and due diligence 4.5. Suppliers in figures In 2022, 368 suppliers were assessed on social criteria.		5.2 8.8 16.1
	414-2	Negative social impacts on the supply chain and action taken	4.4. Responsible Supply Chain and due diligence In 2022, work with three suppliers was discontinued. One for potential negative impact on information security issues and two for real impacts on occupational risk prevention and quality.		5.2 8.8 16.1
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE5P3.1	% NALANDA-approved suppliers (out of those eligible for approval).	4.4. Responsible Supply Chain and due diligence		16.6
	LE5P3.3	Awareness actions in supplier companies	4.4. Responsible Supply Chain and due diligence		17
<b>Professional development and technological employability (social)</b>					8.5
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	4.0. In first person 4.2. Values, culture and Code of Ethics 4.4. Responsible Supply Chain and due diligence 6.0. In first person 6.2. Diversity, equality and inclusion 6.3. Our people management is supported by tools for dialogue with employees 6.4. Employability and personal development for our professionals		
<b>GRI 401 - Employment 2016</b>	401-1	New employee recruitment and staff turnover	6.4. Employability and personal development for our professionals 6.8. Focused on generating a quality work environment and well-being		5.1 8.5 8.6 10.3

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits are independent of the employment arrangement and include the following: subsidised loans, life insurance, accident insurance and family aid		3.2
	401-3	Parental leave	Annex 7. Data breakdown by country	Spain	5.1
<b>GRI 404 - Training and Education 2016</b>	404-1	Average hours of training per year per employee	6.4. Employability and personal development for our professionals		4.3 4.5 8.2 8.5 10.3
	404-2	Programmes for improving employee aptitudes and transition aid programmes	6.4. Employability and personal development for our professionals		8.2 8.5
	404-3	Percentage of employees receiving regular performance and career development assessment	Not yet implemented		5.1 8.5 10.3
<b>GRI 405 - Diversity and equal opportunities 2016</b>	405-1	Diversity in governance bodies and employees	6.2. Diversity, equality and inclusion 6.8. Focused on generating a working environment of quality and well-being		5.1 5.5 8.5
	405-2	Ratio of basic salary and remuneration of	6.2. Diversity, equality and inclusion 6.8. Focused on generating a working environment of quality and well-being	Spain	5.1 8.5 10.3
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE4P4.1	Average hours of training per employee per year	6.4. Employability and personal development for our professionals		8.6
<b>Employee safety, occupational health and well-being (labour)</b>					8.8
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	6.0. In first person 6.5. Health, safety and well-being 6.6. Preventive leadership		
<b>GRI 403 - Occupational health and safety 2018</b>	403-1	Occupational health and safety management system	6.5. Health, safety and well-being 6.6. Preventive leadership		8.8
	403-2	Hazard identification, risk assessment and the investigation of incidents	6.5. Health, safety and well-being 6.6. Preventive leadership		8.8

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	403-3	Occupational health service	6.5. Health, safety and well-being 6.6. Preventive leadership		3.3 3.7 8.8
	403-4	Worker participation, consultation and communication regarding occupational health and safety	6.5. Health, safety and well-being 6.6. Preventive leadership		3.3 3.7 8.8
	403-5	Training of workers on occupational health and safety	6.5. Health, safety and well-being 6.6. Preventive leadership		8.8
	403-6	Promoting the health of workers	6.5. Health, safety and well-being 6.6. Preventive leadership		3.8
	403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked through commercial relationships	6.5. Health, safety and well-being 6.6. Preventive leadership		8.8
	403-8	Workers covered by a prevention of risks at work system	6.5. Health, safety and well-being 6.6. Preventive leadership		8.8
	403-9	Work-related injuries	6.6. Preventive leadership		3.9 8.8 16.1
	403-10	Occupational illnesses and diseases	6.6. Preventive leadership		3.9
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE4P3.2	Accident frequency index*	6.5. Health, safety and well-being		8.8
<b>Equal opportunities, diversity and work/life balance (labour)</b>					5.5 8.5
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	6.0. In first person 6.2. Diversity, equality and inclusion 6.3. Our people management is supported by tools for dialogue with employees 6.4. Employability and personal development for our professionals 4.0. In first person 4.3. Compliance model		
	405-1	Diversity in governance bodies and employees	6.2. Diversity, equality and inclusion 6.8. Focused on generating a working environment of quality and well-being		5.1 5.5 8.5

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 405 - Diversity and equal opportunities 2016</b>	405-2	Ratio of basic salary and remuneration of	6.2. Diversity, equality and inclusion 6.8. Focused on generating a working environment of quality and well-being	Spain	5.1 8.5 10.3
<b>GRI 406 – Non-discrimination 2016</b>	406-1	Incidents of discrimination and corrective actions taken	4.3. Compliance model		
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE4P2.1	Percentage of women in executive/middle management positions	6.2. Diversity, equality and inclusion		5.5
	LE4P3.1	Satisfaction or commitment index of the people that make up the workforce	6.2. Diversity, equality and inclusion		8.5
<b>Having suitable infrastructure and management to tackle the challenges posed by present-day society (such as climate, technological, digital and social challenges) (social)</b>					9.9b 9.4 12.5 11.b 12.8 13.3
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.5. Environmental awareness-raising 5.6. Innovation to protect ecosystems and the fight against climate change 7.0 In first person 7.1. Management approach: Towards real-time data-based water management 8.0. In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users		
<b>GRI 203 - Indirect economic impacts 2016</b>	203-1	Infrastructure investments and services supported	7.2. Digitalisation as part of integrated water management		9.1 11.2
	203-2	Significant indirect economic impacts	8.2. Commitment to society and users		1.4 8.2 8.3 8.5
<b>GRI 413 - Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments and development programmes	8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		2.3
	413-2	Operations with significant actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 418 – Customer privacy 2016</b>	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No. of cases of customer data leaks, losses or theft identified 2020: 10 2021: 6 2022: 8 in Spain. None of them required communication to the Spanish Data Protection Agency.		9.1 11.2
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE3P1.1	No. of clients using the new Virtual Office	7.2.3. Omnichannel approach for service excellence		9.9.b
	LE3P1.2	No. contracts with e-invoicing	7.2.3. Omnichannel approach for service excellence		12.5
	LE3P2.1	No. of services that use the mobility app (NOW)*	7.2.2. Asset management and maintenance		9.4 6.4
	LE3P3.1	No. of services working with Big Data and Artificial Intelligence (AWA)**	7.2.1. Aqualia Live: Water Analytics. Water measurement for smart management		9.4 6.4
	LE3P3.2	No. of digital remotely read meters	7.2.1. Aqualia Live: Water Analytics. Water measurement for smart management		6.4 11.b
	LE3P5.1	No. of people in the workforce that have downloaded the Be Aqualia app	7.3. Digital transformation of the company's internal processes		9.4
<b>Using technology to improve the quality of the water service (social)</b>					6.4 9.9b 9.4 12.5 11.b 12.8 13.3
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	7.0. In first person 7.1 Management approach: Towards real-time data-driven water management		
<b>GRI 416 – Customer health and safety 2016</b>	416-1	Assessment of health and safety impacts in the product and service categories	100%		
	416-2	Incidents of noncompliance concerning health and safety impacts on products and services	In 2020: €4,570 in health and social care fines. In 2021: €14,346 in health and social care fines. In 2022: €18,759 in health and social care fines.	Spain	16.3
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE3P1.1	No. of clients using the new Virtual Office	7.2.3. Omnichannel approach for service excellence		9.9.b
	LE3P1.2	No. contracts with e-invoicing	7.2.3. Omnichannel approach for service excellence		12.5

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	LE3P2.1	No. of services that use the mobility app (NOW)*	7.2.2. Asset management and maintenance		9.4 6.4
	LE3P3.1	No. of services working with Big Data and Artificial Intelligence (AWA)**	7.2.1. Aqualia Live: Water Analytics. Water measurement for smart management		9.4 6.4
	LE3P3.2	No. of digital remotely read meters	7.2.1. Aqualia Live: Water Analytics. Water measurement for smart management		6.4 11.b
	LE3P5.1	No. of people in the workforce that have downloaded the Be Aqualia app	7.3. Digital transformation of the company's internal processes		9.4
<b>Access to water (social)</b>					6.1 6.2
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.1. A management system for integrated sustainability 5.2. Reduction of water consumption 5.5. Environmental awareness-raising 5.6. Innovation to protect ecosystems and the fight against climate change 8.0 In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		
<b>GRI 303 - Water and effluents 2018</b>	303-1	Interactions with water as a shared resource	5.2. Reduction of water consumption		6.3 6.4 6.a 6.b
	303-2	Management of impacts relating to water discharges	5.2. Reduction of water consumption		6.3
	303-3	Water abstraction	5.2. Reduction of water consumption Annex 7. Data breakdown by country		
	303-4	Water discharge	5.2. Reduction of water consumption Annex 7. Data breakdown by country		6.3
<b>GRI 413 - Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments and development programmes	8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		2.3

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
	413-2	Operations with significant actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE6P1.1.1	No. of clients in Spain who have access to subsidised rates for the water and sanitation service	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.1	No. of clients in Spain who receive rate reductions and subsidies	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.2	No. of customers in Italy, Portugal, France and the Czech Republic who have access to subsidised rates for the water and sanitation service	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.3	No. of clients from Italy, Portugal and France benefited via social discounts and subsidies	8.1 Guarantee of access to water and transparent information		6.1 6.2
<b>Promoting and respecting human rights, and creating stable employment (social)</b>					8.3
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	4.0. In first person 4.2. Values, culture and Code of Ethics 4.4. Responsible Supply Chain and due diligence 6.0 In first person 6.4. Employability and personal development for our professionals		
<b>GRI 401 - Employment 2016</b>	401-1	New employee recruitment and staff turnover	6.4. Employability and personal development for our professionals 6.8. Focused on generating a working environment of quality and well-being		5.1 8.5 8.6 10.3
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Benefits are independent of the employment arrangement and include the following: subsidised loans, life insurance, accident insurance and family aid		3.2
	401-3	Parental leave	Annex 7. Data breakdown by country	Spain	5.1
	3.3	Management of material topics	4.0. In first person 4.4. Responsible Supply Chain and due diligence		



ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 412 – Human rights</b>	412-1	Operations subjected to human rights reviews or impact assessments	4.4. Responsible Supply Chain and due diligence		
	412-2	Employee training on human rights policies and procedures	4.4. Responsible Supply Chain and due diligence		
	412-3	Significant investment agreements and contracts that include human rights clauses	All contracts with suppliers		
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE5P1.1	% of controlled companies with the compliance model implemented*	4.3. Compliance model		16.5 16.6
	LE5P2.2	% of online employees who have received training on the Code of Ethics and on anti-corruption	4.3. Compliance model		16.5 16.6
	LE5P3.1	% NALANDA-approved suppliers (out of those eligible for approval).	4.4. Responsible Supply Chain and due diligence		16.6
	LE5P3.3	Awareness actions in supplier companies	4.4. Responsible Supply Chain and due diligence		17
<b>Collaboration and public-private partnerships (social)</b>					17.5 17.7 17.14 17.17
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.5. Environmental awareness-raising 5.6. Innovation to protect ecosystems and the fight against climate change 8.0 In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		
<b>GRI 413 - Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments and development programmes	8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		2.3
	413-2	Operations with significant actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		
	LE7P1.1	No. of social centres that are subsidised in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE7P1.2	No. of beneficiaries who are subsidised in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2
	LE7P1.3	Investment for this grant in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2
	LE7P2.1	Satisfaction summer course organised by the Aqualia Chair, University of Almería	8.4 Public-private partnerships to guarantee water for everybody		6 9.5
	LE7P2.2	No. of bachelor's and master's final degree projects in the Aqualia Chair	8.4 Public-private partnerships to guarantee water for everybody		6 9.5
	LE7P3.1	No. of companies that have signed the StepByWater decalogue	8.4 Public-private partnerships to guarantee water for everybody		6 17.14
	LE7P3.2	No. of actions promoted in relation to the objectives of the alliance	8.4 Public-private partnerships to guarantee water for everybody		6 17.14
	LE7P3.3	No. of articles posted on the website	8.4 Public-private partnerships to guarantee water for everybody		6 17.14
	LE7P3.4	No. of conferences held	8.4 Public-private partnerships to guarantee water for everybody		6 17.14
	LE7P3.5	No. of events held	8.4 Public-private partnerships to guarantee water for everybody		6 17.14
<b>Social action, local development and company involvement in social initiatives (social)</b>					6.1 6.2 17.5 17.7 17.14 17.17
<b>GRI 3: Material topics 2021</b>	3.3	Management of material topics	5.0. In first person 5.5. Environmental awareness-raising 5.6. Innovation to protect ecosystems and the fight against climate change 7.0 In first person 7.1. Management approach: Towards real-time data-based water management 8.0. In first person 8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		

ORIGIN	REF.	DESCRIPTION	LOCATION	OMISSION	SDGs
<b>GRI 203 - Indirect economic impacts 2016</b>	203-1	Infrastructure investments and services supported	7.2. Digitalisation as part of integrated water management		9.1 11.2
	203-2	Significant indirect economic impacts	8.2. Commitment to society and users		1.4 8.2 8.3 8.5
<b>GRI 413 - Local communities 2016</b>	413-1	Operations with local community engagement, impact assessments and development programmes	8.1. Guarantee of access to water and transparent information 8.2. Commitment to society and users 8.3. Public-private partnerships to guarantee water for everybody		2.3
	413-2	Operations with significant actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		
<b>Aqualia 2021-2023 Strategic Sustainability Plan</b>	LE6P1.1.1	No. of clients in Spain who have access to subsidised rates for the water and sanitation service	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.1	No. of clients in Spain who receive rate reductions and subsidies	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.2	No. of customers in Italy, Portugal, France and the Czech Republic who have access to subsidised rates for the water and sanitation service	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE6P1.2.3	No. of clients from Italy, Portugal and France benefited via social discounts and subsidies	8.1 Guarantee of access to water and transparent information		6.1 6.2
	LE7P1.1	No. of social centres that are subsidised in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2
	LE7P1.2	No. of beneficiaries who are subsidised in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2
	LE7P1.3	Investment for this grant in access to water	8.4 Public-private partnerships to guarantee water for everybody		6.1 6.2
	LE7P2.1	Satisfaction summer course organised by the Aqualia Chair, University of Almería	8.4 Public-private partnerships to guarantee water for everybody		6 9.5
	LE7P2.2	No. of bachelor's and master's final degree projects in the Aqualia Chair	8.4 Public-private partnerships to guarantee water for everybody		6 9.5



# VERIFICATION OF SUSTAINABILITY REPORT

VMS-2023/0006

AENOR has verified the Sustainability Report by the organization

**FCCAQUALIA, S.A.**

concluded that the Sustainability Report comply with GRI reporting standards and provide a comprehensive picture of its most significant impacts on the economy, environment, and people, including impacts on their human rights and how the organization manages these impacts. The verification has been developed in accordance with the procedure detailed in the annex, fulfilling ISO/IEC 17029:2019.

Title: **INFORME DE SOSTENIBILIDAD AQUALIA 2022. SI HAY MAGIA EN ESTE PLANETA, ESTÁ CONTENIDA EN EL AGUA**

For the period: **1st January to 31st December**

Address: **FEDERICO SALMÓN, 13. 28016 - MADRID  
AV CAMINO DE SANTIAGO, 40 EDIF. 3 4ª PLANTA. 28050 - MADRID**

Issue date: 2023-04-17



Rafael GARCÍA MEIRO  
CEO



The organization for which this certificate is being issued has commissioned AENOR to carry out a verification under a limited level of assurance of its Sustainability Report in accordance with Sustainability Reporting Standards (SRS) GRI in relation to the information referenced in the publish GRI content index and for the reporting period.

In order to issue this certificate AENOR has evaluated report comply with all nine requirements GRI 1 to report in accordance with the SRS GRI, except for requirement 9 - Notification to GRI, which should be made by the organization after the issuance of this certificate.

As a result of the verification carried out, AENOR issues this Certificate, of which the verified Sustainability Report forms part. The Certificate is only valid for the purpose entrusted and reflects only the situation at the time it is issued.

**Responsibility of the organization.** The organization had the will for reporting its Sustainability Report in accordance with GRI SRS. The approval of the Sustainability Report, as well as its content, is the responsibility of its Governing Body. This responsibility also includes designing, implementing and maintaining such internal control as is deemed necessary to ensure that the Sustainability Report is free from material misstatement due to fraud or error, as well as the management systems from which the information required for the preparation of the Sustainability Report is obtained. The organisation has informed AENOR that no events have occurred, from the date of the close of the reporting period in Sustainability Report until the date of verification, that might require corrections to be made to the report.

**Verification program in accordance with ISO/IEC 17029:2019** AENOR, has carried out this verification as an independent provider of verification services. The verification has been developed under the principles of "evidence-based approach, fair presentation, impartiality, technical competence, confidentiality, and accountability" required by the international standard ISO/IEC 17029:2019 "Conformity assessment - General principles and requirements for validation and verification bodies".

The personnel involved in the verification process, the review of findings and the decision to issue this Statement have the knowledge, skills, experience, training, supporting infrastructure and capacity to effectively carry out these activities.

AENOR expressly disclaims any liability for decisions, investment or otherwise, based on this statement.

During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the personnel in charge of compiling and preparing the report and reviewed evidence relating to:

- Activities, products and services provided by the organization.
- Consistency, accuracy and traceability of the information provided, including the process followed to collect it, sampling information about the reported.
  - Completion and content of the Sustainability Report in order to ensure the completeness, accuracy and veracity of its content.



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The conclusions are therefore based on the results of this sample process, and do not absolve the Organization of its responsibility for compliance with applicable legislation.



## Annex 4. GRI-SASB References

Issue	Indicator	Description	GRI
<b>Inherent to activity</b>	IF-WU-000.B	Total water obtained, percentage by source	303-3
<b>Inherent to activity</b>	IF-WU-000.E	Length of (1) water pipelines and (2) sewerage pipes	N/A, own
<b>Energy management</b>	IF-WU-130a.1	(1) Total energy consumed, (2) network electricity percentage, (3) percentage of renewable energy	302-1 302-2
<b>Distribution network efficiency</b>	IF-WU-140a.2	Volume of real, non-remunerated water losses	N/A, own
<b>Effluent quality management</b>	IF-WU-140b.1	Number of non-compliance incidents relating to water quality permits, standards and regulations	GRI 2-27 GRI 416
<b>Effluent quality management</b>	IF-WU-140b.2	Analysis of emerging interest effluent management strategies	GRI 303-2
<b>Affordability and access to water</b>	IF-WU-240a.4	Analysis of the impact of external factors on the affordability of water for customers, including financial conditions in the region in which the service is provided	GRI 303-1
<b>Quality of drinking water</b>	IF-WU-250a.1	Number of infractions in relation to drinking water that are (1) major in relation to health (2) minor in relation to health and (3) unrelated to health <sup>4</sup>	GRI 416
<b>Quality of drinking water</b>	IF-WU-250a.2	Analysis of emerging interest drinking water pollutant management strategies	GRI 303-2
<b>Efficient end use</b>	IF-WU-420a.1	Percentage income from water services related to tariff structures designed to promote conservation and the recovery capacity of income	GRI 413
<b>Resilience of the water supply</b>	IF-WU-440a.1	Total water from regions with high or extremely high initial water stress, percentage acquired externally	GRI 303-3
<b>Resilience of the water supply</b>	IF-WU-440a.2	Volume of recycled water supplied to clients	GRI 303-3
<b>Resilience of the water supply</b>	IF-WU-440a.3	Analysis of quality-related risk management strategies and availability of water resources	GRI 303-1
<b>Network resilience and the effects of climate change</b>	IF-WU-450a.4	Description of the efforts to identify and manage risks and opportunities related to the effects of climate change at distribution and wastewater infrastructures	GRI 303-1

## Annex 5. Global Compact

Subject	Principles of the Global Compact	Chapter for the associated report
<b>Human Rights</b>	Protection of Human Rights	6.1 General lines of action 5.5. Environmental awareness-raising 8.1. Guarantee of access to water and transparent information 8.3. Public-private partnerships to guarantee water for everybody
	Non complicity in the violation of Human Rights	4. Sustainable and transparent governance
<b>Labour regulations</b>	Freedom of affiliation and right to collective bargaining	4. Sustainable and transparent governance 6.6. Preventive leadership
	Elimination of forced labour	4. Sustainable and transparent governance 6.6. Preventive leadership
	Eradication of child labour	4. Sustainable and transparent governance 6.6. Preventive leadership
	Fight against discrimination in employment	6.2. Diversity, equality and inclusion
<b>Environment</b>	Preventive approach	3.1.1 Anticipation as the key for detecting opportunities: The water market in the climate emergency 5.1. A management system for integrated sustainability
	Environmental responsibility	3.1.1 Anticipation as the key for detecting opportunities: The water market in the climate emergency 5.1. A management system for integrated sustainability
	Technologies that respect the environment	5. We take care of nature: mitigation and adaptation to climate change 7. Technology and digitalisation for conscious and efficient management
<b>Anti-corruption</b>	Fight against corruption, extortion and bribery	4. Sustainable and transparent governance



## Annex 6. Data breakdown by country

### GRI 2-28 MEMBERS OF ASSOCIATIONS

Association	Scope	SDGs
Stepbywater	Spain	6 17
Spanish Water Supply and Sanitation Association (AEAS)	Spain	6 17
Spanish Association for Desalination and Re-use (AEDyR)	Spain	6 12 17
Spanish Association of Urban Water Services (AGA)	Spain	6 17
IMIDEA-AGUA	Spain	6 9 17
Spanish Chamber of Commerce	Spain	17
Spanish National Water Council (CNA)	Spain	17
Infrastructure Construction and Concessionary Company Association (SEOPAN-AGUA)	Spain	17
Spanish Association for the Defence of Water Quality (ADECAGUA)	Spain	9 17
Agrupació de Serveis d'aigua de Catalunya (ASAC)	Spain	6 17
Associació Abastaments Aigua (AAA)	Spain	6 17
Catalan Water Partnership (CWP)	Spain	17
Associació Industrial per la producció neta (AIPN)	Spain	9 17
Association of Employers of the Water Industry in the Balearic Islands (ASAIB)	Spain	17
Ibiza and Formentera Water Alliance	Spain	17
Association of Technical and High-Pressure Cleaning (ALTAP)	Spain	6 17
Regional Confederation of Business Organisations of Murcia (CROEM)	Spain	17
Zinnae Urban Water Efficiency Cluster	Spain	6 9 17
Andalusia Water Supply and Sanitation (ASA)	Spain	6 17
Centre for New Water Technologies (CENTA Foundation)	Spain	6 9 17
Business Confederation of the province of Almeria	Spain	17
Association of water, gas, heating, air conditioning, electricity, telecommunications, liquid petroleum products, fire protection, solar energy, maintenance and related industries of Almería and province (ASINAL)	Spain	4 17
Almeria Chamber of Commerce	Spain	17
Association of Merchants and Entrepreneurs of Benalmádena (ACEB)	Spain	17
Canary Islands Water Centre Foundation (FCCA)	Spain	6 9 17

Canary Island Association of Urban Water Distribution and Treatment Employers for the Province of Las Palmas (ADITRAGUA)	Spain	17
Oviedo Chamber of Commerce	Spain	17
Energylab (Vigo)	Spain	7
		12
DIRSE	Spain	17
DIRCOM	Spain	17
International Desalination Association (IDA)	International	6
		9
		17
International Water Association (IWA)	International	6
European Federation of Water and Sanitation Associations (EUREAU)	International	17
Smart Water Networks Forum (SWAN)	International	6
		9
		17
Members of the International Federation of Private Water Operators (AquaFed)	International	6
Ditchley Foundation Water Advisory Committee (UK)	International	17
Isle Utilities TAG (Technology Approval Group)	International	6
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World Water Innovation Fund (WWIF)	International	6
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		17
Water Action Platform	International	6
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		17
Portuguese Association for Water Distribution and Drainage (APDA)	International	6
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		17
Association of Portuguese Companies for the Environment Sector (AEPSA)	International	13
Italian Federation of Enterprises of Water, Energy and Miscellaneous Services (UTILITALIA)	International	17
Association of the Supply and Sanitation Sector in the Czech Republic (SOVAK)	International	6
Water Resources Association of the Czech Republic (SVH)	International	17
		6
Czech Association of Non-Excavation Technology (CZSTT)	International	9
Association for the Development of the Moravian-Silesian Region (SRMSK)	International	17
Association of Water Supply and Sanitation Operators of the Czech Republic (APROVAK)	International	6
Confederation of Industry of the Czech Republic (SP ČR)	International	17
		6
Czech Chamber of Commerce (HK ČR)	International	17
Scientific and Technical Association for Water and the Environment	International	6
		11
		17
Federation of Independent Water Suppliers	International	6
		17
Professional Federation of Water Companies (FP2E)	International	6
		17
Latin American Association of Desalination and Water Reuse (ALADYR)	International	6
		9
		17

Water Environment Federation (WEF)	International	6 9 17
Association of Public Services of Colombia (ANDESCO)	International	6 17
ANEAS	International	6 17
Global Water Partnership (GWP)- Georgia	International	17
Georgian Laboratory Association (GeLab). – Georgia	International	9 17
Spanish Business Council of the United Arab Emirates (Spanish Chamber of Commerce in the UAE).	International	17

**GRI 205-2 – GOVERNING BODIES**

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage that has received communications	Percentage that has received training
<b>SPAIN</b>	27	3	27	100%	11%
<b>2022</b>	<b>27</b>	<b>3</b>	<b>27</b>	<b>100%</b>	<b>11%</b>
<b>2021</b>	27	27	27	100%	100%
<b>2020</b>	27	27	27	100%	100%
<b>22/21</b>	-	<b>-89%</b>	-	-	<b>-89 pp</b>

## GRI 205-2 – EMPLOYEES

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage that has received communications	Percentage that has received training
SPAIN	3,281	2,551	7,960	41%	32%
SAUDI ARABIA	-	45	191	0%	24%
CZECH REPUBLIC	319	337	1,047	30%	32%
CHILE	4	-	10	40%	0%
COLOMBIA	242	29	931	26%	3%
EGYPT	-	-	91	0%	0%
UNITED ARAB EMIRATES	-	20	315	0%	6%
FRANCE	116	-	144	81%	0%
ITALY	181	45	262	69%	17%
MEXICO	74	-	76	97%	0%
MONTENEGRO	-	-	1	0%	0%
PANAMA	1	-	1	100%	0%
PERU	4	-	4	100%	0%
PORTUGAL	59	-	96	61%	0%
ROMANIA	-	-	6	0%	0%
QATAR	-	-	15	0%	0%
<b>2022</b>	<b>4,281</b>	<b>3,027</b>	<b>11,150</b>	<b>38%</b>	<b>27%</b>
<b>2021</b>	<b>4,731</b>	<b>3,672</b>	<b>9,981</b>	<b>47%</b>	<b>37%</b>
<b>2020</b>	<b>3,235</b>	<b>1,789</b>	<b>10,525</b>	<b>31%</b>	<b>17%</b>
<b>22/21</b>	<b>-10%</b>	<b>-18%</b>	<b>+12%</b>	<b>-9 pp</b>	<b>-10 pp</b>

## GRI 205-2 – MANAGERS

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage receiving information	Percentage receiving training
<b>SPAIN</b>	<b>33</b>	<b>33</b>	<b>33</b>	<b>100%</b>	<b>100%</b>
<b>2022</b>	33	33	33	100%	100%
<b>2021</b>	48	48	48	100%	100%
<b>CHG. 22/21</b>	<b>-31%</b>	<b>-31%</b>	<b>-31%</b>	-	-

## GRI 205-2 – MIDDLE MANAGEMENT

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage receiving information	Percentage receiving training
<b>SPAIN</b>	1,186	880	1,186	100%	74%
<b>SAUDI ARABIA</b>		20	39	0%	51%
<b>CZECH REPUBLIC</b>	125	3	129	97%	2%
<b>CHILE</b>	3	-	3	100%	0%
<b>COLOMBIA</b>	73	23	88	83%	26%
<b>EGYPT</b>	-	-	14	0%	0%
<b>UNITED ARAB EMIRATES</b>	-	20	-	#¡DIV/0!	#¡DIV/0!
<b>FRANCE</b>	29	-	29	100%	0%
<b>ITALY</b>	29	3	30	97%	10%
<b>MEXICO</b>	14	-	14	100%	0%
<b>PERU</b>	3	-	3	100%	0%
<b>PORTUGAL</b>	20	-	25	80%	0%
<b>ROMANIA</b>	-	-	3	0%	0%
<b>QATAR</b>	-	-	5	0%	0%
<b>2022</b>	<b>1,482</b>	<b>949</b>	<b>1,568</b>	<b>95%</b>	<b>61%</b>
<b>2021</b>	1,053	1,019	1,239	85%	82%
<b>CHG. 22/21</b>	<b>41%</b>	<b>-7%</b>	<b>27%</b>	<b>10 pp</b>	<b>-22 pp</b>

## GRI 205-2 – TECHNICIANS

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage receiving information	Percentage receiving training
SPAIN	1,043	565	1,043	100%	54%
SAUDI ARABIA	-	9	35	0%	26%
CZECH REPUBLIC	69	9	80	86%	11%
CHILE	1	-	1	100%	0%
COLOMBIA	86	6	217	40%	3%
EGYPT	-	-	5	0%	0%
UNITED ARAB EMIRATES	-	-	31	0%	0%
FRANCE	23	-	23	100%	0%
ITALY	46	-	47	98%	0%
MEXICO	12	-	12	100%	0%
PERU	1	-	1	100%	0%
PORTUGAL	17	-	22	77%	0%
ROMANIA	-	-	2	0%	0%
QATAR	-	-	9	0%	0%
<b>2022</b>	<b>1,298</b>	<b>589</b>	<b>1,528</b>	<b>85%</b>	<b>39%</b>
<b>2021</b>	<b>1,162</b>	<b>900</b>	<b>1,932</b>	<b>60%</b>	<b>47%</b>
<b>CHG. 22/21</b>	<b>12%</b>	<b>-34%</b>	<b>-20%</b>	<b>+24 pp</b>	<b>-8 pp</b>

## GRI 205-2 – ADMINISTRATIVE CLERKS

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage receiving information	Percentage receiving training
SPAIN	1,019	767	1,019	100%	75%
SAUDI ARABIA	-	8	25	0%	32%
CZECH REPUBLIC	125	7	136	92%	5%
COLOMBIA	45	-	86	52%	0%
EGYPT	-	-	8	0%	0%
UNITED ARAB EMIRATES	-	-	16	0%	0%
FRANCE	20	-	20	100%	0%
ITALY	27	1	28	96%	4%
MEXICO	9	-	9	100%	0%
MONTENEGRO	-	-	1	0%	0%
PANAMA	1	-	1	100%	0%
PORTUGAL	7	-	7	100%	0%
ROMANIA	-	-	1	0%	0%
<b>2022</b>	<b>1,253</b>	<b>783</b>	<b>1,357</b>	<b>92%</b>	<b>58%</b>
<b>2021</b>	1,140	1,126	1,320	86%	85%
<b>CHG. 22/21</b>	<b>10%</b>	<b>-31%</b>	<b>3%</b>	<b>6 pp</b>	<b>-29 pp</b>



## GRI 205-2 - IN OTHER POSITIONS

Country	Persons informed about policies and procedures at the organisation to combat corruption	Persons receiving training about policies and procedures at the organisation to combat corruption	Total persons in the category	Percentage receiving information	Percentage receiving training
SPAIN	-	306	4,679	0%	7%
SAUDI ARABIA	-	8	92	0%	9%
CZECH REPUBLIC	-	318	702	0%	45%
CHILE	-	-	6	0%	0%
COLOMBIA	38	-	540	7%	0%
EGYPT	-	-	64	0%	0%
UNITED ARAB EMIRATES	-	-	268	0%	0%
FRANCE	44	-	72	61%	0%
ITALY	79	41	157	50%	26%
MEXICO	39	-	41	95%	0%
PORTUGAL	15	-	42	36%	0%
QATAR	-	-	1	0%	0%
<b>2022</b>	<b>215</b>	<b>673</b>	<b>6,664</b>	<b>3%</b>	<b>10%</b>
<b>2021</b>	1,328	581	5,442	24%	11%
<b>CHG. 22/21</b>	<b>-84%</b>	<b>15%</b>	<b>22%</b>	<b>-21pp</b>	<b>-1pp</b>

## GRI 205-2 - BUSINESS PARTNERS

Country	Business partners receiving information about policies and procedures at the organisation to combat corruption	Agent	Industrial client	Collaboration	Provider (not included in Nalanda)	Partner	R&D partner	Leading partner
SPAIN	31	2	3	1	9	14	0	2
COLOMBIA	58	0	0	0	57	1	0	0
<b>2022</b>	<b>89</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>66</b>	<b>15</b>	<b>0</b>	<b>2</b>
<b>2021</b>	52	5	1	-	11	26	3	6
<b>CHG. 22/21</b>	<b>71%</b>	<b>-60%</b>	<b>200%</b>	-	<b>500%</b>	<b>-42%</b>	-	<b>-67%</b>

## GRI 302 ENERGY

2022 (GJ)	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
<b>Fossil fuels</b>	<b>0</b>	<b>0</b>	<b>29,128</b>	<b>5,988</b>	<b>52</b>	<b>62,026</b>	<b>168,115</b>	<b>11,209</b>	<b>75,367</b>	<b>5,051</b>	<b>0</b>	<b>1,878</b>	<b>358,814</b>
Petrol	0	0	4,701	2,499	52	1,709	9,084	0	19,814	0	0	25	37,883
Diesel	0	0	17,232	3,490	0	60,317	135,790	11,209	55,553	5,051	0	1,853	290,495
LPG	0	0	0	0	0	0	1,173	0	0	0	0	0	1,173
Natural gas	0	0	7,067	0	0	0	21,197	0	0	0	0	0	28,264
LNG													0
CNG	0	0	128	0	0	0	871	0	0	0	0	0	999
<b>Renewables</b>	<b>0</b>	<b>0</b>	<b>100,594</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>502,975</b>	<b>0</b>	<b>660,345</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,263,913</b>
Biogas burned in boilers without electricity generation	0	0	20,883	0	0	0	199,505	0	0	0	0	0	220,388
Biogas burned in engines or turbines with electricity generation	0	0	66,259	0	0	0	294,185	0	0	0	0	0	360,444
Biomethane service stations.	0	0	0	0	0	0	532	0	0	0	0	0	532
Self-produced, photovoltaic panels	0	0	0	0	0	0	8,743	0	0	0	0	0	8,743
Self-produced, turbines	0	0	13,452	0	0	0	10	0	660,345	0	0	0	673,806
<b>Direct energy consumption</b>	<b>0</b>	<b>0</b>	<b>129,722</b>	<b>5,988</b>	<b>52</b>	<b>62,026</b>	<b>671,089</b>	<b>11,209</b>	<b>735,712</b>	<b>5,051</b>	<b>0</b>	<b>1,878</b>	<b>1,622,728</b>
Renewable purchased electricity	501	12,734	11,369	58,659	5,507	2,953	1,016,313	3,211	113,061	13,987	30,439	10,946	1,279,681
Non-renewable purchased electricity	217,289	1,075,671	75,884	20,987	42,844	56,829	897,874	11,534	26,228	19,888	96,707	6,517	2,548,251
<b>Indirect energy consumption</b>	<b>217,790</b>	<b>1,088,405</b>	<b>87,253</b>	<b>79,645</b>	<b>48,351</b>	<b>59,783</b>	<b>1,914,187</b>	<b>14,745</b>	<b>139,289</b>	<b>33,875</b>	<b>127,146</b>	<b>17,464</b>	<b>3,827,933</b>
<b>Total</b>	<b>217,790</b>	<b>1,088,405</b>	<b>216,975</b>	<b>85,634</b>	<b>48,403</b>	<b>121,809</b>	<b>2,585,276</b>	<b>25,954</b>	<b>875,001</b>	<b>38,926</b>	<b>127,146</b>	<b>19,342</b>	<b>5,450,660</b>

2022 (GJ)	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	CHILE	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	ITALY	PORTUGAL	TOTAL
<b>Fossil fuels</b>	<b>0</b>	<b>0</b>	<b>30,212</b>	<b>0</b>	<b>0</b>	<b>66,876</b>	<b>137,336</b>	<b>1,016</b>	<b>4,886</b>	<b>999</b>	<b>241,325</b>
Petrol	0	0	4,972	-	0	2,202	10,902	0	0	7	18,083
Diesel	0	0	18,175	-	0	64,675	125,463	1,016	4,886	992	215,207
LPG	0	0	0	-	0	0	961	0	0	0	961
Natural gas	0	0	7,065	-	0	0	0	0	0	0	7,065
LNG	0	0	0	-	0	0	10	0	0	0	10
CNG	-	-	-	-	-	-	-	-	-	-	-
<b>Renewables</b>	<b>0</b>	<b>0</b>	<b>97,386</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>502,648</b>	<b>0</b>	<b>221</b>	<b>7</b>	<b>600,262</b>
Biogas burned in boilers without electricity generation	0	0	20,864	-	0	0	181,308	0	0	0	202,172
Biogas burned in engines or turbines with electricity generation	0	0	57,762	-	0	0	317,370	0	0	0	375,132
Biomethane service stations.	0	0	0	-	0	0	558	0	0	0	558
Self-produced, photovoltaic panels	0	0	0	0	0	0	3,072	0	221	7	3,300
Self-produced, turbines	0	0	18,760	0	0	0	340	0	0	0	19,100
<b>Direct energy consumption</b>	<b>0</b>	<b>0</b>	<b>127,598</b>	<b>0</b>	<b>0</b>	<b>66,876</b>	<b>639,985</b>	<b>1,016</b>	<b>5,107</b>	<b>1,006</b>	<b>841,588</b>
Renewable purchased electricity	-	-	-	-	-	-	272,360	-	-	-	272,360
Non-renewable purchased electricity	217,998	1,078,074	91,095	-	47,678	63,528	1,583,771	21,066	32,785	13,823	3,149,819
<b>Indirect energy consumption</b>	<b>217,998</b>	<b>1,078,074</b>	<b>91,095</b>	<b>0</b>	<b>47,678</b>	<b>63,528</b>	<b>1,856,131</b>	<b>21,066</b>	<b>32,785</b>	<b>13,823</b>	<b>3,422,180</b>
<b>Total</b>	<b>217,998</b>	<b>1,078,074</b>	<b>218,693</b>	<b>0</b>	<b>47,678</b>	<b>130,405</b>	<b>2,496,116</b>	<b>22,082</b>	<b>37,892</b>	<b>14,829</b>	<b>4,263,768</b>

### GRI 303-3 EXTRACTION OF WATER (m<sup>3</sup>)

2022	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
Municipal water supply or that of other "entities"	0	0	0	712,806	0	0	249,907,571	2,573,205		15,203,943	0	3,744,840	272,142,365
Surface waters (wetlands, rivers, lakes, captured rainwater and other water streams)	0	0	56,306,013	39,314,648	0	0	315,904,322	0	529,422,116	0	9,004,601	0	949,951,700
Sea water	34,538,260	241,473,922	0	0	0	0	67,052,179	0	0	0	0	0	343,064,361
Brackish waters	0	0	0	0	0	0	13,094,152	0	0	0	0	0	13,094,152
Groundwater	0	0	1,663,121	0	0	0	236,517,073	4,943,207	32,104,468	3,812,532	0	2,189,352	281,229,753
"Undefined"	0	0	1,094,648	0	0	0	0	0	0	0	0	0	1,094,648
<b>Total water abstraction</b>	<b>34,538,260</b>	<b>241,473,922</b>	<b>59,063,782</b>	<b>40,027,454</b>	<b>0</b>	<b>0</b>	<b>882,475,297</b>	<b>7,516,412</b>	<b>561,526,584</b>	<b>19,016,475</b>	<b>9,004,601</b>	<b>5,934,192</b>	<b>1,860,576,979</b>

2021	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	ITALY	PORTUGAL	TOTAL
Municipal water supply or that of other "entities"	-	-	-	-	-	243,286,100	864,061	11,560,215	3,370,449	259,080,825
Surface waters (wetlands, rivers, lakes, captured rainwater and other water streams)	0	0	56,848,795	-	-	337,674,546	0	-	-	394,523,341
Sea water	34,317,065	243,800,247	0	-	-	62,836,496	0	-	-	340,953,808
Brackish waters	0	0	0	-	-	22,600,766	0	-	-	22,600,766
Groundwater	0	0	1,696,925	-	-	213,529,492	8,154,236	3,714,743	2,069,190	229,164,586
"Undefined"	0	0	1,153,538	-	-		542,576	-	-	1,696,114
<b>Total water abstraction</b>	<b>34,317,065</b>	<b>243,800,247</b>	<b>59,699,258</b>	<b>-</b>	<b>-</b>	<b>879,927,400</b>	<b>9,560,873</b>	<b>15,274,958</b>	<b>5,439,639</b>	<b>1,248,019,440</b>

**WATER RECYCLED OR RE-USED**

	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
<b>2022</b>	-	-	-	-	72,655,330	5,137,647	3,069,592	-	-	-	-	-	80,862,569
<b>2021</b>	-	-	-	-	55,917,293	4,394,661	3,852,232	-	-	-	-	-	64,164,186
<b>2020</b>	-	-	-	-	52,828,829	-	3,595,617	-	-	-	-	-	56,424,446

## GRI 303-4 WATER DISCHARGE

2022	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
Fresh water (total dissolved solids ≤ 1000 mg/l)	0	0	45,378,246	8,158,655	0	378,495	582,038,496	343,547	32,104,468	8,985,573	0	2,626,802	680,014,282
Other waters (total dissolved solids > 1000 mg/l)	18,900,680	136,988,502	0	0	0	0	14,268,355	0	130,586,251	0	0	0	300,743,788
<b>Total</b>	<b>18,900,680</b>	<b>136,988,502</b>	<b>45,378,246</b>	<b>8,158,655</b>	<b>0</b>	<b>378,495</b>	<b>596,306,851</b>	<b>343,547</b>	<b>162,690,719</b>	<b>8,985,573</b>	<b>0</b>	<b>2,626,802</b>	<b>980,758,070</b>

2021	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
Fresh water (total dissolved solids ≤ 1000 mg/l)	0	0	52,278,846	-	8,886,459	1,737,043	604,747,653	470,157	-	9,470,695	-	3,690,228	681,281,081
Other waters (total dissolved solids > 1000 mg/l)	18,998,316	139,075,911	0	-	0	0	8,747,531	0	-	0	-	0	166,821,758
<b>Total</b>	<b>18,998,316</b>	<b>139,075,911</b>	<b>52,278,846</b>	<b>-</b>	<b>8,886,459</b>	<b>1,737,043</b>	<b>613,495,184</b>	<b>470,157</b>	<b>-</b>	<b>9,470,695</b>	<b>-</b>	<b>3,690,228</b>	<b>848,102,839</b>

## NATURAL CAPITAL: INPUT

2022	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
<b>Gross volume of water abstracted for management</b>	34,538,260	241,473,922	59,063,782	39,314,648	0	0	632,567,726	5,085,229	561,526,584	3,812,532	10,805,521	2,189,356	1,590,377,560
<b>Drinking water produced</b>	15,637,580	104,485,420	57,022,897	36,376,990	0	0	522,496,314	5,066,446	529,422,116	3,682,586	10,805,521	2,189,356	1,287,185,226
<b>Treated water</b>	0	0	43,337,361	5,220,997	69,719,940	5,516,142	568,958,497	324,764	130,586,251	8,985,573	0	2,626,802	835,276,327
<b>Raw water purchased</b>	0	0	59,063,782	0	0	0	161,930,665	0	0	0	0	0	220,994,447
<b>Treated water purchased</b>	0	0	0	712,806	0	0	249,907,571	2,573,205	0	15,203,943	0	3,744,840	272,142,365
<b>Total water consumed in the purification and desalination processes</b>	18,900,680	136,988,502	2,040,885	2,937,658	0	0	30,417,946	18,783	32,104,468	0	0	0	223,408,922
<b>Volume of water distributed</b>	0	0	36,173,808	32,321,735	0	0	584,829,968	8,899,299	529,422,116	18,355,848	0	5,787,813	1,215,790,587
<b>WWTP input water</b>	0	0	43,337,361	5,220,997	70,033,128	5,785,966	590,643,404	323,090	130,586,251	9,463,283	0	3,044,013	858,437,493



2021	SAUDI ARABIA	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	UNITED ARAB EMIRATES	SPAIN	FRANCE	GEORGIA	ITALY	MEXICO	PORTUGAL	TOTAL
<b>Gross volume of water abstracted for management</b>	34,317,065	243,800,247	59,699,258	-	-	-	636,641,300	8,696,812	-	3,714,743	-	2,069,190	988,938.6150
<b>Drinking water produced</b>	15,318,749	104,724,336	57,856,605	-	0	0	515,597,526	9,166,969	-	3,545,670	-	2,069,190	708,279,045
<b>Treated water</b>	-	-	50,820,821	-	64,496,512	5,689,720	562,184,223	-	-	9,138,079	-	2,947,980	695,277,335
<b>Raw water purchased</b>	0	0	59,699,258	-	0	0	150,056,100	542,576	-	0	-	63	210,297,997
<b>Treated water purchased</b>	0	0	0	-	0	0	243,286,100	864,061	-	11,560,215	-	3,370,449	259,080,825
<b>Total water consumed in the purification and desalination processes</b>	18,998,316	139,075,911	1,842,653	-	-	-	23,769,354	470,157	-	0	-	0	184,156,391
<b>Volume of water distributed</b>	0	0	36,173,808	32,321,735	0	0	584,829,968	8,899,299	529,422,116	18,355,848	0	5,787,813	1,215,790,587
<b>WWTP input water</b>	0	0	43,337,361	5,220,997	70,033,128	5,785,966	590,643,404	323,090	130,586,251	9,463,283	0	3,044,013	858,437,493

## GRI 304-1 LIST BIODIVERSITY AREAS

Contract/Work	Region/Country	Installation name	Affected areas/species
<b>Ávila</b>	AVILA	WWTP	ES4110103: Holm oak woods of the Rivers Adaja and Voltoya / ES0000190: Holm oak woods of the Rivers Adaja and Voltoya
<b>La Bañeza</b>	LEON	La Bañeza Bombeo Wastewater Pol. Villaadela	ES0000366: Valdería-Jamuz
<b>RABADE</b>	LUGO	WWTP Rábade	ES1120003: Parga - Ladra - Támoga
<b>Monforte de Lemos</b>	LUGO	DWTP Ribasaltas + DWPS	ES1120016: River Cabe
<b>Monforte de Lemos</b>	LUGO	WWTP Urbana PIÑEIRA (+ fringe pumping)	ES1120016: River Cabe
<b>Monforte de Lemos</b>	LUGO	WWPP Malecón	ES1120016: River Cabe
<b>Louro</b>	PONTEVEDRA	PUMPING ORBENLLE - PORRIÑO	ES1140011: Gándaras de Budiño
<b>Louro</b>	PONTEVEDRA	PUMPING A GRANXA - PORRIÑO	ES1140011: Gándaras de Budiño
<b>Louro</b>	PONTEVEDRA	PUMPING AREAS II (O ATRIO) - TUI	ES0000375: Esteiro do Miño
<b>Louro</b>	PONTEVEDRA	PUMPING REMESAL - TUI	ES1140005: Monte Aloia
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWPP RANDE	ES1140016: Enseada de San Simón
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWPP PUERTO CESANTES	ES1140016: Enseada de San Simón
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWPP ELEVATION 1	ES1140016: Enseada de San Simón
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWPP ELEVATION 2	ES1140016: Enseada de San Simón
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWPP ELEVATION 3	ES1140016: Enseada de San Simón
<b>JONT VENTURE REDONDELA</b>	PONTEVEDRA	WWTP REDONDELA + OFFICE	ES1140016: Enseada de San Simón
<b>COSMA</b>	LA CORUÑA	WWPP Malde Vizoso	ES1110013: Xubia - Castro
<b>COSMA</b>	LA CORUÑA	WWPP O VAL	ES1110002: Costa Ártabra
<b>COSMA</b>	LA CORUÑA	WWTP Pedroso	ES1110013: Xubia - Castro
<b>FCC AQUALIA, SA (NIGRÁN)</b>	PONTEVEDRA	WWPP FOZ	ES1140003: A Ramallosa
<b>FCC AQUALIA, SA (NIGRÁN)</b>	PONTEVEDRA	WWPP RAMALLOSA	ES1140003: A Ramallosa
<b>Cabeza del Torcón Community of Municipalities</b>	TOLEDO	DWTP Torcón	ES4250005: Montes de Toledo / ES0000093: Montes de Toledo
<b>UTE GESTIÓN CANGAS</b>	PONTEVEDRA	WWPP NERGA PLAYA	ES1140010: Costa da Vela
<b>UTE GESTIÓN CANGAS</b>	PONTEVEDRA	WWPP VIÑÓ NO.1	ES1140010: Costa da Vela
<b>UTE GESTIÓN CANGAS</b>	PONTEVEDRA	WWPP VIÑÓ NO. 2	ES1140010: Costa da Vela
<b>LA ADRADA</b>	AVILA	DWTP La Adrada	ES4110115: Valle del Tiétar / ES0000184: Valle del Tiétar

<b>PIEDRALAVES</b>	AVILA	DWTP Piedralaves	ES4110115: Valle del Tiétar / ES0000184: Valle del Tiétar
<b>PIEDRALAVES</b>	AVILA	WWTP PIEDRALAVES	ES4110115: Valle del Tiétar / ES0000184: Valle del Tiétar
<b>Algeciras</b>	CADIZ	DWTP Bujeo	ES0000337: Estrecho
<b>Algeciras water treatment</b>	CADIZ	WWTP El Faro	ES0000337: Estrecho
<b>Valdés</b>	ASTURIAS	WWTP Brieves	ES1200027: River Esva
<b>Moguer</b>	HUELVA		ES6150014: Tinto Riverbanks and Marshes
<b>Hinojos contract</b>	HUELVA	WWPP Las Dueñas	ES6150009: Doñana North and West
<b>Hinojos contract</b>	HUELVA	WWTP HINOJOS	ES6150009: Doñana North and West
<b>Hinojos contract</b>	HUELVA	WWTP TREBEJIL	ES6150009: Doñana North and West
<b>San Juan Del Puerto</b>	HUELVA	WWPP EL PUENTE	ES6150014: Tinto Riverbanks and Marshes
<b>San Juan Del Puerto</b>	HUELVA	WWPP EL RECINTO FERIAL	ES6150014: Tinto Riverbanks and Marshes
<b>San Juan Del Puerto</b>	HUELVA	INTERMEDIATE WWPP	ES6150014: Tinto Riverbanks and Marshes
<b>San Juan Del Puerto</b>	HUELVA		ES6150014: Tinto Riverbanks and Marshes
<b>San Juan Del Puerto</b>	HUELVA	WWPP P.I. DOMINICANO	ES6150014: Tinto Riverbanks and Marshes
<b>DWTP LEVINCO</b>	ASTURIAS	DWTP LEVINCO	ES1200054: River Negro and River Aller
<b>Caltaqua</b>	ITALY - SICILY	Gela - Sollevamento Acropoli	ITA050011: Torre Manfria
<b>Caltaqua</b>	ITALY - SICILY	Serradifalco - Sollevamento Largo San Giuseppe	ITA050003: Lago Soprano
<b>FCC-aqualia-Oviedo JV</b>	ASTURIAS	Barrio Cataluña - Trubia	ES1200052: River Trubia
<b>DEPURTERUEL</b>	TERUEL	WWTP ALBARRACÍN	ES2420142: Sabinar de Monterde de Albarracín
<b>DEPURTERUEL</b>	TERUEL	WWPP MANZANERA LOS CEREZOS	ES2420129: Sierra de Javalambre II
<b>CARTAYA</b>	HUELVA	WWTP EL ROMPIDO	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP CAÑO LA CULATA	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP LAS DUNAS	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP SAN MIGUEL	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP URANO	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP EMBARCADERO	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP PASEO MARITIMO	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP EL FARO	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP H. FUERTE	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP MARINA	ES6150006: River Piedras wetlands and Flecha del Rompido
<b>CARTAYA</b>	HUELVA	WWPP P.I. LA BARCA	ES6150028: River Piedras Statuary
<b>CARTAYA</b>	HUELVA	WWPP EL CORCHUELO	ES6150028: River Piedras Statuary

<b>CARTAYA</b>	HUELVA	WWPP LA RIBERA	ES6150028: River Piedras Statuary
<b>Danone</b>	MADRID	WWTP DANONE	ES3110004: Manzanares River basin
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Los Abrigos	ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP La Roca	ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Sotavento	ES7020049: Montaña Roja / ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP La Tejita	ES7020049: Montaña Roja
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Los Balos	ES7020049: Montaña Roja / ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP El Muelle	ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Los Martínez	ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Médano Beach I	ES7020116: Sebadales del Sur de Tenerife
<b>Granadilla de Abona</b>	STA. CRUZ DE TENERIFE	WWPP Médano Beach II	ES7020116: Sebadales del Sur de Tenerife
<b>Municipal Water Service of Lena Town Council</b>	ASTURIAS	WWTP Jomezana	ES1200011: Peña Ubiña
<b>Municipal Water Service of Lena Town Council</b>	ASTURIAS	WWTP and discharge pit Espinedo	ES1200011: Peña Ubiña
<b>Cañón del Río Lobos</b>	SORIA	WWTP TALVEILA	ES4170135: Cañón del Río Lobos
<b>Madrigal de las Altas Torres</b>	AVILA	WWTP MADRIGAL	ES0000204: Tierra de Campiñas
<b>Cañón del Río Lobos</b>	SORIA	WWTP CASAREJOS-VADILLO	ES4170135: Cañón del Río Lobos
<b>Louro</b>	PONTEVEDRA	PUMPING O CERQUIDO-SALCEDA	ES1140011: Gándaras de Budiño
<b>Monforte de Lemos</b>	LUGO	WWPP Levamos	ES1120016: River Cabe
<b>Aguas de Langreo S.L.</b>	ASTURIAS	DWTP Lorenzo Velasco (Entralgo)	ES1200039: Cuencas Mineras
<b>Santa Cruz de Bezana</b>	CANTABRIA	WWPP SAN JUAN DE LA CANAL	ES1300004: Lienres dunes and River Pas estuary
<b>Santa Cruz de Bezana</b>	CANTABRIA	WWPP SAN JUAN DE LA CANAL BEACH	ES1300004: Lienres dunes and River Pas estuary
<b>Santa Cruz de Bezana</b>	CANTABRIA	WWPP COVACHOS	ES1300004: Lienres dunes and River Pas estuary

<b>Water supply and sewerage service contract in Formentera</b>	BALEARIC ISLANDS	WWPP Estany Pudent Petit	ES0000084: Ses Salines d'Eivissa i Formentera
<b>Water supply and sewerage service contract in Formentera</b>	BALEARIC ISLANDS	WWPP Estany Pudent Gros	ES0000084: Ses Salines d'Eivissa i Formentera
<b>Water supply and sewerage service contract in Formentera</b>	BALEARIC ISLANDS	WWPP Estany des Peix	ES0000084: Ses Salines d'Eivissa i Formentera
<b>Frigiliana Contract</b>	MALAGA	F_WWPP OLD SOURCE	ES6170007: Sierras de Tejeda, Almijara and Alhama
<b>MANCOMUNIDAD RIO ALGODOR</b>	TOLEDO	DWTP ALGODOR	ES4250009: Yesares del valle del Tajo
<b>WWTP Luarca</b>	ASTURIAS	WWTP Luarca	ES1200026: Río Negro
<b>Algeciras</b>	CADIZ	WWPP Faro IV	ES0000337: Estrecho
<b>Algeciras</b>	CADIZ	WWPP Faro II	ES0000337: Estrecho
<b>Algeciras</b>	CADIZ	WWPP Faro III	ES0000337: Estrecho
<b>UTE GESTIÓN CANGAS</b>	PONTEVEDRA	WWPP VIÑÓ No. 3	ES1140010: Costa da Vela
<b>VILLAMARTIN contract</b>	CADIZ	WWTP CHAPARRAL	ES6120002: Cola del Embalse de Bornos
<b>VILLAMARTIN contract</b>	CADIZ	WWTP VILLAMARTIN	ES6120002: Cola del Embalse de Bornos
<b>La Palma del Condado contract</b>	HUELVA	WWPP Polig Dehesa	ES0000024: Doñana
<b>WWTP GUADALETE (Jerez de la Frontera)</b>	CADIZ	WWTP Guadalete	ES6120021: Guadalete River
<b>NILSA TUDELA AND SOUTHWEST NAVARRE</b>	NAVARRRE	WWTP TUDELA	ES2200040: Ebro River
<b>Moguer</b>	HUELVA	WWTP MOGUER	ES6150014: Marismas y Riberas del Tinto / ES6150021: Tinto River Ecological Corridor / ES6150029: Tinto River Estuary
<b>VILLENA CONTRACT</b>	ALICANTE	WWTP Las Virtues	ES5212007: Salero y Cabecicos de Villena
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP VINIEGRA DE ARRIBA	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP VILLAVELAYO	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP VINIEGRA DE ABAJO	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP VENTROSA	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP BRIEVA	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Rioja Alta Treatment</b>	LA RIOJA	WWTP ANGUIANO	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
<b>Tarifa</b>	CADIZ	WWTP Bolonia	ES0000337: Estrecho
<b>COSMA</b>	LA CORUÑA	WWPP A Pedra	ES1110013: Xubia - Castro
<b>COSMA</b>	LA CORUÑA	WWPP Faxin	ES1110013: Xubia - Castro
<b>COSMA</b>	LA CORUÑA	WWPP Calliqueira	ES1110002: Costa Ártabra
<b>Tarifa</b>	CADIZ	WWPP Bolonia	ES0000337: Estrecho

<b>OUTEIRO DE REI</b>	LUGO	WWTP OUTEIRO DE REI	ES1120003: Parga - Ladra - Támoga
<b>OUTEIRO DE REI</b>	LUGO	DWTP OUTEIRO DE REI	ES1120003: Parga - Ladra - Támoga
<b>WWTPS RIBERA ALTA DE NAVARRA</b>	NAVARRRE	WWPP PERALTA	ES2200035: Lower sections of Aragón and Arga
<b>WWTPS RIBERA ALTA DE NAVARRA</b>	NAVARRRE	WWPP FUNES	ES2200035: Lower sections of Aragón and Arga
<b>Mutxamell Desalination Plant</b>	ALICANTE	SWDP MUTXAMEL	ESZZ16008: Marine area of Cape de les Hortes
<b>WWTPS RIBERA ALTA DE NAVARRA</b>	NAVARRRE	WWPP GAS STATION FALCES	ES2200035: Lower sections of Aragón and Arga
<b>WWTP CEAMSA</b>	PONTEVEDRA	CEAMSA WORK	ES1140011: Gándaras de Budiño
<b>EMASER</b>	CIUDAD REAL	FUENCALIENTE. DWTP FUENCALIENTE	ES0000090: Sierra Morena
<b>EMASER</b>	CIUDAD REAL	SOLANA DEL PINO. SOLANA DEL PINO DWTP	ES0000090: Sierra Morena
<b>WWTP Navalcán - Parrillas</b>	TOLEDO	WWTP Navalcán - Parrillas.	ES4250001: Sierra de San Vicente and valleys of Tiétar and Alberche
<b>Mondoñedo</b>	LUGO	WWTP Mondoñedo + WWPP	ES1120015: Serra do Xistral
<b>WWTP SAN ROMAN</b>	CANTABRIA	BOO 1	ES1300004: Lienres dunes and River Pas estuary
<b>WWTP SAN ROMAN</b>	CANTABRIA	LIENCRES	ES1300004: Lienres dunes and River Pas estuary
<b>WWTP SAN ROMAN</b>	CANTABRIA	SAN JUAN DE LA CANAL	ES1300004: Lienres dunes and River Pas estuary
<b>Depuradoras Lote 1 JV</b>	TOLEDO	WWTP ANCHURAS	ES4220003: Rivers of the middle basin of the Guadiana and slopes
<b>Depuradoras Lote 1 JV</b>	TOLEDO	WWTP CAMARENILLA-CAMARENA-ARCICOLLAR	ES0000435: Steppe area on the right bank of the Guadarrama River
<b>WWTP SAN ROMAN</b>	CANTABRIA		ES1300004: Lienres dunes and River Pas estuary
<b>WWTP SAN ROMAN</b>	CANTABRIA	Covachos	ES1300004: Lienres dunes and River Pas estuary
		Adaptation of the Pluvial Network P.I. de Martos – phase I	
<b>WWTPs Grado, Trubia and Olloniego and San Claudio Collector System</b>	ASTURIAS	ALIVIADERO PEÑAFLO II	ES1200029: Nalon River
<b>New Construction IWWTP JEALSA</b>	PONTEVEDRA	JEALSA BOT work	
<b>Depuradoras Lote 1 JV</b>	TOLEDO	WWTP RIELVES-HUECAS	ES0000435: Steppe area on the right bank of the Guadarrama River
<b>Alcoy Sewer System</b>	ALICANTE	WWTP DOG SHELTER	ES0000213: Serres de Mariola and Carrascal de la Font Roja
<b>Alcoy Sewer System</b>	ALICANTE	WWTP RED FONT	ES0000213: Serres de Mariola and Carrascal de la Font Roja

## GRI 305-1, 305-2 AND 305-3 SCOPE 1, 2 AND 3 EMISSIONS

2022 (t CO <sub>2</sub> e)	SPAIN	ALGERIA	CZECH REPUBLIC	COLOMBIA	EGYPT	ITALY	MEXICO	PORTUGAL	UNITED ARAB EMIRATES	SAUDI ARABIA	FRANCE	GEORGIA	TOTAL
<b>Scope 1</b>	<b>85,409</b>	<b>0</b>	<b>7,342</b>	<b>419</b>	<b>6,466</b>	<b>720</b>	<b>0</b>	<b>482</b>	<b>6,615</b>	<b>0</b>	<b>807</b>	<b>10,985</b>	<b>119,246</b>
Fossil fuels	10,204	0	1,533	419	4	353	0	131	6,073	0	784	5,753	<b>25,254</b>
Water management complexes	75,205	0	5,809	0	6,462	366	0	351	542	0	23	5,232	<b>93,991</b>
<b>Scope 2</b>	<b>101,440</b>	<b>147,146</b>	<b>10,356</b>	<b>3,190</b>	<b>5,139</b>	<b>2,531</b>	<b>10,919</b>	<b>724</b>	<b>8,765</b>	<b>36,934</b>	<b>222</b>	<b>3,153</b>	<b>330,519</b>
Electricity or steam acquired from third parties	101,440	147,146	10,356	3,190	5,139	2,531	10,919	724	8,765	36,934	222	3,153	<b>330,519</b>
<b>Scope 3</b>	<b>135,664</b>	<b>19,755</b>	<b>6,332</b>	<b>1,622</b>	<b>3,981</b>	<b>6,898</b>	<b>2,839</b>	<b>2,856</b>	<b>1,772</b>	<b>4,708</b>	<b>1,025</b>	<b>84,937</b>	<b>272,386</b>
Purchased items and services	64,622	1,071	2,333	730	171	6,284	1,482	2,456	3	1,211	775	158	<b>81,294</b>
Activities relating to fuel and energy that are not included in Scopes 1 and 2	13,986	18,684	860	506	916	229	1,357	102	1,560	3,497	211	1,764	<b>43,671</b>
Waste generated in operations	57,056	0	3,139	386	2,895	385	0	298	209	0	39	83,015	<b>147,421</b>
<b>Total</b>	<b>322,513</b>	<b>166,901</b>	<b>24,031</b>	<b>5,231</b>	<b>15,585</b>	<b>10,148</b>	<b>13,758</b>	<b>4,062</b>	<b>17,152</b>	<b>41,642</b>	<b>2,053</b>	<b>99,076</b>	<b>722,151</b>
<b>Other emissions*</b>	28,633	0	4,699	0	0	47	0	0	0	0	0	0	<b>33,378</b>

\* Associated with fuels of biogenic origin.

2021 (t CO2e)	SPAIN	ALGERIA	CZECH REPUBLIC	EGYPT	ITALY	PORTUGAL	UNITED ARAB EMIRATES	SAUDI ARABIA	FRANCE	TOTAL
<b>Scope 1</b>	<b>82,305</b>	<b>0</b>	<b>7,506</b>	<b>5,899</b>	<b>798</b>	<b>598</b>	<b>4,982</b>	<b>0</b>	<b>143</b>	<b>102,231</b>
Fossil fuels	9,618	0	1,591	0	335	221	4,584	0	143	<b>16,492</b>
Water management complexes	72,687	0	5,916	5,899	463	377	398	0	0	<b>85,739</b>
<b>Scope 2</b>	<b>100,919</b>	<b>164,047</b>	<b>10,719</b>	<b>7,854</b>	<b>1,445</b>	<b>1,342</b>	<b>9,374</b>	<b>40,372</b>	<b>317</b>	<b>336,389</b>
Electricity or steam acquired from third parties	100,919	164,047	10,719	7,854	1,445	1,342	9,374	40,372	317	<b>336,389</b>
<b>Scope 3</b>	<b>100,926</b>	<b>301</b>	<b>2,547</b>	<b>1,831</b>	<b>499</b>	<b>1,000</b>	<b>2</b>	<b>365</b>	<b>4</b>	<b>107,474</b>
Purchased items and services	54,955	301	1,463	11	90	572	0	365	4	<b>57,761</b>
Activities relating to fuel and energy that are not included in Scopes 1 and 2	10,808	-	-	-	-	154	-	-	-	<b>10,963</b>
Waste generated in operations	35,162	0	1,083	1,820	409	274	2	0	0	<b>38,750</b>
<b>Total</b>	<b>284,150</b>	<b>164,348</b>	<b>20,772</b>	<b>15,584</b>	<b>2,742</b>	<b>2,941</b>	<b>14,358</b>	<b>40,737</b>	<b>464</b>	<b>546,094</b>
<b>Other emissions*</b>	<b>27,281</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>27,281</b>

\* Associated with fuels of biogenic origin.



## GRI 305-7 ATMOSPHERIC EMISSIONS

	Spain	Algeria	Czech Republic	Colombia	Egypt	Italy	Mexico	Portugal	United Arab Emirates	Saudi Arabia	France	Georgia	Total
<b>2022</b>													
<b>T NOx</b>	21.5	0.0	6.5	1.6	0.0	1.6	0.0	0.6	21.5	0.0	3.4	22.7	56.7
<b>T SOx</b>	0.021	0.000	0.004	0.001	0.000	0.001	0.000	0.003	0.009	0.000	0.002	0.014	0.040
<b>2021</b>													
<b>T NOx</b>	40.30	0.00	6.50	-	0.00	1.50	-	0.30	19.90	0.00	0.30	-	68.80
<b>T SOx</b>	0.020	0.000	0.004	-	0.000	0.001	-	0.000	0.010	0.000	0.000	-	0.035
<b>2020</b>													
<b>T NOx</b>	46.44	0.00	7.85	-	0.00	1.45	-	2.24	25.33	0.00	0.77	-	84.08
<b>T SOx</b>	0.021	0.000	0.003	-	0.000	0.001	-	0.001	0.010	0.000	0.000	-	0.036

### GRI 401-3 NUMBER OF EMPLOYEES WITH RIGHT TO PARENTAL LEAVE BY GENDER

Aspect	2022			2021			% variation 22/21		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Employees who have had right to parental leave	180	42	222	184	39	223	-2%	8%	0%
Employees who have taken parental leave	180	42	222	184	39	223	-2%	8%	0%
Employees returning to work after taking parental leave	180	41	221	184	39	223	-2%	5%	-1%
Employees returning to work after taking parental leave and remain employees 12 months after returning	172	36	208	180	38	218	-4%	-5%	-5%
<b>Return rate</b>	100%	98%	100%	100%	100%	100%	-	2 pp	-
<b>Retention rate</b>	96%	86%	94%	98%	97%	98%	-2 pp	-12 pp	-4 pp

\* Data in Spain

## GRI 201-1 DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

Profit and taxes by country (millions of €)	2022			2021		
	Revenue	Pre-tax profit	Payments to governments (taxes)	Revenue	Pre-tax profit	Payments to governments (taxes)
Saudi Arabia	32.956	1.974	0.797	32.4	3.459	0.649
Algeria	41.739	23.218	4.353	37.138	19.942	2.873
Bosnia*	-	-	-	-	-0.001	-
Colombia	30.462	-6.908	2.410	28.201	-0.883	1.768
Ecuador*	0	0.041	-	0.667	0.089	0.032
Egypt	21.843	8.279	0.221	28.669	6.801	0.167
United Arab Emirates	15.64	1.301	0.004	11.591	1.825	-
Spain	861.4	103.745	36.059	814.169	120.007	27.037
United States of America*	-	-0.021	-	-	-0.025	0.001
France	26.525	1.516	1.695	20.771	2.687	3.508
Italy	50.876	14.215	3.662	45.44	1.769	0.923
Mexico	17.17	2.500	0.215	18.907	3.978	0.529
Montenegro*	-0.359	-0.216	0.002	-	-0.174	-
Oman	0.725	1.088	-	0.272	0.393	-
Panama*	-	-0.105	-	-	-0.243	0.001
Netherlands*	-	-0.181	-	-	-0.067	0.035
Portugal	14.905	1.518	0.322	14.637	0.931	0.304
Qatar	17.791	1.771	0.118	2.294	0.344	0.042
Czech Republic	120.364	19.193	4.909	110.815	13.959	4.586
Romania	4.735	-1.569	0.007	2.822	-1.773	0.006
Serbia*	-	-0.030	-	-	-0.203	0.024
Tunisia*	0.405	-0.063	0.001	-	-0.365	-
Uruguay*	-	0.011	-	-	-0.508	-
Peru	-	-0.475	-	-	-0.618	-
Chile	0.686	0.175	-	0.657	0.192	-
Georgia	65.292	20.837	2.358	-	-	-
<b>Total</b>	<b>1,323.155</b>	<b>191.81</b>	<b>57.13</b>	<b>1,169.45</b>	<b>171.52</b>	<b>42.49</b>

\* Countries where Aqualia does not currently carry out any type of activity.

### BREAKDOWN OF STRATEGIC LINES BY COUNTRY

LE2P1.1 % of the volume of unregistered water divided by the total volume of water introduced into the distribution network (contracts dating back more than 5 years). LE2P1.2 Volume of unregistered water per kilometre of network and day (for contracts that are more than 5 years old)

Indicator	Target year	Target	Spain	Czech Republic	France	Italy	Portugal	Total
LE2P1.1	2023	≤27%	28.8%	10.5		38.3%	20.5%	28.29%
LE2P1.2	2023	≤12 m <sup>3</sup> /km/day	13.5	2.3	***	20.3	5.1	12.14

LE2P2.2 % renewable energy used generated by own facilities, PPAs or acquisition divided by the total energy consumed (MWC and BOT contracts dating back more than 3 years).

LE2P2.3 Reduction of the % kWh/m<sup>3</sup> energy used in the adduction, treatment and distribution of drinking water processes (calculation weighted using the m<sup>3</sup> managed in each of the three processes) (MWC and BOT contracts dating back more than 5 years)

LE2P2.4 Reduction of % of kWh/kg COD eliminated for energy used in wastewater treatment and sanitation processes (average value corresponding to MWC and BOT contracts dating back more than 5 years).

LE2P2.5 % vehicles with low CO<sub>2</sub> emissions divided by the total vehicle fleet.

Indicator	Target year	Target	Spain	Czech Republic	France	Italy	Portugal	Saudi Arabia	Algeria	Colombia	Egypt	United Arab Emirates	Total
LE2P2.2	2030	50%	57.4%	36.2%	21.8%	41.3%	62.7%	0	1.2%	73.7%	11.4%	4.9%	34.15%
LE2P2.3	2023	-3% (versus 2020)	0.33	0.12	***	0.62	0.44	***	0.95	0.12	N/A	N/A	0.51 (-9.46%)
LE2P2.4	2023	-3% (versus 2020)	0.67	0.77	N/A	2.74	1.04	N/A	N/A	N/A	0.54	***	0.69 (-9.87%)
LE2P2.5	2023	100%	12.54%	ND	ND	ND	ND	ND	ND	ND	ND	ND	ND