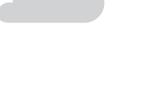
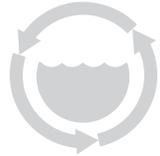


# Efficient management of a resource that belongs to us all

Corporate Social Responsibility Report 2013





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# Message from the Chairman

Over half the world's population now live in cities, and they demand a broad catalogue of urban services. Water, energy and waste-collection are among those known as "basic services", without which the new urban lifestyle could not proceed normally.

As operators specialising in providing a public service, at **FCC Aqualia** we are aware of the growing demand among the public with regard to the integrated water cycle. Simply providing a 24/7 service is no longer enough. It must also be provided according to criteria of technical and economic efficiency, sustainability and environment-friendliness.

In order for this premise to be fulfilled, it is an essential condition for there to be an alliance between the three pillars of what are known as smart cities: the public, the authorities and the private sector. Only by working together can we enjoy cities where quality of life increases and people can benefit from sustainable economic development.

At **FCC Aqualia** we are firmly committed to this model and are therefore making considerable efforts to innovate smarter services and bring them closer to the users we provide them for. Despite the obvious importance of the technology that is needed to change the paradigm, our primary focus is on people.

A logical outcome of this social approach, as formalised in FCC's Master Plan for Corporate Social Responsibility (CSR), has been the many local initiatives that the company develops year after year. Our aim is to add value to the societies where we work and of which our professionals form an important part: educational programmes, social and sporting partnerships, scientific developments and many other activities that bring us closer to society: a true driving force for change and the *raison d'être* of the work that we do.



**Eduardo González Gómez,**  
Chairman, FCC Aqualia



# Message from the General Manager

It gives me great pleasure to present once again — now for the eighth time — the **FCC Aqualia Annual SCR Report**, with a view to demonstrating to the full our commitment towards **sustainable development**.

I am convinced that one of the main challenges that we face is to explain properly to the public the key challenges that society now faces with regard to **such an important public resource as water**, and the role that a company like ours can play in its management.

It is estimated that by 2030 nearly 60% of the world's population will live in urban areas. Although cities occupy barely 2% of the Earth's surface, they account for 60–80% of all energy consumption and 75% of all carbon emissions. We know that the speed of urban development is intensifying stress on the fresh-water supply and worsening such issues as the evacuation and treatment of wastewater, among many others.

In this context, our business would make no sense unless it was focused on permanent **innovation and improvement** of the efficiency of everything we do, particularly with regard to the combination of **water and energy**.

Examples of this are two of the initiatives described in this document. First, within the concept of the smart city and in the area of sustainable consumption, in the city of Oviedo we have been able to obtain extensive knowledge of **users' water consumption, habits and trends**, making it possible to adapt the service to changing circumstances. And, second, **FCC Aqualia** is committed to combating climate change, having decided to proceed with regular measurements of direct and indirect CO<sub>2</sub> emissions, thereby — through Aigües de Lleida — becoming the **first Spanish company to calculate and verify the carbon footprint** of an integrated water-management service.

Besides these two initiatives, **FCC Aqualia** is currently developing another **14 major research projects** that call for the dedication and hard work of an extensive group of highly specialised professionals.

These projects range from improving biological processes in wastewater treatment to smart management of drinking-water distribution networks and developing apps so that people can access the information they need about the integrated water cycle service.

The economic crisis of the last few years has shown that CSR, far from being a superficial, rhetorical issue, must be a driving force for any company's dynamics and development.

That is why we are keen for the spirit of service, **transparency, rigour and professional integrity** to remain as the distinguishing characteristics of all who work at

**FCC Aqualia**. They are the ones who do the work and are responsible for the achievements described in this document, causing **positive social impact in the communities where we provide services**.

Striving to build awareness and make an active commitment towards society, in 2013 the company has launched various awareness-building campaigns against **domestic violence, the integration of disabled people into the labour market, and equality**. These have included a partnership with the **Red Cross** in Andalusia; the "Aqualia Collage 016" campaign against domestic violence, for which 254 employees signed up; joining the **ONCE foundation to support the integration of disabled people into the labour market**, and communicating these messages to millions of customers via their bills. In this area, the traditional Christmas greeting this year was organised in partnership with Technosite, one of the ONCE Foundation's special employment centres.

In other areas, in 2013 **FCC Aqualia** developed its **Occupational Health and Safety Plan (OHSP)** to make employees aware of the importance of proper management as an asset in every worker's career advancement. **The plan has received numerous awards**, and the company is the first to obtain permission to use the **"Company Committed to Occupational Health and Safety"** mark in the **Murcia region**.

As in previous years, we launched the ninth edition of our **International Children's Drawing Competition**, to build awareness of reasonable water use. This year **36,578 children from around 1,000 schools** have taken part.

Nothing described in this report could have been achieved without the involvement, hard work and willingness of more than 7,000 professionals who are committed to the project that I lead and are spread, and at the same time integrated, across the various territories and communities where we provide services. It is now down to our ongoing efforts to achieve even higher targets in the future, to further the well-being of all the people who have placed their trust in us as their water company.

**Félix Parra Mediavilla**  
General Manager, FCC Aqualia





# FCC Aqualia's vision: corporate presentation

**10** FCC Aqualia provides services for over 30 million people all over the world

**11** Customer-oriented service

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# FCC Aqualia provides services for over 30 million people all over the world

**FCC Aqualia** is FCC's water-management company, the leader in the sector in Spain, offering practical, innovative solutions for public and private entities and organisations both in Spain and abroad. We currently provide services in 1,100 municipal districts in 19 countries: Spain, Italy, Portugal, Czech Republic, Poland, Romania, Montenegro, Bosnia, Mexico, Peru, Chile, Uruguay, Algeria, Egypt, UAE, Saudi Arabia and China (Ecuador, Tunisia and South Africa with no recurring activity). The company operates more than 200 drinking-water treatment plants (DWTPs) and over 300 wastewater treatment plants (WWTPs).

**FCC Aqualia** offers the market full solutions for the needs of public and private bodies and entities, at all stages of the integrated water cycle and for all uses: human, agricultural or industrial. The company's main business is the management of municipal water services.

**FCC Aqualia** is now the third-largest private water-management company in Europe and the sixth-largest in the world, according to the ranking published by the international journal *Global Water Intelligence*.

The growth in the organisation's volume of business since it was set up clearly marks the road that has been travelled, showing how the company has consolidated its market position over the years, with steady growth and reporting good results in 2013 despite the adverse economic scenario in which we find ourselves.

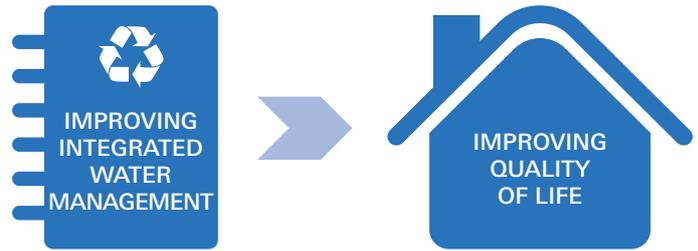
Key figures for FCC Aqualia*	2011	2012	2013
Direct economic value generated	2,391.5	2,424.2	2,542.4
Economic value distributed	826.2	790.2	851.0
Operating costs	479.1	479.0	512.0
Personnel costs	223.1	223.0	241.9
Payments to governments/taxes	18.2	26.6	37.2
Payments to capital suppliers	79.4	36.7	37.3
Donations and other investments in the community	0.05	0.1	0.142
Subsidies	20.8	8.6	8.4
Investment in infrastructure	26.4	24.6	22.5
Investment in RDI	2.3	3.2	3.0
Total workforce	7,136	7,102	7,125
Length of networks managed (km)	56,890	59,116	65,489
Water captured/purchased (millions of m <sup>3</sup> )	1,094.6	1,110.2	996.3
Number of drinking-water treatment plants (DWTPs)	201	216	215
Number of drinking-water pumping stations (DWPSs)	886	911	892
Number of drinking-water tanks	2,515	2,570	2,606
Number of seawater desalination plants (SWDPs)	9	9	6
New contracts won (Spain)	149	150	155
New contracts won (International)	6	6	5

(\*economic data in millions of euros)

FCC Aqualia is present in over 1,100 municipal districts, 19 countries and 4 continents all over the world; addressing every need related to different types of water use. The company's success is based on:



FCC Aqualia is seriously committed to sustainability and is the first Spanish company to calculate and certify the carbon footprint of an integrated water service.



BEING SUSTAINABLE AND SOCIALLY RESPONSIBLE

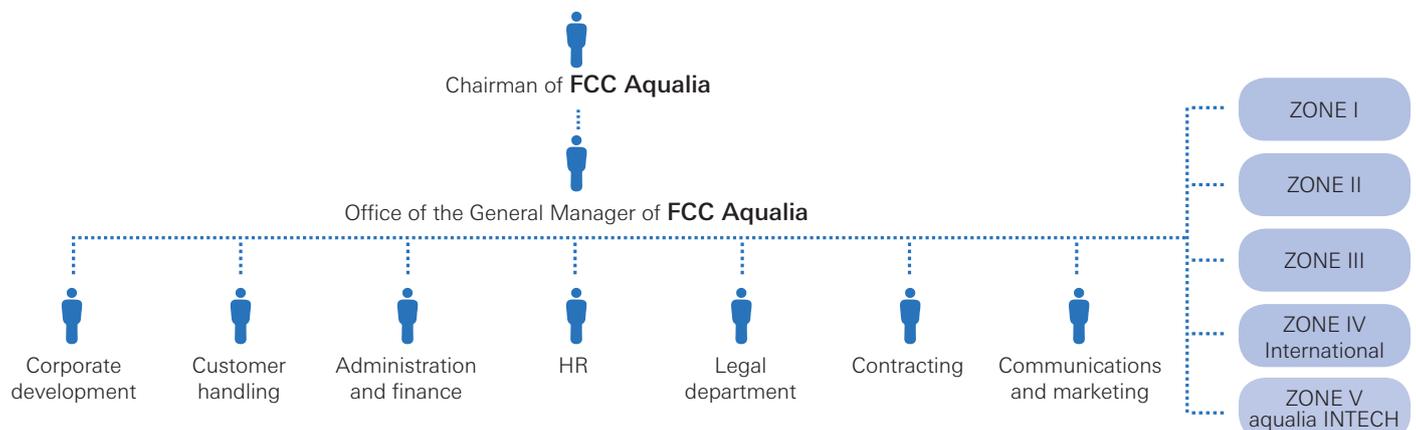
## Customer-oriented service



The organisational structure of **FCC Aqualia** is oriented towards prioritising closeness to customers and fostering a business model based on quality of service and maximum user satisfaction.

The organisation is designed to facilitate the direct flow of information and capacity of response to customers, thus enabling **FCC Aqualia** to provide an efficient service, 24 hours a day, 365 days a year.

The cornerstone of the company's success are the more than 7,100 highly qualified and experienced people who make up the workforce. Employees' personal and professional development is a priority concern for **FCC Aqualia**, as demonstrated by more than 60,000 hours of training that was given in 2013.



• Zone I: Castile & León, Castile-La Mancha, Madrid, Canary Islands, Galicia, Cantabria, Asturias, Basque Country, Rioja and Navarre.

• Zone II: Aragon, Catalonia, Valencia Region, Murcia Region and Balearic Islands.

• Zone III: Andalusia and Extremadura.

• Zone IV: Development and International Division.



# An integrated vision of water management

Today, **FCC Aqualia** is a unique organisation, able to provide all kinds of services related to the integrated water cycle.

Water is a scarce natural resource for human beings, which is why permanent vigilance and a high level of specialisation is required throughout the cycle to assure the maximum quality and sufficient quantity.

Management begins with the process of capturing surface or ground water. Once captured, the water is processed at treatment plants according to the various uses it may be intended for. These plants play a key role in the integrated water cycle, distributing water for end consumption at different points, whether urban, industrial or agricultural.



**FCC Aqualia** personnel performing leak-detection tasks.

Once consumed, the water is sent back to treatment plants to be recycled by sanitation and purification processes to eliminate any pollutant particles. The cycle ends when the treated water is returned to the natural environment, where it will begin once again.

**FCC Aqualia** not only guarantees the quality of water for any need but also ensures that it is returned to the environment under optimal conditions, reducing any environmental impact to the absolute minimum.

Our consolidated image and the quality of the service that we provide are the reasons why so many public authorities have placed their trust in **FCC Aqualia**.

**FCC Aqualia** is now positioned as the leader in the Spanish sector, with a market share of **36% for water management**, providing solutions across the country and **services for over 850 municipal districts and 13 million people**.



**36%** MARKET SHARE  
IN SPAIN

**65,489** KILOMETRES  
OF NETWORKS  
MANAGED

**1,194,432** PARAMETER  
READINGS FOR  
DRINKING WATER

FCC Aqualia, through **aqualia INTECH**, provides overall solutions and operational capacity to design, develop and manage water-treatment plants, adapted to the specific needs of each client, anywhere in the world — particularly drinking-water, reuse and treatment of wastewater, industrial water and salt water. The company offers made-to-measure solutions for water use in industry, process-water solutions, wastewater and reuse solutions and O&M services.

**aqualia INTECH** has a long list of references, including companies of considerable international prestige. It is a benchmark in the sector all over the world, thanks to its experience in project management, technological development and excellent quality of service, providing innovative solutions as a result of its constant investment in R&D.



**66** facilities designed for **23,461,000 people served on a global scale**

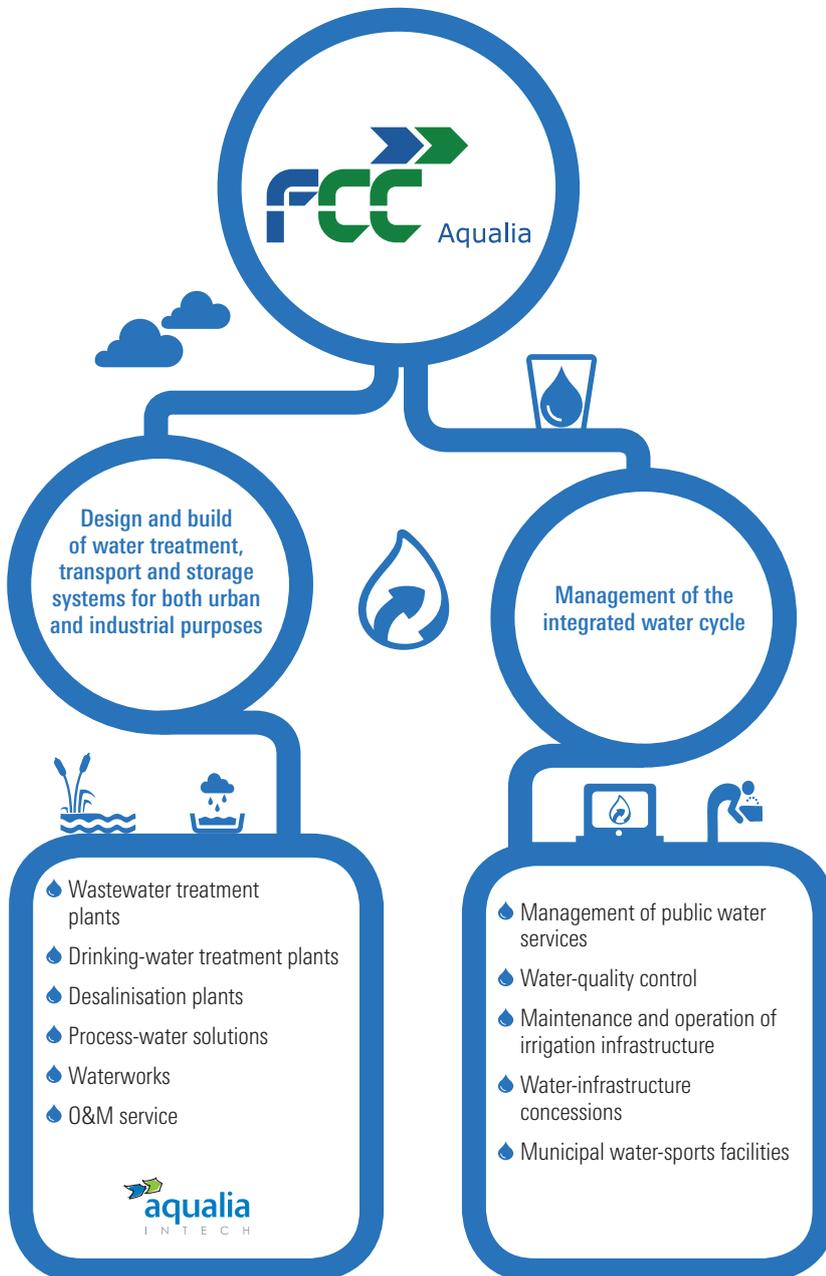


**8** facilities under construction and **3 delivered** on the international market



**30** facilities managed

**5,701,747** m<sup>3</sup> of water treated



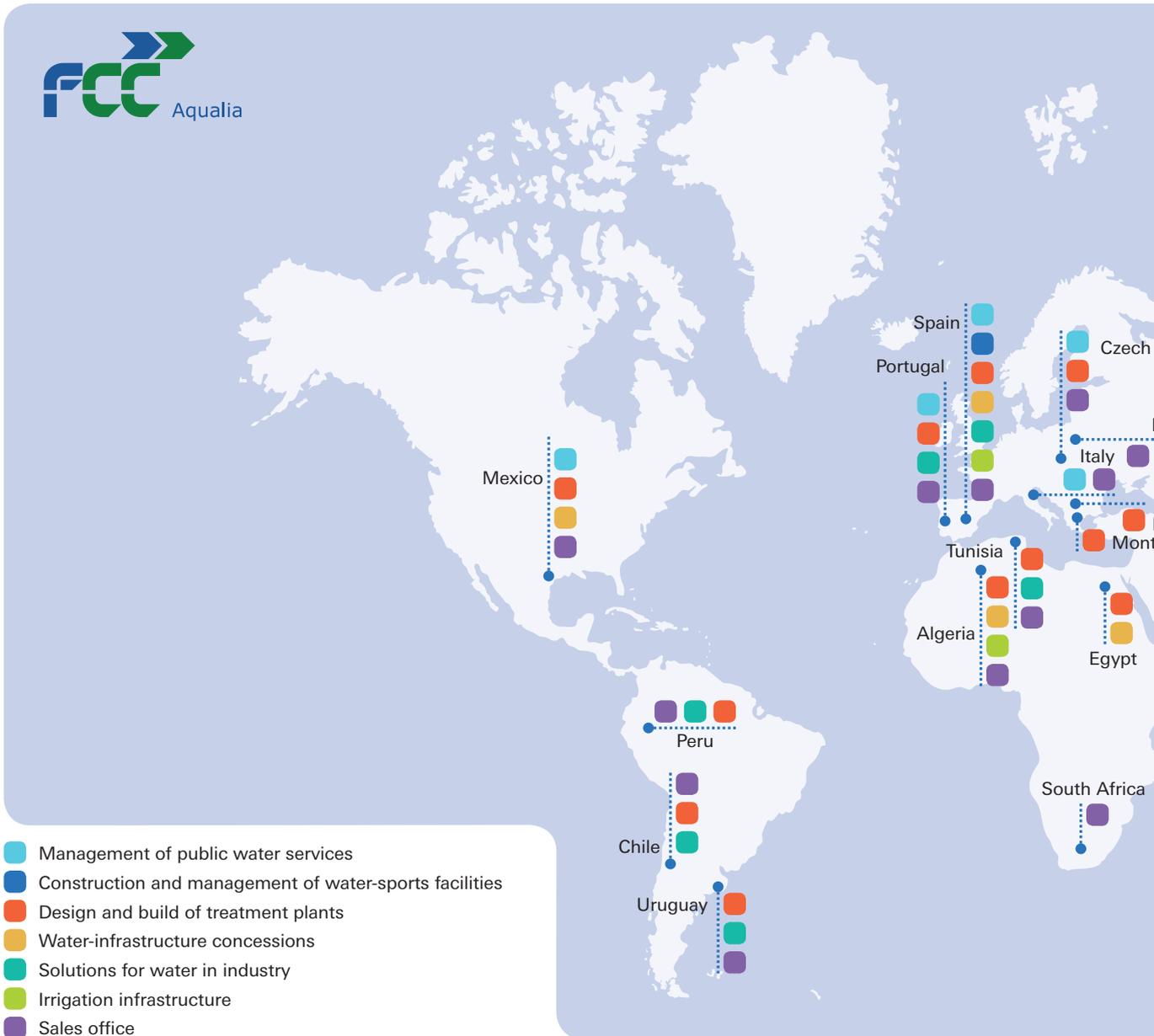
Membrane frame at Cap Djinet desalination plant.



Wyeth treatment plant.



# International



**FCC Aqualia** has significant business abroad, present in **19 countries**, accounting for **21% of the company's total turnover**.

The company's huge international growth can be explained by its professionalism and ability to successfully complete any project with the very latest technology at all stages of the integrated water cycle.

While some projects have only recently been won, such as the building of the **"Puntas Yeguas Underwater Outfall"** in Montevideo (Uruguay) or **"Konjic Treatment Plant"** in Bosnia–

Herzegovina, others have been consolidated for some time, thanks to the quality of the work done to date.

Such consolidated international projects include the sectoring and improved efficiency contract for a water-supply network in **Riyadh** (Saudi Arabia), where **FCC Aqualia** has now completed its third year managing an ambitious project to optimise a water-supply network over 6,000 kilometres long to serve 3 million people. **FCC Aqualia** has recently completed the production of a video about this project (<https://www.youtube.com/user/aqualiaGestion>).



2013 also saw the opening of the **Zimnicea WWTP in Romania**, with the works having commenced in 2010. The facility will treat over 788,000 m<sup>3</sup> per year and avoid dumping untreated wastewater into the river Danube in an area that is catalogued as sensitive.

Looking forward, **FCC Aqualia** is implementing its strategy for international growth to provide water-management services in EU countries and develop water infrastructure in other regions, including Latin America, North Africa and the Near East.

Data updated as of May 2014.



FCC Aqualia workers in Riyadh.



# Quality and technology

As part of its international expansion, **FCC Aqualia** is committed to innovation and applying the very latest technology to enable a service with differential value to be provided. A clear example of this is the **el AMR Czech Republic Walk-by Read-by project**, which seeks to test latest-generation SmVak technology.

This system allows the network to be monitored more intensively, with added benefits for customers, including more meter readings at no extra cost, facilitating monthly billings for customers who require it (e.g. large consumers),

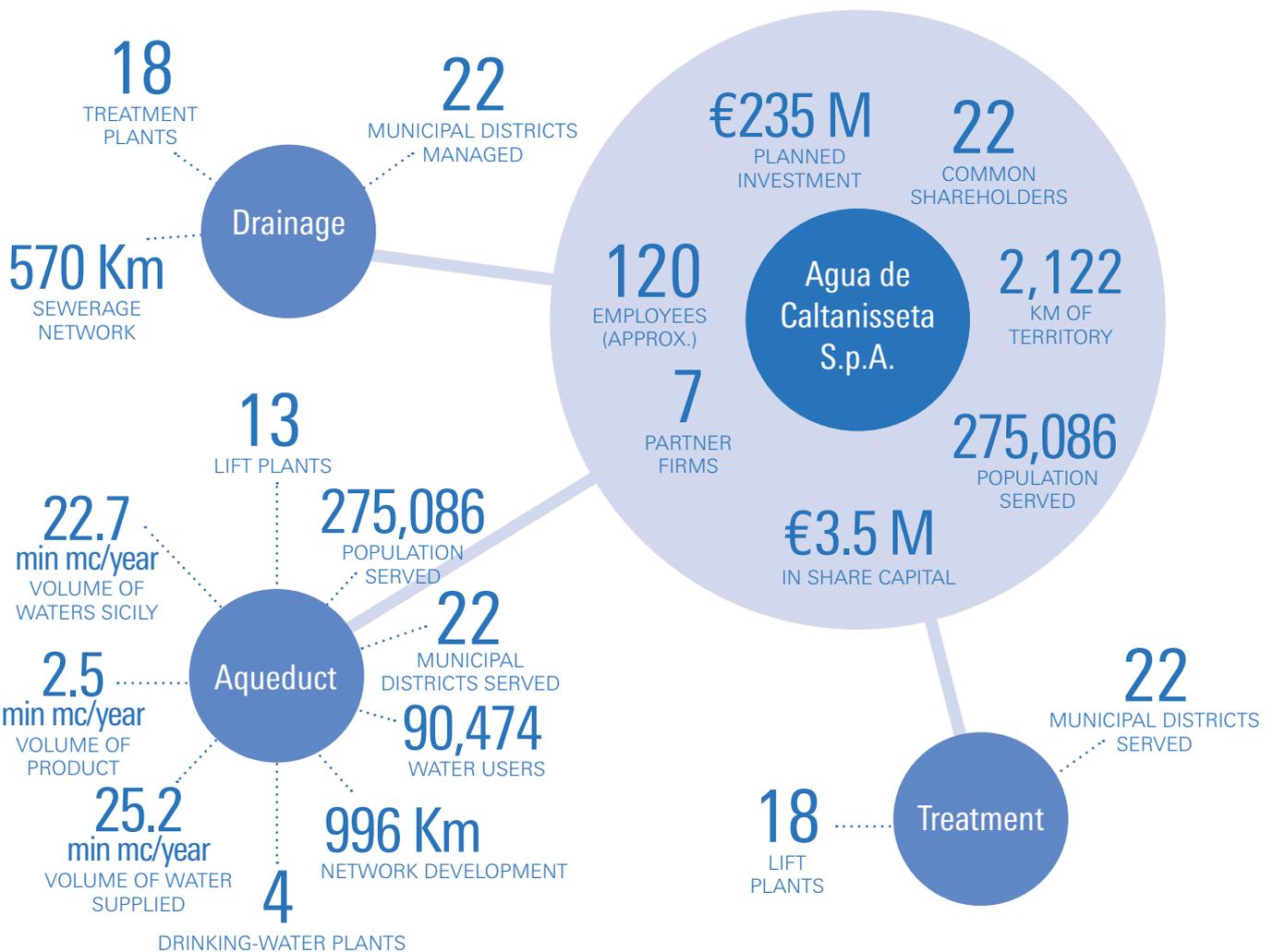
and the immediate detection of leaks and fraudulent tampering.

Through the knowledge acquired we strive to improve the service, in terms of both its quality from the customer's viewpoint and the optimisation of the company's own resources.

Another example can be seen at **caltaqua**, **FCC Aqualia's subsidiary in Italy**, which has defined a **specific menu of services**, establishing customer-oriented quality commitments that go beyond the contractual undertakings and include

compensation if the commitments are not met.

Also in 2013 **caltaqua** has been working to stay ahead of the requirements under new legislation — specifically such issues as greater clarity in bills, the need to publicise water-quality data and sanitation-charge rebates for customers who receive no service. All this work has contributed towards securing UNE-EN ISO 9001: 2008 certification for the firm's QA system.





# Participation in international events

Thanks to its wide recognition, **FCC Aqualia** has been invited to take part in the principal international events related to water management, sharing its experience with other organisations and stakeholders.

In 2013 these events included the second **Internationalisation Meeting at the Picasso Museum in Malaga**, where **FCC Aqualia** presented its experience of accessing markets abroad, the thirty-second **Technical Conference of the**

**Spanish Water Supply and Sanitation Association (AEAS)**, at which the leading water management firms, suppliers and institutional clients also took part, and the **Global Water Summit** conference, with representatives from all ambits of the water sector, who shared their vision for the years to come.

AWARD FOR NEW CAIRO TREATMENT PLANT IN 2013 BY THE INTERNATIONAL FINANCE CORPORATION AND *EMERGING PARTNERSHIPS* MAGAZINE FOR THE THIRD-BEST PUBLIC-PRIVATE PARTNERSHIP PROJECT.



**FCC Aqualia** played a leading role among the companies that took part in the 2013 **European Benchmarking Cooperation (EBC)** meeting in Madrid.

One of the purposes of this meeting is to identify and share best practices implemented at firms specialising in management of the integrated water cycle.

At this year's meeting, the Lleida service, which recently obtained AENOR certification for calculating its carbon footprint, presented its management model for the integrated water cycle.

The contract's involvement in this benchmarking initiative is at the most advanced level, enabling it to obtain more conclusions by being subject to more comparative variables. The Lleida management model will be measured against those of 37 other water companies in 17 different countries. This comparative exercise is further enriched by the participation of Japan, Singapore, the United States and Russia.



The personalities who opened the thirty-second AEAS Technical Conference in San Sebastián, together with **FCC Aqualia** representatives at the corporate stand.



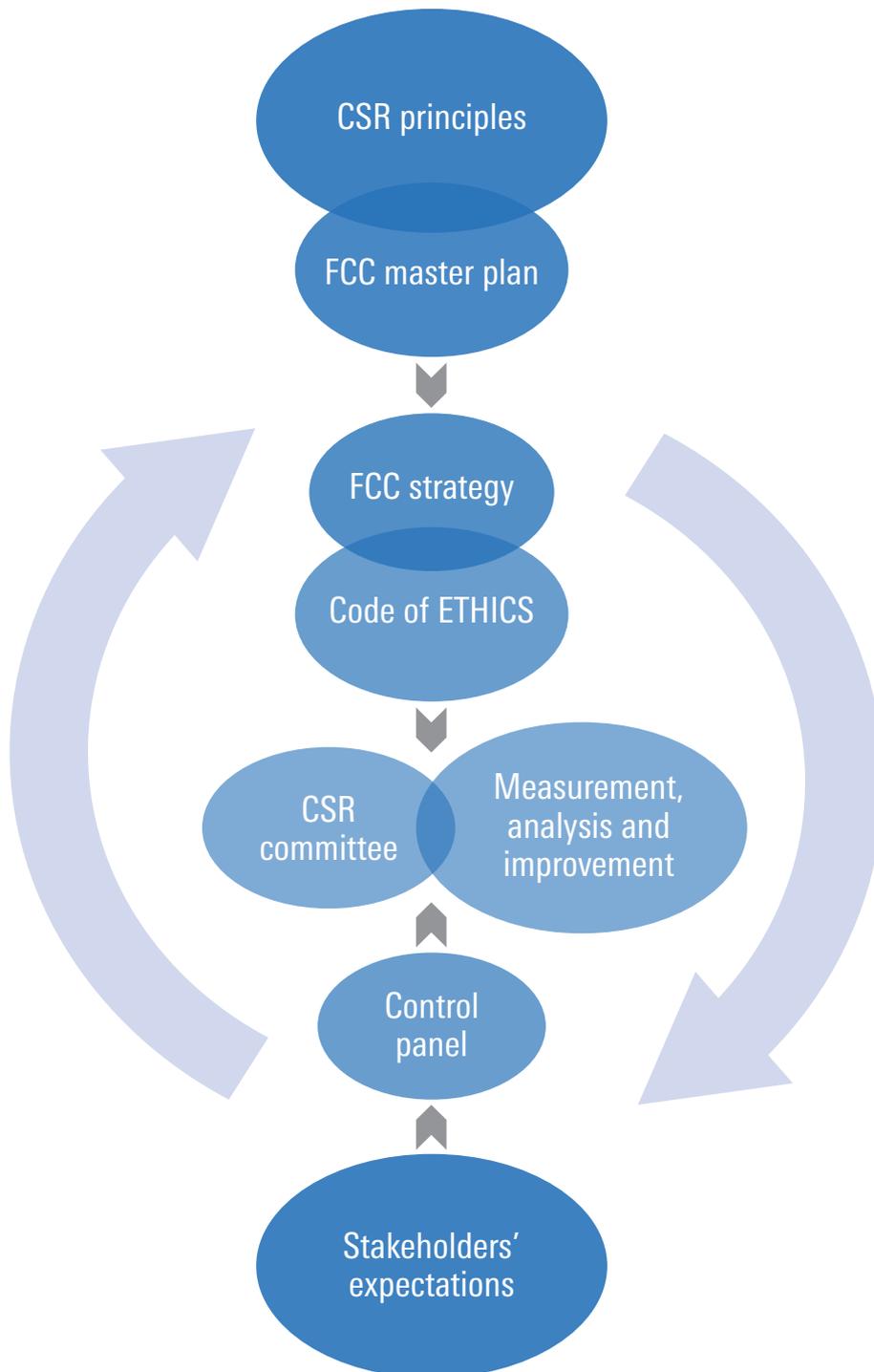
Mariano Blanco (second left) with the other representatives of companies who presented their international experience at the second Internationalisation Meeting at the Picasso Museum in Malaga.



# Corporate social responsibility (CSR)

**FCC Aqualia**, as a company specialising in the management of an essential public asset — water — understands and accepts that it has a great responsibility towards stakeholders and society in general. This is why the company has set itself a dual target: to assure the long-term sustainable management of its services and to generate a positive impact on society.

**FCC Aqualia** understands that in order for these targets to be reached it must apply its CSR principles not only to its direct business but also to activities over which it has some indirect control. This is why the values of the company's CSR management model are extended to cover the entire value chain, including suppliers and partners.





# CSR management model at FCC Aqualia

The basis for **FCC Aqualia's** management model are the **CSR principles** of the **FCC Group** to which the company belongs:

**"WE ARE COMMITTED TO ACTING WITH INTEGRITY, HONESTY AND TRANSPARENCY; FROM THE MANAGEMENT TEAM TO THE MOST HANDS-ON LEVEL WITHIN THE ORGANISATION."**

Enrique Hernández, CSR and Management Systems Director.

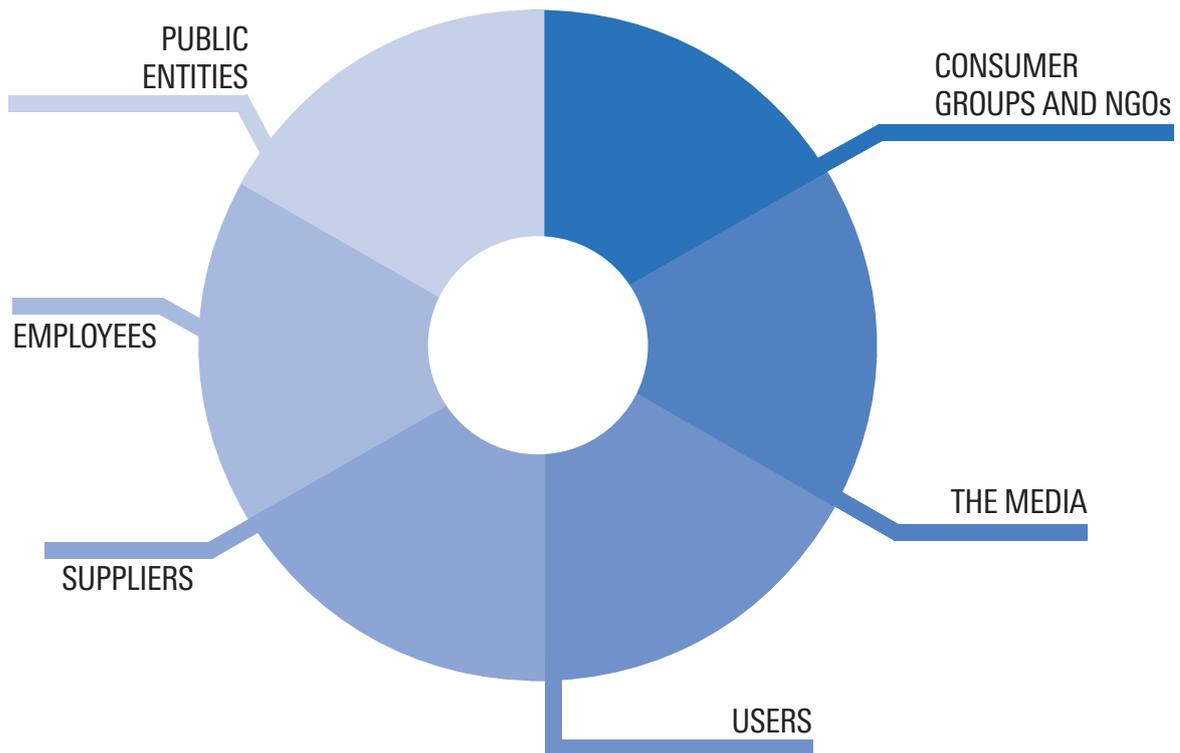
These principles are deployed in the group's CSR master plan (<http://www.fcc.es/fccweb/responsabilidad-corporativa>), which **FCC Aqualia** transforms into specific actions. Active dialogue with stakeholders forms the basis for orienting **FCC Aqualia's** strategy.

To strengthen these principles, the **FCC Group** also has a **code of ethics** for all employees, oriented towards assuring ethical, honest, transparent behaviour. The code is also applicable to our suppliers and contractors.

**All personnel at FCC Aqualia are under the obligation to report any breaches of the code of ethics. With this in view, an "ethics channel" has been made available for all employees, accessible via the corporate intranet and a PO box set up for the purpose.**

**FCC Aqualia** manages its CSR by means of a cycle of ongoing improvement, channelled through the **internal RSC committee**, to analyse and respond to stakeholders' expectations.

## Stakeholders



- Consumer groups
- Irrigation communities and associations
- Residents associations
- Ecology organisations

- Local, national and international
- Local authority communication departments
- News agencies

- Irrigators
- Residents association
- Public centres
- Industry
- Local authorities

- Strategic and local

- Operational structure
- Functional structure
- Production personnel (middle managers)
- Production personnel (collective-bargaining personnel)

- Municipal, regional, national, European
- Prices commission



# Challenges for 2013

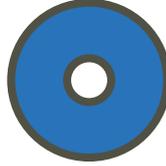
In 2013, **FCC Aqualia** set two targets oriented towards improving and building awareness of its internal CSR management. The degree of compliance is set out below:

## 2013 COMMITMENT

Improve knowledge of **FCC Aqualia** 's CSR actions among all stakeholders, through dissemination and training activities.

## COMPLIANCE LEVEL

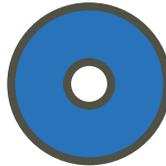
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## COMMENTS

Over the course of the year new training and awareness-building actions have been held, including running a CSR course for employees and holding several focus groups to foster dialogue with stakeholders.

Set up an external advisory committee oriented towards improving CSR management.



100%

In 2013 the first meeting was held of the **FCC Aqualia** CSR advisory committee, made up of representatives from academia and experts in such fields as CSR, water management and environmental management.



# We count on our stakeholders

**FCC Aqualia**, through its **CSR report**, aims to communicate to its stakeholders any relevant issues that affect the organisation.

In order to identify the most important economic, social and environmental issues for each stakeholder, meetings or focus groups have been held with them, and a specific study has been carried out for employees.



Family photograph of the participants at the forum "Social Responsibility at Aqualia".

## FCC methodology for analysing materiality



# Focus group with stakeholders

FCC Aqualia has held two focus groups over the last year with its external stakeholders, which used open dialogue to assess positive values and room for improvement in FCC Aqualia's management.

As a result of these focus groups, the most relevant issues for stakeholders have been identified, in line with FCC Aqualia's strategy:

General issue	Specific issue	Communication needs on material issues in the FCC Aqualia CSR report
PRIORITISATION	PRIORITISATION	
 <p><b>ENVIRONMENT</b></p>	<ol style="list-style-type: none"> <li><b>Awareness-building of responsible water use</b></li> <li><b>Energy efficiency</b></li> </ol>	<ul style="list-style-type: none"> <li>Campaigns for training, awareness-building and information on responsible water use</li> <li>Energy-efficiency actions</li> </ul>
 <p><b>MANAGEMENT OF THE SERVICE</b></p>	<ol style="list-style-type: none"> <li><b>Water quality</b></li> <li><b>Customer service</b></li> </ol>	<ul style="list-style-type: none"> <li>Data on actions and controls carried out to assure water quality RDI projects</li> <li>Communication channels with customers and handling of complaints and claims</li> <li>Details of items included on bills</li> </ul>
 <p><b>FINANCIAL MANAGEMENT</b></p>	<ol style="list-style-type: none"> <li><b>Sustainability</b></li> <li><b>Investments made</b></li> </ol>	<ul style="list-style-type: none"> <li>The company's key financial data and its evolution</li> <li>Breakdown of investments made</li> </ul>
 <p><b>ORGANISATION AND GOVERNANCE</b></p>	<ol style="list-style-type: none"> <li><b>Sanctions and fines</b></li> <li><b>Governing bodies</b></li> </ol>	<ul style="list-style-type: none"> <li>Breakdown of fines and sanctions received</li> <li>Breakdown and description of the main governing bodies</li> </ul>
 <p><b>SOCIAL RESPONSIBILITY AND SOCIAL ACTION</b></p>	<ol style="list-style-type: none"> <li><b>Support for childhood and disadvantaged groups</b></li> <li><b>Support for universities and culture</b></li> <li><b>CSR master plan</b></li> </ol>	<ul style="list-style-type: none"> <li>Breakdown of actions carried out to support children and disadvantaged groups, including their impact</li> <li>Breakdown of actions carried out to support universities and culture</li> <li>Details of main CSR actions and organisation at FCC Aqualia</li> </ul>

The meetings with external stakeholders have involved consumer groups, public entities, the media, suppliers and various experts in water management, environmental management and social responsibility.

# Focus group with employees

---

With a view to identifying the most relevant issues for the “employees” group of stakeholders, **FCC Aqualia** has carried out a specific study with a sample of over 1,200 employees, asking them about the most relevant issues in HR management.

As a result of this study, the areas of most interest to employees were identified:

## Relevant issues

---



INTERNAL TRAINING

---



OCCUPATIONAL HEALTH AND SAFETY

---

This report includes all the important issues for stakeholders, marking them in blue in the GRI index to facilitate their identification.

---

## Challenges for 2014



### CHALLENGES FOR 2014

1

Prepare a specific CSR plan for **FCC Aqualia** in line with stakeholders' expectations.

2

Define specific new tools for dialogue with stakeholders in the international division.





# Key milestones

26 Business  
26 Customers  
27 Employees

28 Environment  
29 Society





## Business

### Internationalisation

Continuing with the internationalisation policy began several years ago, **FCC Aqualia** is now present in 20 countries.

The **professionalism and technical capacity** shown has resulted in the award of several major contracts in 2013, such as the **construction of the “Punta Yeguas underwater emissary” in Montevideo (Uruguay) and the consolidation of others, such as the management — for the third year running — of the sectoring and improvement of the efficiency of the water-supply network in Riyadh (Saudi Arabia).**

(For more information see chapter on **FCC Aqualia's** vision)

### Interest groups

The basis for guiding **FCC Aqualia's** strategy and improving internal CSR management is active dialogue. With this in view, a number of **focus groups** with stakeholders have been held over the course of the year to encourage dialogue and allow the most important economic, social and environmental issues for each group to be identified, in line with the organisation's strategy.

A specific study has also been carried out by means of a **survey of over 1,200 employees**, which has identified in-house training and OHS as the most important issues in HR management.



## Customers

### Transparent billing

**FCC Aqualia's** priority is to respond to those issues that most concern our customers, including the need for **clear, transparent billing**. With this in view, a bill has been launched with a personalised colour for each addressee, breaking down and explaining all the items included on the bill. In parallel, online billing and distance meter-reading have been increased.

Thanks to this study, **FCC Aqualia** has obtained extensive knowledge of how much water users use, their habits and trends, making it possible to adapt the service to this changing reality.

### “Smart City” smart meters

After a five-year study, **FCC Aqualia** has presented the results of a pioneering pilot plan for **“smart” meters**. Within the **“smart city”** concept and in the area of sustainable consumption, statistical data has been obtained on the water-consumption habits of households in Oviedo.



## RDI

FCC Aqualia's commitment to RDI has continued in 2013, focusing on the areas of quality, sustainability and smart management, and with 14 projects currently under way.

The research projects launched in 2013 include the development of **Anammox technology**, in partnership with the University of Santiago de Compostela, to enable nitrogen to be eliminated in wastewater treatment more efficiently than in the conventional process, thereby reducing oxygen consumption and sludge production.

(For more information see the chapter on service commitment)



Sample of the Anammox technology pilot developed in partnership with the University of Santiago de Compostela at the AD13 Congress.



## Employees

### 016 photo collage

In order to demonstrate FCC Aqualia's commitment to combating domestic violence and transmit a message of hope for women victims of violence, on 25 November (International Day Against Domestic Violence) a collage was published forming the number "016", which is the hotline number for victims, composed of 234 photos sent in by employees.

FCC Aqualia personnel were able to participate by sending in their photographs via a microsite, filling in the space to form the hotline number. Through this initiative FCC Aqualia employees sent the message that all of society is behind the hotline number for victims.



FCC Aqualia H&S was a finalist in the "Safe Company Achievement" category at the Llum Awards, given by the Valencia Federation. The photograph shows Manuel Sánchez, FCC Aqualia's Valencia delegate, collecting the award from Ricardo Miralles, the Federation's general secretary.

### Recognition for OHS achievements

One of FCC Aqualia's strategic objectives is the appropriate management of OHS to assure the health and safety of all workers.

The efforts made in this area have resulted in a drop of over 80% in the number of accidents since 2000 and a reduction by more than 50% of the number of incidents involving sick leave over the last four years at workplaces in the Valencia Region and Aragon.

Also, the work done has been rewarded over the year by the many awards won and recognition earned from public authorities in Aragon, the Murcia Region, the Balearic Islands and the Valencia Region.

(For more information see the chapter on HR)



# Environment

## Carbon footprints

In order to identify further environmental improvements and reduce emissions and energy consumption, **FCC Aqualia** has been the first company to verify the carbon footprints of the integrated water-management service, through the Aigües de Lleida joint venture (JV).

The scope of this study included all direct and indirect emissions over the entire integrated water cycle at all management facilities. The project has brought to light the good environmental management practised at the WWTP, which has enabled the emissions resulting from electricity consumption to be offset by the emissions avoided.

## Energy-management system

Continuing with the project launched in 2011 to implement and certify an energy-management system, **FCC Aqualia** has continued to implement new improvements at the Solana, Denia and Alcoy sites, maximising their energy efficiency while reducing greenhouse-gas emissions.

These advances have improved the design and maintenance of the facilities and enabled energy savings of 11–76% to be obtained, as well as savings in energy costs of up to 69%.

(For more information see the environment chapter)



Félix Parra, General Manager of **FCC Aqualia**; Francesc Quintillà, **FCC Aqualia** 's delegate in Lleida and Tarragona; and Avelino Brito, AENOR director-general, with the certificate verifying the carbon footprint of the Aigües de Lleida JV.



Partnership agreement between **FCC Aqualia** and the Real Madrid Foundation, to set up an integrating social and sports school in partnership with Mazarrón District Council.

## Society

### Sport

---

**FCC Aqualia**, as part of its social commitment, has set up a number of partnerships to foster education and sporting and social values through sport.

One of the most notable of these partnerships is the agreement between **FCC Aqualia** and the **Real Madrid Foundation** and **Mazarrón District Council**, so that 50 children at risk of social exclusion can share sporting activities with other local children without any such problems, at a social and sporting centre in the district. This initiative assures integration and equal opportunities for children.

### Children

---

Children are the focus of a great many activities that are organised each year by **FCC Aqualia**. In 2013 the company has organised training workshops, drawing competitions and sporting activities, thereby contributing towards the welfare of such a vulnerable group.

One of the most representative projects developed is the “Cloud Hunter” project undertaken at Sant Ferran de Ses Roques infants and primary school, which brings together early childhood and education. Through this project, the children have learned about the possibilities for capturing, treating and purifying the water that builds up in neblinometers.

(For more information see the society chapter)



# Service commitment

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# Service commitment

The company has set itself the goal of maintaining a **real quality commitment** in all its services for the management of the integrated water cycle. Year after year, **FCC Aqualia** launches

new actions with a view to achieving a more **innovative, approachable and personalised** service that meets each customer's specific needs.

## KEY FIGURES IN 2013



Household drinking-water supply: **7,296,656** people



Sewerage network: **20,230.00** km



Sanitation: **2,896,980** customers



Water-quality readings: **1,194,432**



Drinking water produced: **752,507,106** m<sup>3</sup>



Investment in RDI: **€2.98 M**



Supply network: **45,259.00** km



# Challenges for 2013

In 2013, **FCC Aqualia** defined various objectives with a view to improving the service for customers.

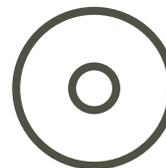
The degrees of compliance achieved are set out below:

### 2013 COMMITMENT

Set up the figure of the "Customer Ombuds" to facilitate for all customers the task of solving any disputes with the service.

### COMPLIANCE LEVEL

**0%**



### COMMENTS

The project to set up the figure of the ombuds is currently under study.

In the innovation area, increase the amount of investment with regard to billing, and work together with customers, suppliers, the authorities and competitors on projects that will enable efficiency to be increased and results improved.

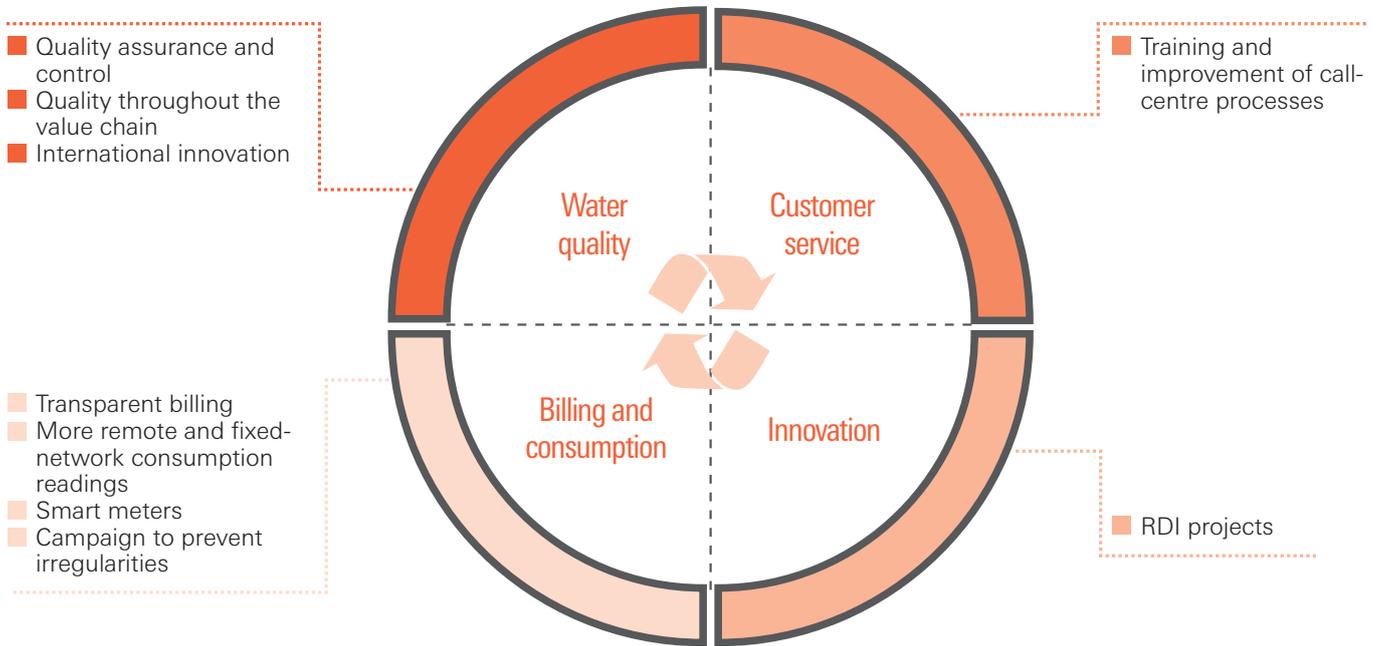


**50%**

In 2013 **FCC Aqualia** increased its investment in RDI, although as billings have also increased, the ratio has actually fallen slightly, from 0.36% to 0.34%. Meanwhile, partnerships with stakeholders have also been increased, working with them on new projects.

# Action areas in 2013

## Action areas in 2013



# Water quality

Assuring the maximum quality of the water supplied, and in sufficient quantities, is FCC Aqualia's primary goal. For this reason, a **strategic quality plan** has been devised to meet the company's real commitment to quality, taking the form of

procedures and work tools that will enable FCC Aqualia to achieve and exceed the levels required by the relevant public authorities.

## Quality assurance and control

FCC Aqualia has had QA systems in place since 1997, oriented towards ongoing improvement and customer satisfaction. Practically all the company's facilities in Spain are now certified under the standard UNE-EN ISO 9001: 2008, and the scope of some certifications has been extended both in Spain (Aigües Els Poblets JV) and abroad (Cartwater and Aquafundalia).

In order for high-quality water to be available permanently, the water must constantly be treated and monitored. **aqualab**, FCC Aqualia's laboratories,

carries out continuous monitoring, taking over **1,194,432** quality readings, of which 98.8% were passed as complying.

The organisation's main laboratories are accredited under the standard UNE-EN- ISO 17025 and are equipped with the most advanced instrumentation, thanks to the considerable investment made in recent years. This allows the characteristics of the water distributed and captured to be monitored on a daily basis, thereby assuring the distribution of high-quality water.

People can obtain public information on quality controls and parameters at the SINAC website (<http://sinac.msn.es>) and local websites where FCC Aqualia provides services (also available at [www.aqualia.es](http://www.aqualia.es)).

**FCC Aqualia** leads a SINAC work group to explore options to improve the transparency of water-quality information for users.

**FCC Aqualia** has also been working with AENOR on the preparation and design of the **Model for Excellence in Services** since its inception in 2013, as the only water-management company in the group. The other members include Iberia, Iberdrola, Gas Natural, Telefónica and Repsol.

THE PROCESS MOST  
HIGHLY VALUED  
BY USERS ARE  
“BREAKDOWNS”, WHERE  
A LARGE MAJORITY  
SAY THAT THEY OCCUR  
RARELY OR NEVER,  
FOLLOWED BY METER-  
READING, BILLING  
AND THE CALL-CENTRE  
SERVICE.

The results of this concern about water quality and the service in general can be seen in the high levels of **customer satisfaction**, as found by a recent study where 71.9% of the end users surveyed said they were satisfied with the quality of the service, while institutional customers grade their satisfaction with a score of nearly 4 out of 5.

The **FCC Aqualia** brand is mostly associated with such positive values as “efficient”, “pays attention to customers”, “socially responsible” and “environmentally responsible”.



### **FCC Aqualia participates in the launch and implementation of AquaRating**

In Panama, in the framework of the third Latin American Sanitation Conference (LATINOSAN), **FCC Aqualia** has been working in 2013 on the presentation of AquaRating, an innovative rating system for providers of water and sanitation services.

The company was invited by the Inter-American Development Bank (IDB) to participate, together with two other Spanish firms and ten from Latin America, in a pilot

experience to develop a rating system, called AquaRating, for providers of water and sanitation services. Specifically, the Almería service has been chosen for this first test.

The rating system is being developed in partnership with the IDB and the International Water Association (IWA).

Apart from an overall rating of the provider, the system offers detailed ratings for the various areas considered, an assessment of the reliability of the available information, and recommendations to improve management practices.



Javier Díaz, the Panamanian health minister, with some of the participants at the event.

# Quality throughout the value chain

**FCC Aqualia** understands that responsibility and quality in the services that it provides depends not only on our direct actions but also on all our providers' activities as well. **FCC Aqualia** has therefore defined an assessment and monitoring process to ensure that its suppliers work with the same values and under the same QA policies as are applied to its own management.

## Criteria for the process of assessing and monitoring suppliers:



### • Technical assessment:

Before contracting, **FCC Aqualia** verifies compliance with certain minimum levels of technical quality. Only if suppliers meet these does the company proceed to consider their financial bids.

100% of **FCC Aqualia's** suppliers have implemented a QA system certified under ISO 9001.



### • Environment:

Suppliers are contractually required to include actions to minimise the environmental impact of their activities, as well as any others necessary for appropriate environmental control, depending on what they do.



### • Occupational health and safety:

**FCC Aqualia** not only monitors its suppliers' compliance with the applicable regulations but also provides them with training and regularly studies any accidents and incidents with them.



### • Employment regulations:

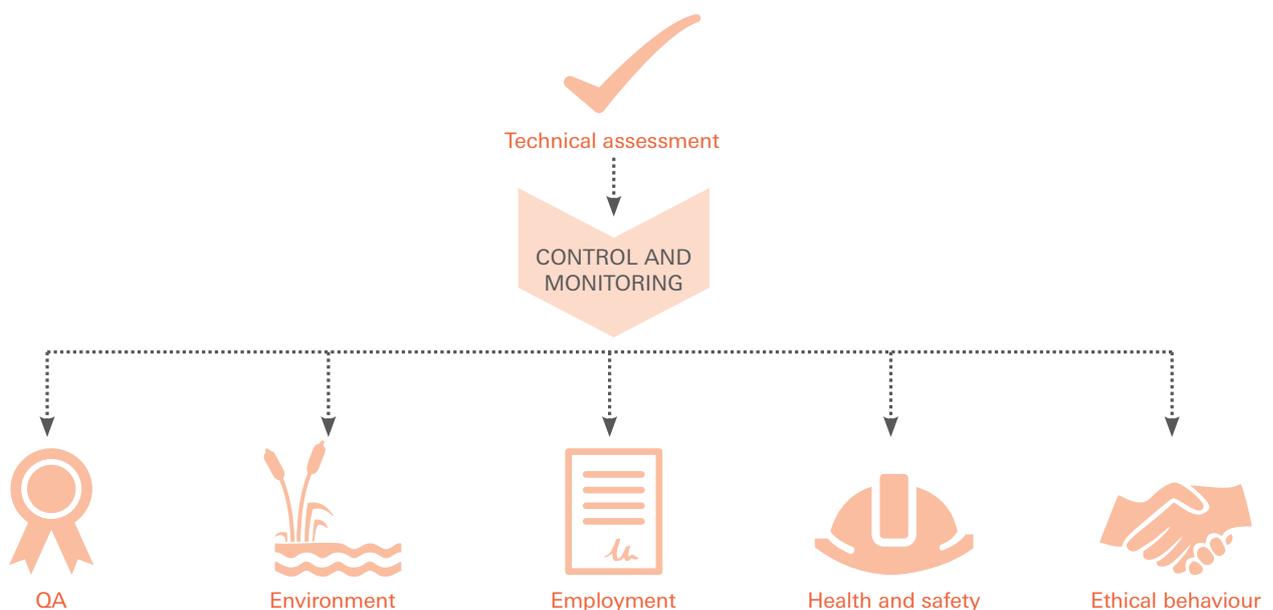
**FCC Aqualia** makes sure that all contractors' personnel comply with the applicable employment regulations, checking such issues as correct contracting of personnel and taking out the relevant insurance.



### • Ethics:

The FCC Group has a code of ethics and passes on and reports on its content to the group's suppliers. Suppliers must also in their contractual dealings with **FCC Aqualia** assume the ten principles of the UN Global Compact, to which the FCC Group has adhered ([www.pactomundial.org](http://www.pactomundial.org)).

Any failure to comply with any of these principles by a supplier will result in the termination of the corresponding contract.





# Customer service

A high-quality service requires **close, personalised attention** for each customer according to their needs. In line with this philosophy, **FCC Aqualia** makes available to users all the

resources and technology necessary to provide customer service that is **streamlined, swift and efficient**.

The main communication channels that **FCC Aqualia** makes available to users are:

## aqualiaOnline

**aqualiaOnline** is the channel that allows **FCC Aqualia** customers to interact with the company simply, safely, straightforwardly and confidentially, 24 hours a day and 365 days a year.

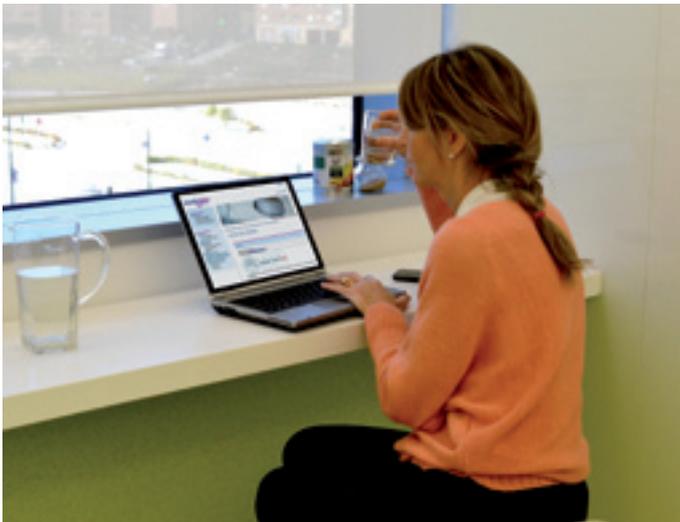
Via **www.aqualia.es** users can perform such tasks as changing personal details, consulting tariffs applied and requesting electronic bills, arranging meter readings, paying bills, lodging complaints and filing claims, or unsubscribing from the service.

## aqualia contact

**aqualia contact** is the result of applying the very latest communications technology to customer-service quality. Because of its technical characteristics, **aqualia contact** has the necessary capacity to address the needs of any customer, anywhere at any time.

**aqualia contact** can be used for the same tasks as the office, as well as handling breakdowns and own meter readings.

The relevant telephone numbers for each province can be found at <http://www.aqualia.es/aqualia/atencion-al-cliente/aqualiacontact/index.html>



aqualiaOnline

**FCC Aqualia** also has local websites in many of the municipal districts where the company operates, where users can see details of all the services available locally.



**aqualia contact and aqualiaOnline** feature a management system that assures the security of customers' information, as certified by **AENOR** under the standard **UNE-ISO 27001:2007**.

## Training and improved call-centre processes

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In 2013 work continued on improving customer service, with the launch of specific actions such as organising a specific **training scheme** for call-centre personnel and the **review and auditing**

**of customer information** and the handling of complaints, resulting in an improvement of the capacity of response to customers.

In addition to these actions, **FCC Aqualia** has implemented an “e-privacy” tool to assure the privacy of users’ data, while giving specific training on personal-data protection to over 100 workers.

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## Transparent billing and consumption control

Clear, transparent billing and consumption control are two aspects of the service that customers are most concerned about, and that is why **FCC Aqualia** has made them priority issues — on the one hand, by designing a bill that facilitates the

interpretation of data by users, and, on the other, by increasing the number of remote meter readings.

### Transparent billing

---

**What do customers pay for on their bills? Much more than a product, a service.**

All the processes and resources (capture, transformation into drinking water, distribution to households and return to the natural environment) that make it possible to enjoy a high-quality water supply include a whole series of factors that are now itemised on bills (water, sanitation, treatment, etc.).

The calculation of the price of water takes into account such factors as availability, quality, quantity of water resources and the population density. The price is **always fixed by the public authorities**.

**FCC Aqualia** has implemented a bill with a personalised colour for each addressee, adapted to the company being billed (mixed, JVs, etc.) and the official language in each region, thereby making the bills easier to understand.

A considerable effort has also been made to extend customers’ access to e-billing. In 2013, 531,260 electronic bills were issued to over 132,000 customers.

The bill that each customer receives includes three items:

- The first is the service charge, which is in two parts: supply (the water carried into the household) and sanitation (the water carried away via the drains).
- The second item is the amount of water consumed.
- The third is the investment charge, to cover maintenance of the sewerage network and other water infrastructure.



## More remote and fixed-network meter readings

---

At **FCC Aqualia** there are three procedures for the reliable, error-free calculation of each customer's consumption. The most common is to measure the differences in meter readings. As this is not always possible, an estimate of consumption can also be made, using the billings from comparable periods over the previous two years. The third option is a consumption assessment. This method is used if the meter is malfunctioning or it has only been possible to make one annual reading.

Meter readings, whether remote or from **FCC Aqualia's** offices, represent major progress for users, as they do not need to be present when their consumption is being measured, avoiding the need for

estimates and always billing the amount of water actually consumed.

IN 2013 THE CHANNELS  
AVAILABLE FOR REMOTE  
METER READING INCREASED  
**BY OVER 10%.**

With this in view, the capacity for remote meter reading has been extended in 2013. More than 52,600 customers now have access to remote reading, with over 111,000 channels now available to extend reading to other users in the future. Exhaustive monitoring of over 1,200 high-consumption customers is

also carried out to adjust the supply to their actual consumption and report any incidents.

Similarly, the control of reading and direction directly from **FCC Aqualia's** offices has also been increased. At El Vendrell, for example, the number of meters of this type has been increased to more than 7,000, with up to 3,500 meters with office reading in Benalmádena.

## "Smart City" smart meters

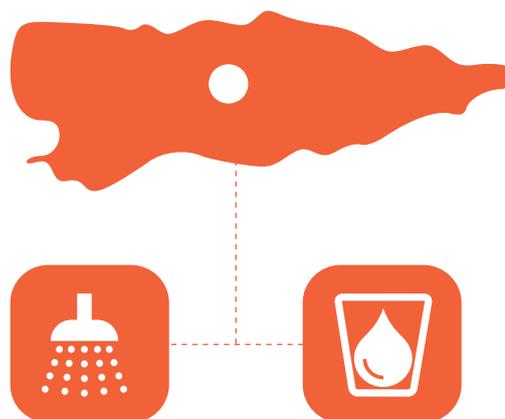
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After a five-year study, **FCC Aqualia** has presented the results of a pioneering pilot plan for **"smart" meters**. Within the **"smart city"** concept and in the area of sustainable consumption, statistical data has been obtained on the water-consumption habits of households in Oviedo.

These "smart" units are equipped with a latest-generation electronic system that stores any data that is necessary to determine not only the water consumed but also its distribution at any time.

The type of data obtained includes the fact that half the flow is distributed between 8 a.m. and 4 p.m., and that the total time when households are actually using water over the course of the day totals about three and a half hours.

Thanks to this study, **FCC Aqualia** can obtain detailed knowledge of users' water consumption, habits and trends, making it possible to adapt the service to this changing reality.



# Campaign to combat irregularities in consumption

THESE AND OTHER ACTIONS HAVE MEANT THAT IN 2013 IT HAS BEEN POSSIBLE TO RESOLVE NEARLY **7,000** IRREGULAR SITUATIONS THAT WERE CONTRIBUTING TO UNCONTROLLED CONSUMPTION.

With a view to contributing towards responsible water consumption, in 2013 **FCC Aqualia** has continued with its campaign to detect irregularities and fraud in the amounts of water actually consumed. The actions undertaken include the design of new work procedures and using new technology to check 100% of customers' installations.

## Innovation

With a view to strengthening and improving the company's RDI activities, **FCC Aqualia** is in permanent dialogue with stakeholders to identify their current and future needs.

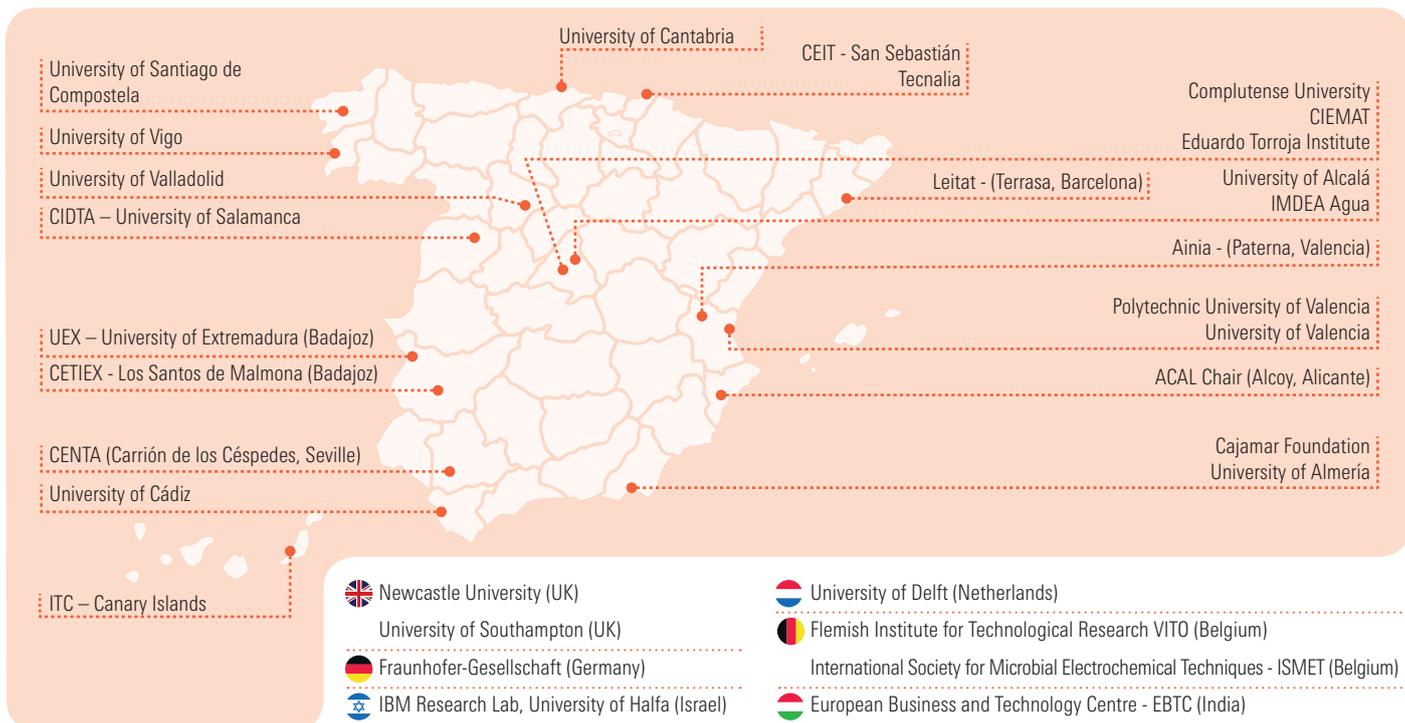
**FCC Aqualia** has been working in partnership with national and international associations (e.g. IWA, AEAS, ATTA, AIF, AEDyR, IMDEA, EUREAU), research centres and universities that promote innovation, participating in the principal platforms on water and biomass (e.g. BIOPLAT), with the support of the Ministry of Science and Innovation.



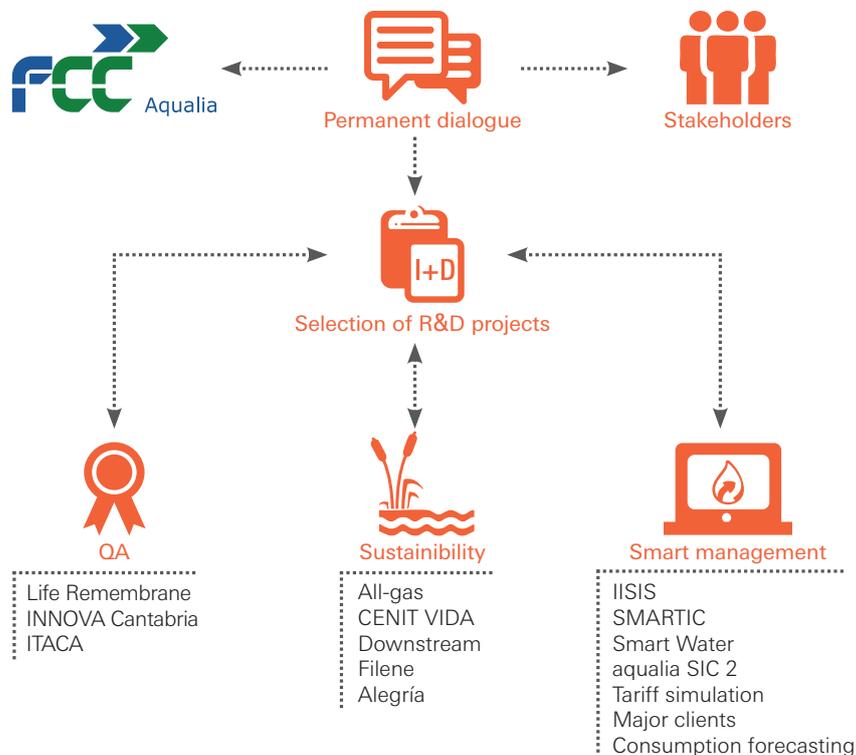
### RDI:

IN 2013 SUBSIDIES TOTALLING **€1,254,592** HAVE BEEN RECEIVED, WITH **OVER €3.4 MILLION** IN INVESTMENT IN INNOVATION PROJECTS.

## Partnerships with universities and research centres. Completed and ongoing projects



FCC Aqualia's RDI objectives focus on developing priority issues identified during the course of dialogue with operators and clients, to improve performance in the following areas:



## RDI projects

FCC Aqualia currently has 14 projects under way that require the dedication and efforts of highly specialised personnel. In 2013, 11 new people have joined the staff of the company's

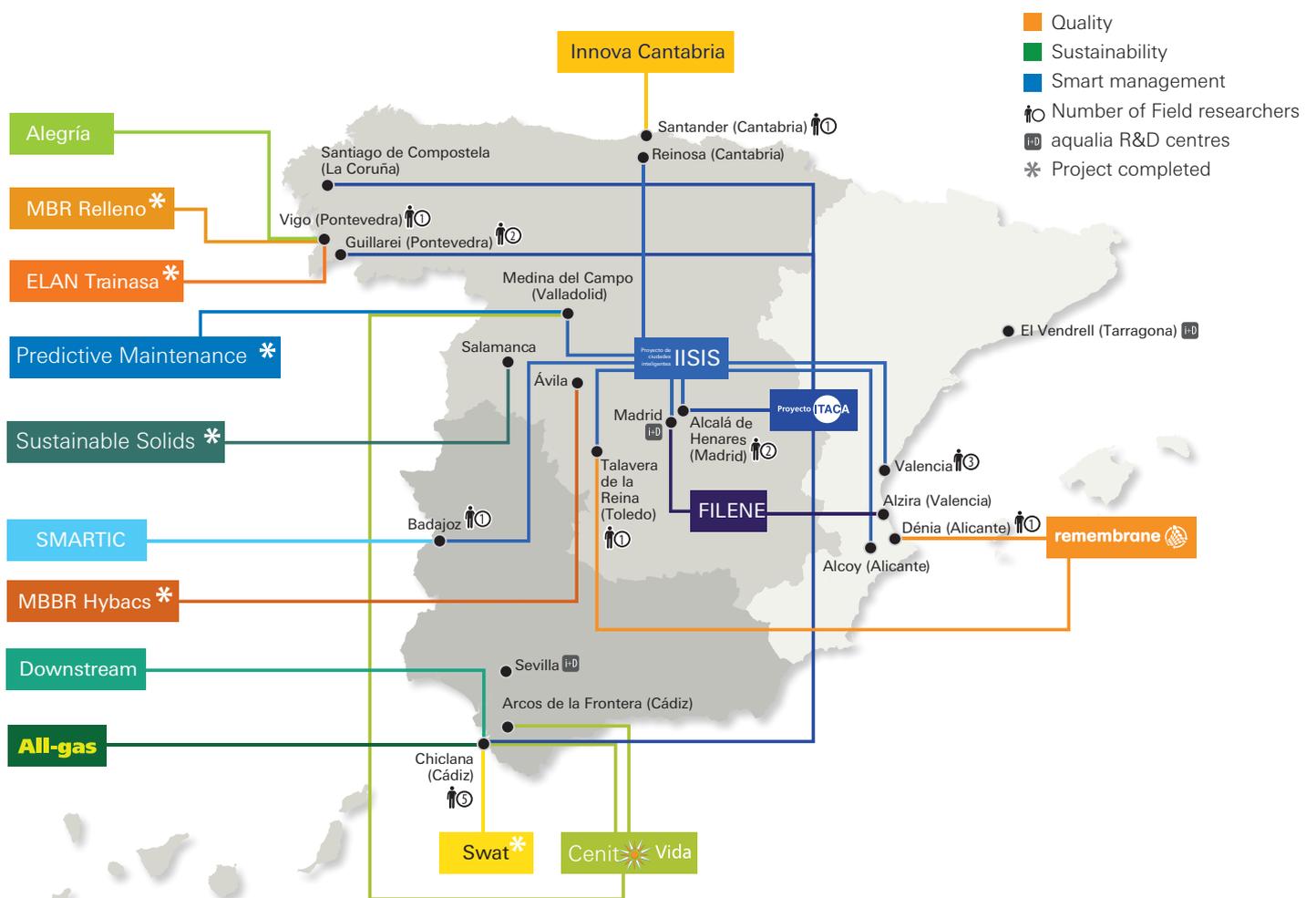
innovation and technology department, bringing the total number of workers to 26.

	Project	Objective
QUALITY	Life Remembrane	Extend the life of the membranes used in the reverse-osmosis process, valuing what has to date been considered to be waste.
	INNOVA Cantabria	Demonstrate new integrated, compact biological reactors (combined and/or hybrid), reducing their size for small WWTPs.
	ITACA	Research new wastewater treatment technologies that are efficient and sustainable: maximising reuse, making use of substances, by-products and waste, and energy valuation, to minimise environmental impact.
SUSTAINABILITY	All- Gas	Sustainable, large-scale production of biofuel based on low-cost cultivation of microalgae (see environment chapter).
	CENIT VIDA	Integrated algae valuation (VIDA), making it possible to satisfy human needs with renewable natural resources.
	Dowstream	Optimise algae cultures in wastewater and their subsequent processing.
	Filene	Use ceramic membranes to minimise energy consumption when industrial effluent is transformed into biogas.
	Alegria	Optimise the valuation of industrial effluent with anaerobic reactors and algae cultures, producing energy and other beneficial by-products instead of sludge.
SMART MANAGEMENT	IISIS	Create a sustainable "home of the future" that is capable of evolving and responding to environmental stimuli, rethinking public services as part of sustainable urban development.
	SMARTIC	Monitor untreated water in reservoirs and control the quality of purification processes in real time.
	Smart Water	To support the Smart City project in Santander, develop, implement and monitor the smart management of water consumption, thanks to interaction with the public.
	FCC Aqualia SIC	Integrated into IISIS activities, the development of a management system for water services that allows resources to be optimised.
	Major customers	
	Consumption forecasting	

With a view to improving management in all RDI projects, **FCC Aqualia** has implemented a system certified by AENOR in accordance with the requirements of the standard UNE 166002: 2006, to enable the resources allocated to be controlled and the results obtained to be constantly monitored.

THANKS TO EXTERNAL SUPPORT, WE HAVE BEEN ABLE TO **INCREASE OUR R&D EXPENDITURE BY 35% AND EMPLOY 11 YOUNG RESEARCHERS.**

## RDI PROJECTS





# RDI results: a full-scale facility

A good example of the excellent results obtained in the innovation area can be found in **FCC Aqualia**'s development of Anammox technology.

Anammox technology makes it possible to eliminate nitrogen more efficiently than by the conventional process, with 60% less oxygen consumption and sludge production of barely 10%. Its application is optimal for warm, concentrated effluents.

The problem initially detected is that Anammox bacteria were highly sensitive and presented a very low growth rate. **FCC Aqualia** researchers have been working on this challenge with the University of Santiago de Compostela (USC) and personnel at the Guillarei plant in recent years, resulting in a patented system called ELAN® (Autotrophic Nitrogen Elimination), which facilitates swift start-up and stable operation.

This technology has been selected for the building of the Anammox system to be installed at the Guillarei treatment plant, located in the municipal district of Tui (Pontevedra).

This installation will be the first of these characteristics to be installed in Spain.

**FCC Aqualia**'s work will focus on supplying know-how, equipment and some of the facilities at the treatment plant. The work will continue until late 2014.

## The AD13 Congress recognised FCC Aqualia's research achievements:

In 2013 over 800 attendees at the 13th World Congress on Anaerobic Digestion have given awards to three research projects in which **FCC Aqualia** has been involved:



The IISIS project in Valencia, on the production of reusable energy and water.



The All-gas project, on the production of biogas from algae.



And a project undertaken by the University of Valladolid (UVA) on thermal hydrolysis of sludge, in the framework of the **FCC Aqualia** RDI projects "Cenit Vida" and "Salamanca Sustainable Solids".



José Ramón Vázquez, project manager, and Nicolás Morales, researcher on the ELAN Project, both attached to **FCC Aqualia**'s innovation and technology department, at the company's stand at the AD 13 Congress.



# Challenges for 2014



## CHALLENGES FOR 2014

1

Consolidation of initiatives to improve the service by strengthening **FCC Aqualia's** role in projects like AquaRating and Benchmarking.

2

In the innovation area, strengthen the smart-management strategy with a smart project.





# Human resources

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# Personal and professional development

FCC Aqualia is aware that the success of its business is due to the **professionalism and personal quality of its workforce**. To assure continuity, in 2013 the HR department has focused its action areas on strengthening the recruitment, training and personal development of personnel, from both a professional and personal point of view.

FCC Aqualia's workforce now totals over **7,100 people**, showing a slight increase on last year, in an unequivocal indication of the company's commitment to the **human factor as the fundamental basis** for its business. The **average age** of the workforce is **43**, with a majority average age of **40-44** and an **average duration** of **8 years** with the company.

International presence continues to be an important factor in FCC Aqualia's turnover. Currently 20% of the workforce (1,455 people) are based outside Spain. The countries with the greatest presence abroad are the Czech Republic (975), Italy (186) and Portugal (96), while in Spain there are 5,670 employees. The remainder of the workforce is spread in Mexico (78), Saudi Arabia (47), Argentina (43) and other countries (26).

The number of permanent contracts now totals 2,014, i.e. around 28% (28.26%) of the workforce, maintaining the value from the year before, which is highly significant given the current economic climate.

The percentage of voluntary rotation (i.e. employees leaving the company voluntarily) continues to fall compared with previous years, currently standing at 0.94%.

## KEY FIGURES IN 2013



Number of employees	7,125
% of permanent contracts	28.26
Voluntary rotation	0.94%
% of female employees	22.42 %



Total hours of training	60,670
Hours of training/employee	9.79



Investment in training	503,911 €
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Accident-frequency index	8.87
Accident-seriousness index	0.42

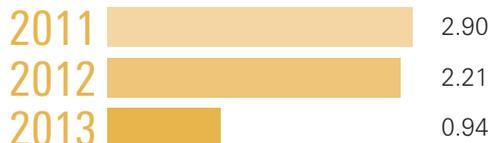
Number of employees



% Percentage on permanent contracts



% Rotation



Workers at the Santander service



# Challenges for 2013

In 2013, **FCC Aqualia** defined a number of objectives oriented towards improving performance and training schemes. The degree of compliance is shown below:

## COMMITMENT 2013

Define new training plans.

## COMPLIANCE LEVEL

50%



## COMMENTS

In 2013 work has been done to adjust job requirements.

Continue to develop performance assessments.

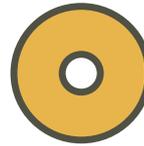
0%



Owing to the new organisational changes, the project could not be undertaken in 2013.

Improve the in-house application to improve training.

100%



A documentation archive has been included and adapted to the new structure of **FCC Aqualia**.

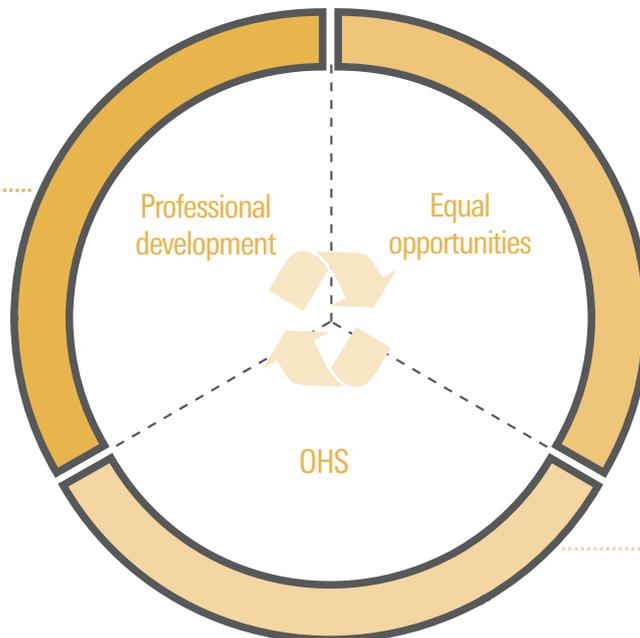


# Action plans in 2013

To achieve the objectives set, **FCC Aqualia** has focused its efforts in three main work areas, developing specific actions and obtaining positive results such as the detection of personalised

training needs, improving accident-rate indexes, and heightening awareness of domestic violence.

- Personalised training
- Partnerships with universities and business schools
- Fostering expatriation
- Voluntary work



- Equal-opportunities plan
- Collage against domestic violence
- International day against domestic violence
- Women in executive positions

- Specific H&S training
- H&S plan
- H&S awards
- Public recognition



# Equal opportunities

**FCC Aqualia** continues to make progress in equal opportunities, thanks to the commitment and cooperation of everyone who works at the company, where many nationalities and diverse cultures are represented and a decided commitment has been

made to gender diversity in all areas. A large number of actions have been launched in this regard.

## Equal-opportunities plan

**FCC Aqualia's** equal-opportunities plan, approved in 2010, has resulted in the implementation of measures to assure equal opportunities and foster work-life balance.

In recognition of the efforts made by **FCC Aqualia** to achieve full implementation of the equal-opportunities plan, in 2013 the Spanish Ministry of Health, Social Affairs and Equality issued a positive assessment to maintain the "Equal Opportunities at Work" device, which was first granted two years ago.

The Ministry's report highlighted the preparation and dissemination of the

### RENEWAL OF THE "EQUAL OPPORTUNITIES AT WORK" DEVICE FROM THE SPANISH MINISTRY OF HEALTH, SOCIAL AFFAIRS AND EQUAL OPPORTUNITIES.

campaign "Don't miss the signs: Choose life" campaign to build awareness of domestic violence among the workforce, and also for visitors to the company's workplaces.

Also, to mark International Women's Day, **FCC Aqualia** expressed its support and launched an information campaign for all employees, reminding them of the need

to remain committed to women's rights, and so reach the day when it is no longer necessary to remind people that equal opportunities are not just a right but a reality in society.

### Distribution of employees by sex and professional category in 2013

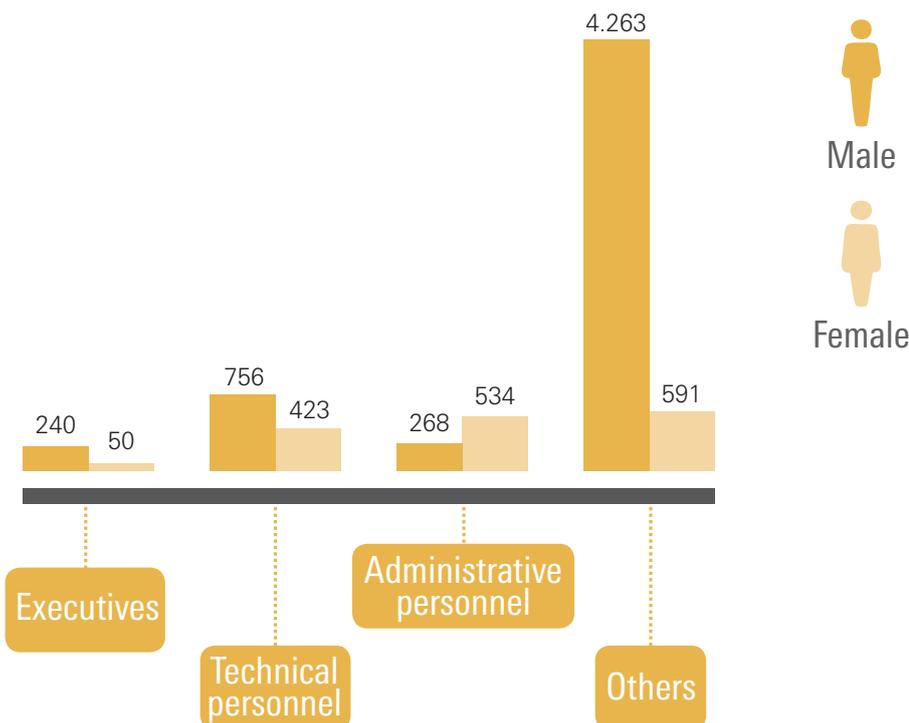


Image of the Equal Opportunities at Work device granted by the Spanish Ministry of Health, Social Affairs and Equality.

## Collage against domestic violence

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In order to give a message of hope to women victims of violence, **FCC Aqualia** developed the initiative “**The FCC Aqualia collage: We are all behind 016. Are you?**”, inviting all employees to take part.

Via a microsite, **FCC Aqualia** personnel were able to create a collage with the victims helpline (016) made up of photographs sent in by employees. The aim was to show that all of society stood behind the victims-helpline number, thereby contributing towards eradicating this social problem and reminding employees to be alert to the warning signs.

To demonstrate our involvement at all levels of the organisation, various members of **FCC Aqualia** and FCC senior management supported the initiative by also sending in their photos.

Finally, the collage, made up of 234 photos sent in by employees, many of

them group shots, was published on the **FCC Aqualia** website on 25 November to commemorate the International Day Against Domestic Violence.

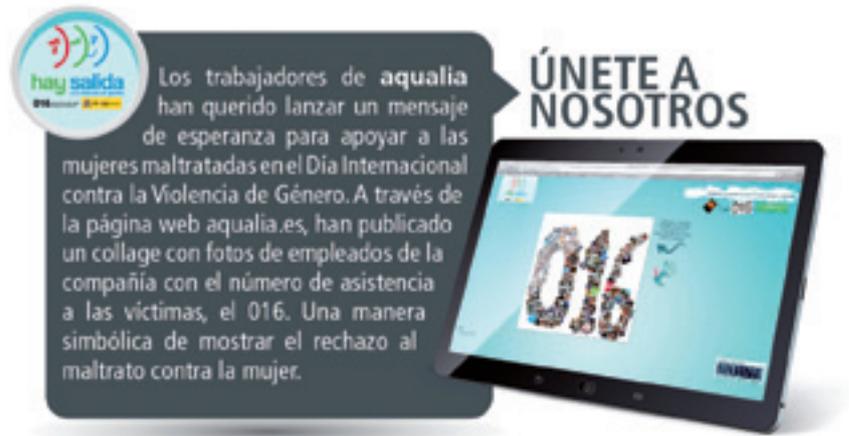


Image included on customers' bills with information on the initiative “The **FCC Aqualia** collage. We are all behind 016. Are you?”.

## Mentoring programme: Supporting women with talent

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With the aim of supporting women with talent at **FCC Aqualia**, a mentoring programme has been developed. The programme’s main aim is to contribute towards a cultural change within the company, striving for gender equality. To achieve this goal the presence of women at management levels is being encouraged, guiding and facilitating the careers of women identified as having potential at **FCC Aqualia**.

The programme:

- Improves diversity management by making positive use of the differences between people and maximising their potential.
- Facilitates interprofessional relationships by helping to establish a network of contacts.
- Conveys the company’s organisational values and know-how more quickly.

Employees who are mentors also receive greater recognition of their talent thanks to the programme, which serves as extra motivation.

**IN 2013 TWO WOMEN JOINED  
THE MANAGEMENT  
COMMITTEE**



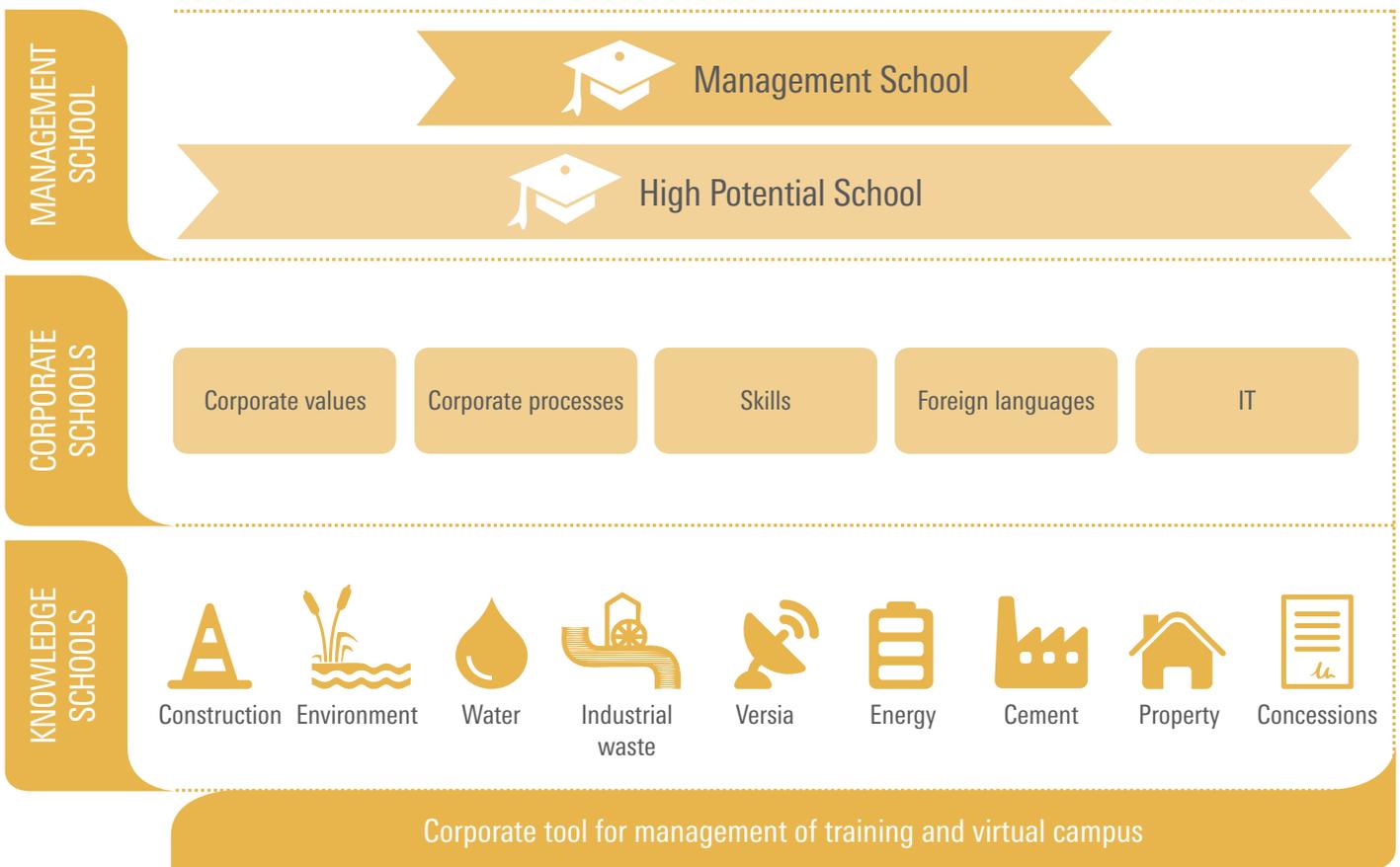
# Professional development

Employees' professional growth is one of the cornerstones of HR management at **FCC Aqualia**, and the company develops specific actions in this area, including the design of a training

scheme adapted to personal needs, fostering expatriation and promoting in-house volunteer programmes.

## Training

Every employee has their own training needs. That is why at **FCC Aqualia** a personalised ongoing training plan is devised, organised into three training levels:



The management school and corporate schools are the responsibility of the FCC Group. They provide training for executives and people with high potential, and also transversal training (corporate values and processes, skills, languages and IT). The knowledge schools are run by **FCC Aqualia**, providing specific technical training for the water sector (construction, environment, water, industrial waste, energy, cement, property and concessions).

All training is managed through a corporate tool and a virtual campus, facilitating access for the workforce.

To improve the training plans, in 2013 a jobs map has been drawn up, to provide each worker with individualised training, adapted to each job position according to the transversal and functional needs of the area or job held.

The key figures for the FCC Aqualia training plan in 2013 were:



**353** courses given, 25.5% fewer than the previous year



**14.15** hours of training received on average by each attendee, over 12% more than in 2012 (although the average number of hours received per employee fell to 9.79, which is 17% less)



**4,287** participants, as against 5,822 the previous year



**60,670** hours of class time, 17% less than in 2012



**503,911** total investment in training and personal development, nearly 1% more than in 2012

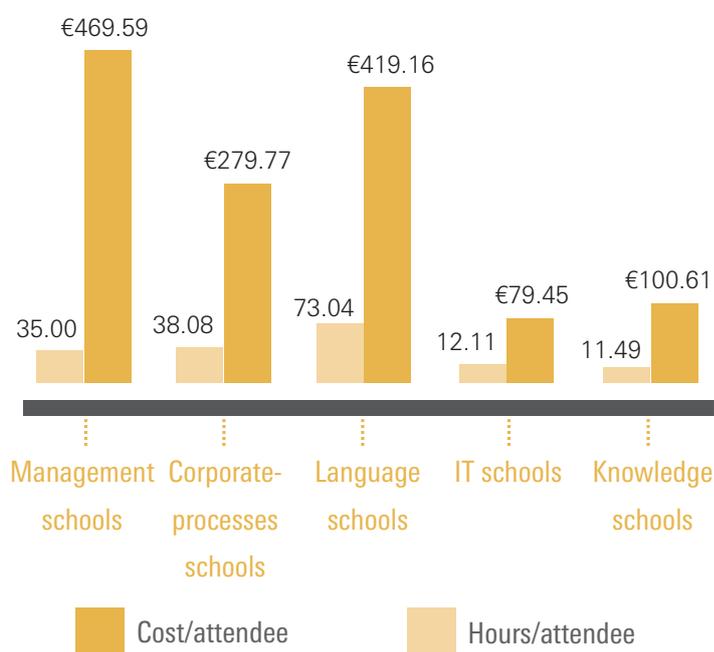
The reduction in most of these figures compared with the previous year is mostly due to the organisation in 2012 of management-system courses for all office staff (1,174), which significantly increased the number of courses and hours of training. These courses were not repeated this year.

In 2013 the focus has been on longer training with fewer courses, therefore increasing the ratio of hours received per participant and achieving a reduction in absenteeism, which is less than 10% (somewhat higher for distance training courses).

Training by category and sex in 2013	Hours		Number of employees trained		Hours/employee	
	Female	Male	Female	Male	Female	Male
Executives	262	3.541	8	75	32,75	47,21
Middle management	3.169	10.464	192	530	16,51	19,74
Technical personnel	3.904	5.464	168	246	23,24	22,21
Skilled workers	6.408	14.617	390	1.374	16,43	10,64
Unskilled workers	2.238	10.603	180	1.124	12,43	9,43
<b>Total</b>	<b>15.981</b>	<b>44.689</b>	<b>938</b>	<b>3.349</b>	<b>17,04</b>	<b>13,34</b>

All the courses organised by the FCC Aqualia knowledge school have been graded with a score of more than 8 out of 10, and for the H&S courses the rating given was higher than 8.6.

Breakdown of training by topic area



47% of FCC Aqualia employees have received training



**60.8%** of female employees

y



**43.9%** of male employees

## Agreements with universities and business schools

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In 2013, **FCC Aqualia** entered into agreements with universities and business schools to organise training various training courses included in the training plan.

Among these business schools is the Industrial Organisation School (EOI), with which programmes have been developed including the **Development of Management Skills Programme**, where the participants have received training to develop key management skills and know-how and allow them to develop within the company.

Courses have also been arranged with the Water Technology Institute (ITA) at the Polytechnic University of Valencia for the training of employees in the technical area.

Another of the notable training actions undertaken has been the Executive Cycle

of Personal Management and Leadership Development, strategic training under the personal-development plan targeted at middle managers, the main objective of which is to move the organisation's style of Leadership towards a management model

that is more participatory, development-oriented and catalysing talent and strengthening team bonds, backed by a common language that is shared by everyone.



Participants in the Management Skills Development Programme at the EOI.

## Fostering expatriation

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With a view to facilitating the cultural and professional integration of personnel interested in working abroad, **FCC Aqualia** has launched a programme to foster expatriation. Under this programme, people can learn about **FCC Aqualia's** business in the country itself, facilitating future relationships with people

from whom they may learn and helping them to establish and extend their networks of corporate and personal contacts in the country where they may be working in the future, as well as fostering the motivation and welcome received by people in the process of being expatriated.

## Volunteer work

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Félix Parra, General Manager of **FCC Aqualia**, during his speech at "Residence Fridays".

The FCC Group implements a corporate volunteering programme with the aim of setting up a solidarity network, made up of people who work with the group, their families and friends, who offer their keenness, knowledge and time to improve the quality of life and well-being of the groups who are most in need.

The volunteers work at old-people's homes in Collado Villalba (Madrid) and Fort Pienc (Barcelona) and at La Nostra Casa home for physically and mentally disabled people (Valencia).

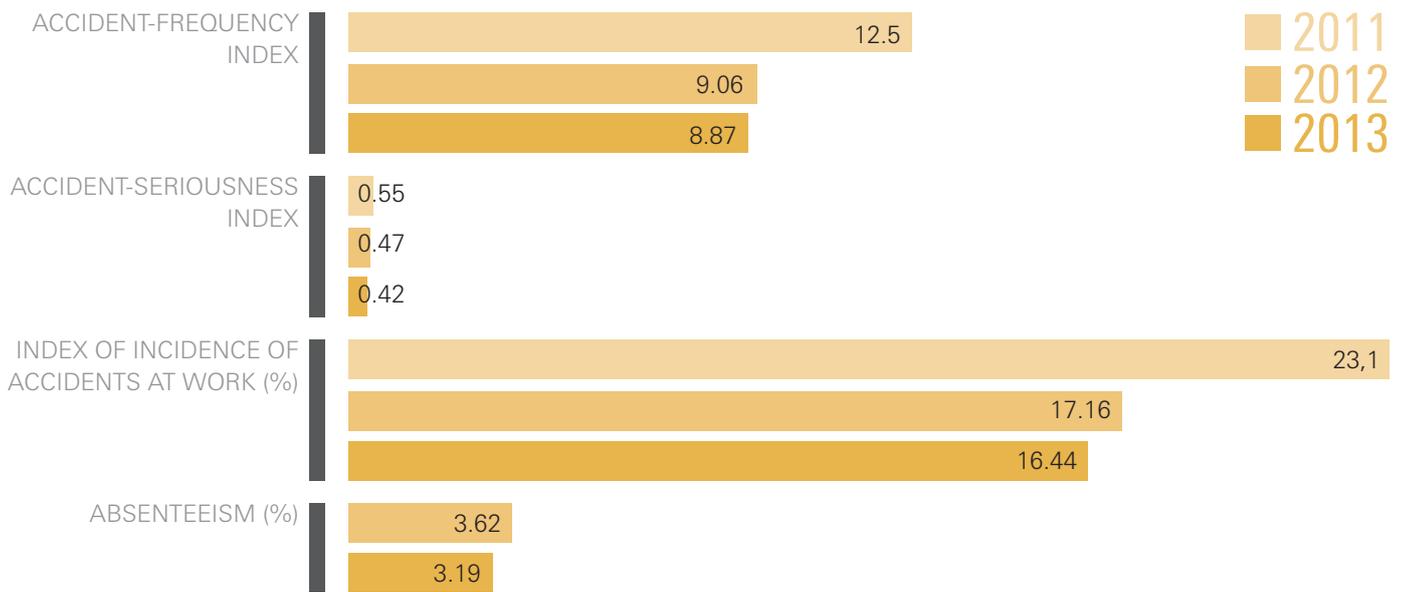
In principle the volunteer work was based on the needs expressed by the homes themselves (accompaniment, walks, organising workshops, etc.), but once in contact with each of the homes the volunteers launched a number of other initiatives there with great success.

Year after year, **FCC Aqualia** employees are actively involved and highly motivated in the company's **volunteering programme**.

**FCC Aqualia** has an OHS system in place that is based on implementing preventive measures and practices, training and investigation of accidents, and above all on appropriate management and the joint efforts of the organisation's employees.

In line with this plan, specific actions have been implemented with very positive results, including "reducing the accident-frequency index by more than 80% since 2000", or reducing absenteeism indexes (7,064 working days lost, 2.2% fewer than in 2012), which has also benefited from the current socio-economic situation.

## Accident and absenteeism rates



**ACCIDENT-FREQUENCY INDEX:** number of accidents at work occurring per million hours worked.

**ACCIDENT-SERIOUSNESS INDEX:** number of days lost owing to accidents at work per thousand hours worked.

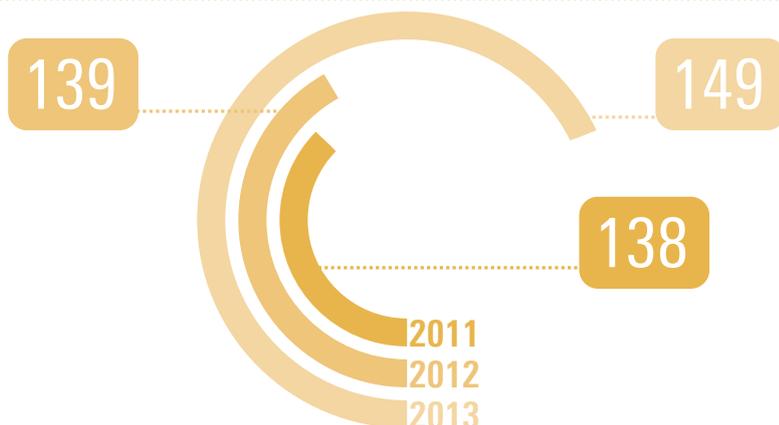
**INDEX OF INCIDENCE OF ACCIDENTS AT WORK:** number of accidents occurring per thousand persons exposed.

**ABSENTEEISM:** total hours lost in respect of total hours worked.

As a notable example, the services provided by **FCC Aqualia** in the Valencia and Aragon regions have reduced the number of incidents involving sick leave by over 50% between 2009 and 2012, and at several of their workplaces there has not been a single incident involving sick leave in the last four years.

Although accident and absenteeism rates have dropped by absolute values, the number of cases of sick leave per accident has increased, mostly because of the increase in the company's international business and en-route accidents, which account for 16% of the total number of cases of sick leave per accident. **FCC Aqualia** has now implemented specific actions to reduce this ratio.

## Cases of sick leave following accidents at work



## The most notable actions carried out in 2013 include:

### OHS training

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The best way to achieve positive OHS results is to maintain an active policy applied to all company activities, based on training personnel. In 2013 **FCC Aqualia** launched a specific training and awareness-building plan to **train employees and increase their awareness of the importance of preventing risks and making appropriate management a positive value in the career of every supervisor within the organisation.**

In 2012, **FCC Aqualia** ran **143 H&S courses** for a total of **2,124 students**, totalling **22,619 hours**. The cost of this training was **€145,969**.

The OHS courses organised included training with simultaneous translation in sign language received by two workers with hearing disabilities at Aguas y Servicios de la Costa Tropical de Granada. This type of specific training is a pioneering practice at **FCC Aqualia** and provides a clear example of integration.

### OHS plan

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In 2013, **FCC Aqualia** developed its OHS plan, considering it to be a basic objective to assure the health and safety of its own employees and all personnel who work for **FCC Aqualia**, always in strict accordance with the applicable regulations. This objective is also fully in line with FCC's CSR strategy.

During the preparation of the plan the results of actions undertaken in 2013 were reviewed, detecting any issues where improvement actions might need to be implemented. The main areas on which the OHS department has focused are:

- Implementing measures to reduce accidents by improving workers' initial training and controlling the implementation of the actions planned.
- Improving communication by disseminating relevant information throughout the organisation and recognising achievements.
- Acquiring a corporate OHS application to enhance the department's efficiency and improve H&S management.
- Implementing initiatives on work-related welfare and healthy

environments by means of information campaigns for workers to look after their back and heart.

- Extending OHSAS certification to international contracts in Algeria and Portugal.



OHS courses run.

## H&S awards

In June the first edition of the **FCC Aqualia** Health and Safety Awards 2012 was organised. The winners were Francisco J. Suárez, head of the Trainasa Alcantarillado de Vigo service, for his professional career, and Manuel Ruiz, manager of Aguas y Servicios de la Costa Tropical de Granada, for his OHS management.



The award winners, Francisco J. Suárez, head of the Trainasa Alcantarillado service in Vigo, and Manuel Ruiz, manager of Aguas y Servicios de la Costa Tropical de Granada, after receiving their awards, with Félix Parra, General Manager of **FCC Aqualia**, and Pascual Capmany, **FCC Aqualia**'s health and safety director

## Recognition in 2013

Diploma certifying zero accidents at the Ibiza and Sant Antoni desalination plants awarded by the insurance company Asepeyo and the Department of Work and Occupational Health.

Finalist in the "safe company history" category at the Llum Awards, organised by the Valencia Business Federation, for the implementation of H&S management in **FCC Aqualia** services in the Valencia region.

The first company to win the award and permission to use the mark "Company Committed to Occupational Health and Safety" in the Murcia region. The award was made by the Department of Work in the Murcia region.



"Aragon Committed to Health and Safety" award for good OHS management by **FCC Aqualia** in the services it manages in the Aragon region, given by the Aragon Regional Government.

## Challenges for 2014



### CHALLENGES FOR 2014

1

Implement a programme to develop strategic skills targeted at middle managers.

2

Encourage women with talent through the mentoring programme.

3

Foster expatriation through programmes to foster the internationalisation of the company's business.



# Environment

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# Sustainable, efficient management

FCC Aqualia's environmental strategy, in line with its policy, has set as its objective the application of best environmental practices in all its activities, by preventing and minimising environmental risks and efficiently managing natural and energy resources.

FCC Aqualia is actively committed to the sustainable use of natural resources and combating climate change. Throughout 2013 the company has concentrated its efforts on developing initiatives oriented towards improving its energy performance and reducing/offsetting its environmental footprint.

With these actions FCC Aqualia assures more efficient, sustainable management of the integrated water cycle.

## KEY FIGURES IN 2013

	Direct CO <sub>2</sub> emissions	27,459 teq
	Energy consumed	146,638 teq
	Indirect CO <sub>2</sub> emissions	28,005 Tn
	Reagent consumption	350,939 Tn
	Renewable energy produced	5.34 Tn
	Hazardous waste	2,487,341 GJ
	Non-hazardous waste	324,395.58 GJ



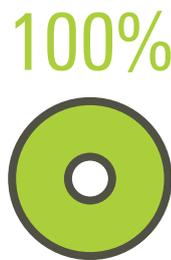
## Challenges for 2013

In 2013 FCC Aqualia defined a number of targets to improve sustainability. Their degree of compliance is shown below:

### COMMITMENT FOR 2013

Being the first company in the sector to calculate and externally verify the carbon footprints of an integrated water service.

### COMPLIANCE LEVEL



### COMMENTS

FCC Aqualia has received the certificate verifying the carbon footprints of the Aigües de Lleida JV.



## FCC Aqualia's environmental performance

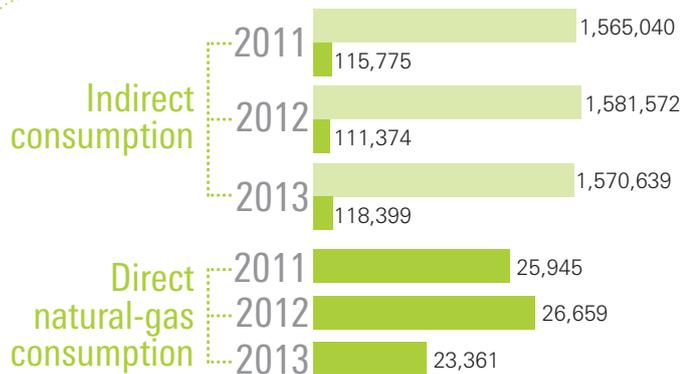
97% of FCC Aqualia's business has implemented an environmental-management system certified under **ISO 14001**.

FCC Aqualia's environmental principles and policies involve the integrated management of any impact caused by the organisation, adopting a preventive attitude as the main basis of its work.

Compliance with environmental commitments is based on regular stringent controls of

operations and processes in each of the company's areas of business. The graph below shows how these results have evolved over the last three years:

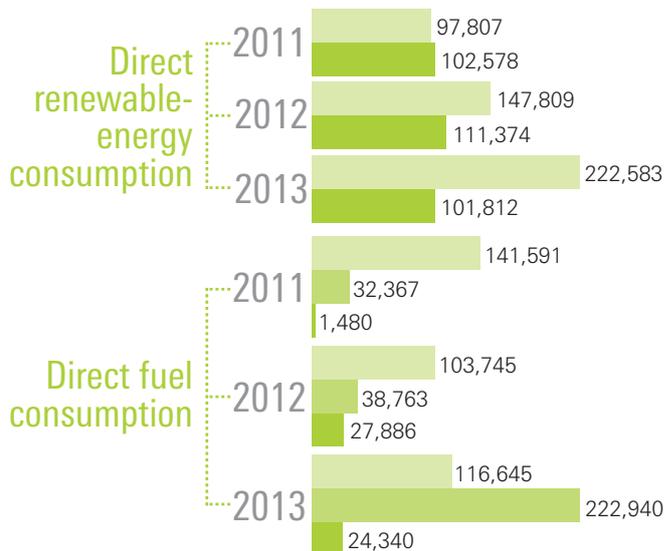
## ENERGY (GJ)



\*Note. Indirect energy consumption: electricity, steam or other forms of energy acquired from third parties.

\*\*Note. The consumption and emissions by aqualia industrial are not significant; nor are indirect consumption and indirect emissions for aqualia infrastructure.

● aqualia GIA 
 ● aqualia INTECH 
 ● SmVaK



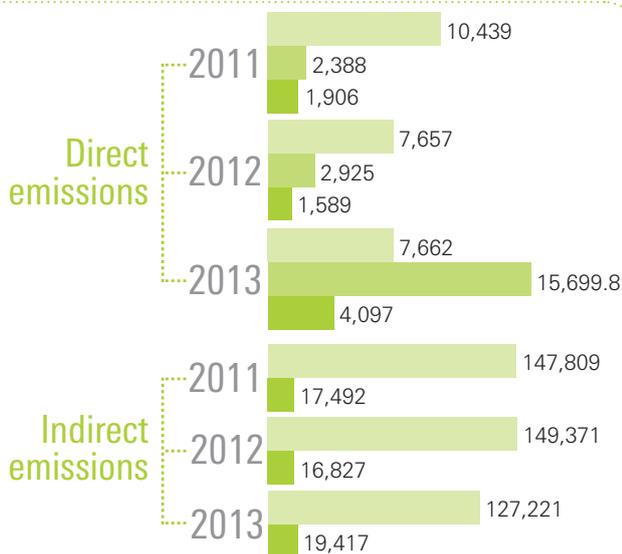
## REAGENTS in tonnes (Spain and SmVak)



## CAPTURE 763,751,430 m<sup>3</sup>

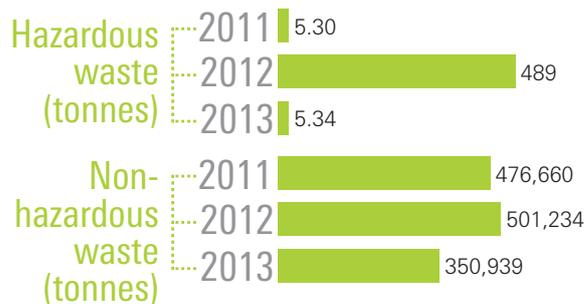


## EMISSIONS (tonnes of CO2)



● aqualia GIA 
 ● aqualia INTECH 
 ● SmVaK

## WASTE (Spain and SmVak)



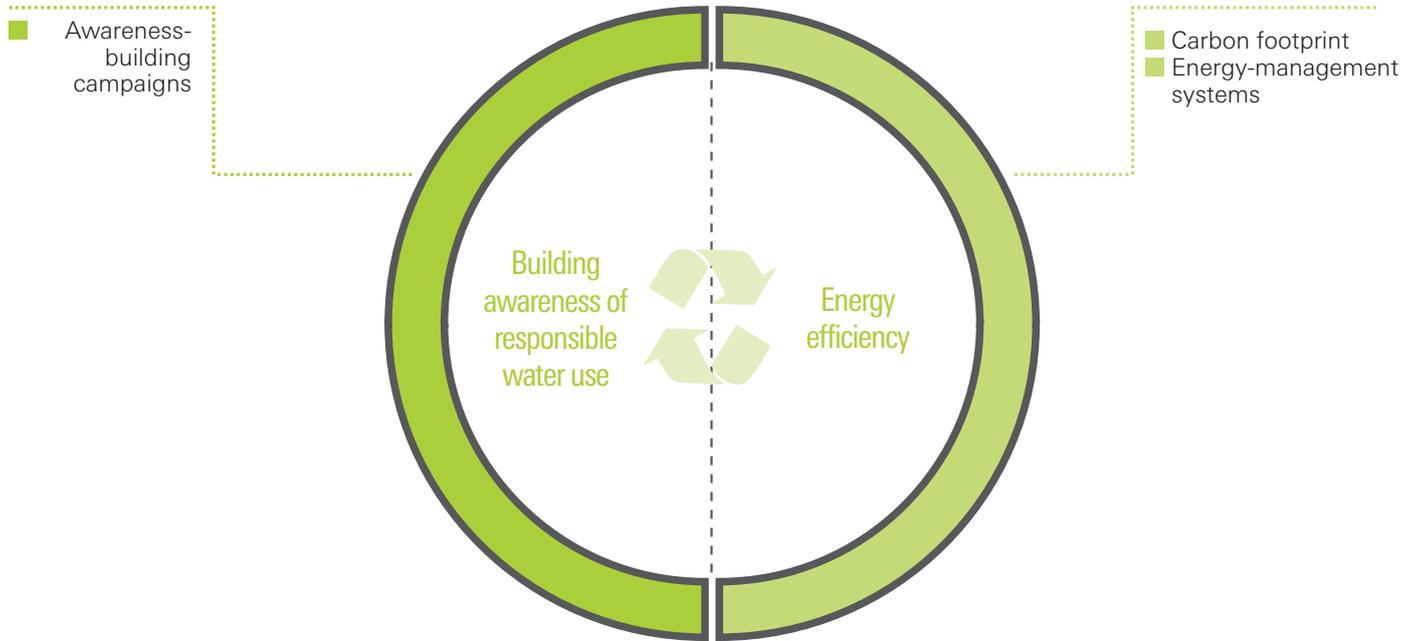
\*Note. The variations noted in the 2013 figures for direct emissions and direct fuel consumption at aqualia INTECH are due to changes in the system for compiling information as new workplaces joined. In the case of hazardous waste, the changes are due to only aqualia INTECH and SmVaK being considered for the calculations.



# Action areas for 2013

**FCC Aqualia**, through its environmental strategy, sets its sustainability priorities, which then take the form of specific

actions. In 2013 the company presented two major action areas to improve environmental performance.



## Carbon footprints

**FCC Aqualia's** commitment to combat climate change is a major challenge and undertaking towards society, so the company has decided to proceed with regular measurements of direct and indirect CO<sub>2</sub> emissions generated by all its companies, contracts and activities.

Taking another step forward, in 2013 **FCC Aqualia**, through the Aigües de Lleida JV, became the first Spanish company to calculate and verify the carbon footprint of an integrated water-management service. This project was based on a calculation methodology devised by the company itself and a tool adapted to the special characteristics of the service, developed by **FCC Aqualia** technicians.



**FCC Aqualia** reported to the Excellence in Sustainability Club on its work to calculate the carbon footprint. Top, from left to right, Enrique Hernández, CSR and management systems at **FCC Aqualia**; Javier López-Galiacho, FCC CSR director; Susana Magro, the OECC director-general; and Juan Alfaro, general secretary of the Excellence in Sustainability Club.

## FCC Aqualia has become the first Spanish firm providing integrated water-management services to calculate and verify its carbon footprint.

The scope of the study, verified by AENOR under the standard UNE-EN ISO 14064-1:2012, was complete, as it included all direct and indirect emissions over the course of the full water cycle (adduction, chlorination, distribution, drainage via the sewerage system and final dumping to effluents) at all the facilities it manages. This pilot study identified and quantified the carbon that is retained in the biomass

for more than 100 years, the emissions avoided and the actual emissions produced by burning biomass.

The study concluded that the emissions released into the atmosphere that are generated throughout the full cycle amounted to 3,045.31 tonnes of CO<sub>2</sub>. 90% of the emissions come from treatment plants, owing to the physical and

chemical processes involved in wastewater treatment. The project also revealed that the WWTP's notable environmental-management performance meant that the emissions caused by electricity consumption were offset by the emissions avoided.

THE STUDY REVEALED THE FIGURE OF **3,045.31 TONNES OF CO<sub>2</sub> RELEASED INTO THE ATMOSPHERE**. THE EMISSIONS CAUSED BY ELECTRICITY CONSUMPTION WERE OFFSET BY THE EMISSIONS AVOIDED.

This initiative marks another step forward in the company's eco-efficient management strategy, as it means that new environmental improvements can be identified, thereby reducing emissions and energy consumption. The initiative to calculate and verify greenhouse-gas emissions will soon be implemented at more sites where **FCC Aqualia** provides services.





# Energy efficiency

Improving energy performance and reducing impact on climate change are two of the priorities in **FCC Aqualia's** strategy. To achieve both these goals, the company invests in the development of new research areas focusing on improving the energy efficiency of its operations.

These challenges have resulted in lower energy consumption, which in turn implies environmental improvement and ultimately savings for each customer. In this regard, electricity consumption accounts for 8% of the cost of the service provided to end users.

## Energy-management system

With a view to implementing improvements to maximise energy efficiency and reduce greenhouse-gas emissions, in 2011 **FCC Aqualia** launched a project to implement and achieve certification of an energy-management system under the standard ISO 50001:2011.

In 2013 **FCC Aqualia** continued to maintain and improve the sites that have been certified to date:



Launch event for the study "Joint Optimisation of the Use of Water and Energy". Left to right: Jesus Garcia, ACAL manager; José Vicente Colomer, Director of the ACAL Chair; Georgina Blanes, Director of the UPV Alcoy campus; Antonio Francés, mayor of Alcoy; Manuel Calatayud, director of **FCC Aqualia** in the Valencia region; and Enrique Cabrera, director of the Water Technology Institute.

Plant	Indicators (notable examples)	Targets	Improvements (notable examples)	
			Improvement in tariffs contracted	Improvements in the design and maintenance and procurement/replacement of equipment
La Solana	Total energy consumption (kWh)	9% reduction over the last year.	Changes in power ratings contracted, with financial savings of 16%.	New membranes for osmosis at the DWTP (energy saving of 11%).
	kWh/m <sup>3</sup> water produced at SWTPs:	7% reduction over the last year.		
	kWh/m <sup>3</sup> water treated at WWTPs:	17% reduction over the last year.		
Denia	KWh/m <sup>3</sup> water produced at SWTPs and CAPTURES:	15% reduction over the last year.	Changes in power ratings contracted, with financial savings of 26%.	Installation of changes on pumps and pump modifications (energy saving of 23%).
Alcoi	---	---	Changes in power ratings contracted, with financial savings of 69%.	Shutdown of a well and changing direction for repumping with direct supply (energy saving of 76%).

Alcoy District Council has congratulated **FCC Aqualia** for the certification of the energy-management system and the company's commitment to achieving a more sustainable town from an environmental viewpoint. This initiative, in line with the policy for environmental quality and environment-friendliness, has recently been strengthened further with the development of the study "Joint Optimisation of the Use of Water and Energy",

which **FCC Aqualia** is undertaking in partnership with the Water Technology Institute (ITA) at the Polytechnic University of Valencia, the ACAL Chair and Alcoy District Council. The research involves an experimental study in the town of Alcoy, with the objective of optimising the consumption of energy directly related to water capture, distribution and consumption processes.

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## Building awareness of responsible water use

One of **FCC Aqualia's** main objectives is to encourage the need for responsible water use and transmit the importance of sensibly managing a natural resource that is indispensable for life and for most economic activities. Being fully aware of

and accepting its social responsibility, in 2013 **FCC Aqualia** has launched a number of activities to build public awareness of the importance of water and its rational use.

## World Water Day and World Environment Day

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To commemorate World Water Day, **FCC Aqualia** organised the eleventh edition of the international children's drawing competition for year-3 primary-school children in municipal districts where **FCC Aqualia** provides services in Spain, Portugal, Italy, the Czech Republic and the United Arab Emirates.

by households and towns, in a way that is environment-friendly. This year 36,578 children from 1,000 schools took part.

Every year more and more schools get involved and more and more children take part, and the competition has now become a benchmark. Since the first edition over 325,000 entries have been received. The slogan for the 2013 edition was "*El futuro del agua pinta bien porque lo pintas tú*" – a play on words that can roughly be translated as "Water's future is as bright as the colours you use to paint it." The competition particularly highlights the development and application of new technologies, some of which are already available, to be used to achieve more efficient use and consumption of water



The winners of the fourth competition for young artists. This year, in addition to their prizes, the children were caricatured in the "smartest" edition of the competition.

World Environment Day was held in 2013 under the slogan “Think. Feed yourself. Save.” It is one of the main vehicles used by the United Nations to build environmental awareness worldwide. The objectives are to give environmental issues a human face, encouraging people to become active actors in sustainable development, fostering the key role of communities in changing attitudes towards environmental matters, and encouraging cooperation, to ensure that all nations and people can enjoy a safer, more prosperous future.

In this area, **FCC Aqualia** carries out awareness-building actions in all the districts where it provides services, adding value to the work that it does. The company’s employees are key factors in this task, and we have seen how their environmental commitment has been passed on to their children and grandchildren in the four editions to date of the **FCC Aqualia** young artists competition, which is open to the children and grandchildren of all the company’s employees in Spain, Portugal and the Czech Republic, aged between 5 and 11.

## Good practices at FCC Aqualia

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Screen of the educational game “Hydrokid”.

**FCC Aqualia**’s website includes a section for children, where they can learn about water while they have fun playing, finding out, valuing, thinking, searching, finding, judging, analysing, advising and participating.

The children’s area includes the games “Water at Home”, where they have to solve situations in the various rooms of a virtual house, always showing a positive attitude towards water consumption, and “Hydrokid”, which teaches children about the integrated water cycle via a fun character who gives a simple explanation of each of the stages in the cycle before each game.

By launching these initiatives, **FCC Aqualia** aims to get involved and achieve an attitude of respecting water, encouraging its responsible use by all users at an individual level.

## Building awareness via bills

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**FCC Aqualia**’s new bills are used as media to give customers up-to-date information about their consumption habits, in such a way that they can get involved and take measures regarding the water that they use. Awareness-building messages and advice on consumption are also included.

## Participation in AMBIEN\_TAL

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The first edition of the Castile–La Mancha Environment and Sustainable City Fair was held in October in Talavera de la Reina, where **FCC Aqualia** presented new technological developments based on innovation and the use of information technology, with

a view to achieving more efficient water use and consumption. **FCC Aqualia** also used the occasion to present its new sanitation truck for the municipal service.



Left to right: Jaime Ramos, senior vice-president of Toledo Provincial Council and deputy spokesman of Talavera de la Reina District Council; Jose Arce, head of the communication and marketing department at **FCC Aqualia**; Gonzalo Lago, mayor of Talavera de la Reina; Arturo García-Barroso, service head at **FCC Aqualia**; Florencio Gutiérrez, councillor for health and the environment; and Arturo Castillo, councillor for finance and the Talavera Fair Foundation.

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## Challenges for 2014



### CHALLENGES FOR 2014

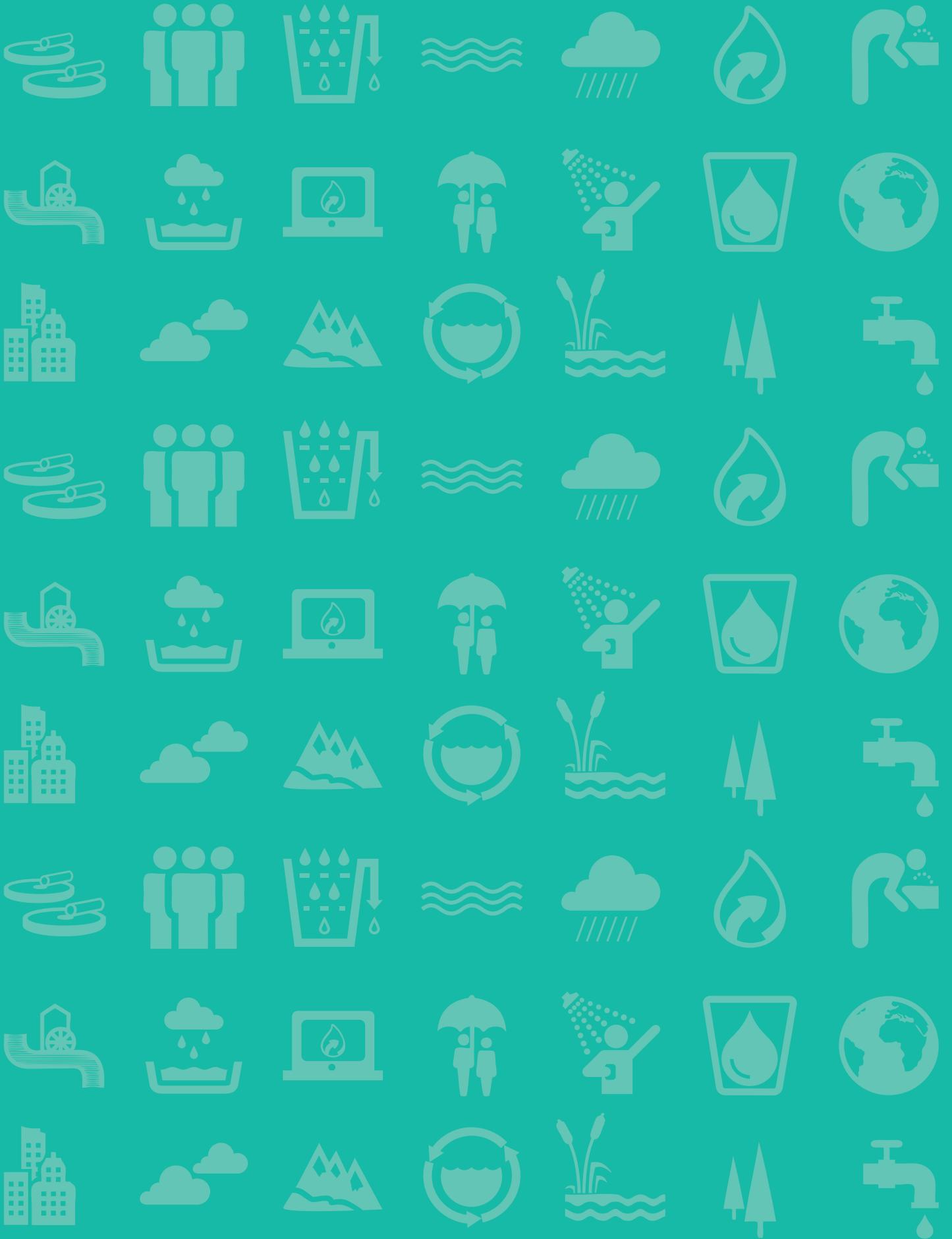
1

Increase training and awareness-building actions on responsible water use.

2

Measure the hydric footprints of the integrated water cycle and a top priority for the sector, in partnership with the Complutense University and the Botín Foundation.

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# Society

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# Progressing together

## KEY FIGURES IN 2013



Investment in social action: **€387,968**

Partnerships in sporting activities: **€31,940**

Partnerships with universities: **€8,200**



Participants in the children's drawing competition: **36,578 schoolchildren (Spain and Portugal)**

**FCC Aqualia** strives for social and environmental commitment to be a part of our day-to-day work and built into all our business decisions.

**FCC Aqualia** is an active member of the societies where we are present and we view the environment where we operate as a space for exchange and partnership that goes beyond the service provided. **FCC Aqualia** works closely with stakeholders to improve social welfare and progress together by addressing society's real needs.



# Challenges for 2013

In 2013, **FCC Aqualia** defined a number of objectives to improve the company's social commitment. The degree of compliance is shown below:

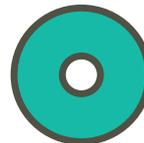
### COMMITMENT FOR 2013

### COMPLIANCE LEVEL

### COMMENTS

Support new social projects (NGOs, associations, etc.) in response to stakeholder groups.

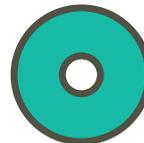
100%



New projects have been launched to support groups including old people and disabled people.

Strengthen support for and partnerships with universities.

100%



The company has worked in partnership with several universities, including the University of Alcalá, the University of Lleida and Menéndez Pelayo International University.

Back "Brand Spain" to improve the image of Spain in the interest of all.

100%



The company has participated in international forums and sporting events in several countries.



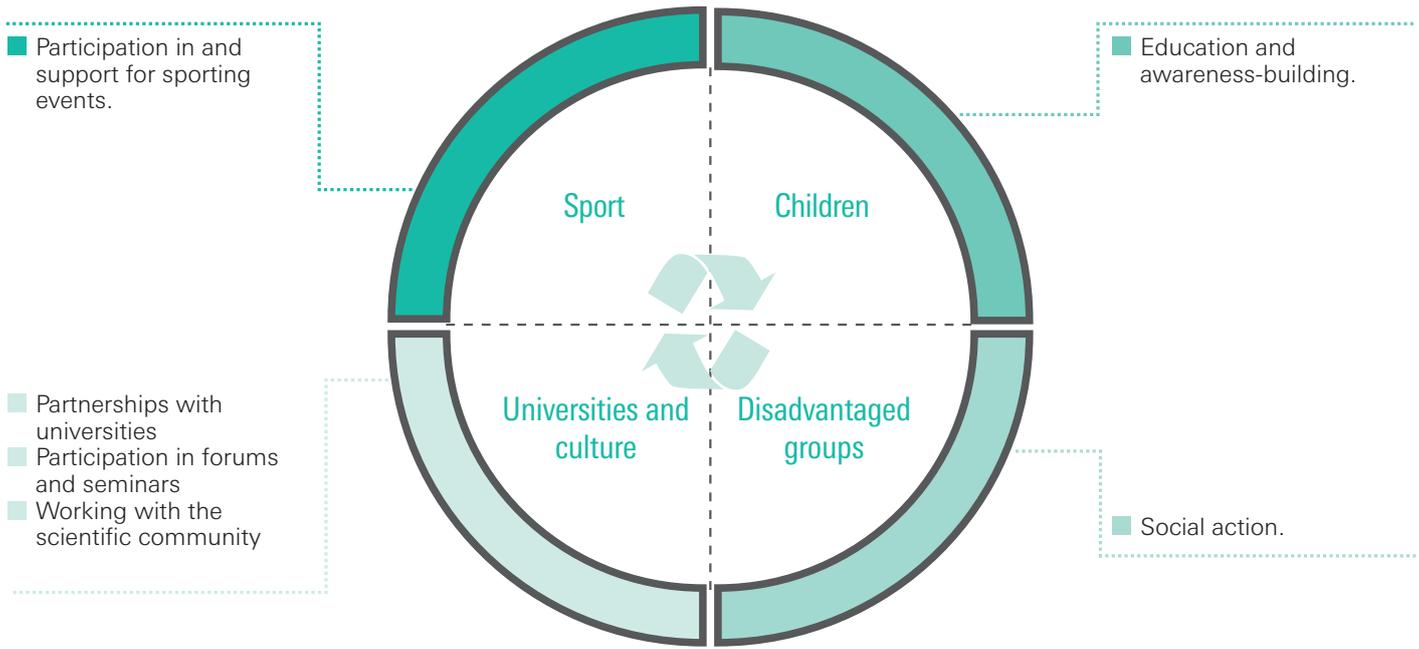
# Action areas in 2013

The company's social action takes place in diverse ambits, with water as the common factor in many of the activities undertaken.

**FCC Aqualia** supports actions in

education, culture and sport, works in partnership with universities and joins public and private projects that address the needs of the most disadvantaged.

However, the company also addresses the interests of the communities and customers in the areas where it operates, by contributing towards their initiatives.



Prize-giving ceremony for the drawing competition in Jaén.

FCC Aqualia fosters education in values through sport and the healthy use of leisure time. Such sporting and social values

as team work, motivation and effort are important, necessary aspects for the building of a better society.

## Participation in and support for sporting events



In 2013 **FCC Aqualia** supported a host of sporting events and activities, whether by organising them, providing funds or materials or through active participation by our employees:

The most notable events in 2013 included the first swimming meeting, where **aquafundalia, Aguas de Fundao S.A.**, the company responsible for water management in Fundao (Portugal), played an active role in the organisation of the event, where 176 swimmers aged between 7 and 16 took part, representing 11 regional and national clubs. It is planned for the event to be a regional sports meeting for young people, encouraging children to practise sport.

This partnership to support sport locally is only one of several other local initiatives by **FCC Aqualia** in Fundao during Children’s Day or Water Day.

Another notable partnership, which brings together sport and social action, is the agreement made recently between **FCC Aqualia** and the **Real Madrid Foundation** in partnership with Mazarrón District Council, to provide the town with a social and sports school. This initiative is targeted at 50 children at risk of social exclusion, who will share sporting activities with other local children with no such problems, to foster integration and equal opportunities.

Also through sport — and more specifically, cycling — the people at **FCC Aqualia** who share their passion for this sport have carried the brand far and wide in 2013. Whether on unofficial cycling routes or in official races, cyclists wearing the company’s jersey have ridden the brand over the roads of a great many **countries**.

**FCC Aqualia** personnel participated last year in a number of competitions in Spain, including the “Soplao” in Cantabria, one of the most important races for the MTB, and the Ciudad de Tarragona mountain triathlon. On the international stage, company employees have also taken part in the San Luis de Potosí mountain triathlon in South America, as well as in the first race of the season on the other side of the world in Riyadh (Saudi Arabia).



Group of **FCC Aqualia** employees wearing the company jersey as they ride through the Upper Tagus nature park.



Participants at the first swimming meeting in Fundao (Portugal).

Children are at the centre of many of the activities that **FCC Aqualia** organises each year. In 2013, to support their education and development, the company organised training workshops, drawing competitions and sporting activities that contribute towards improving the well-being of such a vulnerable group:

## Education and awareness-building

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### 1 Celebration of World Water Day:

As part of the celebrations on this day, **FCC Aqualia** professionals organised and participated in a large number of activities, conferences and events, all based around the slogan “Cooperating in the Water Sphere”.

Many of the activities carried out centred on children, including open-door events at various **FCC Aqualia** facilities and awareness-building talks on responsible water use.

The most successful initiative to commemorate World Water Day was definitely the **children’s drawing competition**. In the 2013 edition — the eleventh — 36,578 year-3 and year-4 schoolchildren from 1,000 schools took part.

This year’s edition also aimed to highlight the efforts being made by **FCC Aqualia** in all the districts where we provide services to commission new techniques and innovations that will contribute towards making life easier for people through more efficient, environment-friendly water use.

The international children’s drawing competition is now a benchmark in the districts where **FCC Aqualia** is present. Since the first edition over 325,000 entries have been received.

In parallel, and for the fourth year running, **FCC Aqualia** launched a new edition of the young artists drawing competition for the children and grandchildren of all the

### 36,578 SCHOOLCHILDREN PUT FORWARD IDEAS TO MAKE SMARTER USE OF WATER

company’s employees in Spain, Portugal and the Czech Republic, aged between 5 and 11.

In this fourth edition the entrants put forward their ideas for taking care of water and using it smartly.

### 2 Twenty-third Elvas School Fair in Portugal:

**FCC Aqualia** took part once again as a sponsor of the Elvas Fair, where it has been responsible for managing water since 2009. This fair for local schoolchildren brings together over 1,200 students from 14 schools, with the involvement of official bodies and local authorities. The three days of the fair have been devoted to leisure and educational initiatives, sport, dance and music. **FCC Aqualia** set up an information point to remind people of the improvements to the water-management service in this Portuguese town.

### 3 Programme of educational activities in Oviedo:

Oviedo City Council jointly presented with **FCC Aqualia** the programme of educational activities that the company has made available for the children of the capital of the Asturias region during the local San Mateo celebrations. The aim of this project is to foster learning through fun and entertainment. The events took place over nine days in various different parts of the city, using an articulated bus 20 metres long, equipped with the latest audiovisual systems for entertainment and learning. The bus also has an outdoor play area with an igloo tent, staffed by specialist monitors.

### 4 Project to collect water from night-time mist at school:

Thanks to a partnership agreement between Formentera Island Council and **FCC Aqualia**, the project “Cloud Hunter” has been promoted by “Perú sin fronteras” at Sant Ferran de Ses Roques primary school.

The objective of this pilot project is to discover whether water can be collected from mist during the night. Year-5 children kept daily records of weather data and checked the water that had built up in their “cloud hunters” (neblinometers) — screens that were put up to capture night-time humidity.

The result of the experience has been

highly positive. On average, a litre of water was collected each day. Although the water is not fit to drink, the pilot programme also included the design of a treatment and purification plan.

A drawing competition was also organised to choose the cover for the project, and the students went on three day trips to get additional information on the water process, its capture and its treatment.

The closing ceremony of the project featured a hook-up with Leopold Angrand school in Senegal, so that the children at the two schools could meet each other and share their views.

The island council valued the experience very positively, "because it has been a fantastic way for the young ones to see just how important water is in our lives and that it is a valuable, limited resource."

## 5 I children's conference in the Santa Eulària district:

Nearly 300 schoolchildren took part in the first children's conference in the Santa Eulària district in Ibiza, which this year was devoted to saving water, organised jointly by the local council and **FCC Aqualia** to coincide with the celebration of World Water Day.

The participants and public at the event were students from the six primary schools in Santa Eulària and from Xarc secondary school. Each school explained the initiatives that are being put into practice to reduce water consumption and achieve the acquired commitment to cut water bills by 10% compared with the previous academic year.

The objectives that have been met include fostering public participation, strengthening environmental awareness-building among children and promoting a meeting between schoolchildren for them to share their experiences and actions related to saving water.

## 6 Building awareness through the comic "GLUGLÚ":

The director of **FCC Aqualia** in Vigo presented the educational comic "GLUGLÚ Goes to a Wastewater-Treatment Plant" at an event held at Lagares wastewater-treatment plant (WWTP). The attendees later toured the facilities, where the Vigo water-treatment process and its importance within the integrated water cycle was explained to them by **FCC Aqualia** technical personnel.

## 7 Online space:

On a permanent basis, **FCC Aqualia** maintains a part of its website at [www.aqualia.es](http://www.aqualia.es) for children, to teach them about water and build their awareness of rational consumption through play, jigsaws and interactive games.



Celebration of World Water Day with the children of Puerto de la Cruz.



The bus that was the venue for **FCC Aqualia**'s educational activities in partnership with Oviedo City Council.



José M. Ardoy, director of **FCC Aqualia** in Vigo, with the group of schoolchildren who attended the launch of the educational comic GLUGLÚ.



# Universities and culture

**FCC Aqualia** does business in a wide variety of territories and communities with which it has a relationship that goes beyond management of the service to take the form of the company's own or joint initiatives of common interest.

These activities include partnerships with universities, participation in forums and seminars and working with the scientific community to promote culture.

## Partnerships with universities

Partnerships with universities provide society with knowledge about the integrated water cycle and an expression of **FCC Aqualia's** social commitment to foster responsible water use.

In 2013 the most significant partnerships in which **FCC Aqualia** was involved with universities were:



Students from the University of Lleida visited **FCC Aqualia's** laboratory.

**1** First-year food technology students at the **University of Lleida** visited **FCC Aqualia's** laboratory in Lleida, mostly interested in the protocol applied to control the water for human consumption that is distributed via the various services that are managed by the company.

The students were welcomed to **aqualiaLAB Lleida** where there were shown around the various rooms where drinking water, wastewater, swimming-pool water, groundwater, sludge and other types of water are analysed.

**2** **FCC Aqualia** took part in the seminar "Smart Cities and Innovation in Services" as part of the summer school at **Menéndez Pelayo International University (UIMP)**, presenting an updated vision of smart cities through practical case studies and specific initiatives, sharing

implementations of innovative projects in different functional areas of towns involved in the Smart Cities project, at an international, national or local level. **FCC Aqualia** presented the paper "Santander: Smart Citizens, Smart Water", setting out the company's vision of the sustainable-city model and transferring the capacity and experience of **FCC Aqualia** in smart water management in Santander.

**3** **FCC Aqualia**, in partnership with the **University of La Laguna and Entemanser**, organised the course "Management of Urban Services: Smart Cities" at the Adeje summer school in Tenerife. The course, where **FCC Aqualia** presented the papers "Singularities in the Urban Supply in the Canary Islands" and "Communicating with the Public: The Key to the Development of Smart Cities", focused on discussing the challenge involved in addressing people's needs

in times of deep economic crisis without straying from targets set to protect the environment.

**4** For yet another year, **FCC Aqualia** participated in the twenty-third edition of the course on the design and installation of pipes for carrying water, held at **Ávila Polytechnic**. This year the company presented the paper "Services Affected by Urban Channelling Works" applied to the practical case of the Super-North Sewer in **Ávila**.

**FCC Aqualia supports the dissemination of the smart cities concept at summer schools**

**5** **FCC Aqualia** supports making management in smart cities more widely known at summer schools. At the summer school at the **University of Alcalá**, **FCC Aqualia** has sponsored the course "New trends in biological wastewater treatments: water and energy". The course explores the major advances being made in the wastewater field, offering a practical viewpoint on the applications that are being developed to eliminate pollution and jointly generate electricity.

## Participation in forums and seminars

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**FCC Aqualia** has also played a key role at a great many **forums, seminars and sector training programmes**, to contribute towards the training and cultural development of the communities where the company provides services. Some examples are given below:



Image of the stand at the IDA World Congress in China.

**1** For the second year running, **FCC Aqualia** personnel have given a technical talk to higher-level students of **occupational training in “Building Projects” and “Development of Urban Development Projects and Surveying Operations” in Oviedo**, where the students received training in the various parts of the facilities and the main characteristics of the principal pipes and hydraulic devices that are involved in networks.

**2** During the **FI-WARE conference, held in Santander**, **FCC Aqualia** participated by presenting the paper “Efficient Water Management in the Framework of Smart Cities”, setting out the organisation’s vision of this model of a sustainable city and transferring its capacity and experience in smart water management in Santander, including details of specific initiatives that the company is undertaking in the field of smart water management.

**3** **FCC Aqualia** has led, as a main sponsor, the thirteenth **World Congress on Anaerobic Treatment**, promoted by the **University of Santiago**

**de Compostela and supported by the International Water Association (IWA)**. The opening day’s events were presided over by **FCC Aqualia’s** innovation and technology director, and over the subsequent days a number of presentations were made by researchers from the organisation, including one about the Anammox process, presenting the results obtained from the pilots at Vigo and Guillarei (Pontevedra) treatment plants. **FCC Aqualia** also had a corporate stand at the congress.

**4** **FCC Aqualia** was also present at the thirty-second **technical conference of the Spanish Water Supply and Sanitation Association (AEAS)**, held in San Sebastián, where the company had a stand in the Water Technology Hall. **FCC Aqualia’s** International account-handling director led the session called “The OECD 3T (Tariffs, Taxes and Transfers) Methodology: Analysis of Water Financing Service in Europe”.

**5** **FCC Aqualia** also attended two of the main sector meetings held in the Middle East: the **Saudi Water and Power Forum (SWPF)** and the National Water Company Focus Day. Both were held in Jeddah (Saudi Arabia).

The SWPF is the main site for meeting and discussion for the water and energy sectors in Saudi Arabia. This year, the ninth edition of the forum was held with the title “Shaping the Future of Sustainable Utility Development”. **FCC Aqualia** had an information point at the event, and José Enrique Bofill, Middle East director, took part in session 5, “Efficiency Opportunities”, together

with representatives from companies including the National Power Company, Siemens Energy and GE Power & Water.

Also in Jeddah, the National Water Company Focus Day 2013 was held. At this technical conference the heads of the various divisions of the National Water Company, the country’s main water-management agency, all took part. **FCC Aqualia** presented its experience leading the design and implementation of the sectoring of water networks that is currently under way in Riyadh, the Saudi capital, at the session titled “Enhancement Water Projects in Riyadh”.

### **FCC Aqualia: present at the main sector meetings in the Middle East.**

**6** During the “Smart City Expo 2013” world congress in Barcelona, **FCC Aqualia** had a relevant presence, leading several events over the course of this summit meeting. FCC’s stand at the Smart City Expo was the venue for the presentation of the ELAN Project (Autotrophic Nitrogen Elimination) by Pilar Icaran, head of projects at **FCC Aqualia’s** innovation and technology department. Also, during the session “Public-Private Partnership”, Emilio Fernández, director of **FCC Aqualia** in Santander, presented the specific initiatives that the company is undertaking in the field of smart water management.

The launch of the book *L’enginyeria i la gestió de l’aigua a través dels temps*, published by **FCC Aqualia**, was attended by the company’s General Manager, Félix Parra.

# Partnerships with the scientific community

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**FCC Aqualia** also works with associations and organisations specialising in the water sector to foster the dissemination of the cultural and educational heritage:

## 1 Spanish Geology and Mining Institute and the Underground Water Club:

**FCC Aqualia** has sponsored the publication and public presentation at the Capuchin convent in Ubrique of the book *La descripción geográfica y geológica de la serranía de Grazalema en la provincia de Cádiz* ("Geographical and Geological Description of the Grazalema Mountain Range in Cádiz Province") which compiles studies carried out in the area by the mining engineer Dr Juan Gavala y Laborde in 1918. At the launch event, **FCC Aqualia** received public thanks for its efforts to preserve the natural springs that supply the district, where the company is responsible for the management of the integrated water cycle.

## 2 University of Cádiz:

**FCC Aqualia**, through **aquajerez**, the concessionaire for the management of the integrated water cycle in the town of Jerez, has entered into a partnership agreement with the University of Cádiz (UCA) to create a framework for interdisciplinary teaching and research in diverse areas of scientific knowledge and other social actions. **aquajerez** has licensed land within the Guadalete WWTP complex to the "UCA RNM-144 Oceanography and Coastal Pollution" research group, for them to install an experimental plot and do research into the reuse of treated wastewater in agriculture.

## 3 IMDEA-Agua:

**FCC Aqualia** is a member of the board and scientific council of this foundation, whose aim is to channel efforts to create technology and drive the water sector and other related sectors. It also strives to generate a model for a sustainable, profitable institution in solidarity that brings together different communities of experts. ([www.water.imdea.org](http://www.water.imdea.org)).

## 4 Cooperation Fund for Water and Sanitation:

**FCC Aqualia** is a member of the advisory board of this AECID member entity, contributing towards assuring the consistency and orientation of the Fund by studying the its operations and advising and proposing action areas to meet the internationally agreed objectives and bring drinking water and sanitation to the communities most in need in Latin America and the Caribbean. ([www.fondodelwater.aecid.es](http://www.fondodelwater.aecid.es)).



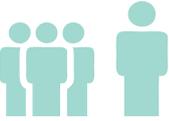
Antonio Gavira, manager of **aquajerez**, and Eduardo González, vice-chancellor of the University of Cádiz, signing the research partnership agreement between the company and the university.

**FCC Aqualia** is committed to RDI as a driving force for development and source of progress

# Social action

**FCC Aqualia**, as a company specialising in the integrated management of a key public asset, water, has an added responsibility towards society and assumes among its obligations

addressing social needs, particularly those of people who are the most disadvantaged. The company participates in institutions and initiatives that deal with topics of considerable social interest:

Target group	Description
 <p><b>DISABLED PEOPLE</b></p>	<p>To coincide with the International Day for Disabled People, <b>FCC Aqualia</b>, in partnership with the ONCE Foundation, has made the videos in the campaign “Never Give Up” available to company employees, with the objective of getting rid of prejudice about this group when it comes to accessing the labour market.</p>
 <p><b>GROUPS AT RISK OF EXCLUSION</b></p>	<p>Since 2008, <b>Emabesa</b>, a mixed company owned 50–50 by <b>FCC Aqualia</b> and Benalmádena District Council, has been working on social and employment integration for people with learning difficulties. Through the Benalmádena Municipal Occupational Centre they are contracted to do maintenance work in the landscaped areas of their facilities.</p>
 <p><b>WOMEN</b></p>	<p><b>FCC Aqualia</b> and the <b>Real Madrid Foundation</b> have entered into a partnership agreement with Mazarrón District Council, in order for the district to have its own social and sports school, supporting children at risk of social exclusion. (See the sports-development section for more details.)</p> <p>With a view to offering a message of hope to women victims of violence, <b>FCC Aqualia</b> developed the initiative “<b>The FCC Aqualia collage: We’re all behind 016. Are you?</b>”, in which all employees were invited to take part.</p> <p>Via a microsite, <b>FCC Aqualia</b> personnel were able to create a collage of the victims helpline number (016) made up of photos sent in by employees (see the HR chapter for more details).</p>
 <p><b>OLD PEOPLE</b></p>	<p><b>FCC Aqualia</b> has taken part in the “Fridays at the Home” initiative, organised by the Esther Koplowitz Foundation, and the social-responsibility programme “FCC Volunteers”, whereby different people present diverse topics to the residents. The residents at Nuestra Casa in Collado Villalba (Madrid), for example, attended the talk “Planet Water” given by Félix Parra, General Manager of <b>FCC Aqualia</b>, and “Tarraco Scipionum Opus: Scipion: Committed to Rome”, given by Juan Luis Castillo, director of Zone II.</p>
 <p><b>GROUPS WITH NO ACCESS TO WATER</b></p>	<p><b>FCC Aqualia</b> is a member of the advisory council of the Aid Fund for Water and Sanitation, which works on the issue of access to water in Latin America, accompanying partner countries of Spanish aid on that continent in their effort to achieve Target 3 of Millennium Goal 7: to reduce by half, by 2015, the number of people without sustainable access to drinking water and basic sanitation services.</p>



# Challenges for 2014



On the International Day for Disabled People, **FCC Aqualia**, in partnership with the ONCE Foundation, made the videos in the campaign "Never Give Up" available to workers, with the objective of getting rid of prejudice against this group's access to the labour market.



## CHALLENGES FOR 2014

1

Support new social projects (NGOs, associations, etc.) in response to stakeholders.

2

Strengthen support for and partnerships with universities.

3

Enter into a partnership agreement with the University of Cantabria and Santander City Council, to develop the R&D programme for a strategy applicable to the management of the integrated water cycle in the city of Santander under the "SANTANDER SMART CITY" innovation master plan.



# About this CSR report

80 About the CSR report





# About the CSR report

## Coverage and scope

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This is the eighth time that **FCC Aqualia** has published its CSR report, setting out its commitments regarding sustainability from an economic, social and environmental viewpoint.

For the first time, the report has been prepared according to the criteria established by the “G4 Guide for the Preparation of Sustainability Reports”, at the “comprehensive” level of the Global Reporting Initiative (GRI), although this is the seventh year in which the report has been verified by a third party to assure compliance with the requirements of this internationally recognised standard. **All the GRI G4 requirements included in the GRI index have been verified by AENOR.**

The information contained in the report refers to the period between 1 January and 31 December 2013 and covers all activities by **FCC Aqualia**, giving priority to material information

while omitting no other relevant information. In some instances data on certain services provided mostly abroad is not available, in which case this has been indicated in the report itself. In general terms the operational and environmental data does not include information on Italy or Arab-speaking countries.

In the case of any variation in the scope and coverage of the information, this is indicated in the report itself. No changes have occurred in the calculation formula for the data provided compared with previous reports.

## Materiality

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The materiality of the content has been determined based on information received by different stakeholders through active dialogue and specific tools, as described in the “Corporate Social Responsibility” section of the report. Material issues have been identified throughout the report as “Relevant”.

Each relevant material issue has been analysed to identify its correspondence with specific GRI 4 content and indicators, selecting those sections that actually respond to stakeholders and **FCC Aqualia**’s strategy. Additionally, responses have been voluntarily provided for other sections of G4 which, although not material for the organisation, contribute towards enhanced transparency and understanding the company’s business, and facilitate the transition process between the GRI 3.1 and GRI G 4 guides.

Material issues for FCC Aqualia stakeholders		Correspondence with GRI G4	
General issue	Specific issue	Issue applicable for FCC Aqualia	Section
Economic	Sustainability and investments made	Economic performance	G4 EC1, EC4, EC7
		Indirect economic consequences	G4 EC7
Service	Water quality	Customers' health and safety	G4 PR1, PR2
		Labelling of products and services	G4 PR5
		Regulatory compliance	G4 PR9
	Customer service	Stakeholders' participation	G4-26
Organisation and governance	Sanctions and fines	Regulatory compliance	G4 PR9
	Governing bodies	Governance	G4-34 - G4-42
Social responsibility and social action	Support for children and disadvantaged groups	Local communities	G4 SO1
	Support for universities and culture		
	CSR master plan	Strategy and analysis	G4-1
Environment	Responsible water use	Water	G4 EN8-EN10
	Energy efficiency	Energy	G4 EN3-EN7
HR management	Internal training	Training and education	G4 LA9-LA10
	OHS	Health and safety at work	G4 LA5-LA8

To aid identification, the G4 parameters selected are coloured in blue in the GRI index in this report.

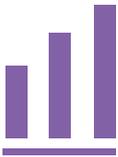


# GRI appendices

84 GRI index  
96 GRI declaration

97 Verification report  
99 FCC Aqualia data





# GRI index

## STRATEGY AND ANALYSIS

- G4-1 Declaration by the organisation's senior decision-maker on the importance of sustainability for the organisation and its strategy for addressing it.
- G4-2 Description of main impact, risks and opportunities.

## PROFILE OF THE ORGANISATION

- G4-3 Name of the organisation.
- G4-4 Main brands, products and services.
- G4-5 Location of the organisation's head office.
- G4-6 Indicate which countries the organisation operates in and name any where the organisation carries out significant operations or that are of specific relevance for the sustainability-related matters addressed in the report.
- G4-7 Describe the nature of the ownership system and its legal framework.
- G4-8 Indicate which markets are served (broken down geographically, by sectors and types of customers or end target markets).
- G4-9 Determine the size of the organisation, indicating: number of employees; number of operations; net sales; capitalisation, broken down in terms of debt and assets and number of products or services sold.
- G4-10
  - Number of employees by employment contract and sex.
  - Number of permanent employees by contract type and sex.
  - Size of workforce by employees, external workers and sex.
  - Size of workforce by region and sex.
  - Indicate whether a substantial part of the work of the organisation is done by freelance workers legally recognised as such or by personnel who are neither employees nor external workers, such as contractors' subcontracted employees and workers.
  - State any significant change in the number of workers.
- G4-11 Percentage of employees covered by collective-bargaining agreements.
- G4-12 Describe the organisation's supply chain.
- G4-13 State any significant change that has occurred during the period under study to the organisation's size, structure, shareholding or supply chain.
- G4-14 Indicate how the organisation addresses the caution principle, as relevant.
- G4-15 Draw up a list of charters, principles or other external economic, environmental and social initiatives that the organisation subscribes to or has adopted.
- G4-16 Draw up a list of national or international development associations and organisations that the organisation is a member of and where it holds office, participates in projects or on committees, makes a notable contribution of funds or considers being a member to be a strategic decision.

## MATERIAL ISSUES AND COVERAGE

- G4-17
  - Draw up a list of the entities included in the organisation's consolidated accounts and other equivalent documents.
  - State whether any of the entities included in the organisation's consolidated accounts and other equivalent documents are not included in the report.
- G4-18
  - Describe the process that has been followed to determine the content of the report and the coverage of each issue.
  - Explain how the organisation has applied the principles for preparing reports to determine the content of the report.
- G4-19 Draw up a list of the material aspects identified during the process of defining the content of the report.
- G4-20 Indicate the coverage of each material issue within the organisation.
- G4-21 Indicate the limit of each material issue outside the organisation.
- G4-22 Describe the consequences of any re-expressions of information from previous reports and their causes.
- G4-23 State any significant changes in the scope and coverage of each issue compared with previous reports.

## STAKEHOLDERS' PARTICIPATION

- G4-24 Draw up a list of stakeholders associated with the organisation.
- G4-25 Indicate what the choice of stakeholders to work with was based upon.
- G4-26 Describe the organisation's approach to stakeholders' participation; or indicate whether any stakeholders participated specifically in the process of preparing the report.
- G4-27 State any issues and serious problems that have arisen as a result of stakeholders' participation and describe the assessment made by the organisation, among other issues, by means of its report. Specify which stakeholders considered each of the topics and any key problems.

## PROFILE OF THE REPORT

- G4-28 Period covered by the report.
- G4-29 Date of the last report.
- G4-30 Reporting cycle.
- G4-31 Provide a contact point to settle any doubts that may arise regarding the content of the report.
- G4-32
  - Indicate which option for "conformity" with the Guide the organisation has chosen.
  - Provide the GRI index for the option chosen and the reference for the external verification report.
- G4-33
  - Describe the organisation's current policy and practices regarding external verification of the report.
  - If not mentioned in the verification report attached to the sustainability report, indicate the scope and basis of the external verification.
  - Describe the relationship between the organisation and the verification providers.
  - State whether the senior governing body or senior management have participated in the request for external verification for the organisation's sustainability report.

## GOVERNANCE

- G4-34 Describe the organisation's governance structure, including any senior management committees. Indicate which committees are responsible for decision-making on economic, environmental and social matters.
- G4-35 Describe the process by which the senior governing body delegates its authority to senior management and certain employees for economic, environmental and social matters.
- G4-36 Indicate whether the organisation has any executive officers or personnel with responsibility for economic, environmental and social matters, and whether they are directly answerable to the senior governing body.
- G4-37 Describe the processes for consulting between stakeholders and the senior governing body on economic, environmental and social matters. If such consulting is delegated, indicate to whom and describe the processes for exchanging information with the senior governing body.
- G4-38 Describe the composition of the senior governing body and its committees: executive and non-executive; independence; seniority in the post; number of other posts and significant activities; sex; members of insufficiently represented social groups; responsibilities related to economic, environmental and social effects and stakeholders' representation.
- G4-39 Indicate whether the person who presides over the senior governing body also holds an executive position. If so, describe the person's executive duties and the reasons for this arrangement.
- G4-40 Describe the appointment and selection processes of the senior governing body and its committees. And the criteria upon which the appointment and selection of the members of the former are based; including but not limited to whether diversity is taken into account, independence, specialised knowledge and experience in the economic, environmental and social fields, and whether and how any stakeholders are involved.
- G4-41 Describe the processes whereby the senior governing body prevents and handles any conflicts of interest. Indicate whether conflicts of interest are communicated to the interested parties. Indicate at least any membership of different boards, holdings of suppliers' and other stakeholders' shares; the existence of any controlling shareholder and any information to be disclosed on related parties.
- G4-42 Describe the duties of the senior governing body and senior management in developing, approving and updating the organisation's purpose, values and mission statements, strategies, policies and objectives with regard to economic, environmental and social impact.
- G4-43 State what steps have been taken to develop and improve the collective knowledge of the senior governing body with regard to economic, environmental and social matters.
- G4-44
  - Describe the processes for assessment of the senior governing body's performance with regard to the governance of economic, environmental and social matters. Indicate whether such assessment is independent and how often it takes place. Indicate whether it is a self-assessment.
  - Describe measures adopted as a result of assessments of the senior governing body's performance with regard to economic, environmental and social matters; among other issues, indicate at least whether there have been any changes in the members or organisational practices.

PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
5, 6 Third CSR master plan <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a> 5, 6 Corporate Governance Report 2013, 63-65.		Yes, 83 Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
The company's name has been <b>FCC Aqualia</b> since early 2014. For consistency with the current situation, despite reporting on data from 2013, throughout the report the company is referred to by its current name: <b>FCC Aqualia</b> . Also, aqualia Infraestructuras has changed its name to aqualia INTECH, and the latter name is the one used in this report on data from 2013.		Yes, 83
10-13 Av. del Camino de Santiago, 40, 28050 Madrid, Spain.		Yes, 83 Yes, 83
14-15		Yes, 83
<b>FCC Aqualia S.A.</b> is 100% owned by the FCC Group.		Yes, 83
10-15		Yes, 83
10 FCC Group 2013 consolidated annual accounts <a href="http://www.fcc.es/accionistas-e-inversores">www.fcc.es/accionistas-e-inversores</a>		Yes, 83
47 There are no significant differences in contract types by sex. As external and freelance workers do not represent a significant part of the company, no control is carried about such that they can be broken down by sex.		Yes, 83
All employees are subject to collective-bargaining agreements.		Yes, 83
35		Yes, 83
In 2013 the organisation's administrative distribution was changed (see page 11) to include the position of non-executive chairman and proceed to appoint a new General Manager.		Yes, 83
Corporate Governance Report 63-65.		Yes, 83
FCC Annual Report 472-474 <a href="http://www.fcc.es">www.fcc.es</a> Third CSR master plan and code of ethics <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
17,39,73		Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
All the entities included in the consolidated accounts are included in the report.		Yes, 83
80-81		Yes, 83
21,81		Yes, 83
The material issues identified have been considered for <b>FCC Aqualia</b> in its entirety.		Yes, 83
The issues identified as material have been considered by the external stakeholders and for all of <b>FCC Aqualia</b> .		Yes, 83
No information has been re-expressed.		Yes, 83
No significant changes have occurred.		Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
19		Yes, 83
18-22		Yes, 83
18-22		Yes, 83
21, 81		Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
Page 80, 2013		Yes, 83
Page 80, 2012		Yes, 83
Page 80, Annual		Yes, 83
<b>FCC Aqualia</b> Av. del Camino de Santiago, 40, 28050 Madrid, Spain. <a href="http://www.aqualia.es">www.aqualia.es</a> This report has been verified by AENOR at the "comprehensive" level.		Yes, 83 Yes, 83
<ul style="list-style-type: none"> <li>This report has been verified by AENOR at the "comprehensive" level. <b>FCC Aqualia</b> declares its independence from AENOR.</li> <li>This report is also being sent to the State Plenary Council for Corporate Social Responsibility (CERSE).</li> <li>The CSR committee of <b>FCC Aqualia</b> approves all decisions on the report, including verification.</li> </ul>		Yes, 83
Page 80		
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
Corporate Governance Report 2013, 18-23. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 18-23, 36. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 18-23, 36. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Shareholders: General Meeting of Shareholders Employees: communication channel with GR and CEO's blog		Yes, 83
Page 18- 22		Yes, 83
Corporate Governance Report 2013, 18-23,33-34, 36, 48-51. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 18-23, 36. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 33-34. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 33-34, 103-104. <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 34, 52-57 / Third CSR master plan <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Page 18- 22		
Corporate Governance Report 2013,34, 52-57 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a> Page18- 22		Yes, 83
Corporate Governance Report 2013, 34, 52-57 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83

## GOVERNANCE

G4-45	<ul style="list-style-type: none"> <li>Describe the role of the senior governing body in the identification and management of impact, risks and opportunities of an economic, environmental and social nature. Also state the senior governing body's role in the application of due-diligence processes.</li> <li>Indicate whether consulting with stakeholders is undertaken for use in the work of the senior governing body to identify and manage impact, risks and opportunities of an economic, environmental and social nature.</li> </ul>
G4-46	Describe the role of the senior governing body in the analysis of the effectiveness of the organisation's risk-management processes with regard to economic, environmental and social matters.
G4-47	Indicate the frequency with which the senior governing body analyses impact, risks and opportunities of an economic, environmental and social nature.
G4-48	Indicate which committee or senior officer reviews and approves the organisation's sustainability report and ensures that all material issues are included.
G4-49	Describe the process for reporting major concerns to the senior governing body.
G4-50	State the nature and number of major concerns that are reported to the senior governing body; also describe the mechanisms used to address and assess them.
G4-51	<ul style="list-style-type: none"> <li>Describe the remuneration policy for the senior governing body and senior management, in accordance with the following types of remuneration: fixed and variable remuneration; remuneration in shares; premiums; deferred-dividend shares or transferred shares; premiums or contracting incentives; severance payments; reimbursements; retirement pensions, taking into account the difference between payment systems and types of remuneration for the senior governing body, senior management and all other employees.</li> <li>List any performance-related criteria that affect remuneration policy in terms of economic, environmental and social targets for the senior governing body and senior management.</li> </ul>
G4-52	Describe the processes for determining remuneration. Indicate whether consultants are used to help determine remuneration and whether such consultants are independent of management. State any other type of relationship that such consultants on remuneration may have with the organisation.
G4-53	Explain how stakeholders' views are sought and taken into account in respect of remuneration, including, if relevant, the results of any votes on pay-related policies and proposals.
G4-54	Calculate the ratio between the total annual remuneration of the best-paid person in the organisation in each country where significant operations are carried out and the total average remuneration of the whole workforce (excluding the best-paid person) in the relevant country.
G4-55	Calculate the ratio between the percentage increase in total annual remuneration of the best-paid person in the organisation in each country where significant operations are carried out and the total average annual increase for the whole workforce (excluding the best-paid person) in the relevant country.

## ETHICS AND INTEGRITY

G4-56	Describe the organisation's values, principles, standards and norms, such as codes of conduct or codes of ethics.
G4-57	Describe the internal and external mechanisms for consulting in respect of ethical, licit conduct and for matters related to the organisation's integrity, such as helplines or advice lines.
G4-58	Describe the internal and external mechanisms for reporting any unethical or illicit conduct and matters related to the organisation's integrity, such as staggered reporting to supervisors, mechanisms for reporting irregularities or helplines.

## INFORMATION ON THE MANAGEMENT APPROACH

G4-DMA	<ul style="list-style-type: none"> <li>Indicate why the issue is material; state which types of impact make this issue material.</li> <li>Describe how the organisation manages the material issue or its effects.</li> <li>Explain the assessment of the management approach, including any mechanisms to assess effectiveness, the results of the assessment and any changes related to the management approach.</li> </ul>
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G4-EC

## INDICATORS

### MANAGEMENT APPROACH: ECONOMIC PERFORMANCE

G4-EC1	<ul style="list-style-type: none"> <li>Indicate the direct economic value generated and distributed according to the accrual principle, taking into account such issues as the basic elements for the organisation's international operations described below. If the data is presented in accordance with the cash principle, justify it and describe the following basic components: direct economic value generated (income); economic value distributed (operating costs); salaries and employees' benefits; payments to capital providers; payments to governments (by country, see instructions below); and investments in communities and economic value withheld (according to the formula "direct economic value generated" minus "economic value distributed").</li> <li>For better assessment of local economic impact, break down the direct economic value generated and distributed by country, region or market, if it is significant. Explain the criteria used to determine its significance.</li> </ul>
G4-EC2	<p>State any climate-change-related risks and opportunities that may result in significant changes in operations, income or expenditure, including but not limited to:</p> <ul style="list-style-type: none"> <li>a description of the risk or opportunity and its classification as physical, regulatory or of any other type;</li> <li>a description of the effect related to the risk or opportunity;</li> <li>economic consequences of the risk or opportunity before any measures are taken;</li> <li>the methods applied to manage the risk or opportunity; and</li> <li>the cost of the measures adopted to manage the risk or opportunity.</li> </ul>
G4-EC3	<ul style="list-style-type: none"> <li>If the obligations are covered by the organisation's ordinary resources, indicate their estimated value.</li> <li>If there is a separate fund to address obligations under the benefits plan, indicate: <ul style="list-style-type: none"> <li>what percentage of obligations is calculated to cover the assets reserved for the purpose;</li> <li>what this calculation is based on; and when the calculation was done.</li> </ul> </li> <li>If the externalised fund does not fully cover the obligations, describe the strategy, if any, that the company has adopted to progress towards full cover, and the deadline, if known, by which the company expects to achieve it.</li> <li>Indicate what percentage of the salary is contributed by the worker and the employer.</li> <li>Indicate the level of participation in retirement plans (e.g. participation in compulsory or voluntary plans, regional or national schemes or any with financial impact).</li> </ul>
G4-EC4	<p>Indicate the total monetary value of any financial aid received by the organisation from government entities during the period covered by the report, providing information at least on: tax deductions and credits; subsidies; investment grants, research and development grants and other relevant types of subsidies; awards with cash prizes; exemption from gifts; financial aid from credit agencies for export; financial incentives and other financial benefits received or due from any government entity in relation to any operation.</p> <ul style="list-style-type: none"> <li>Break down the above information by country.</li> <li>Indicate whether governments are part of the organisation's shareholding structure, and to what extent.</li> </ul>

### MANAGEMENT APPROACH: PRESENCE ON THE MARKET

G4-EC5	<ul style="list-style-type: none"> <li>When the remuneration of a significant percentage of the workforce is based on minimum-wage regulations, indicate the relationship between the initial wage broken down by sex and the local minimum wage in places where significant operations are carried out.</li> <li>Indicate whether in any place with significant operations there is no local minimum wage or whether it is variable, broken down by sex. If different minimum wages can be used as a reference, indicate which is being applied.</li> <li>Provide the definition used to establish "places with significant operations".</li> </ul>
G4-EC6	<ul style="list-style-type: none"> <li>Indicate what percentage of senior managers in places where significant operations are carried out come from the local community.</li> </ul>

### MANAGEMENT APPROACH: INDIRECT ECONOMIC CONSEQUENCES

G4-EC7	<ul style="list-style-type: none"> <li>Indicate the extent to which significant investment has been made in infrastructure and the organisation's types of services.</li> <li>State what the impact has been or is expected on local communities and economies. Describe any positive or negative consequences, as relevant.</li> <li>Indicate whether such investment or services correspond to commercial undertakings, pro bono or in kind.</li> </ul>
G4-EC8	<ul style="list-style-type: none"> <li>Give examples of the organisation's significant economic impact, both positive and negative.</li> <li>Describe the importance of such impact compared with external references and stakeholders' priorities, e.g. standards, protocols and national and international political programmes.</li> </ul>

### MANAGEMENT APPROACH: ACQUISITION PRACTICES

G4-EC9	<ul style="list-style-type: none"> <li>Indicate what percentage of the acquisitions budget in places with significant operations is allocated to local suppliers (e.g. the percentage of products and services that are acquired locally).</li> </ul>
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G4-EN

## ENVIRONMENTAL PERFORMANCE

### MANAGEMENT APPROACH: MATERIALS

G4-EN1	Indicate the total weight or volume of the materials used to produce and package the organisation's main products or services over the period covered by the report.
G4-EN2	Indicate what percentage of recycled materials is used to manufacture the organisation's main products or services.

### MANAGEMENT APPROACH: ENERGY

G4-EN3	<ul style="list-style-type: none"> <li>Indicate the total consumption of fuel from non-renewable sources, in joules or multiples of joules, and specify the type of fuel.</li> <li>Indicate the total consumption of fuel from renewable sources, in joules or multiples of joules, and specify the type of fuel.</li> <li>Provide the following data, in joules, W/h or their multiples: electricity consumption; for heating; for refrigeration and for steam.</li> <li>Provide the following data, in joules, W/h or their multiples: electricity sales; for heating; for refrigeration and for steam.</li> </ul>
G4-EN4	<ul style="list-style-type: none"> <li>Indicate what the electricity consumption outside the organisation has been, in joules or multiples of joules.</li> </ul>

PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
Corporate Governance Report 2013, 52-57 Page 18-22 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 63-65 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 52-57, 63-65 Chairman of <b>FCC Aqualia</b> <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 52-57 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a> Page 18		Yes, 83
Corporate Governance Report 2013, 52-57 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a> Page 21		Yes, 83
Corporate Governance Report 2013, 29-30 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 29-30 FCC Group Annual Report, directors' remuneration 2-8 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
Corporate Governance Report 2013, 29-30 Page 18, 20-22 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a> The general meeting of shareholders approves the budgets.		Yes, 83
Ratio between the average salary of FCC Group senior management and the average expenditure on personal at <b>FCC Aqualia</b> : 13,7		Yes, 83
There were no salary increases in 2013		Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
Annual Report FCC 472-474 Third CSR master plan and code of ethics <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
FCC ethics channel and code of ethics <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
FCC ethics channel and code of ethics <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
PAGE/ RESPONSE	OMISSION	EXTERNAL VERIFICATION, PAGE
18-22		Yes, 83
PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
5-7, 10		Yes, 83
FCC Group 2013 consolidated annual accounts <a href="http://www.fcc.es/accionistas-e-inversores">www.fcc.es/accionistas-e-inversores</a> Page 10		Yes, 83
FCC Group 2013 consolidated annual accounts <a href="http://www.fcc.es/accionistas-e-inversores">www.fcc.es/accionistas-e-inversores</a> Page 59		Yes, 83
There are no pension plans		Yes, 83
FCC Group 2013 consolidated annual accounts <a href="http://www.fcc.es/accionistas-e-inversores">www.fcc.es/accionistas-e-inversores</a> Page 10		Yes, 83
10, 14		Yes, 83
The initial salary is designed by the relevant collective-bargaining agreement for each group company, with no differences by sex. It is higher than the compulsory minimum wage.		Yes, 83
100% of the senior managers are Spanish. Corporate Governance Report 2013, 18-23 <a href="http://www.fcc.es/responsabilidad-corporativa">www.fcc.es/responsabilidad-corporativa</a>		Yes, 83
5-7, 68		Yes, 83
2013 consolidated annual accounts Grupo FCC <a href="http://www.fcc.es/accionistas-e-inversores">www.fcc.es/accionistas-e-inversores</a> Page. 10, 68		Yes, 83
10, 21, 26-29		Yes, 83
42		Yes, 83
<b>FCC Aqualia</b> has no local-contracting policy, although it is always possible for 100% of contracting to be done with national suppliers.		Yes, 83
PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
58		Yes, 83
58, 59		Yes, 83
Given the nature of <b>FCC Aqualia</b> 's business, the water captured or purchased comes from a renewable source. No other consumption is comparatively significant. Page 59		Yes, 83
58		Yes, 83
59		Yes, 83
58, 59		Yes, 83

G4-EN5	<ul style="list-style-type: none"> <li>Indicate the energy intensity.</li> <li>Explain what measurement (the denominator of the fraction) the organisation has used to calculate the ratio.</li> <li>State what types of energy have been included in the intensity ratio: fuel, electricity, heating, cooling, steam or all of the above.</li> <li>Explain the ratio takes into account internal or external consumption or both.</li> </ul>
G4-EN6	<ul style="list-style-type: none"> <li>Indicate what reductions in energy consumption are the direct result of initiatives in favour of conservation and efficiency (in joules or multiples of joules).</li> </ul>
G4-EN7	<ul style="list-style-type: none"> <li>Indicate what types of energy are included in the reductions: fuel, electricity, heating, cooling or steam.</li> <li>Indicate what reductions in energy requirements of products and services sold have been achieved over the period covered by the report (in joules or multiples of joules).</li> </ul>
<b>MANAGEMENT APPROACH: WATER</b>	
G4-EN8	<ul style="list-style-type: none"> <li>Indicate the total volume of water captured from the following sources: surface waters, including water from wetlands, rivers, lakes and oceans; underground; rainwater captured directly and stored by the organisation; wastewater from another organisation; and municipal water supply or from other water utilities.</li> </ul>
G4-EN9	<ul style="list-style-type: none"> <li>Indicate the number of water sources affected by the capture and break them down by type: size of the source; whether the water is classified or not as a protected area (national or international); value in terms of biodiversity (diversity of species and native species, number of protected species); and value or importance of the water source for local communities and indigenous peoples.</li> </ul>
G4-EN10	<ul style="list-style-type: none"> <li>Indicate the total volume of water that the organisation has recycled or reused and the total volume of water recycled and reused by the organisation, in terms of the percentage of the total water captured in accordance with indicator G4-EN8.</li> </ul>
<b>MANAGEMENT APPROACH: BIODIVERSITY</b>	
G4-EN11	<p>Provide the following data on the organisation's own, leased or managed operations; facilities that are adjacent to or located in protected areas or non-protected areas in areas of great value for biodiversity: geographical location; subsoil or underground soils owned, leased or managed by the organisation; location with regard to the protected area (inside, adjacent or including sections of the protected area) or non-protected area of great value for biodiversity; type of operation (offices, manufacturing or production, extraction); area of the operations centre in km<sup>2</sup> and value for biodiversity depending on:</p> <ul style="list-style-type: none"> <li>- the attribute of the protected area or area of great value for biodiversity outside the protected area (terrestrial, freshwater or marine ecosystem); and</li> <li>- protection lists for the area (e.g. protected-area management categories under UICN67, the Ramsar78 Convention or national laws).</li> </ul>
G4-EN12	<p>Describe the nature of any direct and indirect impact on biodiversity, referring to at least one of the following issues: construction or use of factories, mines and transport infrastructure; pollution (introduction of substances that are not naturally present in the habitat, from isolated and diffuse sources); introduction of invading species, pests and pathogens; reduction in the number of species; conversion of habitats; changes in ecological processes outside their natural range of variation (e.g. salinity or water-table changes).</p> <p>Indicate any significant direct and indirect impact, positive and negative, referring to the following issues: species affected; total area of the areas affected; duration of the impacts; and reversible or irreversible nature of the impact.</p>
G4-EN13	<ul style="list-style-type: none"> <li>Indicate the size and location of all the areas of protected or restored habitats and state whether the success of the restoration work was or is being verified by independent external professionals.</li> <li>State whether there are any partnerships with third parties in place to protect or restore any habitat areas other than those where the organisation has supervised or carried out restoration or protection measures.</li> <li>Describe the condition of the area at the end of the period covered by the report.</li> </ul>
G4-EN14	<ul style="list-style-type: none"> <li>Explain what standards, methods and suppositions were applied in the calculation.</li> <li>Indicate the number of species included on the IUCN Red List and on national conservation lists whose habitats are to be found in areas affected by the operations, according to each species' level of danger of extinction: <ul style="list-style-type: none"> <li>in critical danger; in danger; vulnerable; almost threatened or minor concern.</li> </ul> </li> </ul>
<b>MANAGEMENT APPROACH: EMISSIONS</b>	
G4-EN15	<ul style="list-style-type: none"> <li>Indicate gross direct greenhouse-gas emissions (scope 1) in metric tonnes of equivalent CO<sub>2</sub>, without taking into account any emission-rights trading, i.e. the purchase, sale or transfer of rights and offsets.</li> <li>Indicate which gases have been included in the calculation (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC, SF<sub>6</sub>, NF<sub>3</sub> or all of these).</li> </ul>
G4-EN16	<ul style="list-style-type: none"> <li>Indicate biogenic CO<sub>2</sub> emissions in metric tonnes of equivalent CO<sub>2</sub>, separately from gross direct greenhouse-gas emissions (scope 1).</li> </ul>
G4-EN17	<ul style="list-style-type: none"> <li>Indicate gross indirect greenhouse-gas emissions (scope 2) in metric tonnes of equivalent CO<sub>2</sub>, without taking into account any emission-rights trading, i.e. the purchase, sale or transfer of rights and offsets.</li> <li>Indicate any other gross indirect greenhouse-gas emissions (scope 3) in metric tonnes of equivalent CO<sub>2</sub>, excluding any indirect emissions derived from generating electricity, heating, cooling and steam that the organisation acquires and consumes (these indirect emissions are included in indicator G4-EN16). Do not take into account any emission-rights trading, i.e. the purchase, sale or transfer of rights and offsets.</li> <li>If possible, indicate which gases have been included in the calculation.</li> <li>Indicate biogenic CO<sub>2</sub> emissions in metric tonnes of equivalent CO<sub>2</sub>, separately from any other gross indirect greenhouse-gas emissions (scope 3).</li> <li>Indicate any other categories of indirect emissions (scope 3) and activities included in the calculation.</li> </ul>
G4-EN18	<ul style="list-style-type: none"> <li>Indicate the intensity of the greenhouse-gas emissions.</li> <li>Explain what measurement (the denominator of the fraction) the organisation has used to calculate the ratio.</li> <li>Indicate what types of greenhouse-gas emissions have been included in the intensity calculation: direct (scope 1), indirect emissions from the generation of energy (scope 2) or other indirect emissions (scope 3).</li> <li>Indicate which gases have been included in the calculation.</li> </ul>
G4-EN19	<ul style="list-style-type: none"> <li>State what reductions in greenhouse-gas emissions are the direct result of initiatives for this purpose (in metric tonnes of equivalent CO<sub>2</sub>).</li> <li>Indicate which gases have been included in the calculation (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC, SF<sub>6</sub>, NF<sub>3</sub> or all of these).</li> <li>Indicate which base year or benchmark has been used and why.</li> <li>Explain which standards, methods and suppositions have been applied in the calculation.</li> <li>Indicate whether the reductions occurred in direct greenhouse-gas emissions (scope 1), indirect emissions from the generation of energy (scope 2) or other indirect emissions (scope 3).</li> </ul>
G4-EN20	<ul style="list-style-type: none"> <li>State the production, imports and exports of ozone-depleting substances in metric tonnes of equivalent CFC-11.</li> <li>Indicate what substances have been included in the calculation.</li> <li>Explain which standards, methods and suppositions have been applied in the calculation.</li> </ul>
G4-EN21	<ul style="list-style-type: none"> <li>Indicate what source has been used to calculate the emission factors.</li> <li>Indicate the quantity of significant atmospheric emissions, in kilograms or multiples of kilograms, of: NO<sub>x</sub>; SO<sub>x</sub>; persistent organic pollutants; volatile organic compounds; hazardous atmospheric pollutants; particles and other categories of standardised atmospheric emissions identified in the relevant regulations.</li> <li>Explain which standards, methods and suppositions have been applied in the calculation. Indicate what source has been used to calculate the emission factors.</li> </ul>
<b>MANAGEMENT APPROACH: EFFLUENTS AND WASTE</b>	
G4-EN22	<ul style="list-style-type: none"> <li>Indicate the total volume of waters dumped, scheduled and unscheduled, broken down by: destination; water quality, including the treatment method and whether it has been reused by any other organisation.</li> <li>Explain which standards, methods and suppositions have been applied in the calculation.</li> </ul>
G4-EN23	<ul style="list-style-type: none"> <li>Indicate the total weight of hazardous and non-hazardous waste, according to the following elimination methods: reuse; recycling; composting; recovery, including energy recovery; incineration (mass combustion); injection in deep wells; landfill; storage on site; and others (to be specified by the reporting organisation).</li> <li>Explain how the waste-elimination method was determined: <ul style="list-style-type: none"> <li>- the reporting organisation handled it directly or confirmed it directly;</li> <li>- the contractor responsible for removing waste provided the information;</li> <li>- default procedures of the contractor responsible for removing waste.</li> </ul> </li> </ul>
G4-EN24	<ul style="list-style-type: none"> <li>Indicate the total number and volume of any significant spills recorded. For each spill included in the organisation's accounts, provide the following details: location of the spill; volume spilled; material spilled, according to the following categories: oil spills (soil surfaces or water); fuel spills (soil surfaces or water); waste spills (soil surfaces or water); chemical spills (mostly soil surfaces or water) and others (to be specified by the reporting organisation).</li> <li>Describe the consequences of significant spills.</li> </ul>
G4-EN25	<ul style="list-style-type: none"> <li>State the total weight of: hazardous waste transported; hazardous waste imported; hazardous waste exported and hazardous waste treated.</li> <li>Indicate the percentage of hazardous waste that was transported internationally.</li> </ul>
G4-EN26	<ul style="list-style-type: none"> <li>Indicate any masses of water and related habitats that have been significantly affected by water spills, in accordance with the criteria described in the Compilation section (below) and give details of: <ul style="list-style-type: none"> <li>Size of the mass of water and related habitat; whether the mass of water and related habitat are classified as a protected area (national or international) and the value in terms of biodiversity (e.g. number of protected species).</li> </ul> </li> </ul>
<b>MANAGEMENT APPROACH: PRODUCTS AND SERVICES</b>	
G4-EN27	<ul style="list-style-type: none"> <li>Quantitative report on the degree of mitigation of environmental impact of products and services over the period covered by the report.</li> <li>If citing use-oriented figures, indicate the underlying suppositions regarding consumption patterns and standardisation factors.</li> </ul>
G4-EN28	<ul style="list-style-type: none"> <li>Indicate what percentage of products and their packaging materials are regenerated in each product category.</li> <li>Explain how the data for this indicator was obtained.</li> </ul>
<b>MANAGEMENT APPROACH: REGULATORY COMPLIANCE</b>	
G4-EN29	<ul style="list-style-type: none"> <li>Indicate any significant fines and non-monetary sanctions, broken down by: total monetary value of significant sanctions; number of non-monetary sanctions and procedures brought before arbitration institutions.</li> <li>If the reporting organisation has not identified any breach of legislation or regulations, a brief declaration to this effect will be sufficient.</li> </ul>
<b>MANAGEMENT APPROACH: TRANSPORT</b>	
G4-EN30	<ul style="list-style-type: none"> <li>Describe any significant environmental impact of the transport of products and other goods and materials used for the organisation's activities, including personnel transport. If no quantitative data is supplied, explain why not.</li> <li>Explain how the environmental impact of the transport of products, the organisation's personnel and other goods and materials is being mitigated.</li> <li>Describe the criteria and methods that have been used to determine which cases of environmental impact are significant.</li> </ul>
<b>MANAGEMENT APPROACH: GENERAL</b>	
G4-EN31	<p>Report on expenditure on environmental protection, broken down by: costs of waste treatment, treatment of emissions and restoration and costs of environmental protection and management.</p>

<p>The energy intensity is obtained by dividing the internal consumption by the number of workers (7,125)</p> <ul style="list-style-type: none"> <li>• Indirect consumption: <b>FCC Aqualia</b> 218.5/ SmVak: 17.74</li> <li>• Renewable direct consumption: <b>FCC Aqualia</b>: 31.24 /SmVak: 14.29</li> <li>• Direct natural-gas consumption: SmVak: 3.64</li> <li>• Direct fuel consumption: <b>FCC Aqualia</b>: 16.37 /SmVak: 3.41 /aqualia INTECH: 31.29</li> </ul>		Yes, 83
62		Yes, 83
62		Yes, 83
58, 63		Yes, 83
59		Yes, 83
59		Yes, 83
<ul style="list-style-type: none"> <li>• Given the nature of <b>FCC Aqualia</b>'s business the water captured or purchased is considered to come from a renewable source. Page 59.</li> </ul>		Yes, 83
59		Yes, 83
NON-MATERIAL		Yes, 83
58, 60		Yes, 83
<b>FCC Aqualia</b> carries out no habitat-restoration activities		Yes, 83
NON-MATERIAL		Yes, 83
58		Yes, 83
58-59		Yes, 83
58-59		Yes, 83
Emissions due to transporting personnel are not considered to be significant.		Yes, 83
<p>The intensity of emissions is obtained by dividing the emissions by the number of workers (7,125)</p> <ul style="list-style-type: none"> <li>• Indirect emissions: <b>FCC Aqualia</b>: 17.86 / SmVAk: 2.73</li> <li>• Direct emissions: <b>FCC Aqualia</b>: 1.07 /SmVak: 0.58 /aqualia INTECH: 2.2</li> </ul>		Yes, 83
59, 60		Yes, 83
60-61		Yes, 83
59, 60		Yes, 83
59		Yes, 83
No water has been dumped other than as part of <b>FCC Aqualia</b> 's business.		Yes, 83
58-59		Yes, 83
No spills have occurred.		Yes, 83
<b>FCC Aqualia</b> does not import, export or treat any hazardous waste as covered by the Basle Convention.		Yes, 83
No water masses and habitats have been affected by dumping.		Yes, 83
58		Yes, 83
59-63		Yes, 83
The product sold by <b>FCC Aqualia</b> , water, is not packaged.		Yes, 83
58		Yes, 83
In 2013 there were no environment-related fines or sanctions.		Yes, 83
58		Yes, 83
<b>FCC Aqualia</b> 's activities have no significant transport-related environmental impact.		Yes, 83
58		Yes, 83
Total environmental expenditure and investment: €21,2 m. FCC Group 2013 consolidated annual accounts <a href="http://www.fcc.es">www.fcc.es</a>		Yes, 83

<b>MANAGEMENT APPROACH: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS</b>	
G4-EN32	Percentage of new suppliers examined according to environmental criteria.
G4-EN33	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose environmental impact has been assessed.</li> <li>Indicate the number of suppliers determined as having actual negative environmental impact.</li> <li>Indicate what cases of actual and potential negative environmental impact have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with actual and potential negative environmental impact with whom improvements have been agreed post-assessment.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative environmental impact with whom the business relationship has ended as a result of the assessment. Explain the reasons.</li> </ul>
<b>MANAGEMENT APPROACH: MECHANISMS FOR ENVIRONMENTAL COMPLAINTS</b>	
G4-EN34	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about environmental impact made via formal complaint mechanisms over the period covered by the report.</li> <li>Indicate how many of the complaints: were dealt with in the period covered by the report and how many were settled in the period covered by the report.</li> <li>Indicate the total number of complaints about environmental impact that were made before the period covered by the report and settled during that period.</li> </ul>
G4-LA	<b>INDICATORS OF EMPLOYMENT PRACTICES</b>
<b>MANAGEMENT APPROACH: EMPLOYMENT</b>	
G4-LA1	<ul style="list-style-type: none"> <li>Indicate the number and index of new hirings over the period covered by the report, broken down by age, sex and region.</li> <li>Indicate the number and rotation rate of employees over the period covered by the report, broken down by age, sex and region.</li> </ul>
G4-LA2	<ul style="list-style-type: none"> <li>Specify which of the following social benefits are offered to all full-time employees but not to part-time or temporary personnel, broken down by significant business locations. Include at least the following benefits: life insurance; medical insurance; cover for incapacity or invalidity; maternity or paternity leave; pension fund; shares and others.</li> <li>State the definition used to establish "places with significant operations".</li> </ul>
G4-LA3	<ul style="list-style-type: none"> <li>Indicate the number of employees, broken down by sex, who were entitled to take time off as maternity or paternity leave.</li> <li>Indicate the number of employees, broken down by sex, who exercised their entitlement to maternity or paternity leave.</li> <li>Indicate the number of employees who returned to work once their period of maternity or paternity leave ended, broken down by sex.</li> <li>Indicate the number of employees who returned to work once their period of maternity or paternity leave ended and were still working 12 months after returning, broken down by sex.</li> <li>Provide the indexes for return to work and retaining employees who took maternity or paternity leave, broken down by sex.</li> </ul>
<b>MANAGEMENT APPROACH: INDUSTRIAL RELATIONS</b>	
G4-LA4	<ul style="list-style-type: none"> <li>Indicate the minimum number of weeks of notice to workers and their elected representatives that is habitually given before significant operational changes that could substantially affect them are implemented.</li> <li>If the organisation has a collective-bargaining agreement, indicate whether it specifies the advance-notice period and makes any provisions for consulting and negotiations.</li> </ul>
<b>MANAGEMENT APPROACH: OCCUPATIONAL HEALTH AND SAFETY</b>	
G4-LA5	<ul style="list-style-type: none"> <li>Indicate the level at which each of the formal joint H&amp;S committees for management and employees operates.</li> <li>Indicate the percentage of workers with representation on formal joint H&amp;S committees.</li> </ul>
G4-LA6	<ul style="list-style-type: none"> <li>Indicate the types of injuries, index of accidents involving injuries, rate of work-related disease, rate of days lost, rate of absenteeism and work-related fatal injuries for the workforce as a whole (i.e. employees and contracted workers), broken down by region and sex.</li> <li>Indicate the types of injuries, index of accidents involving injuries (IR), occupational-disease rate (ODR), days-lost rate (LDR), absenteeism rate (AR) and work-related mortality rate (M) for independent workers working on site whose general safety in the workplace is the organisation's responsibility, broken down by region and sex.</li> <li>Indicate which regulation system is applied for recording and reporting accidents.</li> </ul>
G4-LA7	Indicate whether any workers are working with a high incidence or risk of certain diseases.
G4-LA8	<ul style="list-style-type: none"> <li>Indicate whether local or international formal agreements with trade unions cover H&amp;S-related matters.</li> <li>If so, indicate what percentage of H&amp;S-related matters are covered by such formal agreements.</li> </ul>
<b>MANAGEMENT APPROACH: TRAINING AND EDUCATION</b>	
G4-LA9	Indicate the average number of hours of training that the organisation's employees received during the period covered by the report, broken down by sex and professional category.
G4-LA10	<ul style="list-style-type: none"> <li>Indicate the type and scope of training schemes implemented and assistance provided to improve employees' skills.</li> <li>Describe any transition-assistance schemes in place to foster workers' employability and career-end management, whether due to retirement or termination of their employment.</li> </ul>
G4-LA11	Indicate what percentage of employees have received regular assessments of their performance and career progress over the period covered by the report, broken down by sex and professional category.
<b>MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITIES</b>	
G4-LA12	<ul style="list-style-type: none"> <li>Indicate what percentage of people belonging to the following diversity categories are included on the organisation's governing bodies: sex, age: under 30, 30-50, over 50;</li> <li>Minority groups and any other diversity indicators, as appropriate.</li> <li>Indicate what percentage of employees belong to the following diversity categories, broken down by professional category: sex, age: under 30, 30-50, over 50; minority groups and</li> <li>Any other diversity indicators, appropriate.</li> </ul>
<b>MANAGEMENT APPROACH: EQUAL PAY FOR WOMEN AND MEN</b>	
G4-LA13	<ul style="list-style-type: none"> <li>Indicate the ratio between women's basic pay compared with men's for each professional category, broken down by significant operational locations.</li> <li>State the definition used to establish "places with significant operations".</li> </ul>
<b>MANAGEMENT APPROACH: ASSESSMENT OF SUPPLIERS' EMPLOYMENT PRACTICES</b>	
G4-LA14	Percentage of new suppliers examined according to criteria related to employment practices.
G4-LA15	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on employment practices has been assessed.</li> <li>Indicate how many suppliers have actual and potential significant negative impact on employment practices.</li> <li>Indicate any cases of actual and potential significant negative impact discovered in the employment practices of the supply chain.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact on employment practices with whom improvements have been agreed post-assessment.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact on employment practices with whom the relationship has ended as a result of the assessment, and explain the reasons.</li> </ul>
<b>MANAGEMENT APPROACH: MECHANISMS FOR COMPLAINTS ABOUT EMPLOYMENT PRACTICES</b>	
G4-LA16	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about employment practices that have been made via formal complain mechanisms over the period covered by the report.</li> <li>Indicate how many complaints: were addressed during the period covered by the report and how many were settled in the period covered by the report.</li> <li>Indicate the total number of complaints about employment practices that were made before the period covered by the report and settled during that period.</li> </ul>
G4-HR	<b>HUMAN-RIGHTS INDICATORS</b>
<b>MANAGEMENT APPROACH: INVESTMENT</b>	
G4-HR1	<ul style="list-style-type: none"> <li>Indicate the number and percentage of contracts and significant investment agreements that include human-rights clauses or have been analysed for human-rights issues.</li> <li>State the definition used to establish "significant investment agreements".</li> </ul>
G4-HR2	<ul style="list-style-type: none"> <li>Indicate the number of hours devoted during the period covered by the report to training activities on policies and procedures related to human-rights issues of relevance for the organisation's operations.</li> <li>Indicate the percentage of employees trained over the period covered by the report in policies and procedures related to human-rights issues of relevance for the organisation's operations.</li> </ul>
<b>MANAGEMENT APPROACH: NON-DISCRIMINATION</b>	
G4-HR3	<ul style="list-style-type: none"> <li>Indicate the number of cases of discrimination occurring during the period covered by the report.</li> <li>Describe the current situation any measures adopted, stating whether the organisation has studied the case, whether it is putting into practice a corrective plan and whether it has been applied, whether the results have been reviewed following a routine internal management process, or whether no measures are being applied any longer in respect of the case.</li> </ul>
<b>MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>	
G4-HR4	<ul style="list-style-type: none"> <li>Indicate the workplaces and significant suppliers where employees' freedom of association or the right to collective bargaining may be infringed or under threat, in terms of: type of workplace (e.g. a factory) and supplier; and any countries or geographical areas where business poses a risk of this nature.</li> <li>Describe any steps taken by the organisation during the period covered by the report to defend freedom of association and the right to collective bargaining.</li> </ul>

35		Yes, 83
100%		Yes, 83
FCC Aqualia's suppliers, given their business, have no significant environmental impact, although they are required to comply 100% with environmental criteria when applicable, as described on page Page 35		Yes, 83
58		Yes, 83
No environment-related complaints have been received		Yes, 83
PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
46		
46, 48, 49	Breaking down the rotation rate by age and sex is not considered to be MATERIAL, as there are no significant differences for FCC Aqualia.	Yes, 83
Social benefits are independent of the working day and include: subsidised loans, life and accident insurance and family support.		Yes, 83
Number of employees with maternity leave: 113 Number of employees with paternity leave: 56 100% of those affected enjoy the corresponding leave periods and the number returning to work and then remaining at work is 100%.		Yes, 83
46		Yes, 83
Advance-warning periods are defined under the relevant collective-bargaining agreements. The collective-bargaining agreements currently in effect include conditions for consulting and negotiation.		Yes, 83
53		Yes, 83
39% of workers are represented on H&S committees. H&S committees are mostly set up at FCC Aqualia services Page 53		Yes, 83
<ul style="list-style-type: none"> <li>In 2013 there were 2 fatal accidents in Mexico.</li> <li>Occupational Health and Safety Act 1005 (31/1995).</li> </ul>		Yes, 83
There is only a residual risk of occupational disease, although in 2013 there were no cases, thanks to the OHS measures implemented.		Yes, 83
100%		Yes, 83
50		Yes, 83
51	Data from outside Spain has not been included as related information systems are not currently available.	Yes, 83
49, 50-52		Yes, 83
No performance assessments have been carried out.		Yes, 83
48		Yes, 83
48		Yes, 83
Corporate Governance Report 2013, 18-23. www.fcc.es		
48		Yes, 83
Basic salaries are fixed under collective-bargaining agreements and there are no differences between women and men.		Yes, 83
35		Yes, 83
100%, Page 35		Yes, 83
FCC Aqualia's suppliers, taking into account their business, have no real or potential significant negative impact on employment practices.		Yes, 83
46		Yes, 83
A single incident was recorded at FCC Aqualia, reported via the ethics channel. The incident was related to a breach of the "Relationships between Persons" section of the FCC Code of Ethics, specifically concerning mobbing and discrimination.		Yes, 83
PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
35		Yes, 83
No investment agreements have been entered into for which it has been necessary to include any human-rights clauses.		Yes, 83
As this is not considered to be a material issue for FCC Aqualia owing to the company's business, no training has been given in relation to human rights.		Yes, 83
48		Yes, 83
No cases of discrimination have been recorded.		Yes, 83
GRI index		Yes, 83
FCC Aqualia and its suppliers, taking into account their business, are at no risk of freedom of association or collective-bargaining rights being infringed or under threat.		Yes, 83

<b>MANAGEMENT APPROACH: CHILD LABOUR</b>	
G4-HR5	<ul style="list-style-type: none"> <li>Indicate any workplaces or suppliers with a significant risk of cases of child labour and young workers exposed to dangerous tasks.</li> <li>Indicate any workplaces and suppliers with a significant risk of cases of child labour, in terms of the type of workplace (e.g. a factory) and supplier and countries or geographical areas where business activities are considered to pose a risk of this nature.</li> <li>Describe any measures adopted by the organisation during the period covered by the report with a view to contributing towards eradicating child labour.</li> </ul>
<b>MANAGEMENT APPROACH: FORCED LABOUR</b>	
G4-HR6	<ul style="list-style-type: none"> <li>Indicate any workplaces and suppliers with a significant risk of cases of forced labour, in terms of the type of workplace (e.g. a factory) and supplier and countries or geographical areas where business activities are considered to pose a risk of this nature.</li> <li>Indicate any measures the organisation has adopted during the period covered by the report to contribute towards eradicating forced labour.</li> </ul>
<b>MANAGEMENT APPROACH: SECURITY MEASURES</b>	
G4-HR7	<ul style="list-style-type: none"> <li>Indicate what percentage of security personnel have received specific formal training in the organisation's policies and procedures regarding human rights and their application to security matters.</li> <li>Indicate whether the training requirements are also applied to other organisations from which security personnel are contracted.</li> </ul>
<b>MANAGEMENT APPROACH: RIGHTS OF INDIGENOUS PEOPLES</b>	
G4-HR8	<ul style="list-style-type: none"> <li>Indicate the number of cases of violations of the rights of indigenous peoples that have been identified during the period covered by the report.</li> <li>- Describe the current situation and measures adopted, stating whether the organisation has studied the case; whether it is putting into practice a corrective plan; whether it has been applied and whether the results have been reviewed under a routine internal management process or whether no measures are now in place regarding the case.</li> </ul>
<b>MANAGEMENT APPROACH: ASSESSMENT</b>	
G4-HR9	Indicate the number and percentage of workplaces that have been examined regarding human rights or those where the impact on human rights has been assessed, broken down by country.
<b>MANAGEMENT APPROACH: ASSESSMENT OF SUPPLIERS REGARDING HUMAN RIGHTS</b>	
G4-HR10	Indicate the percentage of new suppliers that have been examined according to criteria related to human rights.
G4-HR11	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on human rights has been assessed.</li> <li>Indicate how many suppliers have actual significant negative impact on human rights.</li> <li>Indicate any cases of actual and potential significant negative impact on human rights that have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact on human rights with whom improvements have been agreed, post-assessment.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact on human rights with whom the relationship has ended as a result of the assessment, and explain the reasons.</li> </ul>
<b>MANAGEMENT APPROACH: MECHANISMS FOR COMPLAINTS RELATED TO HUMAN RIGHTS</b>	
G4-HR12	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about human rights that have been made via formal complaint mechanisms during the period covered by the report.</li> <li>Indicate how many complaints were addressed during the period covered by the report and how many were settled during the period covered by the report.</li> <li>Indicate the number of complaints about human rights made before the period covered by the report and settled during that period.</li> </ul>
<b>SOCIETY INDICATORS</b>	
<b>MANAGEMENT APPROACH: LOCAL COMMUNITIES</b>	
G4-S01	<p>Indicate the percentage of workplaces where development programmes, impact assessments and participation in local communities have been implemented, including but not limited to:</p> <ul style="list-style-type: none"> <li>social-impact assessments, e.g. assessments of impact from a gender perspective, based on participatory processes;</li> <li>assessment and constant vigilance of environmental impact;</li> <li>publication of the results of environmental- and social-impact assessments;</li> <li>development programmes in local communities based on their needs;</li> <li>plans for stakeholders' participation based on their geographical distribution;</li> <li>processes and committees for consulting with the local community in which vulnerable groups take part;</li> <li>industrial-relations committees, OHS committees and other bodies for workers' representation where impact can be managed;</li> <li>formal processes for complaints from local communities.</li> </ul>
G4-S02	Indicate which operational workplaces have had or could have significant negative impact on local communities, referring to the location of the workplaces and their real or potential significant impact.
<b>MANAGEMENT APPROACH: COMBATING CORRUPTION</b>	
G4-S03	<ul style="list-style-type: none"> <li>Indicate the number and percentage of centres where corruption-related risks have been assessed.</li> <li>Describe any significant corruption-related risks not detected in assessments.</li> </ul>
G4-S04	<ul style="list-style-type: none"> <li>Indicate the number and percentage of members of the governing body who have been informed of the organisation's policies and procedures to combat corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have been informed of the organisation's policies and procedures to combat corruption, broken down by professional category and region.</li> <li>Indicate the number and percentage of business partners who have been informed of the organisation's policies and procedures to combat corruption, broken down by type of business partner and region.</li> <li>Indicate the number and percentage of members of the governing body who have received training in combating corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have received training in combating corruption, broken down by professional category and region.</li> </ul>
G4-S05	<ul style="list-style-type: none"> <li>Indicate the number and nature of confirmed cases of corruption.</li> <li>Indicate the number of confirmed cases of corruption for which any employee has been disciplined or dismissed.</li> <li>Indicate the number of confirmed cases of corruption for which a contract with a business partner has been terminated or not renewed, owing to corruption-related infractions.</li> <li>Indicate any corruption-related court proceedings brought against the organisation or its employees during the period covered by the report and the outcome of each case.</li> </ul>
<b>MANAGEMENT APPROACH: PUBLIC POLICY</b>	
G4-S06	<ul style="list-style-type: none"> <li>Indicate the monetary value of any political contributions made in cash or in kind, directly or indirectly, by the organisation, broken down by country and beneficiary.</li> <li>Explain, as relevant, how the monetary value of any contributions in kind has been calculated.</li> </ul>
<b>MANAGEMENT APPROACH: UNFAIR COMPETITIVE PRACTICES</b>	
G4-S07	<ul style="list-style-type: none"> <li>Indicate any law suits pending or concluded in the period covered by the report brought in relation to allegations of unfair competitive conduct and violations of legislation on practices contrary to free competition and monopolies in which the organisation's involvement has been proven.</li> <li>Indicate the main outcomes of such suits, including any court decisions issued.</li> </ul>
<b>MANAGEMENT APPROACH: REGULATORY COMPLIANCE</b>	
G4-S08	<ul style="list-style-type: none"> <li>Indicate any significant fines and non-monetary sanctions, broken down by the total monetary value of significant sanctions; number of non-monetary sanctions and proceedings brought before arbitration institutions.</li> <li>If the organisation has identified no breaches of legislation or regulations, a brief declaration to this effect will be sufficient.</li> <li>Describe the context in which fines or significant non-monetary sanctions were received.</li> </ul>
<b>MANAGEMENT APPROACH: ASSESSMENT OF SUPPLIERS' SOCIAL IMPACT</b>	
G4-S09 G4-S010	<p>Indicate what percentage of new suppliers have been examined according to criteria related to social repercussions.</p> <ul style="list-style-type: none"> <li>Indicate the number of suppliers whose social impact has been assessed.</li> <li>Indicate how many suppliers have actual significant negative social impact.</li> <li>Indicate any cases of actual and potential negative social impact on society discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact with whom improvements have been agreed, post-assessment.</li> <li>Indicate the percentage of suppliers with actual and potential significant negative impact with whom the relationship has ended as a result of the assessment, and explain the reasons.</li> </ul>
<b>MANAGEMENT APPROACH: MECHANISMS FOR COMPLAINTS RELATED TO SOCIAL IMPACT</b>	
G4-S011	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about social impact made via formal complaint mechanisms during the period covered by the report.</li> <li>Indicate how many of the complaints: were addressed during the period covered by the report and how many were settled during the period covered by the report.</li> <li>Indicate the total number of complaints about social impact that were made before the period covered by the report and were settled during that period.</li> </ul>

GRI index		Yes, 83
<b>FCC Aqualia</b> and its suppliers, taking into account their business, have no significant risk of cases of child labour or young workers exposed to dangerous tasks.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> and its suppliers, taking into account their business, have no risk of forced labour.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> has no security personnel on its workforce and the personnel subcontracted receive 100% related training.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> operates in countries where there are no risks to indigenous populations.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> operates in countries where human rights are not considered to be at risk, and therefore no assessments are carried out.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> considers that its suppliers have no risk of compliance with human rights and therefore they carry out no assessments. However they are obliged to comply with a code of ethics. Page 35		Yes, 83
<b>FCC Aqualia</b> considers that its suppliers have no risk of compliance with human rights and therefore no assessments are made.		Yes, 83
GRI index		Yes, 83
In countries where the local legislation does not assure human rights such as freedom of association or the prevention of child and forced labour, <b>FCC Aqualia</b> always upholds the principles set out in the Universal Declaration of Human Rights, in the provisions of the World Labour Organisation, the Tripartite Declaration, the OECD and the United Nations Global Compact. <b>FCC Aqualia</b> complies with the applicable legislation everywhere it operates, and always in line with the group's code of ethics.		Yes, 83
	<b>PAGE</b>	<b>OMISSION</b>
	68	EXTERNAL VERIFICATION, PAGE
	60- 65, 69-76	Yes, 83
		Yes, 83
No operational workplaces have or could have any significant negative impact on local communities.		Yes, 83
FCC Group Code of Ethics		Yes, 83
<b>FCC Aqualia</b> CSR Report 2011, page 47		Yes, 83
100%		Yes, 83
There have been no cases of corruption or court proceedings.		Yes, 83
GRI index		Yes, 83
<b>FCC Aqualia</b> makes no contributions of this type.		Yes, 83
FCC Group Code of Ethics		Yes, 83
<b>FCC Aqualia</b> has received no complaints related to unfair competitive conduct or similar matters.		Yes, 83
FCC Group Code of Ethics		Yes, 83
<b>FCC Aqualia</b> has received no fines or sanctions for any breaches of regulations.		Yes, 83
35		Yes, 83
<b>FCC Aqualia</b> considers that its suppliers have no negative risks of social impact and therefore no assessments have been carried out.		Yes, 83
<b>FCC Aqualia</b> considers that its suppliers have no negative risks of social impact and therefore no assessments have been carried out.		Yes, 83
68		Yes, 83
No complaints have been made about social impact.		Yes, 83

**MANAGEMENT APPROACH: CUSTOMERS' HEALTH AND SAFETY**

G4-PR1 Indicate the percentage of categories of significant products and services whose impact on health and safety has been assessed to encourage improvements.

G4-PR2

- Indicate the number of incidents resulting from breaches of regulations or voluntary codes on the health and safety of products and services in the period covered by the report, broken down into breaches of regulations involving a fine or punishment; breaches of regulations involving a disciplinary admonishment; and breaches of voluntary codes.
- If the organisation has identified no breaches of regulations or voluntary codes, a brief declaration to this effect will be sufficient.

**MANAGEMENT APPROACH: LABELLING OF PRODUCTS AND SERVICES**

G4-PR3

- Indicate whether the organisation's procedures for information on and the labelling of its products require the following details: source of the components of the product or service; content, particularly in respect of any substances that may have a certain environmental or social impact; safety instructions for the product or service; elimination of the product and environmental or social impact or others (explain)
- Indicate what percentage of categories of significant products or services are subject to assessment procedures in accordance with such procedures.

G4-PR4 Indicate the number of breaches of regulations and voluntary codes regarding information on and the labelling of products and services, broken down into: breaches of regulations involving a fine or punishment; involving a disciplinary admonishment and breaches of voluntary codes.

G4-PR5 Provide the results or main conclusions of customer-satisfaction surveys (based on statistically relevant samples) carried out during the period covered by the report on: the organisation as a whole; a main category of products or services, and significant operational workplaces.

**MANAGEMENT APPROACH: MARKETING COMMUNICATIONS**

G4-PR6

- Indicate whether the organisation sells any products that are prohibited on certain markets and/or questioned by stakeholders or the subject of public debate.

- Indicate how the organisation has responded to questions or doubts about such products.

G4-PR7

- Indicate the number of cases of breaches of regulations and voluntary codes regarding marketing communications, e.g. advertising, PR and sponsorships, broken down into: breaches of regulations involving a fine or punishment; involving a disciplinary admonishment and breaches of voluntary codes.

**MANAGEMENT APPROACH: CUSTOMER PRIVACY**

G4-PR8

- Number of complaints about violations of customers' privacy and data leaks, divided into: complaints by external parties accepted by the organisation and complaints by regulatory bodies.

- Indicate the number of leaks, thefts or losses of personal data that have been detected.

- If the reporting organisation has not detected any justified complaints, a brief declaration to this effect will be sufficient.

**MANAGEMENT APPROACH: REGULATORY COMPLIANCE**

G4-PR9

- Indicate the monetary value of any significant fines for breaching regulations or regulations on the supply and use of products and services.

- If the organisation has identified no breaches of legislation or regulations, a brief declaration to this effect will be sufficient.

PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
33-35		Yes, 83
100%		Yes, 83
No incidents have occurred as a result of any breaches of regulations or voluntary codes on the health and safety of products and services.		Yes, 83
33		Yes, 83
33		Yes, 83
No breaches have occurred related to regulations on information about the service.		Yes, 83
34		Yes, 83
36		Yes, 83
FCC Aqualia markets no products that are prohibited or questioned by stakeholders.		Yes, 83
No marketing-related breaches have occurred.		Yes, 83
37		Yes, 83
No complaints have been made about violations of customers' privacy or data leaks.		Yes, 83
Code of Ethics		Yes, 83
No sanctions have occurred in relation to breaches by the service.		Yes, 83

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# MATERIALITY MATTERS



**Global  
Reporting  
Initiative™**

AT THE TIME OF PUBLICATION THE  
G4-17 TO G4-27 DISCLOSURES WERE  
CORRECTLY LOCATED IN THIS G4  
CONTENT INDEX AND FINAL REPORT.



**AENOR** Asociación Española de  
Normalización y Certificación

## SUSTAINABLE VERIFICATION REPORT

**VMS-N° 014/14**

The Spanish Association for Standardisation and Certification (AENOR) has verified that the Report of the following firm:

**FCC AQUALIA**

Entitled: ***EFFICIENT MANAGEMENT OF A RESOURCE THAT BELONGS TO US ALL  
CORPORATE SOCIAL RESPONSIBILITY REPORT***

Legal deposit number: M-18790-2014

Provides a reasonable image and a balanced view of its performance, taking into account not only the data veracity but also the general content of the report.

This external assurance is in accordance with the **Exhaustive Option** of the G4 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 18<sup>th</sup> June, 2014 and no subsequent performances can be considered.

The present verification will be in force, unless it is cancelled or withdrawn upon AENOR's written notification and according to specific terms of the contract – application n° 2014/03151 dated 23<sup>th</sup> April, 2014 and to the General Regulation of January 2007, which require, amongst other commitments, the permission to visit the installations by the technical services of AENOR to verify the veracity of stated data.

This declaration does not condition the decision that Global Reporting Initiative can adopt to incorporate FCC AQUALIA, in the "GRI Reports List" which is published in its Web <http://www.globalreporting.org/GRIReports/GRIReportsList/>.

Issued on: 26<sup>th</sup> June 2014

**AENOR** Asociación Española de  
Normalización y Certificación

Avelino BRITO  
Chief Executive Officer





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**[www.aqualia.es](http://www.aqualia.es)**

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If you would like to receive more information on this report, please contact:

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Corporate Responsibility and Services Management Division  
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Further information on **FCC Aqualia**, and this report in digital format, can be obtained at  
**[www.aqualia.es](http://www.aqualia.es)**

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Information on the FCC Group at **[www.fcc.es](http://www.fcc.es)**

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Information on Global Reporting Initiative at:  
**[www.globalreporting.org](http://www.globalreporting.org)**

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Index of content of the GRI: **[www.aqualia.es/aqualia/rsc.aspx](http://www.aqualia.es/aqualia/rsc.aspx)**

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