



**WE'RE COMMITTED TO YOUR WORLD**



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## A place in the world

I have considered that the title of a beautiful film would be appropriate to introduce Aqualia's ninth Corporate Social Responsibility.

Trends that provide a broader view of the traditional business objective are gaining adherents. Employees, suppliers and customers also have contractual relationships with the company that will undoubtedly give them rights. The company is then understood as a mechanism of coordination of specific actions from all *stakeholders*, making it necessary that their relations are based on mutual trust and commitment towards the company. Achieving that, however, is no easy task. Working in this regard is Aqualia's commitment and we do it every day. I hope we have been able to reflect that in this document by stating specific facts about our business.

In Aqualia, our mission and the place we want to occupy in the everyday life of the consumer in the world goes beyond the legitimate pursuit of corporate profits.

Thus, by pursuing an innovative and different positioning we intend, for example, to develop an environmental commitment in all areas of the company, applying the best environmental practices in daily work; thus becoming pioneers, as reflected in the collaboration between Aqualia and the Botín Foundation for a study on Cantabria's Water Footprint which ended in 2014. Also last year, Aqualia Infraestructuras managed successfully to calculate and verify their Carbon Footprint, based on the UNE-EN ISO 14064-1: 2012, identifying and quantifying the direct and indirect emissions released into the atmosphere in order to reduce them.

During 2014 more than 3.2 billion euros were invested in R&D. Aqualia has worked with 22 national and 7 international centres for the development of 17 projects with 8 patents pending that require the dedication and commitment of highly specialized workforce. With this we are getting ahead of developments in the sector with R&D projects which can be safely applied in the market. This work is being recognized, since last November we were awarded with the Innovation + Sustainability + Net Award, awarded by the EXPANSIÓN newspaper, through the ELAN project.

The company also has joined the Spanish Group for Green Growth. An initiative that emerged in 2013 in the framework of the European Union and which brings companies together involved in the fight against climate change.

A place in the world. Returning to the title of the film, the success of Aqualia's activity, and I have no doubt about this, is due to the professionalism and quality of the 7,639 people who are part of the company the company. 19.3% of them work outside of Spain as first line protagonists of an international expansion that allows us to maintain our activity in a total of 20 countries, focusing on international growth in the EU and in areas such as Latin America and the Middle East. This increasing development reflects the enormous adaptability of the company to the different social and technical realities. The professionalism, experience and innovation in the development of projects that address the various stages of the complete water cycle have been key to the international expansion.

***“COMPANIES ARE A POWERFUL TOOL TO IMPROVE THE WORLD THAT WE DO NOT LIKE, THAT IS THE KEY OF THE SOCIAL RESPONSIBILITY”***



All our efforts, my team's and my own, are aimed at making possible that citizens perceive us as a company with the capacity to provide welfare and quality of life, both individually and collectively. This is the place that we occupy in the minds of citizens for years. The collaboration with the Rey Juan Carlos University in the 1st Meeting for Human Rights or the employee campaign against domestic violence entitled "Yo con-tigo" are examples of our connection to the real problems of people we work for.

2.5 billion Internet users and 7 billion mobile phones form a network of networks, a human network whose scope we must analyse for their profound impacts. Aqualia is sensitive to these changes and that is why our annual International Drawing Children Contest in its 12th year, has been developed in a digital environment, generating 30,000 visits and a million page views on the microsite. The development of Smart Projects such as "UrbanWater" in the Czech Republic or "Smart Water" in Santander stand out as the most advanced in Europe from the point of view of new technologies for water management.

The 21st century's company is already defined and we feel really comfortable in this new era of innovative business models focused on citizens, austere and where the clear leadership with clear and shared objectives stand out. The celebration of the 42 years managing the complete water cycle in Linares (Jaén) is a proof of that.

The financial crisis was mentioned in this space last year. The word "crisis" in Chinese has two roots: "risk" and "opportunity". And this is what is meant to Aqualia. An opportunity that has allowed us to interact more with the customers we serve, we listen to them and understand their problems. You cannot accuse my team of not "working more in the field than in the office".

Companies are a powerful tool to improve the world that we do not like, that is the key of the Social Responsibility. Aqualia, in its scope of action, is willing to continue to devote every effort to maintaining an accessible, innovative and different company position, focused on people and also on telling you next year.

**Félix Parra Mediavilla,**  
CEO of Aqualia

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# Aqualia, THE COMPANY

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# 02.01

## Aqualia: solutions that add value.

### CORPORATE SOCIAL RESPONSIBILITY STRATEGY FOR Aqualia:

- Respect for the environment in all our actions.
- Fighting climate change, based on:
  - Energy efficiency.
  - Carbon Footprint Assessment.
  - Water Footprint Assessment.
- Dialogue with all our stakeholders.
- Integration into the society we serve to add value to our financial, social and environmental impacts.

#### Enrique Hernández

Corporate Responsibility and Management Systems Managing Director

Aqualia, one of the largest water management companies in the world, is one of the three main lines of activity of FCC, one of the largest European groups of citizen services. The company offers the market all the solutions to the needs of institutions and public and private agencies in all phases of the integral water cycle and for all applications: human, agricultural or industrial.

The organization is present in more than 1,100 municipalities in 22 countries and serves a population of over 23.5 million people worldwide.

**AQUALIA IS THE FIRST SPANISH COMPANY IN ITS SECTOR, THE THIRD LARGEST PRIVATE WATER COMPANY IN EUROPE AND SIXTH IN THE WORLD. SERVING MORE THAN 23.5 MILLION PEOPLE ACCORDING TO THE LATEST RANKING OF THE TRADE PUBLICATION GLOBAL WATER INTELLIGENCE (GWI)**

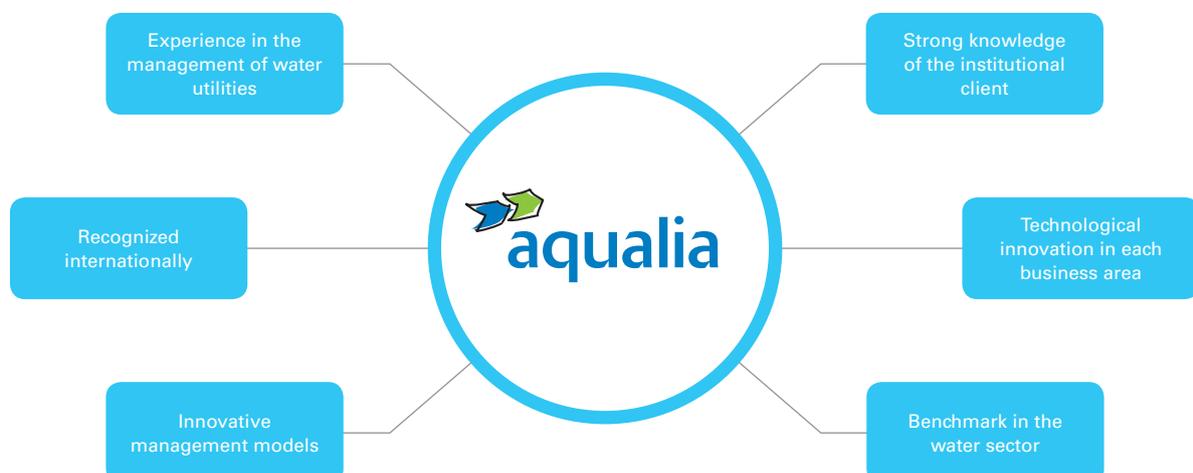
Aqualia has consolidated its leading position in the domestic market, which is also embodied in foreign markets with a clear strategy to secure an ambitious but prudent internationalization.

## SERVING MORE THAN 23.5 MILLION PEOPLE

IN 22 COUNTRIES

## 36%

OF THE PRIVATE MANAGEMENT MARKET OF  
NATIONAL WATER. SOURCE: AEAS



Aqualia offers its customers a high standard of quality in all its products based on its extensive experience in the management of the water cycle, knowledge of its customers and their motivation in the use of new and innovative technologies.

## Aqualia's main financial indicators \*

	2012	2013	2014
Direct financial value generated	2,424.2	2,542.3	2,559.7
Economic value distributed	790.2	851.0	863.6
Operating costs	479.0	512.0	503.8
Personnel expenses	223.0	241.9	246.8
Payments to governments -taxes-	26.6	37.2	42.3
Payments to capital suppliers	36.7	37.3	47.1
Donations and other community investments	0.1	0.142	0.188
Grants	8.6	8.4	15.3
Infrastructure investment	24.6	22.5	23.1
Investment in R&D	3.2	3.0	3.1
Total personnel (domestic and international)	7,102	7,125	7,639
Managed network length (km)	59,116	65,489	69,522
Water collected at source (Mill. M <sup>3</sup> )	1,110.2	996.3	843.3
Number of Water Treatment Centres (WTC) (GIA + SmVaK)	216	215	203
Number of Water Repumping Centres (WRC) (GIA + SmVaK)	911	892	892
Tanks for drinking water	2,570	2,606	2,595
Number of Seawater Desalination facilities (SDF)	6	6	6
New contracts awarded (Spain)	150	155	151
New contracts awarded (International)	6	5	12

(\*Figures in million euros)

## Customer oriented service

Aqualia's organizational structure is oriented to the constant search for improved efficiency in production processes and the optimization of resources, using the latest technology and with a clear focus on the customer.

Aqualia provides services 365 days a year responding to all customer needs. For maximum user satisfaction, the company has the most advanced resources to carry out their activity.

Aqualia has placed itself in a short time as a leading brand in the industry, positioned as cutting edge, specialized and cohesive, thanks to a highly specialized and committed team.



Workers from the municipal water service of Sant Josep de Sa Talaia.



### Aqualia involvement in business associations

Domestic		International	
<ul style="list-style-type: none"> <li>Spanish Association of Water and Sanitation (AEAS)</li> <li>Water and Sanitation Supply of Andalusia (ASA)</li> <li>Water Services Group of Catalonia (ASAC)</li> <li>Spanish Desalination and Reuse Association (AEDyR)</li> <li>Spanish Association of Water Services to Populations (AGA)</li> <li>SEOPAN-AGUA</li> <li>Spanish Association for the Defense of Water Quality (ADECAGUA)</li> <li>National Association of Manufacturers of Capital Goods (SERCOSBE)</li> <li>Cooperation Fund for Water and Sanitation</li> <li>IMDEA-AGUA</li> </ul>	<ul style="list-style-type: none"> <li>Business Association of the Water Sector in Andalusia (AESA)</li> <li>Association of Employers of the Water Industry in the Balearic Islands (ASAIB)</li> <li>Association of Water Supply and Sanitation in the Community of Valencia (AVAS)</li> <li>Company Association of Urban Water Management in the Canary Islands (ACEAGUA)</li> <li>Canary Islands Water Centre Foundation (FCCA)</li> <li>ACLIMA</li> <li>Modern Foundation</li> <li>Biomass Technology Platform (BIOPLAT)</li> <li>Centre of New Water Technologies (CENTA Foundation)</li> <li>Urban Cluster Zinnae for Efficient Water Use</li> </ul>	<ul style="list-style-type: none"> <li>International Desalination Association (IDA)</li> <li>International Water Association (IWA)</li> <li>EUREAU</li> <li>Smart Water Networks Forum (SWAN)</li> <li>Association of the Water Supply and Sanitation Sector in the Czech Republic (SOVAK)</li> <li>Association for Water Management in the Czech Republic (SZSTT)</li> <li>Czech-Polish Chamber of Commerce</li> <li>Association for the Development of the Moravia and Silesia Region</li> <li>Operators Association of Supply and Sanitation in the Czech Republic</li> </ul>	<ul style="list-style-type: none"> <li>Power &amp; Water Forum Arabia Advisory Committee (Saudi Arabia)</li> <li>Water Advisory Committee Ditchley Foundation (UK)</li> <li>National Association of Water and Sanitation of Mexico (ANEAS)</li> <li>National Chamber of the Construction Industry (CMIC)</li> <li>Latin American Association of Desalination and Water Reuse (ALADYR)</li> <li>Federazione Italiana delle Imprese dei Servizi Idrici Energetici e vari (FEDEREUTILITY)</li> <li>Associação Portuguesa de Distribuição e Drenagem de Águas</li> <li>Associação das Empresas Portuguesas para o Sector do Ambiente (AEPSA)</li> </ul>

## Leading, innovative, committed

Although water is apparently a natural product, it will only be ready for consumption if it is in constant surveillance by specialized professionals which are involved throughout the process of the water management cycle.

The water management cycle ranges from collecting surface water or groundwater, purification and processing in treatment

stations depending on the different uses to which it is intended, to distribution and collection of wastewater for further treatment and return to the source from which it was obtained under optimal conditions, which may not harm the environment. In short, the process ranges from the supply of drinking water to the treatment of waste waters.

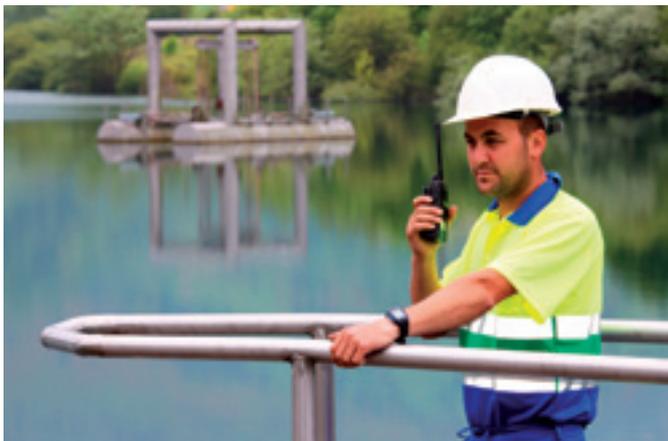
AQUALIA EXAMINES EACH OF THE STAGES THAT COMPRISE THE COMPLETE WATER CYCLE MANAGED, OPTIMIZING RESOURCES FOR SUSTAINABLE DEVELOPMENT

The collection of water carried out by the company and its adaptation for human consumption includes strict quality control, distribution and after-treatment, to return it to nature in quantity and quality, carrying out an efficient and sustainable usage of the resources and materials used in the process. In addition to managing public services -Aqualia's main activity- the company has opted for diversification, becoming the only company in Spain, and one of the few in the world capable of providing any services linked to the different uses of water.

At present, Aqualia is the leader in the Spanish market with a penetration of 34% in the market for outsourced water management, providing solutions all over the country and serving more than 850 municipalities and 13 million inhabitants.



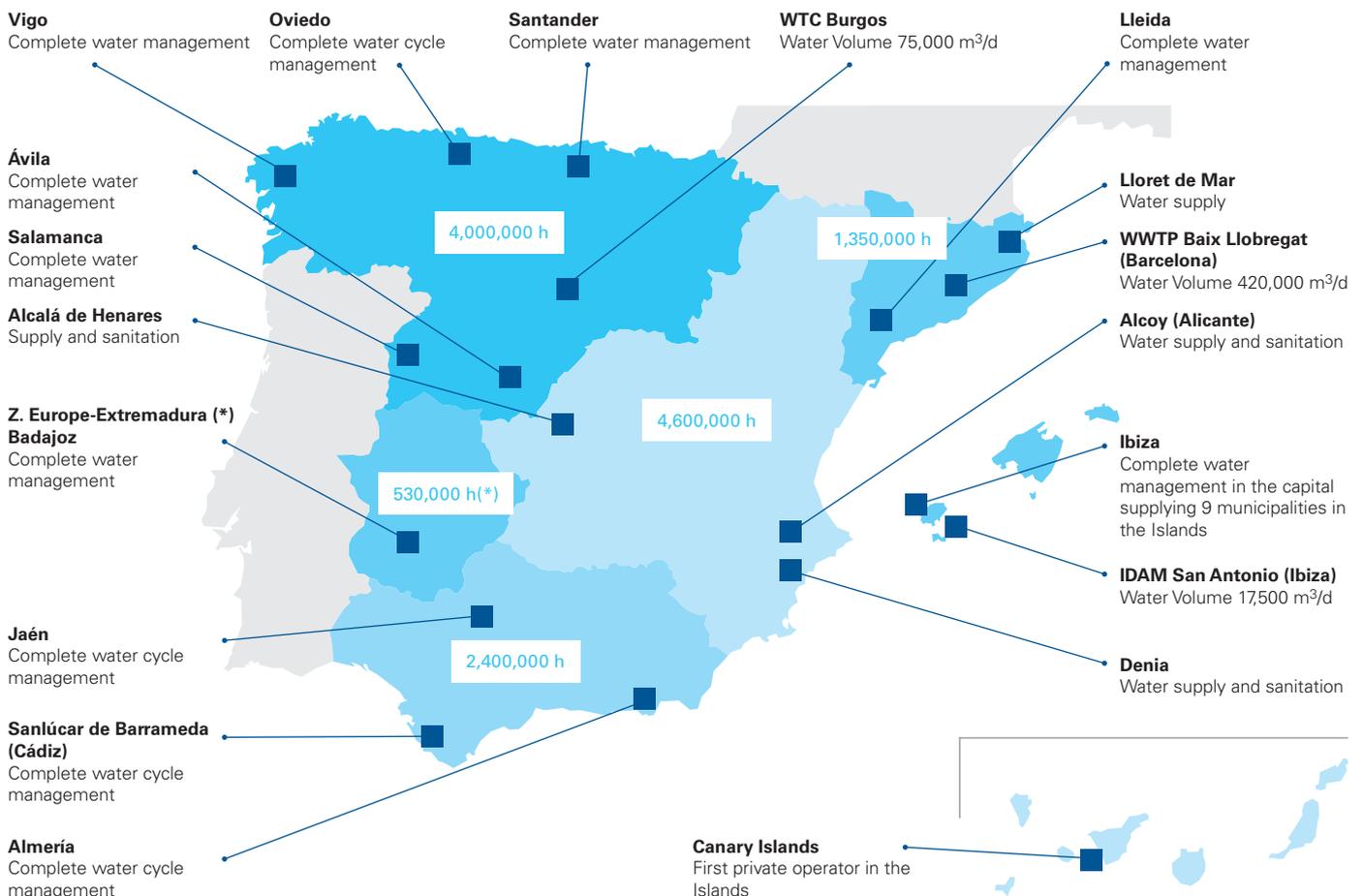
Aerial view of the WWTP La Ranilla.



Worker from the municipal waters of Oviedo.

AQUALIA INFRAESTRUCTURAS AND AQUALIA INDUSTRIAL MANAGE

**20 FACILITIES AND MORE THAN 25 MILLION M<sup>3</sup> OF TREATED WATER**



Aqualia, through Aqualia Infraestructuras, provides global solutions and operational capacity to design, develop and manage water treatment plants anywhere in the world, whether they are water treatment, recycling, waste water treatment, industrial or brackish water facilities.

The company offers tailored solutions according to the requirements and needs of each client, either for the use of water in industry, process water, wastewater, reuse or operation and maintenance services.

Aqualia Infraestructuras is a benchmark in the sector for its expertise in project management, technology development and excellent quality of service, serving at an international level by offering innovative solutions thanks to its strong commitment to R&D.



615,463,970 M<sup>3</sup>

OF PRODUCED DRINKING WATER

69,522 KM

OF MANAGED NETWORKS

23.1 MILLION EUROS

IN INFRASTRUCTURE INVESTMENT

OVER 200

DRINKING WATER TREATMENT CENTRES

OVER 300

OPERATED WATER TREATMENT PLANTS

1,085,781

QUALITY ASSESSMENTS

## O2.O2 International expansion

### LEVER OF OUR INTERNATIONAL DEVELOPMENT:

- Adaptation to customer needs based on our experience.
- Demonstrated professionalism.
- High capacity.
- Innovation and cutting-edge technology.
- Consolidated project.

#### Guillermo Moya

Manager of International Development

Aqualia is a leading water management company in the world. This implementation is a reflection of the great adaptability of the company to different social and technical realities. The professionalism and innovation in the development of projects that address all phases of the integral water cycle have been key to achieving greater international expansion.

Currently, Aqualia operates in a total of 22 countries such as Italy, Poland, Saudi Arabia and China, accounting for 20.9% of the total turnover of the company.

With an eye to the future, Aqualia establishes its international growth strategy in the member countries of the EU and the development of water infrastructures in other areas such as Latin America and the Middle East.

## Europe

Aqualia is one of the leading citizen services groups in Europe. It is therefore well established on this continent, not to mention the ongoing work linked to innovation and entry into new markets, such as France for example.

Spain, Italy, Portugal and the Czech Republic are among the countries where Aqualia is an organization already entrenched, managing the public service concession of water.



Customer service office of Caltaqua.



## Main projects and activities at European level:

Italy	<ul style="list-style-type: none"> <li>Improved network efficiency and performance of the management of the complete water cycle at 22 locations to serve 280,000 inhabitants in the region of Caltanissetta (Sicily).</li> </ul>
Portugal	<ul style="list-style-type: none"> <li>The company is very active in Portugal since 2007 and over the next 25 years, Aqualia will manage wastewater for 41,000 inhabitants in Abrantes, Campo Maior, Elvas, Cartaxo and Fundao.</li> <li>With the aim of achieving an improvement in the efficiency of the management of water services, ensuring compliance with sustainability criteria, Aqualia is participating in the AWARE-P project, led by LNEC (National Laboratory of Civil Engineering) and including the IST (Superior Technical Institute) university and Addition.</li> </ul>
Czech Republic	<ul style="list-style-type: none"> <li>SmVaK, Aqualia's subsidiary in the Czech Republic, is serving more than 1.1 million people and is the main operator in Moravia and Silesia.</li> <li>In late 2014 the OVOD company began implementing the <b>"UrbanWater"</b> project. It is the implementation of an intelligent system in the village of Janovice which will allow remote reading with fixed network of 600 customers as well as the automated management of its of drinking water distribution network.</li> </ul>
Montenegro	<ul style="list-style-type: none"> <li>Aqualia has been awarded the contract for the design and implementation of Industrial Water Treatment in Pijevlja, a town north of Montenegro and considered the third most populous city in the country. The new WWTP will treat the water from the city, with its first stage capacity equivalent to 28,000 inhabitants.</li> </ul>



WWTP of N.Jiin (SmVaK).

Other notable projects in the continent are the construction of a water treatment plant in the city of Vrsac (Republic of Serbia), the wastewater treatment plant in Prizren, as well as the opening of two water treatment plants in Romania that treat more than 1,460,000 m<sup>3</sup> per year.

## Latinoamérica

Aqualia has managed to strengthen its position in Latin America thanks to the cultural affinity and contracts obtained in several countries, among them Mexico and Chile. The company is working on responding to the need for improved water management to ensure the Complete water management realization of the water cycle and access to potable water to the entire population.

The awarded contracts consolidate the company's diversification, since they are related to supply and purification operations mainly for the mining and petrochemical industries.

One of the main innovations is the launch of the activities of Aqualia Infraestructuras in Chile, who renewed his contract valued at 32 million euros.



*THE INFRAESTRUCTURA Y DESARROLLO EN MÉXICO* MAGAZINE INCLUDES AQUALIA INFRAESTRUCTURAS IN THE RANKING OF THE TOP TEN WATER SECTOR COMPANIES IN THE COUNTRY

## Main references include the following:

### Mexico

- **Realito Aqueduct.** This infrastructure is included within the 23-year concession for the provision of management and purification of water from the El Realito dam to the San Luis Potosí (Mexico) city, awarded by the State Water Commission of San Luis Potosí to a company consortium in which Aqualia participates. The management is responsible for transporting 1.02 m<sup>3</sup>/s from the dam to the treatment plant, and 1.0 m<sup>3</sup>/s from the latter to deliver tanks located in the city of San Luis Potosí, covering 40% of the needs of 342,680 water users, equivalent to a total of 1.2 million users. This project has won two distinctions: the award from the *Global Water Intelligence* publication for the innovative structure for financing the macroproject and the best project in Latin America for its innovative financing model given by the financial publication *Euromoney*.
- **Queretaro II Aqueduct.** One of the most important hydraulic works of Mexico. The award was established for a period of 18 years for the provision of water supply to the city of Querétaro. The project aims to meet the challenges of water supply in the short, medium and long term of Santiago de Querétaro, releasing much of the pressure on the sustainability of the aquifer and ensuring the lowest possible cost of production. The length of the aqueduct is 123 kilometres and covers much of the territory of the State of Queretaro. Production capacity is 1500 litres per second and it rises a total height of about 1,200 meters from the diversion dam to the treatment plant. **The project will provide drinking water to 700,000 people.**

### Chile

- **The desalination of Copiapó,** Chile's first contract, comprises the engineering development of a desalination plant and the supply, installation and commissioning of electronic equipment. It will have a production capacity of **30 million litres of drinking water a day**, a volume that will supply an estimated population of **175,000 people in the northern region of Copiapó**, near the desert of Atacama.

### Uruguay

- Aqualia has signed the largest sanitation contract with the Montevideo government with an investment of over 48 million dollars. This is the most important work of the second stage of the "Urban Sanitation Plan IV" city program, which is running and it is expected that after completion will achieve a 100% sanitation coverage.



Realito Aqueduct, Mexico.

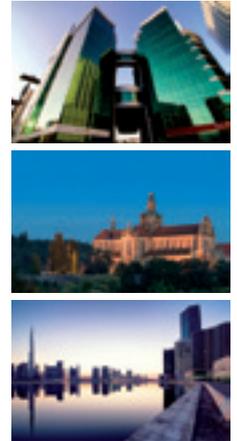
Underwater Emissary of Puntas Yeguas, Uruguay.



## Middle East

Another pillar in the expansion of the company is the Middle East. In 2010, Aqualia won the first water management contract awarded to a Spanish company in the Middle East. Aqualia develops in the Saudi capital one of the most iconic DMA's (District Metered Areas) implementation projects worldwide. Through the analysis and application of these sectors, over 2,890,000 inhabitants of the Saudi capital are benefiting through the improvement of the service of the supply network service.

The project commissioned by the National Water Company (NWC) to FCC Aqualia aims to detect and repair leaks in the network of the capital, to reduce these incidents and increase the efficiency ratio.



### Value-added services where Aqualia is present:

#### Saudi Arabia

- Aqualia optimizes the water supply network in Riyadh. The work the company is carrying out in this area will optimize the water supply network of the Saudi capital, with a network of over 6,000 kilometres. These improvement operations allow to provide better services to more than **3 million people**.

#### Arab Emirates

- Management of the sanitation system and water purification of the Abu Dhabi Emirate's East Area. A consortium led by Aqualia and the local company Mace has been selected for a seven-year €76.3 million for the award of this contract. This contract is the first awarded to a Spanish water management company in UAE and includes **the operation and maintenance of a wastewater sanitation network of over 2,400 kilometres in size with 68 pumping stations and 19 wastewater treatment plants** in the city of Al Ain (in the eastern region of Abu Dhabi, on the border with Oman) and its surroundings.

■ Aqualia has won a tender worth € 300 million for the management of the sanitation network of Al Dhakhira (Qatar) over the next 10 years. This contract marks the entry into the Qatari Emirate of the Spanish company, which completes its presence in the area after the awards achieved in Saudi Arabia and UAE. The project involves the design, construction, operation and maintenance of wastewater treatment facilities, wastewater pumping stations, transfer pumping station and associated collectors transfer the city of Al Dhakhira in Qatar. The new plant will treat an average water flow of **56,200 m<sup>3</sup> per day** and will serve a population greater than **200,000 people**.

With the new contract in Qatar, sanitation management of the city of Al Ain, and the Riyadh (Saudi capital) project, to improve the efficiency of the distribution network, Aqualia strengthens its presence in the Middle East and becomes the Spanish company specializing in the management of the complete water cycle with greater presence in the territory.



Zoning and control of leaks in Riyadh, Saudi Arabia.



Pumping station of Al Ain, United Arab Emirates.

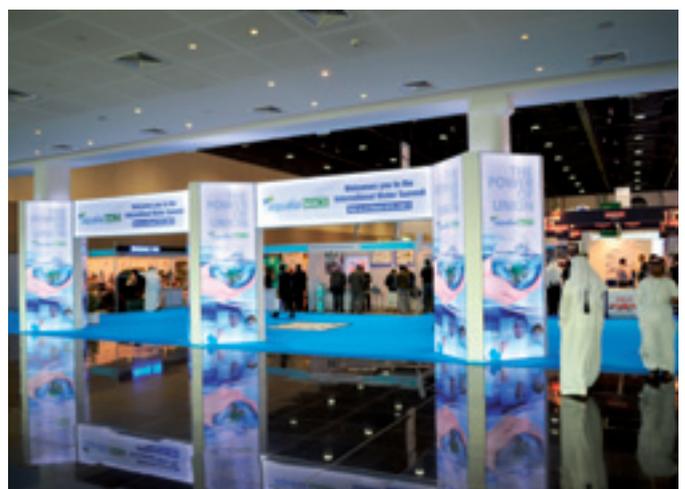
## Participation in international events

One more year, and thanks to Aqualia's recognition both nationally and internationally, the company has been invited to participate in the most renowned international events on water management where it has been able to share its experience with all interested parties.

Among the more outstanding events in 2014 is the **IWS 2014, Abu Dhabi** (International Water Summit), where the company has been able to discuss issues such as the efficient management and maintenance of networks in areas with water supply problems, based on its technical expertise and the solutions implemented to enhance efficiency and reduce water losses in the networks. During this event, *SKY NEWS* and *CNBC* were interested in the work Aqualia carries out in the Middle East.

Aqualia has attended for the third time the **XXVIII Annual Convention and EXPO ANEAS, Mérida (Mexico)** an event focused on the nexus between water and energy to highlight the actions that the company has developed in recent years in the Aztec country.

The company has also shared its knowledge at the **AEDYR** (Congress of the Spanish Association of Desalination and Reuse) International Congress in Seville, with two presentations that have addressed issues on the design and operation of facilities as well as about new products and innovation.



IWS 2014 Entrance Arches, Abu Dhabi.

In addition, the company had a large presence at the 9th year of the **IWA World Water Congress & Exhibition** held in Lisbon. Aqualia was one of the companies with the greatest presence in the technical program, embodied in two oral presentations, 14 scientific posters and a workshop that have been prepared by the company's research team. Regarding the exhibition, the company as a platinum sponsor of the event had a stand in one of the best areas, which served as a meeting place for employees and customers of the company who attended the Congress.

We must also mention the presence in the **WEX Forum 2014** (Water and Energy Exchange), held in Madrid, where they were able to share the experience in innovative technologies and their expansion.

In Bucharest, Aqualia New Europe, a company owned by Aqualia, has participated in the **Technical Seminar "Strengthening sustainability in water companies: Assets and Sales Management"**. The event was organized by the **Romanian Water Association (ARA)** in which Aqualia has shared its experience of improving the quality of life of citizens with 33 regional operators of water and sanitation in Romania as well as representatives financial Bureau of the Embassy of Spain.

On the other hand, Aqualia has participated since his experience as an international operator in the first European **workshop on regulation** involving key regulators, operators and investment banks. The event marks the beginning of a debate at an European level on regulating entities in the water sector. At the meeting recent regulatory experiences were discussed and analysed, as well as relevant issues such as the need for indicators that measure the quality of service in order to better serve society.

Aquajerez also participated in a new year of the **International Benchmarking Workshop in Antwerp**. Data submitted by the Aqualia subsidiary have excelled in terms of the excellent

coverage of the services provided, the low level of claims in water quality, and energy efficiency in the distribution, becoming an exercise in transparency.

Finally, the 2014 year of the **National Congress of the Environment (CONAMA)** was held under the general theme "Low carbon economy". Within the ambitious program developed, Aqualia technicians have been invited to participate in two sessions that have analysed the relationship between water and energy and, on the other hand, water management in times of crisis, considering the need to provide universal access to water.



Representatives of the company in the corporate stand at the IWA World Water Congress & Exhibition held in Lisbon.

**AQUALIA HAS BEEN PART OF THE JURY THAT SELECTS THE PRIZES FOR THE COMPANIES THAT STAND FOR INNOVATION IN THE WATER SECTOR, AND IT HANDED THE WEX AQUALIA AWARD FOR INNOVATION.**

In general, we are getting part of the recovery of the so called "financial" costs and barely the so called "environmental" and "resource" costs. We need a stable framework that addresses sustainability.

**Mariano Blanco**

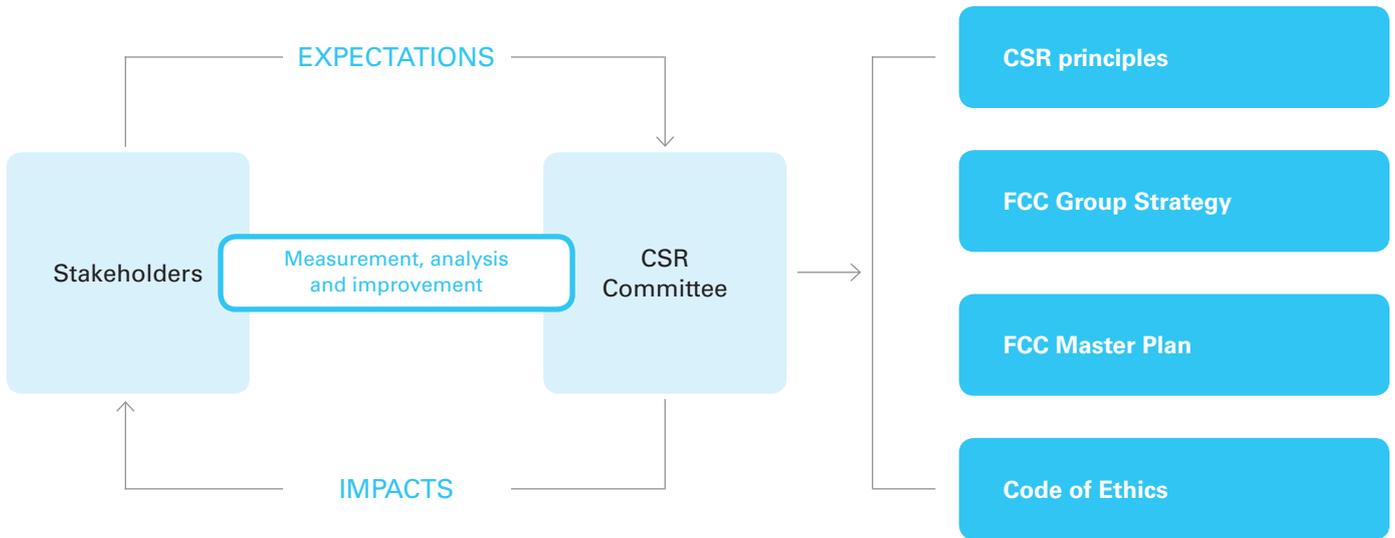
Managing Director of Aqualia's International Customers

## 02.03 Corporate Social Responsibility

### Our vision

- Ensuring complete, honest and transparent behaviour.
- Extending corporate values to the entire value chain.
- Maintaining an active dialogue and responding to stakeholders.

Aqualia has defined a Corporate Responsibility Management System, based on a continuous improvement cycle that responds to the needs and expectations of its stakeholders:



The system is structured around an **CSR Internal Committee** comprising representatives of the main areas of the company and whose main purpose is to ensure compliance with the **Principles of Corporate Social Responsibility**:

“Aqualia is committed to acting with integrity, honesty and in a transparent manner; from the management team down to the operational level of the organization. “

**CSR principles**

The principles are rolled out in the **FCC Group Strategy** and are specified in a **CSR Master Plan** that includes specific actions and goals.

Aqualia’s stakeholders are understood as all those individuals, organizations or institutions that affect or are affected by the decisions of the FCC Group. The following have been identified:

Based on this system, the impact of each action are analysed and updated, adapting to the real expectations of stakeholders.

Public authorities	Consumer organizations and NGOs	Media	Users	Suppliers	Employees
Municipal, Regional, National and European	Consumer Organizations	Local, National and International	Irrigation Associations	Strategic and Local	Operating Structure
Prices Commission	Communities and Irrigation Associations	Town Council Communication Offices	Neighbourhood Associations		Functional Structure
	Ecologist Organization Associations	News Agencies	Public Centres		Production Personnel (Middle management)
			Industries		Production Personnel (Contract personnel)
			Town Councils		

In order to achieve sustainable management in its services and ensuring a positive impact on society, the company applies its Social Responsibility principles not only to their direct activity, but also to all those over which it has control. Aqualia requires, therefore, ethics and integrity in the field of its business and the entire value chain. To this end, it has adopted a **Code of Ethics** which is applied in all countries where it operates, detailing the principles of ethical, social and environmental behaviour required by FCC for those who are part of it.

It also has an Internal Communication Channel for confidential reporting of Code violations. In 2014 3 communications from Aqualia employees have been received which have been adequately dealt with.

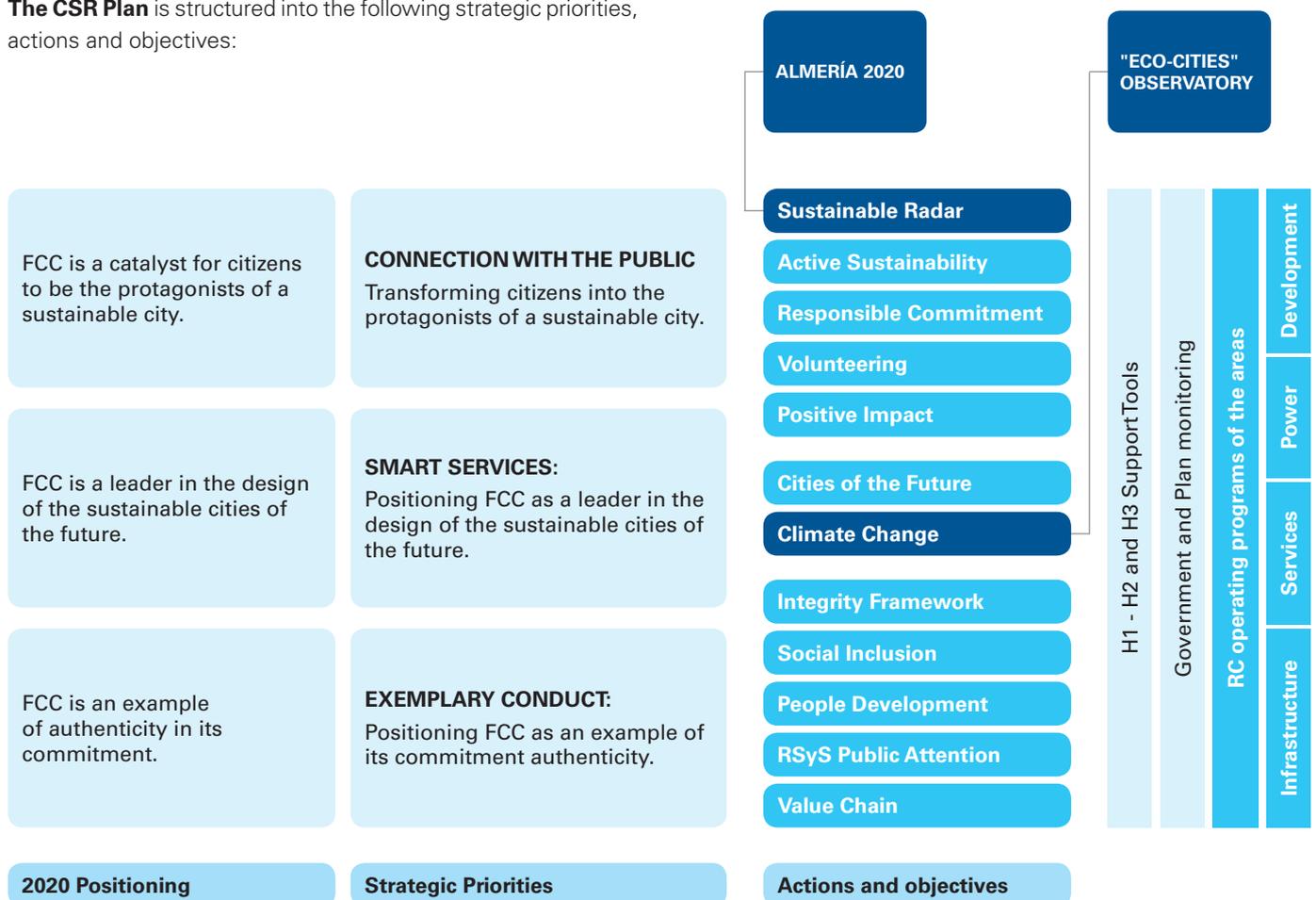
## Main actions 2014

Aqualia operates in alignment with **the FCC Corporate Responsibility Master Plan 2011-2014**. This Plan reflects, on the one hand, the commitment to sustainability in all activities carried out and on the other, it examines the short and medium-term business strategy of the company.

FCC wants to be recognized as a leader in the design and operation of more suitable solutions for the transformation of cities into more sustainable communities.

### FCC CSR Master Plan Vision

The **CSR Plan** is structured into the following strategic priorities, actions and objectives:



Aqualia, has focused during 2014 on two strategic priorities: Connecting Citizens and Smart Services.

### Connecting with the public

Within **“Connecting Citizens”**, several courses of action have been developed and Aqualia has been active in the first one, **“Learning continuously-Sustainable radar”** whose purpose is to establish stable platforms for dialogue with local opinion leaders focused on the future of the city and connecting the management of the company with trends and the needs of future communities.

### AQUALIA DEFENDS IN THIS WORKING GROUP THE IMPORTANCE OF ENSURING WATER SUPPLY FOR THE FUTURE AND THE NEED TO MAKE BETTER USE OF THIS GOOD THROUGH ITS REUSE

One of the dialogue platforms launched within this project is **Almería 2020/Workbench with stakeholders**, where Aqualia has collaborated directly.

This platform gives priority to addressing issues that are considered key to developing and making the city more sustainable, therefore **“water and its more sustainable use”** is one of the most important topics for debate on the table.

The following topics have been analysed with several pertinent figures in the city:

- Aquifer management.
- Diversification of sources of production.
- Recovery technologies of wastewater.
- Minimizing system losses.
- Measures of awareness and involvement of the population.

The aim is to achieve maximum efficiency of resource use that enables financial and social development in the present without compromising the enjoyment of future generations.

### AQUALIA AND THE CITY COUNCIL OF ALMERÍA ARE WORKING ON THE DRAFT FOR THE REUSE OF WATER THAT REACHES THE WATER TREATMENT PLANT OF EL BOBAR FOR USE IN AGRICULTURE

### Smart Services

Another strategic priority where Aqualia is involved is the creation of **“Smart Services”**, with lines of action such as **“Smart Cities”** whose main objective is to actively participate from the connection with society and from innovation in the design of future urban communities.

In this context the signing of a cooperation agreement between the **University Rey Juan Carlos (URJC)** and the FCC Group in 2014 must be highlighted as noteworthy, for the creation of the **“Eco-Cities Trends” Observatory**. Researchers and experts identify through this platform, the great challenges facing the cities of the future in areas such as infrastructures, waste management and water use among others. In addition, the project will involve the collaboration of the **London Metropolitan University (LMU)**.

FCC considers it necessary to meet and anticipate the trends that will shape the communities in 2020, and involve both citizens and their own employees in creating the best solutions for sustainability challenges such as population growth and climate change.

The Observatory prepares biennial reports looking to 2020, which conclusions will enable making decisions and adopting strategies to follow.



Image of the debate at the “Social Responsibility in Aqualia” Forum.

## Active dialogue with stakeholders

Aqualia has defined various communication channels adapted to each interest group, among which the **Corporate Social Responsibility Annual Report** stands out, which reports the data, initiatives and issues most relevant to the organization.

In order to identify the most relevant financial, social and environmental aspects, studies where stakeholders can express freely their concerns and interests in matters of Social Responsibility are carried out regularly.

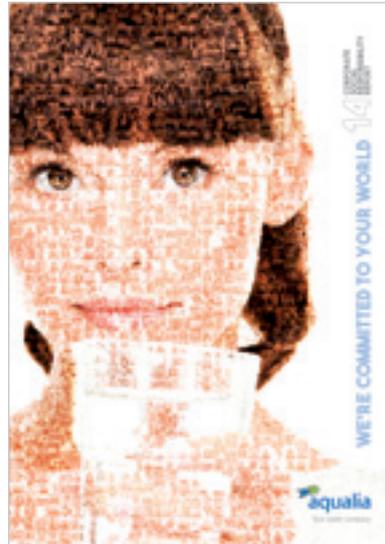
Thus, in 2014 two surveys were launched: one for **external stakeholders** and an specific one for the **“employees”**.

The questionnaire for the **external stakeholders** has been directed to a representative sample of people who are directly related to Aqualia. Among the most important aspects of the company are: the **“strategy”**, the **“dialogue with stakeholders”** or **“social performance”**.

The employee survey was conducted on a sample of 1,575 people and 381 valid questionnaires were obtained. With the results obtained the most relevant aspects regarding areas, projects and initiatives of the company have been identified. Also, the degree of accessibility and participation in social projects has been reflected.

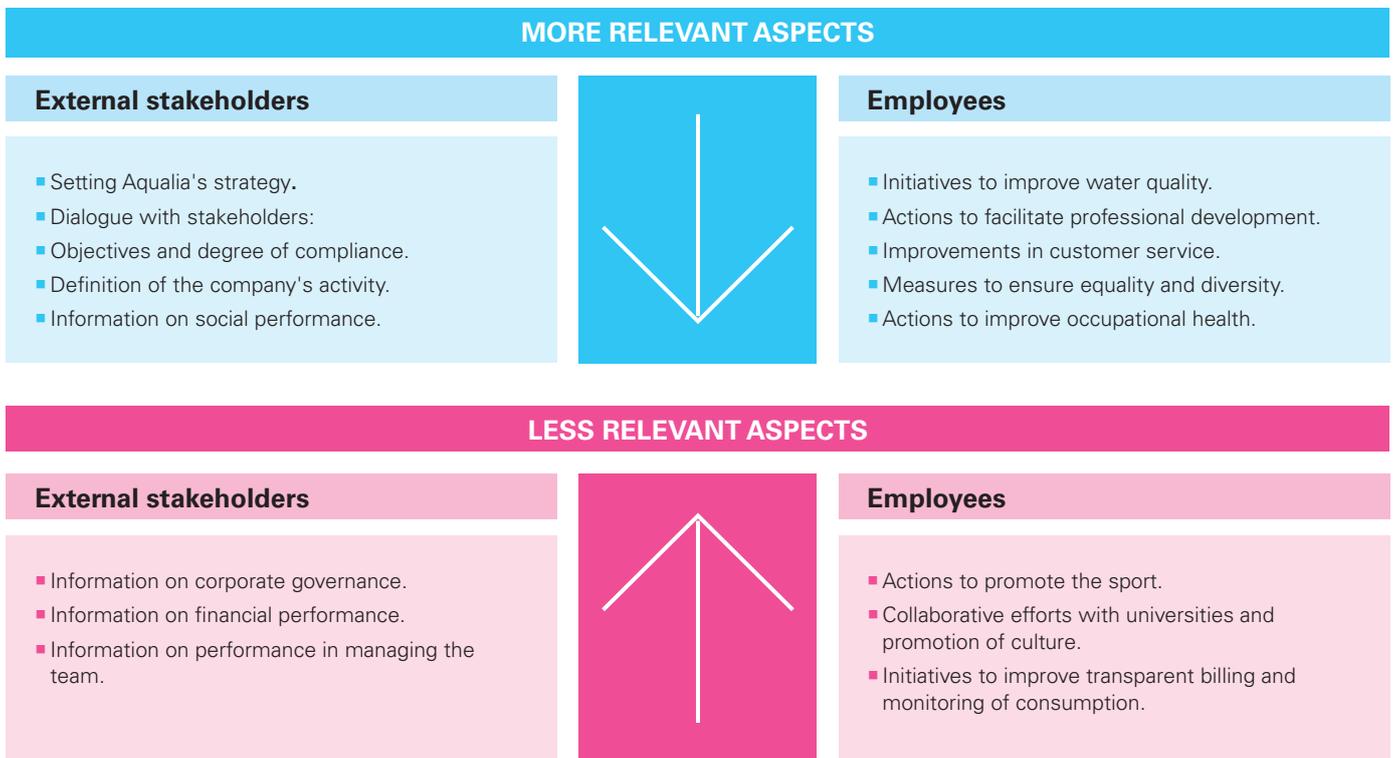
The most valued initiatives developed by Aqualia have been those relating to **“water quality”, “professional development”** and **“customer service”**.

As a result of this study, we have identified less and more relevant aspects for stakeholders:



**STAKEHOLDERS TRULY VALUE AQUALIA'S CSR ANNUAL REPORT AND ESPECIALLY THE ACCURACY OF ITS DATA**

**Aqualia INITIATIVES**



The results of the materiality study with stakeholders have been crossed with the aspects of greatest impact to the organization, leading to the definition of the Lines of Action 2015.

**Lines of action 2015:**

- Promotion of sport and culture: new support actions, promoting and sponsoring of sport and cultural activities.
- Actions for environmental and biodiversity improvement: Water Footprint calculation, Energy Efficiency Management Systems, dialogue platforms...
- Support for disadvantaged social groups: social action projects, applying social tariffs...

- Promoting training and entrepreneurship: collaboration with universities, new training programs ...
- Citizen participation: participation of an external CSR advisory team, creation of customer's spokesman...
- Collaboration with NGOs: international cooperation in Peru, new national projects...

NO

O



# Aqualia MOMENTS 2014



SMART WATER BEGINS IN SANTANDER.



FIRST CONTRACT IN QATAR TO STRENGTHEN OUR PRESENCE IN THE MIDDLE EAST.



AQUALIA RECEIVES THE "COMPANY COMMITTED TO SAFETY AND HEALTH" DISTINCTION IN MURCIA.



WE CELEBRATE WORLD WATER DAY.



THE MAYOR OF OVIEDO AND THE PRESIDENT OF FCC INAUGURATE THE NEW WTC OF CARBONIO WHICH WILL SUPPLY THE CAPITAL OF THE PRINCIPALITY.



LAUNCH OF THE FIRST MENTORING PROGRAM AIMED ONLY TOWARD WOMEN.



AQUALIA IS AWARDED THE PRIZE FOR BEST POSTER AT AN INTERNATIONAL CONGRESS HELD IN ESSEN, GERMANY.



SPECIALTY CONFERENCE ON THE WATER FOOTPRINT. CALCULATION OF THE WATER FOOTPRINT IN CANTABRIA, REFERENCE FOR THE SECTOR.



INNOVATION + SUSTAINABILITY + NETWORK AWARD FOR THE ELAN® PROJECT.



MORE THAN A HUNDRED OF EMPLOYEES PARTICIPATE IN THE YO, CONTIGO CAMPAIGN ON THE OCCASION OF THE INTERNATIONAL DAY AGAINST GENDER VIOLENCE.



XII YEAR OF INTERNATIONAL CHILDREN'S DRAWING CONTEST.



STUDENTS FROM IBIZA GET TO KNOW THE DETAILS OF THE WATER DESALINATION PROCESS.



AVILA LAUNCHES A NEXT GENERATION WATER TREATMENT PLANT BUILT FOR AQUALIA INFRAESTRUCTURAS.



COLLABORATION WITH THE REY JUAN CARLOS UNIVERSITY (URJC) IN THE FIRST MEETING PRO HUMAN RIGHTS.





# SERVICE

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# 04.01

## Transparency, quality of service and closeness

### Our vision

- Providing the best service according to the needs of citizens.
- Ensuring maximum water quality.
- Betting for transparency in the information provided to users.
- Maintaining the commitment to innovation and new technologies.

MAIN FIGURES		2013		2014	
	HOME WATER SUPPLY	7,296,656	↑	7,436,343	PEOPLE
	SANITATION	2,896,980	↑	2,915,643	COSTUMERS
	DRINKING WATER PRODUCED	752,507,106	↓	615,463,970	M <sup>3</sup>
	SUPPLY NETWORK	45,259.00	↑	48,537.00	KM
	SEWERAGE	20,230.00	↑	20,985.00	KM
	WATER QUALITY DETERMINATIONS	1,194,432	↓	1,085,781	
	INVESTMENT IN R&D	2.98	↑	3.12	MILLIONS OF EUROS

Aqualia maintains a strong commitment to the citizens to constantly improve the quality of service offered. The result of this commitment is the application of a comprehensive control over all its activities and in particular on those that guarantee water safety ahead of their consumption. The company takes an active part in various local initiatives in order to achieve a more **transparent, friendly and innovative** service that responds to the expectations and needs of citizens, governments and society in general.

## Challenges 2014

Aqualia has defined targets in 2014 aimed at improving its services. The degree of compliance is as follows:

COMMITMENT 2014	LEVEL OF COMPLIANCE	COMMENTS
Consolidating initiatives aimed at improving service strengthening Aqualia's collaboration in projects like AquaRating and Benchmarking	100%	Aqualia participates in the EBC (European Benchmarking Cooperation) European initiative and launches the AquaRating rating system.
In the area of innovation, strengthening smart management strategy with a Smart project.	100%	The "Smart Water" app works already and in the Nueva Montaña neighbourhood in Santander. It stands out as the most advanced in Europe for water management from a technological point of view.

## Lines of Action 2014

Aqualia has focused its activities in 2014 on continuing to improve water quality, customer service, the billing process and consumption and increasing innovation.



# Water quality

The company has a **Strategic Quality Plan** intended to provide a service with the highest levels of quality and efficiency for customers, besides complying with the standards required by the public administration. This plan includes a number of monitoring indicators that assess the degree of improvement of service and that fall into four categories: quality of water supplied and refined, quality of service, technical performance of the network and customer service level.

## Quality assurance and control.

The commitment to Aqualia's quality translates into specific work practices that enable the organization to respond to regulation and controls established by the management. An example of this is that 98% of Aqualia facilities are certified to the UNE-EN ISO 9001:2008 quality management standard and the UNE-EN ISO 14001:2004 environmental management standard.



As a novelty, in 2014 the deployment of GlobalSuite application was launched, which can analyse together the management systems information of certifications available to the company (ISO 9001, 14001, 17025, 50001, 14064 and 166002) for all contracts and countries. Among the features of the application, audit management or water quality incidents stand out.

In order to ensure the quality of water supplied and that is supplied in sufficient quantity, a daily monitoring and control of the collected and distributed water is performed. AqualiaLAB, Aqualia's laboratories are water testing certified according to UNE-EN ISO 17025, play a fundamental role in the determination of quality, having made this year 1,085,781 parametric measurements, of which more than 99.8% have been in line with the standard.

Aqualia reports annually data on water management to the **Water Consumption National Information System (SINAC)**, under the Ministry of Health, Social Policy and Equality. The

**SINAC HAS VARIOUS WORKING GROUPS AND ONE OF THEM IS LED BY AQUALIA. IT IS THE WORKING GROUP TO IMPROVE THE TRANSPARENCY OF INFORMATION ON WATER QUALITY FOR USERS**

goal is to have information on collection, treatment and water supply infrastructures as well as laboratories for water quality control, among other things, to detect possible failures and risks associated with drinking water.

The result of this concern for water quality and service in general is evident in the results of satisfaction surveys carried out with institutions whose average rating for the service provided by Aqualia is 3.91 points out of 5 and the end customer, for which 69.8% of users are satisfied with the quality of service.

Citizens have public information on controls and quality standards on the website of the SINAC (<http://sinac.msn.es>) and local websites where Aqualia offers its services (also available in [www.aqualia.es](http://www.aqualia.es)).

## Service improvement initiatives.

Aqualia has launched the AquaRating rating system for water and sanitation suppliers.

AquaRating is the product of a joint development process led by the Inter-American Development Bank (IDB) in close collaboration with the International Water Association. The design and test stages have had the valuable contributions of water service suppliers and regulators as well as renowned international experts and government agencies, multilateral organizations, national development agencies and other relevant actors in the water sector. The initiative includes more than 100 operators from its launch 10 years ago.

**EBC (EUROPEAN BENCHMARKING COOPERATION) AND THE AQUARATING SYSTEM HAVE BEEN PROTAGONISTS OF THE ANALYSIS TOOL PANEL AND COMPARISON OF THE AEAS CONFERENCES: REGULATORY INTERNATIONAL REVIEW**

**AQUALIA FOCUSED ON THAT OCCASION ON EXPLAINING THE USEFULNESS OF AQUARATING TO INCREASE COMPETITIVENESS AND TRANSPARENCY IN THE SECTOR.**



Intervention of Mariano Blanco at the AEAS Congress: Regulatory International Experiences

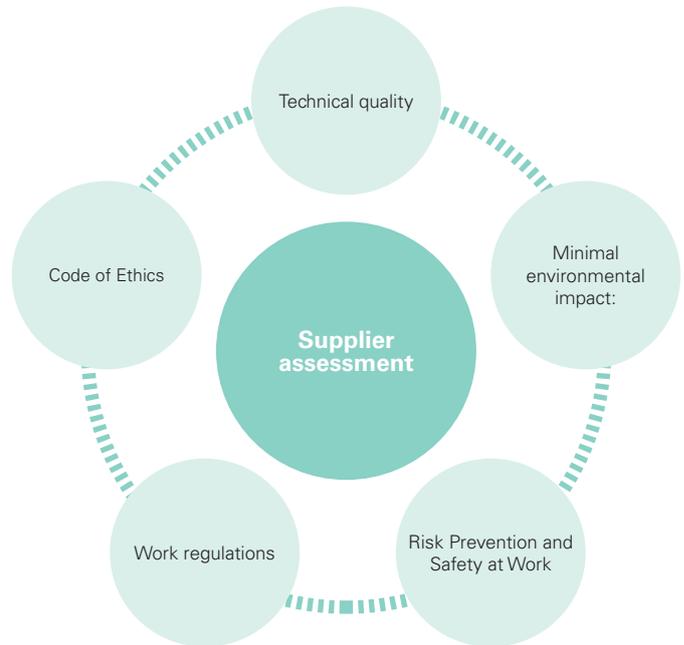
## Commitment to quality throughout the value chain.

The quality of the services offered by Aqualia depends on its direct actions and largely on those of their suppliers. Therefore, a monitoring and evaluation process has been established that ensures compliance with the requirements set by Aqualia throughout its value chain based on common values and policies.

### Criteria for evaluation and monitoring of suppliers:

- **Technical quality:** in order to proceed with hiring a new supplier, a Quality Management System according to ISO 9001 must have been implemented, in addition to having to pass an initial technical evaluation to verify compliance with minimum standards set by the company, which once passed will give rise to the valuation of the offer.
- **Minimal environmental impact:** Aqualia contractually requires for its suppliers that their activities generate the least possible impact on the environment.
- **Risk Prevention and Safety Regulatory Compliance:** the company carries out a control and monitoring of all suppliers of compliance with current the legislation regarding prevention and safety. In addition, Aqualia provides the necessary training in addition to regular testing, along with suppliers, of possible risks that may arise.
- **Compliance with work regulations:** it is verified that all suppliers conduct their hiring processes following the existing regulatory framework and that they have the appropriate work insurance.

- **Ethical Code:** all suppliers are required to comply with the Ethical Code of Aqualia and the ten principles of the Global Compact promoted by the United Nations and to which the Group adheres to ([www.pactomundial.org](http://www.pactomundial.org)).



## Customer services

Customer service is an essential part of the service provided by Aqualia. The company's policy is to offer a **personalized and close** service according to the needs of each customer. In order to do so, it offers users the tools and resources needed to deliver an **agile, fast, simple and effective customer service**.

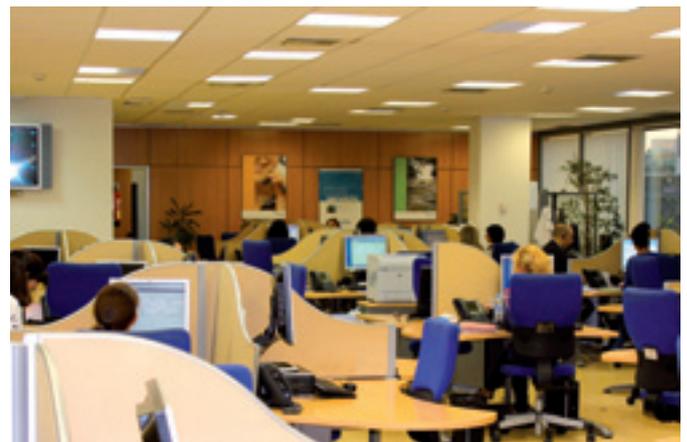
### Communication channels



Aqualia contact is a phone channel created with the aim of applying the latest technology in communications with the customer, allowing to meet their needs any time, anywhere. It is identified as a modern service, created

to respond to a changing society.

- A service that always responds.
- Convenient and easy to use.
- Saves time and travel.
- Simplifies procedures.
- Provides a broader customer care schedule.
- Greater accessibility from anywhere, with any problem.



Customer service centre, Aqualia contact.

Contact numbers for each province can be found at:  
<http://www.aqualia.es/aqualia/atencion-al-cliente/aqualia-contact/index.html>



AqualiaOnline is the channel that allows customers to perform all their operations with Aqualia simple, secure, fast and confidential 24 hours a day, 365 days a year.

Through the web of Aqualia customers can carry out processes, modify personal data, consult applied charges, request electronic bills, facilitate meter reading, pay bills, carry out complaints or request termination of supply, among other operations.

Aqualia will confirm safe receipt with customers of any request or claim, as well as its acceptance or rejection. The questions and suggestions raised will also get a response from the company.

**AQUALIA CONTACT AND AQUALIA ONLINE HAVE A MANAGEMENT SYSTEM THAT ENSURES THE SAFETY OF CUSTOMER INFORMATION BACKED WITH A AENOR CERTIFICATE ACCORDING TO THE UNE-ISO 27001:2007. IN ADDITION, IN ORDER TO ENSURE THE PROTECTION OF USER DATA, AQUALIA USES THE "E-PRIVACY" TOOL**

## Customized billing

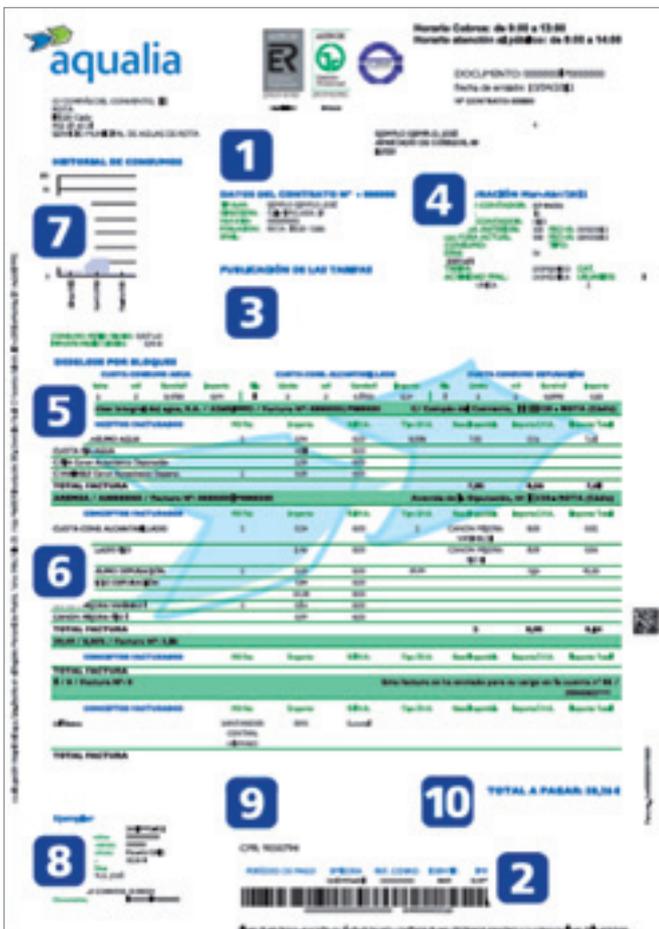
The two principles that govern the process of Aqualia are a transparent and a personalized billing process. In this line, the company has progressively implemented improvements in the design of bills, such as the inclusion of analysis results along with other information or incorporating awareness messages to raise awareness of responsible water use. In addition, they have been customized the designs for every type of customer for ease of understanding, structuring the information to facilitate their interpretation.

### Transparent bill

Bills issued by Aqualia are personalized for their clients, written in the official language of each territory and aimed at an easy understanding.

**IN 2014, 650,000 ELECTRONIC BILLS HAVE BEEN ISSUED FOR MORE THAN 132,600 CUSTOMERS IN SPAIN**

The processes and resources such as water collection from the natural environment, its transformation into drinking water, its distribution to your home and its return to nature include a wide range of factors that are reflected in the bill through its various concepts (water, sanitation, treatment, etc.).



**AQUALIA BILLS COME WITH A SIDE EXPLANATION AND CONTAIN THE FOLLOWING INFORMATION:**

- 1 CONTRACT HOLDER
- 2 RELEVANT DATA
- 3 PUBLICATION OF RATES
- 4 BILLING DETAILS
- 5 DESCRIPTION OF CONSUMPTION BLOCKS AND PRICES
- 6 DETAIL OF BILLED CONCEPTS AND AMOUNT
- 7 CONSUMPTION HISTOGRAM
- 8 DETAILS FOR CONTROLLING DATA COLLECTION
- 9 PAYMENT DEADLINE
- 10 TOTAL AMOUNT

The company issues three types of bills, according to the preferences of each customer:

- **Detailed regular bill**, with all the relevant detailed information.
- **Bill summary**, summarizing the concepts and highlighting the total amount.
- **Bill summary by concepts**, summarizing the amount for each item. It was started to be issued in 2014, to accommodate the specific needs of certain municipalities.

**CALTAQUA, AQUALIA SUBSIDIARY IN ITALY, HAS LAUNCHED THE NEW H2ONLINE PROJECT, A COMFORTABLE AND INNOVATIVE FREE SYSTEM SO THAT PUBLIC ADMINISTRATIONS CAN RECEIVE DIRECTLY IN THEIR ELECTRONIC DEVICES AN ELECTRONIC BILL FOR THEIR WATER CONSUMPTION**



### Remote meter reading

Meter reading, both remotely and from the offices of Aqualia, directly benefits users by avoiding bill estimates and always billing the actual consumption.

In this regard, progress has been made in 2014 with actions such as the provision of advanced training for 129 professionals from Andalusia and Extremadura on meters, focusing on the advanced management of TPL (Mobile Meter Reading), reading incidences, route optimization and, especially, fraud detection.

Currently, there is access to remote reading for more than 55,000 customers and more than 113,400 are available to expand the reading to other users in the future.

Also, more than 1,200 high consumer customers are thoroughly monitored to adapt supply to their actual consumption and report any potential incidents.

**AFTER A YEAR OF CAMPAIGNING AGAINST IRREGULARITIES IN WATER CONSUMPTION AND FRAUD, DURING 2014 MORE THAN 5,900 SITUATIONS THAT CONTRIBUTED TO UNCONTROLLED CONSUMPTION HAVE BEEN REGULARIZED**



Aqualia reader performing remote meter reading.

### Innovative technology: smart meters

Aqualia is incorporating smart systems in homes through the Home Networking Setup differentiated by the type of water use, reuse systems or the installation of smart meters for automated readings. These smart devices have a cutting edge electronic system that stores accurate data to meet daily consumption patterns, rates and network data services at all times, which can generate suggestions for improving consumption habits through personalized advice.

**AQUALIA MAKES USE OF THE LATEST TECHNOLOGY DESIGNED TO OPTIMIZE THE PROCESSES OF INTEGRATED WATER MANAGEMENT**

# Innovation to serve the public

Aqualia, as a management company of a resource as necessary for life as water, takes its responsibility towards society and the environment by engaging directly in the development of its strategy for R&D. In order to provide the best resources for projects, the company participates in major European, national and regional R&D projects related to water management.

Aqualia maintains permanent contact with the different agents in its environment to enhance and improve its R&D activity, developed by the Department of Innovation and Technology. Innovation projects are undertaken by the participation and involvement of all personnel of the organization in all processes, from identifying opportunities to their implementation, and are designed to improve performance in three specific areas: quality, sustainability and intelligent management.

**DURING 2014 MORE THAN 3.1 BILLION EUROS HAVE BEEN INVESTED IN R&D**



A large number of the projects developed by Aqualia have been co-financed by the Spanish Government or the European Union (7<sup>o</sup>PM, LIFE+, Eco-Innovación, etc...). Among the lines of work

that the company develops, the one related to a more intelligent and sustainable complete water cycle management stands out.

## Collaboration with universities and research centres

Sustainability	Quality
<ul style="list-style-type: none"> <li>■ <b>CDTI Sólidos Sostenibles (2012*)</b> CEIT - San Sebastián USAL - Salamanca UVA - Valladolid AINIA - Valencia UPV - Valencia</li> <li>● <b>CENIT VIDA (2014*)</b> UCA - Cádiz UVA - Valladolid Fundación Cajamar - Almería</li> <li>★ <b>IDEA REGENERA (2015)</b> UAL - Almería</li> <li>▲ <b>INNPACTO DOWSTREAM (2015)</b> ITC - Canary Islands TECNALIA - San Sebastián UCA - Cádiz</li> <li>◆ <b>FP7 ALLGAS</b> UCA - Cádiz UAL - Almería</li> <li>× <b>RETOS RENOVAGAS</b> CSIC-IPC - Madrid TECNALIA - San Sebastián CNH2 - Puertollano</li> </ul>	<ul style="list-style-type: none"> <li>■ <b>MIMAM MBBR Hybacs (2010*)</b> USAL - Salamanca</li> <li>● <b>Incite MBR Trainasa (2012*)</b> USC - Santiago de Compostela U. Vigo</li> <li>★ <b>Incite ELAN Trainasa (2012*)</b> USC - Santiago de Compostela U. Vigo</li> <li>▲ <b>CDTI ELAN Vigo aqualia (2013*)</b> U. Vigo USC - Santiago de Compostela</li> <li>◆ <b>Innpacto Filene (2014*)</b> UCM - Madrid</li> <li>× <b>Innconecta Alegría (2014*)</b> USC - Santiago de Compostela</li> <li>● <b>Innpronta ITACA (2014*)</b> USC - Santiago de Compostela UAL - Almería UAH - Alcalá de Henares</li> <li>■ <b>Life Remembrance (2015)</b> Leitat - Terrassa (Barcelona)</li> <li>● <b>Innova Impactar (2015)</b> U. Cantabria - Santander</li> <li>★ <b>Life Memory</b> UPV / UV - Valencia</li> <li>▲ <b>Life Biosol water recycling</b> CENTA - Seville</li> </ul>
<p><b>Intelligent management</b></p> <ul style="list-style-type: none"> <li>● <b>Innpronta ISIS (2014*)</b> IMDEA Agua - Madrid UV / UPV - Valencia UPV - Alcoy</li> <li>★ <b>Innconecta Smartic (2014*)</b> UEX - Extremadura</li> <li>■ <b>Water JPI Motrem</b> URJC Madrid</li> </ul>	<p>* Finished projects</p>



International research centres
<ul style="list-style-type: none"> <li>■ <b>FP7 ALLGAS</b> Fraunhofer Gesellschaft Umsicht - Oberhausen - Germany Southampton University- United Kingdom</li> <li>● <b>FP7 UrbanWater (2015)</b> U. Zagreb - Croatia</li> <li>◆ <b>CDTI BESTF2 BIOWAMET</b> TU Delft - Netherlands Southampton University- United Kingdom</li> <li>★ <b>Water JPI Motrem</b> URJC Madrid U. Helsinki - Finland U. Stuttgart - Germany U. Torino - Italy</li> <li>▲ <b>FP7 SWAT (2013*)</b> IGV - Berlin - Germany</li> </ul>
<p>* Finished projects</p>



## R&D Projects.

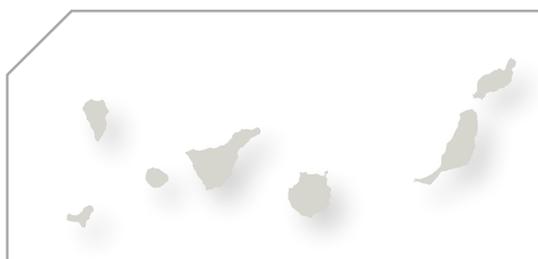
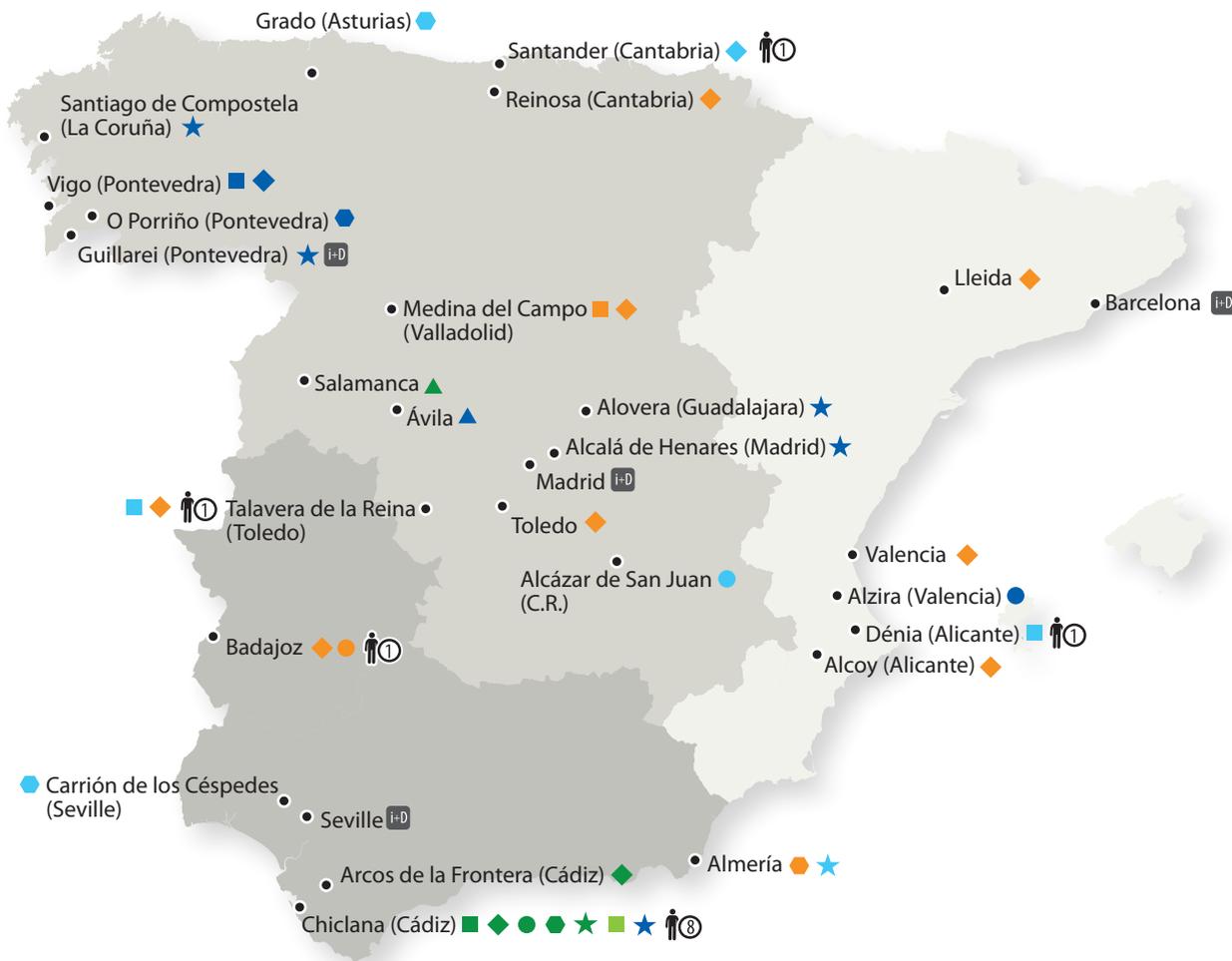
During 2014 Aqualia has worked with 22 national and 7 international centres for the development of 17 projects with 8 patents pending that require the dedication and commitment of highly specialized personnel. 6 of these projects have been completed, while the rest will be under study during 2015. Moreover, 6 new additions have strengthened the team of the

Department of Innovation and Technology, which currently has 34 people.

Aqualia is working on the following R&D projects:

PROJECT	OBJECTIVES	INNOVATION CENTRES, UNIVERSITIES
<b>SUSTAINABILITY</b>		
<b>Cenit VIDA</b> (2014*)	Obtaining a revolutionary system of municipal water use using microalgae to produce energy rather than consuming electricity.	UCA, UVA, Fundación Cajamar
<b>FP7 Allgas</b>	Production of biofuels from wastewater nutrients, based on microalgae and recovery of the obtained biomass. Demonstrative scale.	UCA, UAL, Fraunhofer Institute Umsicht, Southampton University
<b>Innpacto Downstream</b> (2015)	Processes of concentration and recovery of biomass produced in the microalgae based purification systems.	ITC, TECNALIA, UCA
<b>Reto Renovagas</b>	Biomethane production from renewable CO <sub>2</sub> and H <sub>2</sub> (power2gas) in the production of biogas.	CSIC-ICP, TECNALIA, CNH2
<b>Idea Regenera</b> (2015)	Zero discharge water treatment plant, using microalgae-based production processes and bio-fertilizers.	UAL
<b>QUALITY</b>		
<b>Innpacto Filene</b> (2014*)	Anaerobic reactor with ceramic membranes for the transformation of industrial effluents in bioenergy.	UCM
<b>Innterconecta Alegría</b> (2014*)	Recovery of industrial effluents with anaerobic reactors to membrane and algae cultivation, minimizing waste and energy.	USC
<b>Innpronta ITACA</b> (2014*)	New technologies for sustainable water treatment, reuse and maximizing recoverable products and advanced process control to minimize environmental impacts.	USC, UAL, UAH
<b>Life Remembrane</b> (2015)	Prolonging the life of reverse osmosis membranes, with specific constraints to transform waste into a resource (for example, water reuse applications).	Leitat
<b>Innova Inpactar</b> (2015)	New integrated and compact hybrid biological reactors as decentralized and automated solutions for small plants.	U. Cantabria
<b>Life Memory</b>	Demonstration of an anaerobic reactor with membranes for urban effluents, producing bioenergy and water reuse.	UPV, UV
<b>Life Biosol Water Recycling</b>	Demonstration of an advanced treatment plant with microalgae for reuse water and energy use.	Centa
<b>Eco-Innovation Cleanwater</b>	Evaluation of a new on-site hypochlorite generator, with ceramic membranes in three different applications (water treatment, reuse and disinfection, desalination).	CeramHyd SA
<b>SMART MANAGEMENT</b>		
<b>Innpronta IISIS</b> (2014*)	Creating a sustainable and self-reliant housing development, rethinking citizen services with intelligent infrastructures, combining new decentralized treatments with automated control.	IMDEA Agua, UV, UPV
<b>Innterconecta Smartic</b> (2014*)	Monitoring raw water from reservoir's and controlling the quality of purification both online and in real time.	UEX
<b>FP7 UrbanWater</b> (2015)	An innovative smart technology interactive platform, integrating modules for decision making, real-time data management and leak detection to improve complete water management in urban areas.	U. Zagreb
<b>JPI Motrem</b>	Development of integrated processes for monitoring and removing emerging contaminants, especially for water reuse.	URJC, U. Helsinki, U. Stuttgart, U. Torino

(2014\*) Projects completed in 2014 • (2015) Projects to be completed in 2015.



No. field researchers

R&D Aqualia centres

Quality	
▲ MIMAM MBBR Hybacs (2010*)	Ávila
■ Incite MBR y Elan Trainasa (2012*)	Vigo
◆ Incite ELAN Vigo Aqualia (2013*)	Vigo
● Innpacto Filene (2014*)	Alzira (Valencia)
● Interconecta Alegría (2014*)	O Porriño (Pontevedra)
★ Innpronta ITACA (2014*)	Alcalá de Henares (Madrid), Santiago de Compostela (La Coruña), Chiclana de la Frontera (Cádiz), Guillarei (Pontevedra) Alovera (Guadalajara)
■ Life Remembrance (2015)	Dénia (Alicante), Talavera de la Reina (Toledo)
◆ Innova Impactar (2015)	Santander (Cantabria)
● Life Memory	Alcázar de San Juan (C.Real)
● Life Biosol Water Recycling	Carrión de los Céspedes (Seville) Grado (Asturias)
★ Eco Innovation Cleanwater	Almería 2 Pending locations

Sustainability	
▲ CDTI Sólidos Sostenibles (2012*)	Salamanca
■ FP7 SWAT (2013*)	Chiclana de la Frontera (Cádiz)
◆ Cenit VIDA (2014*)	Arcos de la Frontera (Cádiz), Chiclana de la Frontera (Cádiz)
● Idea Regenera (2015)	Chiclana de la Frontera (Cádiz)
● Innpacto Downstream (2015)	Chiclana de la Frontera (Cádiz)
★ FP7 Allgas	Chiclana de la Frontera (Cádiz)
■ Reto Renovagas	Chiclana de la Frontera (Cádiz)

Intelligent management	
■ MEC Mantenimiento Predictivo (2012*)	Medina del Campo
◆ Innpronta ISIS (2014*)	Medina del Campo (Valladolid), Reinosa (Cantabria), Valencia, Alcoy (Alicante), Talavera de la Reina (Toledo), Badajoz, Toledo, Lleida
● Interconecta Smartic (2014*)	Badajoz
● FP7 UrbanWater (2015)	Almería
★ JPI Motrem	Pending

\*Completed Projects

## Smart Cities

Every city interferes with the water cycle in many ways. Smart Cities, exploit and develop the technology for efficiency and improving the welfare and quality of life of citizens. Santander has launched the “ **SmartWater**: Water Service Smart Management through New Technologies” initiative, in order to create a smart service for water management in urban environments where the public can also participate in management through a tablet, PC or smart phone.

This project, promoted by the City Council of Santander, Aqualia and University of Cantabria allows to improve data collection on meters and other sensors from the water network in order to use them for an efficient water management and providing information to citizens, improving the service offered.

MORE THAN 1,200 REMOTE HOUSEHOLD METER READING DEVICES, MEASURING THE WATER FLOW, QUALITY IN THE SANITATION COLLECTOR OR REGULATING THE PRESSURE

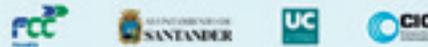


Promotional image of the **Smart Water** application magnet.



## PROJECT SMARTWATER

This smartcity project comes as an initiative from the **Santander City Council** and Aqualia together with the **University of Cantabria** in order to solve the lack of information issue the citizen faced.



### INTEGRATES

The information from the metres is normalized, integrated, processed and stored by CIC with the IDBox software.



### SUPERVISES

Thanks to the IDBox, the operator can display the dashboard, analyse historical and real-time reports or perform calculations and BPM, send alerts and notifications, etc.



### DISPLAYS

Citizens access through a FIELDEAS DaaS mobile application where they can check their consumption curves, report incidents, display the communication channel or receive alerts and notifications.

The **Smart Water** project allows citizens to access a mobile application, developed on the am+ platform, with which they are able to know their consumption in real time, inform or be informed of any incident in the service, detect fraud, optimize energy management, access news on supply and sanitation, in addition to monitoring sanitation networks for possible flooding.

The **SmartWater** software is operational in the Nueva Montaña neighbourhood in Santander and it is intended to be deployed soon in other parts of the city.

In a further step towards the Smart management of public services, Aqualia is implementing in Santander revolutionary solutions to water management through the **“Smart Water, Smart Citizens”** project, a pioneer project in Europe, focused on the “trenchless” technology for rehabilitation of large diameter supply lines. The project applies the Primus Line technique, which enables fast assembling, minimizing environmental impact and inconvenience to citizens.

**AQUALIA PARTICIPATED IN 2014 IN THE MAIN CONGRESS ON “SMART CITIES”, AS THE THIRD YEAR OF THE “SMART CITIES & COMMUNITIES” CONGRESS HELD IN VIGO, THE FIRST YEAR OF THE SMALL AND MEDIUM SMART CITIES CONGRESS IN ALCOY OR THE FOURTH YEAR OF SMART CITY WORLD CONGRESS IN BARCELONA**



Emilio Fernández during his participation at the “Smart Cities & Communities” trade fair which introduced the Smart Water project implemented in Santander.

## Distinctions



**AQUALIA IS AWARDED THE PRIZE FOR BEST POSTER AT AN INTERNATIONAL CONGRESS HELD IN ESSEN, GERMANY.**

The scientific poster submitted by Nicolás Morales, a researcher at Aqualia, has been chosen by the jury of the “Activated Sludge - 100 Years and Counting” International Congress as the best of the 56 submitted at the event organized by IWA (International Water Association) in Essen (Germany).



**AWARD FOR R&D AT THE IWA LISBON (PORTUGAL) CONGRESS.**

The scientific poster presented by the Aqualia researcher, Zouhayr Arbib, who studies under the All-gas project on how to maximise wastewater usage for the cultivation of microalgae to produce biofuels, he has been awarded by IWA for the Congress' best scientific poster among six hundred submissions.



**INNOVATION + SUSTAINABILITY + NETWORK AWARD**

Aqualia received the Innovation + Sustainability + Network, I + Great Sustainable Company, organized by EXPANSIÓN, Bankinter and E.O.N. for being one of the most innovative companies in Spain.

**Challenges 2015**

			R&D		
Development of a customer service virtual office in an app.	Promoting and participating in new Smart Water projects. Continuing in other neighbourhoods and areas of Santander.	Continuing to participate in international projects.	<b>SUSTAINABILITY</b>	<b>QUALITY</b>	<b>SMART MANAGEMENT</b>
			Having a car running on biomethane from waste water.	Keeping in operation the first ELAN industrial installation.	Having a smart project management area outside Spain.
			Promoting contact with both internal and external stakeholders.		





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## HR

# 05.01

## Our people: the engine of change

### Our vision

- Encouraging the development of human potential management.
- Strengthening a culture that encourages appropriate measures to improve the organizational climate based on mutual respect and teamwork conditions.
- Ensuring commitment to diversity and gender equality.
- Ensuring a safe and healthy workplace.



Aqualia workers in Abu Dhabi.

MAIN FIGURES	2013		2014
NUMBER OF EMPLOYEES	<b>7,125</b>	↑	<b>7,639</b>
% OPEN-ENDED CONTRACTS	<b>28.26%</b>	↑	<b>28.47%</b>
VOLUNTARY TURNOVER	<b>0.94%</b>	↑	<b>1.19%</b>
% OF WOMEN ON PAYROLL (*)	<b>22.42%</b>	↑	<b>46.40%</b>
TOTAL HOURS OF TRAINING	<b>60,670</b>	↑	<b>63,003</b>
TRAINING HOURS / EMPLOYEE	<b>9.79</b>	↑	<b>10.23</b>
INVESTMENT IN TRAINING	<b>€503,911</b>	↑	<b>538,250.20 €</b>
ACCIDENT FREQUENCY RATE	<b>8.87</b>	↑	<b>11.07</b>
ACCIDENT SEVERITY RATE	<b>0.42</b>	↓	<b>0.35</b>

(\*) In the year 2014 the national and international percentage has been taken into account, while in 2013 the national percentage was taken into account.

In Aqualia people are the main resource. The success of the activity of the company is due to the **professionalism and quality of its workforce** along with its commitment to equal opportunities and professional development.

In order to ensure the smooth running of the organization, the Human Resources area has based its lines of action on a commitment to learning, communication and leadership development for employees.

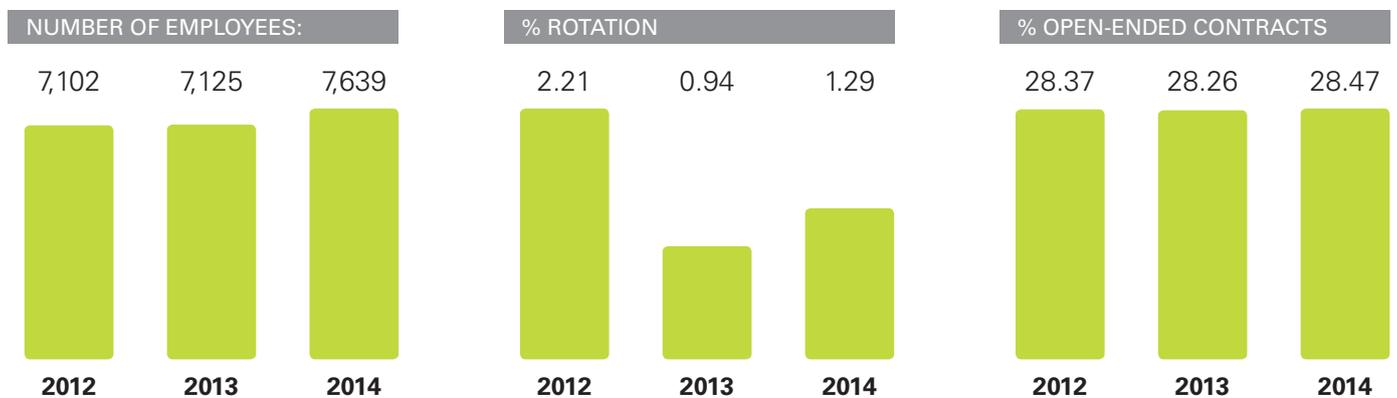
Aqualia is made up of 7,639 people, 7.2% more than the previous year mainly due to the new addition of Conservation and Systems to the water area and contract procurement.

The average age of employees is 43 years, with an average majority of age between 40 and 44 years and an average seniority of 9 years.

The presence abroad is still very important in the turnover of Aqualia, and at present 19.3% of workers (1,474 people) are outside Spain.

Countries with a greater presence abroad are the Czech Republic with 980 workers, Italy with 186 workers and Portugal with 99 workers; other employees are distributed in Mexico (55 workers), Saudi Arabia (40 employees), Algeria (79 employees) and other countries (35 workers) among which are Montenegro, Bosnia, Chile and Uruguay. In Spain there are a total of 6,165 workers.

The number of permanent contracts amount to a total of 2,175 contracts, representing 28.47% of the workforce, higher than the previous year. On the other hand, the voluntary turnover, understood as voluntary resignation from the company has increased slightly to 1.29%, though still much lower than in 2012.



**FIRST PERSON PERSPECTIVE: 17 YEARS WITH US**

*I joined FCC as Chief Accountant in 1998. At that time the Aguas de FCC company, Seragua was very tiny compared to what is now **Aqualia**. We were like a small family.*

*Personally, I reckon the year of the big change was 2004, when I went to take care of Management Control of the City Centre area. I remember those years fondly, because the atmosphere at work was excellent and the relationship between the work mates was brilliant. They were years of hard work, many trips and meetings, where I learned a lot about the business and in which I got to meet many colleagues from different workplaces, most of which were superbly professional and very friendly and hospitable people. The truth is that it is a pleasure to visit the contracts and delegations of Aqualia, as well as receiving excellent treatment and learning a lot, you have a chance to get to know other points of views about the business. Currently, since March 2014, I work in the offices of Las Tablas in Central Services, and for me this has been a very rewarding time period because it is allowing me to see the business as a whole, both nationally and internationally.*

*Since 2000, that kind of "year zero" for what is today Aqualia, business growth has been exponential. These fifteen years have brought many changes, during which we had to go constantly adapting to a dynamic and competitive environment, in order to be able to respond to different challenges that have been arising, which has been increasingly more important. I honestly believe that the work we have performed as Aqualia workers has been very good at all levels, all of us together have ensured that the company has a good standing in its sector, as a benchmark at the global level.*

**Fernando Cerezo Rodero**  
Head of Control and Reporting Management

## Challenges 2014

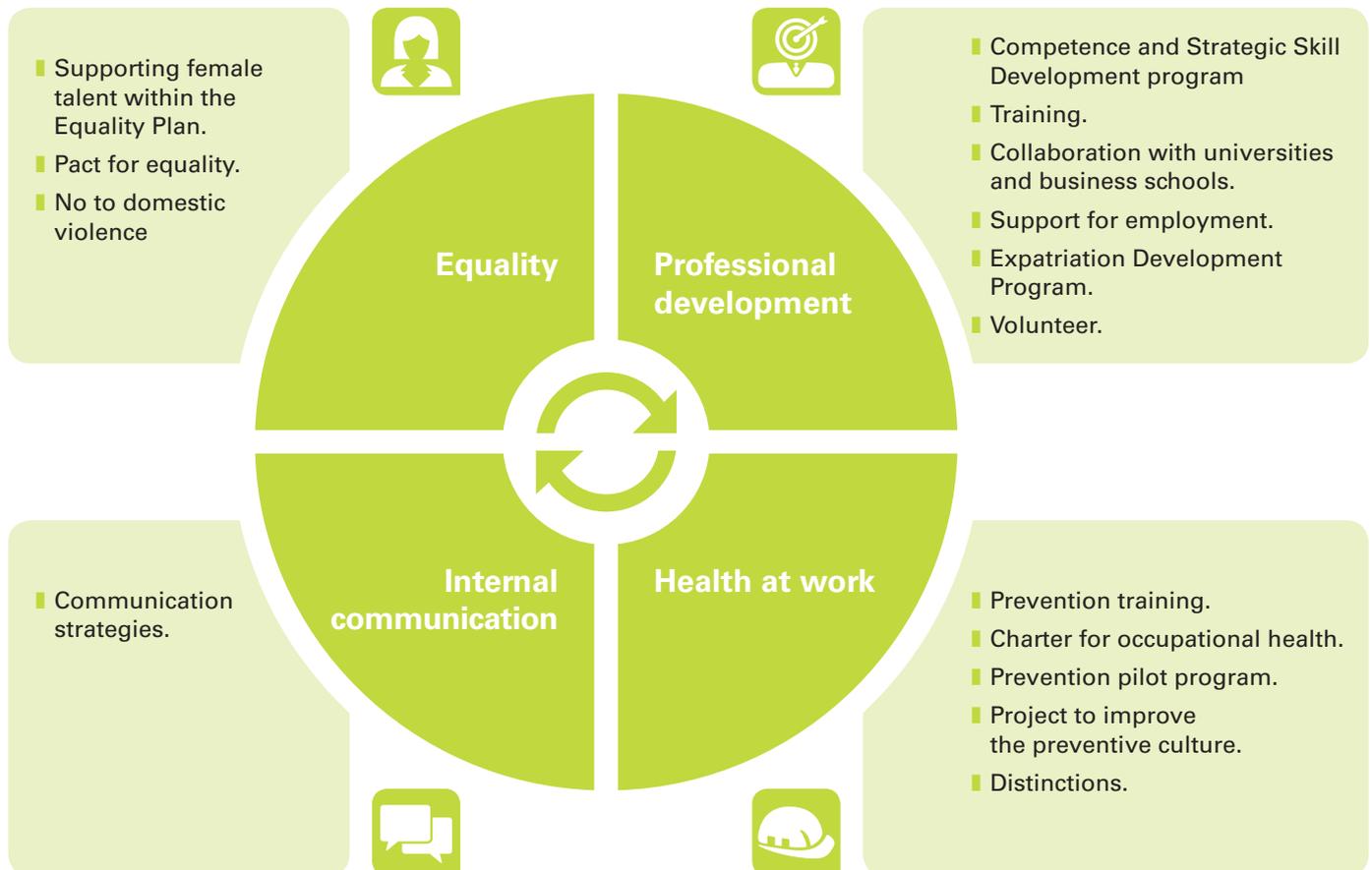
In 2014, Aqualia defined several objectives aimed at improving performance and training programs. Here we can see the degree of compliance:

COMMITMENT 2014	LEVEL OF COMPLIANCE	COMMENTS
Implementing a Competence and Strategic Skill Development program aimed at middle managers.	100%	The program has been implemented, established during 2014 with 36 people divided into 3 groups.
Promoting female talent through the Mentoring Program.	100%	Intended only for women, Aqualia launches the first Mentoring Program in order to boost female talent in the organization. The first program began in May 2014 and has 5 employees mentors and 5 "mentees".
Promoting expatriation through programs promoting the internationalization of the activity.	50%	During 2014 Aqualia has worked on the new Manual of Expatriation.

## Action plans 2014

In order to achieve the objectives, Aqualia has focused its activities on four major areas of work developing specific actions

that have contributed to the improvement of training programs, awareness of equality or accident severity index.



# Equality

Aqualia is strongly committed to equal opportunities at work valuing diversity of nationalities and cultures of the entire workforce and promoting equality between men and women in all areas. This commitment is tangible by promoting various initiatives and programs.

## Supporting female talent within the Equality Plan

Aqualia's Equality Plan, approved in 2010 has led to the implementation of measures aimed at ensuring equality and promoting work-life balance. Among the measures implemented in 2014 we highlight the boost to women's leadership through workshops and the Mentoring Program.

IN 2014, THE MINISTRY OF HEALTH, SOCIAL AFFAIRS AND EQUALITY HAS INFORMED AQUALIA ABOUT GRANTING THE EXTENSION OF THE EQUALITY IN THE COMPANY DISTINCTION.

### WORKSHOPS FOR EQUALITY

Aqualia has developed two practical workshops targeting women and members of the HR department.

These workshops, linked to Equality Plan include development and career progression activities of women in the company, they have formed the participants in communication skills, negotiation and team management. The workshop aimed at HR department has focused on the opportunities from organizational flexibility policies and the incorporation of various groups in positions of responsibility in order to correct any imbalances.



Mentoring Program participants during the "Lead your future" workshop.



At one of the workshops in favour of equality.

**THE FIRST PROGRAM STARTED IN MAY 2014 WITH 5 EMPLOYEES EMPLOYED MENTORS AND 5 "MENTEES"**

### I MENTORING PROGRAM

Directed only to women, the company has launched the first annual **Mentoring Program**, in order to boost the female talent in the organization. Aimed at facilitating the career potential of women in the company, the program is a process of knowledge transfer through which the more experienced person (mentor) teaches, advises, guides and assists in the professional development of the personnel under training (mentee).

The objectives pursued by this program are:

- Contributing to a cultural change in the company with a commitment to gender equality.
- Guiding and facilitating the careers of women identified with potential in Aqualia.
- Transmitting organizational values, know-how, capabilities and skills needed to perform a specific task.
- Recognizing and valuing the talent of mentoring employees.
- Facilitating relations with the people from which they can learn and helping them establish their contact network.

## Pact for equality

Among the actions that are promoted internally include the establishment of measures of organization and flexibility of working time to facilitate the reconciliation of work with personal and family life as well as the balance between men and women in training processes and internal promotion.

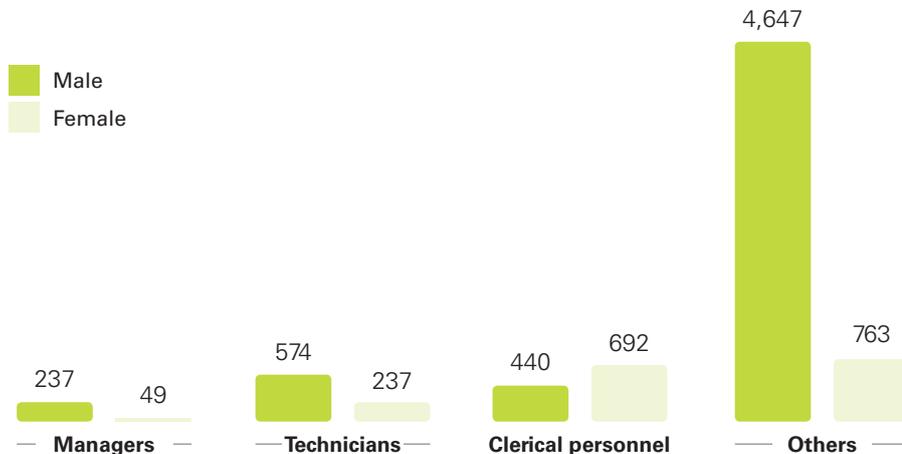
Furthermore, on the occasion of International Women's Day, and as in previous years, Aqualia expressed support and launched a publicity campaign for all employees, recalling the need to stay involved in defending the rights of women and getting to a point in which it will no longer be necessary to remember that equality is not only a right but a fact of society.



HR directors from FCC and major Group companies have signed a collaboration agreement with the Ministry of Health, Social Services and Equality.

HR directors from FCC and major Group companies have signed a collaboration agreement with the Ministry of Health, Social Affairs and Equality. Under this agreement, the commitment to increasing the number of women in managerial positions and on managing committees over the coming years comes to fruition, in order to work towards a better balance of men and women in senior positions within the companies. FCC, head of the Group, has also undertaken to promote in the coming years the balanced participation of men and women on its Board of Directors.

2014 DISTRIBUTION BY GENDER BY PROFESSIONAL CATEGORY



AQUALIA HAS IMPLEMENTED DURING THE 2014 THE SELECTION PROCESS BY COMPETENCE, A METHOD THAT ALLOWS TO MEASURE AND COMPARE THE COMPETENCES OF THE DIFFERENT CANDIDATES ENSURING EQUALITY IN THE SELECTION PROCESSES

## No to domestic violence

Aqualia adds to the commitment to achieving a society free of domestic violence and encourages its employees to participate in various sporting events with the aim of promoting the breakdown of the complicit silence of abuse.

In order to mark the International Day Against Gender Violence, Aqualia launched the "Yo, con-tigo" campaign to raise awareness in society in general and the workforce in particular, on dealing with this problem. The initiative focuses on the Twitter social network where stakeholders have been able to send messages and "selfies" labelled **#FCCAqualiadiceNoalaViolenciadeGénero**.



**#FCCAqualiadiceNoalaViolenciadeGénero**

"Yo, con-tigo" Campaign poster.

In addition, during 2014 Aqualia employees have participated in various sporting events such as “The Women’s Race” (La Carrera de la Mujer) or the “There’s a way out” (Hay Salida) races, their common aim is to convey a message of hope to the victims of this violence and its surroundings and engaging society to make ending domestic violence a common goal towards equality.

COMPANIES LIKE **EMALCSA** (MUNICIPAL WATER COMPANY IN LA CORUÑA) OR SPECIALIZED MAGAZINES SUCH AS **AGUASRESIDUALES.INFO** OR **IAGUA** HAVE PARTICIPATED IN THE INITIATIVE. THIS CAMPAIGN INCLUDED THE PARTICIPATION OF 120 EMPLOYEES FROM AQUALIA



Florence Elisabeth and Fernando Cerezo, a moment before the “There’s a way out” race.

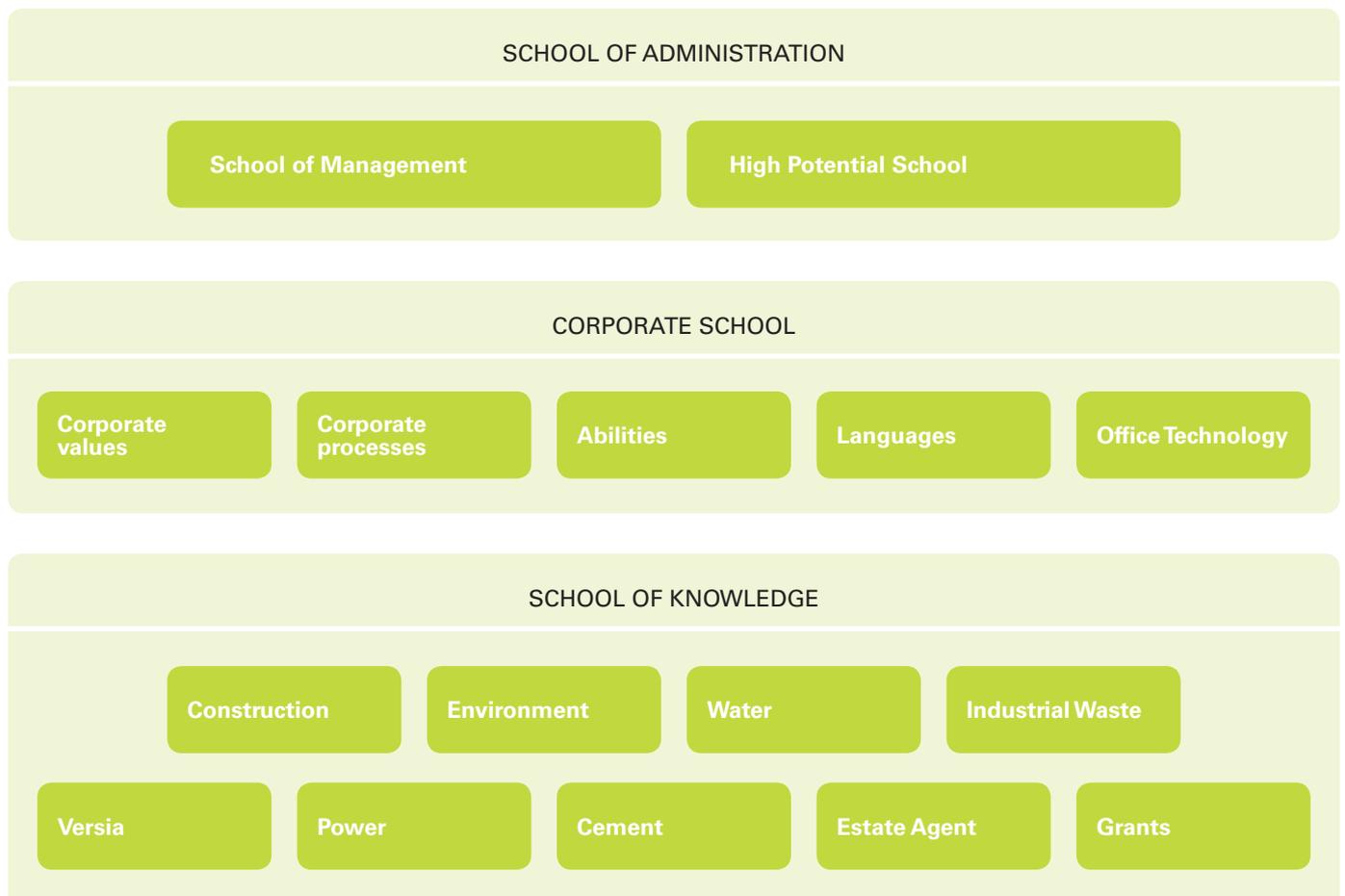
## Professional development

Aqualia promotes the creation of a work environment that promotes the professional and personal development of employees.

### Training

The commitment to training is essential for the professional development of people and to this end the talent of each of the workers is promoted.

Aqualia’s training program, which is available for all areas of the organization, coordinates the training needs and demands of the workforce based on three levels of training:



In the Schools of Management and Corporate Schools training aimed at managers and personnel with high potential and transversal training (values and corporate processes, skills, languages and office technology) is provided. Knowledge Schools

are managed by Aqualia and they impart specific technical training in the water sector as well as specific needs.

General data from the Aqualia Training Plan during 2014:

**398**

COURSES TAUGHT, A 12.75% MORE THAN THE PREVIOUS YEAR

**5,372**

4,287 PARTICIPANTS COMPARED TO THE PREVIOUS YEAR

**63,006**

HOURS OF INSTRUCTION, 3.85% MORE THAN IN 2013

**11.72**

AVERAGE HOURS RECEIVED PER ATTENDEE, 17% LESS THAN THE PREVIOUS YEAR, ALTHOUGH THE HOURS OF TRAINING/EMPLOYEE HAVE INCREASED BY 4.5%, WITH 10.23 HOURS IN 2014

**538,250**

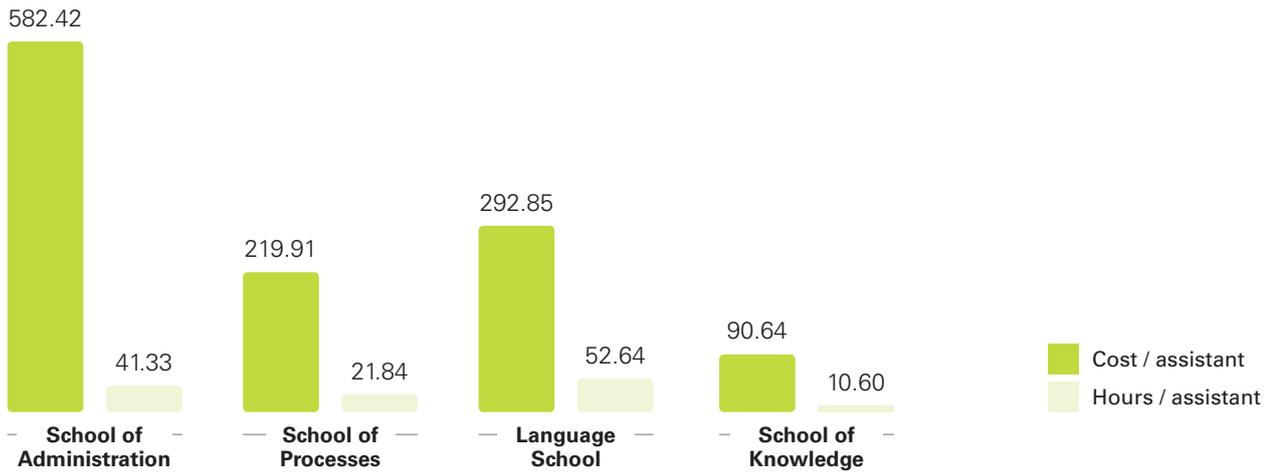
EUROS OF TOTAL INVESTMENT IN PEOPLE TRAINING AND DEVELOPMENT, ALMOST 7% HIGHER THAN 2013

Data only at a national level.

Shorter formations have been boosted during 2014 but have reached to a greater number of employees, thereby increasing the number of training participants by 25% as well as total investment.

THE 70.32% OF AQUALIA'S EMPLOYEES HAVE RECEIVED TRAINING (29.24% WOMEN AND 70.76% MEN).

Training by category and gender 2014	HOURS		No. EMPLOYEES TRAINED		HOURS/EMPLOYEE	
	Female	Male	Female	Male	Female	Male
<b>Managers</b>	60	3,456	5	121	12	28.56
<b>Middle management</b>	3,978	9,097	275	675	14.47	13.48
<b>Technicians</b>	2,552	5,908	205	355	12.45	16.68
<b>Skilled workers</b>	7,286	16,976	787	1,577	9.26	10.76
<b>Low-skilled workers</b>	2,243	11,450	299	1,073	7.50	10.67
<b>Total</b>	16,119	46,887	1,571	3,801	10.26	12.33



### Competence and Strategic Skill Development program

Aqualia has launched the Competence and Strategic Skill Development Plan, aimed at middle managers. The strategic goal is to transform the leadership style, towards a more interactive people management model, that develops and catalyses talent and which reinforces team cohesion using a common language shared by all.

34 PEOPLE DIVIDED INTO 3 GROUPS HAVE BEEN FORMED ALONG 4 SESSIONS AND THROUGH "CONSCIOUS PRACTICAL EXPERIENCE" (EPC)

### Collaboration with universities and business schools.

Aqualia regularly collaborates with universities and business schools as part of its commitment to internal training.

Among the collaborations with Business Schools, the cooperation with the **EOI Business School must be emphasized**, developing, among others, the **Development Program for Management-Women with High Potential**, in which women from the organization have participated. This program's main objective is to prepare pre-executive women to assume management responsibilities of any type and size of company, with a perspective of multidisciplinary training, strengthening the concepts of commitment, effort and responsibility.

Aqualia is also involved in the EOI's itineraries and degrees program through which managers and personnel with potential within the company take on MBA modules to complete the different established itineraries within three years. In 2014 six people completed their respective itineraries receiving the corresponding degree for their programs.



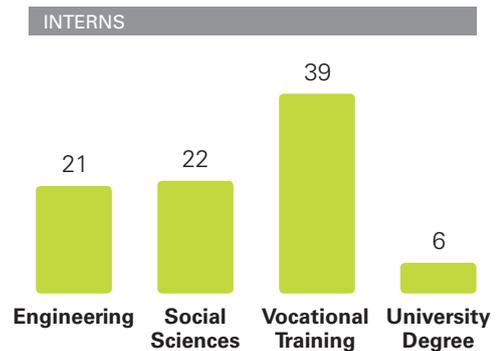
Rocio Santiago, delegate from Huelva - Seville and Maria Induráin, director of Aigües, Lleida along with Lucas Díaz, director of area III and Juan Luis Castillo, director of area II.

THE PARTICIPATION OF WOMEN WITH HIGH POTENTIAL FROM THE FCC GROUP IN THE EOI PROGRAM IS PART OF THE GRANTS FOR EMPLOYEE GRADUATE TRAINING POLICY

## Support for employment

Aqualia promotes employment thanks to the agreements signed with different organizations including universities and Vocational Training Centres for the development of professional practices of Vocational Training Qualifications, University Degrees and Master Degrees.

**DURING 2014, A TOTAL OF 98 PEOPLE HAVE BENEFITED FROM THE SCHOLARSHIP PROGRAM**



### FIRST PERSON PERSPECTIVE: *FIRST YEAR WITH US*

*After my studies I had the opportunity to join as an intern in the department of selection, training and development of the Central Services of Aqualia.*

*At first I felt insecure, I had joined a very important company, very large, with many names and things to learn, but from the very beginning my colleagues treated me like one of the team and I felt very welcomed.*

*I made the most of my time as an intern and by the end of the scholarship I received the pleasant surprise of being offered a job. Now, after nearly a year in the company, my experience cannot be more positive.*

*From this time period I would highlight both my professional and personal growth, I've been very fortunate to enjoy the support of the people in my department, which teach me every day and help me to advance the field of Human Resources.*

*I would also highlight the good work environment around me, all my workmates have made me feel very comfortable and have made everything easier for me.*

*I continue to learn every day and I feel enthusiastic and a motivated for everything I do. I am very happy to have had this opportunity and join **Aqualia's** team.*

#### **María Almeida Camus**

Selection, training and development technician

## Expatriation Development Program

Aqualia develops an Expatriation Development Program, with a business global and strategic vision. This program helps people to integrate in destination countries, encouraging their motivation, training and reception during expatriation.

**DURING 2014, THE COMPANY HAS WORKED ON THE NEW MANUAL OF EXPATRIATION THAT WILL BE AVAILABLE THROUGHOUT 2015**

## Volunteering

The FCC Group is developing a Volunteer Program to benefit those most in need. The **FCC Volunteer Program** aims to create a solidarity network, consisting of people

working in the Group, family and friends, who bring their enthusiasm, knowledge and time to improve the quality of life and welfare of those most in need.

Voluntary activities are focused on the needs expressed by the residences mainly consisting of accompanying walks, workshops, congresses, birthday parties and holiday celebrations. Volunteers can organize, in collaboration with the heads of the centres, all kinds of workshops deemed appropriate for entertainment and skill training of residents, as well as participate and assist in the activities already designed by the schools themselves.

## Internal communication

Aqualia's internal communication is an instrument of particular value to facilitate work and promote employee confidence.

The company develops different communication strategies ranging from the more traditional meetings, e-mail, dialogue through the web or face to face to more specific ones as the organization's Intranet.

Some of the most important communication initiatives have been as follows:

- **Approach to the Steering Committee decisions towards all employees.** After the monthly meetings of the Steering Committee, decisions are accessible from the corporate Intranet and all employees can access the site and learn about the content of the meetings.

- **Publishing of the FCC's magazine entitled "Red de Comunicación",** with a space for Group employees, which is available both on the Intranet and on the web. Aqualia appears as the protagonist in several issues with information related to the company or its employees. The publication echoes events in which the organization is present and employees may submit reports, interviews, articles and all the news that give value to their work.

- **Creating Aqualia's communication forums,** where issues of vital importance to the organization are analysed.



Home of the Caltaqua's website.

- **Launch of the new Caltaqua website,** the company operating in the Sicilian province of Caltanissetta, not only focuses on communication with the outside but includes an Intranet for employees aiming to provide more transparent information to their workers.



Participants in the Aqualia Communication Forum.

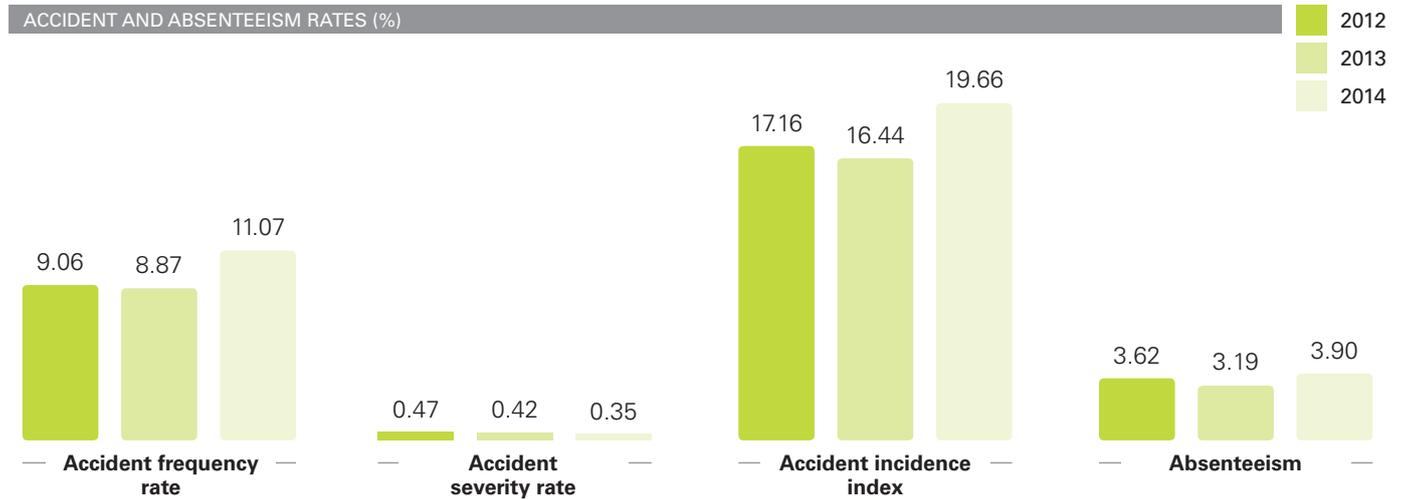


Cover of FCC Communication Network magazine.

# Health at work

In occupational health, Aqualia has a System of Occupational Hazards aimed at ensuring the safety and health of workers and establishes the necessary measures to comply with current legislation measures. The company's main objective is creating awareness and training employees so they make a common effort in compliance with all established procedures.

During 2014, the organization has continued to carry out specific actions to reinforce this commitment, and although there has been a slight increase in the accident rate, the seriousness of accidents has been reduced compared to previous years.

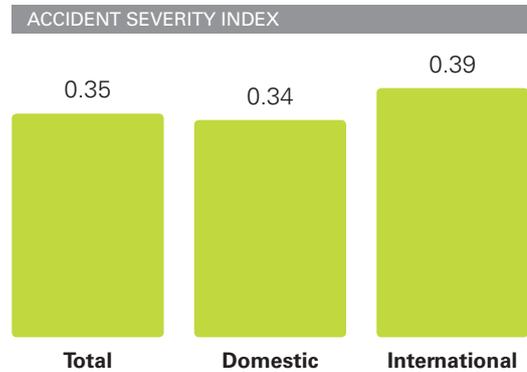
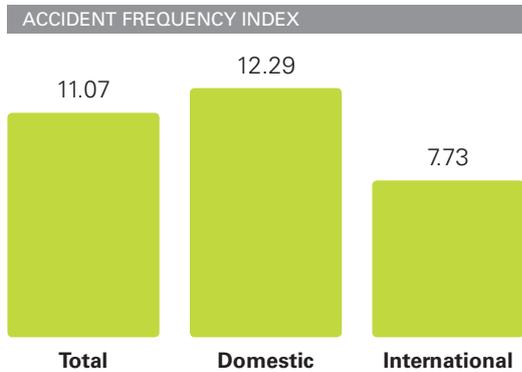


Accident frequency rate: number of work accidents occurring per million hours worked.

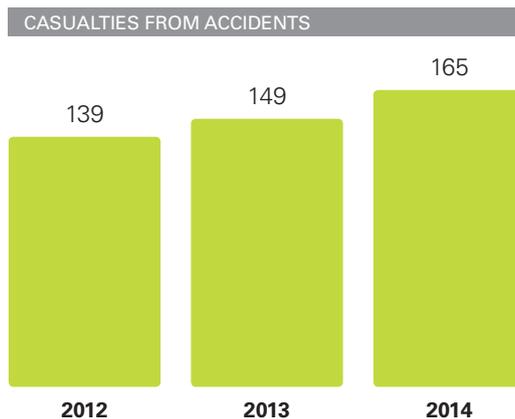
Accident severity rate: number of working days lost due to accidents per thousand hours worked.

Incidence rate of accidents at work: number of accidents per thousand people exposed.

Absenteeism: total hours lost in relation to the total hours worked.



The data frequency and severity of accidents and absenteeism do not include commuting accidents.



The increase in the accident rate has resulted in a greater number of casualties by accident. Currently, Aqualia has launched specific actions to reduce this ratio.

### Prevention training

The training of employees on safety and health is a cornerstone in the prevention of accidents.

In this sense, an **Awareness and Training Plan** is launched each year, which is specific to train and educate employees on the importance of risk prevention and how to achieve that proper management is a fundamental value in the employees' day to day activities.

Among the most important actions taken during 2014 to improve safety and health of workers are:



Group of employees from Almería during one of the talks of the "Five minutes for your safety today" program.

IN 2014, 109 COURSES AND 19,635 WERE GIVEN ON PREVENTION TO A TOTAL OF 1,714 STUDENTS. THIS TRAINING HAS HAD A COST OF €143,321

The initiative **"Five minutes for your safety today"** must also be mentioned, where a five-minute talk program has been launched that includes warnings and guidance to build a strong safety culture, given before the start of the daily work. With

them, hazards in the workplace and the importance of obeying the rules and safety procedures are remembered.

### Charter for occupational health

Aqualia and the major trade unions in the sector have signed an agreement for the launch of a new culture of prevention and promoting information and awareness campaigns for all workers. The aim of this initiative is to raise safety and health levels of workers, beyond strict compliance with legislation, thus constituting a real commitment from the company to its workers.

The actions resulting from this charter are carried out through the creation of a working group.



Aqualia and the major Trade Unions of the sector, UGT and CCOO, sign an agreement for the launch of a Occupational Health Charter in the company.

THE WORKING GROUP APPROVES VARIOUS INITIATIVES, AMONG WHICH ARE: GREATER COMMITMENT TO BROADCAST THE CONTENTS OF THE CHARTER AMONG ALL EMPLOYEES, THE TRANSMISSION TO ALL WORKERS OF THE ADVANTAGES OF COMMUNICATING ANY INCIDENTS THAT OCCUR DURING WORKING HOURS OR AWARENESS TO ASSUME THE **"ZERO ACCIDENT"** OBJECTIVE AS A PERSONAL COMMITMENT FROM EVERYONE.

## Prevention pilot program

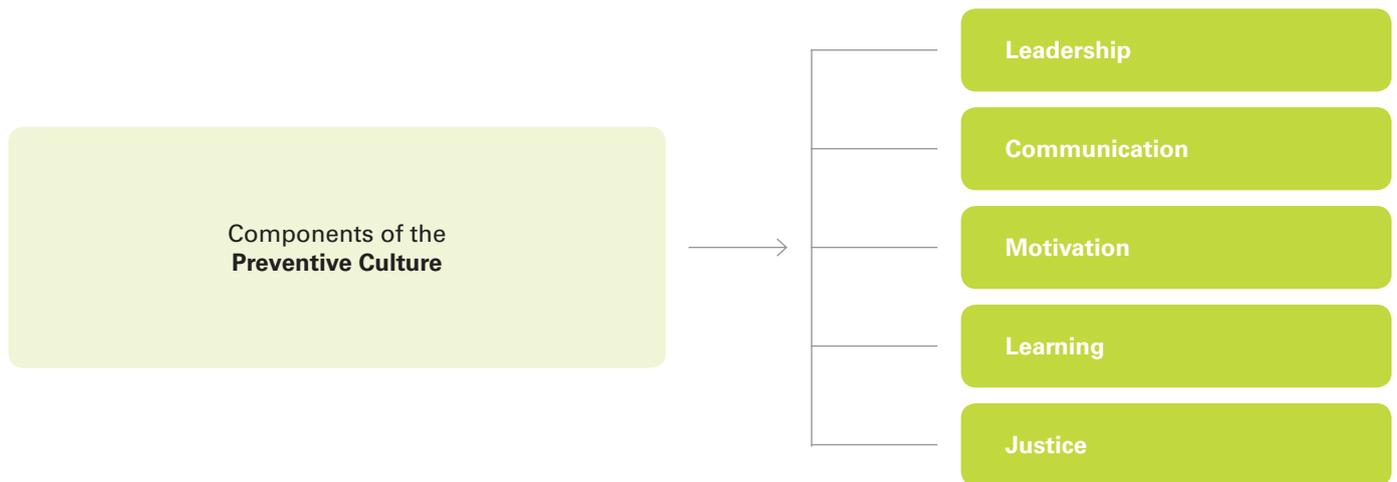
FCC participated in the pilot program on the prevention of alcohol and drug consumption in Lleida, in some cases going further than 32% risk of consumption when it used to be at 2%.

The main objectives are to raise awareness of the effects of alcohol and drugs in the workplace and establishing mechanisms for early detection.

## Project to improve the preventive culture.

In order to develop a **Preventive culture improvement plan**, Aqualia has planned strategies to avoid the costs of non-prevention such as absenteeism,

loss of talent, high turnover, low productivity by substitutions or lost time, expenses for sanctions or loss of reputation, among others.



One of the keys to the success of this **Plan to improve the safety culture** is the evidence-based leadership. This refers to the commitment to safety from Aqualia's management, acting as a role model by getting involved in health and safety activities, communicating to employees the goals and objectives to pursue, motivating and training employees to work in a safe manner, showing concern for their welfare, encouraging personnel to make suggestions for improvements and investigating those accidents or unsafe actions.

on good practices in the workplace, which must be accepted and understood. Employees are also encouraged to report any detected problem without fear of unwarranted punishment.

In order to know the views of the employees regarding occupational safety and health in the workplace and define new improvement actions, Aqualia has raised a number of questions to employees on issues such as commitment, learning and risk awareness.

These actions are complemented by the commitment of workers to work safely on the basis of established work standards. Therefore Aqualia carries out information activities

## Distinction



FCC has delivered the **2nd Year of the Health and Safety Awards**, which is the 1st International Year. It is worth noting a new recognition of the work done by Aqualia professionals in prevention of occupational hazards, materialized in the award received by **Francisco Javier Suárez, Head of Trainasa sewerage in Vigo**.



Aqualia was the first company in the region of Murcia in obtaining the **“Company Committed to the Occupational Health and Safety”** distinction, which was presented by the Ministry of Education, Universities and Employment recognizing good management in the prevention of occupational hazards and health in the workplace, developed by the organization.



In the 3rd Year of the Asepeyo awards for the Best Practices on Prevention, Aqualia has been awarded the second prize for the **“Best Practice for Risk Management”** in relation to the proposal submitted by the company under the title **“Reduction at source the formation of hydrogen sulphide in wastewater facilities”**. This distinction is a recognition of the work done by the company to reduce workplace accidents.

## Challenges 2015

<p><b>Performance evaluation</b> of the degree of effectiveness of the activities and responsibilities of workers.</p>	<p><b>Redefinition of the training process.</b></p>	<p>Organization and selection of training options and <b>career paths of Heads of Service.</b></p>	<p><b>Eliminating the wage gap</b> between men and women.</p>	<p><b>Reduction of temporary contract</b> workers in the area of water.</p>	<p><b>Diagnosis and evaluation of the company's safety culture</b>, as well as the implementation of improvements with the active participation of the "Charter for Occupational Health in Aqualia" internal body.</p>
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# ENVIRONMENT

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## Our vision

- Keeping our commitment to protecting the environment and combating climate change.
- Betting on sustainable development with measures to reduce the environmental impact.
- Efficiently managing all natural resources, especially water.
- Sensitize the public about the importance of responsible water use.

KEY FIGURES (GIA AND SmVaK)	2013		2014
DIRECT CO <sub>2</sub> EMISSIONS	<b>9,191.7</b> TEQ	↑	<b>9,661.9</b> TEQ
INDIRECT CO <sub>2</sub> EMISSIONS	<b>127,601.5</b> TEQ	↑	<b>141,723</b> TEQ
REAGENT CONSUMPTION	<b>28,005</b> TN	↑	<b>30,257</b> TN
NON-HAZARDOUS WASTE	<b>350,939</b> TN	↓	<b>314,201</b> TN
ENERGY CONSUMPTION	<b>1,955,051</b> GJ	↑	<b>2,018,449</b> GJ
RENEWABLE ENERGY CONSUMED	<b>134,141</b> GJ	↓	<b>106,825</b> GJ

Aqualia is aware of the need to integrate its environmental commitment in all daily activities.

Comprehensive water management requires special care and respect for the environment in every one of its stages, from collection, through treatment, to later return to nature.

Therefore, Aqualia has set as its objective the application of the best environmental practices in daily work, pioneering and anticipating developments in the sector, with R&D projects, actions to improve energy efficiency, reduction of the Carbon Footprint and Water Footprint calculation, among others.



## Challenges 2014

From the goals set at the beginning of 2014 by Aqualia, the next following level of compliance has been achieved:

COMMITMENT 2014	LEVEL OF COMPLIANCE	COMMENTS
Increasing the training and responsible water use awareness.	100%	The company has carried out a greater number of training activities aimed at both employees and society in general, and has participated in various forums and information conferences in which the importance of responsible use of water was reflected. (See the Society chapter).
Measuring the Water Footprint of the entire water cycle, as one of the main priorities of the sector, in collaboration with the Complutense University and the Botín Foundation.	100%	Aqualia and the Botín Foundation have collaborated on a study of Water Footprint in Cantabria, which ended in 2014 and whose results will be published in 2015.

## Aqualia environmental management



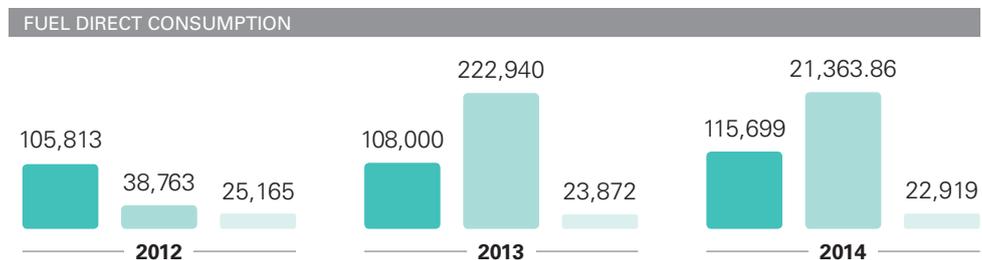
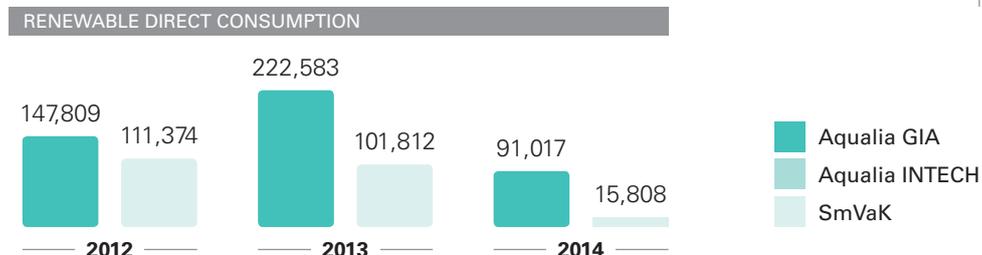
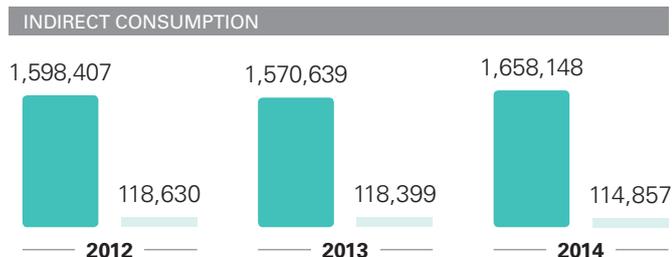
Aerial view of the WWTP Guillarei where the ELAN® process that reduces the energy cost of purification is carried out.

Aqualia has implemented a Global Environmental Management System that evaluates the environmental impacts of its activities. The System also defines specific actions in order to reduce these impacts and maintain a preventive approach that allows to control and optimize the management of resources.

The evolution of the environmental aspects presented in the last three years is as follows:

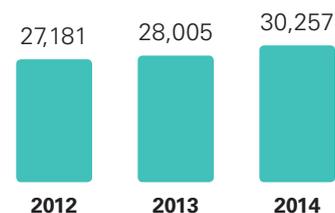
**98% OF THE ACTIVITY OF AQUALIA IS ISO 14001 IMPLEMENTED AND CERTIFIED, AN ENVIRONMENT MANAGEMENT SYSTEM**

## ENERGY (GJ)



## REAGENTS Tn

(GIA Aqualia and SmVaK)

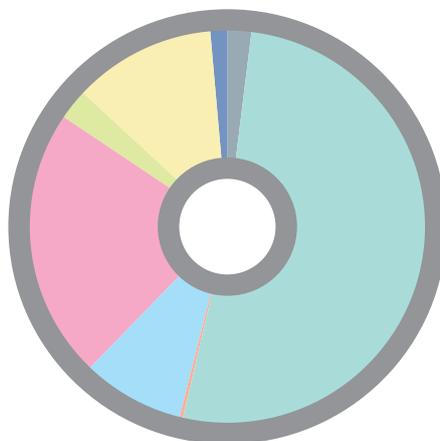


**Note 1.** Indirect energy consumption: electricity, steam or other forms of energy purchased from third parties.

**Note 2.** During the 2014 period Aqualia could not have tools to provide INTECH data consumption.

## COLLECTION

TOTAL SPAIN (GIA + SmVaK)  
**623,756,713 M<sup>3</sup>**

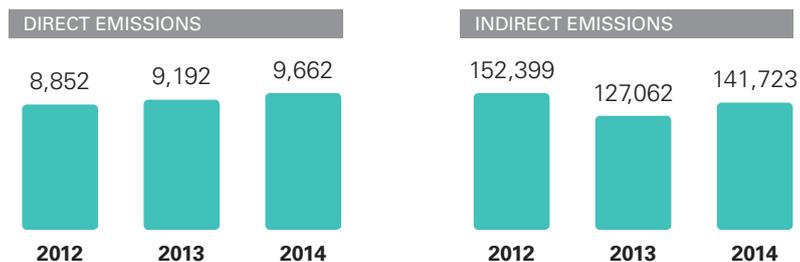


### Spain Breakdown

1.67%	Seawater
51.92%	Reservoir
0.12%	Filtration gallery
8.51%	Natural spring
22.02%	Tube well
2.68%	Dug well
11.66%	River
1.42%	Unspecified

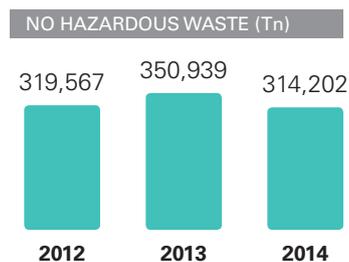
## EMISSIONS (Tn CO<sub>2</sub>)

(GIA Aqualia and SmVaK)



## WASTE

(GIA Aqualia and SmVaK)

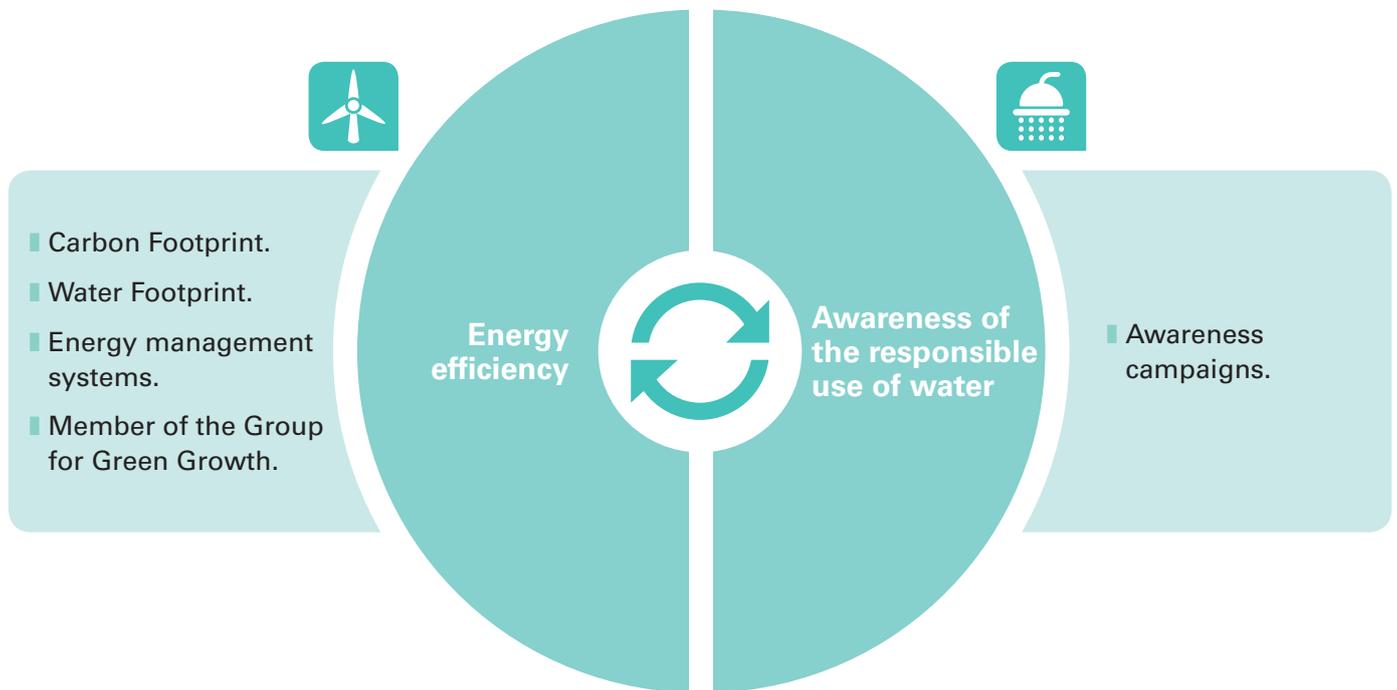


**Note 3.** Changes in direct emissions and direct fuel use in Aqualia INTECH 2013 are due to differences in the data collection system of new centres. INTECH Hazardous waste: 2220 (Tn) and non-hazardous 542,485.8 (Tn)

**Note 4.** During the 2014 period, tools to provide INTECH emissions data have not been available.

## Lines of Action 2014

In 2014, Aqualia has continued to promote initiatives aimed at improving energy efficiency and awareness of responsible water use.



## Energy efficiency

In 2014, there have been several actions aimed at improving efficiency in the use of resources in Aqualia, which have been translated into a qualitative leap in terms of environmental management.

### Carbon Footprint

The company's will to fight against **climate change** is a fact that becomes more relevant every year, and that is evident by the actions aimed at controlling emissions from its activities.

Proof of this is that already in 2013, through Aigües de Lleida, Aqualia became the first Spanish company in the water sector to calculate and verify its carbon footprint.

In 2014 it went a step further and Aqualia Infraestructuras managed successfully to calculate and verify their Carbon Footprint, based on the UNEEN ISO 14064-1: 2012, identifying and quantifying the direct and indirect emissions released into the atmosphere. The study results will be included in the Ministry of Agriculture, Food and Environment (MAGRAMA) in 2015 and will identify new environmental improvements and develop new initiatives aimed at eco-efficient management of resources.

In 2015 calculating the carbon footprint in all activities of Aqualia has been set as a target, which is a very ambitious challenge evidence of its environmental commitment.



Managers from WWTP Lleida along with representatives from the City Hall.

**AQUALIA INFRAESTRUCTURAS HAS SUCCESSFULLY CALCULATED AND VERIFIED ITS WATER ITS CARBON FOOTPRINT**

## Water Footprint

The Water Footprint calculation study conducted in 2014 in order to determine the impact of water consumption in Cantabria has been considered emblematic. In order to carry it out, there has been a specific collaboration between a private company expert in the management of the complete urban water cycle, such as Aqualia, the most familiar foundation in Spain, as is the Botín Foundation, and public universities like the Complutense University, the Polytechnic University of Madrid and the University of Cantabria.

Aqualia considers important to highlight the convenience of using such methodologies and calculations as an increasingly vital and effective tool in water planning of regions and territories, so that managers in the matter have a greater comprehensive knowledge on the hydraulic balance and the actual balance.

The work carried out has shown that water is not only a major natural resource for the region, but also helps to put it in value as an financial and social asset of crucial importance.



Presentation of the study of the Water Footprint and virtual water of Cantabria developed by the Water Observatory of the Botín Foundation with the collaboration of Aqualia and the Government of Cantabria.

**AQUALIA PERFORMED THE FIRST COLLABORATIVE STUDY IN ORDER TO CALCULATE THE WATER FOOTPRINT IN SPAIN, BECOMING A REFERENCE IN THE SECTOR**

THE STUDY TO DETERMINE THE WATER FOOTPRINT WILL PROVIDE MORE EFFICIENT AND SUSTAINABLE WATER SUPPLY OPTIONS TO THE CITIZEN



Presentation of a pioneering study in Spain for energy optimization of the complete water cycle in Alcoy.

## Energy Management System

Aqualia is committed to energy efficiency as one of the pillars for sustainability. Reducing energy consumption directly affects environmental improvement, but also reduces costs for end users. Electricity consumption represents 8% of the service cost.

In 2011, Aqualia initiated the implementation of a Energy Management System under the UNE-EN ISO 50.001:2011 standard, aimed at reducing emissions and improving efficiency of resources. Subsequently, given the good results, deployments in new centres have continued and finally in this 2014 two new locations have been added, Lleida and Aranda del Duero.

By 2015, the company wants to take a final step and get the implementation of a Global Energy Management System throughout all Aqualia, which will further reduce emissions and fuel consumption and a greater control over them.

The main **improvements in energy efficiency made in 2014** in the certified centres are:

CONTRACT	Indicators (notable examples)	Objectives / Improvements (notable examples)	
		Improved contracted rates	Improvements in the design and maintenance of equipment and the purchase/replacement of equipment
LA SOLANA	–	<ul style="list-style-type: none"> <li>Reduction of contracted power in pumps.</li> </ul>	<ul style="list-style-type: none"> <li>Replacing a WWTP raw water pump and 4 WWTP accelerators.</li> </ul>
ARANDA DE DUERO	<ul style="list-style-type: none"> <li>KWh / (BOD5 ELIMINATED) and KWh / (DQO REMOVED): reduction between 25 and 35% in 2014.</li> </ul>	–	–
CD LLANERA	<ul style="list-style-type: none"> <li>Reduction of 9.0% of the EE (kWh) TOTAL CONSUMPTION in 2014.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of power contracted by 33% in 2014.</li> </ul>	<ul style="list-style-type: none"> <li>Replacing halogen by LED bulbs and fluorescent tubes replacing low consumption light bulbs.</li> </ul>
DÉNIA	–	<ul style="list-style-type: none"> <li>Reduction of contracted power in pumps.</li> </ul>	<ul style="list-style-type: none"> <li>Installation of three new pumps and shifter.</li> </ul>
ALCOY	–	–	<ul style="list-style-type: none"> <li>Well pump replacement for another model for greater efficiency and performance.</li> <li>Renewal of transformer.</li> </ul>
LLEIDA (SERVICE)	<ul style="list-style-type: none"> <li>Reduction of 9.5% of the EE (kWh) TOTAL CONSUMPTION.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of contracted power in pumps.</li> </ul>	<ul style="list-style-type: none"> <li>Change of fluorescent lights for leds.</li> <li>Installation of thermostats in office.</li> <li>Installation of new electrical box in offices with consumption totalizer per plant and per concept (cold/hot air, light and pcs).</li> </ul>
EDAR LLEIDA	<ul style="list-style-type: none"> <li>BOD5 KWh / kg eliminated in the reactors: reduction of 40% in 2014.</li> <li>KWh / kg KWh / kg eliminated in the reactors: reduction of 75% in 2014.</li> </ul>	–	<ul style="list-style-type: none"> <li>Internal ventilation and recirculation management in the bioreactor.</li> <li>Replacement of the service water tank stirrer.</li> </ul>

The participation of the company's pioneering study in Spain "Joint optimization of water use and energy" is worth noting, conducted by researchers from the Technological Water Institute (ITA) and the Aqualia team in Alcoy.

This study has highlighted Aqualia's outstanding management carried out locally as one of the keys that explains the efficiency of the municipal water service on energy.

### Aqualia, member of the Group for Green Growth

Aqualia has joined the Spanish Green Growth Group, an initiative that emerged in 2013 in the framework of the European Union that brings together companies involved in the fight against climate change.

One of the challenges for the Green Growth Group is to promote the participation of companies in order to advance together towards a sustainable growth, recognizing the important role of renewable energies, energy efficiency and other sustainable technologies. It also advocates for a rapid and robust implementation of a Market Stability Reserve to provide the necessary push to invest in efficient low carbon economy.

One of the great interests of the Green Growth Group is to ask the European Commission to implement as soon as possible, the 2030 package, which includes legislative proposals in the European Emissions Trading System (ETS) and effort distribution in the non-traded sector, LULUCF (land use, changing land use and forestry) and transportation emissions. It also takes account of the review of energy efficiency targets of the Europe 2020 strategy.

## Awareness of the responsible use of water

Aqualia understands that part of its responsibility to society is to contribute to a more responsible use of water. This commitment is only possible through constant awareness that reaches every citizen through as many means as possible.

To this end, the organization has implemented and works on multiple projects and initiatives that contribute their bit to this important task that is the responsibility of all: conferences, forums, educational materials, contests...



A moment of exposure of José V. Colomina, head of Aqualia Management Unit during the "The necessary efficiency of water management in arid areas" conference, organized by the *La Voz de Almería* newspaper.

### Initiatives on World Water Day

The involvement of the company to raise awareness is not only to the outside, but there is a clear interest among the workers themselves to take care of water and the environment.

Coinciding with the celebration of World Water Day, employees have participated in events designed to actively engage with local groups and communities. Activities in Lleida, Oviedo, Badajoz, Ibiza, Santander, Rota and Vigo were carried out, always with an view to finding and achieving maximum sustainability, in addition to providing their views on the future of R&D in the sector, or the work carried out by the company in the different municipalities to ensure water quality and to offer a friendly and personal service.

### SUCCESSFUL LAUNCH OF THE PHOTO CONTEST IN BADAJOZ IN CELEBRATION OF WORLD WATER DAY



Photo Contest Poster in Badajoz.



Example of the message included in the bills.

A different way of raising public awareness is by using messages and advice with respect to water consumption in their own utility bills, a measure already established and which has been well received among customers.

The bills include not only regular billing information, but also show data considered relevant to the customer, seeking to raise awareness for responsible use of water as a limited, vulnerable and necessary natural resource for life.

## Challenges 2015

Calculating and verifying the carbon footprint in all of Aqualia's activities.

Implementation and certification of an Energy Efficiency System, based on the UNE-EN ISO 5000 : 2011 in all Aqualia.

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# SOCIETY

## Our vision

- Integrating social commitment in all business decisions.
- Contributing to the development of the municipalities where it operates.
- Employee involvement in social causes through participation in sporting, cultural and educational activities.

MAIN FIGURES	2013		2014
INVESTMENT IN SOCIAL ACTIVITIES	€ 387,968	↑	€ 416,700
COOPERATION IN SPORT ACTIVITIES	€ 31,940	↑	€ 71,105
COLLABORATION WITH UNIVERSITIES	€ 8,200	=	€ 8,200

Currently, the overall water consumption is doubling every 20 years and the UN estimates that demand will exceed supply by more than 30% in 2040. This scenario is a major challenge for humanity and for the companies that manage water.

Aqualia assumes this task and wants for the social and environmental component of the work to be done daily. In order to do this, the company is involved in the places where it operates actively contributing to its development and sustainability.

## Challenges 2014

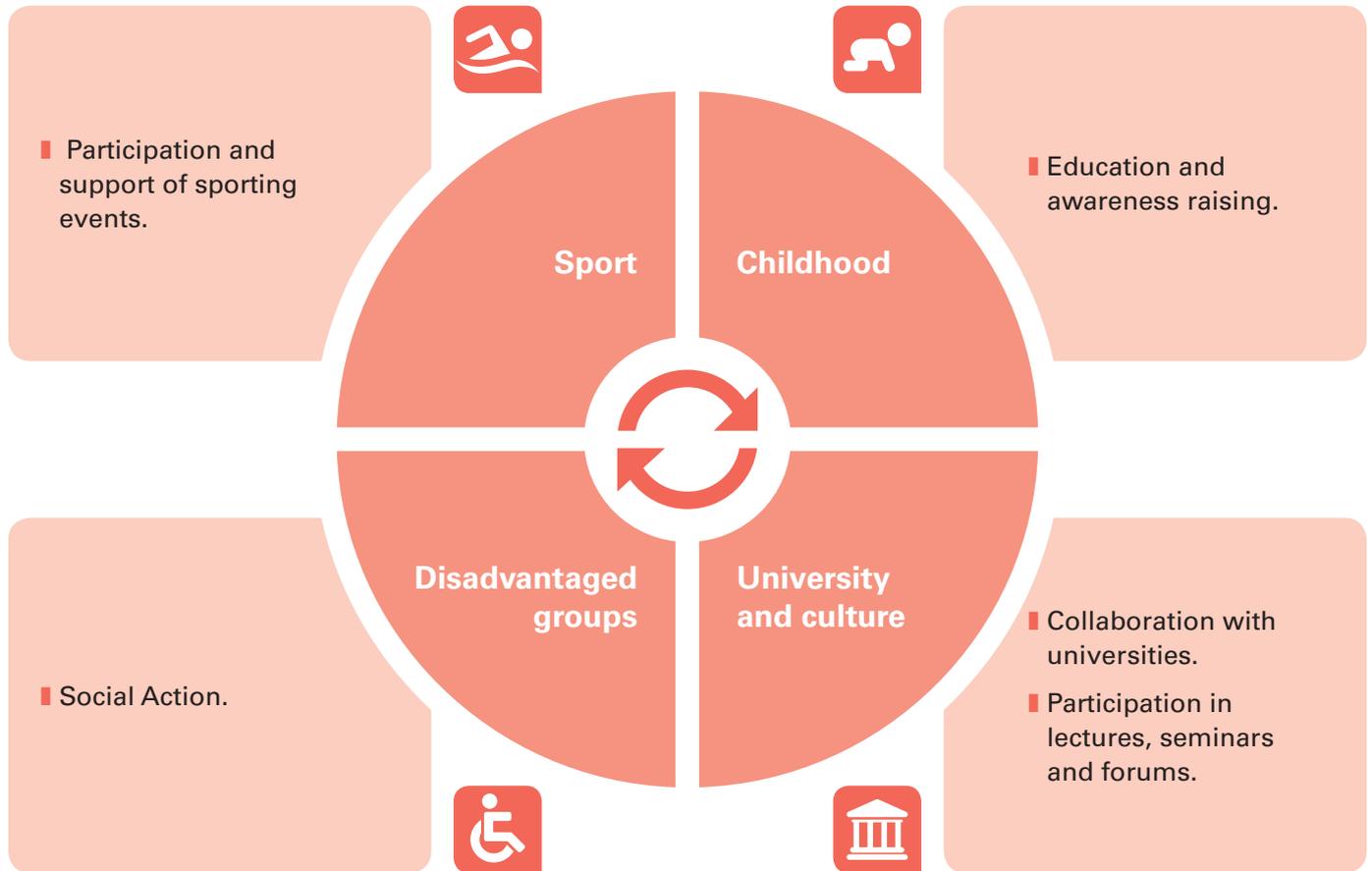
In 2014, Aqualia defined several objectives aimed at improving their social commitment. The degree of compliance is described below:

COMMITMENT 2014	LEVEL OF COMPLIANCE	COMMENTS
Supporting new social projects (NGOs, associations...) in response to the stakeholders.	100%	It has collaborated with various associations and organizations, especially in projects that meet the needs of the most disadvantaged.
Strengthening the support and collaboration with universities.	100%	It has collaborated with several universities among them, the Rey Juan Carlos University and the International University Menéndez Pelayo, among others.
Signing a collaboration agreement with the University of Cantabria and the Santander City Council for the development of a R&D program for the complete water cycle management implementation strategy in the city of Santander from the Innovation Master Plan entitled "SMART SANTANDER CITY".	100%	An agreement has been signed that will enable to continue taking steps towards the complete management of the city of Santander services to contribute to the development of "Smart City". (More information in the innovation section).

# Lines of Action 2014

Aqualia has focused its efforts on four lines of action that take water as the backbone. The company has strengthened actions in the field of **culture, sports, children**, one of the most

vulnerable groups, and has also been linked to projects for the **underprivileged** and local communities.



Peque-artistas contest winners for children and grandchildren of employees.

## Sport

El deporte ejerce un papel importante en la difusión y concienciación de valores sociales como la salud, el esfuerzo, el trabajo en equipo o el respeto, aspectos fundamentales para construir una sociedad mejor. Por esta razón, Aqualia apoya multitud de eventos y actividades deportivas, mediante la organización, la participación activa de empleados y la aportación de fondos y/o materiales.

### Participation and support of sporting events.

For another year, Aqualia has organized the **Intercentre Swimming Championship**, where 130 participants have gathered in the town of Villena for its 5th year. Participants enjoyed a great day of living together and sportsmanship. This initiative is a support to local sport, joining other actions taken, such as supporting the **Badajoz Memorial Basketball Tournament** with the Badajoz City Council, in order to promote the sport among young people.

One of the most important collaborations during 2014 has been to support the Association for the Promotion of Seville Abroad (APPES), for the promotion, organization and implementation of **a phase of the FIBA Basketball Spain World Cup 2014**, its headquarters were in Seville.

The fight against domestic violence has been one of the most important issues addressed at sporting events sponsored by the organization and in which its employees have been proactively engaged. The **"There's a way out" (Hay Salida)**, race stands out, which is held every year in Madrid, where 4,000 runners participated, including employees of the company, the **"Free Yoga" initiative**, which gave employees the opportunity to attend an outdoor yoga master class and **"The Women's Race"**, the largest women's event in Europe designed by and for women. On the other hand, and thanks to Aqualia employees with cycling

as a common hobby, the organization's label was carried over **750 km of the Camino de Santiago**, which was covered in 8 days.



Intercentre swimming championship.



Aqualia's employees conducted 750 km of the Camino de Santiago by bike.

## Childhood

The smallest ones are the Centre focused on Many Activities organized by Aqualia, many of them in order to raise awareness on the importance of using water responsibly and effectively.

During 2014, the company organized various informative talks, drawing competitions, educational tours and sports activities that contribute to the education and awareness of children.



Event with children of Ibiza.



Awards ceremony of the international children's drawing contest in Vigo.



200 4th year Primary pupils have visited the Vallehermoso reservoir, the WTC and the WWTP managed by the company. In addition to tours, the agreement includes other activities such as the Children's International Drawing Contest, the annual Congress on complete water cycle and the photo exhibition in the City Hall of children participating in "The Journey of Water".

Another clear example of educational activities is **"The educational classroom"** which Aguas y Servicios, now a Company, the majority of whose shares are held by Aqualia, about the schools of the Costa Tropical. The need for care and respect for the environment and responsible use of this scarce and precious resource as water is have been the main messages conveyed to more than 45 schools in the area. 2,726 students have participated in discussions of the complete water cycle and the premises of Motril-Salobreña and Almuñécar have been visited by 689 pupils.



### CONNECTED WITH PORTUGAL'S CHILDREN

Aqualia's collaboration with children's participation in events are part of its growth strategy in Portugal, based on a brand highly involved with local, social and environmental values, choosing children as public key.

Fundao celebrated Children's Day with numerous outdoor entertainment and education activities with local students which attracted more than 600 young people. In turn, La Feria

Escolar in Elvas, has enjoyed the participation of more than 2,000 children that has conveyed the young the importance of such a valuable resource as water.



### EDUCATION AND AWARENESS OF CHILDREN THROUGH TELEVISION AND THE WEB

Permanently, the organization has a place in its <http://www.aqualia.es/infantil/index.html> website aimed at children.

For children who want to continue to deepen in a fun and dynamic way into all the concepts that encompass the complete water cycle, there is available an interactive and information space on the Aqualia website. This space aims to get to know water and raise awareness on sensible consumption by playing and learning through interactive games and puzzles.

Games include "Water at home" and "Hidrokid", in which children role play different situations they will have to face for a responsible use of water.

Furthermore, in Lleida, the successful children's television program promoted by the Municipality continues one year more, where the little ones are the focus of many activities organized by Aqualia. This initiative is part of Aqualia's strategy for a strong local and social engagement.

## University and culture

Aqualia's responsibility to society is also reflected in the various activities and cultural events promoted or organized from the

company and the participation in forums and seminars and collaboration with different schools and universities.

### Collaboration with universities

Linked to its Social Policy, Aqualia collaborates with universities in order to promote responsible use of water. There were several notable collaborations in 2014:



Participation in the International Congress of bioelectric energies, Universidad de Alcalá.

Aqualia has collaborated with the **Rey Juan Carlos University** in the **1st Meeting for Human Rights** held in 2014 and aims to inform, educate and convey a future message on the Universal Declaration of Human Rights. Human Rights defenders worldwide highlighted the importance of promoting initiatives that affect their defence both from the university and from the company. In the same vein, they also participated in the **2nd Company Meeting and Human Rights** in which the guidelines for the National Plan for Business and Human Rights have been hosted.

The **Menéndez Pelayo International University** has been in collaboration with Aqualia during 2014 in different projects such as the 4th Year of **"Smart Cities and Innovation in Services"**; presenting the company as an expert in projects related to Smart Cities. This fourth year tried to update the Smart Cities's vision, focusing on the services provided to citizens, technologies that facilitate optimal management and the transformation of cities into Smart Cities. In turn, the company has collaborated one more year with the University in the summer courses through the **"Business and sustainable development, sectoral approach"** session within the "Post 2015 Development Agenda and the Private Sector" course.

Aqualia has participated in the International Congress on Bioelectric Technologies, EU-ISMET 2014, held at the Faculty of Financials and Business at the **University of Alcalá**. The event was attended by 250 people, among them six company delegates.

Aqualia is also part of the board and the scientific council of **IMDEA Agua**, an initiative of the Community of Madrid aimed to research and innovation in the water sector, which has as one of its primary tasks the training of scientists and professionals through the organization and collaboration in doctoral programs, masters and various courses.

### AQUALIA GAVE THE "SMART WATER, FROM THE PERSPECTIVE OF THE CITIZEN" PRESENTATION AND PARTICIPATED IN THE "TECHNOLOGY AND SERVICES FOR A BETTER CITY" ROUNDTABLE



A moment of the round table held at the "The future of water regulation in Spain" seminar, at the Polytechnic University of Valencia (UPV).

## Participation in forums and seminars.

Aqualia has participated and organized various addresses, seminars, forums and training activities related to water

management aimed at promoting culture and to reach different groups the importance of this resource:



For the third consecutive year, Aqualia's personnel has provided a technical address on water supply and sanitation, as well as technological innovations implemented in the management of sewage, aimed at pupils from "Building Projects" and "Development of Urban Planning Projects and Topographical Operations" Higher Level Training Cycles from Oviedo.



The company collaborated with the city of Oviedo in 2014, sponsoring the **XXVII National Chemistry Olympics** which aims to encourage students in the pursuit of excellence in their areas. In this program all public and private school centres wishing to do so participate, all universities and the two associations representing more than 15,000 chemists in the relevant sector.



Aqualia has made available to Environmental Health students and from other qualifications facilities in Oviedo to carry out experiments in the laboratory. Through this initiative, students enjoy a learning experience in a highly skilled environment.



Aqualia and FCC Environment have sponsored the **1st Forum of the cities** with the participation of over 50 representatives of municipalities from Spain and Latin America who discussed the future of the city and its services through the exchange of good urban practices.



The *Expansion* newspaper and Aqualia organized the **"Eurocity: new solutions to new challenges" event**, the protagonists of this event have been the cities of Badajoz and the Portuguese city of Elvas with the signing of a cooperation protocol by which they become Eurocities. This initiative aims to encourage and attract investment to create jobs.

## LINAQUA CELEBRATES 42 YEARS

Linares has hosted the celebration of the 40 years Aqualia has been working in the complete water cycle management in the Jaen town through the **“Linares, the past and present of water”** congress with the collaboration of the Superior Polytechnic School .

Aqualia managers and workers, accompanied by various local and provincial authorities, participated in the Congress that the company held in October 2014 in Linares. A meeting which has served to recognize the work carried out by Linaqua and their workers during the **42 years of** operation the company has been in charge of providing water service in the city.

Linares, at an Andalusia and national levels has been a pioneer city for carrying out the efficient management of water, and for preparing many of the technicians that our company has placed throughout the country and abroad.

### **Andrés Naranjo**

Aqualia's Representative for the provinces of Jaén and Córdoba



Several moments of the “Linares, water past and present” event.

# Disadvantaged groups

## Social Action

Among Aqualia's responsibilities, the obligation to respond to the social needs of the most disadvantaged stand out, actively participating in various initiatives and projects:



A moment of the visit to the desalination of Els Poblets.



The main fountains of Oviedo were dressed in pink to raise awareness and give support about breast cancer.

TARGET GROUP	ACTIONS
DISABLED	FSC Inserta, the employment entity of the ONCE Foundation, has launched the " <b>For a thousand reasons</b> " (Por Mil Razones) campaign, to publicize <a href="http://www.portalento.es">www.portalento.es</a> , its portal for employment and training of people with disabilities. It is for this reason that Aqualia has echoed the campaign among its employees and seeks a positive impact on social inclusion of people with disabilities.
WOMEN	On the occasion of the " <b>Semana Rosa</b> " (Pink Week) against breast cancer, the company adhered to the events organized by the Spanish Association Against Cancer (AECC) and the city of Oviedo dressed in pink the major ornamental fountains of Oviedo.
COLLECTIVE WITHOUT ACCESS TO WATER	Aqualia has been involved with several organizations in the Session on Vulnerable People and Minimum Supplies and organized by the Ombudsman of Andalusia. The participants discussed concrete steps that companies are launching to alleviate the situation of families who can not cope with utility bills.
THE ELDERLY	Aqualia has organized a visit to the Brackish Water Desalination Station (EDAS) of Els Poblets for a group of 30 elderly people in order to raise awareness in situ about quality of the water reaching their homes.

## VOLUNTEERING

The Volunteering Program for the benefit of the ones that need it most developed by the FCC Group deserves special mention.

**The** FCC Volunteer Program **aims to** create a solidarity network, consisting of people working in the Group, family and friends, who bring their enthusiasm, knowledge and time to improve the quality of life and welfare of those most in need.

Voluntary activities are focused mainly on the needs expressed by nursing homes mainly consisting of accompanying walks, workshops, congresses, birthday parties and holiday celebrations. Volunteers can organize, in collaboration with the heads of the centres, all kinds of workshops deemed appropriate for entertainment and skill training of residents, as well as participate and assist in the activities already designed by the schools themselves.

**“RESIDENCE FRIDAYS” IS THE MOST REPRESENTATIVE OF FCC VOLUNTEERS PROGRAM, CONSISTING OF A PLATFORM OF THOUGHT AND DISCUSSION AMONG SPEAKERS AND RESIDENTS BRINGING TOGETHER PERSONALITIES FROM BUSINESS, CULTURE, POLITICS, SCIENCE AND SOCIETY IN GENERAL, WHICH, IN A COMPLETELY ALTRUISTIC MANNER, TRANSMIT AND SHARE THEIR LIFE OR PROFESSIONAL EXPERIENCE WITH RESIDENTS**

## Challenges 2015

1	2	3
Supporting new social projects (NGOs, associations...) in response to the stakeholders.	Strengthening the support and collaboration with universities.	Strengthening support for sporting activities.





# ABOUT THIS REPORT

## 08.01

# About the Corporate Responsibility Report

## About the Corporate Responsibility Report

### Coverage and scope

This is the ninth occasion on which Aqualia releases its Corporate Social Responsibility Report, reporting its sustainability commitments under an financial, social and environmental approach.

For the second consecutive year, the report follows the GRI G4 guidelines. The report is in accordance with the GRI G4 guidelines in its Comprehensive version and has been verified by an independent external entity (Aenor).

The contents included in the report refer to the period between 1st January 2014 and 31st December of that year and cover all activities of Aqualia prioritizing material information, without omitting any relevant information.

All variations in the scope and coverage of information are given in the report in the corresponding section. Aqualia INTECH is discussed throughout the memo, considering that when this concept is mentioned, both industry and infrastructures are referred to.

Similarly, all changes in the formulas used for the calculation of the data provided are reported.

### Substance:

The substance or relevance of the contents of this report has been determined from Aqualia's own analysis and information received from stakeholders through different established channels of communication as explained in the 'Corporate Social Responsibility' section of the report.

Each relevant substantial aspect has been analysed to identify their correspondence with the content and specific indicators of the GRI G4 guide, selecting those sections that really serve the interests of stakeholders and Aqualia's strategy. Additionally, other G4 sections have been voluntarily responded to, that although not being relevant to the organization, they contribute to a greater transparency and understanding of the company's activity.



## GRI G4 CORRESPONDENCE

### MORE RELEVANT ASPECTS

### Appearance

### Section

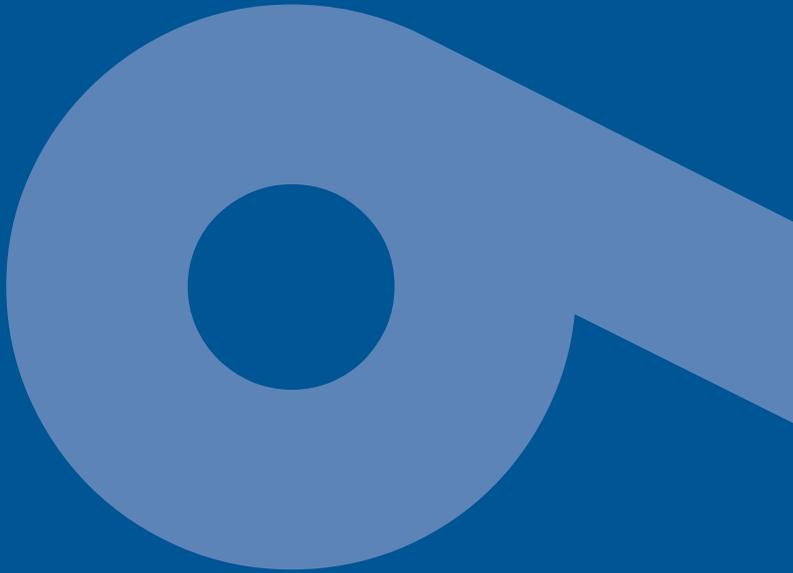
#### EXTERNAL STAKEHOLDERS

<b>Setting Aqualia's strategy.</b>	STRATEGY AND ANALYSIS	G4-1
<b>Dialogue with stakeholders:</b>	PARTICIPATION OF STAKEHOLDERS	G4-17 – G4-23
<b>Objectives and degree of compliance.</b>	STRATEGY AND ANALYSIS	G4-1
	FINANCIAL: FINANCIAL PERFORMANCE.	G4 EC1, EC4
<b>Definition of the company's activity.</b>	ORGANISATION PROFILE	G4-3 –G4-10
<b>Information on social performance.</b>	SOCIETY: local communities.	G4 S01
	FINANCIAL: indirect financial consequences.	G4 EC7

#### EMPLOYEES

<b>Initiatives to improve water quality.</b>	ENVIRONMENTAL: water.	G4 EN8, EN9, EN10
<b>Actions to facilitate professional development.</b>	WORK PRACTICE: training and education.	G4 LA9-11
<b>Improvements in customer service.</b>	PRODUCT	G4 PR5
<b>Measures to ensure equality and diversity.</b>	WORK PRACTICE: diversity and equality.	G4 LA12
<b>Actions to improve occupational health.</b>	WORK PRACTICE: health and safety.	G4 LA6

G4's selected parameters can be identified by blue colours in the GRI's index to this report.





# GRI APPENDIX

- 86 GRI Index
- 101 Verification report
- 102 Facts about Aqualia

## STRATEGY AND ANALYSIS

G4-1	Statement by the main decision-maker of the organization about the importance of sustainability for the organization and its strategy in order to address it.
G4-2	Description of key impacts, risks and opportunities.

## ORGANISATION PROFILE

G4-3	Organisation name.
G4-4	Most important brands, products and services.
G4-5	Location of the organization's headquarters.
G4-6	Indicate in how many countries the organization operates and name the countries where the organization conducts significant operations or have any specific relevance to sustainability issues addressed in the report.
G4-7	Describe the nature of ownership and legal form.
G4-8	Indicate what markets is served from (with a geographical breakdown by sectors and types of customers and recipients).
G4-9	Determine the size of the organization, including: number of employees; number of operations; net sales; capitalization, broken down in terms of debt and equity and quantity of products or services offered.
G4-10	<ul style="list-style-type: none"> <li>▪ Number of employees by work contract and gender.</li> <li>▪ Number of permanent personnel by type of contract and gender.</li> <li>▪ Size of workforce by employees, external workers and gender.</li> <li>▪ Size of the workforce by region and gender.</li> <li>▪ Indicate whether a substantial part of the work of the organization is played by legally recognized self-employed, or people who are not employees or external worker, such as workers and subcontracted employees of contractors.</li> <li>▪ Communicate any significant change in the number of workers.</li> </ul>
G4-11	Percentage of employees covered by collective agreements.
G4-12	Describe the organization's supply chain.
G4-13	Report any significant changes that may have taken place during the reporting period regarding size, structure, shareholding ownership or supply chain of the organization.
G4-14	Indicate how the organization approaches, where appropriate, the precautionary principle.
G4-15	Make a list of letters, principles or other external initiatives of financial, environmental and social nature that the organization has subscribed to or adopted.
G4-16	Make a list of national or international promotion associations and organizations to which the organization belongs and in which it holds a position, participates in projects or committees, makes a significant fund contribution or believes that membership is a strategic decision.

## MATERIAL AND COVERAGE ASPECTS

G4-17	<ul style="list-style-type: none"> <li>▪ Make a list of the entities included in the consolidated financial statements of the organization and other equivalent documents.</li> <li>▪ Indicate if any of the entities included in the consolidated financial statements of the organization and other equivalent documents are not listed in the report.</li> </ul>
G4-18	<ul style="list-style-type: none"> <li>▪ Describe the process followed to determine the Contents of the report and the Coverage of each aspect.</li> <li>▪ Explain how the organization has applied the Principles of preparation of reports to determine the contents of the report.</li> </ul>
G4-19	Make a list of the material aspects that were identified during the process of defining the contents of the report.
G4-20	Indicate the Coverage of each material aspect within the organization.
G4-21	Indicate the limit of each Material aspect outside the organization.
G4-22	Describe the consequences of the restatements of information provided in earlier reports and their causes.
G4-23	Indicate any significant changes in the scope and coverage of every aspect compared to previous reports.

## PARTICIPATION OF STAKEHOLDERS

G4-24	Make a list of stakeholders linked to the organization.
G4-25	Indicate the basis for the election of stakeholders with whom we work.
G4-26	Describe the focus of the organization on the Participation of stakeholders; or indicate whether the participation of a group was specifically made in the process of preparing the report.
G4-27	Point out what key issues and problems have arisen from the participation of stakeholders and describe the assessment made by the organization, among other things throughout its report. Specify which stakeholders raised each of the key issues and problems.

## REPORT PROFILE

G4-28	Period covered by the report.
G4-29	Date of the last report.
G4-30	Reporting cycle.
G4-31	Provide a point of contact to resolve any doubts that may arise regarding the report contents.
G4-32	<ul style="list-style-type: none"> <li>▪ Indicate which option "in accordance" with the Guide has the organization chosen.</li> <li>▪ Facilitate GRI index of the selected option and the reference to the External Verification Report.</li> </ul>
G4-33	<ul style="list-style-type: none"> <li>▪ Describe the policy and practices of the organization with respect to the external verification of the report.</li> <li>▪ If not mentioned in the verification report accompanying the sustainability report, indicate the scope and rationale for external verification.</li> <li>▪ Describe the relationship between the organization and verification suppliers.</li> <li>▪ Indicate whether the highest governing body or senior management have been involved in seeking external assurance for the organization's sustainability reports.</li> </ul>

PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
4, 5 3rd RC's Master Plan <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		SI, 85
4, 5 Corporate Governance Report 2014, 63-65 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094820.pdf</a>		SI, 85
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
The company is called FCC Aqualia, since early 2014.		SI, 85
8-12		SI, 85
Av. del Camino de Santiago, 40 28050 Madrid, España.		SI, 85
13-17		SI, 85
FCC Aqualia S.A. is 100% owned by the FCC Group.		SI, 85
8-18		SI, 85
P. Consolidated Financial Statements September 2014 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf</a>		SI, 85
44, 45, 48 There are no significant differences in the type of recruitment by gender. External and self-employed workers do not represent a significant part of the company, so a control that allows the breakdown by gender is not established.		SI, 85
All employees are subject to collective agreement.		SI, 85
33		SI, 85
No significant change has taken place in 2014.		SI, 85
Corporate Governance Report <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094820.pdf</a> 61-63		SI, 85
FCC Annual Report <a href="http://www.fcc.es">www.fcc.es</a> 3rd RC Master Plan and Ethical code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		SI, 85
10, 18, 19, 37, 75		SI, 85
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
All entities included in the consolidated financial statements contained in the report. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf</a> Anexo 1 pág. 10		SI, 85
82		SI, 85
23, 82		SI, 85
The identified material aspects have been considered for all FCC Aqualia.		SI, 85
Aspects identified as material aspects have been considered by all external stakeholders and for all FCC Aqualia.		SI, 85
Changes in direct and indirect emissions and direct fuel consumption in Aqualia INTECH during 2013 due to differences in data collection systems.		SI, 85
There have been no significant changes.		SI, 85
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
20		SI, 85
20-23		SI, 85
20-23		SI, 85
23, 82		SI, 85
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P. 82, 2014.		SI, 85
P. 82, 2013.		SI, 85
P. 82, Annual.		SI, 85
FCC Aqualia Av. del Camino de Santiago, 40 28050 Madrid, España <a href="http://www.aqualia.es">www.aqualia.es</a>		SI, 85
This report has been verified by AENOR with Comprehensive level, 102.		SI, 85
<ul style="list-style-type: none"> <li>■ This report has been verified by AENOR with Comprehensive level. FCC Aqualia, declares its independence from AENOR.</li> <li>■ This report is also sent to the Plenary of the National Council of Corporate Social Responsibility (CERSE).</li> <li>■ The FCC Aqualia's CSR Committee approves the decisions regarding the report, including verification.</li> </ul> Page 102		SI, 85

**GOVERNMENT**

G4-34	Describe the organization's governance structure, mentioning also the highest governing body committees. Indicate which committees are responsible for making decisions on financial, environmental and social issues.
G4-35	Describe the process by which the highest governing body delegates its authority on senior management and certain employees regarding financial, environmental and social issues.
G4-36	Indicate whether there are executive or responsible positions in the organization regarding financial, environmental and social issues, and if their holders are directly accountable to the highest governing body.
G4-37	Describe the consultation process between stakeholders and the highest governing body on financial, environmental and social issues. If such consultation is delegated, please state on whom it is delegated and describe the processes for exchanging information with the highest governing body.
G4-38	Describe the composition of the supreme governing body and its committees: both executive and non-executive; independence; seniority in the exercise; number of other significant positions and activities, gender; members from under-represented social groups; skills related to financial, environmental and social effects and representation of stakeholders.
G4-39	Indicate if the person who presides over the highest governing body is also in an executive position. If so, describe their executive duties and the reasons for this arrangement.
G4-40	Describe the nomination and selection process of the highest governing body and its committees, as well as the criteria the nomination and selection of members of the former is based upon; among others: if the diversity is taking into account; the independence; the expertise and experience in the financial, environmental and social spheres and if stakeholders are involved and how.
G4-41	Describe the process by which the highest governing body prevents and manages potential conflicts of interest. Indicate whether conflicts of interest are communicated to stakeholders. Indicate at least membership of various boards; shareholding of suppliers and other stakeholders; existence of a control and shareholder and information to disclose about related parties.
G4-42	Describe the functions of the highest governing body and senior management in the development, approval and updating of purpose, values or mission statements, strategies, policies and objectives relating to financial, environmental and social impacts of the organization.
G4-43	Indicate what measures have been taken to develop and improve the collective knowledge of the highest governing body in relation to financial, environmental and social issues.
G4-44	<ul style="list-style-type: none"> <li>Describe the process of evaluating the performance of the highest governing body in relation to the governance of financial, environmental and social issues. Indicate whether the assessment is independent and how often is performed. Indicate whether it is a self-assessment.</li> <li>Describe the measures taken as a result of the performance assessment of the highest governing body in relation to the management of financial, environmental and social issues; among other things, indicate at least whether there have been changes among the members or organizational practices.</li> </ul>
G4-45	<ul style="list-style-type: none"> <li>Describe the function of the highest governing body in the identification and management of impacts, risks and financial, environmental and social opportunities. Also indicate what is role the highest governing body in the application of due diligence processes.</li> <li>Indicate if consultations are carried out with the stakeholders in order to use the work of highest governing body in the identification and management of impacts, risks and financial, environmental and social opportunities.</li> </ul>
G4-46	Describe the function of the highest governing body in the analysis of the effectiveness of risk management processes of the organization with regard to financial, environmental and social issues.
G4-47	Indicate how often the highest governing body analyses financial, environmental and social impacts, risks and opportunities.
G4-48	Indicate which is the committee or the position of greater importance which reviews and approves the sustainability report of the organization and ensures that all material aspects are reflected.
G4-49	Describe the process for transmitting important concerns to the highest governing body.
G4-50	Indicate the nature and number of important concerns that were transmitted to the highest governing body; also describe the mechanisms used to address and evaluate them.
G4-51	<ul style="list-style-type: none"> <li>Describe the compensation policies for the highest governing body and senior management, according to the following types of remuneration: fixed remuneration and variable remuneration; remuneration in shares; bonuses; deferred share units or transferred shares; bonuses or incentives to recruitment; severance pay; refunds; pensions, taking into account the difference between benefit schemes and types of remuneration of the highest governing body, senior management and all other employees.</li> <li>Match the performance criteria affecting the remuneration policy with financial, environmental and social objectives of the highest governing body and senior management.</li> </ul>
G4-52	Describe the processes for determining remuneration. Indicate whether consultants are used to determine remuneration and if they are independent from the management. Indicate any other relationship that such consultants on remuneration may have with the organization.
G4-53	Explain how it is requested and if the opinion of the stakeholders with regard to the remuneration is taken into account, including, where appropriate, the results of voting on policies and proposals related to this issue.
G4-54	Calculate the relationship between the total annual remuneration of the highest paid person in the organization in each country where they carry out significant transactions with the average annual remuneration of all personnel (not counting the best paid person) in the pertinent country.
G4-55	Calculate the percentage increase ratio between the total annual remuneration of the highest paid person in the organization in each country where they carry out significant transactions with the percentage increase of the average annual remuneration of all personnel (not counting the best paid person) in the pertinent country.

**ETHICS AND INTEGRITY**

G4-56	Describe the values, principles, standards and rules of the organization, such as codes of conduct or ethical codes.
G4-57	Describe the internal and external advisory mechanisms towards an ethical and lawful conduct, and issues related to the integrity of the organization, such as helplines or consulting.
G4-58	Describe internal and external complaint mechanisms of unethical or illegal conduct and matters relating to the integrity of the organization, such as stepped notification to managers, whistleblowing mechanisms or hotlines.

**INFORMATION ON MANAGEMENT APPROACH**

G4-DMA	<ul style="list-style-type: none"> <li>State why the issue is material. Point out what impacts make this aspect material.</li> <li>Describe how the organization manages the material aspect or its effects.</li> <li>Facilitate the assessment of management approach, including other mechanisms for evaluating the effectiveness, the results of the evaluation and any related change to the management approach.</li> </ul>
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**G4-EC INDICATORS**

**FINANCIAL PERFORMANCE**

**MANAGEMENT APPROACH: FINANCIAL PERFORMANCE**

G4-EC1	<ul style="list-style-type: none"> <li>Indicate the direct financial value generated and distributed under the accrual basis, taking into account inter alia the basic elements for the international operations of the organization listed below. If the data are presented on cash basis, justify and describe the following basic components: direct financial value generated (income); financial value distributed (operating expenses); salaries and employee benefits; payments to capital suppliers; payments to government (by country, see instructions below); and investments in communities and retained financial value (according to the "Direct financial value generated" minus "Distributed financial value" formula).</li> <li>To better assess local financial impacts, expand the direct generated and distributed financial value by country, region or market, where significant. Explain the criteria that have been used to determine its significance.</li> </ul>
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PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
Corporate Governance Report 2014 17-21 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 17-21, 33-34. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 17-21, 33-34. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Shareholders: Annual General Meeting Employees: channel of communication with HR and the CEO Blog Page 20-23		SI, 85
Corporate Governance Report 2014, 17-21,30-31, 33-34, 47-49. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 17-21, 33-34. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014 30-31 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 30-31, 127-129. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 31, 50-55 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a> / III RC Master Plan <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a> p. 19-23		SI, 85
Corporate Governance Report 2014, 31, 50-55 <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a> P. 19-23		SI, 85
Corporate Governance Report 2014, 34, 50-55. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 50-55 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a> P. 19-23		SI, 85
Corporate Governance Report 2014, 61-63 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 50-55, 61-63. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
President of Aqualia.		SI, 85
Corporate Governance Report 2014, 50-55 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a> P. 20		SI, 85
Corporate Governance Report 2014, 50-55 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a> P. 23		SI, 85
Corporate Governance Report 2014, 28-29 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 28-29 Report annual on the directors' remuneration FCC Group 2-8. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
Corporate Governance Report 2014, 28-29 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a> The General meeting of shareholders approves the budget. P. 20-23		SI, 85
Relationship between the Average Salary of the FCC Group senior management and the average spending on FCC Aqualia's personnel: 13.7.		SI, 85
In 2014 there has been no salary increases.		SI, 85
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
FCC Annual Report 3rd RC Master Plan and Ethical Code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		SI, 85
FCC Ethics Channel and Ethics Code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		SI, 85
FCC Ethics Channel and Ethics Code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		SI, 85
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
20-23		SI, 85
PAGE	OMISSION	EXTERNAL VERIFICATION, PAGE
4-5, 8-9		SI, 85
Consolidated Financial Statements 2014 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf</a> P. 8-9		SI, 85

G4-EC2	<p>Point out what risks and opportunities from climate change could cause significant changes in operations, revenues or expenses. Among others:</p> <ul style="list-style-type: none"> <li>▪ a description of the risk or opportunity and their classification as physical, regulatory or otherwise;</li> <li>▪ a description of the effect related to the risk or opportunity;</li> <li>▪ financial consequences of the risk or opportunity before any action is taken;</li> <li>▪ the methods applied to manage the risk or opportunity; and</li> <li>▪ the cost of the measures taken 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 regular resources, indicate the estimated value thereof.</li> <li>▪ If there is a separate fund to meet the obligations of the benefit plan, indicate: <ul style="list-style-type: none"> <li>• what percentage of the obligations is estimated to cover assets that have been reserved for this purpose;</li> <li>• what is the calculation based on; and when was the calculation made.</li> </ul> </li> <li>▪ If the outsourced fund does not provide complete coverage of obligations, describe the strategy, if any, that the company has taken to move towards complete coverage, and the term, if known, in which the company expects to reach it. Indicate what percentage of wages is provided by the employee and the company.</li> <li>▪ Indicate the level of participation in retirement plans (eg, participation in mandatory or voluntary schemes, regional or national programs or those with a financial impact).</li> </ul>
G4-EC4	<p>Identify the total monetary value of financial assistance that the organization has received from government authorities during the period covered by the report, with information concerning at least: relief and tax credits; subsidies; investment aid, grants for research and development and other relevant types of grants; prize awards; royalty exemptions; exportation financial aid from credit agencies; financial incentives and other financial benefits received or receivable from any government entity in connection with any transaction.</p> <ul style="list-style-type: none"> <li>▪ Breakdown of the above information by country.</li> <li>▪ Indicate if governments are part of the shareholding structure of the organization, and to what degree.</li> </ul>
<b>MANAGEMENT APPROACH: MARKET PRESENCE</b>	
G4-EC5	<ul style="list-style-type: none"> <li>▪ Where the remuneration of a significant percentage of the workforce is based on the minimum wage rules, indicating the relationship between the initial wage by gender compared to local minimum wage in places where significant operations are carried out.</li> <li>▪ Indicate if there is no local minimum wage somewhere with significant operations or if this is variable, by gender. If different minimum wages can be used as a reference, indicate which is being used.</li> <li>▪ Facilitate 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 come from the local community.</li> </ul>
<b>MANAGEMENT APPROACH: INDIRECT FINANCIAL IMPACT</b>	
G4-EC7	<ul style="list-style-type: none"> <li>▪ Indicate to what extent significant investments in infrastructures and the organization's types of services have been developed.</li> <li>▪ Point out what impacts have taken place, or are expected to take place in the local communities and economies. Where appropriate, describe the positive and negative consequences.</li> <li>▪ Indicate whether such investments or such services are commercial, pro bono or in kind.</li> </ul>
G4-EC8	<ul style="list-style-type: none"> <li>▪ Give examples of the significant financial impacts of the organization, both positive and negative.</li> <li>▪ Describe the importance of such impacts from external references and priorities of stakeholders, such as standards, protocols and national and international political agendas.</li> </ul>
<b>MANAGEMENT APPROACH: PROCUREMENT PRACTICES</b>	
G4-EC9	<ul style="list-style-type: none"> <li>▪ Indicate what percentage of the budget for acquisitions in areas with significant operations are intended for local suppliers (e.g., percentage of products and services purchased locally).</li> </ul>
<b>G4-EN</b>	<b>ENVIRONMENTAL PERFORMANCE</b>
<b>MANAGEMENT APPROACH: MATERIALS</b>	
G4-EN1	Indicate the total weight or volume of materials used to produce and pack the main products and services of the organization during the period covered by the report.
G4-EN2	Indicate what percentage of recycled materials was used to manufacture the main products and services of the organization.
<b>MANAGEMENT APPROACH: POWER</b>	
G4-EN3	<ul style="list-style-type: none"> <li>▪ Indicate the total fuel consumption of non-renewable sources, in joules or multiples of joule, and specify the type of fuel.</li> <li>▪ Indicate the total fuel consumption of renewable sources, in joules or multiples of joule, and specify the type of fuel.</li> <li>▪ Give details, in joules, watt-hours or multiples of the following: electricity consumption; heating; refrigeration and steam.</li> <li>▪ Give details, in joules, watt-hours or multiples of the following: electricity, heating, refrigeration and steam sales.</li> </ul>
G4-EN4	Indicate the energy consumption outside the organization in joules or multiples of joule.
G4-EN5	<ul style="list-style-type: none"> <li>▪ Indicate energy intensity.</li> <li>▪ Explain what measurement (the denominator of the fraction) has the organization used to calculate the ratio.</li> <li>▪ Indicate what types of energy are included in the intensity ratio - fuel, electricity, heating, cooling, steam or all of the above.</li> <li>▪ Explain the relationship if one considers the internal and external energy or both.</li> </ul>
G4-EN6	<ul style="list-style-type: none"> <li>▪ Indicate which energy consumption cuts are a direct result of initiatives for conservation and efficiency (in joules or multiples of joule).</li> <li>▪ Indicate what types of energy are included in the reductions - fuel, electricity, heating, cooling or steam.</li> </ul>
G4-EN7	<ul style="list-style-type: none"> <li>▪ Indicate which cuts in the energy requirements of products and services sold have been achieved in the period covered by the report (in joules or multiples of joule).</li> </ul>
<b>MANAGEMENT APPROACH: WATER</b>	
G4-EN8	<ul style="list-style-type: none"> <li>▪ Indicate the total volume of water collection from the following sources: surface water, including water from wetlands, rivers, lakes and oceans; groundwater; rainwater collected and stored directly by the organization; wastewater from another organization; and municipal water supplies or other water companies.</li> </ul>
G4-EN9	<ul style="list-style-type: none"> <li>▪ Indicate the number of water sources have been affected by collection and break them down by type: source size; if the water source is classified or not as a protected area (national or international); value in terms of biodiversity (species diversity and endemism, number of protected species); and value or importance of the source of water for local communities and indigenous peoples.</li> </ul>
<b>G4-EC</b>	<b>INDICATORS</b>
G4-EN10	<ul style="list-style-type: none"> <li>▪ Indicate the total volume of water that the organization has recycled or reused and the total volume that the organisation has recycled and reused, in terms of percentage of total collected water in accordance with the G4-EN8 Indicator.</li> </ul>
<b>MANAGEMENT APPROACH: BIODIVERSITY</b>	
G4-EN11	<p>Provide the following information for operational sites owned, leased, managed, which are adjacent, contain or are located in protected areas and unprotected areas of high biodiversity value: geographic location; subsoil or subsurface soils owned, leased or managed by the organization; location in relation to the protected area (inside, adjacent to or including sections of the protected area) or unprotected area of great value for biodiversity; type of operation (office, manufacturing or production, mining); size of operational site in km2 and biodiversity value based on:</p> <ul style="list-style-type: none"> <li>▪ the attribute of the protected area or the area of high biodiversity value outside the protected area (terrestrial, freshwater or marine water ecosystems); and</li> <li>▪ lists of area protection (for example, UICN67 management categories of protected areas, Ramsar78 Convention, national laws).</li> </ul>
G4-EN12	<p>Describe the nature of the direct and indirect impacts on biodiversity, referring to at least one of the following: construction or utilization of factories, mines and transport infrastructures; pollution (introduction of substances that do not occur naturally in the habitat from specific and diffuse sources); introduction of invasive species, pests and pathogens; reduction of the number of species; habitat conversion; changes in ecological processes outside the natural range of variation (e.g., salinity or changes in groundwater levels).</p> <p>Indicate the direct and indirect, positive and negative significant impacts, referring to the following aspects: affected species; surface of the affected areas; impact duration; and reversible or irreversible nature of those impacts.</p>

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No pension plans available.		SI, 85
Consolidated Financial Statements 2014 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf</a> P. 9		SI, 85
8, 13-17		SI, 85
The starting salary is set by collective agreement for each company in the group without gender differences and is higher than the statutory minimum wage.		SI, 85
100% of senior managers are Spanish. Corporate Governance Report 2014 17-21 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
4-5, 70		SI, 85
Consolidated Financial Statements 2014 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094835.pdf</a> P. 9, 70		SI, 85
9, 23, 70		SI, 85
33		SI, 85
FCC Aqualia does not have a policy of local procurement, although whenever possible 100% of the hiring is from domestic suppliers.		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
60		SI, 85
60, 62		SI, 85
Given the nature of FCC Aqualia's business, the collected or bought water is considered to come from a renewable source. Other consumption is comparatively insignificant. p 62		SI, 85
60		SI, 85
62		SI, 85
60, 62		SI, 85
Energy intensity (GJ/employee) is given by dividing the internal consumption by the number of workers, GIA (6264), SmVaK (980), INTECH (175) <ul style="list-style-type: none"> <li>■ Indirect consumption: FCC Aqualia GIA 264.71 / SmVaK: 117.20</li> <li>■ Renewable Direct consumption: FCC Aqualia: 14.53 / SmVaK: 16.13</li> <li>■ Fuel Direct Consumption: FCC Aqualia: 18.47 / SmVaK: 23.39 / Aqualia Intech: 122</li> </ul>		SI, 85
60, 62-65		SI, 85
64-65		SI, 85
62, 64, 66-67		SI, 85
62		SI, 85
62		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
■ Given the nature of FCC Aqualia's business, the collected or bought water is considered to come from a renewable source. Page 62		SI, 85
62		SI, 85
NOT APPLICABLE		SI, 85
61, 63		SI, 85

G4-EN13	<ul style="list-style-type: none"> <li>Indicate the size and location of all protected or restored habitat areas and indicate whether the success of restoration actions was or is being verified by independent external professionals.</li> <li>Indicate whether partnerships exist with third parties to protect or restore habitat areas other than those where the organization has overseen or implemented restoration or protection measures.</li> <li>Describe the state of the area at the end of the period covered by the report.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> </ul>
G4-EN14	<p>Indicate the number of species on the IUCN Red List and national conservation lists with habitats in areas affected by operations, by level of endangered species:</p> <ul style="list-style-type: none"> <li>critically endangered; in danger; vulnerable; near threatened or lesser concern.</li> </ul>
<b>MANAGEMENT APPROACH: EMISSIONS</b>	
G4-EN15	<ul style="list-style-type: none"> <li>Indicate gross direct GHG emissions (Scope 1) in metric tons of CO2 equivalent, excluding emission trading, that is, purchase, sale or transfer of rights and compensation.</li> <li>Indicate which gases are included in the calculation (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 or all of them).</li> <li>Indicate biogenic CO2 emissions in metric tons of CO2 equivalent, regardless of gross direct GHG emissions (Scope 1).</li> </ul>
G4-EN16	<ul style="list-style-type: none"> <li>Indicate gross indirect GHG emissions (Scope 2) in metric tons of CO2 equivalent, excluding emission trading, that is, purchase, sale or transfer of rights and compensation.</li> </ul>
G4-EN17	<ul style="list-style-type: none"> <li>Indicate any other gross indirect GHG emissions (Scope 3) in metric tons of CO2 equivalent, excluding indirect emissions from electricity generation, heating, cooling and steam that the organization acquires and consumes (these indirect emissions are contained in the G4-EN16 Indicator). Trade allowances should not be considered, that is, the purchase, sale or transfer of rights and compensation.</li> <li>If possible, indicate which gases have been included in the calculation.</li> <li>Indicate biogenic CO2 emissions in metric tons of CO2 equivalent, regardless of other gross indirect GHG emissions (Scope 3).</li> <li>Indicate which other categories of indirect emissions (Scope 3) and activities are included in the calculation.</li> </ul>
G4-EN18	<ul style="list-style-type: none"> <li>Indicate the intensity of GHG emissions.</li> <li>Explain what measurement (the denominator of the fraction) has the organization used to calculate the ratio.</li> <li>Indicate what types of GHG emissions are included in the calculation of the intensity - direct (Scope 1), indirect for power generation (Scope 2) and 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>Point out what reductions of GHG emissions are a direct result of initiatives to that end (in metric tons of CO2 equivalent).</li> <li>Indicate which gases are included in the calculation (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 or all of them).</li> <li>Indicate what base year or benchmark has been used and why.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> <li>Indicate whether the reductions occurred in the direct GHG emissions (Scope 1), indirect emissions for power generation (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 (ODS) in metric tons of CFC-11 equivalent.</li> <li>Indicate which substances have been included in the calculation.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> <li>Indicate which source has been used to calculate emission factors.</li> </ul>
G4-EN21	<ul style="list-style-type: none"> <li>Indicate the number of significant air emissions in kilograms or multiples of kilogram of: NOX; SOX; persistent organic pollutants (POPs); volatile organic compounds (VOCs); hazardous air pollutants (CAP); particulate matter (PM) and other standardized categories of air emissions identified in the relevant legislation.</li> <li>Explain what standards, methods and assumptions were applied in the calculation. Indicate which source has been used to calculate 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 water discharges, foreseen and unforeseen, broken down by: destination; water quality, including the method of treatment and whether it was reused by another organization.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> </ul>
G4-EN23	<ul style="list-style-type: none"> <li>Enter the total weight of hazardous and non-hazardous waste, according to the methods of disposal: reuse; recycling; composting; recovery, including energy recovery; incineration (mass burning); deep well injection; landfill; storage site; and others (which must be specified by the reporting organization).</li> <li>Explain how the disposal method was determined: <ul style="list-style-type: none"> <li>the reporting organization took over directly, or directly confirmed;</li> <li>the contractor in charge of the waste removal provided the information;</li> <li>default procedures from the waste removal contractor.</li> </ul> </li> </ul>
G4-EN24	<ul style="list-style-type: none"> <li>Indicate the number and total volume of recorded significant spills. For each of the spills included in the financial statements of the organization, provide the following information: location of the spill; volume of the spill; material spilled into the following categories: oil spills (soil or water surfaces); fuel spills (soil or water surfaces); waste spills (soil or water surfaces); chemical spills (mainly soil or water surfaces) and others (which must be specified by the reporting organization).</li> <li>Describe the consequences of significant spills.</li> </ul>
G4-EN25	<ul style="list-style-type: none"> <li>Provide the total weight of: transported hazardous waste; imported hazardous waste; exported hazardous waste and treated hazardous waste.</li> <li>Indicate the percentage of hazardous waste transported internationally.</li> </ul>
G4-EN26	<p>Indicate which water bodies and related habitats have been significantly affected by water discharges, according to the criteria described in the Compilation (below) section and provide data on:</p> <ul style="list-style-type: none"> <li>size of the body of water and related habitat; if the mass of water and related habitats are classified as (national or international) protected areas and value in terms of biodiversity (e.g., number of protected species).</li> </ul>
<b>MANAGEMENT APPROACH: PRODUCTS AND SERVICES</b>	
G4-EN27	<ul style="list-style-type: none"> <li>Report quantitatively the degree of mitigation of the environmental impacts of products and services during the period covered by the report.</li> <li>If use-oriented figures are given, indicate the underlying assumptions regarding consumption patterns or normalization factors.</li> </ul>
G4-EN28	<ul style="list-style-type: none"> <li>Indicate what percentage of the products and their packaging materials is regenerated in each product category.</li> <li>Explain how the data for this indicator were obtained.</li> </ul>
<b>MANAGEMENT APPROACH: REGULATORY COMPLIANCE</b>	
G4-EN29	<ul style="list-style-type: none"> <li>State significant fines and non-monetary sanctions in terms of: total monetary value of significant sanctions; number of non-monetary sanctions and procedures brought before arbitration institutions.</li> <li>If the reporting organization has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> </ul>
<b>MANAGEMENT APPROACH: TRANSPORTATION</b>	
G4-EN30	<ul style="list-style-type: none"> <li>Describe the significant environmental impacts of transporting products and other goods and materials used for the activities of the organization as well as the transport of personnel. If quantitative data are not provided, explain why.</li> <li>Explain how the environmental impacts of transporting products, members of the personnel of the organization and other goods and materials are being mitigated.</li> <li>Describe the criteria and methods that have been used to determine which environmental impacts are significant.</li> </ul>
<b>MANAGEMENT APPROACH: GENERAL</b>	
G4-EN31	<p>Report on environmental protection expenditures broken down by: costs of waste treatment and emission treatment and restoration and prevention and environmental management costs.</p>
<b>MANAGEMENT APPROACH: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS</b>	
G4-EN32	<p>Percentage of new suppliers that were examined based on environmental criteria.</p>
G4-EN33	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose environmental impact has been assessed.</li> <li>Indicate how many suppliers have been determined to have a real significant negative impact on the environment.</li> <li>Indicate what real and potential significant negative environmental impacts have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative environmental impacts and which improvements have been agreed after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative environmental impacts and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>

FCC Aqualia does not undertake habitat restoration.		SI, 85
NOT APPLICABLE		SI, 85
60		SI, 85
60, 62		SI, 85
60, 62		SI, 85
Emissions due to the transport of employees are not considered significant.		SI, 85
Emission intensity (Tn CO2e/employee) is obtained by dividing the emissions between the number of employees (7,244) <ul style="list-style-type: none"> <li>■ Indirect Emissions: FCC Aqualia: 18.55</li> <li>■ Direct Emissions: FCC Aqualia: 1.26</li> </ul>	SI, 85	
62-63		SI, 85
63		SI, 85
62-63		SI, 85
60		SI, 85
There have been no discharges of water which do not have to do with the activity of FCC Aqualia.		SI, 85
60, 62		SI, 85
There have been no spills.		SI, 85
FCC Aqualia does not import, export or hazardous waste as collected in the Basel Convention.		SI, 85
There has been no water bodies and habitats affected by discharges.		SI, 85
60		SI, 85
62-65		SI, 85
Water, the product marketed by FCC Aqualia has no packaging.		SI, 85
60		SI, 85
€67,031.07 Of which 54,655.67 are sanitary and 12,375 from environmental performance: administrative. (Data regarding effective sanctions during 2014 are included)		SI, 85
60		SI, 85
FCC Aqualia activity does not produce significant environmental impacts from transportation.		SI, 85
60		SI, 85
Consolidated Financial Statements 2014 FCC Group <a href="http://www.fcc.es/tccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf">http://www.fcc.es/tccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/-edisp/cscp094835.pdf</a>		
33		SI, 85
100%		SI, 85
FCC Aqualia suppliers, given their activity, do not have significant environmental impacts, however 100% compliance with environmental criteria is required when they apply as described on p. P. 33		SI, 85

MANAGEMENT APPROACH: MECHANISMS FOR ENVIRONMENTAL CLAIMS	
G4-EN34	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about environmental impacts that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about environmental impacts that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-LA</b>	<b>WORK PRACTICES INDICATORS</b>
MANAGEMENT APPROACH: EMPLOYMENT	
G4-LA1	<ul style="list-style-type: none"> <li>Indicate the number and rate of new work contracts in the period covered by the report, broken down by age, gender and region.</li> <li>Indicate the number and rate of employee turnover in the period covered by the report, broken down by age, gender and region.</li> </ul>
G4-LA2	<ul style="list-style-type: none"> <li>Detail which of the following benefits are offered to all employees in full-time work but not to part-time or temporary employees, broken down by relevant activity locations. At the very least please include the following benefits: life insurance; health insurance; disability or invalidity coverage; maternity or paternity coverage; pension fund; shares and others.</li> <li>Facilitate 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 gender, which were entitled to maternity or paternity.</li> <li>Indicate the number of employees, by gender, exercising their right to maternity or paternity.</li> <li>Indicate the number of employees who returned to work after the end of her maternity leave or paternity leave, by gender.</li> <li>Indicate the number of employees who returned to work after the end of their maternity or paternity leave and retained their jobs past twelve months after their return, broken down by gender.</li> <li>Facilitate the return to work rates and retention of employees who exercised maternity or paternity leave, broken down by gender.</li> </ul>
MANAGEMENT APPROACH: RELATIONSHIP BETWEEN WORKERS AND MANAGEMENT	
G4-LA4	<ul style="list-style-type: none"> <li>Indicate the minimum number of weeks notice for workers and their elected representatives that is commonly used before implementing significant operational changes that could substantially affect them.</li> <li>If the organization has a collective agreement, indicate whether this period of notice and the provisions for possible consultation and negotiation are specified.</li> </ul>
MANAGEMENT APPROACH: HEALTH AND SAFETY AT WORK	
G4-LA5	<ul style="list-style-type: none"> <li>Indicate at what level usually operate each of the formal joint health and safety committees for management and employees.</li> <li>Indicate the percentage of workers who are represented in formal joint health and safety committees.</li> </ul>
G4-LA6	<ul style="list-style-type: none"> <li>Indicate the type of injury, the rate of accidents with injuries, the rate of occupational diseases, lost day rate, the rate of absenteeism and fatalities related to work of all workers (i.e. employees and workers hired), broken down by: region and gender.</li> <li>Specify the types of injury, injury accident rate (IR), rate of occupational diseases (ODR), lost day rate (LDR), absenteeism rate (AR) and fatalities (M) related the work of independent contractors working on site for whose general overall safety the organisation is responsible, broken down by region and gender.</li> <li>Indicate which regulatory system is applied for recording and reporting accidents.</li> </ul>
G4-LA7	Indicate whether there are workers who perform professional activities with a high risk or incidence of certain diseases.
G4-LA8	<ul style="list-style-type: none"> <li>Indicate whether local or international formal agreements with unions cover issues related to health and safety.</li> <li>If so, indicate what percentage of issues related to health and safety is covered in such formal agreements.</li> </ul>
MANAGEMENT APPROACH: TRAINING AND EDUCATION	
G4-LA9	Indicate the average hours of training that employees of the organization received during the period covered by the report, broken down by: gender and job category.
G4-LA10	<ul style="list-style-type: none"> <li>Indicate the type and scope of the programs that have been carried out and the assistance provided to enhance the capabilities of employees.</li> <li>Describe transition assistance programs aimed at promoting the employability of workers and management of the end of their careers, either through retirement or termination of employment.</li> </ul>
G4-LA11	Indicate what percentage of employees has received a regular assessment of their performance and the evolution of their career during the period covered by the report, broken down by gender and professional category.
MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITIES	
G4-LA12	<ul style="list-style-type: none"> <li>Indicate what percentage of people belonging to the following diversity categories is part of the governing bodies of the organization: gender, age: under 30, between 30 to 50, over 50;</li> <li>Minority groups and other diversity indicators, as appropriate.</li> <li>Indicate what percentage of employees belong to the following categories of diversity by employee category: gender, age: under 30, 30 to 50, over 50; minority groups and</li> <li>Other indicators of diversity as appropriate.</li> </ul>
MANAGEMENT APPROACH: EQUAL PAY FOR MEN AND WOMEN	
G4-LA13	<ul style="list-style-type: none"> <li>Indicate the relationship between base salary and remuneration of women in comparison to men for each job category, by significant locations of operation.</li> <li>Facilitate the definition used to establish "places with significant operations".</li> </ul>
MANAGEMENT APPROACH: EVALUATION OF SUPPLIER WORK PRACTICES	
G4-LA14	Percentage of new suppliers that were examined in accordance with criteria relating to work practices.
G4-LA15	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on work practices has been evaluated.</li> <li>Indicate how many suppliers have real or potential negative impacts on work practices.</li> <li>Indicate what real and potential significant negative impacts have been discovered in the work practices of the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts in the work practices and which improvements have been agreed after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts on work practices and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: GRIEVANCE MECHANISMS ON WORK PRACTICES	
G4-LA16	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about work practices that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about work practices that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-HR</b>	<b>HUMAN RIGHTS INDICATORS</b>
MANAGEMENT APPROACH: INVESTMENT	
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 that have undergone an analysis regarding human rights.</li> <li>Facilitate the definition used to establish the "significant investment agreements."</li> </ul>
G4-HR2	<ul style="list-style-type: none"> <li>Indicate the number of hours spent during the period under report training on policies and procedures concerning aspects of human rights relevant to the operations of the organization.</li> <li>Indicate the percentage of employees trained during the period covered by the report on policies and procedures concerning aspects of human rights relevant to the organization's operations.</li> </ul>
MANAGEMENT APPROACH: NO DISCRIMINATION	

61		SI, 85
There have been no claims of an environmental nature referred to in this section.		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
44		
44, 45, 48	The breakdown in the turnover rate by age and gender is not considered to be MATERIAL as there are no significant differences for FCC Aqualia.	SI, 85
The social benefits are independent from the working hours and they include: subsidized loans, life insurances and accident and family benefits.		SI, 85
Number of employees with maternity leave: 78 Number of employees with paternity leave: 160 100% of those affected enjoy the corresponding leaves and permits and the number of reinstatements and preservation of employment is 100%		SI, 85
45		SI, 85
Notice periods are defined in the agreement. Collective agreements include conditions for consultation and negotiation.		SI, 85
54		SI, 85
39% of workers are represented on Health and Safety Committees. SS Committees are mainly constituted in FCC Aqualia services.		SI, 85
P. 54 ■ In 2014 there were no fatal accidents ■ Law 31/1995 on Occupational Risk Prevention.		SI, 85
There is only a residual risk of occupational disease, although in 2014 there has been no case thanks to preventive actions.		SI, 85
100%		SI, 85
49		SI, 85
50	Data from outside Spain were not included because of not having related information systems	SI, 85
47, 49-53		SI, 85
There have been no performance evaluations.		SI, 85
47		SI, 85
47, -48 Corporate Governance Report 2014, 17-21 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdc4/~edisp/cscp094820.pdf</a>		SI, 85
47		SI, 85
Base salaries are set by collective agreements and there are no differences between men and women.		SI, 85
33		SI, 85
100%, P. 33		SI, 85
FCC Aqualia suppliers, taking into account their activity, have no relevant actual or potential impacts on work practices.		SI, 85
44		SI, 85
In 2014 three submissions were received from FCC Aqualia through the Ethics Channel in relation to the following areas of the Ethics Code: ■ "Relationships with customers, contractors and suppliers": two communications received and closed. ■ "Professional development, equal opportunities and non-discrimination": one communication received, open.		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
33		SI, 85
There have been no investment agreements which have been required to include clauses on human rights.		SI, 85
Not considered a material aspect for FCC Aqualia given its activity, no training related to human rights has been carried out.		SI, 85
47-48		SI, 85

G4-HR3	<ul style="list-style-type: none"> <li>Indicate the number of discrimination cases occurred during the period covered by the report.</li> <li>Describe the current situation and the measures undertaken, noting if the organization has analysed the case; whether a corrective plan has been implemented and whether the results have been implemented and reviewed through routine internal management process or the case is no longer subject to any action.</li> </ul>
MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	
G4-HR4	<ul style="list-style-type: none"> <li>Identify the significant centres and suppliers in which freedom of association and the right to collective bargaining of employees may be infringed or threatened, in terms of: type of facility (e.g. a factory) and supplier; and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Describe the measures taken by the organization during the period covered by the report seeking to defend freedom of association and the right to collective bargaining.</li> </ul>
MANAGEMENT APPROACH: CHILD LABOUR	
G4-HR5	<ul style="list-style-type: none"> <li>Indicate centres and suppliers with a significant risk of incidents of child labour and young workers exposed to hazardous work.</li> <li>Indicate centres and suppliers with a significant risk of incidents of child labour, in terms of type of institution (e.g. a factory) and supplier and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Describe the measures taken by the organization in order to contribute to the abolition of child labour in the period under report.</li> </ul>
MANAGEMENT APPROACH: FORCED LABOUR	
G4-HR6	<ul style="list-style-type: none"> <li>Indicate centres and suppliers with a significant risk of incidents of forced labour, in terms of type of institution (e.g. a factory) and supplier and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Indicate the measures taken by the organization during the period covered by the report aimed to contribute to the elimination of forced labour.</li> </ul>
MANAGEMENT APPROACH: SAFETY MEASURES	
G4-HR7	<ul style="list-style-type: none"> <li>Indicate what percentage of security personnel has received formal training on specific policies or procedures of the organization on human rights and their application to safety.</li> <li>Indicate whether training requirements also require from other organizations from which security personnel is hired.</li> </ul>
MANAGEMENT APPROACH: RIGHTS OF INDIGENOUS PEOPLE	
G4-HR8	<ul style="list-style-type: none"> <li>Indicate the number of cases of violation of the rights of indigenous peoples that have been identified in the period under report.</li> <li>Describe the current situation and the measures undertaken, noting if the organization has analysed the case; a corrective plan has been implemented and whether the results have been implemented and reviewed through routine internal management process or the case is no longer subject to any action.</li> </ul>
MANAGEMENT APPROACH: EVALUATION	
G4-HR9	Indicate the number and percentage of centres that have been examined regarding human rights or in which the impact on human rights have been assessed, broken down by country.
MANAGEMENT APPROACH: EVALUATION OF SUPPLIERS IN THE FIELD OF HUMAN RIGHTS	
G4-HR10	Indicate the percentage of new suppliers that were examined in accordance with criteria relating to human rights.
G4-HR11	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on human rights has been evaluated.</li> <li>Indicate how many suppliers have real significant negative impacts on the real field of human rights.</li> <li>Indicate which actual and potential significant negative impacts on human rights have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts regarding human rights and which improvements have been agreed after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts regarding human rights and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: CLAIM MECHANISMS IN THE FIELD OF HUMAN RIGHTS	
G4-HR12	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about human rights that have occurred through formal grievance mechanisms in the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the number of complaints about human rights that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-S0</b>	<b>SOCIETY INDICATORS</b>
MANAGEMENT APPROACH: LOCAL COMMUNITIES	
G4-S01	<p>Indicate the percentage of centres with implemented development programs, impact assessments, and participation in local communities using, inter alia:</p> <ul style="list-style-type: none"> <li>Social impact assessments, such as impact assessments with a gender perspective, based on participatory processes.</li> <li>Evaluation and constant monitoring of the environmental impact.</li> <li>Publication of the results of the evaluations of the environmental and social impacts.</li> <li>Development programs of local communities based on their needs.</li> <li>Stakeholders' Participation plans based on their geographical distribution.</li> <li>Processes and advisory committees with the local community involving vulnerable groups.</li> <li>Company committees, occupational health and safety committees and other bodies representing employees to manage the impacts.</li> <li>Formal grievance processes from local communities.</li> </ul>
G4-S02	Indicate which operations centres have had or can have significant negative impacts on local communities, referring to the location of the centres and the centres' significant actual and potential impacts.
MANAGEMENT APPROACH: FIGHT AGAINST CORRUPTION	
G4-S03	<ul style="list-style-type: none"> <li>Indicate the number and percentage of centres that have evaluated the risks related to corruption.</li> <li>Describe the significant risks related to corruption detected in the evaluations.</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 about the policies and procedures of the organization to fight corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have been informed about the policies and procedures of the organization to fight corruption by employee, broken down by category and region.</li> <li>Indicate the number and percentage of business partners who have been informed about the policies and procedures of the organization to fight corruption by employee, broken down by business partner and region.</li> <li>Indicate the number and percentage of members of the governing body who have received training on the fight against corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have received training on fighting corruption by employee 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 an employee has received a warning or has been fired.</li> <li>Indicate the number of confirmed cases in which a contract has been terminated or not renewed with a business partner due to violations related to corruption.</li> <li>Indicate the corruption lawsuits that have been filed against the organization or its employees in the period under report and the outcome of each case.</li> </ul>
MANAGEMENT APPROACH: PUBLIC POLICY	
G4-S06	<ul style="list-style-type: none"> <li>Indicate the financial value of the monetary or in kind political contributions directly or indirectly carried out by the organization, broken down by country and recipient.</li> <li>Explain, if applicable, how the monetary value of contributions in kind has been calculated.</li> </ul>
MANAGEMENT APPROACH: UNFAIR COMPETITION PRACTICES	
G4-S07	<ul style="list-style-type: none"> <li>Indicate any pending or completed claims in the period covered by the report issued due to unfair competition related cases and violations of the legislation on anti-competitive and monopolistic practices, in which the involvement of the organization has been revealed.</li> <li>Indicate the main results of such complaints, including rulings or decisions.</li> </ul>
MANAGEMENT APPROACH: REGULATORY COMPLIANCE	

There have been no cases of discrimination.		SI, 85
GRI Index		SI, 85
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations applicable to them, are not at risk of freedom of association and the right to collective bargaining of employees may be infringed or threatened.		SI, 85
GRI Index		SI, 85
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations that apply, do not have a significant risk for incidents of child labour and young workers exposed to hazardous work.		SI, 85
GRI Index		SI, 85
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations, have no risk of forced labour.		SI, 85
GRI Index		SI, 85
FCC Aqualia has no security personnel on its personnel and the subcontracted personnel receives 100% related training.		SI, 85
GRI Index		SI, 85
There have been no cases of violation of the rights of indigenous peoples due to the activity of FCC Aqualia or its suppliers.		SI, 85
GRI Index		SI, 85
FCC Aqualia, taking into account their activity and internal and external regulations do not consider there is a risk of non-compliance with human rights, so no assessments are conducted.		SI, 85
33		SI, 85
FCC Aqualia believes that its suppliers have no risk of human rights non-compliance so no assessments are made, although they are obliged to comply with an Ethics Code. P. 33		SI, 85
FCC Aqualia believes that its suppliers have no risk of human rights non-compliance so no assessments are made.		SI, 85
GRI Index		SI, 85
In those countries where local legislation does not ensure human rights such as the right of association or the prevention of child labour and forced labour, FCC Aqualia always respects the principles defined in the Universal Declaration of Human Rights, the provisions of the International Labour Organization, as well as the Tripartite Declaration, on the Guidelines for Multinational Enterprises of the OECD and the United Nations Global Compact. FCC Aqualia complies with current legislation in each of the places where it operates, and always under the Group's ethics code.		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
70		SI, 85
66- 67, 72-79		SI, 85
There are operation hubs that have or can have significant negative impacts on local communities.		SI, 85
FCC Group Ethics Code.		SI, 85
CSR Report 2011 FCC Aqualia, page 47		SI, 85
100%		SI, 85
There has been no cases of corruption or lawsuits.		SI, 85
GRI Index.		SI, 85
FCC Aqualia does not make contributions of this type.		SI, 85
FCC Group Ethics Code.		SI, 85
FCC Aqualia has not received claims related to unfair competition behaviour or similar.		SI, 85
FCC Group Ethics Code.		SI, 85

G4-S08	<ul style="list-style-type: none"> <li>State significant fines and non-monetary sanctions in terms of: total monetary value of significant sanctions; number of non-monetary sanctions and procedures brought before arbitration institutions.</li> <li>If the organization has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> <li>Describe the context in which significant monetary fines or penalties were received.</li> </ul>
MANAGEMENT APPROACH: SOCIAL IMPACT ASSESSMENT OF SUPPLIERS	
G4-S09	Indicate what percentage of the new suppliers were examined in terms of social impact related criteria.
G4-S010	<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 real significant negative social impacts.</li> <li>Indicate which significant actual and potential negative impacts on society have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative social impacts and which improvements have been agreed after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative social impacts and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: SOCIAL IMPACT CLAIM MECHANISMS	
G4-S011	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about social impacts that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about social impacts that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-PR</b>	<b>PRODUCT LIABILITY INDICATORS</b>
MANAGEMENT APPROACH: HEALTH AND SAFETY OF CUSTOMERS	
G4-PR1	Indicate the percentage of categories of significant products and services whose impacts on health and safety have been evaluated in order to promote improvements.
G4-PR2	<ul style="list-style-type: none"> <li>Indicate the number of incidents arising from non-compliance with regulations and voluntary codes concerning health and safety of products and services in the period covered by the report, broken down by breaches of the regulations which led to a fine or punishment; breaches of the regulations which led to a warning; and breaches of voluntary codes.</li> <li>If the organization has not identified any breach of regulations or voluntary codes, just a brief statement to this effect will be enough.</li> </ul>
MANAGEMENT APPROACH: LABELING OF PRODUCTS AND SERVICES	
G4-PR3	<ul style="list-style-type: none"> <li>Indicate whether the procedures of the organization concerning information and labelling of their products require the following information: Source of the components of the product or service; content, especially with regard to substances which may have some environmental or social impacts; safety instructions on the product or service; product disposal and environmental or social impact or other (explain)</li> <li>Indicate what percentage of categories of significant products and services are subject to procedures for assessing compliance with such procedures.</li> </ul>
G4-PR4	Indicate the number of breaches of regulation and voluntary codes concerning information and labelling of products and services, broken down by: breaches of the regulations which led to a fine or punishment; which led to a reprimand and breaches of voluntary codes.
G4-PR5	Provide the results or key conclusions of customer satisfaction surveys (based on statistically relevant samples) which have been carried out during the period covered by the report on: the organization as a whole; a major category of goods or services and significant operations centres.
MANAGEMENT APPROACH: MARKETING COMMUNICATIONS	
G4-PR6	<ul style="list-style-type: none"> <li>Indicate whether the organization sells products banned in certain markets and/or questioned by stakeholders or which are the subject of public debate.</li> <li>Indicate how the organization has responded to questions or reservations about these products.</li> </ul>
G4-PR7	<ul style="list-style-type: none"> <li>Indicate the number of cases of non-compliance or voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, broken down by: breaches of the regulations which led to a fine or punishment and regulations which lead to a warning and breaches of voluntary codes.</li> </ul>
MANAGEMENT APPROACH: CUSTOMER PRIVACY	
G4-PR8	<ul style="list-style-type: none"> <li>Number of founded complaints about the violation of privacy and loss of customer data, divided into: claims from external parties substantiated by the organization and claims of regulatory bodies.</li> <li>Indicate the number of leaks, theft or loss of personal data that have been detected.</li> <li>If the reporting organization has not identified any substantiated complaints, a brief statement to this effect will be enough.</li> </ul>
MANAGEMENT APPROACH: REGULATORY COMPLIANCE	
G4-PR9	<ul style="list-style-type: none"> <li>Indicate the monetary value of significant fines for breaking the rules or legislation concerning the provision and use of products and services.</li> <li>If the organization has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> </ul>

FCC Aqualia has not received regulatory fines or penalties due to non-compliance.		SI, 85
33		SI, 85
FCC Aqualia believes that its suppliers do not have negative social impact risks, so there were no assessments.		SI, 85
FCC Aqualia believes that its suppliers do not have negative social impact risks, so there were no assessments.		SI, 85
70		SI, 85
There have been no social impact claims referred to in this section.		SI, 85
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
32-33		
100%		SI, 85
There have been no incidents of non-compliance with regulations and voluntary codes concerning health and safety of products and services.		SI, 85
32		SI, 85
32		SI, 85
There have been no breaches of the rules relating to service information.		SI, 85
32		SI, 85
33		SI, 85
FCC Aqualia does not sell products banned or challenged by stakeholders. While certain concessions in the previous process have been questioned in the Spanish municipalities, once FCC Aqualia started operations, there has been no problem.		SI, 85
There have been no defaults relating to marketing.		SI, 85
34		SI, 85
There have been no complaints about the violation of privacy and loss of customer data.		SI, 85
Ethics Code.		SI, 85
An information package was received in 2014 by the Catalan Data Protection Agency. FCC Aqualia deemed it not substantiated.		SI, 85



# 09.02 Verification report

**AENOR** Asociación Española de  
Normalización y Certificación

## SUSTAINABLE VERIFICATION REPORT

**VMS-N° 014/15**

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

**FCC AQUALIA**

Entitled ***COMMITTED TO YOUR WORLD. YOUR WATER COMPANY***

Legal deposit number: M-17597-2015

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 21<sup>st</sup> May, 2015 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° 2015/04187 dated 30<sup>th</sup> May, 2015 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: 10<sup>th</sup> June 2015

**AENOR** Asociación Española de  
Normalización y Certificación

Avelino BRITO  
Chief Executive Officer

# 09.03 Facts about Aqualia

Edited by:

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FCC Aqualia S.A.  
**[www.aqualia.es](http://www.aqualia.es)**

Design and layout:

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Production:  
Molinuevo Gráficos S.L  
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M-17598-2015

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There is more information about Aqualia, and this report in digital format at

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

Information about the FCC Group

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

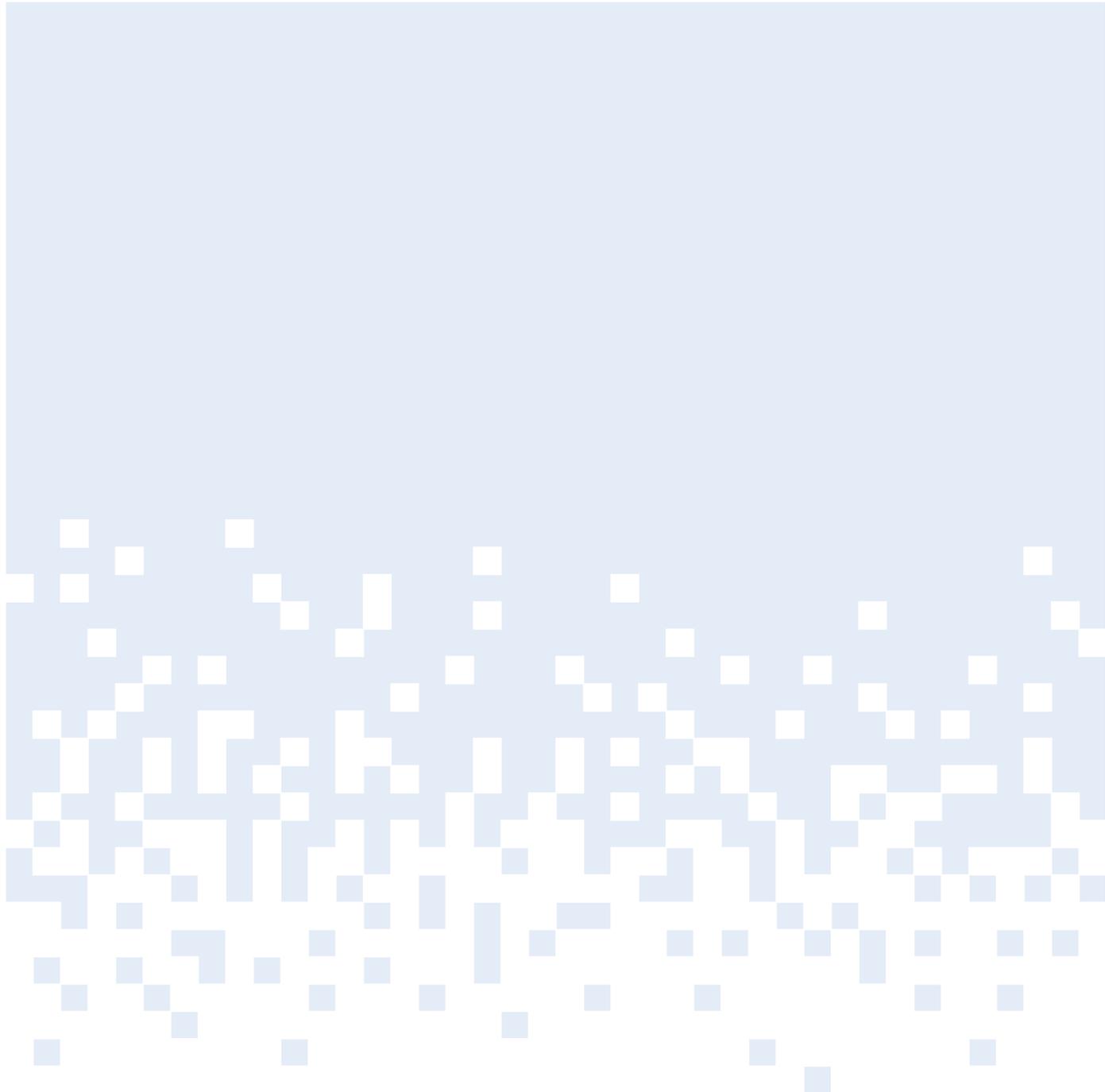
Information on the Global Reporting Initiative:

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**[www.globalreporting.org](http://www.globalreporting.org)**

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





**FCC Aqualia S.A.**

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



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