

**drive
collaborate
improve
believe
enable**





aqualia



05

**"A common vision".
Interview with
Félix Parra.**

08

**aqualia in figures:
company
presentation.**

- 09 aqualia. 3rd largest water company in the world.
- 10 A Customer-Oriented Structure.
- 11 Diversification and internationalisation: the Basis of our Success.
- 11 aqualia industrial.
- 12 aqualia infraestructuras.
- 12 aqualia public water services management.
- 14 International Presence.
- 17 Corporate Social Responsibility.

20

**Principal milestones
in 2012.**

- 21 Business.
- 21 Customers.
- 22 Employees.
- 22 Environment.
- 23 Society.

42

Environment.

- 43 Sustainable Service.
- 43 Environmental monitoring: aqualia goes green.
- 45 2012 Lines of action.
- 45 Energy efficiency.
- 47 Raising Awareness about Responsible Water Use.
- 48 Environmental risks.

50

Society.

- 51 A positive position.
- 51 2012 Lines of action.
- 51 Sport.
- 52 Children.
- 54 University and Culture.
- 56 Disadvantaged Groups.

58

**About the CSR
Report.**

- 59 About the Corporate Social Responsibility Report.

24

Closeness to the Customer.

- 25 Closeness to the Customer.
- 25 Water Quality.
- 27 Improving Consumption Monitoring and Invoicing.
- 28 Innovation.

32

Human Resources.

- 33 Professionals with a future.
- 34 2012 Lines of action.
- 34 Equality and Diversity.
- 35 Internal Communication.
- 36 Professional Development.
- 38 Health and Safety.

60

Annexes.

- 61 GRI contents.
- 69 GRI statement.
- 71 Verification report.

“A common vision”. Interview with Félix Parra.



A new era?

For the first time I am presenting the **aqualia** Corporate Social Responsibility Report, now in its seventh year, which coincides with a new stage in my career. It is a great responsibility for me to take the baton from Fernando Moreno, the former director-general and president of the CSR Committee, who for several years has worked to pass on **aqualia**'s commitment to society by making the company both sustainable and responsible.

After more than 20 years of working for **aqualia** in other positions of responsibility, being a part of the company's management is an exciting challenge that I feel able to face thanks to the wonderful team of professionals with whom I share every day. Our achievements in 2012, despite the adverse economic conditions, were possible thanks to the 7,100 professionals who form the **aqualia** team, all experts in their respective fields who constantly strive for ethical and transparent behaviour that is socially committed to all of our stakeholders.

In these few lines I would like to highlight how, at **aqualia**, we continue to push for the efficient management of such a valuable resource, offering citizens the best service possible. Through **aqualia** we want to provide a positive contribution to the future of society, employing the necessary confidence and rigour without disguising the complicated situation that we are facing.

We are also more and more aware of the many competitive advantages that we are obtaining as a result of having integrated the Corporate Social Responsibility strategy into the company within our business model. Our reputation and corporate image in an increasingly global market means being definitive in our expansion and internationalisation strategy.

Team cooperation and cohesion within organisations is crucial in these difficult times. How would you describe your management style?

I do not think that it is easy for anyone to describe their own style. However, I know what I would like to do and I try to apply that to my work. I strongly believe in the need for everyone in **aqualia** to have a common vision of our mission, sharing the same hopes and values. When this happens, I am convinced that cohesion and team work is almost the main result, rather than the original aim.

From this point of view, CSR is also an extremely important tool for cohesion and cooperation in organisations.

What is your vision for the sector?

In Spain, in 2012 and even more so in 2013, the management of water is a matter of priority in public opinion due to the need for Spanish local authorities to adjust their spending and savings budgets over the 2013-2015 period. A stimulating public debate, in which **aqualia** would want to be present, is becoming ever more necessary.

On an international level we are seeing some changes in trends, for example, contracts for the management of public water services are showing a tendency towards management based on Key Performance Indicators. This system certifies the level of service provided and establishes the payment to the service provider. Countries throughout the world are beginning to apply this model, which prioritises the quality of management over the public or private ownership of the manager. **aqualia**'s commercial activity falls in line with this trend, since the Company incorporates this type of ad hoc service into the majority of its services.

We are also seeing how emerging countries are making enormous efforts to provide their citizens with the high-quality water supply and sanitation services that the people are calling for and that require investment on a huge scale. Just as an example, in India and the Middle East we are seeing a clear governmental push to improve the quality of the water supply, with the aim of making the supply available 24 hours a day, and in Latin America many countries are intending to build new hydraulic infrastructure as a priority over the next few years. **aqualia** has taken into account these market trends when designing and implementing its international expansion strategy.

It is worth underlining the great value of the technological solutions that specialised companies can offer to the market in order to optimise the available resources and improve citizen awareness of intelligent cities, in which water plays a key role.

There is no doubt that the role of innovation will become ever more important in the development of these initiatives that are intimately linked to sustainability, and on which **aqualia** has been placing particular emphasis in recent years.

What would you highlight about aqualia's work on an international level?

I am delighted to say that **aqualia**'s clear focus on the international market has been recognised by prestigious organisations. Recently, the Company was fêted by Frost&Sullivan for its expansion in the Middle East and North Africa. On a national level, it received a prize for the "Spanish Company with the best international impact" at the First Energy and Environment Awards, organised by the magazines InfoPower and InfoEnviro.

Likewise, **aqualia**'s capacity to finance international projects has been recognised through the awards that the El Realito project in Mexico has received. Both the prestigious Global Water Intelligence magazine and Euromoney's Project Finance Magazine have awarded prizes for the innovative solution that the Company developed to finance this large-scale infrastructure.

As regards the Management Systems, they have been expanded throughout 2012. On an international level the achievement of AENOR certification for various **aqualia contracts** (Riyadh and Sicily) and **aqualia infraestructuras** (Montenegro, Mexico and Chile) also stood out.

In terms of aqualia's commitment towards social responsibility and the environment, what would you pick out?

aqualia is aware of the importance of water for life, cities, people and their surroundings, and the issues of managing such a limited resource. The United Nations estimates that demand for water will exceed supply by over 40% by 2040. Faced with this prospect, **aqualia**, the third-largest water management company in the world, must take on the social, economic and environmental responsibilities that make up a part of its daily activity.

In order to carry out this difficult and vital work, **aqualia** bases its strategy around its stakeholders, establishing a continual relationship based on dialogue and transparency through different channels of communication, depending on the audience. All of this is integrated into the FCC Group's Corporate Responsibility Master Plan.

One important action is the specialised surveys that took place in 2012 among our End Users, Institutions and Employees, obtaining very positive results in most cases that have helped us to move forward with renewed strength and enthusiasm, and other results that have helped us to improve and continue working to reach the highest levels of quality.

As far as occupational accidents are concerned, I am pleased to announce that the Company achieved the best results since the Health and Safety Management System was implemented in the year 2000. The main reasons for these positive results are the permanent improvement of working conditions for employees as well as the Company's campaign to raise awareness among its workers about the importance of adopting all of the security measures when carrying out their work.

Customer care is, naturally, one of our main working areas. This year we have introduced important improvements for this purpose. We have implemented a Quality Monitoring system in our Call Centre to perform in-depth monitoring of the service provided to **aqualia** customers. Another very important improvement has been the implantation and certification of a Management System in accordance with the UNE-ISO 27001:2007 standard, to guarantee the security of customer information in **aqualia contact** and **aqualiaOnline**, the main channels of communication with users.

In 2012 we continued working on innovation because we know that R&D&i is the driving force behind the constant improvement of products and services, offering better quality, a reduced environmental impact and lower costs for customers. During the last year the innovation department grew by 50% and we successfully completed 3 large projects,

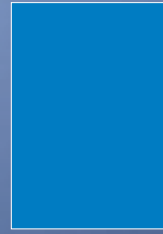
thanks to the involvement of the whole company. At **aqualia** we are working arduously to create improvements that have the effect of reducing the impact of our activity on the environment. To do so, I would like to highlight the good health of our Energy Management System: at the end of 2012 the activities associated with the La Solana, Denia and Alcoi contracts were certified as complying with the requirements of the ISO 50001: 2011 standard, which involved the introduction of improvements that have reduced energy consumption by between 1 and 5%. A complete success.

And once again, society forms an important part of our Corporate Responsibility activity. Our collaboration with society ranges from engaging with children to helping the most disadvantaged groups, promoting organisations, culture and sport. We want to contribute to the success of every facet of society: this year we celebrated the 10th anniversary of our International Drawing Competition. In addition, with the collaboration of the Fundación Theodora, we have used the Doctor Smiles characters to make hospital stays more pleasant for children. I am also pleased to say that thanks to Action Against Hunger we have been able to raise awareness among thousands of people about the issue of water in the Third World with our #hazqueseoiga campaign, and have collected around 15,000 euros to increase access to drinking water and sanitation services for approximately 5,000 people in the town of Madriz (Nicaragua).

I am pleased and I believe I am justified in saying that the entire company is happy with our achievements in terms of Corporate Social Responsibility during 2012. Once again we have done a good job. And once again we have committed to continuing along this path.

Félix Parra Mediavilla

President of the CSR Committee.



aqualia in
figures: company
presentation.



aqualia, 3rd largest water company in the world

aqualia, the parent company of the FCC Group for integrated water management, offers practical and innovative solutions to organisations and public and private bodies in terms of the integrated management of a basic and vital resource: water.



Prize for the expansion into the Middle East and North Africa, awarded by Frost & Sullivan magazine. Fernando Jaraiz, aqualia Middle East Project Manager, collects the award from Y. S. Shashidher, Managing Director of Frost & Sullivan.

Key aqualia figures*	2010	2011	2012
Direct economic value generated	2,383.4	2,391.5	2,424.2
Distributed economic value	871.6	826.2	790.2
Operating costs	517.1	479.1	479.0
Staff costs	215.3	223.1	223.0
Payments to governments - taxes - (corporation tax)	15.7	18.2	26.6
Payments to capital providers	72.4	79.4	36.7
Donations and other community investments	0.3	0.05	0.1
Subsidies	26.7	20.8	8.6
Investment in infrastructure	50.8	26.4	24.6
Investment in R&D&I	1.23	2.3	3.2
Payroll total	7,022	7,136	7,102
Length of networks managed (km)	54,392	56,890	59,116
Water collected and sold (mill. m ³)	1,083.8	1,094.6	1,110.2
Number of drinking water treatment plants (DWTP)	174	201	216
Number of drinking water pumping stations	888	886	911
Number of drinking water reservoirs	2,491	2,515	2,570
Number of sea water desalination plants	9	9	7
New contracts secured (Spain)	223	149	150
New contracts secured (International)	3	6	6

(*economic data in millions of euros).

Global Water Intelligence, world leader in the analysis of the water market, identified **aqualia** as the **third largest water company in the world** in its sector, serving **more than 30 million residents throughout the world and with 36% market share in Spain**. This success is based on the following competitive advantages:

Experience in managing public water services (>1,100 towns)

Strong customer knowledge

Promoting technological innovation in every area of business

Incorporating new innovative management models

Miguel Jurado, Deputy Director-General of Development and International Work in 2012, receives the prize for Water Deal of the Year from Craig Venter.



Prize-winners at the first Infoenviro Awards, among others, Miguel Jurado, Director of Development and International Expansion.

More than 30 million people served throughout the world

Furthermore, during 2012 **aqualia** received various awards that demonstrate its leading position, the following of which deserve particular attention:

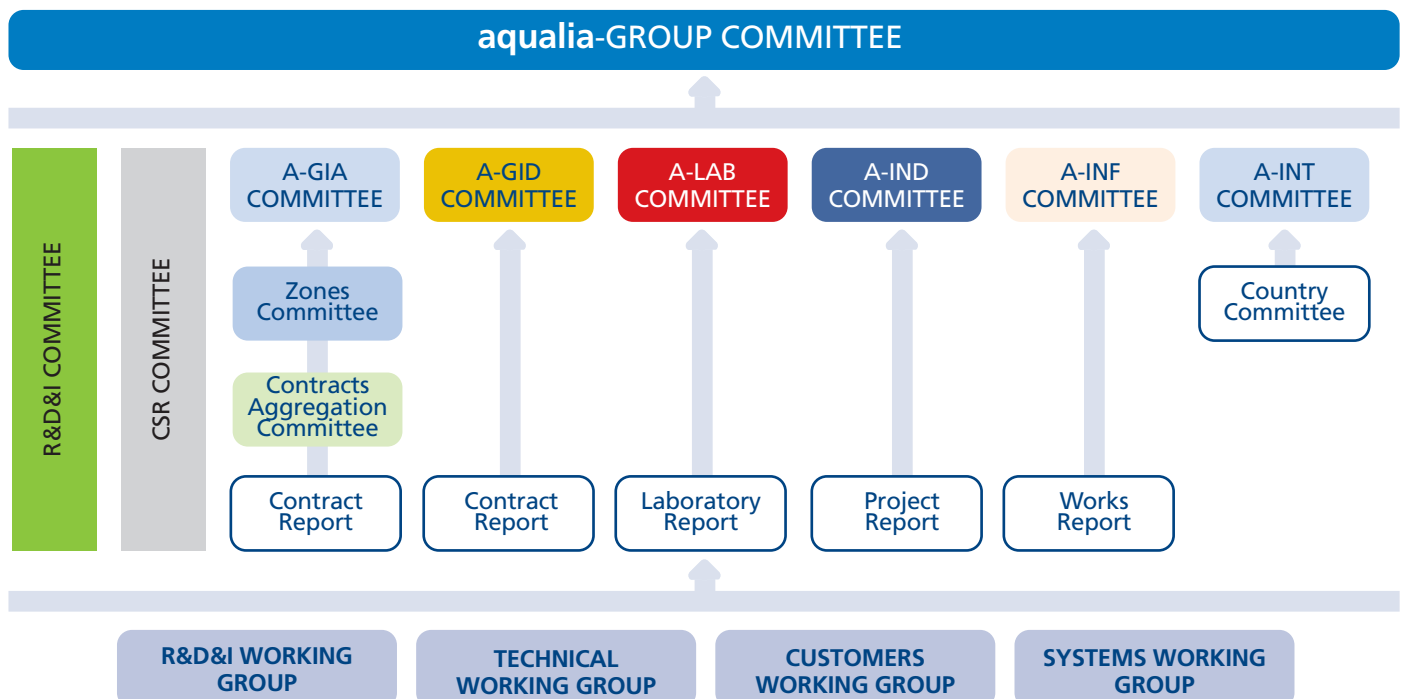
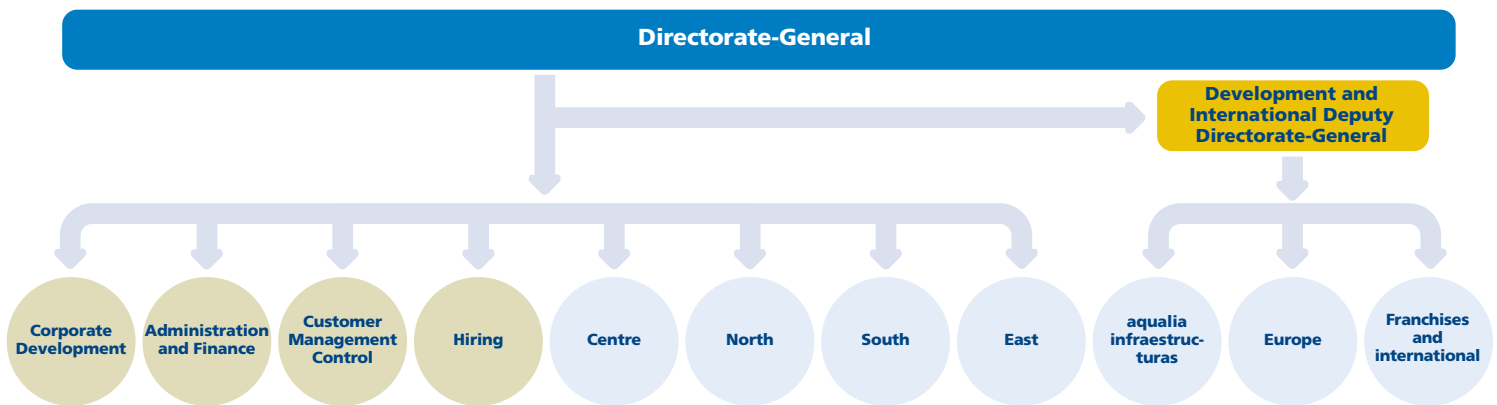
- **Water Deal of the Year and Latin American Water Deal of the Year:** prizes awarded by GWI and Euromoney's Project Finance Magazine respectively.
- **Best International Presence:** awarded by Infoenviro at its First Energy and Environment Prize-giving.
- **Distinction for its expansion in the Middle East and North Africa:** awarded by Frost & Sullivan.
- **Recognition by the magazine Invest** in Cartagua of Aguas do Cartaxo, **aqualia** subsidiary for water management in Portugal, as one of the leading companies in the centre of the country.
- **Recognition by KPMG for the Acueducto II project**, that **aqualia** has built in Querétaro, Mexico, as one of the 100 most relevant projects of the year.

A Customer-Oriented Structure

aqualia's organisational structure has been designed with the aim of establishing a closer relationship with its customers and strengthening the ability to respond to their needs. With this in mind, **aqualia** has one Directorate-General on which its other divisions, set up according to the type of activity or the area in which they operate, depend.

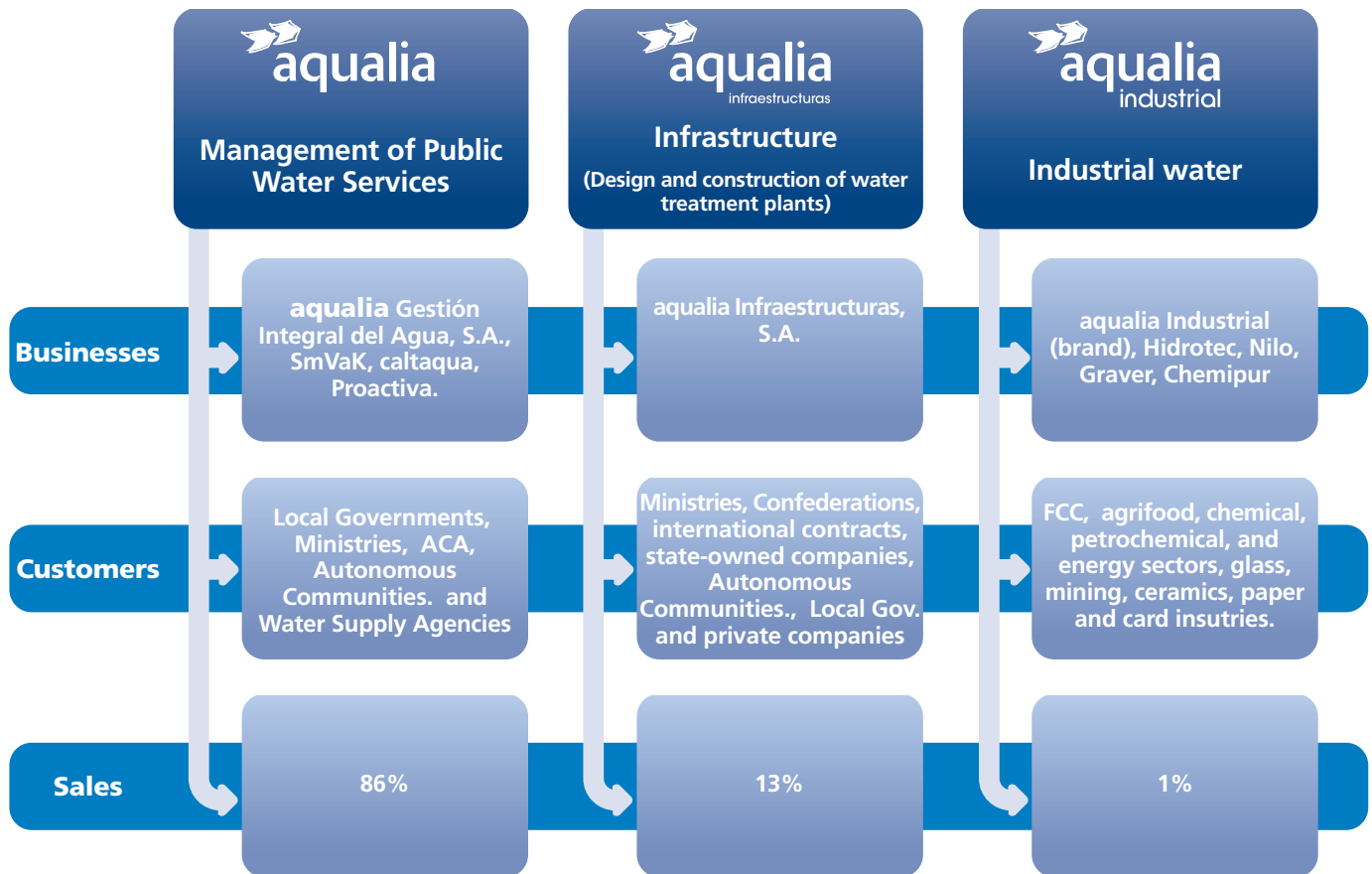
Decision-making within these operational units is supported by managerial committees that set the strategic lines to be followed in each of the Group's areas of activity.

These committees are fuelled by the objective information provided by different working groups, made up of highly-qualified technical staff belonging to that company.



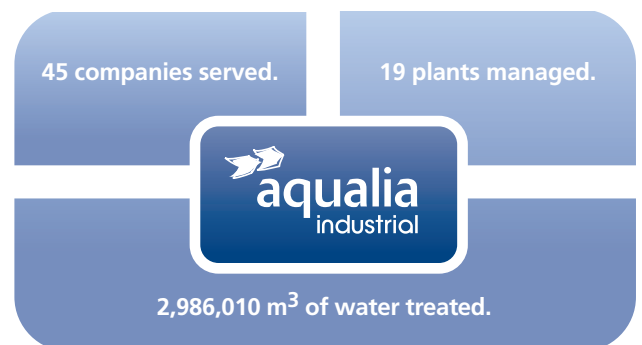
Diversification and Internationalisation: the Basis of our Success

The company bases its strategy on the diversification of business and international expansion, dividing its activity into the following three areas:



aqualia Industrial

aqualia Industrial offers the global solutions and operating ability to design, develop and implement turnkey projects and plants, adapting to meet the conditions and requirements of each customer, in each country, with a heavy focus on the service industry.

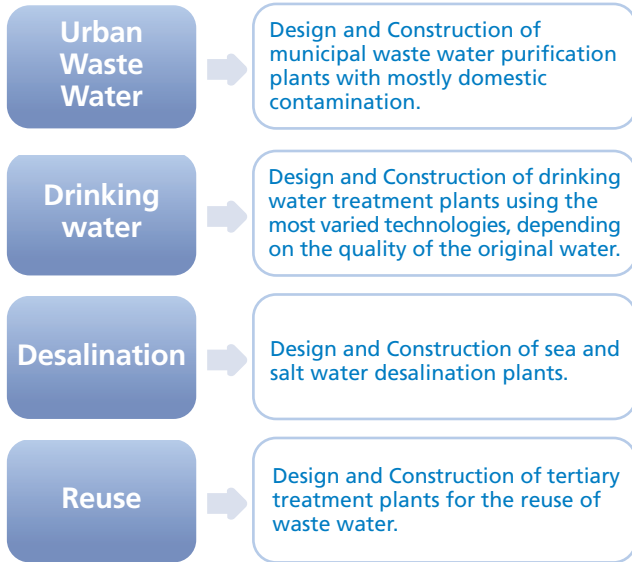


Strengths

- Capacity to optimise the necessary water resources and volumes of water.
- Guaranteeing a rapid and effective resolution in emergency situations.
- Streamlining operating costs through a quality assurance system (UNE-EN ISO 9001).
- Respecting and protecting the environment (UNE-EN ISO 14001).
- A benchmark in the sector for its structure, engineering capacity, technological development, wide-ranging experience and quality of service.
- Comprehensive offer of solutions, services and teams, based around customer service.

aqualia Infraestructuras

Its role is to design, develop and, where appropriate, manage the water treatment plant required in each situation. This type of plant includes:



44 plants designed for tenders.

4 plants being constructed and 2 completed in Spain.



11 plants being constructed and 1 completed in the international market.

Strengths

A benchmark in the sector for its structure, engineering capacity, technological development, wide-ranging experience and quality of service.

Highly specialised. In-depth knowledge of the construction of every type of water treatment plant.

Synergies with the aqualia brand that make the process more efficient



The aqualia Infraestructuras Cap Djinet desalination plant, Algeria.



aqualia Industrial Maintenance Plant.



Public water services management.

aqualia public water services management

It carries out the integrated management of the water cycle, made up of the processes of abstraction, treatment, purification, distribution, waste water collection and final waste water purification so that it can be returned to the natural environment in optimal condition.

>30 million residents served globally

36% market share in Spain.



59,116 km of network managed.

1,336,522 water quality analyses.

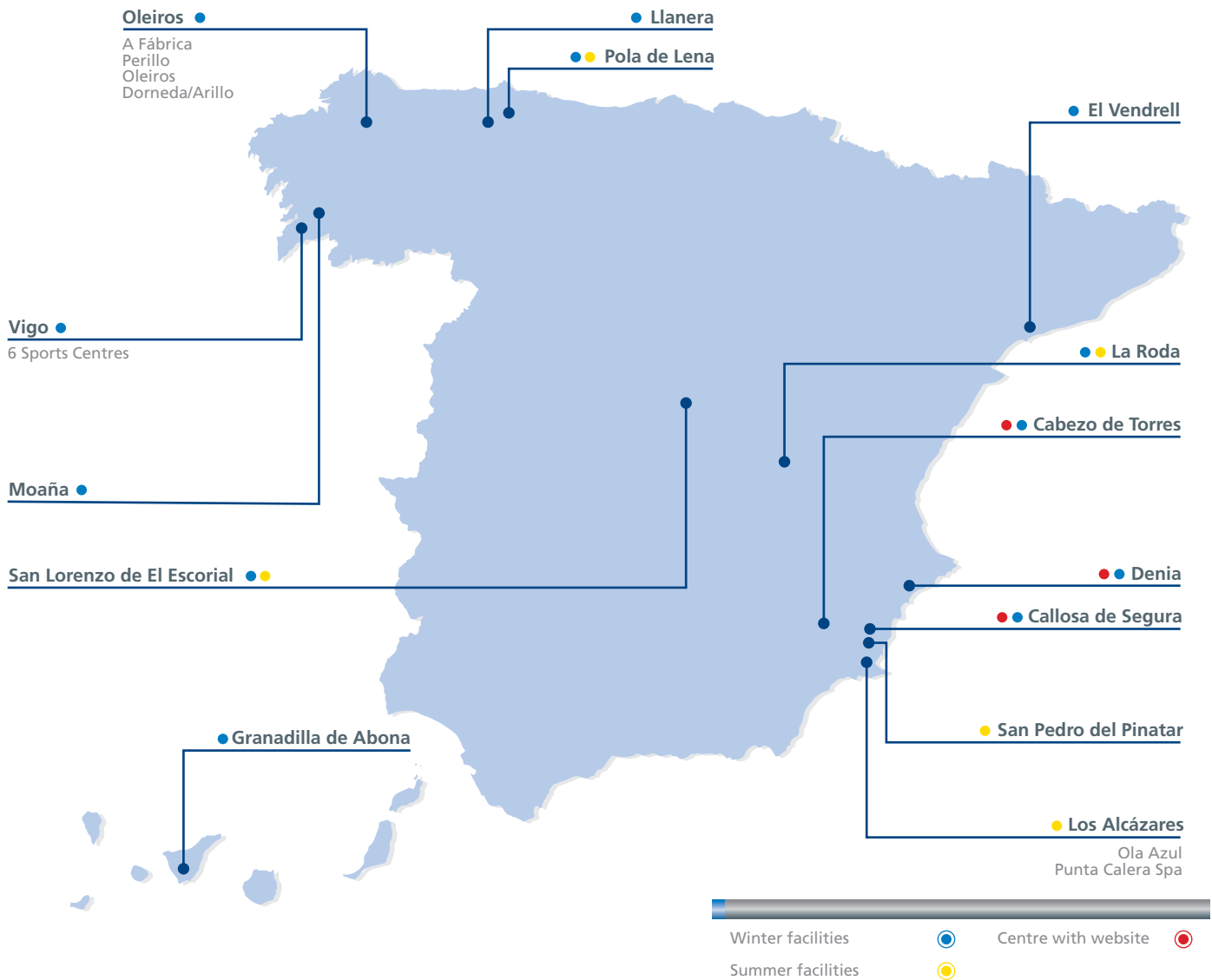
Strengths

Guaranteeing expert management of the public water system.

Customer service models based on a quality service.

Highly-qualified professionals and a benchmark in the water services sector.

Existence of an end user who aqualia invoices with their own logo and who pays the company directly.



In addition, **aqualia gestión de servicios públicos del agua** is responsible for performing the following roles:

- **Management of sports facilities throughout Spain.**
- **Water analysis:** over the last year, more than 1,330,000 water quality analyses were performed, with the aim of guaranteeing fulfilment with the requirements of current legislation. This work was carried out thanks to laboratories that made use of the latest technology and highly-qualified professionals.

The laboratories in **Ávila, Jerez de la Frontera, Oviedo and Lleida** adhere to a quality system in accordance with the criteria of the **UNE-EN ISO /IEC 17025** standard recognising technical competence.

- **Solutions for irrigation infrastructure** at every stage: planning, construction, financing and operating with a clear environmental focus, which has led **aqualia** to create the **SISGRE**, an integrated management system that offers optimal control over all of the assets of each Irrigation Community.

aqualia is the number one company in **Catalonia** for managing, maintaining and operating irrigation systems. In addition, its irrigation portfolio extends to **Castilla La Mancha, Andalucía and Extremadura.**



aqualia laboratory.

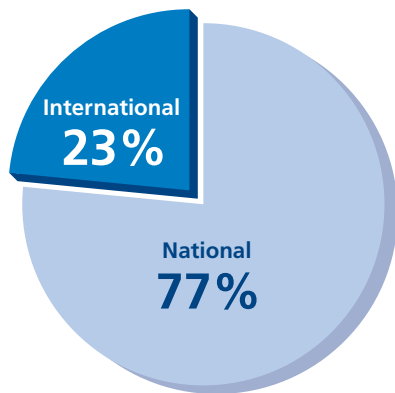
- **Collaboration with local governments**, supplying the necessary technical assistance for consultancy work with professional teams.

International Presence

aqualia is highly active internationally, participating in the investment and generation of large-scale construction projects and managing water infrastructure throughout the world.

The company's great technological and professional abilities allow it to apply its experience anywhere in the world, dealing with process water treatment, purification, desalination, reuse and water cycle management projects.

VOLUME OF SALES



aqualia has established high quality standards in all of its international services, working over the last year on incorporating new customer-oriented improvements such as the implementation of electronic invoices in Italy, which speed up access to information for users, or the improvement of the call centre monitoring system, which improves control over customer services.

Another clear example can be seen in Saudi Arabia where **aqualia** has completed its first year of management, taking responsibility for the monitoring, search for and repair of leaks in Riyadh in what is thought to be the first water management contract for a Spanish company in the Middle East. Thanks to the positive results, a new contract has been awarded for the management of the sanitation and waste water purification network in the Eastern Region of Abu Dhabi.

At the same time **aqualia** has been invited, as a leader in the sector, to actively participate in major international forums where it has been able to show off the latest technology used in its projects. During 2012 it took part in multiple events, including several particularly noteworthy

industry meetings such as the Mexico Infrastructures Summit, organised by Business News Americas (BNAmericas), the bilateral meeting between the European Union and Egypt, held in Cairo, and the Saudi Water & Power Forum (SWPF) organised by the city of Jeddah.



European Benchmarking Cooperation (EBC) in Hamburg.

European Benchmarking Cooperation (EBC)

In 2012 **aqualia** once again participated in the **European Benchmarking Cooperation (EBC)** project, which seeks to compare the water supply and sanitation management models used by various international water management companies.

50 companies, including 16 from Europe and 3 from further afield (United States, Israel and Singapore) participated in the project. This year, **aqualia** participated at the highest level through its subsidiary Vigo, as it had done in previous years with Almería and SmVaK (the latter also took part this year for the second year in a row).

The benchmarking technique used compares management models based on variables and indicators, which in turn measure the efficiency of one system compared with others. **aqualia** Vigo reported more than 300 variables throughout the year, which led to 273 management indicators being generated, allowing strengths such as the quality of service, energy consumption, the carbon footprint, and the efficiency of the distribution network, among others, to be detected. It has also laid the foundations for an internal improvement programme.



Data correct as of 31 December 2012.
 * Proactive towards Environment (50% FCC 50% Veolia).



- Management of public water services.
- Construction and management of water-sports facilities.
- Design and construction of treatment plants.
- Water infrastructure franchises.
- Solutions for water in industry.
- Irrigation infrastructure.
- Commercial offices.

Corporate Social Responsibility

Currently, global water consumption is doubling every 20 years and the United Nations estimates that demand will outstrip supply by more than 30% in 2040. This situation poses a great challenge for mankind and for the companies that manage water.

aqualia has risen to this challenge and wants Corporate Social Responsibility to be a part of the work it does every day, so that social and environmental aspects can be integrated into each of its activities.

Response to Stakeholders

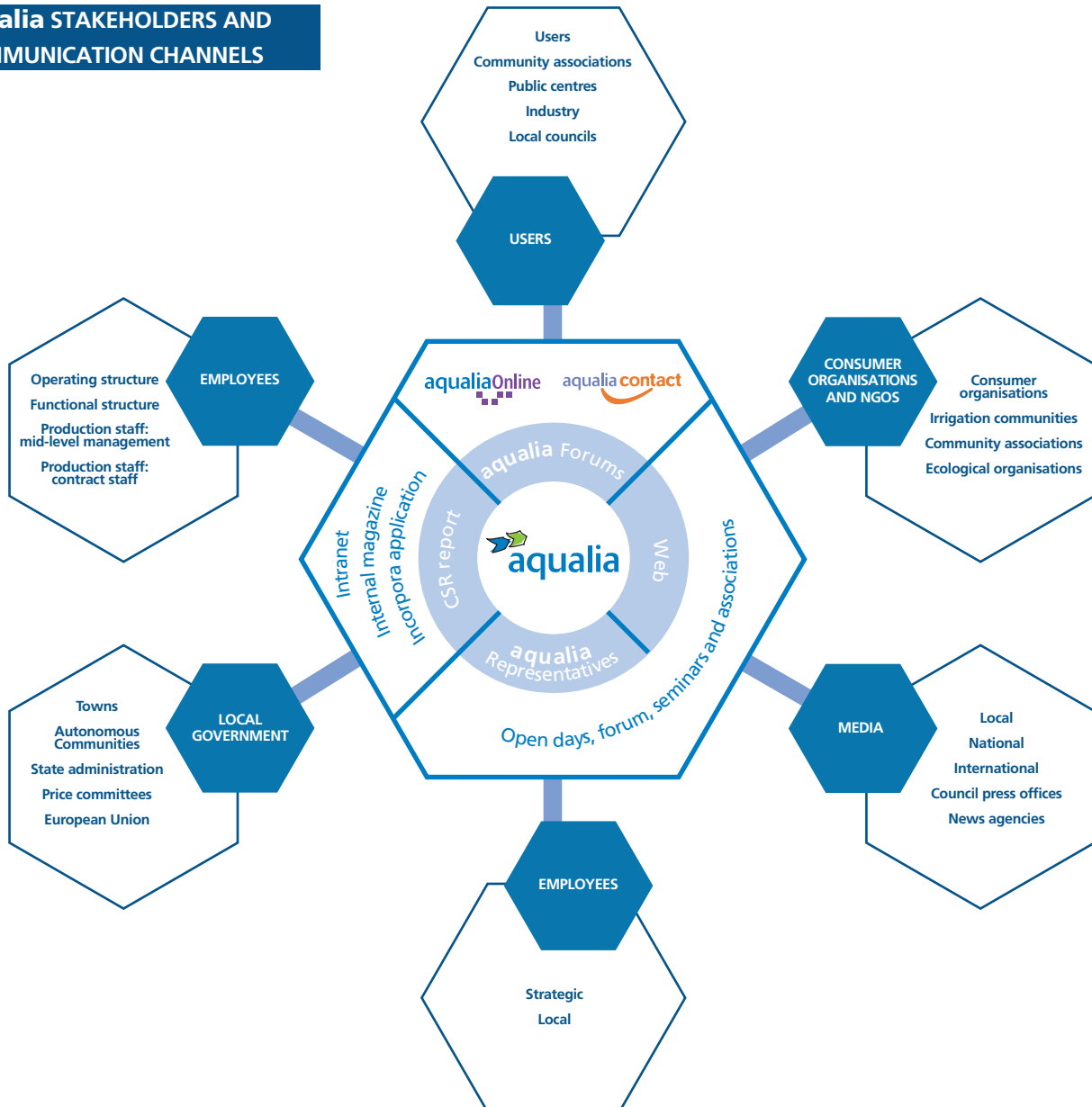
Social Responsibility in **aqualia** revolves around the demands and expectations of its stakeholders, which have been identified by taking into account the level of interaction with the environment in which the company's work takes place, and its coherence with the company's strategy.

Transparency and dialogue with stakeholders are of vital importance in order to implement the initiatives set out in **aqualia**'s corporate social responsibility policy. To implement this dialogue, the company has established different communication channels that are adapted to suit its stakeholders.



*"In difficult times, that is when you really see the social and environmental commitment of businesses. **aqualia** is continuing to strengthen its presence in society through responsible management".*
Enrique Hernández Moreno
 Dtor. of Management Services

aqualia STAKEHOLDERS AND COMMUNICATION CHANNELS

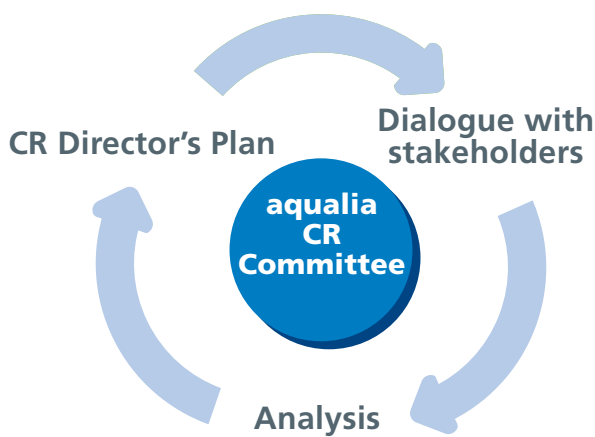


As a result of this dialogue, the **FCC Group Corporate Social Responsibility Master Plan** has been set out to respond to the needs of each group. The Plan includes specific objectives and actions for **aqualia**, with monitoring performed by a Social Responsibility Committee whose main role is to strengthen the **transversal integration of Corporate Responsibility** throughout the organisation, and is composed of representatives from the main **aqualia** management.

The FCC Group also follows a **Code of Ethics** for all employees that sets out certain mandatory rules of conduct aimed at ensuring honest and transparent behaviour, and prohibiting any unethical practice. These rules are also applicable to contractors and suppliers.

EMPLOYEES	
STRENGTHS	AREAS FOR IMPROVEMENT
Training Equality plan	Knowledge of Social Responsibility initiatives

ADMINISTRATION	
STRENGTHS	AREAS FOR IMPROVEMENT
Professionalism Environmental commitment	Knowledge of Social Responsibility initiatives



In 2012, efforts have been made to strengthen communication with stakeholders. In order to do so, specific Employee and Local Government surveys have been carried out with the aim of understanding these stakeholders' **opinions and assessments of aqualia's social responsibility strategy and the actions that have been implemented**. As a result of this dialogue process, several important conclusions were reached which will be taken into account in future actions:

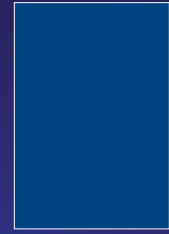
Main associations and forums of which aqualia is a member

- Spanish Water Supply and Sanitation Association (AEAS)
- Spanish Association for Water Desalination and Recycling (AEDyR).
- Andalusian Water Supply and Treatment Association.
- Water Treatment Technology Association (ATTA).
- The PPP infrastructure forum.
- Spanish Association of Residential Water Supply Management Companies (AGA).
- Advisory Council for the Water and Sanitation Cooperation Fund
- Water Environment Federation.
- International Desalination Association.
- Association of Wastewater Treatment Experts of the Czech Republic
- Czech Trenchless Technologies Society
- Czech-Polish Chamber of Commerce
- Association for the Development of Moravia and Silesia.
- Water Management Association of the Czech Republic.



2013 CHALLENGES

- Improve knowledge of aqualia's Social Responsibility actions among all stakeholders, through communication and training activities.
- Create an external advisory committee for improving the management of Social Responsibility.



Principal
milestones
in 2012



Business

International Consolidation: 2012 has been the year for the consolidation and recognition of **aqualia** on an international level as one of the main European integrated water management companies.

Along with the **awarding of new projects** such as, “the management of the sanitation and waste water purification networks in the Eastern Region of Abu Dhabi”, the company has been **invited to participate in major international forums and projects** such as the European Benchmarking Cooperation (EBC) **and has been recognised internationally with awards** such as Water Deal of the Year 2012 for the financial close of the “El Realito” project in Mexico.

Dialogue with stakeholders: in the interests of improving transparency and creating active dialogue with stakeholders, **aqualia** has embarked on a project to survey employees and Local Governments, seeking their opinions on the **aqualia social responsibility strategy and the actions that have been implemented.**

Employees highlighted **the training they received as a strong point**, while **local governments** noted the company's **commitment to the environment.**

(More information in the value of aqualia chapter)

Customers

Customer services: during 2012 a “Quality Monitoring” Quality System was implemented in the **aqualia** contact centre. The system is comprised of control audits that analyse the quality of the customer service provided and highlight possible areas for improvement.

Another improvement put into practice during the year was the introduction and certification of the UNE-ISO 27001:2007 standard for a management system to guarantee the security of customer information in **aqualia contact** and **aqualia online**, the main channels of communication with users.

Improved invoicing and consumption control: in 2012, a new colour invoice with a personalised design was introduced, making it easier for users to interpret the information given.

The use of remote meter reading, without the need for the user to be present, has also been expanded. Currently the company can remotely access around 50,000 customer meters and has more than 100,000 channels available to extend this service to other users in the future.



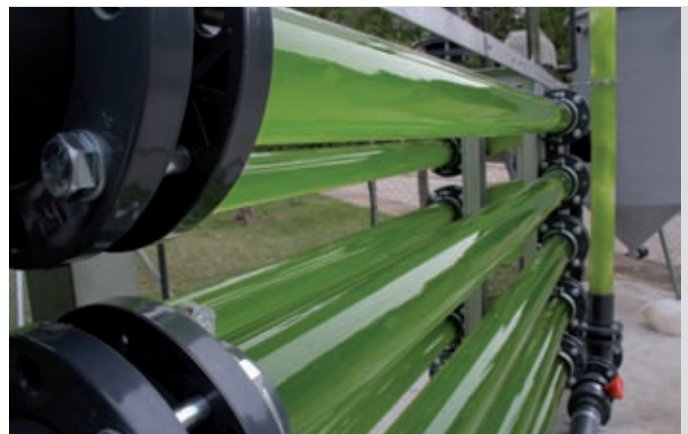
Remote meter reading.

Along the same lines, it has also increased meter and consumption reading directly from the **aqualia** offices.

Innovation: R&D&I forms a part of the company's strategy and allows it to constantly improve its products and services to offer better quality, a lower environmental impact and a lower cost for customers.

2012 stood out for the substantial increase in innovation and the successful completion of three of the projects undertaken, resulting in new patents, industrial projects and new working tools. More than 15 projects were carried out thanks to the participation and involvement of all of the **aqualia** staff, with large benefits to society such as a reduction in energy consumption, the reduction of emissions into the atmosphere and the reuse of materials.

(More information in the customers section)



Photobioreactors at the Cenit VIDA project.

Employees

Development of pre-executive women: with the aim of encouraging the professional development of women, **aqualia** is participating in a Development Programme for Pre-executive Women, a course organised by the EOI (School of industrial organisation) for women with high potential. Through this approach **aqualia** hopes to promote access to management posts within the company for women, facilitating the acquisition and development of practical skills and managerial abilities, as well as enriching their personal and professional development.

Improving internal communication: internal communication is one of the key aspects in organisations such as **aqualia** that encompass diverse areas and staff with varying roles and responsibilities. During 2012, the company set the objective of introducing specific media to improve internal communication, such as the “**Incorpora**” corporate platform in which employees benefit from new services for searching for and managing useful information, and the internal “**Red de comunicación**” (communication network) magazine in which the protagonists are employees from all of the Group's areas and **aqualia**'s latest news is clearly available.



In addition, **aqualia** has introduced the “**Avanzando con nuestro equipo**” (Moving forward with our team) newsletter, whose aim is to provide information via e-mail about the intake of new staff, changes of position, promotions and everything related to employees' professional careers.

(More information in the employees chapter)

Environment

Energy Management System: by the end of 2012, the La Solana, Denia and Alcoi plant contracts had achieved Energy Management System certification in accordance with the requirements of the ISO 50001: 2011 standard.

This initiative has been translated into the implementation of improvements that have reduced energy consumption by between 1% and 5%.

Raising awareness about responsible water use: using water responsibly ensures that future generations will be able to enjoy this basic resource. With this in mind, in 2012 **aqualia** has implemented various activities, such as conferences, celebrations and open days aimed at raising awareness among school children and the general public about the importance of responsible water use.

Furthermore, **aqualia** uses all of its communication channels (web, invoices, posters, etc.) as ways of raising awareness in society and ensuring its involvement in the application of measures to help improve the efficient and responsible use of water.

(More information in the environment chapter)



World Environment Day educational event in Vigo.



Alfonso Tomás, Oviedo manager, and Inma González, city councillor for water, presenting the Gluglú comic at a school.

Society

Support for children: Children are one of the most vulnerable groups in society, and for this reason **aqualia** has chosen to focus its social action efforts on children during 2012, implementing numerous educational initiatives whose main aim is to make the very youngest children aware of responsible water use.

It has also organised other educational and cultural activities such as the **aqualia** International Children's Drawing Competition, which has been generating happy memories for ten years, and the publishing and distribution of more than 16,000 comics in schools to help children learn about the processes that water goes through from being collected to being returned to the environment.

Collaboration with universities: Collaborating with universities is one of the main courses of action in terms of Social Responsibility. During 2012 **aqualia** has collaborated on training projects and programmes with the Universidad de Alcalá, the Universidad de la Rioja, the Universidad Internacional Menéndez Pelayo and the Universidad Nebrija among others.

(More information in the society chapter)



Magic show at **aqualia**'s 10th International Children's Drawing Competition awards ceremony in Bajo Andarax (Almería).



Closeness to the
Customer

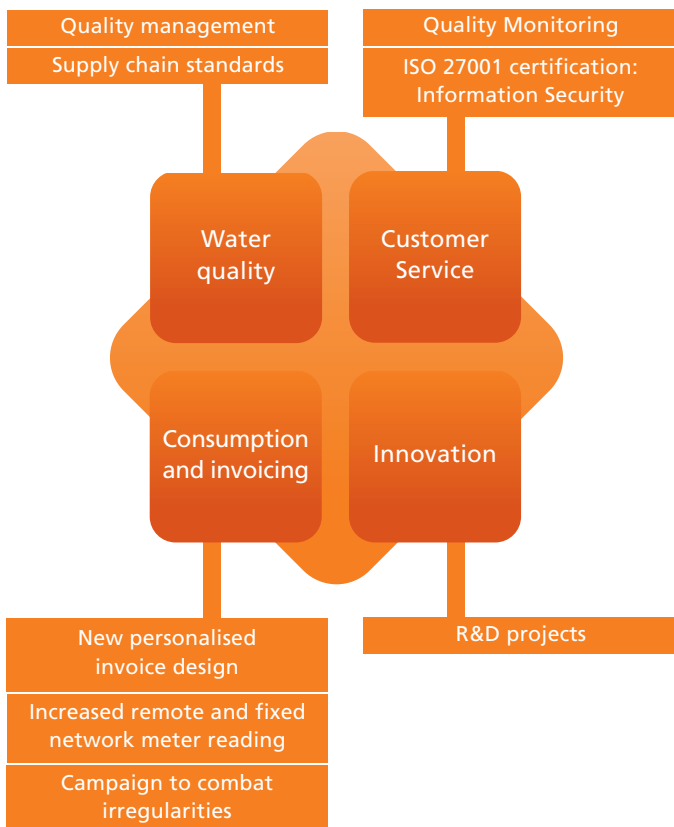
Closeness to the Customer

2012 marked a new milestone in the history of **aqualia**, with the current socio-economic climate requiring a special effort to adapt in order to meet new customer needs.

In 2012, aqualia supplied drinking water to the homes of 7,091,033 residents and sanitation services to 2,796,940 customers, with a total volume of 671,026,019 m³ of drinking water produced through a 39,576 km supply network and 19,539 km sewerage system. It invested 74,222,631 euros to improve and maintain the network.

A **quality, customer-oriented and personalised** service, together with **international consolidation**, has been the priority of the actions carried out throughout the year.

2012 LINES OF ACTION



Water Quality

Guaranteeing the quality of water and its supply is the reason for **aqualia**'s existence. It means having a real commitment on behalf of the entire company, based around a Strategic Quality Plan that includes actions for controlling and improving every stage of the water cycle.

Quality Management

A clear example of **aqualia**'s concern for quality is that practically 100% of its plants have UNE-EN ISO 9001: 2008 certified Quality Control Systems set up. These Systems require the continual monitoring and improvement of all customer-related processes.

aqualiaLab, the **aqualia** water analysis laboratories, play a fundamental role in the monitoring and control of water. They guarantee the quality of the water supply, performing more than 1,330,000 quality analyses per year, with more than 99% meeting requirements. The organisation's main laboratories are accredited according to the UNE-EN- ISO 17025 standard.

More than 99% of quality analyses meet requirements



aqualiaLab Lleida.

Citizens are able to access public information about the quality tests and parameters on the SINAC website (<http://sinac.msn.es>) and on aqualia's local websites (also found at www.aqualia.es). SINAC has different working groups, one of which is led by aqualia. This working group focuses on improving the transparency of information on water quality for users.

The result of this concern for water quality, and for service in general, can be clearly seen in the high levels of **customer satisfaction**.

INSTITUTIONAL CUSTOMERS

Average assessment (out of 5)	3.9
Highlighted aspect:	
Assessment of aqualia staff (out of 5)	4.2

FINAL CUSTOMERS: USERS

Customers satisfied with service	71.9%
Highlighted aspect:	
satisfaction with the meter reading process	78%

The majority of institutional customers indicated that they consume tap water and consider the supply to be continual and uninterrupted, with water generally reaching homes with sufficient pressure.

*The vast majority of users associate **aqualia** with a company that guarantees water supply (87.4%) and that is also efficient (75.7%).*

Quality in the Supply Chain

aqualia requires all of its suppliers and contractors to comply with strict standards and requirements aimed at guaranteeing the maximum level of quality in the contracted products and services.

The FCC Group is developing a commitment to creating value in the communities in which it operates, with more than 90% of purchases in 2012 from local suppliers.

Over recent years, efforts from the entire FCC Group have focused on consolidating an efficient procurement system and reinforcing the information systems designed to mitigate environmental, reputational and operational risks to the supply chain.

To this end, contract terms require all suppliers to comply with obligations relating to job security, good governance, integrity, transparency and compliance with the code of ethics. Suppliers must commit, together with **aqualia**, to taking on the ten principles of the **United Nations Global Compact**.

*77% of suppliers assessed globally by **aqualia** have UNE-EN ISO 9001 Quality Control Systems.*

In 2012, the procurements awarded by **aqualia** reached **479 million euros**, a similar figure to the previous year, giving an idea of the positive economic impact on suppliers and contractors.



Customer Service

To be able to provide a “quality” service, it is important to understand customer's needs, that is, “knowing how to listen”. To this end, improvements have been made to the communication channels to ensure that an open and fluid dialogue can be maintained with each user.

The main channels of communication provided by **aqualia** for its users are:

aqualiaOnline

aqualiaOnline allows every customer to access the virtual office 24 hours a day, 365 days a year. Through <https://aqualiaonline.aqualia.es/aqualiaonline/>, you can quickly and easily perform the main service-related processes: payment management, modifying personal details, requesting information, complaints...

aqualia contact

aqualia contact uses the latest technology to offer a telephone response to both customer service, allowing it to perform the same roles as in the office, as well as managing faults and automatic readings. You can find the phone numbers to call for each region at <http://www.aqualia.es/aqualia/atencion-al-cliente/aqualia-contact>.

In addition, **aqualia** also has local websites in the majority of the areas in which it operates. On these local sites users can see detailed information about all of the services that **aqualia** offers in a specific location.

The entire customer service process is governed by demanding quality standards:

- Average complaint resolution and response time: **15 calendar days**.
- Contracts with estimated consumption: **< 2.4 %**.
- Calls dealt with by the call centre: **>90%**.
- Average call response time: **< 17 seconds**.
- Calls with an excellent* level of customer service: **< 75%**,
(*according to **aqualia**'s criteria).

Quality Monitoring in the Call Center

One of the main actions rolled out during 2012 has been the introduction and implementation of a **Quality Monitoring System** in the **aqualia** contact centre. The system records

calls and the handling of them by the operator in the IT system, which allows monitoring audits to be carried out to analyse the quality of the service provided and detect any possible areas for improvement.

UNE-EN ISO 27001: Information Security Certification

aqualia contact and **aqualiaOnline** both have a management system that guarantees the security of customer information from three angles: availability, integrity and confidentiality. The system was endorsed in 2012 with **aqualia** obtaining UNE-ISO 27001:2007 certification from AENOR, which reinforces the Company's strategy of excellence in customer services.

Improving Consumption Monitoring and Invoicing

The process of consumption monitoring and invoicing is one of the aspects that most concerns customers, for which **aqualia** has gradually introduced new improvements aimed at making it easier for users to read their meter and interpret their invoice.

New Personalised Invoice Design

During 2012 a new colour invoice was introduced, making the information easier for users to interpret. The new design features personalised information for the end user that is adapted to the company sending the invoice (joint venture, consortiums, etc.) in the official language of each territory.



“In 2012 we have given a boost to the channels of communication with our customers, improving the telephone service and providing users with a new invoice format that is easier to read and understand.”

Miguel Perea Fdez-Pacheco
Customer Services Department National Director
aqualia Gestión Integral del Agua, S.A.

Among the important new changes, which include the 14 million invoices that **aqualia** issues each year, is **Infoaqualia**, a new communication channel containing useful information for citizens on the back of their invoice: invoicing explanations, corporate messages and news.

Another change has been the inclusion of a new intelligent service logo to encourage better habits in caring for the environment.



The efforts made to extend customer access to electronic invoicing should also be highlighted. A clear example can be found in **aguas de Alcalá** (consortium in which aqualia participates as service manager in the town of Alcalá de Henares), where 9.3% of users received an e-invoice in 2012, a figure that comfortably exceeds the 2.4% in the city of Madrid.

Increased Remote and Fixed Network Meter Reading

Meter reading, both remotely and in the **aqualia** offices, has meant a great step forwards for users, preventing unnecessary inconvenience on the one hand as they do not need to be present during meter readings, and on the other hand avoiding estimates and always invoicing for the actual consumption.

More than 100,000 channels available for remote readings

With this in mind, remote meter reading capacities, without the need for users to be present, have been expanded. Currently **aqualia** has remote access to around 50,000 customers and has a further 100,000 available in order to extend remote meter reading to other users in the future.

Along the same lines, direct meter reading and consumption monitoring from the **aqualia** offices has also been increased. In towns such as El Vendrell there are already more than 4,100 meters of this type and in 2013 a further 2,700 will be added. Furthermore, in Benalmadena there are currently 600 office-read meters, a figure that will be increased to 3,500 in 2013.



Smart meters in El Vendrell.

Campaign to Combat Consumption Irregularities

To contribute to the responsible use of water, **aqualia** has implemented a campaign designed to detect irregularities and fraud in the actual consumption. Throughout the year numerous inspections have been performed to detect and avoid more than 10,000 irregular situations that were contributing to uncontrolled usage.

Innovation

One of the priorities for **aqualia** is to understand the current and future needs of its customers and use this understanding to drive innovation that is based around providing real solutions.

R&D&I forms part of the company's business strategy and allows it to constantly improve its products and services to offer better quality, a lower environmental impact and a lower cost for customers.



Representatives from the CDTI, Ministry of Economy and Finance, IMDEA and Universidad de Alcalá together with the aqualia directors.

2012 stood out for the substantial increase in R&D&I and the successful completion of three of the projects undertaken, resulting in new patents, industrial projects and new working tools.



"In 2012 we have increased the size of the department by 50%, recruiting 4 new researchers".

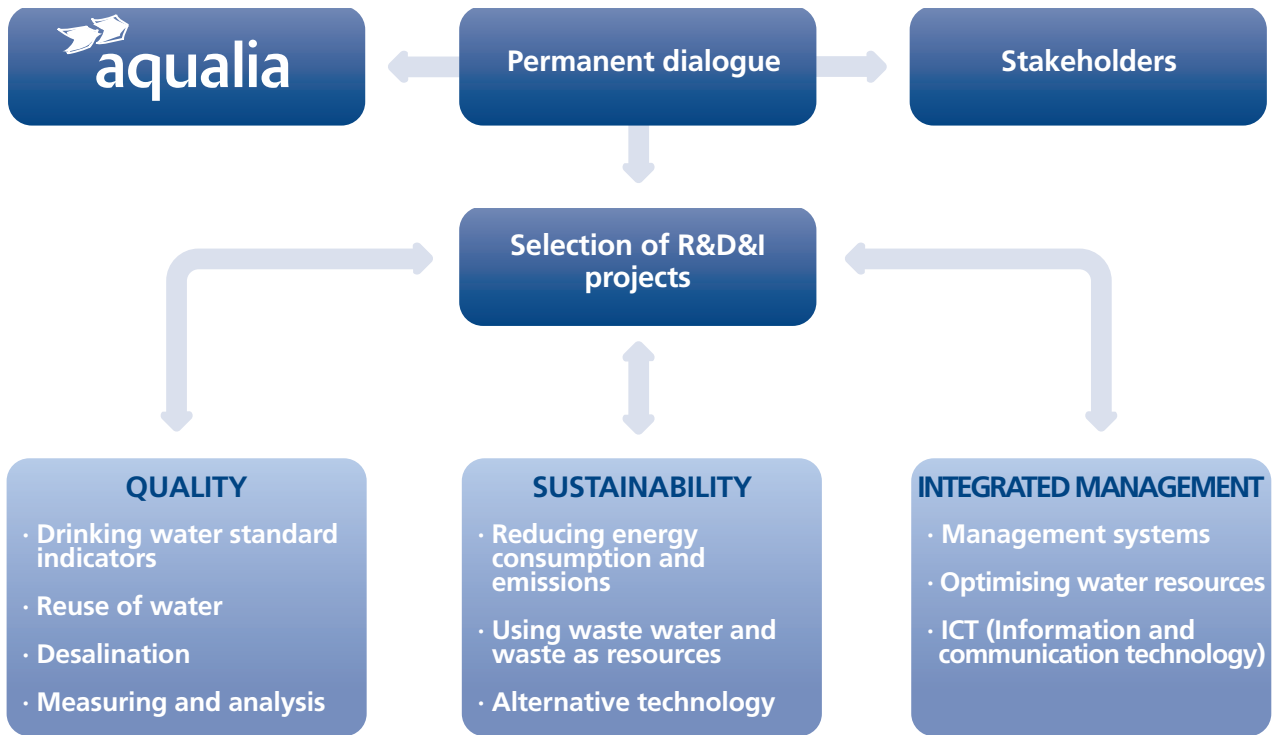
Frank Rogalla
Director of Innovation and Technology.

R&D&I Projects

More than 15 projects were carried out thanks to the participation and involvement of all of the **aqualia** staff in all R&D&I processes, from the identification of opportunities to the implementation of projects.

The R&D&I objectives and projects are established through a permanent dialogue with operators, customers and society

in general and focus on improving **aqualia**'s performance in the following areas:



First **aqualia** R&D workshop in the International Conference Room at the San Ildefonso School, a historic building at the Universidad de Alcalá (Madrid).



Félix Parra and Javier Bello bring the workshop to a close.

The conference organised by **aqualia** in December 2012, “**R&D&I in a water company: challenges and opportunities,**” at the Universidad de Alcalá is a good example of this. The event allowed officials, companies, customers and other interested parties to share experiences and analyse opportunities for improving their collaboration.

With the aim of bestowing projects with the best resources, **aqualia** participates in R&D&I programmes funded by regional, national and European agencies. Over the next year more than 15 active research projects in the company's regional centres will continue to be developed.

Project	Objective
ENDED IN 2011	
San Sebastian Sludge	Complementary work in Salamanca but with larger digesters and integrating ATAD (Autothermal thermophilic aerobic digestion). The aim is to model and control digestion with thermophilic pre-treatment.
Acrylamide	Substituting acrylamide in water treatment and in sludge drying at DWTPs, since this substance has been prohibited by law.
MBBR Ávila	Developing new technology to adapt existing waste water purification plants to the new quality requirements, thereby reducing CAPEX and OPEX costs.
ENDED IN 2012	
Salamanca Sludge	Preparing to meet the European standard that requires the disinfection of purification sludge. Also, optimising the production of biogas as a renewable source of energy and reducing biodegradable waste going to landfill.
Predictive Maintenance	Modernising education departments with a programme of study in Professional Training centres and allowing participating companies to introduce this kind of maintenance.
ELAN Trainasa	Demonstration, on a pilot scale, of new technology that removes nitrogen from the return sludge line in waste water purification plants.

Area	On-going 2012	
Sustainability	All-gas:	Sustainable production of biofuels on a large scale based on the low-cost farming of microalgae (see environment chapter).
	Cenit Vida	VIDA (integral algae usage), making it possible to supply human needs through renewable natural resources.
	Innpacto Downstream	Optimising the farming of algae in waste water, and its subsequent processing.
	SWAT	Developing universal technology for harvesting algae
Quality	Anammox aqualia	Obtaining the necessary knowledge for the stable management of the Anammox process (removal of nitrogen from the sludge line) and increasing it to an industrial level. Sustainable recovery from the phosphorus and ammonium dissolved during the anaerobic digestion process.
	Innpacto Filene	Integration of a ceramic membrane in an anaerobic bioreactor, optimising its design and operation by reducing energy consumption.
	MBR Filling	Studying the combination of a biofilm biological reactor (mobile plastic support) with a new process of membrane ultrafiltration.
	Innpronta ITACA	Researching new, efficient and sustainable technologies for waste water purification, producing substances, secondary products and waste, and energy savings, minimising the environmental impact
Integrated management	Innpronta ISIS (Integrated research into sustainable islands)	Creating a sustainable "home of the future" that is able to evolve and respond to stimuli from the surrounding environment, redesigning citizen services around intelligent urban planning.
	Innovation in the area of customer management:	Entailing three different projects aimed at improving business processes (aqualia SIC), invoicing processes (Simtar) and improving decision-making regarding the average size and type of the team (Large customers).

Area	New in 2012	
Quality	Innova Cantabria	Demonstrating new integrated and compact biological reactors (combined and/or hybrid) reducing the size of small DWTPs
Integrated management	Life Remembrance	Prolonging the life of the membranes used in the reverse osmosis process, making use of what is now waste.
	Predicting consumption	New innovative project in the area of customer management that seeks to develop a tool for predicting water consumption demand to make price studies and offers reliable, based on established variables.

*R&D&I: During 2012,
641,949 euros of grants were
received and over 3 million euros were
invested in more than 15 projects.*

To organise its innovation activities, **aqualia** manages all R&D&I projects with an AENOR-certified system that complies with the UNE 166002: 2006 standard. This tool allows the allocated resources to be monitored and the results obtained to be continually followed up in relation to the initial aims. The processes assist with the technological supervision and exchange of information with more than 10 universities and 5 national and international technological centres.

2013 CHALLENGES

- Create a role as "Customer champion" to make life easier for all customers in resolving service issues.
- In the area of innovation, increase the percentage of investment compared to invoicing and work alongside customers, suppliers, officials and competitors on projects that increase efficiency and improve results.





Human
Resources

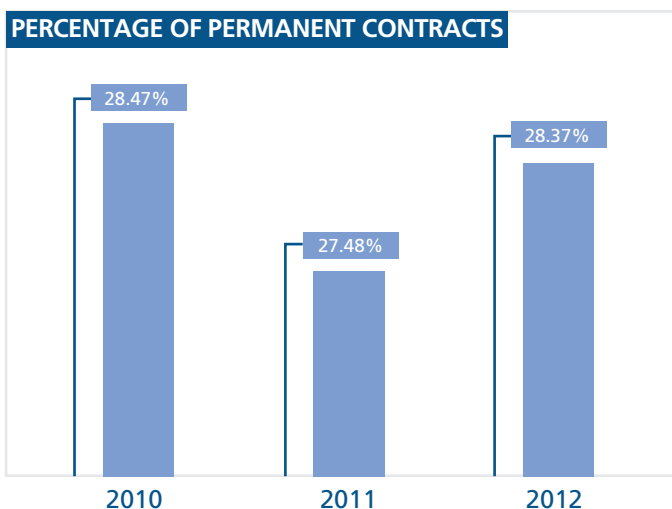
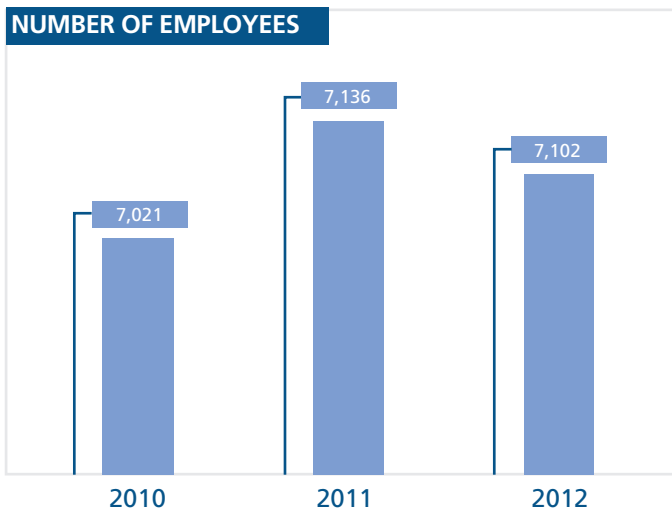
Professionals with a future

To successfully tackle new future challenges, **aqualia's** human resources management is based around a policy that applies equally to all employees and that, during 2012, has bolstered such important aspects as **professional development, internal communication, job security and equality**.

aqualia in figures

aqualia is comprised of **7,102 committed professionals who are ready to successfully tackle new professional challenges**, adapting themselves to the needs of society and the current difficult economic climate.

The geographic distribution is mostly concentrated in Spain, with 5,475 employees, followed by the Czech Republic with 975, Italy with 190 and Mexico with 104, thus facilitating international mobility.



The percentage of staff with a permanent contract increased in 2012 to **28.37%** (2,015), a very positive figure bearing in mind the current socio-economic crisis.

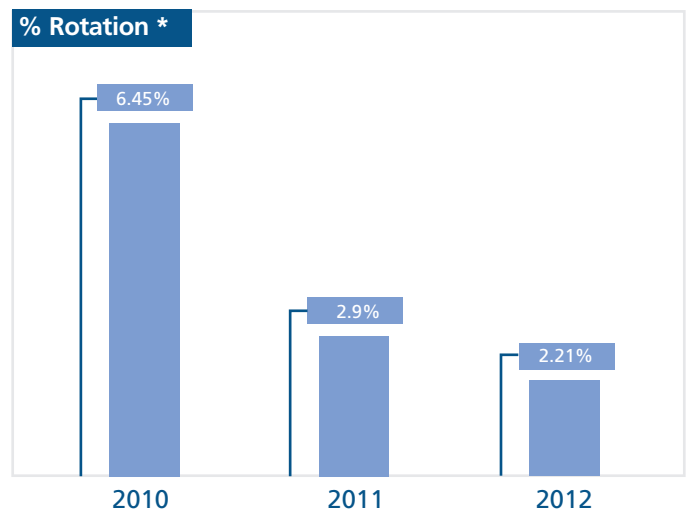
In terms of current rotation, meaning voluntary severance is at a very low level of **2.21%**, almost seven tenths lower than that of 2011.



"Our objective is to achieve a high level of efficiency in Human Resources management in order to contribute to greater and better personal and professional development among the company's employees".
Carmen Rodríguez Gómez
 aqualia Director of Human Resources.



Workers at the Almería Water Service.

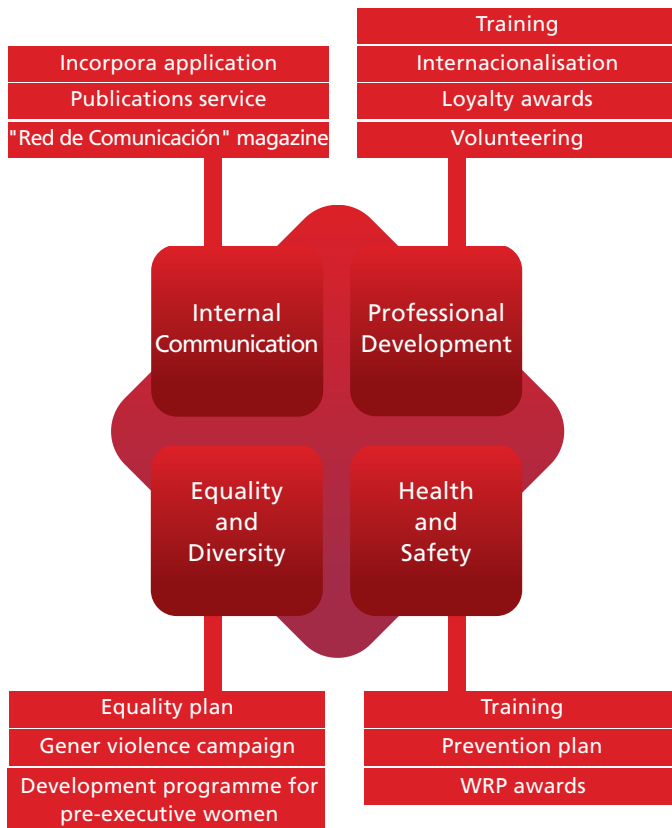


* Does not include data from Montenegro, Chile, Algeria, Portugal and the Czech Republic

2012 Lines of action

In response to employee needs and requests, in 2012 **aqualia** focused its efforts on four specific working areas.

2012 LINES OF ACTION



In each of these areas concrete actions have been carried out, designed to improve aspects such as dialogue between different professional levels, detecting training needs and reducing accidents at work.

Equality and Diversity

For several years **aqualia** has been intensively working to develop ethical principles and values, as well as introducing programmes, internal processes and positive measures aimed at creating a working atmosphere that inspires respect among employees, equal opportunities and the integration of diversity.

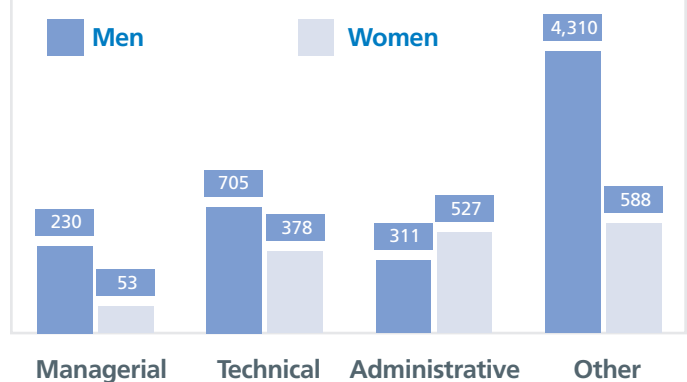
Equality Plan

During 2012 efforts were increased for the implementation of a **Company Equality Plan** guaranteeing equality and encouraging work and family conciliation.

Within the measured aimed at creating a working atmosphere that inspires respect and equality among employees, an information leaflet on equality and preventing harassment has been made to be handed out to all staff.

In 2012 the percentage of female staff increased by more than half to 21.78%

DISTRIBUTION OF SEXES ACCORDING TO PROFESSIONAL CATEGORY IN 2012



In addition, to coincide with 8 March, **International Women's Day**, a campaign to publicise equal opportunities took place, centring on women working in the company. Furthermore, taking a step further, a campaign to raise awareness among all customers of **aqualia's** commitment to equality took place through its water invoices.

Gender-based Violence Campaign

In line with the Equality Plan, **aqualia** signed a collaboration agreement with the Ministry of Health, Social Affairs and Equality in order to boost the awareness and professional integration of women who have suffered gender-based violence.

Among the actions rolled out as a result of this agreement, it is worth highlighting the **"Don't miss the signs. Choose life"** awareness campaign carried out through the various channels of communication already available to **aqualia**.

In the area of the occupational integration of gender-based violence victims, non-work-based training activities took place to improve the employability of this group in **aqualia Contact**. This training led to the professional integration of some participants.

Development Programme for Pre-executive Women

With the intention of encouraging professional development in women, **aqualia** is participating in a Development Programme for Pre-executive Women, with a course organised by the EOI (School of industrial organisation) for women with high potential. Through this approach **aqualia** hopes to promote access to management posts within the company for women, facilitating the acquisition and development of practical skills and managerial abilities, as well as enriching their personal and professional development.

All of these actions have led the government to support the equality policy put in place by **aqualia**, receiving a **positive assessment from the Ministry for Health, Social Affairs and Equality and holding on to the "Equality in Business" award for another year.**

The report from the Ministry noted and very positively assessed:

- The increased female presence in head of service and department positions, particularly in departments in which women were, until now, a minority.
- The measures adopted to ensure that selection and contracting processes comply with the principle of equality between men and women.
- The Company's participation in different forums on gender-based violence.

Internal Communication

Internal communication is one of the key aspects in any organisation and, in particular, in those like **aqualia** that encompass diverse areas and staff with varying roles and responsibilities. Transparent and effective communication at all levels facilitates work and promotes employee trust.

Currently, the main tool for communicating with employees is the corporate intranet, which enables all members of the company to remain up-to-date on the main aspects of interest such as policies, strategies, news and events...

During 2012, the company set the objective of introducing specific media to improve internal communication, among which the following are especially noteworthy:

Incorpora Application

Through the **"Incorpora"** corporate platform, employees benefit from new services for searching for and managing useful information such as their salary, holidays, expenses and their professional profile. From an employee point of view, **Incorpora** increases self-management and makes a larger number of human resources services available on-line.



In the picture, **aqualia**'s employees in Toledo participating in the Campaign "Don't miss the signs. Choose life".

“Red de Comunicación” Magazine and “Avanzando con nuestro equipo” Tool

The internal “Red de comunicación” (communication network) magazine is available at intranet corporativa and web de FCC. This publication is a space in which the protagonists are employees from all of the Group's areas and **aqualia**'s latest news is clearly available. The magazine hopes to bring all of the FCC staff closer together so that they can know one another better and uphold the company's common values.

In addition to this, **aqualia** has introduced the “Avanzando con nuestro equipo” (Moving forward with our team) internal communication tool, whose aim is to provide information via e-mail about the intake of new staff, changes of position, promotions and everything related to employees' professional careers.

Specialised Publications Service

Since October the **aqualia Specialised Publications Service (SPE)** has been available for all those interested in the news and articles from the main publications in the sector. The magazines are available in full through a browsable index, making them simple and intuitive to read.

The SPE has put **aqualia** employees in touch with a powerful source of information that is very useful for professional development and responds to the growing need to be in contact with news in the industry.

Professional Development

The people that make up **aqualia** guarantee its successful results. The company maintains an active commitment to keeping all employees focused on **professional growth and development**.

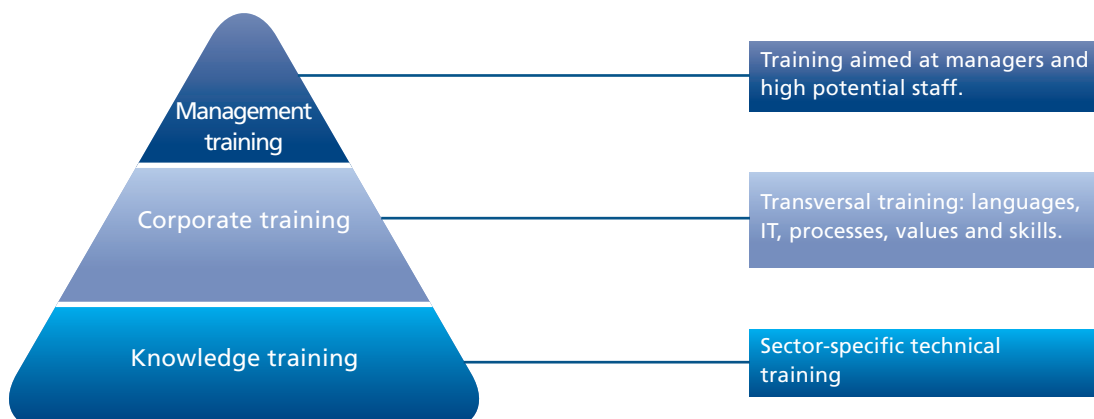
Training

Continual and personalised training is an essential requirement for professional development.

aqualia makes use of a comprehensive training model based on three levels of training:



Examples of the “Moving forward with our team” internal communication.



The first two levels are managed by the FCC Group, while specific water-related technical training is managed by **aqualia**.

The result of this training model is a Training Plan designed by detecting the transversal or functional needs in each employee's area or post.

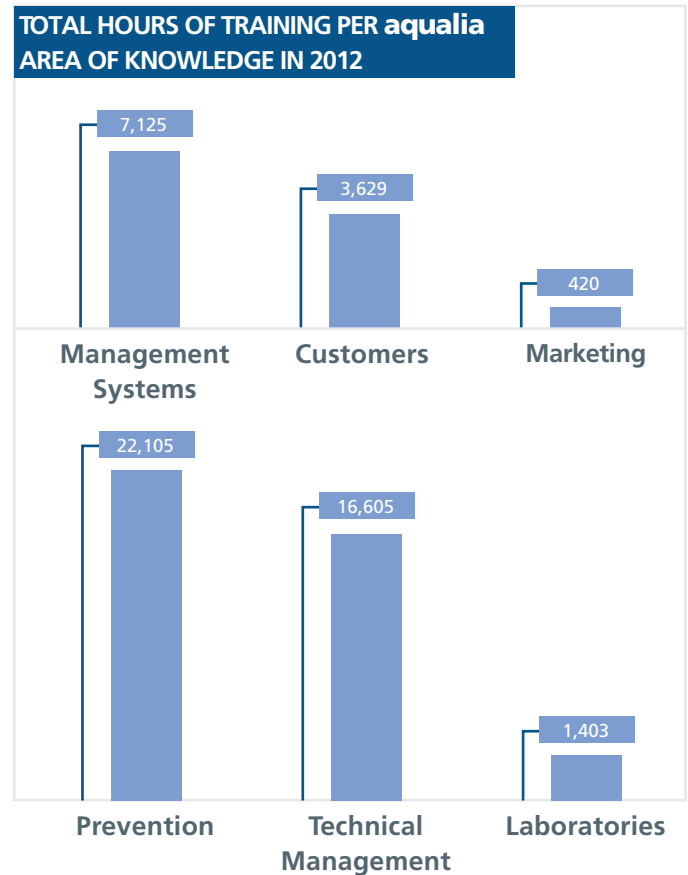
With this in mind, **aqualia** has continued to draw up specific training itineraries that are suited to each post.

70% of women and 51% of men on the staff received training in 2012.

In 2012, the **aqualia** Training Plan translated into very positive results:

- **474** courses taught, **21% higher** than the previous year.
- **5,822** participants compared with **5,181** the year before.
- **73,122** hours of teaching, **30% more** than in 2011.
- **11.8** hours on average per employee, almost **40% higher** than 2011.
- **501,754 euros** of **total investment** in training and staff development, **over 10% higher** than 2011.

Among the new programmes taught in 2012 is the **“Implementing the CSR Model for Social Responsibility Management”** course, which is specially designed to improve CSR management throughout the company.



Training by category and sex 2012	Hours		N° of employees trained		Hours / employee	
	Women	Men	Women	Men	Women	Men
Management	168	2,788	7	74	24.00	37.68
Middle management	3,569	10,315	105	318	33.99	32.44
Technical	4,252	7,312	150	219	28.35	33.39
Skilled	7,086	19,170	392	1,032	18.08	18.58
Unskilled	4,363	14,177	218	883	20.01	16.06
Total	19,438	53,762	872	2,526		

It should be highlighted that participants found the technical training they received from the **aqualia** school of knowledge to be very positive, giving it an average score **above 8**.

Internationalisation

aqualia supports the professional development of its employees by promoting their mobility in the countries where it operates. To do this, it has continued its policies of identifying the candidates within the company who are most suitable for each international position.

In 2012, 12 new employees had the opportunity to develop their professional potential in Italy, Montenegro, Egypt, Saudi Arabia, United Arab Emirates, Chile and Mexico.

Loyalty Awards

Each year FCC recognised the loyalty of employees who have been part of the Group for 40 or 25 years. This distinction demonstrates the Group's gratitude to those employees who have spent their entire professional career developing within the company.

In 2012, 129 people received this recognition, of whom **10 belong to aqualia**.

Volunteering

The FCC Group runs a Corporate Volunteering Programme, in which employees from the different companies carry out social work to help the most disadvantaged communities in society, particularly elderly people and those with mental health disorders.

The programme is primarily based in residential care homes in Collado Villalba (Madrid) and Fort Pieç (Barcelona) and a home for physical and mental disability located in Valencia.

aqualia employees feel very **proud to support this solidarity project, and many have already provided a large personal contribution**.

Health and Safety

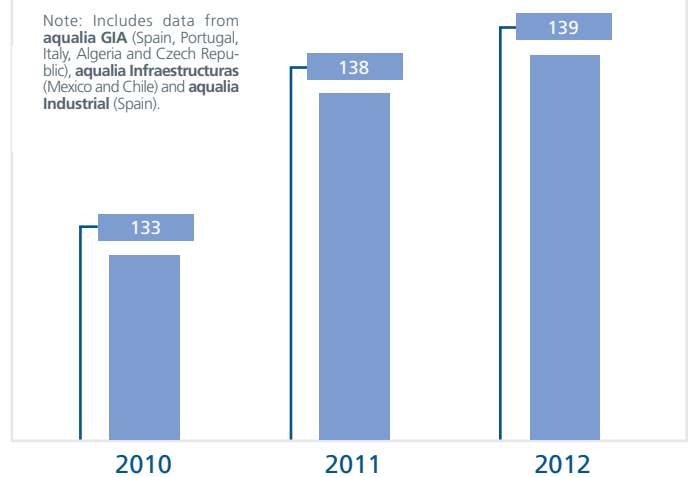
aqualia has established an **active risk prevention and health and safety policy** that applies to all of the company's activities and has set out its fundamental objective as achieving **"zero workplace accidents"**.

For this reason it has implemented specific actions that have produced positive results such as "more than 200,000 working hours without accidents in the refurbishment of the DWTP in Cutzamala, Mexico," and "more than 250,000 hours with zero accidents in the construction of the plant in Salamanca, Mexico."

During 2012 **the accident rates remained the same as the previous year**.

AMOUNT OF SICK LEAVE PER OCCUPATIONAL ACCIDENT

Note: Includes data from **aqualia GIA** (Spain, Portugal, Italy, Algeria and Czech Republic), **aqualia Infraestructuras** (Mexico and Chile) and **aqualia Industrial** (Spain).



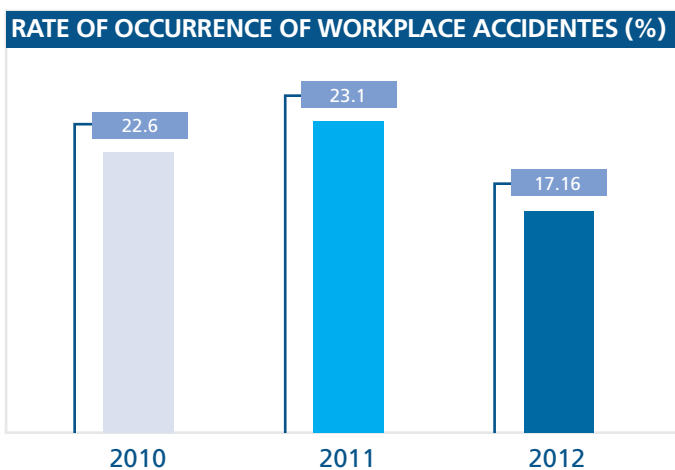
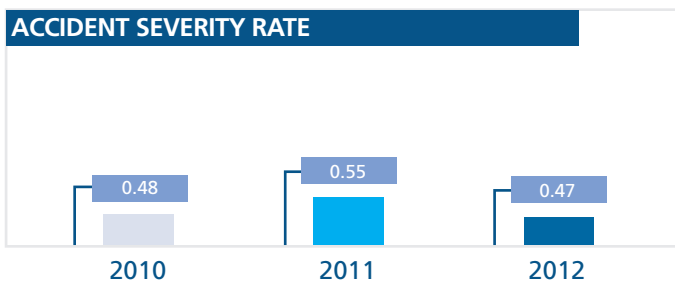
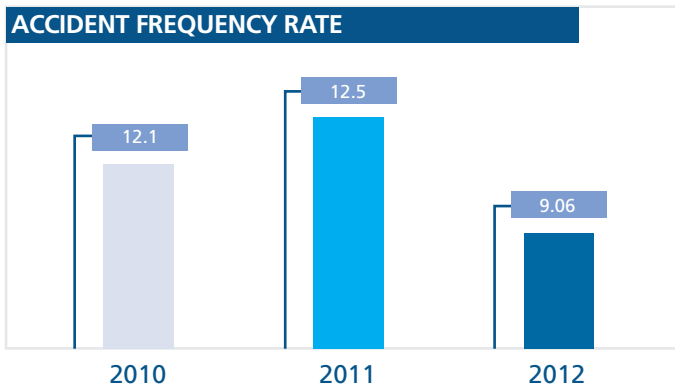
Moreover, **all absenteeism rates have reduced greatly**, with a total of 7,148 days lost recorded due to occupational accidents or work-related illness and 57,364 days lost for other illnesses or accidents, aided by the current socio-economic situation.

Among the main actions in 2012 were:

ACCIDENT AND ABSENTEEISM RATES

2010 2011 2012

Note: Includes data from **aqualia GIA** (Spain, Portugal, Italy, Algeria and Czech Republic), **aqualia Infraestructuras** (Mexico and Chile) and **aqualia Industrial** (Spain). The absenteeism data also include **aqualia Infraestructuras** Spain and **aqualia GIA** Saudi Arabia.



- **Accident frequency rate:** Number of workplace accidents per million working hours.
- **Accident severity rate:** number of working days lost due to workplace accidents for every thousand hours worked.
- **Rate of occurrence of workplace accidents:** number of accidents per thousand people at risk.
- **Absenteeism:** total hours lost compared with total hours worked.

WRP Training

Training and raising awareness is the basis for effective prevention. For this reason, in 2012 **aqualia** introduced a specific Training and Awareness Raising Plan to **train employees and make them aware of the importance of workplace risk prevention and achieve safe and healthy working conditions.**

*In 2012, 146 courses on prevention were taught within **aqualia** to a total of 2,055 employees, exceeding 22,105 hours. This training amounted to a cost of 95,210 euros.*

Included in the training programme were new practical courses designed by the **aqualia** Health and Safety department, aimed at **700 workers** who need to access confined spaces or carry out work at height. The training is fully adapted to their professional work and taught through the same means that they use day to day.

To complement the training programme, the Communication Policy was strengthened to include numerous activities to raise awareness and achieve greater employee involvement in risk prevention.

Prevention Plan

The 2012 **aqualia Workplace Risk Prevention Plan (WRP)** has been created to guarantee the health and safety of its employees and subcontractors. Furthermore, this objective has been fully aligned with the FCC Corporate Social Responsibility Plan.

To draw up the Plan, the Health and Safety department analysed the initiatives carried out during 2011. **aqualia** has focused its efforts around various aspects according to the points for improvement that were noted. The most important is the **drop in the accident rate**, with special attention being paid to the sectors or situations that presented the highest rates. Alongside this, **better integration of prevention throughout the production line** has been outlined, including the **extension of the OHSAS workplace safety certification internationally**.

Another aspect included in the 2012 Prevention Plan is the **implementation of measures derived from the FCC Road Safety Plan**.

WRP Awards

In 2012 **aqualia** organised the **First Prevention Awards**. With this new initiative, the business hopes to recognise the dedication of production areas, as well as the initiatives and actions performed by employees, that contribute to improving the level of protection and health and safety in the workplace.

The Prevention Awards were organised into two categories: **Award for preventive management and Personal career path award**.





2013 CHALLENGES

- Define new training itineraries.
- Continue to develop performance appraisals.
- Improve internal applications to improve training.



Environment

Sustainable Service

aqualia's environmental management, within the framework of the FCC Environmental Policy and Corporate Responsibility Master Plan, is characterised by efficient and environmentally-friendly integrated water management that directly contributes to sustainable development.

Since the services that **aqualia** provides can lead to an impact on the surrounding environment, all operating units draw up and apply environmental plans that include concrete measures for preventing and minimising the risks caused by their actions.

*In **aqualia**, all operating units have an environmental plan that allows them to identify risks and minimise impacts on their surroundings*

Thanks to this approach, many good environmental practices have taken place for a number of years, for example:

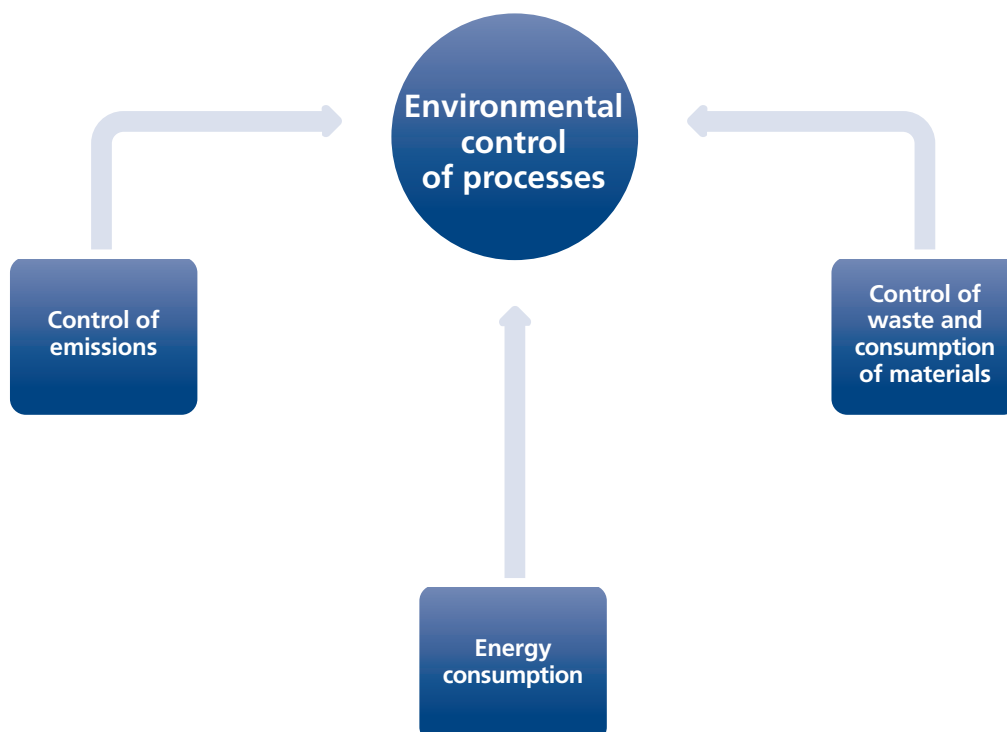
- Recovery and reuse of sludge as compost for agricultural purposes.

- Removal of impacts from water abstraction with the intensive use of desalination plants.
- Reduction of energy costs thanks to the reuse of purification sludge as a biofuel.
- Energy saving from the customer support service for **aqualia Infraestructuras** customers during the project planning phase and subsequent works.
- UNE-EN ISO 14001 Environmental Management Systems Certification in over 94% of **aqualia** production.

Environmental monitoring: **aqualia** goes green

aqualia's environmental management establishes the continual follow-up of its impacts on the environment based on the strict monitoring of the main aspects: **resources consumed, and waste and emissions generated.**

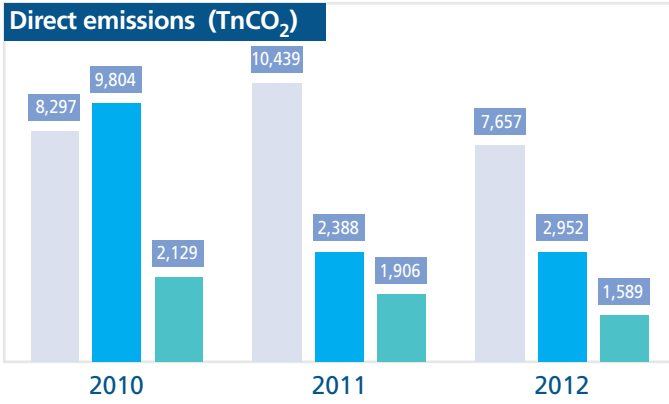
Below are the main results obtained and their development over the last three years:



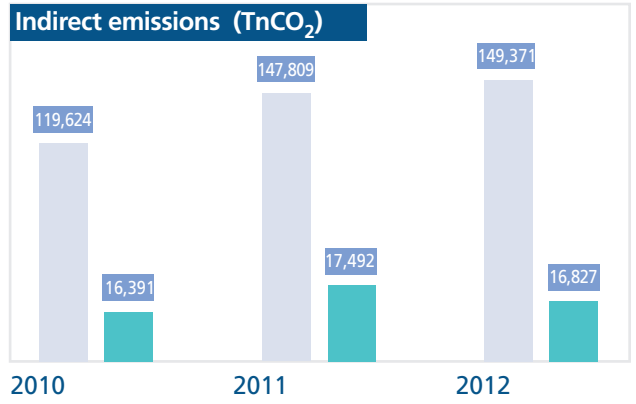
Control of emissions

aqualia GIA aqualia Infraestructuras SmVak

Direct emissions (TnCO₂)



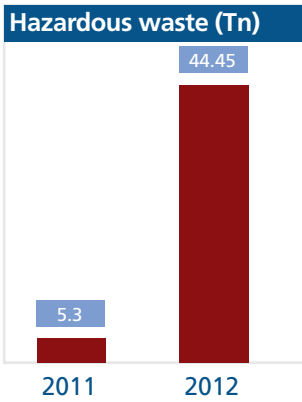
Indirect emissions (TnCO₂)



Control of waste and consumption of materials

GIA Spain and SmVak

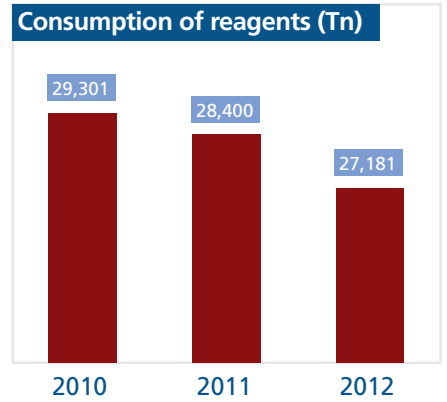
Hazardous waste (Tn)



Non-hazardous waste (Tn)



Consumption of reagents (Tn)

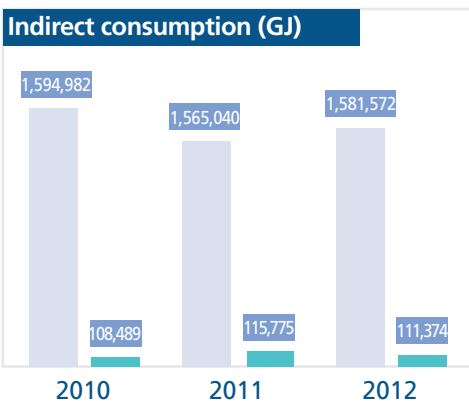


Hazardous waste data for aqualia Infraestructuras Spain, Romania, Mexico and Chile; and GIA SmVak. Non-hazardous waste data for aqualia industrial Spain and aqualia GIA Spain.

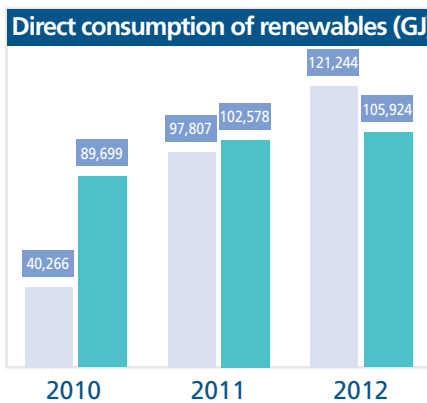
Energy consumption

aqualia GIA aqualia Infraestructuras SmVak

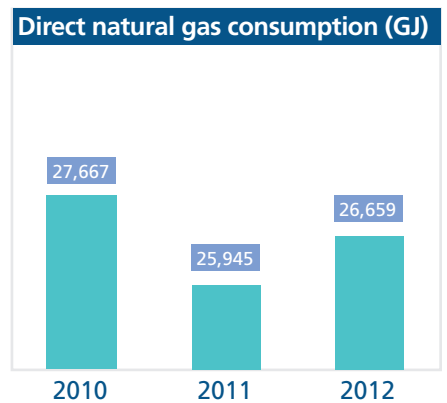
Indirect consumption (GJ)



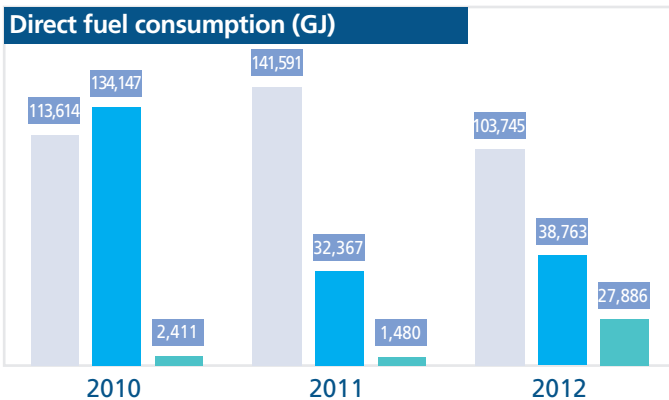
Direct consumption of renewables (GJ)



Direct natural gas consumption (GJ)



Direct fuel consumption (GJ)



*Note: The emissions and direct consumption are not significant in aqualia Industrial.

**Note: The emissions and direct consumption are not significant in aqualia Industrial and aqualia Infraestructuras.

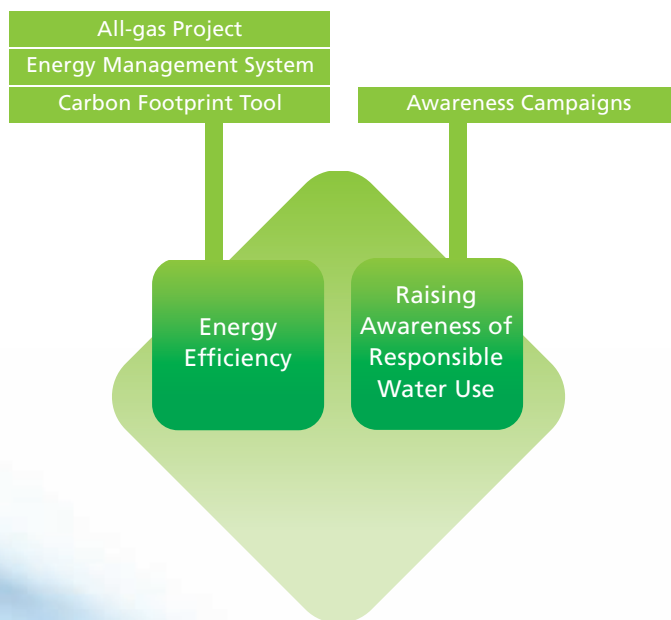
2012 Lines of action

The values and principles of **aqualia** are designed to reflect a real commitment to **respecting the environment and minimising the use of resources**.

These values translate into an environmental strategy that is based on **optimising current processes, analysing the network's energy performance, incorporating alternative energy sources (wind, solar, biomass, hydro microgeneration), adopting new economic concepts (environmental cost of water and carbon credit market), and raising awareness among employees and society**.

As a result of all this, **aqualia** has identified two main areas for environmental improvement on which it has focused its efforts during 2012:

2012 LINES OF ACTION



Energy efficiency

One of the main concerns at **aqualia** is researching new ways of improving energy efficiency in its work.

This strategy has a double objective: improving environmental management and reducing the cost of services for customers, as energy consumption accounts for 8% of the service cost charged to the end user.

Energy Management System

In 2011, **aqualia** began to implement and certify an Energy Management System in accordance with the requirements of the ISO 50001: 2011 standard. This initiative aims to implement improvements that will increase the performance and maximise the energy efficiency of plants.

At the end of 2012, all activities related to the La Solana, Denia and Alcoi contracts were certified.

Denia Plant: this plant offers a clear example of the benefits of the effective implementation of a Management System of this type, since the results of the measurements of KWh consumed per m³ of water produced (SWTP + collection) decreased from 0.61 in 2010 to 0.52 in 2012.

The increased energy efficiency of the service processes was motivated by the introduction of a series of improvements that include the following:

Description of the improvement	Affected teams	Initial consumption (kWh)	Consumption after improvement (kwh)	Energy saving (%)
Operation modification at the Racons SWTP. Phase A.	Entire Racons Plant, especially river pre-treatment.	1,587,756	1,301,826	22%
Operation modification at the Racons SWTP. Phase B.	Entire Racons Plant.	1,433,904	1,279,687	12%
Beniadla SWTP. Adjusting water capture and pump speeds.	Wells and pressure pumps, Beniadla SWTP.	1,238,221	1,111,486	11%
Pump removal. Repair and column repair.	Casablanca pump.	100,118	48,601	106%
Pump removal. Reserve installation and column repair.	Beniadla Well 2 pump.	151,528	95,246	59%

La Solana Plant: it has once again demonstrated the efficiency of the system, this time through the results obtained after measuring the Wh consumed per m³ of water pumped: decreasing from 7.31 in 2011 to 6.89 in 2012. This improvement has been achieved mainly through changing the bearings in pumps and motors.

Currently, energy monitoring and remote control systems are being developed in various DWTP and WWTP teams so that they can make the most of more economical energy.

Finally, it is worth highlighting that two “remote” measuring tools, which will capture data on the level of treated water in the DWTP, are due to be installed so that information on consumption and flow can be input and stored.

Alcoi Plant: since the Energy Management System in this plant was installed in 2012, an objective evaluation of the results obtained has not yet been established, though there have been various actions for improvement:

- Changing the contracted electricity tariff and the soft starter in the Barranc del Cint Well.
- Investing in a correlator and a geophone leak detector and 20 Permalogs.
- Installing 11 sector meters and data loggers in department output meters, with the aim of confirming minimum nighttime flow.



Alcoi Regional Water Service.

Calculating the Carbon Footprint

In the second half of 2012, **aqualia** launched a project to define its own methodology for Calculating the Carbon Footprint of one of its Integrated Water Services, and to design a calculation tool that suited the needs of this service. This project will allow it to identify new environmental improvements that will reduce emissions and energy consumption.

The pilot service, in the province of Lleida, is calculating the Carbon Footprint generated by water cycle emissions: adduction, chlorination, distribution, collection by sewage system, purification and final discharge of effluents.

The result of this work, which will be presented in 2013, will be a report on equivalent CO₂ emissions that identifies the direct and indirect emissions of Greenhouse Gases (GHG) as well as the emissions that were prevented from being sent into the atmosphere as a result of the good practices that the service has implemented.

Finally, the project includes the identification and quantifying of the amount of carbon fixation, meaning the carbon retained in biomass for more than 100 years, that has been produced as part of the water cycle.

All-gas Project

aqualia will head up a cluster of six leading European companies that are participating in the “**All-gas**” R&D project, developed as part of the European Union Seventh Framework Programme (FP7), with funding of 7.1 million euros. The project researches ways of producing energy from waste water, such as converting purification plants into real “energy factories”.

In concrete terms, this means searching for ways to transform effluent from waste water purification plants into organic material that can be used for growing the microalgae that produce biofuels. Furthermore this system will be self-sufficient, producing its own energy. In 2012, a project of this type was carried out for the first time on a large scale with 10 hectares of farming in Chiclana de la Frontera, Cádiz. It is expected that with the biofuels produced in the area, the annual consumption of a fleet of 400 vehicles will be covered.

Raising Awareness about Responsible Water Use

aqualia is conscious of its important role in managing such a basic and vital resource as water. Every year, millions of m³ of water are collected from different sources and managed by **aqualia**, which takes on the social responsibility that comes with it.

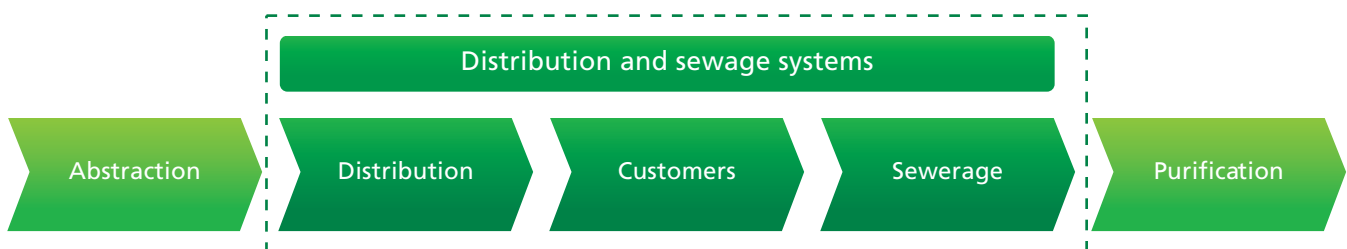


Diagram of the processes of the Lleida plant for which the Carbon Footprint is being calculated.

Type of collection	2010 (m ³)	2011 (m ³)	2012 (m ³)
Seawater	6,848,870.6	12,139,697.1	9,980,448
Reservoir and similar	318,891,223.1	311,605,289.3	336,164,773
Filtration gallery	925,102.3	958,544.6	837,181
Spring	57,222,549.7	61,394,235.4	80,720,514
Tube well	151,093,725.1	167,322,955.6	143,388,159
Dug well	21,733,173.2	25,997,709.9	22,127,595
River or similar	71,436,374.2	78,242,975.5	83,588,644
Not specified	18,524,792.2	18,915,105.7	13,631,755
TOTAL	646,675,810.4	676,576,513.0	690,441,069.0

The responsible use of water guarantees that future generations will enjoy this basic resource, and with this in mind **aqualia** introduced various activities during 2012 to raise awareness among citizens.

Awareness Campaigns

In order to celebrate World Environment Day on 5 June 2012, **aqualia** actively collaborated in the activities organised by councils, organisations and associations in the cities in which it works, such as Vigo, Barcelona, Oviedo,



World Environment Day educational event in Vigo.

Valdepeñas, and others. The activities in which the company took part were mainly centred on raising awareness in schools and among the general public about the importance of the responsible use of water.

In addition, **aqualia** uses all of its channels of communication (web, invoices, posters, etc.) as a means of raising awareness in society and ensuring its involvement in the application of measures to help improve the efficient and responsible use of water, for example, in the new invoices which include specific and personalised awareness campaign messages.

In 2012, local television in Asturias and Castilla la Mancha broadcast reports dedicated to the problems caused by blockages in submersible pumps at waste water pumping

stations, as a result of the accumulation of fibres and material that fall off wet wipes, nappies, sanitary towels, etc., when they are thrown into the toilet.

During the broadcast of these reports, **aqualia** took the opportunity to ask for the help of the general public to prevent this type of problem, which could be avoided by simply throwing this waste into the bin, at the same time saving the water used to flush the toilet.



Open days at the Oviedo laboratory on World Water Day.

Environmental risks

Taking into account the services that **aqualia** provides, and its interaction with such an important resource as water, it is important to have a preventive approach and to monitor the possible environmental risks arising from its activity.

To this end, the FCC Group has drawn up a Risk Map for all of the Group's companies and, in the case of **aqualia**, has identified the following environmental risks:

Changes associated with natural and human systems

Hydrological risks associated with existing infrastructure.

Reduced availability of fresh water.

Increased cost of activities associated with purification.

Changes associated with public policy

Increased energy costs.

Together with the risks identified, **aqualia** has assessed the circumstances in which, in some cases, its activity takes place in protected natural areas or areas of high biodiversity, and in which it maintains an environmentally-friendly approach to guarantee the preservation of its surroundings:

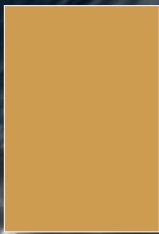
Throughout the chapter, actions and projects implemented in 2012 to mitigate possible current risks as far as possible have been described, especially those focusing on reducing energy costs and the environmental impacts caused.

2013 CHALLENGES

Be the first company in the sector to calculate and externally verify the Carbon Footprint for a Water Service.

Protected natural areas or areas of high biodiversity in which aqualia works

1. Protected Natural Areas	<ul style="list-style-type: none"> · Water abstraction in the Orellana reservoir (Protected Area 53). · Hornachos water supply (PA 55). · Canalization in Valdeinfierno in Jaén. · Water abstraction in Umbria, the Montón del Trigo mountain, and Jaén. · WWTP in the Las Angosturas natural park in Córdoba.
2. European Ecological Network 2000 (SPAs and SCIs)	<ul style="list-style-type: none"> · Water abstraction in the Arroyo Conejo reservoir (Special Protected Area 3). · Water abstraction in the Serena and Zújar reservoirs (SPAs 35 and 43). · Water abstraction in the Orellana reservoir (SPA 38 and Site of Community Importance 1). · La Serena water supply and purification (SPAs 43 and 47, and SCI 9). · Torrejón el Rubio water supply, Mdad DWTP. Riberos del Tajo (SPA 54). · Herrera del Duque water supply (SPA 57 and SCI 8). · Hornachos supply (SPA 66 and SCI 4). · Water abstraction in the Alange reservoir (SPA 67). · Water abstraction in San Jorge de Alor (SCI 38). · Abstraction, sanitation, DWTP and WWTP in CHKO Beskydy (Czech Republic).
3. Biosphere Reserve	<ul style="list-style-type: none"> · Torrejón el Rubio water supply in Monfragüe.
4. Natural Parks	<ul style="list-style-type: none"> · Camarles WWTP, L'Aldea WWTP and Deltebre WWTP in the Delta de l'Ebre Natural Park. · Supply and sanitation in Sant Josep de Sa Talaia and Formentera in the Ses Salines d'Eivissa i Formentera Natural Park. · Use of aquifers, reservoirs and pumping for drinking water in the Acantilados Maro- Cerro Gordo (Granada) Natural Park. · WWTP in the Sierra de Aracena and Picos de Aroche Natural Park in Huelva. · Use of pumping, aquifers and wells in the Doñana Natural Park in Huelva. · WWTP in the Marismas y Ribera del Tinto Natural Park. · Stretch of pipeline in the Lagunas de Palos y Las Madres Natural Park. · Drinking water reservoirs in the La Breña Natural Park in Cádiz. · WWTP and pumping plant in the Cabo de Gata Natural Park in Almería. · Reservoirs, pumping and WWTPs in the Cabo de Gata-Níjar Natural Park in Almería. · Water abstraction in the Sierras de Alhama, Tejeda and Almijara Natural Park in Málaga. · Reservoir, abstraction and WWTP in the Sierra Norte Natural Park in Seville.
5. World Heritage	<ul style="list-style-type: none"> · Desalination plants in Eivissa, Sant Antoni de Portmany and Santa Eulària des Riu in the Poseidonia oceánica prairies on the coast of the island of Ibiza.



Society

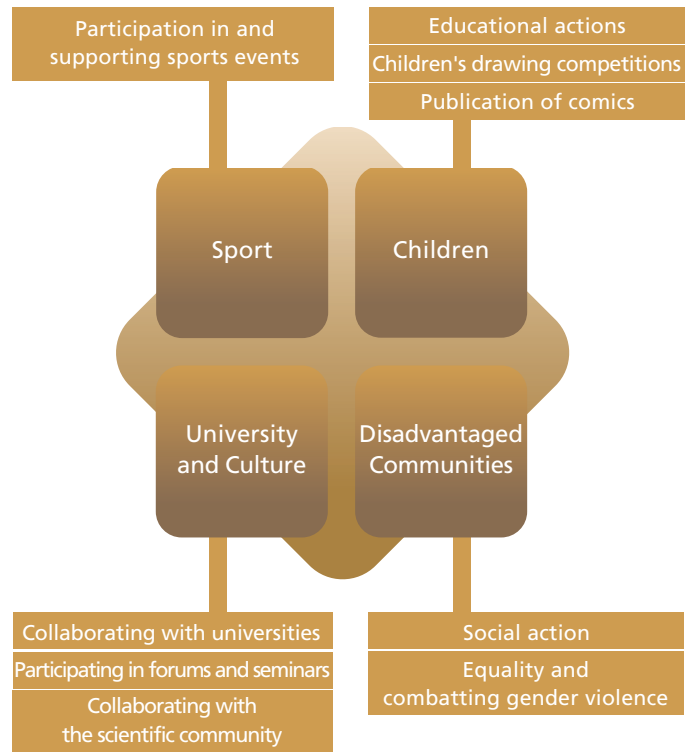
A positive position

The **positive contribution to society** is one of the commitments undertaken by **aqualia**, and is translated into concrete actions whose aim is to improve social well-being, in particular among the most vulnerable groups. Beyond its own business activity, the company has a clear interest in actively collaborating with local groups and communities to develop social programmes that respond to real problems.

2012 Lines of action

The actions that **aqualia** has implemented for the benefit of society have been defined through a process of active listening, which has allowed it to prioritise its lines of action

2012 LINES OF ACTION



Presentation of the Drawing Competition Prize in Bajo Andarax (Almería).



aqualia supporting the Talajara B-PRO Bike marathon with water tanks to keep participants well hydrated.

according to the current needs. Support for sport, university education, children and the most disadvantaged communities has influenced its main lines of action during 2012.

In 2012 aqualia invested 400,000 euros in social action

Sport

Sport represents values that **aqualia** truly identifies with, such as effort, self-improvement, respect and teamwork, and also responds to the concepts of "healthy living" and "keeping fit", which are both very demanding and necessary for society.

For this reason, during 2012 new actions to support and promote sport have been carried out:

Participation in and Support of Sports Events

Throughout 2012, **aqualia** has contributed to numerous sporting activities in one way or another, whether it be by organising, providing funds and/or equipment, or participating actively through its own employees, for example the **Third Dénia-Les Valls de la Marina Cyclotouring Event in Alicante**. The event was co-organised by the Dénia Sports Centre and welcomed more than 300 cycling members, being the first race on the calendar in the Valencian cyclotouring season.

Another notable example was the **Third aqualia Intercentre Swimming Championship** which saw huge success in terms of participation, with a total of 89 pupils competing at the Dénia Sports Centres, the home of the competition finals.

In 2012 the company also took part in the **Eighth International Junior Basketball Tournament, in memory of Juan José Gómez and Luis Cestero**, which took place over two days in the La Granadilla pavillion.

Another means of supporting sport took place at **cartagua**, Aguas do Cartaxo, **aqualia**'s subsidiary in Portugal. The company supplied T-shirts for more than 200 pupils at **two children's football schools** and put up posters with the corporate logo throughout the season.

Lastly, it is worthwhile mentioning the company's collaboration with the **TVE television show "Al filo de lo imposible"** in Mazarrón, Murcia in the episode "Viviendo Al filo con Juan Francisco Cerezo", the well-known Murcian director of reports and documentaries.



aqualia takes part in recording the TVE programme "Al filo de lo imposible".



"Memorial Juan José Gómez y Luis Cestero" International Youth Basketball Tournament.

The pavillion saw two intensive days of high-quality junior basketball. Real Madrid, Estudiantes, the Portuguese national team and hosts Baloncesto Ciudad de Badajoz (BCB) competed in the Tournament, which each year shows off some of the future faces of basketball.

Once more, **aqualia** was involved in organising the **Talajara B-PRO Bike Marathon**, one of the most popular **mountain biking races** in Spain which, in its fifth year, brought together more than 4000 participants. The collaboration consisted of installing water tanks and bladders at the nutrition stations, removing the need for plastic bottles. Furthermore, the company itself was represented in the race, with a group of 10 competitors sporting its jersey.



Charity masterclass at the Denia sports centre for the Red Cross.

Children

Children are one of the most vulnerable groups and need special support to guarantee their well-being and training. For this reason, **aqualia** has chosen them as one of the groups on which it will focus its efforts.

The well-being of the very youngest children is a priority for aqualia.

Educational Actions

Throughout 2012 **aqualia** organised various educational actions with the main aim of raising awareness about responsible water use among young children. Some of the main activities were:

- **World Children's Day** was marked by an event to teach more than 400 children in the Portuguese town of Fundao about the water cycle. Alongside the celebration was a play and an exhibition of the drawings received by **aqualia** in the most recent Children's Drawing Competition.
- **To celebrate World Water Day**, a group of school children in Oviedo visited the laboratory where they received an educational talk on water. In Ibiza another fifty children visited the desalination plant in the capital. The Santa Eulalia del Río (Ibiza) water service also opened an exhibition of drawings with the help of teachers from local schools.
- On **World Environment Day** school children in Vigo learned first-hand about the importance of the responsible use of water, with the slogan "water isn't a toy".

days for children at its Sports Centres with the aim of making as many sports as possible available on these days.

Children's Drawing Competitions

Throughout 2012 **aqualia** organised various educational activities with the main aim of raising awareness about responsible water use among very young children. Among the main activities that took place were:

To celebrate World Water Day, **aqualia** once again launched its **International Children's Drawing Competition**, which has been generating happy memories for **ten years**. In 2012 the competition, with the theme, "**An A for you, an A for the Planet,**" continued to spread the value of water and the importance of responsible consumption.

In its tenth year it took a particularly important charitable approach by supporting two programmes: one with the **Fundación Theodora** and its **Emergency Smiles** project, and the other with the **NGO Action Against Hunger** and the **#hazqueseoiga** campaign, raising awareness of the issue of water in less-developed countries and collecting money for the NGO's water projects.



Alfonso Tomás, Oviedo Manager, and Inma González, city councillor for water, presenting the Gluglú comic at a school in the city.



Children's Day in Fundao, Portugal.

· In Tomelloso numerous activities took place, **within the local council's Agenda 21** programme, to raise awareness; there were talks, workshops, experiments and hot chocolate parties during an intense day for the children taking part.

· Many **schools** in towns supplied by **aqualia**, such as Oviedo and Vigo, held talks in which children learned about the company's work and the process of managing water in their city.

· Children were also the main focus in Calella, Barcelona, where 3rd and 4th year primary school children **learned in detail about all of the treatment** water undergoes before arriving in their homes.

In addition, over the Christmas period **aqualia** held open

This social action, which has become a benchmark for the sector, has little by little been gaining greater participation and has reached its tenth year thanks to the involvement of the **aqualia** staff who dedicate their efforts in the hope that children will learn about and treasure the water cycle.

At the same time the company organised the third "little artists" event, aimed at the children and grandchildren of employees, aged between 5 and 11 years, in which participants come up with ideas to take care of and learn about water.

Distributing educational comics in schools reinforces the company's educational commitment, so that new generations will be trained and involved in caring for the environment.

Comics publications

In December 2012 **aqualia** published the “**Hidrokid, the water guardian**” comic, distributing **10,000 copies** in various schools. The comic teaches pupils about the processes water goes through from being collected to being returned to the environment in an ideal condition, and explains the importance of protecting the planet.

With the same aim in mind, **aqualia** created the “**Gluglú**” comic. **6,500 copies telling the tale of a drop of water were distributed** and describe its entertaining journey through the water purification cycle, resulting in the droplet being completely clean and returned to the environment. A “**Gluglú**” video was also created, designed for very young children, about desalination.



Hidrokid and Gluglú comics.

Collaboration with Universities

Collaborating with universities falls under the scope of the company's Corporate Social Responsibility. In this way **aqualia** supports the development of the communities in which it works, aligning its activity and approach with society.

During 2012, **aqualia** was involved in various noteworthy collaborations **with universities**:

- **The Universidad de Alcalá and the Fundación Botín** organise a **water forum** each year, with the aim of analysing global, technological, economic and social trends, and bringing the data and scientific results that are most relevant to Spain up to date. The programme received the participation of **aqualia**, which during 2012 formed part of a round table on the “**Technological aspects in water management**”.

- In July, the **Universidad de la Rioja** organised the “**Current problems with the right to and management of water in Spain: catchment and planning unit**” seminar, in which **aqualia** participated actively by delivering a talk on the urban water cycle, its legal status and management methods.



Smart City workshops at the ITAE Business School in Extremadura.

University and Culture

Culture is part of the essence of society. Customs, training and way of life are a cultural reflection of people. **aqualia** wants to bring a positive contribution to the community by supporting universities and promoting culture, especially in its field of expertise: **sustainable water management**.

aqualia supports the development of the communities in which it works

- The second “**Intelligent Cities and Innovation in Services**” seminar organised by the **Universidad Internacional Menéndez Pelayo** provided a practical vision of intelligent cities, through the presentation of innovative projects in the different working areas of councils involved in the **Smart Cities programme**, on an international, national and local level. This year **aqualia** delivered a talk on intelligent water management.

- **The “Antena 3 Master's in Journalism and Television” at the Universidad Nebrija** is one of the most renowned journalism master's courses in Spain. **aqualia's** communications team participated in one of the programme's sessions, recreating a real specialised water communication situation. Specifically, students had to cover the presentation of the “**All-gas**” R&D&I project included in the European Union Seventh Framework Programme (FP7).

· In 2011, **aqualia** became a member of the **Advisory Board of the Master's in Quality and Excellence in Business programme offered by the Escuela de Organización Industrial (EOI)**, joining other organisers such as AENOR, ENAC, ENUSA, ENRESA, Orange, Vodafone, Ericsson, Alstom, RTVE and Metro de Madrid. Through this collaboration, **aqualia** has been able to participate in the Master's in Quality programme offered by this business school and recruit scholars from the End of Master's programme.

Participation in Forums and Seminars

aqualia also actively participated in seminars and training programmes in the sector:

· **The 12th International Information Security Day at ISMS Forum Spain** brought together experts and representatives from renowned businesses and institutions to exchange knowledge and good practice. The event, entitled **Raising Cyber Security Awareness**, was themed around raising awareness among governments, businesses and society in general to make cyberspace safer. **aqualia**, as a participating business, gave a talk on the application of the 27010: 2012 standard for critical infrastructure.

· **aqualia** collaborated with the Tierra de Barros - Matachel communities to implement the Management of Environmental Services speciality at the **Escuela Taller "Barros - Matachel"** in Villafranca de los Barros (Badajoz). The course has been going on for two years and has provided students with a certificate in "Professionalism in Operating Water Treatment Plants". The company's staff were able to support the regular teaching staff.

Collaboration with the scientific community

Another of the company's lines of action involves collaborating with specialist associations and organisations in the water sector:

· **IMDEA-Agua: aqualia** is a member of the board and the scientific advisory board of this foundation, which was created to promote research and innovation in the water sector. It also focuses its efforts on providing training to scientists and professionals through various programmes. (www.agua.imdea.org)



Laboratory at the IE Business School, Madrid.



ISMS conference.

· The third **"Sustainable City Laboratory"** took place in the classrooms of the **IE Business School in Madrid**. **aqualia** participated in this event by bringing its experiences and point of view to debates on the theme of "water management in urban environments".

· The **First "Intelligent Services Make Sustainable Cities" Forum** organised by **RTVCyL** benefitted from the collaboration of **aqualia**. During the forum, the importance of public-private collaboration in the provision of public services for citizens was intensely debated; a collaboration that also requires the involvement of citizens in order to achieve sustainable cities.

· **Fondo de Cooperación para Agua y Saneamiento (Cooperation Fund for Water and Sanitation): aqualia** is a member of the advisory board of this fund, which is part of AECID, collaborating with the member countries of Spanish Cooperation in Latin America in their progress towards achieving objective seven of the Millennium Development Goals: "To halve, by 2015, the proportion of the population without sustainable access to safe drinking water and basic sanitation". (www.fondodelagua.aecid.es)

· **ITA (Technological Water Institute) of the Universidad Politécnica de Valencia:** a clear example of cultural support can be seen in the **book, "Engineering and water management over time. Learning from history"**, published in 2012 by **aqualia** and the ITA of the Universidad Politécnica de Valencia.

The book originated from the programme of an international seminar held at the Universidad de Alicante, subsequent analysis of which concluded that there was great interest in putting together a history of water engineering and the impact of its management on later ages.

supporting the most needy and most disadvantaged social groups.

*aqualia responds to
the real needs of society.*

Disadvantaged Groups

aqualia wants to be part of the solution to real social problems for which, in the current difficult economic context, the company is maintaining an active commitment to

Social Action

Below are descriptions of other solidarity actions carried out in 2012, aimed at different disadvantaged groups:

Target Group	Description
Disabled	<p>On the occasion of World Water Day, aqualia donated educational material on the water cycle to the Arco Iris Integration Support Centre in Oviedo. This material was specially adapted to meet the needs of each person according to their level of disability.</p> <p>The company has been collaborating for 6 years with the Aprosuba-13 association for people with intellectual and developmental disabilities and their families, which carries out integration projects for people with intellectual and developmental disabilities in Villafranca de los Barros and its local region (Badajoz).</p> <p>In aqualia's Jaén office, the collection of paper for destruction is contracted to the Aprompsi provincial pro-psychological disability association. With this agreement, aqualia is contributing to the professional and social development of this group. Furthermore, the same department has collaborated with the Tapones Solidarios (bottle caps) initiative by handing in plastic bottle caps to the Escuela de Educación Infantil San Fernando, in Martos, to make a seat suitable for a child with cerebral palsy.</p>
NGOs	<p>aqualia and the NGO Action Against Hunger launched the "hazqueseoiga" campaign to coincide with World Water Day. An original tune played on glasses filled with water raised over 12,000 euros in donations to Action Against Hunger and will go towards increasing the availability of drinking water and sanitation, which will benefit around 5,000 people in Madriz, Nicaragua. It was also a chance to raise awareness about the issue of water in the country.</p> <p>Among numerous other actions was the indoor cycling marathon in Denia in collaboration with the Red Cross, and the swimming marathon in Cabezo de Torres (Murcia) in collaboration with the NGO "Amigos de Mali" (Friends of Mali). In addition, through the initiative of the Callosa de Segura (Murcia) centre, everyone who participated in the indoor cycling class donated a toy that will be handed out to different organisations such as Save the Children and Caritas.</p>
Hospitalised Children	<p>The tenth aqualia International Children's Drawing Competition took a particularly important approach this year, to which aqualia has donated 4,000 euros for its Emergency Smiles project.</p> <p>In Portugal the company collaborated during the Competition with the NGO "Nariz Vermelho," with donations that have helped many hospitalised children forget their illness for a moment with a visit from "Dr Smiles".</p>
Social Groups	<p>aqualia applies special reduced tariffs to those groups with special needs: large families, young people, retirees, NGOs and people with limited resources.</p> <p>aqualia employees in Priego donated the subsidy granted by the Local Council, for entering a float into the Three Kings parade, to three charitable organisations: Albasur, dedicated to the social integration of disabled people, the Hospital San Juan de Dios elderly residents' home, and Caritas, an organisation that helps the most disadvantaged.</p> <p>As well as this, the sports centres organise a collection of toys each Christmas for different associations: Caritas, Red Cross, etc.</p> <p>Following the 2012 floods in Puerto Lumbreras, Murcia, aqualia rebuilt the destroyed supply network in record time and managed to get the supply back up and running for the entire area in just six days.</p>
The sick	<p>aqualia's swimming pool in Linaqua, Linares, collaborates with Afixa, the Fibromyalgia Association in Jaén, offering special prices. Twice a week a group of 30 people suffering from this illness visit the pool for hydrotherapy sessions to prevent and rehabilitate their chronic rheumatism.</p> <p>Each year SmVaK supports the growth of its employees' civil responsibility by recognising the employees who have donated the most blood, celebrating those who have reached at least 40 free donations. In 2012 three of the company's employees received awards.</p>
Elderly people	<p>In December 2012, aqualia Jaén took part in the First Cycle Ride for Hope, organised by the Cofradía del Perdón association, bottling 400 litres of drinking water to fuel participants and organisers of this charity sporting event, with the money raised going towards purchasing equipment for the Mayores Virgen de la Esperanza Day Centre in Jaén. Each year employees participate in the Walking event by buying 25 entries.</p>

Equality and Combating Gender-based Violence

aqualia wishes to once again publicise its commitment to encouraging a company culture based on respect among employees, integrating diversity and equal opportunities for men and women.

This is demonstrated by the company's many awareness-raising activities, both internal and external, and its support on 25 November of the **International Day for the Elimination of Violence against Women**, with the **"Don't miss the signs. Choose life,"** campaign of the Ministry of Health, Social Affairs and Equality.

In this way the company hoped to contribute to the eradication of this social problem, reminding all employees that they must be alert to any signs.

This commitment was also recognised with the **"Equality in the Workplace"** certificate awarded by the Ministry in 2010, which reinforces the approach taken to promote the development and professional achievements of workers under the guarantee of equal opportunities.

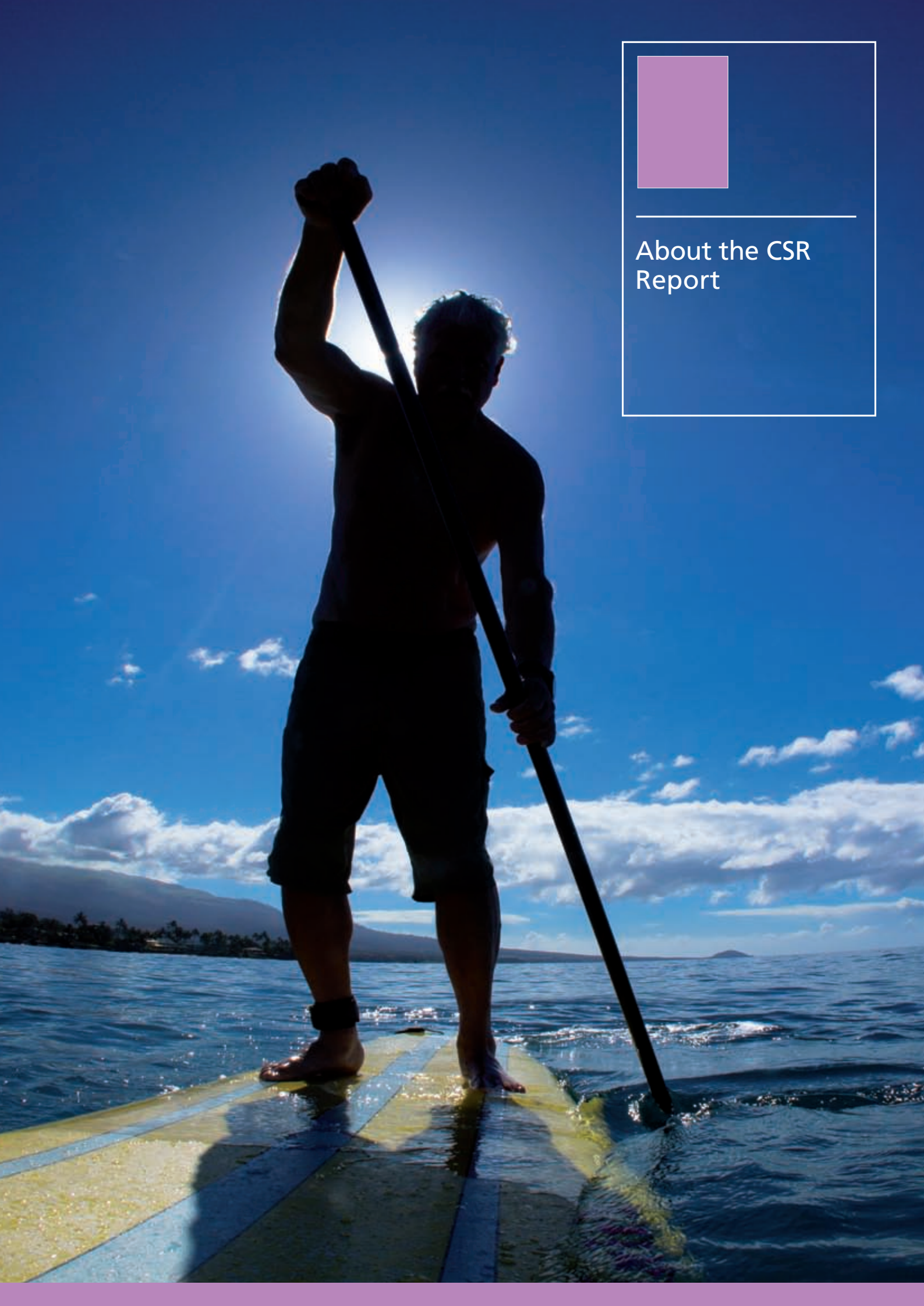
Another example of **aqualia**'s promotion and involvement with gender equality is the **Open Day** organised in the Oviedo laboratories in which women from the **"Mujeres en Igualdad"** organisation visited the plant and learned in detail about the teams and their work.

2013 CHALLENGES

- Support new social projects (NGOs, associations, etc.) in response to stakeholders.
- Increase support and collaboration with universities.
- Support "Brand Spain" to improve the image of Spain in the interests of everyone.



The "Mujeres por la igualdad" (Women for equality) Association visits the laboratory in Oviedo.



About the CSR Report

About the Corporate Social Responsibility Report

Coverage and scope: This is the seventh year in which **aqualia** has published its Corporate Social Responsibility Report, outlining its commitments in terms of sustainability with an economic, social and environmental focus.

In addition, it is the sixth year in which this report has been verified by a third party, the three most recent being verified by **AENOR**, ensuring compliance with the requirements stated in the **Global Reporting Initiative 3.1** guide, with a **level of A+**.

The information presented in the report refers to the period from 1 January to 31 December 2012 and covers all of the activities of **aqualia (aqualia gestión integral del agua, aqualia infraestructuras and aqualia industrial)**, prioritising tangible information, without omitting any relevant information.

In some cases data is not available for certain services provided, mostly outside of Spain, in which case this has been indicated in the report. Generally the operating and

environmental data do not include information about **aqualia** GIA in Italy and Arabic countries (representing 16% of exportation). Similarly, when changes have occurred to the data calculation formula compared with previous reports, this has been indicated alongside the relevant data.

Nature: the nature of the contents has been determined through the information received from various stakeholders via the available channels of communication, and is described in the report.

International standards : this Corporate Social Responsibility Report has been drawn up in compliance with the following directives:

- *"Sustainability Reporting Guidelines"* version 3.1 of the Global Reporting Initiative, known as G3.1.

- G3.1 Global Reporting Initiative Indicator Protocols.

Point of contact for questions relating to the content and process of writing the Annual Report and Corporate Responsibility:

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Dirección de Gestión de Servicios
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28050. Madrid. Spain
www.aqualia.es





Annexes.

1 ORGANIZATIONAL PROFILE		ANSWER
1.1	Statement from the most senior decision maker in the organization about the relevance of sustainability to the organization and its strategy.	6-7
1.2	Description of key impacts, risks, and opportunities.	6-7

2 ORGANIZATIONAL PROFILE		ANSWER
2.1	Name of the organization.	9
2.2	Primary brands, products, and/or services.	11-12
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	11
2.4	Location of organization's headquarters.	60
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	15-16
2.6	Nature of ownership and legal form.	58
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	11-16
2.8	Scale of the reporting organization.	9, 25, 33
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	14
2.10	Awards received in the reporting period.	9-10, 35

3 REPORT PARAMETERS		ANSWER
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	58
3.2	Date of most recent previous report (if any).	58
3.3	Reporting cycle (annual, biennial, etc.)	58
3.4	Contact point for questions regarding the report or its contents.	58
3.5	Process for defining report content, including: <ul style="list-style-type: none"> · Determining materiality · Prioritizing topics within the report · Identifying stakeholders the organization expects to use the report. 	17-18, 58
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	58
3.7	State any specific limitations on the scope or boundary of the report.	58
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	58
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	58
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	58. About this Report There have been no significant re-statements of information
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	There have been no significant changes during the reporting period
3.12	Table identifying the location of the Standard Disclosures in the report	60
3.13	Policy and current practice with regard to seeking external assurance for the report.	58

4 GOVERNANCE, COMMITMENTS, AND ENGAGEMENT OF STAKEHOLDERS		ANSWER
4.1	Governance, Commitments, and Engagement Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	10. Annual FCC's Corporate Social Responsibility Report 2012 p. 3, 10
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Annual FCC's Corporate Social Responsibility Report 2012 p. 12
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Annual FCC's Corporate Social Responsibility Report 2012 p. 12
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Junta General de Accionistas
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Annual FCC's Corporate Social Responsibility Report 2012 p. 21
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	18. Annual FCC's Corporate Social Responsibility Report 2012 p. 38
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Annual FCC's Corporate Social Responsibility Report 2012 p. 17, 38
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	FCC's Sustainability Plan 2012-2014 and FCC's Code of Ethics
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance.	18. Annual FCC's Corporate Social Responsibility Report 2012 p. 38, 46
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Annual FCC's Corporate Social Responsibility Report 2012 p. 38, 46
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	45, 48-49 .Annual FCC's Corporate Social Responsibility Report 2012 p. 46
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	47-48, 51-57
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	14, 18, 52-57
4.14	List of stakeholders' groups engaged by the organization.	17
4.15	Basis for identification and selection of stakeholders with whom to engage.	17
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	17, 21
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics, including through its reporting.	17-18

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EC ECONOMIC PERFORMANCE INDICATORS	ANSWER
MANAGEMENT APPROACH: ECONOMIC PERFORMANCE	11
EC1 Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	9
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.	Environment. Corporate Responsibility Master Plan 2012-2014, p. 7
EC3 Coverage of the organization's defined benefit plan obligations.	aqualia employees have no pension schemes. Therefore, the company has no obligation towards the employee.
EC4 Significant financial assistance received from government.	9, 31
MANAGEMENT APPROACH: MARKET PRESENCE	14
EC5 Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	All employees are covered under collective agreements.
EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	26
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	aqualia has no active policies to recruit local suppliers or managers.
MANAGEMENT APPROACH: INDIRECT ECONOMIC IMPACTS	11-13
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	11-13
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.	26, 45

EN ENVIRONMENTAL PERFORMANCE INDICATORS	ANSWER
MANAGEMENT APPROACH: MATERIALS	43
EN1 Materials used by weight or volume.	9
EN2	The Value of aqualia Given the nature of aqualia's business, water which has been withdrawn or bought is considered to come from a renewable source. Other types of consumption are of no relevance when compared to the total volume managed.
MANAGEMENT APPROACH: ENERGY	43, 45
EN3 Direct energy consumption by primary energy source.	44
EN4 Indirect energy consumption by primary source.	44
EN5 Energy saved due to conservation and efficiency improvements.	46
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	22, 30, 47
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.	28, 48
MANAGEMENT APPROACH: WATER	11-13
EN8 Total water withdrawal by source.	48
EN9 Water sources significantly affected by withdrawal of water.	48-49
EN10 Percentage and total volume of water recycled and reused.	In aqualia 8,173,174 m ³ have been recycled, corresponding to 0,74% of the total volume of collected/purchased water
MANAGEMENT APPROACH: BIODIVERSITY	48-49
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	48-49
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Given aqualia's activity, significant environmental impacts are common.
EN13 Habitats protected or restored.	aqualia is not involved in habitat protection or restoration activities.
EN14 Strategies, current actions, and future plans for managing impacts on biodiversity.	48-49
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	
MANAGEMENT APPROACH: EMISSIONS, EFFLUENTS AND WASTE	43
EN16 Total direct and indirect greenhouse gas emissions by weight.	44
EN17 Other relevant indirect greenhouse gas emissions by weight.	44
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	47
EN19 Emissions of ozone-depleting substances by weight.	aqualia only generates CO ₂ emissions, reported in EN 16.
EN20 NO _x , SO _x , and other significant air emissions by type and weight.	
EN21 Total water discharge by quality and destination.	No significant discharges of waste water other than those resulting from of aqualia's activities have been produced during 2012
EN22 Total weight of waste by type and disposal method.	44
EN23 Total number and volume of significant spills.	There have been no significant discharges of waste water.
EN24 Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	aqualia does not transport, import, export, or treat hazardous wastes governed by the Basel Convention
EN25 Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	There have been no significant discharges of waste water.
MANAGEMENT APPROACH: PRODUCTS AND SERVICES	44, 47
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	48-49
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	aqualia sells water, which does not include any packaging.

EN ENVIRONMENTAL PERFORMANCE INDICATORS	ANSWER
MANAGEMENT APPROACH: COMPLIANCE	43
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Total fines for breaches of environmental regulations in 2012: 39,560 euros.
MANAGEMENT APPROACH: TRANSPORT	Impacts derived from transport are not significant in the context of the organisation
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	
MANAGEMENT APPROACH: OVERALL	43
EN30 Total environmental protection expenditures and investments by type.	47

LA EMPLOYMENT INDICATORS	ANSWER
MANAGEMENT APPROACH: EMPLOYMENT	36
LA1 Total workforce by employment type, employment contract, and region, broken down by gender.	36
LA2 Total number and rate of new employee hires and employee turnover by age group, gender, and region.	33, 34
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Full-time employees have at their disposal subsidized loans for essential medical expenses, purchasing a usual residence house or basic furniture, life and accident insurance plans as well as financial support for relatives with disabilities.
MANAGEMENT APPROACH: LABOR/MANAGEMENT RELATIONS	35-36
LA4 Percentage of employees covered by collective bargaining agreements.	100%
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	See FCC's CSR Report.
MANAGEMENT APPROACH: OCCUPATIONAL HEALTH AND SAFETY	38-40
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	39.37% of aqualia employees are represented in health and safety committees
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	39. In 2012, no fatal accidents occurred
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	39
LA9 Health and safety topics covered in formal agreements with trade unions.	Under the III national agreement for the sector of potable and waste water (Official Gazette 24/8/2007) a Technical Commission has been created.
MANAGEMENT APPROACH: TRAINING AND EDUCATION	35, 36-37, 39
LA10 Average hours of training per year per employee by gender, and by employee category.	37
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	36-37
LA12 Percentage of employees receiving regular performance and career development reviews, by gender.	466 performance reports in 2012 (6.5%).
MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITY	34
LA13 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	See FCC's CSR Report. p. 3,10
LA14 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	The collective agreement which covers all employees establishes that there is no salary discrimination between men and women.
LA 15 Return to work and retention rates after parental leave, by gender.	100%.

HR HUMAN RESOURCES INDICATORS	ANSWER
MANAGEMENT APPROACH: INVESTMENT AND PROCUREMENT PRACTICES	26 / aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes.
HR1 Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	26 / aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes.
HR2 Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	18, 34
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	34, 35
MANAGEMENT APPROACH: NON-DISCRIMINATION	No discrimination incidents have been reported during 2012 aqualia is part of the Grupo FCC, and therefore complies with all requirements to guarantee that the rights and freedoms of its employees are respected.
HR4 Total number of incidents of discrimination and corrective actions taken.	
MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	The nature of aqualia's business, including its international businesses, does not involve this kind of risks.
HR5 Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	
MANAGEMENT APPROACH: CHILD LABOR	The nature of aqualia's business, including its international businesses, does not involve this kind of risks.
HR6 Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	
MANAGEMENT APPROACH: FORCED LABOUR	The nature of aqualia's business, including its international businesses, does not involve this kind of risks.
HR7 Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	
MANAGEMENT APPROACH: SECURITY PRACTICES	aqualia does not have its own security staff
HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Facilities operated by aqualia are not in areas where there is a risk of human rights violations
MANAGEMENT APPROACH: INDIGENOUS RIGHTS	
HR9 Total number of incidents of violations involving rights of indigenous people and actions taken.	None Facilities operated by aqualia are not in areas where there is a risk of human rights violations
HR10 Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	
HR11 Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms	

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Partially	By gender group.	With the current systems it is impossible to obtain this information.		2014
Partially	By gender and age group.	With the current systems it is impossible to obtain this information.	The turnover figure does not include Montenegro, Chile, Algeria, Portugal and the Czech Republic.	2014
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Totally			Including aqualia GIA (Spain, Portugal, Italy, Algeria y Czech Republic), aqualia Infraestructuras (Mexico and Chile) and aqualia industrial (Spain). Rates of absenteeism also include aqualia Infraestructuras España and aqualia GIA Saudi Arabia.	
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Partially	By gender group.	With the current systems it is impossible to obtain this information.		2015

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SO SOCIETY INDICATORS	ANSWER
MANAGEMENT APPROACH: COMMUNITY	51
SO1 Percentage of operations with implemented local community engagement, impact assessments and development programs.	18, 43, 47
SO2 Percentage and total number of business units analyzed for risks related to corruption.	CSR Report aqualia 2011 p. 47
SO3 Percentage of employees trained in organization's anti-corruption policies and procedures.	18, 37-38
SO4 Actions taken in response to incidents of corruption.	During 2012, no incidents of corruption have been reported.
SO5 Public policy positions and participation in public policy development and lobbying.	Lobbies are not allowed in Spain.
SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	aqualia does not provide financial and in-kind contributions to political parties in any of the countries where it is established.
SO7 Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	During 2012 there have been no legal actions for anti-competitive behavior and monopoly practices.
MANAGEMENT APPROACH: COMPLIANCE	18
SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	In 2012 the monetary value of fines has been 299,262.59 euros
MANAGEMENT APPROACH: COMMUNITY	
SO9 Operations with significant potential or actual negative impacts on local communities.	Given the nature of aqualia's integrated water management activities, they always have a positive impact on the communities where it operates
SO10 Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	

PR PRODUCT LIABILITY INDICATORS	ANSWER
MANAGEMENT APPROACH: CUSTOMER HEALTH AND SAFETY	25-26
PR1 Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	13, 25
PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fines for non-compliance concerning health in 2012: 7.201 euros
MANAGEMENT APPROACH: PRODUCT AND SERVICE LABELLING	27-28
PR3 Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	27-28
PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	No incidents of this type during 2012.
PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	26
MANAGEMENT APPROACH: MARKETING COMMUNICATIONS	aqualia has not signed up to any voluntary code advertising or sponsorship.
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	
PR7 Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No incidents of this type during 2012.
MANAGEMENT APPROACH: CUSTOMER PRIVACY	27
PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	In 2012 there have been 3 complaints based on the Personal Data Protection Act
MANAGEMENT APPROACH: COMPLIANCE	18
PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fines for non-compliance concerning consumption 213.050 euros in 2012

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Totally				
Totally				
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Totally				



Statement GRI Application Level Check

GRI hereby states that **aqualia, Gestión Integral del Agua** has presented its report “drive collaborate improve believe enable” (2013) to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 4 July 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint circular watermark.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The “+” has been added to this Application Level because **aqualia, Gestión Integral del Agua** has submitted (part of) this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 28 June 2013. GRI explicitly excludes the statement being applied to any later changes to such material.



AENOR Asociación Española de
Normalización y Certificación

SUSTAINABLE VERIFICATION REPORT

VMS-Nº 017/13

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

AQUALIA – FCC SERVICIOS CIUDADANOS

Entitled: ***DRIVE, COLLABORATE, IMPROVE, BELIEVE, ENABLE. CORPORATE SOCIAL RESPONSIBILITY REPORT***

Legal deposit number: M-19412-2013

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, being its application level: **A***

This external assurance is in accordance with the requirements of the G3.1 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 19th June, 2013 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 nº GRI-024/13 dated 15th April, 2013 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 AQUALIA – FCC SERVICIOS CIUDADANOS, in the "GRI Reports List" which is published in its Web: <http://database.globalreporting.org>.

Issued on: 25th June 2013


AENOR Asociación Española de
Normalización y Certificación
Avelino BRITO
Chief Executive Officer





Published by:

aqualia, gestión integral del agua, s.a.

www.aqualia.es

Design and layout:

the creativos

Translation:

A&JCommunication www.ajcommunication.eu

Production:

Molinuevo

Legal Deposit: M-19412-2013

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For more information on **aqualia** and to read this report
in digital format, visit **www.aqualia.es**

Information on the FCC Group: **www.fcc.es**

Information on the Global Reporting Initiative:

www.globalreporting.org

GRI table of contents: www.aqualia.es/aqualia/CSR.aspx



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