

#Realsustainability



2017 Corporate Social
Responsibility Report


aqualia
Your water company

Aqualia

The company is a benchmark in the sector and stands at the vanguard as a specialised, transparent and innovative entity. Thanks to a committed team with extensive experience, we are constantly striving to improve efficiency in production processes and optimise resources, clearly orienting our actions and policies around citizens.

Our way of working, the continuous advances in innovation and use of new technologies have enabled the company to fortify our leadership in the national market, which also appears in the international market with a strategy defined for solidifying the company's international presence.

Sustainable development has a distinctively intrinsic role in Aqualia's business model: the ability to combine the generation of a social benefit and fair profit yield for its activities puts the company in a privileged situation in the water management sector.

Aqualia's commitment and responsibility vis-à-vis the municipalities where it carries out its activities go beyond merely rendering a service: **Aqualia seeks to always contribute to improve the well-being of people and, in particular, the most vulnerable groups.**

Economic sustainability 2017

Direct economic value generated (M€)	↑ 1,055.80
Economic value distributed (M€)	↑ 1,348.87
Economic value retained (M€)	↓ -293.08
Staffing costs (M€)	↑ 255.84
Payments to governments -taxes- (M€)	↑ 63.73
Payments to providers (M€)	↑ 555.84
Grants (M€)	↑ 15.90
Business portfolio (M€)	↓ 13,673
EBITDA (M€)	↑ 237.21

Service 2017

Produced drinking water (m ³)	↑ 634,890,955
Supply network (km)	↑ 68,529
Number of drinking water treatment plants (DWTP)	↓ 205
Number of wastewater treatment plants (WWTP)	↑ 807
Number of drinking water pumping stations (DWPS)	↓ 1,077
Number of drinking water tanks	↓ 2,690
Number of seawater desalination facilities (SDP)	↓ 3
New awarded contracts (Spain)	↓ 113
Number of awarded contracts (international)	↑ 9

Aqualia's real commitment

Aqualia's commitment to corporate social responsibility is carried out through three strategic lines that comprehensively cover all aspects of the company's activity and the relationship with its stakeholders

CSR Master Plan

LINES OF ACTION

Connecting with Citizens

Smart Services

Exemplary conduct

GOALS

Strengthen the company's ties with its immediate community and society in general, earning trust and credit through valueenhancing and added-value initiatives via social action, dialogue and the transfer of knowledge and experience.

Contribute significantly to the fight against climate change and reducing the impact on the environment and society. Boost innovation in sustainability and the company's role in the new circular economy model.

Hone the company's culture, endowing the organisation with exemplarity, skills, trust and pride, Xand mobilising our present and future employees around the strategic objectives of the Group.



Exemplary performance

- Foster the development of human potential.
- Equality and diversity of our staff.
- Safe and healthy working environment.
- Quality of life and work-family balance.
- Open and fluid communication with workers.

Equality and diversity



21.21%

Women on staff



46

Women in executive posts



850

Women who participated in training programmes

Goals principles of the equality plan

Guarantee the same opportunities for men and women at all levels

Improve the gender balance

Promote and improve the possibility of access of women to management posts

Establish a pay system to prevent gender wage discrimination

Instil a corporate culture committed to equality

Quality employment

Spain's first public water services operator to secure the EFR seal.

Occupational Health and Safety



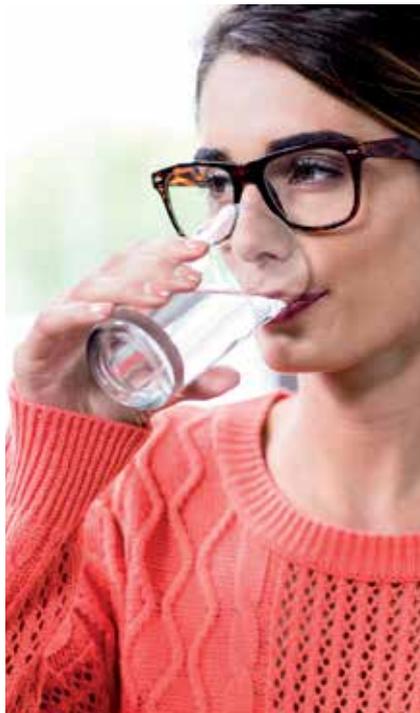
96,980

Total training hours in 2017 (national + international)



€733,946

Annually in direct training costs (National + International)



0.41

Annual accident severity index



11.74

Annual accident frequency index

Connecting with citizens

- Quality of service and proximity to customers.
- Integrate social commitment in all company decisions.
- Contribute to the development of the municipalities where the company operates.
- Involve employees in social causes through the participation in sporting, cultural and training events.

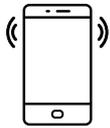
Certified quality



978,586

Quality controls with 99.68% compliance

Customer service



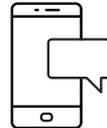
769,233

Calls received



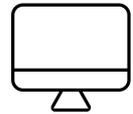
0.38%

of the effective calls received were complaints



8,905

App users



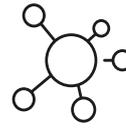
www.aqualia.com and over **1.3 million** visits in 2017

Continuous service improvement



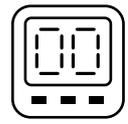
1,666,100

Issued e-bills



115,204

Channels available to expand meter reading



62,150

Installed smart meters

Aqualia in the community



€824,000

In social investments



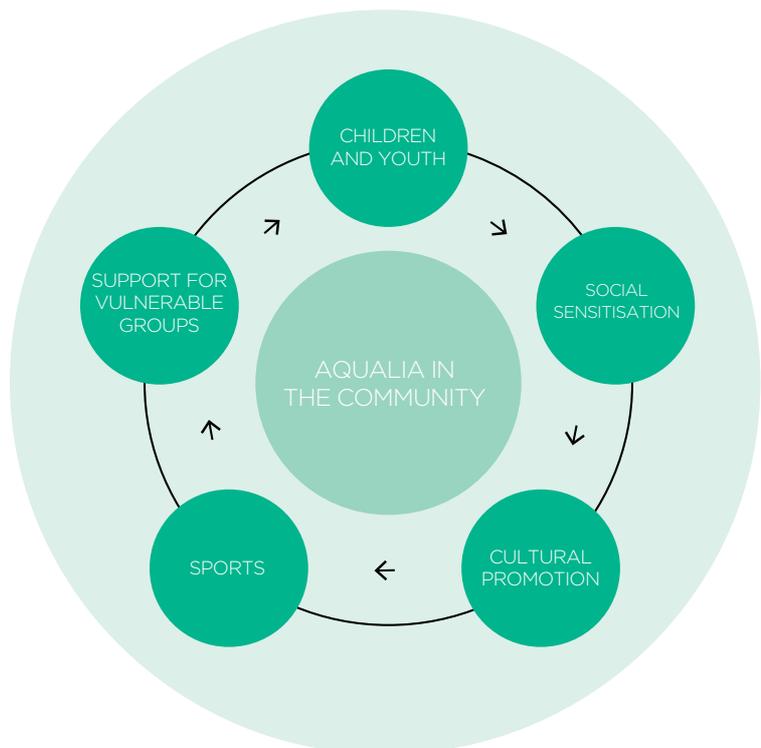
57%

Of social investments went to cultural activities



28.57%

Of social investments went to social action



Smart services

INNOVATION AND ENVIRONMENTAL CARE

- Maintain our commitment to innovation and new technologies.
- Engagement to care for the environment and fight against climate change.
- Commit to sustainable development with measures to prevent and reduce environmental impact.
- Sensitise society regarding the importance of responsible water use.

Innovation in the water cycle



20

Active RD&i projects



€4,100,302

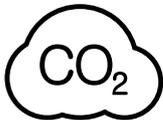
Direct RD&i investment



10

Patents

Environmental impact management



426,479 t.

CO₂ emissions from the comprehensive cycle



3,347,591 GJ

Consumed electricity



177,460 GJ

Produced renewable energy

Energy and climate change management strategy

Environmental respect and protection



Energy resource management efficiency



Economic efficiency in the application of energy

Circular economy approach

840,340,866 m³ of water captured for management

Efficiency

Comprehensive water cycle efficiency

Innovation

Wastewater treatment and reuse through innovative solutions

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