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Reported

1. STRATEGY AND ANALYSIS		Totally	
1.1	Statement from the most senior decision maker in the organisation about the relevance of sustainability to the organisation and its strategy	Totally	
1.2	Description of key impacts, risks, and opportunities	Totally	
2. COMPANY'S PROFILE		Totally	
2.1	Name of the organisation	Totally	
2.2	Primary brands, products, and/or services	Totally	
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures	Totally	
2.4	Location of organisation's headquarters	Totally	
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Totally	
2.6	Nature of ownership and legal form	Totally	
2.7	Markets served	Totally	
2.8	Scale of the reporting organisation	Totally	
2.9	Significant changes during the reporting period	Totally	
2.10	Awards received in the reporting period	Totally	
3. REPORT PARAMETERS		Totally	
3.1	Reporting period for information provided.	Totally	
3.2	Date of most recent previous report		
3.3	Reporting cycle	Totally	
3.4	Contact point for questions regarding the report or its contents	Totally	
Scope of the report			
3.5	Process for defining report content	Totally	
3.6	Boundary of the report	Totally	
3.7	State any specific limitations on the scope or boundary of the report	Totally	
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 organisations	Totally	
3.9	Data measurement techniques and the bases of calculations	Totally	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Totally	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Totally	
GRI's content table			
3.12	Table identifying the location of the Standard Disclosures in the report	Totally	
Authentication			
3.13	Policy and current practice with regard to seeking external assurance for the report	Totally	
4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT OF STAKEHOLDERS		Totally	
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	Totally	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Totally	
4.3	State the number of members of the highest governance body that are independent and/or non-executive members	Totally	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Totally	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organisation's performance	Totally	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Totally	
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental, and social topics	Totally	
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	Totally	
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Totally	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	Totally	
Commitments to external initiatives			
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	Totally	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses	Totally	
4.13	Memberships in associations and/or national entities supported by the organisation	Totally	
Stakeholder's participation			
4.14	List of stakeholder groups engaged by the organisation	Totally	
4.15	Basis for identification and selection of stakeholders with whom to engage	Totally	
4.16	Approaches to stakeholder engagement	Totally	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	Totally	

Answer	If relevant, please indicate which section has not been reported	Reason for the omission	Comments	Date
Letter from the General Manager P. 5 y 6 Risk Management P. 15 y 47				
P. 14 Present at every stage of the water cycle - P. 17 Operating structure P. 16 P. 72 The value of water - P. 11				
P. 14 The value of water P. 14, 15, 17 y 58 The value of water P. 11 No significant changes aqualia in 2011 P. 9 y 10				
The information included in this report covers the period from January 2011 to the 31 st of December 2011 September 2011, for the financial year 2010 Annually P. 72				
http://www.aqualia.es/rsd/es/_downloads/Grado_de_seguiemiento_recomendaciones_GRI.pdf http://www.aqualia.es/rsd/es/_downloads/Grado_de_seguiemiento_recomendaciones_GRI.pdf				
The report includes all activities in Spain, unless otherwise indicated				
http://www.aqualia.es/rsd/es/_downloads/Grado_de_seguiemiento_recomendaciones_GRI.pdf http://www.aqualia.es/rsd/es/_downloads/Grado_de_seguiemiento_recomendaciones_GRI.pdf				
No significant re-statements of information				
No significant changes				
P. 62 a 69				
P. 60 y 61				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report (Board of Directors).				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P.11.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report (Board of Directors and P. 11)				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report (General Meeting of Shareholders).				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P.17.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P.37.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P.24.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See -FCC's Sustainability Master Plan 20122014 (http://www.fcc.es/fccweb/responsabilidad-corporativa/estrategia/plan-director/index.html) - FCC's Code of Ethics (http://www.fcc.es/fccweb/responsabilidad-corporativa/etica-e-integridad/index.html) - Presence in associations and RSC Forums (Corporate Social Responsibility Report).				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P. 45, Comissions, risk control and management.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P. 45, Comissions, risk control and management.				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report P. 45 to 47, Risk control and management.				
R&D Improving the future - P. 18 to 20. Water sector - P. 26 Involvement in social progress - P. 52 Involvement in academia - P. 52 y 53				
"R&D Improving the future - P. 18 to 20. Water sector - P. 26				
Dialogue with stakeholders - P. 22 and 23 Dialogue with stakeholders - P. 22 and 23 Dialogue with stakeholders - P. 22 and 23 Dialogue with stakeholders - P. 22 and 23				

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5. PERFORMANCE MANAGEMENT AND INDICATORS APPROACH

5.1. ECONOMIC DIMENSION

Information concerning the economic management approach

Economic performance

EC1	Direct economic value generated and distributed	Totally
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Partially
EC3	Coverage of the organisation's defined benefit plan obligations	Totally
EC4	Significant financial assistance received from government	Totally
Market presence		
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	Partially
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Totally
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not reported
Indirect economic impacts		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	Totally
EC9	Analysis of the main indirect economic impacts	Not reported

5.2. ENVIRONMENTAL DIMENSION

Information concerning the economic management approach

Environmental performance

Materials

EN1	Materials used by weight or volume	Partially
EN2	Percentage of materials used that are recycled input materials	Totally

Energy

EN3	Direct energy consumption by primary energy source	Totally
EN4	Indirect energy consumption by primary source	Totally
EN5	Energy saving due to preservation and efficiency improvements	Not reported
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	Partially
EN7	Initiatives to reduce indirect energy consumption and their resulting reductions	Not reported

Water

EN8	Total water withdrawal by source	Totally
EN9	Water sources significantly affected by withdrawal of water	Totally
EN10	Percentage and total volume of water recycled and reused	Totally

Biodiversity

EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not reported
EN13	Protected or restored habitats	Not reported
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	Reported
EN15	Number of IUCN red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Reported

Emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight	Totally
EN17	Other relevant indirect greenhouse gas emissions by weight	Totally
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Partially
EN19	Emissions of ozone-depleting substances by weight	Not reported
EN20	NOx, SOx, and other significant air emissions by type and weight	Not reported
EN21	Total water discharge by quality and destination	Totally
EN22	Total weight of waste by type and disposal method	Partially
EN23	Total number and volume of significant spills	Totally
EN24	Weight of hazardous waste transported, imported, exported, and treated.	Not reported
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and runoff	Not reported

Answer	If relevant, please indicate which section has not been reported	Reason for the omission	Comments	Date
Responsibility for aqualia P. 22-27				
"The value of water - P. 14 Annex 2 - Other relevant indicators"				
"Climate change - P. 46 and 47 Risk management - P. 47"	Quantitative estimates	Not available	aqualia is developing a risk map that will set out the risks and opportunities that are relevant to the company	2013
"aqualia employees have no pension schemes. Therefore, the company has no obligation towards the employee"				
"Grants - €15,544,000 R&D - €79,000 "				
All employees are covered under aqualia's collective agreements. These agreements include the non discrimination between men and women Suppliers - P. 49 and 50	There is no correlation between standard starting salaries and local minimum salaries			
		Not available	Given that aqualia's international presence is quite recent, it still coordinates most of its operations from Spain. As a result of this, there are no active policies to recruit local suppliers or managers. aqualia is working in order to develop these type of mechanisms.	2013
aqualia's activities are of public domain. The core of its business is the management of public water infrastructures with the aim of improving the quality of citizen's lives. Thus, all our investments are provided for public benefit				
aqualia does not have measuring systems to be able to adequately report on this indicator.				
P. 44-47				
Highlighted P. 44 "Volumes of reagents used"	Volume of direct, non-renewable materials used	Does not apply	The most significant materials used are water treatment and purification reagents, which are direct and non-renewable by nature	
Given the nature of aqualia's business (water management), 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				
Climate change - P. 47 and 48 Climate change - P. 47 and 48 aqualia does not have measuring systems to be able to adequately report on this indicator Main R&D projects in 2011 P. 19	Reductions have been achieved	Not available	aqualia has put in place an energy management certification system, which is being rolled out from facility to facility aqualia continues its efforts in order to report this information in the future	2013
aqualia does not have measuring systems to be able to adequately report on this indicator			aqualia has put in place an energy management certification system, which is being rolled out from facility to facility	
Water quality P. 34 to 36 "aqualia has no water withdrawing facilities in protected areas. Water quality - P. 32 to 34" "In aqualia España 7,945,000 m ³ have been recycled, corresponding to 1.6% of the total volume of purified water."				
		Not available	aqualia continues its efforts in order to report this information	2013
		Not available	aqualia continues its efforts in order to report this information	2013
aqualia is not involved in habitat protection or restoration activities. aqualia has not carried out any activity for managing impacts on biodiversity aqualia does not have facilities or conduct activities where protected species are found				
Climate change - P. 48 Climate change - P. 48 "The environment: Thinking of the future - Pág. 46 to 48 Climate change - P. 48"	Greenhouse gas emissions have been avoided	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2013
		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2013
		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2013
"No significant discharges of waste water as a direct result of aqualia's activities have been produced during 2011"				
Waste management - P. 45 and 48	Data for waste to be disposed as composting, reuse, recycling, recovery, incineration or to be sent to the spillway	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2013
No significant discharges of waste water registered during 2011				
aqualia does not transport, import, export, or treat hazardous wastes governed by the Basle Convention aqualia does not discharge significant amounts of water or runoff				

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Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Partially	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Totally	
Rule compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Totally	
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce	Not reported	
General			
EN30	Total environmental protection expenditures and investments by types	Partially	
5.3. SOCIAL DIMENSION			
Information concerning the management of internships and working ethics			
Social performance			
Employment			
LA1	Total workforce by employment type, employment contract, and region	Partially	
LA2	Total number and rate of employee turnover by age group, gender, and region	Partially	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Partially	
LA15	Return to work and retention rates after parental leave, by gender	Not reported	
Labour/management relations			
LA4	Percentage of employees covered by collective bargaining agreements	Totally	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	Totally	
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	Totally	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	Partially	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Totally	
LA9	Health and safety topics covered in formal agreements with trade unions	Totally	
Training and education			
LA10	Average hours of training per year per employee by employee category	Totally	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Not reported	
LA12	Percentage of employees receiving regular performance and career development reviews.	Not reported	
Diversity and equal opportunities			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Partially	
LA14	Ratio of basic salary of men to women by employee category	Totally	
Human rights management			
Investment and supply practices			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Totally	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Totally	
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	Totally	
Non discrimination			
HR4	Total number of incidents of discrimination and actions taken	Totally	
Free association and collective agreements			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Totally	
Child exploitation			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour	Totally	

Answer	If relevant, please indicate which section has not been reported	Reason for the omission	Comments	Date
"Research & Development - P. 19 and 20 Waste management - P. 45 and 46" aqualia sells water, which does not include any packaging	Noise impact	Not available	Facilities operated by aqualia do not produce significant levels of noise	
No fines or sanctions were recorded for breaches of environmental regulations in 2011				
Impacts derived from transport are not significant in the context of the organisation				
"Expenses resulting from mud removal - €644,736 Security of supply - P. 34"				
Employees: Our greatest asset P. 38 to 41				
"Equality and diversity - P. 39 Annex 2: Other relevant indicators"	Type of contract by gender	Not available	It was not possible to obtain this information during the preparation of this report	2013
Annex 2: Other relevant indicators	Employee turnover by age group and rate of recruitment	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information	2013
"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"		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information	2013
We continue along the path set out by our parent company, FCC, and 100% of our personnel are covered by collective agreements				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report p. 474 (dialogue with employees)				
Health and safety at work - P. 40 and 41				
"Health and safety at work - P. 40 and 41 National regulations comply with ILO's requirements in terms of the recording and notification of occupational accidents and diseases"	-Breakdown of independent contractors - Gender Breakdown	Not available	aqualia does not provide a breakdown for contractors. This information is included in the report. Moreover, with the current information management systems it is not possible for aqualia to obtain reliable gender data.	2013
Information is reported at Grupo FCC level, so it is not possible to identify data referring to aqualia. See annual FCC's Corporate Social Responsibility Report. P. 476				
"Under the III national agreement for the sector of potable and waste water (Official Gazette 24/8/2007) a Technical Commission has been created whose mandate is to promote compliance with legal requirements and regulations on Health and safety at work in this sector, as well as the promotion of information and awareness-raising campaigns"				
"Training - P. 38 Annex 2: Other relevant indicators"		Not available		
		Not available		
"Equality and diversity - P. 39 to 42 and 59 See annual FCC's Corporate Social Responsibility Report Annex 2: Other relevant indicators "The collective agreement which covers all employees establishes that there is no salary discrimination between men and women"	Breakdown by age group and minorities	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information	2013
Suppliers. Chain responsibility P. 50				
aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report -P. 479 (4.1. Ethical principles of the FCC Group and in the purchase and supply chain)				
aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report -P. 479 (4.1. Ethical principles of the FCC Group and in the purchase and supply chain) The protection of human rights is implied, as one of the requirements to be fulfilled for the recruitment of suppliers and subcontractors its that it has to comply with all existing regulations in force: labour, tax regulations, etc...				
No training was provided in these areas in 2011				
"No discrimination incidents have been reported during 2011 using the information managements systems of the company"				
aqualia is part of the FCC Group, and therefore complies with all requirements to guarantee that the rights and freedoms of its employees are respected				
"For the moment, the nature of aqualia's business, including its international businesses, does not involve this kind of risks"				

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Forced labour		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour	Totally
Security practices		
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning the aspects of human rights that are relevant to operations	Not reported
Indigenous rights		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Not reported
Assessment		
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	Not reported
Remediation		
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms	Not reported
Information on the management approach regarding society		
Community		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Not reported
SO9	Operations with significant potential or actual negative impacts on local communities	Not reported
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Not reported
Corruption		
SO2	Percentage and total number of business units analyzed for risks related to corruption	Totally
SO3	Percentage of employees trained in organisation's anti-corruption policies and procedures	Totally
SO4	Actions taken in response to incidents of corruption	Totally
Public policy		
SO5	Public policy positions and participation in public policy development and lobbying	Not reported
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Totally
Anti-competitive behaviour		
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Totally
Compliance		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Totally
Product responsibility		
Customer health and safety		
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	Totally
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	Totally
Product and service labelling		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Totally
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Totally
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Totally
Marketing communications		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Totally
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	
Customer privacy		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Totally
Compliance		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Totally

Answer	If relevant, please indicate which section has not been reported	Reason for the omission	Comments	Date
"For the moment, the nature of aqualia's business, including its international businesses, does not involve this kind of risks"				
This indicator is not considered significant, since aqualia does not have security staff that need to be trained in human rights, within the framework of its activities				
		No material	Facilities operated by aqualia are not in areas where there is a risk of human rights violations	
		No material	Facilities operated by aqualia are not in areas where there is a risk of human rights violations	
		No material	Facilities operated by aqualia are not in areas where there is a risk of human rights violations	
Society: We contribute to progress P. 52 to 55				
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2013
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2013
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2013
aqualia is part of the FCC Group, and therefore engages in the practices carried out by this group. See annual FCC's Corporate Social Responsibility Report - P. 459 No training was provided in these areas in 2011 "No corruption incidents detected during 2011"				
		Does not apply	Lobby or advocacy groups are forbidden in Spain. Therefore, aqualia is not engaged in any activities of this kind. However, it participates in business and sectoral associations which, among other things, collaborate with the public administration by voicing the opinion of their partners. Water sector - P. 26	
aqualia does not provide financial and in-kind contributions to political parties in any of the countries where it is established				
During 2011 aqualia has not been subject to any action resulting from monopoly or anti-competitive behaviour				
"Monetary value of fines for non-compliance with laws and regulations - €109,000. There has been no monetary fine nor claims against the company before the arbitration board. There has been a total of 20 sanctions"				
Customers: Our commitment to quality and transparency P. 30 to 35				
"100% of water managed by aqualia is assessed in order to guarantee the quality of supplied and purified water. Water quality - P. 32, 33 and 34"				
The number of confirmed incidents of non-compliance with regulations concerning water for human consumption is 2,912 out of which 639 have been confirmed by SINAC, out of a total number of 588,362 tests				
Water quality - P. 32, 33 and 34 Security of supply - P. 34" Annex 3, P. 58	aqualia's products and services do not require labelling			
Non incident of non-compliance with regulations and voluntary codes have been registered during 2011 Customer satisfaction - P. 35 and 36				
aqualia implements Grupo FCC's policies in terms of marketing communications. FCC has not signed up to any voluntary code advertising or sponsorship "No incidents of this type during 2011"				
No complaints regarding breaches of customer privacy and losses of customer data during 2011				
Fines for non-compliance with the regulations - €21,000				



Statement GRI Application Level Check

GRI hereby states that **aqualia Gestión Integral del Agua S.A.** has presented its report "There is always another way. Corporate Social Responsibility Report 2011" 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.

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

Amsterdam, 20 July 2012

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, large watermark of the GRI logo in the background.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because **aqualia Gestión Integral del Agua S.A.** 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 11 July 2012. GRI explicitly excludes the statement being applied to any later changes to such material.