

1	ORGANIZATIONAL PROFILE	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
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	Totally				
1.2	Description of key impacts, risks, and opportunities.	6-7	Totally				

2	ORGANIZATIONAL PROFILE	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
2.1	Name of the organization.	9	Totally				
2.2	Primary brands, products, and/or services.	11-12	Totally				
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	11	Totally				
2.4	Location of organization's headquarters.	60	Totally				
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	Totally				
2.6	Nature of ownership and legal form.	58	Totally				
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	11-16	Totally				
2.8	Scale of the reporting organization.	9, 25, 33	Totally				
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	14	Totally				
2.10	Awards received in the reporting period.	9-10, 35	Totally				

3	REPORT PARAMETERS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	58	Totally				
3.2	Date of most recent previous report (if any).	58	Totally				
3.3	Reporting cycle (annual, biennial, etc.)	58	Totally				
3.4	Contact point for questions regarding the report or its contents.	58	Totally				
3.5	Process for defining report content, including: · Determining materiality · Prioritizing topics within the report · Identifying stakeholders the organization expects to use the report.	17-18, 58	Totally				
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	58	Totally				
3.7	State any specific limitations on the scope or boundary of the report.	58	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 organizations.	58	Totally				
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	Totally				
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	Totally				
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	Totally				
3.12	Table identifying the location of the Standard Disclosures in the report	60	Totally				
3.13	Policy and current practice with regard to seeking external assurance for the report.	58	Totally				

4	GOVERNANCE, COMMITMENTS, AND ENGAGEMENT OF STAKEHOLDERS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
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	Totally				
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	Totally				
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	Totally				
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Junta General de Accionistas	Totally				
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	Totally				
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	Totally				
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	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.	FCC's Sustainability Plan 2012-2014 and FCC's Code of Ethics	Totally				
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	Totally				
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	Totally				
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	Totally				
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	47-48, 51-57	Totally				
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.	14, 18, 52-57	Totally				
4.14	List of stakeholders' groups engaged by the organization.	17	Totally				
4.15	Basis for identification and selection of stakeholders with whom to engage.	17	Totally				
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	17, 21	Totally				
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	Totally				

EC	ECONOMIC PERFORMANCE INDICATORS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
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	Totally				
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	Totally				
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.	Totally				
EC4	Significant financial assistance received from government.	9, 31	Totally				
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.	Totally				
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	26	Totally				
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.	Totally				
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	Totally			All aqualia's investments are provided for public benefit. The core of its business is the management of public water infrastructures with the aim of improving the quality of citizen's lives.	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	26, 45	Totally				

EN	ENVIRONMENTAL PERFORMANCE INDICATORS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
MANAGEMENT APPROACH: MATERIALS		43					
EN1	Materials used by weight or volume.	9	Totally				
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.	Totally				
MANAGEMENT APPROACH: ENERGY		43, 45					
EN3	Direct energy consumption by primary energy source.	44	Totally			· Direct fuel consumption data for aqualia, aqualia infraestructuras and SmVaK · Direct natural gas consumption for SmVaK · Direct renewable energy consumption for aqualia and SmVaK	
EN4	Indirect energy consumption by primary source.	44	Totally				
EN5	Energy saved due to conservation and efficiency improvements.	46	Totally				
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	Totally				
MANAGEMENT APPROACH: WATER		11-13					
EN8	Total water withdrawal by source.	48	Totally				
EN9	Water sources significantly affected by withdrawal of water.	48-49	Totally				
EN10	Percentage and total volume of water recycled and reused.	In aqualia 8,173,174 m³ have been recycled, corresponding to 0,74% of the total volume of collected/purchased water	Totally				
MANAGEMENT APPROACH: BIODIVERSITY		48-49	Totally				
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	Totally				
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.	Totally				
EN13	Habitats protected or restored.	aqualia is not involved in habitat protection or restoration activities.	Totally				
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	48-49	Totally				
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		Not reported		With the current systems it is not possible for aqualia to report on this.	aqualia continues its efforts in order to report this information	2014
MANAGEMENT APPROACH: EMISSIONS, EFFLUENTS AND WASTE		43					
EN16	Total direct and indirect greenhouse gas emissions by weight.	44	Totally			· Total direct emissions for aqualia, aqualia infraestructuras and SmVaK. · Total indirect emissions for aqualia and SmVaK.	
EN17	Other relevant indirect greenhouse gas emissions by weight.	44	Totally				
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.	Totally				
EN20	NOx, SOx, and other significant air emissions by type and weight.		Totally				
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	Totally				
EN22	Total weight of waste by type and disposal method.	44	Totally			· Hazardous waste for aqualia Infraestructuras España, Rumania, Mexico, Chile and GIA SmVaK. · Non-hazardous waste for aqualia Industrial España y aqualia GIA España.	
EN23	Total number and volume of significant spills.	There have been no significant discharges of waste water.	Totally				
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	Totally				
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.	Totally				
MANAGEMENT APPROACH: PRODUCTS AND SERVICES		44, 47					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	48-49	Totally				
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	aqualia sells water, which does not include any packaging.	Totally				

EN	ENVIRONMENTAL PERFORMANCE INDICATORS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
	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.	Totally				
	MANAGEMENT APPROACH: TRANSPORT						
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Impacts derived from transport are not significant in the context of the organisation	Totally				
	MANAGEMENT APPROACH: OVERALL	43					
EN30	Total environmental protection expenditures and investments by type.	47	Totally				

LA	EMPLOYMENT INDICATORS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
	MANAGEMENT APPROACH: EMPLOYMENT	36					
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	36	Partially	By gender group.	With the current systems it is impossible to obtain this information.		2014
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	33, 34	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
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.	Totally				
	MANAGEMENT APPROACH: LABOR/MANAGEMENT RELATIONS	35-36					
LA4	Percentage of employees covered by collective bargaining agreements.	100%	Totally				
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	See FCC's CSR Report.	Totally				
	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	Totally				
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	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.	
LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	39	Totally				
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.	Totally				
	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	Totally				
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	36-37	Totally				
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	466 performance reports in 2012 (6.5%).	Totally				
	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	Totally				
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.	Totally				
LA 15	Return to work and retention rates after parental leave, by gender.	100%.	Partially	By gender group.	With the current systems it is impossible to obtain this information.		2015

HR	HUMAN RESOURCES INDICATORS	ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
	MANAGEMENT APPROACH: INVESTMENT AND PROCUREMENT PRACTICES	26 / aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes.	Totally				
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.		Totally				
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	26 / aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes.	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.	18, 34	Totally				
	MANAGEMENT APPROACH: NON-DISCRIMINATION	34, 35					
HR4	Total number of incidents of discrimination and corrective actions taken.	No discrimination incidents have been reported during 2012	Totally				
	MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING						
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.	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.	Totally				
	MANAGEMENT APPROACH: CHILD LABOR						
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.	The nature of aqualia's business, including its international businesses, does not involve this kind of risks.	Totally				
	MANAGEMENT APPROACH: FORCED LABOUR						
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.	The nature of aqualia's business, including its international businesses, does not involve this kind of risks.	Totally				
	MANAGEMENT APPROACH: SECURITY PRACTICES						
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	aqualia does not have its own security staff	Totally				
	MANAGEMENT APPROACH: INDIGENOUS RIGHTS						
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Facilities operated by aqualia are not in areas where there is a risk of human rights violations	Totally				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	None Facilities operated by aqualia are not in areas where there is a risk of human rights violations	Totally				
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms		Totally				

SO SOCIETY INDICATORS		ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
MANAGEMENT APPROACH: COMMUNITY		51					
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programs.	18, 43, 47	Totally				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	CSR Report aqualia 2011 p. 47	Totally				
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	18, 37-38	Totally				
SO4	Actions taken in response to incidents of corruption.	During 2012, no incidents of corruption have been reported.	Totally				
SO5	Public policy positions and participation in public policy development and lobbying.	Lobbies are not allowed in Spain.	Totally				
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.	Totally				
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.	Totally				
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	Totally				
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	Totally				
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		Totally				

PR PRODUCT LIABILITY INDICATORS		ANSWER	REPORTED	NOT REPORTED	REASONS FOR THE OMMISSION	COMMENTS	DATE
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	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.	Fines for non-compliance concerning health in 2012: 7.201 euros	Totally				
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	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.	No incidents of this type during 2012.	Totally				
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	26	Totally				
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.		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.	No incidents of this type during 2012.	Totally				
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	Totally				
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	Totally				