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Do you want to take part in the conversation?

حديث

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2020 Executive Summary

parle

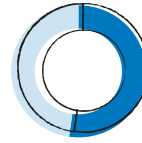
Operating in
17
countries

#9
worldwide
#4
in Europe

Major partners with municipalities, commonwealths, regions, communities and governments to ensure universal access to water.



€1,188.35 Million
turnover



Business backlog

- Domestic market (Spain) **52%**
- International market **48%**

Value creation, the best starting point

Aqualia generates value for stakeholders affected by its business through key assets that it manages or owns.

CAPITAL STOCK/RELATIONAL CAPITAL

SDG 6.b

Investment in social actions in communities
€2.9 Million ↑
7.4%



INDUSTRIAL CAPITAL MANAGED

SDG 11.1 SDG 12.2

Kilometres of supply networks
46,370 ↑ 0.8%

Drinking water tanks
2,855 ↑ 4.6%

Drinking water pumping stations
1,191 ↓ -0.2%

Kilometres of sewage networks
34,786 ↑ 2.7%

DWTP
238 ↑ 9.2%

Treatment plants
827 ↓ -3%

SWDP
26 ↑ 4%

FINANCIAL CAPITAL

SDG 8.1

EBITDA
€282.93 Million
↑ 0.43%

NATURAL CAPITAL

SDG 6.1

Drinking water collected for management
924.1 million m³
↑ 8.3%

Consumed energy (GJ)
4,564,397 ↑ 7.6%

HUMAN CAPITAL

SDG 8.1

Employees
10,525 ↑ 10.7%

TECHNOLOGICAL CAPITAL

SDG 6.4

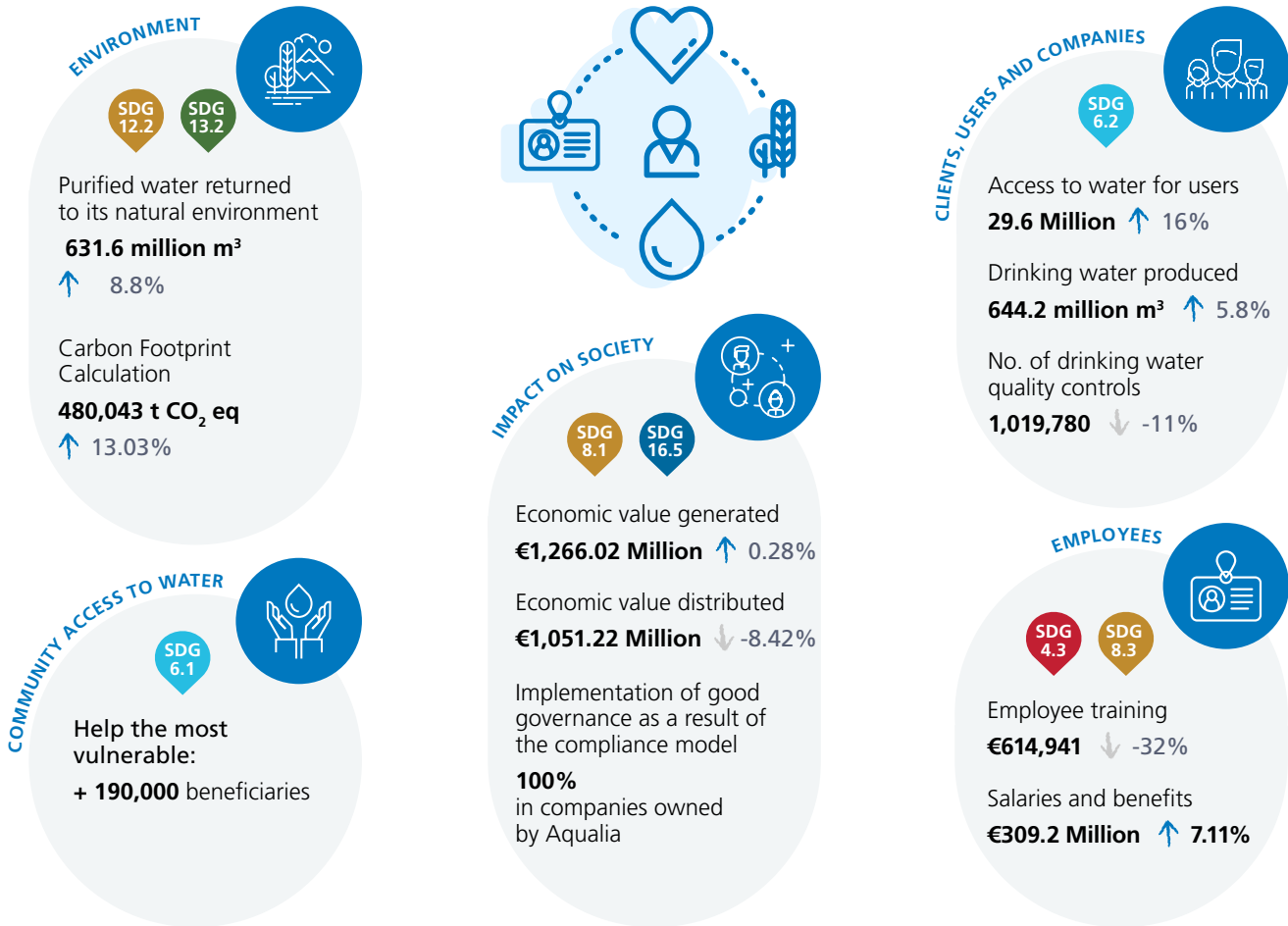
Total investment in technology
€1.6 million ↑ 424%

INTELLECTUAL CAPITAL

SDG 6.4

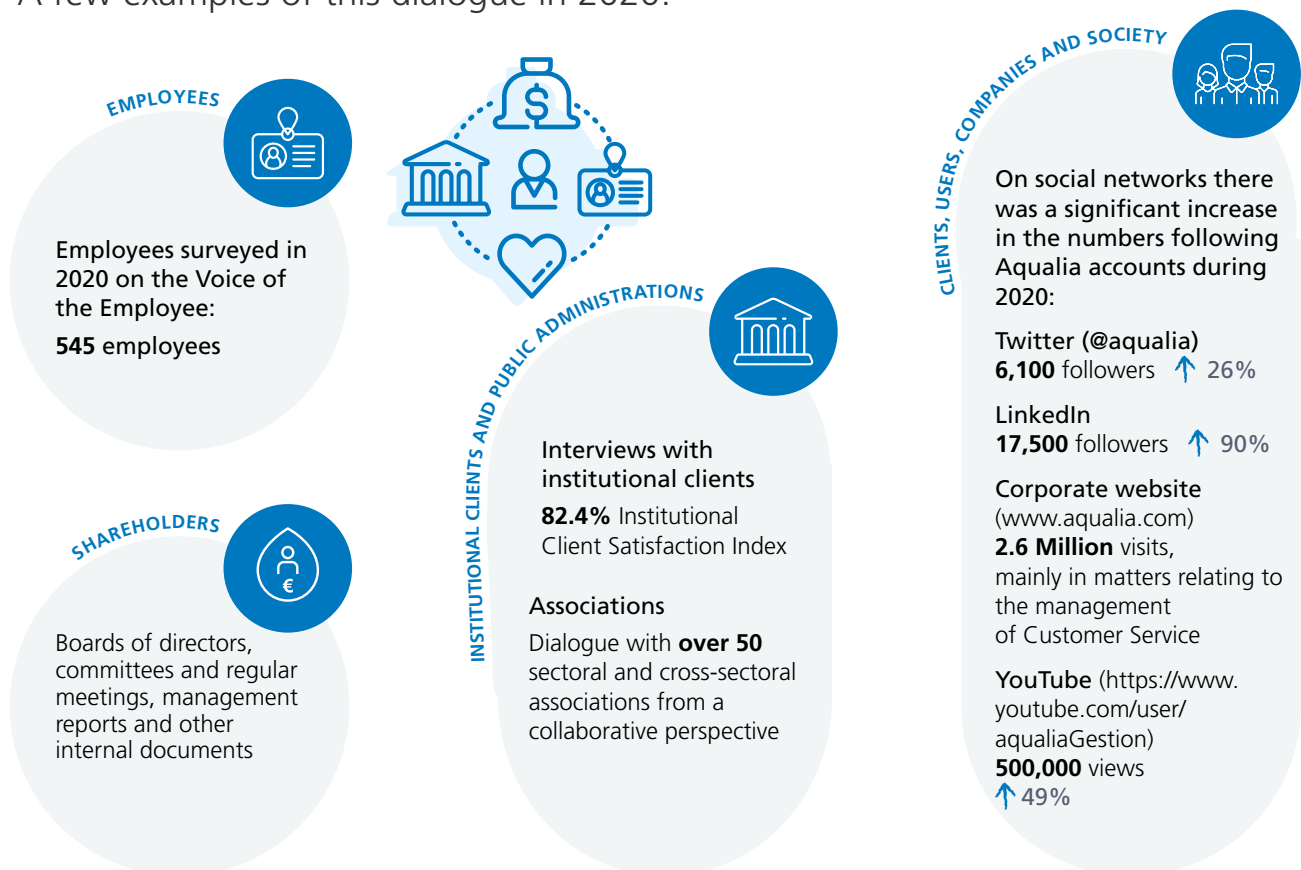
R&D
€5,124,362
↑ 19.4%

Value created and shared



Aqualia is committed to a strategy of constant, useful and responsible communication with stakeholders through its digital channels.

A few examples of this dialogue in 2020:



Global challenges: protect the planet

We are mutually interdependent: our health and well-being are the planet's.



Water stress

Hydraulic performance

Through smart water metering systems, Aqualia attained a hydraulic efficiency of 75.4% in 2020.

↑ 74.4% in 2019

Re-use of wastewater

↑ 10.9% versus 2019

Best practices

In response to water stress in the Czech Republic and Balearic Islands, monitoring, surveillance and remote control systems in the distribution networks are being implemented for:

- Leak control
- Quick repairs
- Minimum water losses

Climate emergency



The purchase of renewable energies (76 GWh/year) and the installation of photovoltaic panels (5 GWh/year) represent an approximate reduction of

16,200 t CO₂ eq/year



Generation of energy in water cycle management

↑ 7.8% versus 2019



The commitment to the production of biogas from wastewater through **ABAD Bioenergy@ technology** pays off approximately

375 t CO₂ eq/year



R&D Milestone
The Mides project has successfully enabled desalination facilities to become energy self-sufficient



Health crisis

Aqualia has confronted the health crisis through:

01 Collaboration with institutions for the early detection of COVID-19 in wastewater.

02 Raising society's awareness of the responsible use of water.

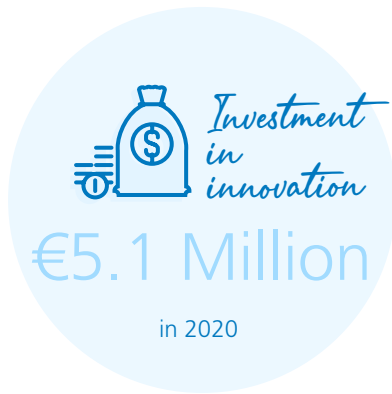
03 Development of contingency plans and training for employees.

04 Commitment to guarantee water quality for users and customers.

Decade of action: investing in the future without forsaking the present

Less than a decade remains until 2030, the deadline for meeting the commitments made in the Sustainable Development Goals. Aqualia has been working for years to meet them. **The 2021-23 Strategic Sustainability Plan lays down a framework of lines and actions to achieve them.**

- 1 Strategic communication
- 2 Climate emergency and care of the environment: mitigation, adaptation to climate change
- 3 Technology for integrated management
- 4 People management
- 5 Ethics and compliance
- 6 Social impact
- 7 Strategic alliances



Targeting water circularity and the transformation of waste into resources, renewable energies, biofuels and biofactories and other carbon neutrality projects.

Outstanding technology transfer projects

Life Methamorphosis

Maximising energy recovery from municipal waste, cutting energy demand by 73% and CO₂ emissions by 74%.

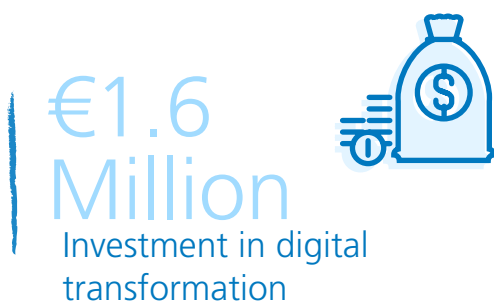
Interconecta Advisor

Delivering high-value products and fuelling vehicles with renewable bioenergy.

Run4Life

Establishing a wastewater treatment system not requiring connection to the sewerage network and reusing 100% of grey water.

Aqualia is committed to mobility solutions and digital transformation for smart water cycle management, improving efficiency and service to citizens.



+ 5.6 million readings made

with the app, 479 work orders and 268,720 orders processed with the new mobility solutions.



Conversations to build a better society

The role of Aqualia as a management company is not limited to simply providing good service. In partnership with Public Administrations, it ensures social sustainability.



6.3
Goal



9.4
Goal



17.16
Goal

Improving water quality

Modernising infrastructures to make them more sustainable and efficient.

Social investment, communication and dialogue with stakeholders

€2.9
Million



The United Nations

and the PPPs for Cities Centre endorse the economic and social impact of Aqualia as a partner of governments in implementing water management projects.

Through initiatives such as the alliance with StepbyWater, adherence to the Global Compact and membership of well over 50 associations, Aqualia contributes to achieving the Sustainable Development Goals.



Customer service

Increased calls to the Customer Service Centre during alarm conditions (**54%**).

+26% people in Spain served by the Aqualia contact virtual office compared to 2019 figures.

Positive assessment of rendered services: **81.4% Spain** and **88.1% France**.

97% of users gave Aqualia contact a satisfactory rating.

Claims rate of **0.45%**.

548,273 customers with e-billing.



Water quality

Over one million indicators for determining water quality, we achieved compliance

99.89% of the cases



Ensuring access to water for our most vulnerable groups

+190,000 benefiting from tariffs, vouchers or subsidies.

€55,390 Partnership with 139 Cáritas centres.

Signing of Solidarity Funds with various local councils.

Committed to people

Aqualia's workers are on the front line to ensure access to a vital resource.



Job growth

10,525 10.7%
employees

1,936 7.6%
women staff

8,029 9.5%
permanent staff

Professional development

36,134 106%
training course participants

€614,941
Investment in training
80% Spain and 20% international

1,338
courses completed:
34% Spain and 66% international

Work-life balance

86%
employees

feels that progress has been made over the past 3 years on the issue of work-life balance.



Diversity

1,398 *employees*

took the Diversity and Disability course



Aqualia has collaboration agreements with a number of associations and foundations and is a member of the Diversity Foundation's Diversity Charter.

Health, safety and welfare

100%
interviewees



stated that Aqualia has acted appropriately in the COVID-19 crisis.

Complete review of the Health and Wellness management system for compliance with ISO 45001.

Award for best preventive practices in the delegations in the Canary Islands, Italy, Chile and Oman.

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Discover our 2020
Sustainability Report

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www.aqualia.com

comunicacion@aqualia.es