



aqualia

ACT

PŘIJMI OPATŘENÍ

بدي فعل

ATTUA

AGISSEZ

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ACTÚA

ATUE

Now is the time,
act

2021 Executive Summary

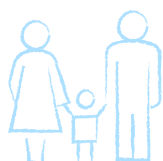
We create shared value for our stakeholders

2021 Key indicators:

CLIENTS, USERS AND COMPANIES

USER ACCESS TO WATER

29.6 M



DRINKING WATER PRODUCED

708,279,045 m³

666,842,917 m³ in 2020 (6% chg)

No. OF DRINKING WATER QUALITY CONTROLS

1,021,192

1,019,780 in 2020 (0% chg)

RATING OF THE CUSTOMER SERVICE DEPARTMENT*

81.4%

*Satisfaction surveys performed in 2020

CUSTOMER SERVICE: COMPLAINTS INDEX

0.25% 1.71%

Spain

0.32% in 2020 (-0.07 pp)

International

1.40% in 2020 (+0.31 pp)

COMMUNITIES WITH ACCESS TO WATER

HELP THE MOST VULNERABLE

139 Cáritas charity centres benefitted, with €56,315

In 2020: 139 Cáritas centres, 22,066 beneficiaries and an investment of €55,390



COLLABORATIVE OUTLOOK

50 Dialogue with more than 50 Spanish and international sectoral associations
50 associations in 2020 (0% chg)

WATER AND SANITATION SERVICE

2,640,519 people with access to subsidised rates

In 2020, 2,103,575 beneficiaries (26% chg)



IMPACT ON THE ENVIRONMENT

PURIFICATION

695,277,335 m³ Purified water returned to its natural environment

In 2020, 687,943,351 m³ (1% chg)



CARBON FOOTPRINT

441,708 MtCO₂e

458,419 MtCO₂e in 2020 (-4% chg)



EMPLOYEES

TRAINING

€800,029

€614,941 in 2020 (30% chg)

SALARY AND BENEFITS

316 M€

309.2 M€ in 2020 (2% chg)

We meet our goals

We are engaged in the Decade of Action, meeting our goals through the 2021-2023 Strategic Sustainability Plan:

OUR LINES OF ACTION FOCUS ON:



Climate change

Promoting initiatives aimed at minimising and adapting to climate change.



Technology

Achieving a technology that enables efficient resource management so that citizens can enjoy access to water that is guaranteed by Aqualia.



Our people

Continuing to contribute to our employees' health and well-being, equality and diversity, and dignified, healthy employment.



Culture and ethical values

Spreading to the entire company, and to the supply chain, Aqualia's culture, ethical values and compliance, through 360° implementation.



Communities

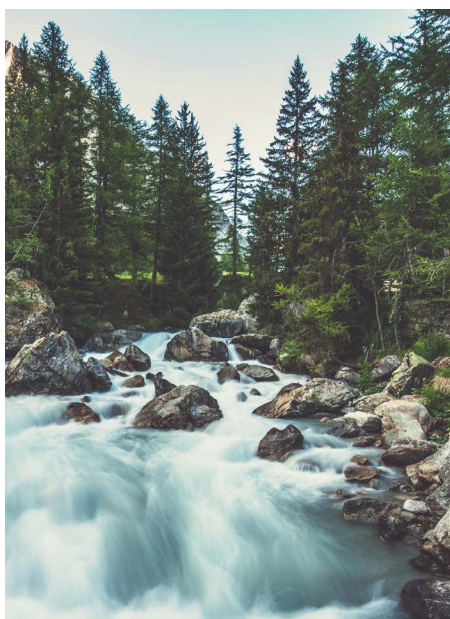
Guaranteeing people's access to water and strengthening Aqualia's relationship with all the local communities in which we operate.



Strategic partnerships

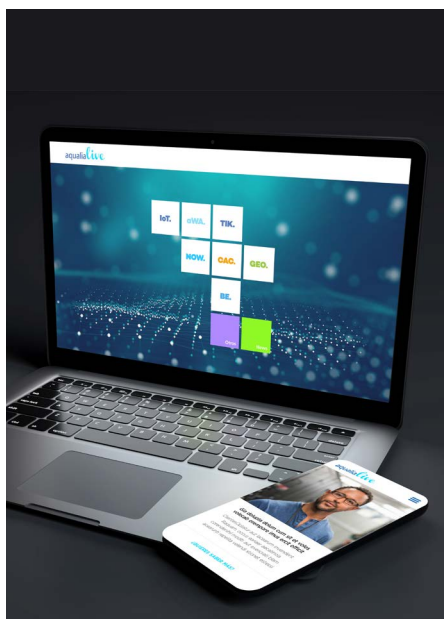
Having the support of strategic partnerships that help us achieve these goals and communicating the value we bring.

AND THEY ARE BASED ON OUR PILLARS:



Sustainability

Aqualia has set goals in its activity for achieving the targets set by the 2030 Agenda. All of this is done with a vocation for overarching action and to progressively integrate these goals into the company's activity.



Digitalisation and technology

The company's digital transformation and the employment of technological solutions in its processes represent a key pillar to present-day Aqualia and its future.



Internationalisation

The company's actions are closely related to sustainable growth and international expansion that responds to the global needs of clean water and sanitation, in particular in Europe, America and MENA.

We take care of the planet: adapting to and mitigating the effects of climate change

We are in the Decade of Action, and although our global outlook points to 2030, the current uncertainty has made the near future a unique period in which to establish achievable and real targets that can contribute to creating value.

WE ARE TAKING ACTION TO REDUCE WATER CONSUMPTION

We developed our own monitoring and measurement programmes, integrated in the Aqualia LIVE platform, with the aim of achieving a volume of non-revenue water (NRW) of the total injected into the distribution network of less than or equal to 27% in 2023. In 2021, the volume of non-revenue water was 29.3%.

14%

Wastewater re-use increased by 14% in 2021 compared to 2020.



We have conducted research on **good practices** against water stress:

- **Research on the official approval of hydraulic devices** that can be used in supply networks to improve the efficiency of distribution networks.
- **Eivissa submarine project**, which has successfully achieved 99.6% hydraulic performance thanks to early leak detection.

WE OPTIMISE ENERGY USE TO REDUCE EMISSIONS

- We calculate the individualised carbon footprint in 100% of the countries where we operate.
- We carry out optimal energy management, reflected in a 7% reduction in scope 2 emissions compared to 2020.
- We increased the ratio of renewable energy to turnover by 6% compared to 2020, reaching 0.75 in 2021.
- We research good practices to produce all our projects from green hydrogen.



- We started the second phase of installation of solar panels, whose aim is to reduce another 820 MtCO₂e/year through the installation of 3.14 MWp of photovoltaic panels that will supply 52 consumption points.
- We develop innovative solutions to decarbonise the vehicle fleet.

WE PROTECT BIODIVERSITY IN OUR OPERATIONS

We identify 100% of protected areas in order to carry out biodiversity projects for the recovery of ecosystems.

PROTECTED AREAS

100%



WE RAISE PUBLIC AWARENESS

We embark upon different local and global awareness-raising actions about appropriate water use and the promotion of responsible consumption to help protect the environment.



WE INNOVATE AND SPREAD TECHNOLOGY SOLUTIONS FOR CONTINUOUS IMPROVEMENT

We spread technological solutions, from the field of innovation to production, to achieve the objectives that company has set. In 2021, work was carried out on R&D projects, with an investment of 5.09 M€.

INVESTMENT R&D

5.09 M€



TECHNOLOGY

We integrate technology serving the end-to-end water cycle to build the cities of the future

We strive to develop and implement technologies that make it possible to optimise the end-to-end water cycle through solutions for efficient and safe water supply and treatment, contributing to the sustainable development of the management of water resources.

IoT.

Internet of Things

INTERNET OF THINGS

- Integrated market technologies
- Cybersecurity and local control
- Standardisation of industrial communications
- Knowledge management

Water quality indicators in 2021: **99.91%** of conformity with a total of **1M+** parameters.

GEO.

Geographic Environment Organization

GEOGRAPHICAL INFORMATION SYSTEM


- In the supply network
- Sectorisation
 - Cut-off areas
 - Hydraulic modelling

CAC.

Customer Aqualia Contact

CUSTOMER SERVICE CENTRE

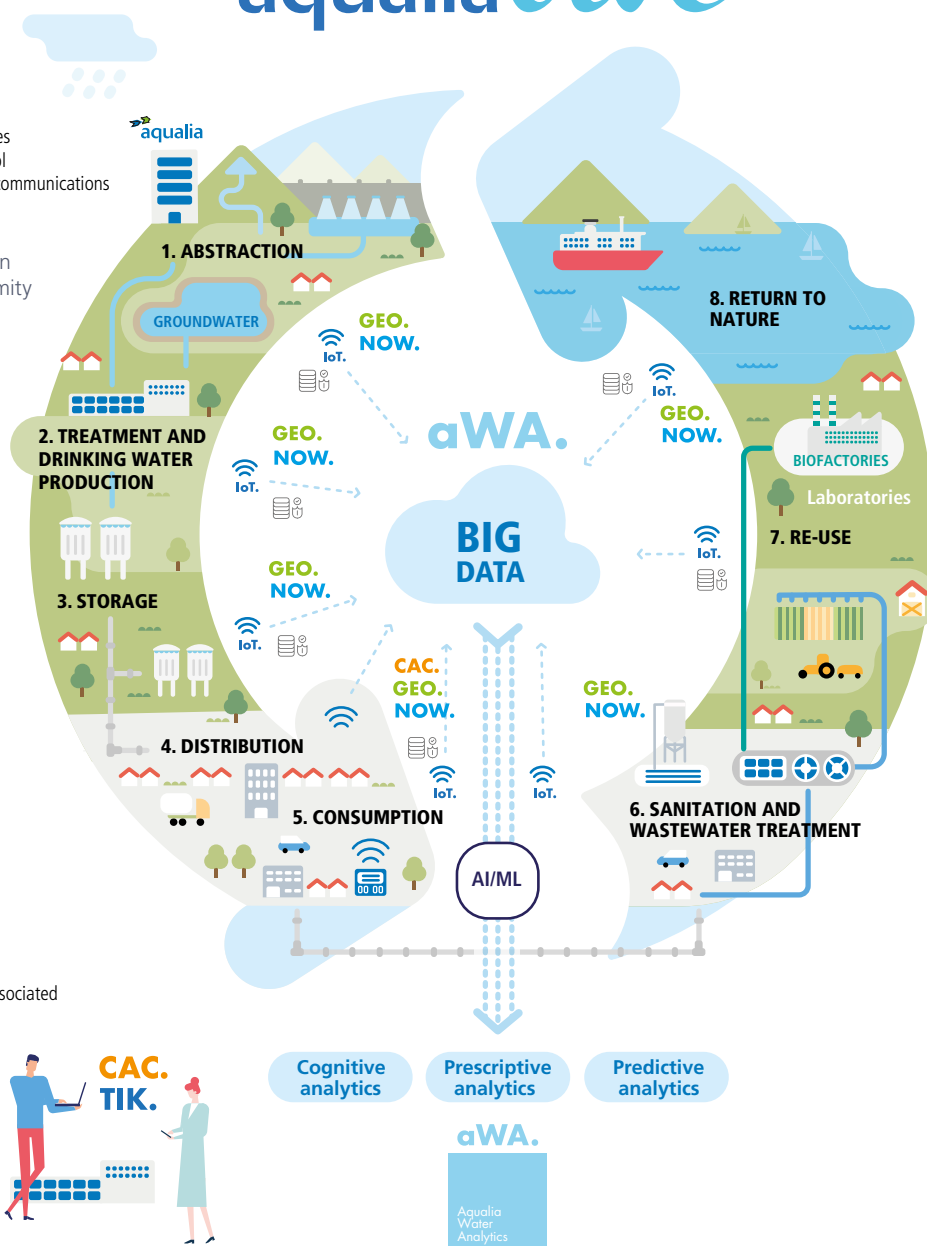
- Traceability of consumption associated with each supply point


 In-person customer service
 SMS
 Customer website account
 App
 E-mail
 Call center
 Social media

308,144
 clients use
 the Online Office

638,507
 contracts with e-invoicing

aqualialive



TIK.

Transform Information into Knowledge

BUSINESS INTELLIGENCE

applied to water management to report to customers and municipalities, confederations, observatories, etc.

GEO.

Geographic Environment Organization

GEOGRAPHICAL INFORMATION SYSTEM

- In the sanitation network
- Sewer basins
 - Hydraulic modelling

NOW.

Next Order at Work

NEXT ORDER AT WORK

Platform that integrates assets for corrective, preventive and predictive maintenance

- Asset management (linear assets, meters, industrial plants and assets)
- Warehouse management

136,945

smart-meters

450+

services use the NOW mobility app

Aim:

Integration of NOW app in **90%** of the workforce

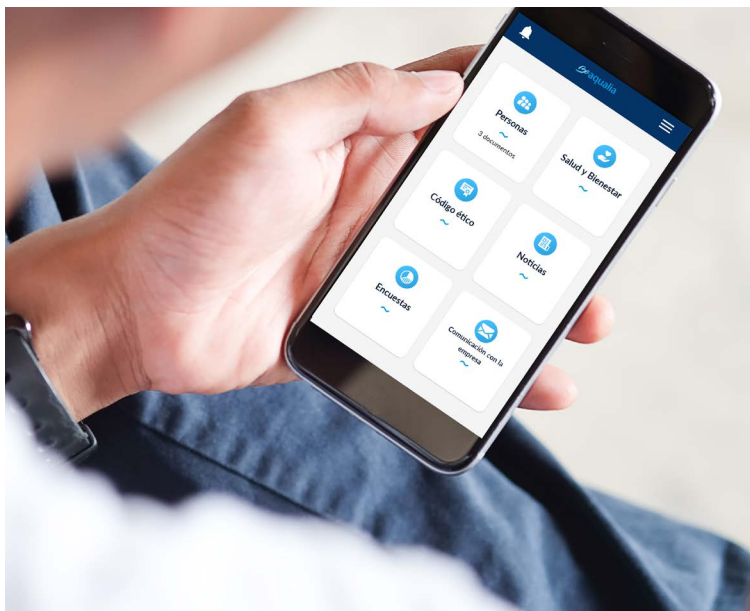
ANALYTICAL PLATFORM FOR THE SMART MANAGEMENT OF THE WATER CYCLE

Analytical platform for the smart management of the water cycle. Integrates information from IoT devices, through the use of Big Data, Cloud Computing, Machine Learning and AI technologies.

→ Fully consolidated

Our activity is carried out in a working environment of quality and well-being

We are people committed to citizens.



FOCUSED ON GENERATING A WORKING ENVIRONMENT OF QUALITY AND WELL-BEING

2021 WORKING ENVIRONMENT SURVEY

95.1 %

of those interviewed say that they enjoy their work.

88.7 %

of those interviewed report feeling proud to work at Aqualia.

80.3 %

of those interviewed report feeling accompanied and supported by the company during lockdown.



WE ARE COMMITTED TO A DIVERSE WORKFORCE WITH EQUAL OPPORTUNITIES

- In 2021 we have renewed our commitment to the Diversity Charter and we have joined the #CEOPorLaDiversidad alliance.
- We have signed and registered the 3rd Equality Plan 2021-2025.



5,478

participants received training in matters such as equality, work-life balance, diversity and managing interpersonal conflicts.



18.6 %

of women in executive and middle management positions.

HEALTH AND SAFETY

9

contingency plans and a Preventive Action Protocol from March 15, 2020 to present.



7,000

employees in Spain have had access to tools for improving emotional well-being through the Be Aqualia mobile app.



8.6

Accident frequency index*.

*(No. of accidents with sick leave/no. of hours worked)*1,000,000.

PROFESSIONAL DEVELOPMENT



1,561

courses organised in 2021 in all countries where Aqualia operates.



24,422

participants (18,133 men and 6,289 women).



105,296 hrs

of total training provided during 2021.

We generate a positive impact on society and on people

Water access is a priority for Aqualia. To ensure that nobody is deprived of this natural resource, the company organises social action programmes and mechanisms to guarantee that everybody has access as well as to measure the impact of projects.

Under the perspective that these actions must also ensure water access to future generations, we aim to guarantee social sustainability in all the communities in which we operate.

SOCIAL INVESTMENT, COMMUNICATION, AND DIALOGUE WITH STAKEHOLDERS

TOTAL INVESTMENT

2.67 M€



5.78%
cultural and academic

9.22%
sports

4.43%
social

3.36%
education

77.19%
dedicated to communication and dialogue with stakeholders

ENSURING ACCESS TO WATER FOR OUR MOST VULNERABLE GROUPS

We ensure tariff mechanisms to guarantee access to water and sanitation and we launch social action projects, linked to rate reductions and subsidies, for full accessibility to water and sanitation.

+45,000
clients in Spain who receive
rate reductions and subsidies.

+110,800
clients in Colombia who
receive rate reductions and
subsidies.

+312,000
clients in Italy, Portugal,
France and the Czech
Republic who have access to
subsidised rates for the water
and sanitation service.



IN PARTNERSHIP WITH THE PUBLIC SECTOR, WE WORK TO ENSURE WATER ACCESS FOR ALL

Success story: The United Nations and IESE's PPP for Cities have endorsed the economic and social impact of Aqualia's activity in Almería.



WE CARRY OUT PROJECTS AND PARTNERSHIPS WITH THIRD PARTIES IN THE FIELD OF SDGs

In 2021, we allocated €214,000 to donations towards agreements with NGOs that contribute to the SDGs.

€214,000
donated to various NGOs.



Our action drives us towards a more sustainable future

Discover our
2021 Sustainability Report

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