

# We are rolling out our Strategic Sustainability Plan

We are advancing the strategic lines and projects of the 2024-2026 ASSP, the roadmap that guides our decision-making and shapes our future. We are working to activate it in all the countries where we operate.

## Aqualia's strategic lines

Aqualia activity  
Cross-functional lines  
Driving lines



### SL7 PARTNERSHIPS FOR POSITIVE IMPACT.

This line establishes mechanisms to create partnerships that generate a positive impact through collaborative leadership. Aligned with global challenges and contribution to the SDGs.

#### PROJECTS

**P1** Pricing systems to guarantee access to water and sanitation.



### SL6 STRATEGIC COMMUNICATION

Its development highlights Aqualia's performance and connects the company's realities and contexts.

#### PROJECTS

**P1** Create an annual communication plan to engage stakeholders through a strategic story consistent with Aqualia's purpose and the priority SDGs.  
**P2** Raise awareness both internally and externally about the goals of the communication plan, fulfilling the brand's educational role.

**SL1 CLIMATE EMERGENCY AND PLANET PRESERVATION**  
Its purpose is to activate initiatives to adapt Aqualia to climate change and reduce the impact on biodiversity.

#### PROJECTS

**P1** Reduction of water consumption.  
**P2** Energy efficiency and reduction of emissions.  
**P3** Promotion of the circular economy.  
**P4** Ecosystem protection and restoration. Biodiversity.  
**P5** Technology transfer of solutions from R&D projects to production.

### SL2 TECHNOLOGY FOR INTEGRATED MANAGEMENT

Focus on the implementation of digitalisation throughout the end-to-end water cycle for efficient management.

#### PROJECTS

**P1** Omnichannel customer service.  
**P2** Asset management and maintenance.  
**P3** Water analytics (aWA).  
**P4** Be Aqualia app.  
**P5** Cybersecurity.

### SL3 PEOPLE MANAGEMENT

This line guides our work towards the physical and emotional well-being of people, generating a sustainable organisational identity.

#### PROJECTS

**P1** Raising awareness about equality and diversity.  
**P2** Be talent/training.  
**P3** Improving the employee experience.  
**P4** Zero harm to workers.  
**P5** Holistic health project.

### SL4 FINANCIAL AND BUSINESS STRATEGY

The objective is to achieve sustainable growth based on criteria of profitability and integration of its capabilities into the value chain.

The development and objectives for this strategic line are defined in Aqualia's Strategic Business Plan.

### SL5 ETHICS AND COMPLIANCE

This strategic line aims to instill Aqualia's culture and values throughout the company and its supply chain.

#### PROJECTS

**P1** Development of the compliance model.  
**P2** Training and awareness raising about ethical culture.  
**P3** Awareness-raising on ethical culture in our relationships with third parties.  
**P4** Ethical culture in the supply chain, supplier approval.

## Spread by country

Colombia has already taken the first steps to adapt the ASSP to its reality. We aim to replicate this approach in all the countries where we operate. Our approach:



## Strategic Sustainability Plan adapted



TO EACH COUNTRY

### STRATEGIC LINES

These are maintained but adjusted to align with each country's specific focus.



### PROJECTS

They are defined from a local perspective, defining the persons in charge and scope.



### ACTIONS

Corporate actions are continued and new ones introduced depending on the local context.



### INDICATORS AND OBJECTIVES

Existing objectives and indicators are retained if they remain realistic and achievable. New objectives and indicators can be proposed to replace any that are unrealistic in the short term.



We define a **dashboard** with allocated resources and robust and relevant monitoring instruments. Recording data and results enables us to analyse the plan's progress and establish the appropriate corrective measures.

For each action, monitoring indicators are identified linked to the goals of the SDGs affected.