aqualia

# The blue thread that connects us

2024 SUSTAINABILITY REPORT

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2024
Sustainability Report

# The BLUE thread

A thread that connects civilisations and culture throughout history. An element that unites the whole planet and all its inhabitants. Water is that blue thread, invisible, liquid and essential to life.

# Threading the Blue Thread

CONVERSATION WITH
**SANTIAGO LAFUENTE, CEO OF AQUALIA**

| GRI | ESRS |
|---|---|
| 2-22 | 2 |

**We cannot reflect on the past year without addressing one of the most pressing issues of 2024, one that, unfortunately, may persist in the future: the water crisis. The reality is that drought periods are becoming increasingly prolonged, representing a global phenomenon that particularly affects Mediterranean countries, where water reserves fell below 20% in some areas during 2024.**

We often talk about climate change as an abstract, distant concept, disconnected from everyday reality. However, phenomena like this water crisis and other extreme weather events—such as severe floods in Spain and the Czech Republic in 2024— clearly illustrate what the **climate emergency** truly means: A real and immediate risk to people, economic activity, and, ultimately, life as we know it.

In the face of what the United Nations has called "the most serious threat to humanity," the time for declarations of intent and good intentions is over. The time for action —acting within the scope where we can truly make an impact— calls on all of us. At Aqualia, we embrace this challenge with responsibility and determination, as well as with the confidence that our experience provides. We operate in 18 countries and serve nearly 45 million people. We know how to manage critical situations like prolonged droughts, we have done it before, and we make our knowledge and resources available to public administrations to safeguard this essential service, even in the most adverse circumstances.

Over the past year, we have provided **key support in mitigating the water crisis** through numerous initiatives. In several of the regions where we operate, we are committed to leveraging advanced technology and implementing remote monitoring solutions to reduce water losses and optimize water consumption. But we go even further, because if there is one thing that characterizes us at Aqualia, it is our comprehensive approach to water cycle management. This is why we are actively working - with very positive results - on projects for wastewater reuse, water purification, and desalination.

Additionally, we raise awareness in society about what lies behind the simple act of turning on the tap, and we humbly believe we are making a difference. We are committed to strategic communication and awareness-raising methods that empower citizens to protect the blue thread.

We believe that in the coming years, given the evident acceleration of climate change, all these efforts must be accompanied by a strong commitment to adapting existing infrastructure to this reality. This includes facilities and resources for water storage, flood control, city permeability, riverbed conservation, and the renewal of obsolete infrastructure.

With all this, we will continue to drive what gives meaning to our work at Aqualia: **preserving this thread, so powerful,** sometimes fragile, yet always essential for life in all its forms and for the development of prosperous societies around the world.

**A recent report by Forética (*ESG Trends 2025. Keys for the Business Sustainability Agenda*) highlights the need for companies to continue leading the transformation towards a sustainable future, despite regulatory challenges and the growing threat of**

**polarization around sustainability. At the same time, the new European Commission signals a strategic shift in the key priorities that have shaped the EU in recent years. Are we at the start of a new cycle or is this simply the recognition of the need to combine economic competitiveness and the creation of positive impact?**

There is no doubt that we are hearing the first notes of a changing melody in the continent that has led the transition towards a green and digital economy. **The Draghi Report** and the **Competitiveness Roadmap strategy,** presented by the European Commission in January 2025, outline a new approach to climate transition, one that is clean and fair, of course, but also competitive. The signals coming from Brussels are indeed promising, and for companies like Aqualia, which see sustainability not as an add-on but as a core pillar of the business, this brings optimism for the future.

**"Because real impact, with the perspective of time, will give us the ability to measure our achievements and identify our errors. The knowledge of this, ultimately helped us in the design of the SSP"**

This same harmony between sustainability and competitiveness drives the transformation we are undergoing. Guided by the **Aqualia's Strategic Sustainability Plan (ASSP) 2024-2026,** we are strengthening our established achievements while exploring new challenges and turning them into opportunities. And speaking of challenges, one of the most insightful conclusions from the Forética report, is that companies cannot afford to let the regulatory compliance —though essential— overshadow impact management. In this regard, the European Commission's Omnibus proposal to simplify the administrative burden of sustainability regulations could provide greater clarity for companies and allow them to focus their efforts on generating meaningful impact.

Because real impact is what, over time, will ultimately measure our achievements and mistakes. This understanding shaped the design of the ASSP, which was built from listening to our stakeholders through a double materiality study, anticipating the requirements of the Corporate Sustainability Reporting Directive (CSRD). In this solid and cross-cutting roadmap, strategic priorities are translated into tangible projects and measurable objectives, with a firm commitment to monitoring and accountability from everyone at Aqualia.

**Staying on this topic, last year marked the first year of practical implementation of the Aqualia's Strategic Sustainability Plan (ASSP) 2024-2026, and we would like to discuss specific initiatives. How is such an ambitious plan put into action, and to what extent are projects prioritized? What role does the company's internationalisation play?**

When updating the ASSP for the 2024-2026 period, we were clear that it had to be a **dynamic plan, adapting to the evolving needs** of the business, especially in such a rapidly changing context. The focus must always be on the company's strategic objectives: consolidating an efficient organization and ensuring sustainable growth.

With this in mind, we have begun rolling out the Strategic Sustainability Plan by prioritizing key projects based on Aqualia's position in the various markets where we operate, and the main demands identified through our stakeholder engagement processes.

Although this report provides an exhaustive and detailed overview of these initiatives, I would like to highlight a few that were particularly relevant to Aqualia in 2024. One such initiative is the approval of the **Sustainability Policy,** which serves as a guiding framework for coherent action in promoting the well-being of people and the environment through responsible water management. I mentioned that I wanted to highlight key projects, and this one is particularly significant because it allows us to align our approach across the different regions where we operate, ensuring a clear and consistent application of the principles that must guide our actions at all times. In 2024, we took a significant step forward in our commitment to **preserving natural capital and preventing ecosystem deterioration,** a risk with an estimated cost of $44 trillion for the global economy. For the first time, we conducted a risk and opportunity

analysis related to nature using the LEAP methodology. By adopting this reference framework, proposed by the Taskforce on Nature-related Financial Disclosures (TNFD) and the CSRD, we align with best practices in biodiversity protection and ecosystem recovery, while laying the foundations for defining action plans across our facilities.

We often talk about Aqualia's transformation, but this would not be possible without the engagement of our employees. As part of our vision for the future, we aspire to be a **"people for people" company,** and that begins with ensuring the well-being and the professional growth of our teams. The evolution of the Be Aqualia programme into Be Aqualia 360, which we began developing in 2024, will integrate the latest trends in people management with the needs of a global, diverse, and committed workforce.

Beyond these advances, and others that we will discuss later, which highlight the cross-cutting nature of the plan, 2024 was also marked by the beginning of the ASSP's capillarization. With Aqualia's rapid international expansion, we have faced the challenge of adapting this roadmap to the local context of each country. Although still in its early stages, we are confident that this territorial rollout will continue to progress, significantly strengthening the company's contribution to fair and sustainable development worldwide.

**You just mentioned the company's growth, and in recent years, we have seen technology and digitalisation emerge as two of Aqualia's main drivers of innovation and the circular economy. At the same time, when discussing digitalisation, it is essential to address one of the most pressing topics of our time: artificial intelligence both as a challenge and an opportunity.**

Some narratives around innovation frame it as an end itself but this is not the case at Aqualia. We see innovation as a driving force for the future we aspire to, a strategic tool to achieve our sustainability and economic efficiency goals. And always in service of the purpose that drives us every day: ensuring the well-being and progress of people and communities through the provision of a public service such as sustainable water management.

Our R&D+i strategy focuses on developing solutions and products that add value to our services. A prime example of this approach is the transformation of Wastewater Treatment Plants (WWTP) into biofactories, minimizing energy and reagent consumption, avoiding waste production, and generating new products. Energy efficiency and circular economy define the innovation we drive at Aqualia's. This vision is notably reflected in the microalgae biofactory project, one of the largest in Europe, inaugurated in 2024 at the Mérida WWTP (Spain) to generate bioproducts from wastewater. Additionally, it is worth highlighting the Lleida WWTP (Spain), where we obtained the verified neutrality declaration from AENOR.

**“Innovation is a key driver for the future we aspire to, serving as a strategic tool for achieving our goals in sustainability and economic efficiency”**

On the other hand, significant progress has been made in **digitalisation** over the past year, including the awarding of five PERTE projects for the digitalisation of the water cycle in different Spanish regions. These projects demonstrate our commitment, our drive and our leadership in this field, where we are making significant investments. A significant portion of these investments focuses on the Aqualia Live technology platform with the goal of continuing to digitally transform our processes.

**Artificial Intelligence** is a fundamental component of this platform (enabling demand predictions, water distribution management in drought crisis scenarios, fault and leak detection in the network, fraud prevention and more). We are determined to further integrate this tool into more business processes. The reason is clear: the results we are achieving are very positive, and we believe that this digital and technological momentum has the potential to mark a turning point in the sector, one in which we are leading the way.


With all the above, that is, the volume of information and data generated by AI, field sensors (IoT), external agents, and our Aqualia Live platform, we are already on the path to becoming a data-driven company. This transformation enhances our ability to make decisions as objectively as possible and to adapt quickly to new market conditions.

Of course, we are fully aware of the risks associated with artificial intelligence also, including cybersecurity threats, an issue that concerns (and demands action from) all companies. That is why, at Aqualia, we are already working on implementing an AI Governance and Ethics framework to ensure that we comply with the corresponding legal obligations, according to Regulation (EU) 2024/1689.

While we are fully aware of these challenges, we firmly believe that the opportunities offered by this technology far outweigh its risks. In fact, at a time when progress towards the 2030 Agenda is slowing, studies by the Global Compact estimate that the proper use of artificial intelligence could contribute to achieving 24% of the Sustainable Development Goals.

**“Transparency is not a new requirement for us. In fact, it is so deeply embedded in our identity that it is one of Aqualia's core values and defining attributes as a corporate brand”**

**Many of the regulations approved under the European Green Deal, which we have been discussing, are closely tied to the demand for greater transparency from the private sector. How is this impacting a company like Aqualia, which, due to the nature of its activities, is subject to even greater scrutiny? And how does it influence the relationship with key stakeholders in water cycle management?**

Transparency is not a new requirement for us. In fact, it is so deeply embedded in our identity that it is one of Aqualia's core values and defining attributes as a corporate brand. There is no alternative when our responsibility—managing the blue thread that connects us all— makes this activity an essential service. As providers of a public service, we are committed to upholding the highest standards of transparency, honesty, and integrity.

This requirement, already inherent to Aqualia, is fully aligned with the framework for **sustainable investments** established by the European Union's Sustainable Finance Plan and Taxonomy. The financial community demands transparency from companies in reporting their ESG performance and acknowledges the efforts of those that meet all criteria. A clear example is our subsidiary in Georgia (GGU), which issued a green bond worth 300 million dollars in 2024. This will support projects aimed at improving water cycle infrastructure in the country and enhancing energy efficiency in service delivery.

Just as we meet the expectations of investors and financial institutions, we do the same for our **clients.** In a relationship built on transparency, we worked alongside the municipalities of the areas where we operate to restructure the Citizen Information Portals in 2024. This initiative ensures that users have access to clear, high-quality information about this essential service. As a result, there are now 200 portals available, all accessible through Aqualia's website.

Active listening and direct engagement with customers strengthen relationships, build trust, and reveal real needs. Ultimately, it helps us grow as a company. That is why, we are committed to honest communication, rejecting greenwashing, an approach that leads to distrust and inaction in sustainability.

**For some years now, the words 'volatility' and 'uncertainty' have been the most commonly used to describe the global context. Companies must manage ever-changing daily obligations —the urgent short-term needs— with the important long-term goal of building a better future. Looking ahead, the latest Global Risks Report by the World Economic Forum, indicates that half of the risks in 10 years will be environmental. Is a two-speed change possible, the realism of the present combined with the ambitiousness of the future?**

At Aqualia, we have demonstrated our ability to address the most immediate needs —none more critical than access to water and sanitation— in the most effective way, without losing sight of the long-term perspective. In the short term, we remain committed to a transformation rooted in sustainability, international expansion, and innovation. In this regard, our greatest competitive advantage lies in ensuring that all our operational actions —infrastructure investments, acquisition of auxiliary resources, maintenance, or integration of technological innovation— are designed to achieve both economic efficiency and positive impact objectives.

At the same time, we must tackle the challenges facing our sector that could shape its medium and long-term future. One of the most pressing issues is the need for greater financial resources to build and maintain the **infrastructures** essential for the water cycle. In Spain alone, there is an annual investment gap of between 2.5 and 3 billion euros. If redirected into infrastructure development, these funds could significantly enhance this industry's competitiveness. We already have the experience, knowledge, and best-prepared professionals; now let's match that with the ambition to move forward.

The mobilization of resources will, therefore, be a key factor in our relationship with administrations. We view **public-private collaboration** as the only possible way to guarantee efficient service and sustainable water management. Thanks to these alliances—with notable initiatives such as the PERTE for the Digitalisation of the Urban Water Cycle (Spain)—we are developing innovative solutions to improve the urban water cycle in various parts of the world. Collaboration with other productive sectors will also be essential in directing innovation efforts towards generating clean energy and resource utilization.

In short, at Aqualia, we are already bringing the future into the present agenda. In this regard, we fully embrace the call of the United Nations Pact for the Future—adopted in September 2024—to accelerate the progress toward the SDGs and strengthen the private sector's role as a key driver of the transition to a low-carbon economy, the promotion of sustainable investments, and the guarantee of ethical governance.

**"We are committed to honest communication, avoiding greenwashing which leads to distrust and inaction in sustainability efforts"**

The United Nations calls it a 'pact' to talk about it, but the truth is that the future has been described in many ways: ranging from the first utopias of antiquity to the dystopian scenarios that proliferated in the 20th century. Far from that pessimism, I prefer to embrace the reflection of paleoanthropologist Juan Luis Arsuaga: "not only is it possible to dream of a better future, it is our duty to do so." It is certainly not an easy task, but if recent times have taught us anything—as we saw during the pandemic and more recently in Valencia—it is that resilience fuels the human spirit. And with it, this blue thread will not only continue to connect countries, continents, and people, but will also serve as the strongest link between past, present and future.

Safeguarding this legacy will remain our top priority at Aqualia.

# The year in milestones

## NEW CEO

### Santiago Lafuente,
former director for Spain, was appointed as Aqualia's new CEO, replacing Félix Parra, who had held the position since 2013.

## STRATEGIC COMMUNICATION

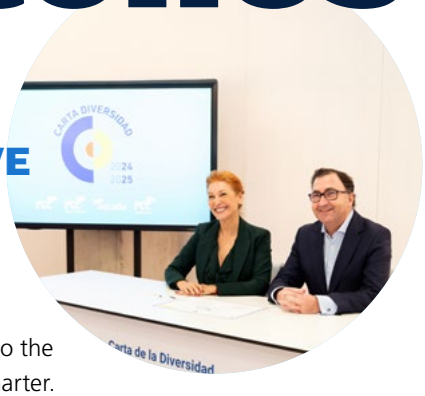
### Aqualia Contact
celebrates 20 years of telephone support.

### Spain
We delivered a dozen presentations at the XXXVII AEAS Technical Conference.


### Italy
Launched an awareness campaign through the WhatsApp channel 'Caltaqua Comunica', in response to the extreme drought in the Caltanissetta commune.

### Czech Republic
The latest surveys show that 92% of the end users of our subsidiary SmVak have a positive perception of the service provided.

## RESPONSIBLE AND INNOVATIVE BUSINESS




### Diversity Charter
We renewed our commitment to the 10 principles of the Diversity Charter.

### Mexico
The Guaymas-Empalme desalination plant was showcased as a success story at the International Congress of the Latin American Association of Desalination and Water Reuse (ALADYR).

### Spain
- The Mérida WWTP unveils one of the largest microalgae biofactories in Europe.
- The Alboran Sea desalination plant (Cabo de Gata, Almería) is already producing water for irrigators and will help mitigate the impacts of droughts across the region.
- We are set to develop four projects within the framework of the second call for PERTE water projects (strategic projects for economic recovery and transformation) in Asturias, Canary Islands, Cantabria and Ciudad Real.
- The Granadilla de Abona seawater desalination plant (Canary Islands), the first contract in Spain to implement and certify the ISO 55001 standard for its asset management system.
- We supported the territories affected by the flash floods in Valencia.
- Santiago Lafuente, CEO of Aqualia, underscores the importance of young talent at the 4th IWA-YWP Spain National Conference 2024.

### Colombia
- Authorised laboratories tasked with water quality control in Riohacha and Villa del Rosario. They will become part of the Inter-laboratory Drinking Water Quality Control Programme (known as PICCAP), which accredits top-performing operations in the country.

### Georgia
- Our subsidiary GWP managed to restore the supply of water to the country's capital (Tbilisi) in record time, following a landslide that struck one of the main supply arteries leading to the city.
- Our Georgian subsidiary will invest more than 46 million euros in the renovation of water and sewerage networks.

# SUSTAINABLE GROWTH AND INTERNATIONALISATION

## United States

We acquired the company Municipal District Services, LLC (MDS).

## Mexico

We have begun the process of modernizing the water supply in Cabo San Lucas.

## France

- We successfully renewed our main contract in Paris for seven years, serving a population of over 74,000 inhabitants.
- Three new contracts, benefiting a total of 50,000 new inhabitants between them.

## Spain

- Working alongside SDG Group, we developed an advanced analytics project to prevent water leaks.
- We will manage Ibiza's three desalination plants as a consortium.

## Georgia

Our subsidiary GWP issued a $300 million green bond.

## Colombia

We successfully completed the expansion of the Villa del Rosario water treatment plant.

# AWARDS AND ACCOLADES

**'Aquaventura',** our digital educational platform, received an award in the ESG Environmental Commitment category at the 7th Ramón del Corral Dircom Awards.

## Spain

- Award for the 'Best public-private partnership project', for a joint proposal with the University of Valladolid.
- 'Outstanding Values 2024' award for our contribution to development in Andalusia.
- The Salamanca service reaffirms its model of excellence in the Water Benchmark 2022 by analysing 300 indicators.
- 'Water treatment project' award for the microalgae biofactory at the Mérida WWTP facility, as part of the iAgua 2024 Awards.
- Award for Best Digitalisation Project in the 'Large Company' category at the Disruptors Innovation Awards 2024 organised by the digital newspaper El Español.


## Colombia

- The Employment Unit attached to the Ministry of Labour recognised our commitment in Riohacha (La Guajira) to help break down barriers for segments of the population that do not have easy access to work.
- Shortlisted for the 2024 Andesco Sustainability Award.

## Romania

Expansion of the Glina WWTP, short-listed for the 'Best WWTP of the Year' category at the Global Water Awards 2024.

## Oman

British Safety Council International Safety Awards and the RoSPA Health and Safety Award for safety and health management at our subsidiary OSWS.

## Portugal

The Aquamaior and Cartagua services received, for the second year running, the ERSAR Water Badge of Excellence.

## United Arab Emirates

AqualiaMACE earns recognition from TAQA for its commitment to sustainability.

# Aqualia today

## A WAY OF BEING AND MAKING OUR MARK IN THE WORLD

- The blue thread that connects us
- Business model and strategy for outstanding quality
- What defines us: purpose, values and culture
- We connect dots across the world
- Certifications that prove our commitment
- Value creation in numbers

**44.8 M**
users

**1,246,224,141 m³**
drinking water produced

# The blue thread that connects us

Japanese and Chinese traditions hold that there is an invisible red thread of fate that connects those who are destined to meet, regardless of time, place or circumstance. This thread can stretch or shrink, but it will never break.

What if there were also another thread? One that connects civilisations throughout history serving as both a home and a source of life. An element that permeates everything, that unites the whole planet, and all its inhabitants. As if it were another legend, we at Aqualia firmly believe that water is that thread. A blue thread one that is invisible, liquid and essential to life.

Aqualia explores and works relentlessly to ensure that this blue thread of life is never broken, so that the connection it creates and perpetuates continues to unite people, territories and opportunities. When we chose this sector decades ago, we also chose all the complexity and responsibility that accompanies it. Taking care of this resource is essential for future generations, so Aqualia goes one step further: for us commitment is not just a choice - it is a necessity to do things right.

We want to safeguard this blue thread so that, like a pristine, serene and unimpeded river, it continues to flow from the present, into the future. The pages of this sustainability report are a testament to our efforts in this direction.

# Business model and strategy for outstanding quality

| MATERIAL TOPICS | GRI | ESRS |
|---|---|---|
| Public-private partnerships<br>Access to clean water and sanitation<br>Infrastructure, civil works and maintenance | 2-1, 2-6, 3-3 | 2, S1, S2, S3, S4 |

As one of the world's leading operators, we deliver technical solutions and outstanding services across all stages of the end-to-end water cycle. Our aim is to improve the well-being of people and the communities in which we operate.

Aqualia's approach to operations is predicated on the need to preserve water and environmental resources through innovation as a means of enhancing management efficiency. To succeed in this task, we follow the guidance of the UN Sustainable Development Goals (SDGs) and all applicable law and regulations in each geography.

Our activity encompasses all **stages of the water cycle:** a thread that links together the entire value chain from water collection and treatment, to purification, reuse, distribution, customer management, sewerage and infrastructure construction. We are widely known and respected for our ability to adapt to the specific business model of each region and for our impressive track record, flexibility and strategic leadership in a dynamic environment. This also sets us apart in the regions in which we operate.

## End-to-end water cycle: efficient and sustainable management from start to finish (and then back to the start again)


[1] FCC Aqualia, S.A. In the document, the Aqualia trademark Aqualia.
The company's head office is located at Avda. del Camino de Santiago 40, 28050, Madrid. Spain
FCC Aqualia S.A. is part of the FCC Group, one of Europe's leading groups specialising in environment, water, development and infrastructure management, and with a presence in more than 25 countries around the world.

Our management is centered on a business model predicated on **public-private partnerships,** with the aim of achieving sustainable, long-lasting growth. In doing so, we seek to ensure reasonable profitability across all parts of the value chain that make up the water cycle, from the design of facilities to the management of large investment projects in water systems.

Throughout our more than 50 years of experience, we have shown our strong commitment to sustainability, while making a significant contribution to the Sustainable Development Goals. A commitment enshrined in **Aqualia's Strategic Sustainability Plan 2024–2026 (ASSP)** as the cornerstone of our business model:

## Sustainability

Our activities contribute to several of the goals set out in the 2030 Agenda: more precisely, everything relating to the use of water as a scarce resource, as well as the fight against environmental pollution, climate change and the environmental and social impacts. To achieve this, innovating in sustainability and playing a key role in the circular economy is a priority.

## Digitalisation and technology

Digital transformation and the use of technological solutions in processes shape our present and future. The development of these areas will optimise the management of the end-to-end water cycle and, as a consequence, reduce or avoid losses in the water distribution networks, while also improving all processes related to the company's internal organisation as well as customer service.

## Internationalisation

Our actions are closely linked to sustainable growth and international expansion as we cater to clean water and sanitation needs around the world, especially in Europe, the Americas, Africa and Asia.

We are acutely aware that when the blue thread grows longer and flows into a new country, Aqualia must not only change the reality through its performance, but must seek to go the extra mile. We connect with the environment and society through social value, dialogue and the transfer of knowledge. We are also busy building an internal culture of pride of belonging and trust among our employees, which also brings us closer to the objectives of Aqualia's 2024–2026 Strategic Sustainability Plan.

# Global providers of essential services to citizens

Our business focuses on concessions and services, encompassing concessions and proprietary end-to-end infrastructure, BOT, operation and maintenance services and irrigation, as well as technology and network activities, including EPC contracts and industrial water treatment activities.

The business models we deploy across the different regions in which we operate include the following:

## Management of the end-to-end water cycle (MIWC)

Management of integrated (end-to-end) public water services, through long-term concession-based models or the ownership of assets, in countries with reliable regulatory systems. We currently operate municipal water concessions in **Spain, Portugal, Italy, France** and **Colombia,** as well as owned assets in **Spain, Czech Republic, Georgia** and **Colombia.**

## Infrastructure concessions (BOT[2])

Infrastructure concessions in which we design, build, finance and operate infrastructures, treatment plants (drinking water treatment, purification and desalination) or water reuse facilities in the long term by means of BOT-type agreements and take or pay mechanisms, in which the recovery of the investment associated with the infrastructure is guaranteed without assuming demand risk. We carry out this business model in **Spain, Mexico,** the **United States, Algeria** and **Egypt**.

## Operation and maintenance (O&M)

Hydro infrastructure operation and maintenance services. This service allows for continuous availability of quality water, which requires the dedication, technology, professionalism and experience necessary to achieve maximum excellence in the processes. We run these business models in **Spain,** the **United Arab Emirates, Egypt, Saudi Arabia, Oman, Mexico, the United States** and **Chile.**

## Technology and networks (EPC[3])

Design and construction projects for hydro infrastructure, mainly for our own concessions, though also on custom projects. The experience of working with leading construction companies allows us to forge partnerships to reduce and minimise construction risks. We have EPC contracts in place in all geographies, mainly in those where we handle the end-to-end water cycle.

## Aqualia industrial

At Aqualia we are committed to industry, innovation and infrastructure as the foundations needed to create a positive impact. Through Aqualia Industrial, we work to guarantee a **resilient and modernised infrastructure** that supports and drives a competitive and sustainable industry, while adapting to change by developing technologies and fostering innovation.

Faced with a new and increasingly demanding legal environment, especially when it comes to the regulation of effluents (liquids emanating from industrial plants), there is a growing demand for efficient and sustainable water management in production processes. As a result, Aqualia Industrial's water projects have witnessed significant growth in recent years.

An example of this is that, as at 31 December 2024, Aqualia Industrial was working on **45 new projects** in different industrial sectors, such as petrochemicals, energy, agri-food, canning, pharmaceuticals, paper and mining. We have over 600 references in treatment plants and a strong and extensive presence in **Spain** and **Portugal.**

At Aqualia Industrial, we have completed numerous major projects, such as the operation at Aguas Industriales de Tarragona (AITASA), or the construction and operation of the treatment plant for Jealsa Rianxeira, Spain's largest canning group. We have secured notable contracts, such as the extension of the

[2] Building, operate & transfer.
[3] Engineering, procurement and construction.

Heineken-Cruzcampo Industrial Wastewater Treatment Plant (WWTP) in Seville and the Prolongo Industrial Wastewater Treatment Plant (WWTP) in Malaga, as well as the approval of the private initiative relating to the wastewater regeneration plant for industrial uses in Campo de Gibraltar, for ARCGISA, which will be put out to tender in the near future.

We have also successfully implemented expansion and maintenance contracts for industrial treatment plants with prominent companies such as Danone, Cuétara and Mahou-San Miguel. In 2024, we expanded our sphere of action to **Portugal,** where we are currently managing more than ten projects in key sectors such as agri-food, paper and petrochemical.

The new technologies we are developing for industry are based on respect for the environment: Sustainability (lower operating costs and improved efficiency in pollutant elimination processes) and the need to reduce the carbon footprint are the most critical aspects in the development of biogas production projects and upgrading to biomethane for its injection into the gas grid.

Technologies enabling water reuse (reclaimed water) are a further show of our commitment to sustainability. Examples here include the projects carried out at ENCE (Pontevedra, Spain).

# What defines us: purpose, values and culture

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Ethics and anti-corruption | 2-23, 3-3 | 2, S1, S2, S3, S4, G1 | SL5. Ethics and compliance |

Just as thread is born from a primordial material (cotton, wool, silk, etc.), Aqualia's identity is rooted in its purpose, values and culture, and in its unique way of being and existing within the world. What makes us who we are is our strong belief in the importance of managing a public asset and essential human rights such as access to water and sanitation.

Our **purpose** is to ensure not only the well-being but also the growth and progress for people and communities by providing a public service, i.e. sustainable water management. Guaranteeing the universal, global right to water with pride and commitment.

## VALUES AND ATTRIBUTES

- Expertise and experience at every stage of end-to-end water cycle management
- Geared towards people's present and future well-being
- Service quality and efficiency
- Financial solvency and consistency
- Innovation
- Environmental engagement, awareness raising and outreach
- Social engagement
- Business ethics, transparency and integrity

Our culture and **Code of Ethics and Conduct** are rooted in these values, and through them, we take on the challenge of efficiently and innovatively managing the end-to-end water cycle. This is how we build our identity, a **unique culture** that makes a genuine mark and a positive impact on each territory where we operate.

# We connect dots across the world

We are Europe's **fourth largest water management company** and the world's **ninth largest in terms of population served,** according to the latest Global Water Intelligence ranking (December 2024). We currently serve some 44.8 million users and we are present in 18 countries worldwide: Algeria, Chile, Colombia, Czech Republic, Egypt, France, Georgia, Italy, Mexico, Oman, Peru, Portugal, Qatar, Romania, Saudi Arabia, Spain, United Arab Emirates, and the United States.

## Europe

The company's performance in Europe in 2024 was characterized by a moderate reduction in consumption, due to several factors: Firstly, greater citizen awareness of water stress has led to significant water savings, and secondly, demand has been affected by price increases driven by rising operating costs in water services.

Also, the search for water resources, such as desalination and reuse, along with enhanced monitoring of groundwater and surface water, resulting from water scarcity, also shaped the sector's performance throughout the year. Moreover, further emphasis was placed on leakage control and reduction, network sectorization and digitalisation in 2024, thanks to the allocation of European funds for these initiatives.

In the **Czech Republic,** through Czech subsidiary SmVak, we won the tender for the management of the end-to-end water cycle in the industrial area of Mošnov, in the greater district of Nový Jičín. In 2024, we invested to improve networks and therefore ensure infrastructure efficiency. And in line with the sustainability plan, we plan to undertake new investments to further improve the electrical efficiency of existing infrastructure and reduce the carbon footprint of the end-to-end management system.

In **France,** the population served now totals 970,000 inhabitants, spread across 101 municipalities where we manage the water supply and 100 municipalities where we manage sewerage and wastewater treatment. We signed new contracts in L'Isle-Adam for water production and distribution and in Pithiviers for sanitation. Moreover, the renewal of the Goussainville contract marks a new milestone by successfully rolling over the last big contract from the previous owner. Towards the end of the year, we continued to consolidate our presence in the country by securing three new contracts in the departments of Val d'Oise, Eure et Loir and Loiret, which will serve an additional 50,000 inhabitants. These contracts —two for supply and one for sanitation and purification— will be launched in early 2025. This growth reinforces our position as the fourth largest operator in France.

Aerial view of Andresy, France.

In **Italy,** Aqualia's subsidiary, Acque di Caltanissetta, manages the water service in the province of Caltanissetta, which endured a severe drought in 2024, leading to significant restrictions on water use. Throughout the year, we took positive action to mitigate the effects of this water crisis under the coordination of a Regional Crisis Committee.

**Portugal** has also had to contend with drought conditions in recent years, revealing the urgent need to optimize water use. This shortage has prompted Portuguese organizations, industries and authorities to focus on improving distribution networks and the reuse of treated water at WWTPs. Against this backdrop, several innovation projects focused on sustainability were launched throughout this time.

Interior of the Mar de Alborán desalination facility, Almería, Spain.

In **Spain,** we are leaders in integrated water management thanks to our approach, which is driven by expert human capital, a high level of technological development and R&D+i projects that enable us to make our end-to-end water cycle more sustainable. In 2024, the drought worsened in communities such as Andalusia, Catalonia and the Canary Islands. In response, we offered our technological prowess to the local authorities and constructed four water reuse plants in El Ejido, Almería, Velez-Malaga and Algarrobo.

Desalination is another technology that can help to alleviate the effects of drought, and we just so happen to be pioneers in this technology. More precisely, we started up the first phase of our own desalination facility in the Alboran Sea (Almería). We were also commissioned by the local government to build extensions to five seawater desalination plants in the Canary Islands.

Aerial view of Gina plant, the wastewater treatment plant with largest capacity in Romania.

In **Romania,** the expansion of the Glina wastewater treatment plant marked a major milestone for Aqualia in the region. It also posed an immense technical challenge, as the work needed to be carried out without interrupting existing operations. Aside from treating all the wastewater, the plant will also co-generate energy by incinerating the sludge. It is the largest facility of its kind in the country and meets European standards for biological pollutants. It will be able to treat more than one million cubic metres per day by 2040, while serving almost 2.5 million people. Aqualia has been working in Romania for more than 15 years, where we have previously developed the wastewater treatment plants in Agnita and Dumbraveni, both in the county of Sibu, and Zimnicea in the county of Teleorman.

# Africa and Asia

In **Algeria,** Mostaganem and Cap Djinet desalination plants continue to operate at full capacity, with no significant incidents to date. Thanks to these facilities, we provide an essential service to the population living in the country's biggest metropolitan areas, namely Oran and Algiers. Moreover, their exceptional energy efficiency reduces the carbon footprint typical of this type of facility.

In **Egypt,** we continued to manage the water treatment plants at Abu Rawash (the largest in Africa with a flow of 1.6 M $m^3$/d) and New Cairo (the first and only PPP in the country[4]), as well as the El Alamein desalination plant, which serves the new urban developments on and around the Mediterranean coast and is a benchmark facility as part of the desalination plan drawn up by the government to reduce the country's water stress.

Water treatment plant in Abu Rawash, Egypt.

In **Saudi Arabia,** we led two of the six regional water management contracts (clusters) of the National Water Company, serving a total of eight million inhabitants. These contracts lay the groundwork for sound water management in the country, and are in line with the sustainability requirements of the Vision 2030 agenda. Meanwhile, an operations and maintenance contract for three floating desalination plants —each with a capacity of 56,000 $m^3$/d— is under development for the Saudi state-owned Bahri shipping group. This initiative positions us well to offer a rapid solution in water-stressed areas.

[4] Public-Private Partnerships.

In the **United Arab Emirates,** we completed two sanitation contracts in Abu Dhabi and Al Ain; in **Qatar,** the Al Dakhira treatment plant; and in **Oman,** through our subsidiary Oman Sustainable Services Company, we managed the desalination and treatment facilities at the port of Sohar, one of the world's largest ports and of vital strategic and economic importance in the wider region.

Last but not least, in **Georgia,** our operations through Georgian Global Utilities (GGU) focuses on water and energy infrastructures in Tbilisi and adjacent areas, where more than one million inhabitants and one third of the country's population happen to live. GGU continues to make progress and improve on all fronts, within a framework of sustainability standards to ensure the quality of the services provided.

# Americas

In the **United States,** in 2023, we acquired 97% of Municipal District Services, LLC (MDS), a company engaged in the integrated management of water and wastewater infrastructure in the Municipal Utility District (MUD) surrounding the Houston metropolitan area (Texas). MDS is the second largest operator of this service model in the region and serves more than 360,000 inhabitants through 147 contracts. Water scarcity, the constant loss of resource quality at source, the obsolescence of hydro infrastructure, and the low penetration of private operators in the sector are our main growth opportunities in certain U.S. states. Moreover, increasingly stringent legislation on the protection of aquifers and surface water offers a significant business opportunity for the coming years.

In **Mexico,** we have consolidated our status as a leading company in the water sector, thanks to a highly diversified portfolio of assets that includes the distribution and purification of water with the BOT contracts of Querétaro and San Luis de Potosí, desalination through the Guaymas BOT, wastewater purification thanks to the BOT contract at the Cuernavaca WWTP and the Comprehensive Management Improvement project, with a BOT contract structure, in Los Cabos (Baja California Sur).

In **Colombia,** we cemented our position as the second largest private operator in the country. In 2023, a major project began in the district of Riohacha (Guajira), where we will serve around 310,000 inhabitants over a 30-year term. The contract includes the management, financing, rehabilitation, design, expansion, construction, replacement and maintenance of infrastructure for the water and sewerage public utilities. Moreover, following our entry into the management of the capital of the department of Guajira, we expanded our reach to a population of more than 1,400,000 inhabitants spread across 32 municipalities and eight departments. Also in 2024, we completed the construction of the El Salitre Bogotá WWTP, with a capacity of 600,000 $m^3$/d and unveiled the newly renovated and expanded 'La Gran Colombia' drinking water treatment plant (DWTP)in Villa del Rosario. Thanks to this facility, residents of this municipality will see an improvement in their drinking water supply as it will increase the distribution flow by 60%.

El Salitre WWTP, Bogotá, Colombia.

In **Peru,** we were actively involved in several private initiatives with the main aim of optimizing water treatment plants in various regions. We also took part in the construction, operation and maintenance of various wastewater treatment plants and water collectors across the country. In other projects, we aim to improve the quality of life for local communities by building seawater desalination plants for drinking water and other industrial uses. At the reporting date, Aqualia was recently awarded the BOT contract for the Chincha WWTP and associated collectors, which is a direct result of one of the private initiatives mentioned above.

In **Chile,** we operate the Huechún sulphate abatement plant, which was built by Aqualia for the National Copper Corporation of Chile (CODELCO). In addition, we are exploring commercial opportunities in desalination under the BOT scheme for public and private customers alike.

# Global presence


**18**
countries

**2,347**
municipalities

**44,822,891**
population served

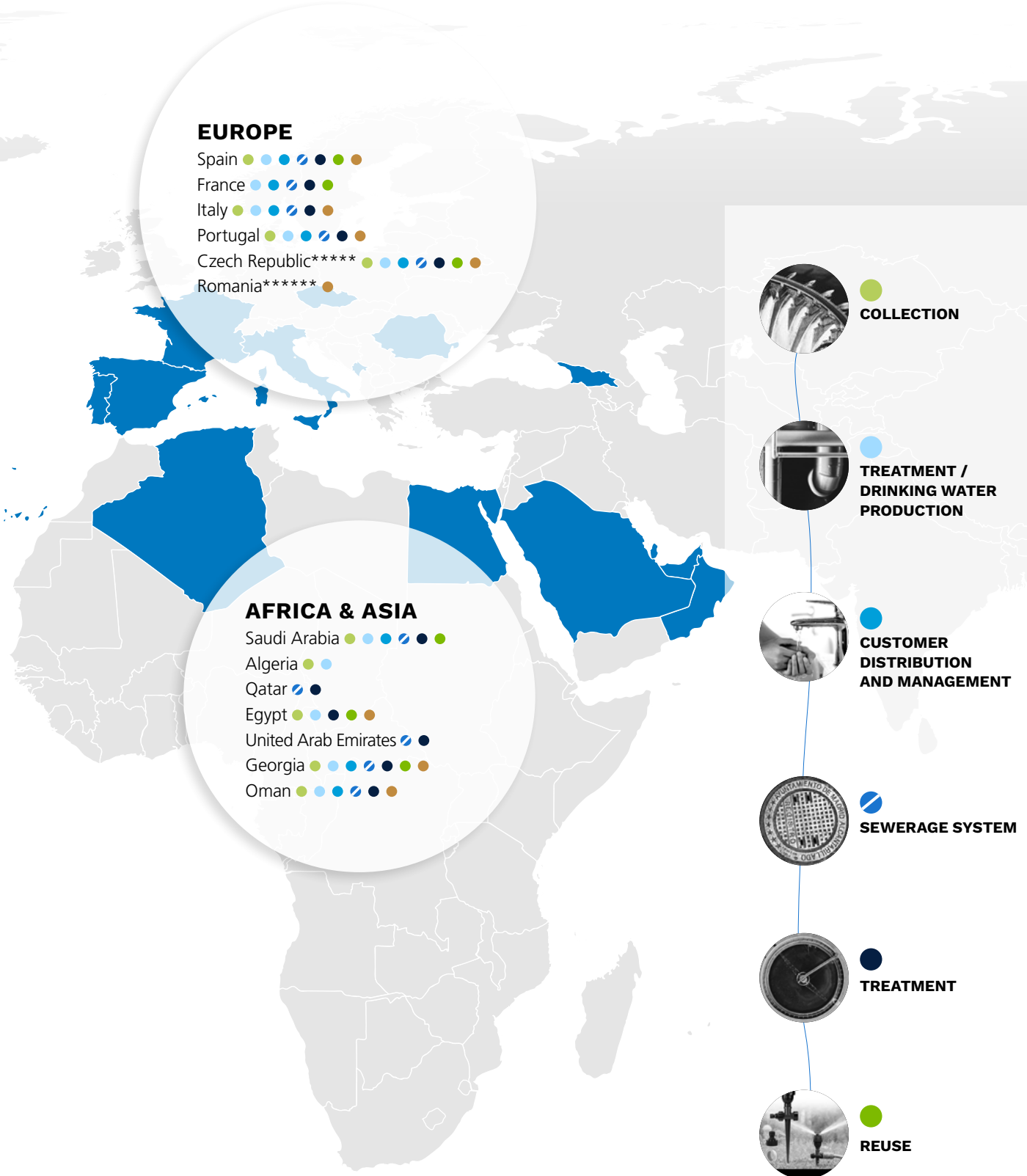
**1,246,224,141**
drinking water produced ($m^3$)

**14,040***
employees

**ACTIVITIES UNDERTAKEN**

COMMERCIAL DELEGATION

* For the calculation corresponding to Aqualia's workforce, the percentage of Aqualia's participation in the companies is applied.
** In Chile, Aqualia has the Tranque Huechún water treatment contract for Codelco.
*** In the specific case of Mexico, distribution does not involve customer management.
**** In Peru, Aqualia has a commercial office.




See all complete data by country in the **Annexes.**

***** In the Czech Republic, Aqualia also supplies wholesale water to Poland through its subsidiary SmVaK (109,708 inhabitants included in the figure for the Czech Republic).

****** In Romania, Aqualia is nearing completion of the EPC contract for the Glina WWTP (to serve 2.4 million inhabitants).

# Certifications that prove our commitment

| MATERIAL TOPICS | GRI | ESRS |
|---|---|---|
| Ethics and anti-corruption | 3-3 | 2, S1, S2, S3, S4 |

When we talk about commitment at Aqualia, it is not just an empty promise. We live by it. The assurances our system has earned, demonstrate our effective and sustainable management and reflect a real and tangible commitment.

At Aqualia, we abide by our principles, commitments and protocols wherever we operate. We do this through a unique and highly efficient **Enterprise Management System,** which we use to manage the quality of processes, products and services (ISO 9001), as well as environmental management (ISO 14001), energy (ISO 50001) and innovation (UNE 166002).

Our **Enterprise Management System** defines our commitment to continuous improvement across all our activities, through monitoring and analysis of data, communication management and accessibility to information, and the application of quality tools and innovation techniques.

## Aqualia Integrated Management System[5]

**1997** — Quality Management System (ISO 9001)

**1999** — Environmental Management System (ISO 14001)

**2006** — A-LAB (Physical-Chemical and Microbiological Laboratory Accreditation)

**2010** — R&D+i Management System (UNE 166002)

Energy Management System (ISO 50001)

**2011** — Information Security Management System (ISO 27001)

**2013** — Greenhouse Gases (14064)

[5] % of turnover under the different management systems
76.4% of turnover is certified under the ISO 14001 standard
88.6% of turnover is certified under the ISO 45001 standard
77.1% of turnover is certified under the ISO 9001 standard

## Notable certification milestones achieved in 2024 include:

- **The Granadilla de Abona seawater desalination plant (Canary Islands), is the first project in Spain to implement and certify the ISO 55001 standard for its asset management system.** The certification, issued by AENOR, facilitates the development of long-term investment plans, allowing authorities to make informed decisions and optimize - while even extending- the useful life of these facilities. In 2020, the Sohar industrial port contract in Oman was certified to this standard.

- **Six Aqualia Group companies in Colombia have been awarded the Quality Management System seal for meeting a set of specific requirements relating to the provision of water and sewerage services.** The ISO 9001 certified companies are the subsidiaries of the group Aguas de la Península S.A. E.S.P., in Maicao, Aguas de Aracataca S.A.S. E.S.P. and Aquamag S.A.S. E.S.P., in Magdalena, the Ruitoque operation of Aqualia Latinoamérica S.A. E.S.P. in Santander, and Aguas de la Sabana S.A. E.S.P. in Cundinamarca, which earned the ISO 45001 seal in 2018, for its Occupational Health and Safety Management System.

- **Spain:** Aguas de Garrucha, Almería (ISO 9001, 14001).

- **Oman (OSWS):** extension of the scope for the desalination plant and WWTP (ISO 9001, 14001, 45001 and 55001).

- **Qatar:** Al Dhakhira WWTP: ISO 9001, 14001 and 45001.

- **BIM:** ISO 19650-1 and ISO 19650-2.

**2017**

Work-Life Balance Management (EFR 1000-1)

**2020**


Occupational Health and Safety Management System (ISO 45001)*


Asset Management System (ISO 55001)

**2021**


Certificate of Company Contribution to the SDGs

**2024**


Information management when using BIM (ISO 19650-1/2:2019)

Value added purchasing management (UNE 15896)

Sustainable Procurement (ISO 20400)

* From 2008 to 2019, OHSAS 18001 (superseded by ISO 45001)

# Value creation in numbers

## Financial capital

**€1,674,657,360**
turnover

**€425.4 M**
EBITDA

**44.8**
million inhabitants served

**1,246,224,141 m³**
drinking water produced

## Industrial capital

**53,498 km**
of supply networks

**1,721**
drinking water pumping stations

**38,907 km**
of sewerage networks

**48**
seawater desalination plants (SWDPs)

**996**
wastewater treatment plants

**3,353**
drinking water reservoirs

**291**
drinking water treatment plants (DWTPs)

## Intellectual capital

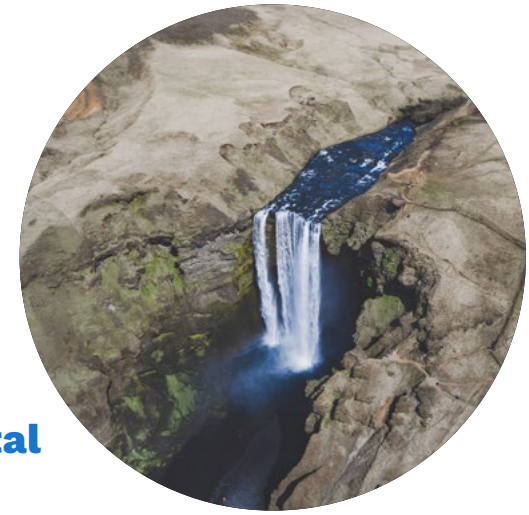
**€102.45 M**
total subsidies*

**€3.50 M**
R&D+i operating subsidies

**€18,647,051**
invested in digital transformation

**€98.95 M**
subsidies for investments and operation and other types of relevant subsidies**

* Accrual criteria.
** Includes training subsidies (subsidised training courses; by nature, this item corresponds to staff expenses) plus capital subsidies for non-R&D projects and operating subsidies for non-R&D projects.



## Natural capital

**958,985 $tCO_2e$**
GHG emissions (Scopes 1, 2 and 3)

**2,065,839,327 $m^3$**
drinking water collected for management

**1,532,941,125 $m^3$**
purified water returned to its natural environment

**+45 %**
energy consumed from renewable sources

## Human capital

**14,040**
employees (20% women – 80% men)

**11,880**
permanent staff

**€1,490,690**
investment in training

**232,374**
hours of employee training

## Social and relational capital

**92 %**
positive ratings of the service provided in Spain (excellent, very good or good)

**0.69 %**
Aqualia Contact claims ratio

**€5,564,393**
social investment

**351,336**
customers to have benefitted from discounts and subsidies

# Strategy

## MOVING FORWARD ON OUR ROADMAP TO DELIVER A POSITIVE IMPACT

- Sustainability is our lifeblood
- Sustainability Policy
- Aqualia's Strategic Sustainability Plan 2024–2026
- Relationship and dialogue with our stakeholders
- About this report

# Sustainability is our lifeblood

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Public-private partnerships | 2-28, 3-3 | 2, S1, S2, S3, S4 | SL6. Strategic communication |

Early space travel popularised the expression "perspective effect". The term was meant to describe the sensation experienced by astronauts when they first observed the Earth from outer space. A change of perspective that transformed our blue planet into a vulnerable dot in space to be protected at all costs. At that distance, borders disappeared, countries no longer existed and major conflicts suddenly seemed tiny. All that mattered was caring for our common home and each of its inhabitants.

This shared awareness of the notions of care and protection has lasted decades and spanned entire continents. It has shaped the mandate of the **Sustainable Development Goals** to transform the world into a more just, prosperous and inclusive place for all people, regardless of where they live. And in recent years it has driven the UN Decade of Action to call for more urgency and ambition in addressing and overcoming a set of common challenges by 2030.

Essentially, the **2030 Agenda** calls for joint action between citizens, public administrations, civil society, companies and other agents; and naturally, at a company devoted to the management of a natural resource, Aqualia has long embraced this responsibility. We have outlined a roadmap to be an organisation that not only generates a positive impact through our activities, but also helps combat climate emergencies, protect people, and lead through ethics and transparency, among other major objectives.

This conviction requires us to align both our business strategy and our strategic sustainability plan with the 2030 Agenda, and to do so from the core of our business and what we do best: managing the end-to-end water cycle. Thus, based on active listening to our stakeholders, we designed our **2024–2026 Strategic Sustainability Plan** as a continuation of the previous one for the 2021–2023 period. A robust, cross-cutting roadmap which, as described in detail in this report, is guiding our progress in creating value for both the business and Aqualia's stakeholders.

We want to be a company that continues to combine economic progress with positive impact. To succeed, we follow the main sustainability standards and frameworks, such as the Taskforce on Nature-related Financial Disclosures (TNFD), which guides our focus on biodiversity, and the Carbon Disclosure Project (CDP), which we rely on when reporting our efforts towards decarbonisation. An evolution that would be meaningless without the cultural transformation of the entire organisation and the involvement of each and every one of us.

We also are the first company in the sector to earn **AENOR's Sustainable Strategy certification,** which recognizes our contribution to the SDGs through our activities in the countries where we operate. Further proof of our commitment is our adherence to the UN Global Compact since 2020, as we strive to promote its 10 Business Principles on Human Rights, Labour Rights, Environment and Anti-Corruption.

# Sustainability Policy

| GRI | ESRS |
|---|---|
| 2-23 | 2, S1, S2, S3, S4, G1 |

It embodies our commitment to the environment, efficient water management and the well-being of communities. It outlines our mission and purpose, detailing our actions in the ESG realm which are further specified in other documents, including **Aqualia's Strategic Sustainability Plan 2024-2026.**

## WHY OUR SUSTAINABILITY POLICY IS IMPORTANT

### It outlines and explains the principles that guide Aqualia's activities

- People-centric approach
- Efficient service
- Financial consistency
- Innovation
- Environmental commitment
- Social awareness and involvement
- Ethics and transparency
- Business integrity
- Compliance

### It standardizes our approach across the regions where we operate

### It defines our current governance model within the framework of our Integrated Management System

- Monitoring and analysis of data
- Management of communication and access to information
- Identification of risks
- Prevention, mitigation and assessment of potential impacts
- Participation and dialogue with internal and external stakeholders

### Its commitments shape our relationships with both internal and external stakeholders

## ESTABLISHES THE ACTION PLANS FOR SUSTAINABLE DEVELOPMENT IN SEVEN AREAS, IN ACCORDANCE WITH THE STRATEGIC SUSTAINABILITY PLAN

### 1. Climate emergency and planet preservation

We believe in a fully end-to-end water cycle that helps transform cities into environmentally responsible spaces.

### 2. Technology for integrated management

We adapt our technologies to meet the sector's current needs and apply our expertise in every country where we operate.

### 3. People management

We work for the well-being of people and challenge ourselves to offer the best service possible.

### 4. Financial and business strategy

Our approach is to achieve a reasonable profit while integrating all our capabilities into every stage of the value chain.

### 5. Ethics and compliance

We uphold the highest standards of business integrity, ethics, and transparency.

### 6. Strategic communication

Listening to and engaging with our stakeholders is key to effectively communicating about the management of the end-to-end water cycle.

### 7. Partnerships for the generation of positive impact

We are part of the communities we serve and contribute to building a fairer, more diverse, and inclusive society.

## OUR SUSTAINABILITY POLICY CONTAINS THE COMMITMENTS OF OUR MANAGEMENT SYSTEMS:

PREVENTION CONTINUOUS IMPROVEMENT COMPLIANCE WITH REQUIREMENTS

### The scope of the management system is:

- Asset management and maintenance
- Competence of testing laboratories
- Innovation
- Environmental and energy management
- Occupational health and wellbeing
- BIM methodology
- Management of information security.
  For the following activities: Management of the end-to-end water cycle, water-quality laboratories, design and construction of treatment plants for all types of water and effluents, and concessions for water works.

See Sustainability Policy

# Aqualia's Strategic Sustainability Plan 2024–2026

| GRI | ESRS |
|---|---|
| 2-23 | 2, S1, S2, S3, S4, G1 |

Our Aqualia's Strategic Sustainability Plan (ASSP 2024–2026) is a robust, cross-cutting roadmap that seeks to have a positive impact on our business. It follows on from the previous ASSP for the 2021–2023 period, which marked a turning point in the company's integration and management of ESG issues with a firm purpose in mind: ensuring well-being and progress for people and communities by providing a key public service: sustainable water management.

The plan contains a set of resolute yet realistic commitments agreed upon internally that will help to enhance the day-to-day management of our activities and demonstrate our unwavering commitment to sustainability. It sets out 43 objectives, all built around **seven Strategic Lines,** targeting our business, our supply chain, our employees and society.

The Strategic Sustainability Plan is also a dynamic document that is reviewed and updated annually. As stakeholder expectations and concerns are constantly changing and events can happen with little to no warning, the plan undergoes continuous updates.

Aside from disseminating and deploying this plan, Aqualia continues to work hard to raise internal awareness on the importance of sustainability. Notably, approximately 300 managers and middle managers have already completed the sustainability training programme.

**Awareness**

**+300**

managers and middle managers have already completed the sustainability training programme

See Aqualia's Strategic Sustainability Plan 2024-2026

Our firm purpose is ensuring well-being and progress for people and communities by providing a key public service such as sustainable water management.

# 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


**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.

**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.

**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.

# 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:

1. We understand the **local context** in depth

2. We review our **listening processes:** double materiality and dynamic SWOT analysis

3. We review our corporate plan in the light of the specific **approach and nature** of the local context

4. We conduct work **sessions and comparisons** with **local and corporate teams**

## Strategic Sustainability Plan adapted

**TO EACH COUNTRY**

**STRATEGIC LINES**

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

ASSP

**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.

# Relationship and dialogue with our stakeholders

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Public-private partnerships | 2-28, 2-29, 3-3 | 2, S1, S2, S3, S4 | SL6. Strategic communication |

Our relationships with our stakeholders allow us to gain a deeper understanding of the impact of our management and help us ensure that our decision-making remains aligned with their expectations.

At Aqualia, as operators of an essential public service, we strive to maintain open and effective communication with our stakeholders, based on active listening and dialogue on their main demands and our commitments.

To make this happen, we develop a roadmap reflecting their priorities and the main communication channels established for each group. Moreover, to further strengthen our contribution to the 2030 Agenda, we have handed out a sustainability communication handbook among our employees and the general public.

| Stakeholder | Subgroups |
|---|---|
| Customers and users | • National governments<br>• Regional governments Local councils<br>• Public centres<br>• Companies and industries<br>• Irrigation Sector<br>• Citizens |
| Regulatory bodies | • Local, regional, district<br>• National<br>• International |
| Society | • Press/media<br>• Influencers<br>• Irrigation organisations<br>• Sector associations<br>• Neighbourhood associations<br>• NGO 360º<br>• Companies in the industry<br>• Academic institutions |
| Suppliers | • Local suppliers<br>• International suppliers<br>• Strategic suppliers |
| Business Partners | • Business partners<br>• Partners in private RD&i projects<br>• Collaborators and agents |
| Shareholders | • Shareholders<br>• Capital suppliers |
| People | • All the people who are part of the company. |


## Channels for communication and dialogue

| | | |
|---|---|---|
| | • News posted on the corporate website https://www.aqualia.com/web/aqualia-en<br>• Events, meetings, breakfasts and open days<br>• Other Aqualia websites and campaigns<br>• News on specialised websites<br>• Social media<br>• Citizen Information Portals | • Customer service offices<br>• Infoaqualia<br>• Sustainability Report |
| | • News posted on the corporate website aqualia.com<br>• Events, meetings, breakfasts and open days<br>• Other Aqualia websites and campaigns<br>• Citizen Information Portals | • News on specialised websites<br>• Social media<br>• Sustainability Report |
| | • Events, meetings, breakfasts and open days<br>• Specialised websites<br>• Social media<br>• Citizen Information Portals<br>• Sustainability Report | • Other Aqualia websites and campaigns<br>• News posted on the corporate website aqualia.com<br>• Customer service offices |
| | • Sustainability Report<br>• News on specialised websites<br>• News posted on the corporate website aqualia.com<br>• Other Aqualia websites and campaigns | • Events, meetings, breakfasts and open days<br>• Social media<br>• Aqualia work-related WhatsApp groups<br>• E-mail |
| | • Corporate reports<br>• Sustainability Report<br>• E-mail: flashes, newsletters | • News posted on the corporate website aqualia.com<br>• Aqualia ONE Intranet<br>• Social media |
| | • Institutional dialogue and meetings with the Board/ Committees Administration<br>• Aqualia ONE Intranet<br>• Be Aqualia employee app<br>• Work-related WhatsApp groups<br>• Sustainability Report<br>• Aqualia Global News (newsletter) | • Events, meetings, breakfasts and open days<br>• Social media<br>• E-mail: flashes, newsletters<br>• Customer service offices<br>• News posted on the corporate website aqualia.com |

# Digital communication

**Social media**

**79,360**

subscribers across all our profiles

**2,300,000**
website visits
(1,172,827 in 2023)

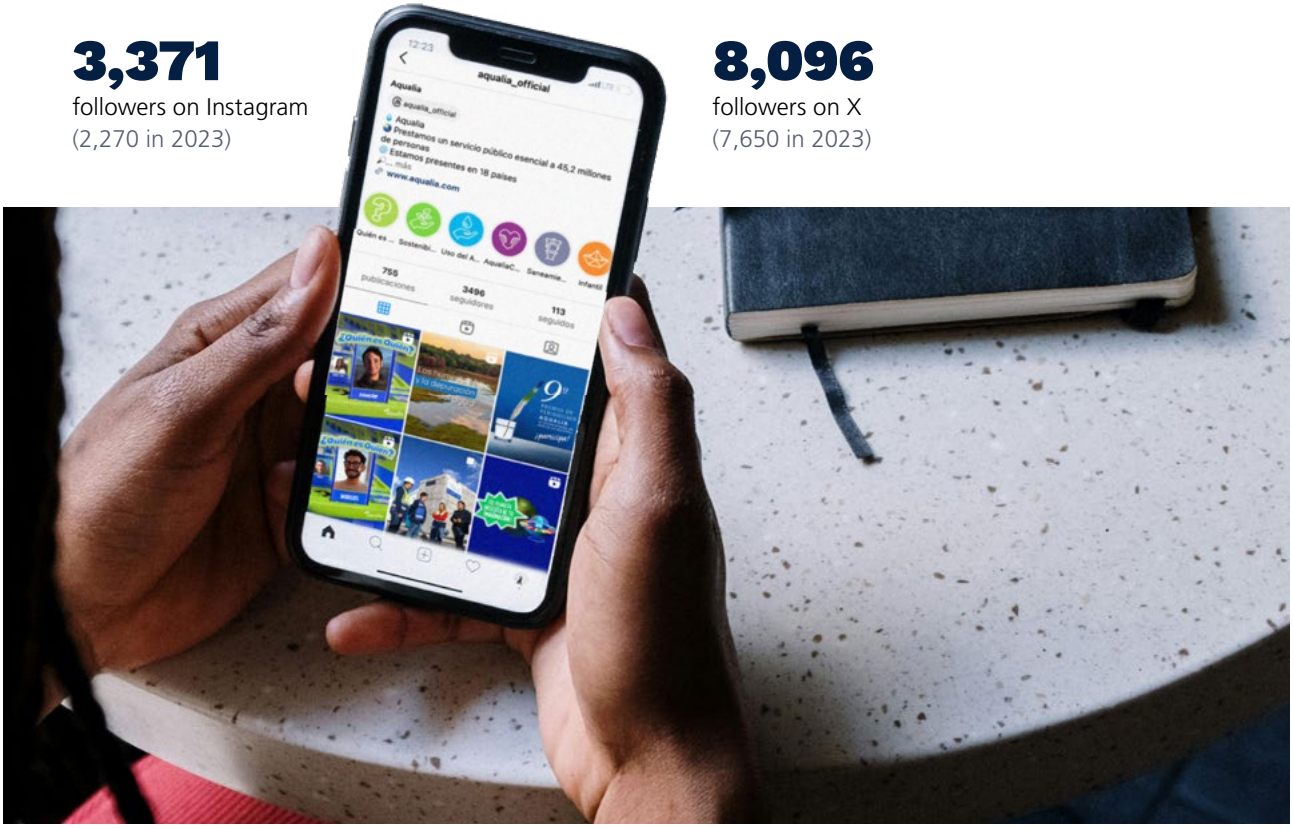
**4,204**
subscribers on YouTube
(3,600 in 2023)

**71,528**
followers on LinkedIn
(50,270 in 2023)

**181,914**
annual views on YouTube
(237,126 in 2023)

**3,371**
followers on Instagram
(2,270 in 2023)

**8,096**
followers on X
(7,650 in 2023)




# Public-private partnership, key to sustainable water management

At Aqualia we are aware of the importance of partnerships in accelerating progress. By collaborating with key social and economic agents, we can help achieve the transformations required by the 2030 Agenda for the water sector. The professional associations or groups we are part of can be found in the **Annexes.**

# About this report

| GRI | ESRS |
|---|---|
| 2-3, 2-5, 3-1, 3-2 | 1, 2 |

We have been publishing our annual Sustainability Report since 2006, in response to stakeholder requirements and expectations and in line with our commitment as a company. This commitment reflects the core pillars of sustainability we strive for and that helps us internalise a culture of reporting, transparency and good corporate responsibility.

This **2024 Sustainability Report,** prepared in accordance with the GRI Standards and SASB Standards for Water Utilities and Services, is designed to communicate our progress towards the **2024–2026 Strategic Sustainability Plan** and our performance in 2024, not only among our staff but also to all our stakeholders.

In following up on the provisions of GRI 1: Foundation 2021, we comply with all applicable reporting principles and requirements.

- **Sustainability context:** this report was designed as a tool to reflect the activity and performance of the company, with the integration of the three main axes for sustainability: economic development, social justice and environmental balance.

- **Completeness:** we disclose our performance across the various countries where we operate, providing activity indicators for all of them. Throughout this document, we provide Aqualia's total consolidated figures, while the appendix gives a breakdown by country.

- **Comparability:** three-year comparative tables are provided to improve the transparency of the information disclosed.

- **Verifiability:** the report has been verified by an independent external entity, namely AENOR.

- **Clarity:** changes in the calculations and the scope of the information disclosed are commented on in each case.

- **Balance:** in preparing this report, the collaboration of the company's main management areas was requested, with the intention of gathering together all the organisation's significant and strategic issues.

- **Accuracy:** the quantitative information provided in the different areas includes 100% of the consolidated information for subsidiaries, joint arrangements (only JVs and EIGs), in proportion to the shareholding percentage and does not include information for those companies over which there is no control.

- **Timeliness:** this report is published yearly together with the company's annual accounts.

Throughout this report, we present all the policies, measures and actions we carried out in 2024, in accordance with the Global Compact and its Ten Principles, as well as our contribution to the Sustainable Development Goals.

In line with previous years, the reporting methodology has been enriched by applying the framework proposed by the International Integrated Reporting Council (IRC) to prepare integrated reports by identifying the capital that the organisation has or manages and demonstrating how it generates value for society.

# Development of double materiality

At Aqualia we are deeply aware of the immense responsibility that comes with managing such an essential resource as water. With this in mind, we work to maintain open and continuous dialogue with our stakeholders, to understand their expectations and needs so that we might integrate them into our sustainability strategies and, therefore, into our business activity. This commitment allows us to ensure that our actions not only generate value for the company, but also create a positive impact on society and the environment.

In 2023, we conducted our first Double Materiality study as part of the process of developing the Sustainability Report and with the aim of enriching our strategic lines. This analysis served as the basis for structuring our 2024–2026 Strategic Sustainability Plan (ASSP). This process was carried out in accordance with the **Corporate Sustainability Reporting Directive (CSRD)** and through an ad-hoc development model predicated on strategic listening organised in various phases.

In 2024, we updated this Double Materiality analysis, aligning ourselves again with the requirements of the CSRD and the European Sustainability Reporting Standards (ESRS). This exercise strengthens our commitment to sustainability and helps to further integrate impacts, risks and opportunities (IROs) into our corporate strategy.

While the 2023 materiality analysis already featured a dual approach materiality analysis we conducted in 2023 already featured a double approach, the implementation of the CSRD methodology has led to significant improvements in identifying and assessing IROs. In 2024, we not only consolidated our previous analyses, but also refined the classification of positive and negative impacts, as well as the risks and opportunities associated with the material topics identified during the exercise.

Thanks to this work, we were able to build a Double Materiality matrix that reflects not only the impacts of ESG (Environmental, Social and Governance) issues on the value of our company, but also our impact on society and the environment. This process allowed us to identify **15 key material topics, along with 30 impacts, 19 risks and 15 opportunities.**

Moreover, in this update we maintained the opinions collected through social research tools in 2023, such as semi-structured interviews, ensuring continuity and consistency in our analysis. We have followed a specific methodology that includes four main phases to ensure a rigorous and consistent approach aligned with international standards.

## Methodology used

Our double materiality exercise was updated in 2024 through a process built around four main phases:

### PHASE 1: Context analysis

During this stage, we identify those sustainability issues considered relevant to our company, based on a thorough analysis of internal and external sources. This exercise included issues specific to our sector and excluded those that are not applicable to our business model and value chain. We also used the Stakeholder Materiality Map as an initial guide.

### PHASE 2: Identification and assessment of IROs (Impacts, Risks and Opportunities)

- Based on our preliminary list of 2023 material topics, we identified and assessed the IROs, looking at both positive and negative impacts.
- This analysis is carried out alongside the management areas responsible for each material topic, thus allowing us to add key details such as the actors involved, the stages of the value chain, the main geographies and the stakeholders impacted.
- To ensure a robust approach, we incorporated the criteria prescribed by the CSRD and the ESRS, thus deepening the comprehensive identification of our IROs.

### PHASE 3: Analysis, valuation and consolidation of the IROs

- Once identified, we normalised the values of the IROs to make them more readily comparable.
- We defined specific criteria for assessing materiality from two perspectives: impact and financial.
- We established materiality thresholds to determine material topics and IROs considered relevant to our sustainability strategy.
- We digitised and consolidated the data in a specific tool, thus optimising the process of managing the information.

### PHASE 4: Validation of results and report

- We reviewed and validated the results obtained alongside the areas responsible for managing the IROs and with our senior management, thus ensuring their strategic alignment.
- We constructed the Double Materiality matrix to incorporate the results of the 2023 online stakeholder survey, thus making our analysis more consistent.
- Lastly, we drew up a report setting out the consolidated results once technically validated.

## Progress compared to 2023

In 2023, we classified all identified topics as impacts. In this 2024 update, we managed to reclassify and further specify the topics by drawing a clear distinction between impacts, risks and opportunities. We also maintained the opinions previously collected through social research tools, such as semi-structured interviews, thus ensuring continuity of analysis and further enhancing it with an analytical review to update the assessments according to the new criteria set out in the CSRD and the ESRS.

As a result, we can more effectively identify and manage the most relevant material aspects and to align our actions with the expectations of our stakeholders and with Aqualia's strategic sustainability objectives.

# Materiality Matrix according to Aqualia's material topics


| | SCOPE | Material topics |
|---|---|---|
| 1 | Environmental Social | Access to water and sanitation in the towns where Aqualia operates. |
| 2 | Environmental | Climate change management. |
| 3 | Environmental | Pollution, circular economy, biodiversity, resource and ecosystem management. |
| 4 | Environmental Social Technological | Infrastructure, civil works and maintenance. |
| 5 | Technological | Processes, procedures and digitalisation. |
| 6 | Governance | Transparency and accountability. |
| 7 | Governance | Ethics and anti-corruption. |
| 8 | Social Technological | Customer and user management and support. |

| | SCOPE | Material topics |
|---|---|---|
| 9 | Social | Employment, development and culture of belonging. |
| 10 | Social | Safety, well-being and health (physical and mental). |
| 11 | Governance Social | Diversity, equity and inclusion. |
| 12 | Governance Economic | Supplier relationships, assessment and approval. |
| 13 | Geopolitical | Public-private collaborations. |
| 14 | Social | Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support. |
| 15 | Environmental Economic | Management of climate objetives and finance. |

## Material topics
### Access to water and sanitation

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Response to extreme weather events, ensuring the continuity of water services in the event of any circumstance or phenomena that could affect infrastructure and water availability, thus allowing us to meet the needs of customers and communities (water availability). | ESRS E1<br>ESRS S3 |
| Impact | Impacts on relations with third parties due to increased energy costs and/or water scarcity and/or extreme weather events or other reasons that could lead to an increase in the price of water management. | ESRS S3 |
| Impact | Reuse of water in industrial and urban processes, optimising its use to ensure the sustainability of water resources and relieve pressure on natural sources. | ESRS E3 |
| Impact | Enabling equitable access to water through adapted tariffs that ensure its availability to all sectors of society, especially among the most vulnerable. | ESRS S3 |
| Opportunity | Implementing water management technologies and creating more climate-resilient infrastructure. | ESRS E1 |
| Opportunity | Investing in adaptation and mitigation, thus opening up opportunities to access green finance. | ESRS E1 |
| Opportunity | Implementing circular economy practices to maximise efficiency in the use of water, while reducing the environmental impact in those areas where Aqualia operates. | ESRS E3 |
| Risk | Breach of contracts due to extreme weather events, making it harder to meet the population's water-related needs. | ESRS E1<br>ESRS S3 |
| Risk | Reputational risk resulting from higher water management costs due to high energy costs. | ESRS S3 |

## Material topics
### Climate change management

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Positive effect on the environment by self-generating clean energy. | ESRS E1 |
| Opportunity | Reducing costs and the environmental impact through self-generation of renewable energy. | ESRS E1 |

## Material topics
### Pollution, biodiversity (ecosystem management) and natural resources

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Discharges and waste that could pollute water bodies and soil | ESRS E3<br>ESRS E5 |
| Impact | Unsustainable use of water for human consumption and/or irrigation resulting from extreme environmental events. | ESRS E3 |
| Impact | Improvements in the environment due to the detection, protection and management of ecosystems to support local management and positively impact the community and the environmental balance of the areas of operation. | ESRS E4 |
| Opportunity | Running diagnoses of extreme events that could take place in order to implement strategies or protocols for action. | ESRS E3 |
| Opportunity | Transforming waste derived from the end-to-end water cycle into green energies for energy saving or marketing and sale. | ESRS E5 |
| Risk | Legal and reputational risks arising from inadequate waste and effluent management processes, which could contaminate soils and water bodies, while also generating atmospheric emissions. | ESRS E3<br>ESRS E5 |
| Risk | Impossibility of continuing to provide the contracted service for human consumption, irrigation, industrial use, etc. | ESRS E3 |

## Material topics
### Infrastructure, civil work and maintenance

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Impact on quality of service or fulfilment of commitments due to a deterioration of infrastructure. | Aqualia's own |
| Impact | Damage to ecosystems caused by accidental spills due to deterioration of infrastructure (Impacts on biodiversity owing to extreme environmental events that may cause negative impacts/discharges on ecosystems). | ESRS E4 |
| Impact | Possible interference with critical plant operations that would prevent service delivery: cybersecurity threats targeting plants, especially water treatment and desalination. | ESRS S3 |
| Impact | Lower environmental and social impact (with less impact on day-to-day running) through the use of new technologies to improve and repair urban supply and sanitation networks. | Aqualia's own |
| Opportunity | Establishing protocols to minimise environmental impacts caused by wastewater discharges and atmospheric emissions. | ESRS E4 |
| Opportunity | Improving digital security and deploying cyber-attack containment plans so that risks do not spill over. | ESRS S3 |
| Opportunity | Becoming more competitive by using repair and improvement methods that are faster and more accurate, thus minimising disruption to the community. | Aqualia's own |
| Risk | Shortcomings in the quality and/or flow of the water supplied, due to deterioration of infrastructure, leading to breaches of contract and regulatory, environmental, economic and climatic standards. | Aqualia's own |
| Risk | Financial sanctions due to waste water discharges and air emissions, in turn owing to deficiencies in waste water quality. | ESRS E4 |
| Risk | Inability to respond to cyber-attacks affecting critical plant operations (drinking water treatment, desalination, etc.). | ESRS S3 |

## Material topics
### Processes, procedures and digitalisation

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Digitalisation of processes, optimising water management through technological tools to become more efficient and transparent. | Aqualia's own |
| Risk | Failure to implement the processes and procedures needed to compete in the water management market, including lack of access to the necessary information by all teams, failure to digitalise processes, or non-compliance with regulatory requirements. | Aqualia's own |

## Material topics
### Transparency and accountability

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Transparency and accountability, improving reporting systems to build trust and forge stronger relationships with stakeholders. | ESRS G1 |

## Material topics
## Ethics and anti-corruption

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Possible instances of corruption at the company that could lead to poor service, by favouring certain suppliers over others. | ESRS G1 |
| Impact | Fostering an ethical culture to prevent or otherwise mitigate corruption risks in all countries, by training employees and collaborators along the supply chain. | ESRS G1 |
| Opportunity | Deploying corruption prevention and mitigation systems, and delivering ethical culture training to employees and the supply chain. | ESRS G1 |

## Material topics
## Customer and user management and support

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Failures and shortcomings when providing services to customers: invoices, incident management, claims and complaints, response times and collections from users and customers. | ESRS S4 |
| Impact | Breach of customers' and users' personal data rights. | ESRS S4 |
| Impact | Increased customer satisfaction through quick responses, better communication, and by building solutions tailored to their needs. | ESRS S4 |
| Opportunity | Improving customer and user loyalty by measuring and optimising the management of services. | ESRS S4 |
| Risk | Loss of customers due to inadequate management and service outages, poor incident management, billing issues, complaints, inadequate response times, and claiming payment from users and customers. | ESRS S4 |
| Risk | Breach of customers' and users' personal data rights, as well as insufficient capacity to respond to cyber-attacks, the risk of legal sanctions, and loss of trust. | ESRS S4 |

## Material topics
## Employment, development and a culture of belonging

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Developing local talent by training and hiring employees within the communities in which we operate, thus driving local economic growth. | ESRS S1 |
| Risk | Loss of employees due to difficulties in filling key positions and high staff turnover, thus affecting efficiency and continuity of operations. | ESRS G1 |
| Risk | Impaired operational effectiveness and efficiency due to a lack of knowledge transfer between employees, departments, plants, etc. | ESRS S1 |

## Material topics
### Safety, health and wellbeing (physical, mental and social)

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Impacts on staff health and safety due to lack of compliance with related rules and regulations. | ESRS S1 |
| Impact | Extension of care for employee well-being to all geographical areas (countries where Aqualia operates) and occupational categories, as well as having a package of work-life balance measures adapted to new challenges. | ESRS S1 |
| Risk | Non-compliance with health and safety standards, leading to reduced productivity, increased absenteeism, and higher costs associated with workplace accidents, together with prolonged medical leave and possible lawsuits. | ESRS S1 |

## Material topics
### Diversity, equity and inclusion

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Assuring gender equity by fostering equal participation at all levels of the organisation, including management bodies. | ESRS S1 |
| Risk | Reputational risks arising from insufficient measures to ensure diversity on the management bodies, which could lead to loss of talent, lower loyalty and impaired reputation. | ESRS S1 |

## Material topics
### Supplier relationships, assessment and approval

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Non-compliances by the supply chain with applicable requirements (human rights, carbon footprint, etc.), due to a lack of control in the supplier assessment and approval system. | ESRS S2 |
| Impact | Delays or outright failure by suppliers to deliver as agreed, due to geopolitical crises, deteriorated infrastructure, adverse environmental events, etc. | ESRS G1 |
| Impact | Development of a supplier appraisal assessment and approval system to ensure compliance with human rights standards and environmental regulations. | ESRS S2 |
| Opportunity | Selecting and building stronger relations with suppliers aligned with the company's values, thus limiting risks along the supply chain (the assessment and approval system allows Aqualia to ensure a reliable network). | ESRS S2 |
| Risk | Risks of sanctions and reputational damage for non-compliance with labour rights, carbon footprint and other standards along the supply chain. | ESRS S2 |
| Risk | Delays and/or cost overruns in the supplies needed to run the business. | ESRS G1 |

## Material topics
### Public-private partnerships

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Close collaboration with public administrations, governments and institutions to implement joint water management solutions and address common challenges. | Aqualia's own |
| Opportunity | Generating business opportunities by building partnerships with governments, institutions and local administrations. | Aqualia's own |
| Risk | Risk associated with the socio-economic policies of different countries that could lead to the remunicipalisation of water services. | Aqualia's own |

## Material topics
### Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Generating a local impact through social actions that generate a positive impact on local communities. | ESRS S3 |

## Material topics
### Management of climate objectives, economics and finance

| IRO | Description | Associated ESRS |
|---|---|---|
| Impact | Risk of damage to the environment due to non-compliance with regulations (climate change regulations, specific to the water sector in each country). | Aqualia's own |
| Impact | Failure to achieve the climate targets for carbon footprint reduction (if Europe does not comply with the Net Zero regulation). | ESRS E1 |
| Opportunity | Raising the possibility of accessing green finance by adapting to new regulatory frameworks, sustainability requirements, climate change and country-specific water sector regulations. | Aqualia's own |
| Opportunity | Achieving climate targets or making significant progress, as set out in the European Net-Zero Industry Act. | ESRS E1 |
| Risk | Higher operational costs due to new legal and regulatory requirements in sustainability, water sector-specific regulations and laws specific to each country (including investments, levies, fines and emission payments). | Aqualia's own |
| Risk | Failure to adapt properly to the effects of climate change. | ESRS E1 |

# Environmental information

## WE CARE FOR AND REGENERATE THE NATURAL ENVIRONMENT

- Comprehensive management and environmental focus
- Pledge to combat the climate emergency
- Efficiency and optimisation to reduce water consumption
- Ecosystem protection and restoration
- Championing the circular economy
- Innovation to take care of the planet
- European Sustainable Finance Taxonomy

**1.44 %**

Carbon footprint reduction: Scopes 1, 2 and 3

**88,844,350 m³**

recycled or reused water

# Comprehensive management and environmental focus

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Climate change management<br>Pollution, biodiversity and natural resources | 3-3 | 2, S1, S2, S3, S4, E1, E2, E3, E4, E5 | SL1. Climate emergency and planet preservation |

At Aqualia we are well aware of the power and significance of the blue thread that runs through our planet: of its ability to bring health, nourish crops, drive industry and, ultimately, revitalize any place in the world with guaranteed access to water. Yet we are also aware of how fragile this thread is, as it faces an increasing threat from climate change and water stress. We address this challenge with immense responsibility and commitment crystallised into real, positive action, always supported by our extensive experience in managing the end-to-end water cycle.

Due to the very nature of our business, we have always been deeply aware that our activity is intrinsically linked to protecting the planet. This awareness can be seen in everything we do and in our commitment to leaving a positive footprint by achieving a tangible reduction in emissions, ensuring the efficient use of water resources, protecting biodiversity, and promoting the circular economy. We also know that the health of the planet is directly linked with the health of everyone who inhabits it, as two interdependent and inseparable realities.

Our awareness of the environmental challenges facing us and our important role in addressing them, guided us as we designed our **2024–2026 Aqualia's Strategic Sustainability Plan.** In our new plan, we have embraced innovation, design, regeneration and the development of solutions to provide water in parts of the world facing water scarcity, through projects to reduce water consumption, optimise energy use, reduce emissions, protect and restore the ecosystem, promote the circular economy, and ensure the reuse and circularity of water.

When implementing our **Environmental Management System,** we define the operational controls for significant environmental aspects and legal requirements through a set of procedures and technical instructions. These aspects are identified on the basis of Aqualia's activities and environmental risks, related to events such as flooding, chemical spills, off-specification wastewater discharges, and so forth.

From there, the **Management Committee,** acting through the **Management System Committee,** sets the global objectives and milestones of our **Enterprise Management System,** such as energy reduction and carbon footprint projects, and the efficient and responsible management of the end-to-end water cycle.

**RITA ANTUNES**
HEAD OF MANAGEMENT SYSTEMS, DATA PROTECTION COORDINATOR, LOCAL COMPLIANCE OFFICER, PORTUGAL

# The Integrated Management System guides us towards continuous improvement

## Integrated Management System

**Aqualia has been developing an Integrated Management System that has been extended and implemented in the various countries where it operates. How does having this system impact the company's prevention and continuous improvement objectives in Portugal?**

In Portugal, we have had this Management System since 2011 and are already at a mature level of implementation. The first impact was the alignment of all our processes with those of Spain. Thanks to this, the information from contracts and our activity can reach the decision-making core more quickly.

The system also helps in developing procedures in various areas such as waste, environmental risks, relationships with suppliers, customers, etc. Within the system, we determine indicators to measure our status at any given time and thus identify and correct possible deviations.

Similarly, the Management System helps detect trends in the health and safety of our employees, better manage the supply chain, and strengthen our regulatory compliance. In this regard, training sessions are being launched to disseminate the Code of Ethics among all company personnel and more specific ones on the anti-corruption policy and conflicts of interest.

Within the continuous improvement objective, since the System is focused on perfecting the service we provide to customers, we analyse complaints and derive measures to reinforce specific aspects. Additionally, we set annual objectives, which in 2024 have focused on improving network performance to prevent water losses, increasing customers with electronic billing, and renewing meters.

## ISO 14001

**What does the implementation of the ISO 14001 standard mean for managing environmental risks?**

The implementation of the ISO 14001 standard is a very important milestone, as it allows us to identify environmental risks in each service. Once identified, we evaluate them and determine which are significant for our activity. For these, we propose actions to mitigate or minimise them.

By analysing the risks, we can also implement procedures to follow in case a particular risk materialises, whether it is one derived from our activity or one that could affect it. In this sense, communication is key to disseminating these procedures to all employees so they know what to do and who to contact initially. The same applies to our suppliers, with whom we share what their actions should be if a situation arises that could affect our activity.

**"The implementation of the ISO 14001 standard is a milestone: it allows us to identify environmental risks in each service"**

On the other hand, given the serious problem of water scarcity, improving environmental management helps us reduce network losses and increase the quality of wastewater returning to the natural environment. Also, in the environmental field, our waste procedure is very important: employees must know how to manage the impact of the waste they generate and choose suppliers that meet these criteria.

## Advances in Environmental Management

**Could you share an example of a measure implemented in 2024 to improve environmental management in Portugal?**

In 2024, we took the first very positive steps towards digital transition. We are implementing all Aqualia applications, asset management, geographic information systems, everything necessary to reduce our paper consumption. Besides its positive environmental impact, digital tools facilitate better service control and ensure that information from the field reaches the back office and service managers much sooner.

Also, in the past year, we started a pilot test —still limited— of purchasing electric vehicles to continue advancing our energy efficiency and carbon footprint reduction goals.

## Management System Committee

**Among your responsibilities is also coordinating the Management System Committee in Portugal. What does this coordination involve, and what is the role of this committee?**

My main function is to analyse Aqualia's activity in all its areas every six months. In the Management System Committee meetings, we aim to provide a global view of the company's objectives and indicators in all areas: contracts, customers, works, training, prevention, regulatory compliance, etc.

Another focus of these meetings is evaluating the data collected during that period, analysing the improvements made to correct possible deviations, and identifying areas for improvement and best practices within the company. This also helps us establish the next steps for Aqualia in Portugal, the roadmap that will guide us all in the following six months.

And of course, among my most important responsibilities is also monitoring in Portugal the indicators and objectives of the action lines of Aqualia's Strategic Sustainability Plan (ASSP 2024-2026) as a guide for our contribution to positive impact on people and the environment.

# Pledge to combat the climate emergency

| MATERIAL TOPICS | GRI | SASB | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|---|
| Climate change management | 3-3, 302-1, 302-3, 305-1, 305-2, 305-3, 305-4, 305-5, 305-7 | IF-WU-130a.1, IF-WU-450a.4 | 2, S1, S2, S3, S4, E1, E2 | SL1. Climate emergency and planet preservation |

**958,985 $tCO_2e$**
Carbon footprint: Scopes 1, 2 and 3
(-1.44 % versus 2023)

**45.97 %**
of renewable energy from own generation, PPAs or otherwise procured
(+50 % versus 2023)

**33 %**
of vehicles with low $CO_2$ emissions versus the total vehicle fleet
(+3 % versus 2023)

Prolonged droughts, extreme weather events, infrastructure failures -these are just some of the physical risks that threaten access to water today and that could make it harder for us to honour our contractual obligations and thus fail to meet the needs of the population. For this reason, in the **2024–2026 Aqualia's Strategic Sustainability Plan,** we have defined a specific strategic line targeted towards **"Climate emergency and planet preservation",** with commitments, projects and actions in which we will not be acting alone. We work alongside governments, communities and industry to find solutions to water challenges through models that prioritise energy optimisation, renewable energy and emissions reduction.

A perfect example of this, is the development of innovative technologies relating to **desalination** and **water reuse** to achieve alternative sources of water abstraction. Our experience makes us a key ally of the public bodies in tackling the water crises over the coming decades.

This leadership in desalination is reflected in projects across all the countries where we operate. For instance, in Algeria we run our Mostaganem and Cap Djinet desalination plants; in Saudi Arabia, we have three floating desalination plants; in Egypt, we have El Alamein; and in Mexico, we operate the Guaymas plant. In Spain, we have a notable presence in the country's various archipelagos: in the Canary Islands, we operate three desalination plants (Abona, Fonsalía and La Caleta) and we also offer portable solutions in the form of containerised desalination plants as an emergency plan against drought. Elsewhere in 2024, the Balearic Island Water and Environmental Quality Agency (Abaqua) awarded the consortium formed by Aqualia and Acciona the tender for the operation, maintenance and upkeep of the three desalination plants in Ibiza for the next four years, extendable for a further year.

Other highlights include the contract for the rehabilitation and renovation of the **Alboran Sea desalination plant in Almería (Spain),** which includes the design, construction and operation of a plant that will ultimately supply 20$hm^3$ of water per year for irrigation. This rehabilitation has posed a significant technical and management challenge, but will deliver an immensely valuable water source for the Almería countryside, where the aquifers are salinized and severely depleted. Also in Almería, this time turning to wastewater reuse, the renovation project of the El Ejido treatment plant is a key highlight. The project includes a treatment line with MBR membranes, as well as microfiltration and subsequent ultraviolet disinfection on the conventional line to produce high-quality water for agricultural irrigation adapted to the new legal requirements (Royal Decree 1081/2024).


## SL1. Climate emergency and planet preservation

### Energy optimisation and reduction of emissions

| No. | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL1P2.1 | **Achieving $CO_2$ emissions neutrality by 2050** (Scope 1 and 2) | 740,138 | Net Zero by 2050 | | | n/a |
| SL1P2.2 | **% Annual variation in climate intensity** (kg $CO_2$ emitted in respect of turnover) (Scope 1 and 2) | 47 % | -3 % | -3 % | -3 % | X |
| SL1P2.3 | **% of renewable energy used from own plants, PPAs or procured, to total energy consumed** (MWC – Management Water Cycle and BOT – Build Operate Transfer contracts) (75 % in 2030) | 46 % | 42 % | 45 % | 50 % | √ |
| SL1P2.4 | **% of low $CO_2$ emitting vehicles out of the total fleet of passenger cars and light duty vehicles for operations in Europe** (excluding Georgia) (100 % by 2030) | 33 % | 20 % | 25 % | 30 % | √ |
| SL1P2.5 | **Annual variation (%) in kWh/m³ of energy used in the processes of adduction, treatment and distribution of drinking water** (weighted calculation looking at the m³ managed in each of the three processes) (MWC and BOT contracts) | -30 %* | -1 % | -1 % | -1 % | √ |
| SL1P2.6 | **Annual variation (%) in kWh/g COD eliminated for the energy used in wastewater treatment processes** (MWC and BOT contracts) | -19 %* | -1 % | -1 % | -1 % | √ |

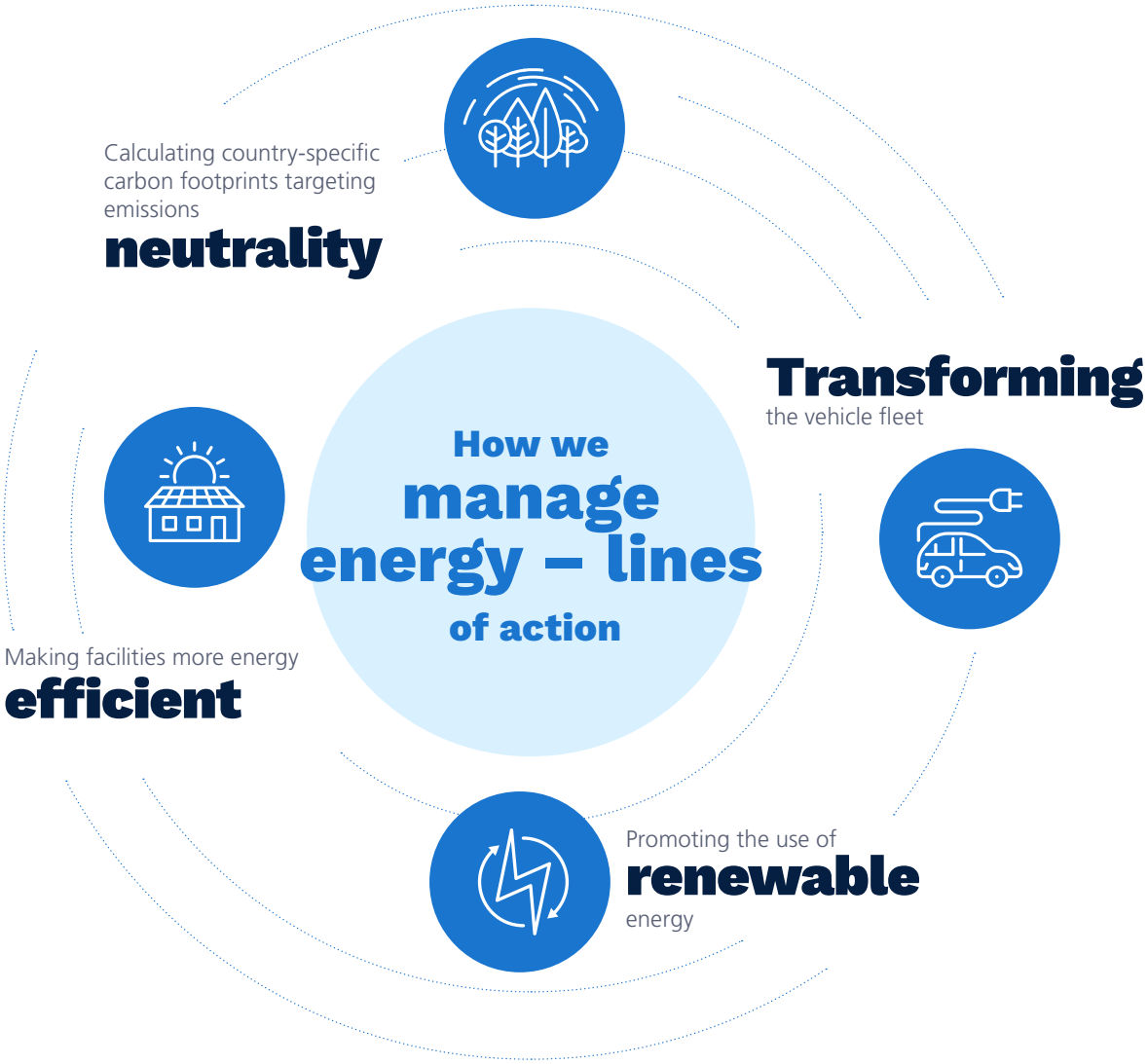
* The change from the base year is down to the inclusion of new services in the calculation.

# Commitment to decarbonisation

We have also embraced the commitment set forth in the **Paris Agreement Framework Convention** regarding global warming and decarbonisation in all the countries where we operate, with a strategy for achieving these outcomes. We are pursuing this goal at a time when action has become even more urgent, as 2024 was the warmest year on record and the first to exceed the 1.5 ºC threshold above pre-industrial levels, a critical limit under the Paris Agreement.

In Spain, we have aligned our performance with the **Long-Term Decarbonisation Strategy of the Ministry for Ecological Transition and the Demographic Challenge (MITERD),** which sets out a roadmap for Spanish companies to build their decarbonisation strategies with targets set for 2030, 2040 and a longer-term goal of 2050. Meanwhile, in **Italy,** we have aligned our actions with the decree-law that sets decarbonisation as an environmental priority.

We are thus responding to the climate challenge with energy management based on optimisation through four lines of action: **calculating the individual carbon footprint per country,** targeting carbon neutrality; **making facilities more energy efficient; promoting the use of renewable energy;** and **transforming our vehicle fleet.**



# Calculating the carbon footprint and action plan

In this strategic area, we take specific actions to control and reduce our greenhouse gas (GHG) emissions.

One of the most important of these is the detailed study of process emissions carried out in Spain. This study revealed that the treatment process is the one that generates the most GHG emissions due to the electricity consumed by the plants in doing so. More precisely, they account for roughly 31 % of the total, while other significant emissions come from wastewater management, either wastewater produced by the infrastructure or that caused by pollution as the water enters the facility. For this reason, the reduction of these emissions is beyond the company's reach.

As a result of this study, Aqualia's strategic plans to control and reduce GHG emissions have focused mainly, though not exclusively, on the reduction of emissions arising from the electricity consumed by the treatment plants. These key initiatives include plans to improve energy efficiency and lower the emission factor associated with the energy consumed.

## Location-based GHG emissions ($tCO_2e$)

| Indicators | 2024 | 2023 | 2022 |
|---|---|---|---|
| **Scope 1** | 348,400 | 99,237 | 119,246 |
| **Scope 2** | 391,738 | 344,355 | 330,519 |
| **Scope 3** | 218,847 | 552,726 | 272,386 |
| **Total** | **958,985** | **996,318** | **722,151** |

Emission factors employed in the Carbon Footprint calculation are sourced from databases of recognized national organizations, including MITECO, alongside international references such as the IPCC, DEFRA, the International Energy Agency, and ADEME.

Data evaluated from November 1, 2023, to October 31, 2024.

Scope 1: Includes fossil fuels and water management facilities.

Scope 2: Includes electricity or steam purchased from third parties.

Scope 3: Includes purchased goods and services, fuel- and energy-related activities not included in Scope 1 and 2, and waste generated in operations.

In the case of Scope 1 emissions, the increase is due to changes in the emission factors used in the calculation of methane process emissions in wastewater treatment plants. Regarding Scope 3 emissions, the increase is attributed to the implementation of measures outlined in Aqualia's Sustainability Strategic Plan.

# Location-based GHG emissions ($tCO_2e$)

## 2024

| | Scope 1 | Scope 2 | Scope 3 | Total | Other emissions* |
|---|---|---|---|---|---|
| Saudi Arabia | 0 | 34,931 | 4,244 | **39,175** | 0 |
| Algeria | 0 | 175,777 | 20,146 | **195,923** | 0 |
| Chile | N/A | N/A | N/A | **N/A** | N/A |
| Colombia | 2,854 | 8,828 | 7,025 | **18,707** | 0 |
| Egypt | 176,700 | 67,172 | 37,085 | **280,958**** | 0 |
| United Arab Emirates | 5,100 | 5,192 | 1,147 | **11,440** | 0 |
| Spain | 127,052 | 59,332 | 105,735 | **292,118** | 23,495 |
| United States of America | N/A | N/A | N/A | **N/A** | N/A |
| France | 1,110 | 1,232 | 986 | **3,328***** | 0 |
| Georgia | 15,195 | - | 6,198 | **21,393****** | 0 |
| Italy | 1,363 | 2,462 | 3,179 | **7,004** | 0 |
| Mexico | 1,905 | 8,623 | 1,534 | **12,061** | 31 |
| Oman | 226 | 9,551 | 25,062 | **34,838** | N/A |
| Peru | N/A | N/A | N/A | **N/A** | N/A |
| Portugal | 929 | 527 | 1,045 | **2,501** | 0 |
| Qatar | 1,292 | 8,681 | 685 | **10,658** | 0 |
| Czech Republic | 14,674 | 9,431 | 4,778 | **28,883** | 4,835 |
| Romania | N/A | N/A | N/A | **N/A** | N/A |
| **Total** | **348,400** | **391,738** | **218,847** | **958,985** | **28,361** |

Data evaluated from November 1, 2023, to October 31, 2024.

* Associated with biogenic fuel emissions.

** In Egypt, the increase in emissions is due to the inclusion, for the first time in 2024, of emissions generated at the large Abu Rawash wastewater treatment plant.

*** In France, the increase corresponds to business growth.

**** In Georgia, the decrease in emissions is due to the fact that in 2023, wastewater sludge was sent to landfill, whereas in 2024, it began to be valorized.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

The relevant aspects considered in each of the scopes are detailed below.

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| **Scope 1 emissions ($tCO_2e$)** | **348,400** | **99,237** | **119,246** |
| Fossil fuels | 26,560 | 22,344 | 25,254 |
| Water management complexes | 321,840 | 76,893 | 93,991 |
| **Scope 2 emissions ($tCO_2e$)** | **391,738** | **344,355** | **330,519** |
| Electricity or steam acquired from third parties | 391,738 | 344,355 | 330,519 |
| **Scope 3 emissions ($tCO_2e$)** | **218,847** | **552,726** | **272,386** |
| Purchased items and services | 76,484 | 67,656 | 81,294 |
| Activities relating to fuel and energy that are not included in Scopes 1 and 2 | 48,777 | 39,610 | 43,671 |
| Waste generated in operations | 93,586 | 445,460 | 147,421 |
| **Total** | **958,985** | **996,318** | **722,151** |
| Other emissions (biogenic fuels) ($tCO_2e$) | 28,361 | 24,021 | 33,378 |

Data evaluated from November 1, 2023, to October 31, 2024.

The increase in Scope 1 emissions corresponds to business expansion. Meanwhile, the decrease in Scope 3 emissions is due to the valorization of certain waste in some countries

# Emissions intensity

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Ratio of emissions to turnover ($tCO_2e$/€ thousand) | 0.57 | 0.67 | 0.55 |
| Turnover (€ thousand) | 1,674,657 | 1,487,402 | 1,323,155 |

Data evaluated from November 1, 2023, to October 31, 2024.

## Pollutants reaching the atmosphere (kg/year)

| 2024 | |
|---|---|
| Methane (CH4) (Diffuse total methane in treatment plant + Unburnt methane and biogas leakage) | 11,406,121 |
| Methane (CH4) (Burning of fuels for stationary and mobile machinery) | 218,290 |
| Nitrous oxide (N2O) | 50,824 |
| Non-methane volatile organic compounds (NMVOC) | 6,709 |
| Nitrogen oxides (NOx/NO2) | 84,840 |
| Other SOx/SO2 | 94 |
| **Total** | **11,766,878** |

Data evaluated from November 1, 2023, to October 31, 2024.

It should be noted that the emissions avoided in Spain, the Czech Republic and Georgia, through heat production (biogas burning), electricity generation in turbines, renewable energy production (photovoltaic), energy recovery in pressure interchange systems, in 2024 totaled 23,046 $tCO_2e$.

## Avoided emissions

| 2024 | $tCO_2$ | $tCH_4$ | $tN_2O$ | GEI ($tCO_2e$) | % |
|---|---|---|---|---|---|
| Supply | 3,819.43 | 0.00 | 0.00 | **4.06** | 0 % |
| Sewerage system | 0.00 | 0.00 | 0.00 | **0.00** | 0 % |
| Treatment | 17,333.60 | 0.00 | 0.00 | **17,333.60** | 75 % |
| Miscellaneous | 5,709.12 | 0.00 | 0.00 | **5,709.12** | 25 % |
| **Total** | **23,046.79** | **0.00** | **0.00** | **23,046.79** | **100 %** |

Data evaluated from November 1, 2023, to October 31, 2024.

Notable projects under way in 2024 to reduce the carbon footprint:

### LCA (Life Cycle Assessment) project and environmental footprints

Development of an end-to-end project to measure/calculate environmental impacts in relation to the end-to-end water cycle contracts of the Spanish municipalities of Ronda and Badajoz. Tools/mechanisms included: water footprint; LCA/environmental footprint/environmental product declaration (EPD); carbon footprint; project to be completed in the first half of 2025.

- Development of a comprehensive project to measure and calculate the environmental impact of two FCC Aqualia water cycle contracts: Ronda and Badajoz.
- Tools/mechanisms included: water footprint; LCA/environmental footprint/DAP; carbon footprint.
- Action plans for reduction/offset: water efficiency/hydro ratio; energy efficiency; energy targets; photovoltaic energy, carbon footprint reduction and offsetting.

**Aqualia**
offset a total of

# 1,800 $tCO_2$

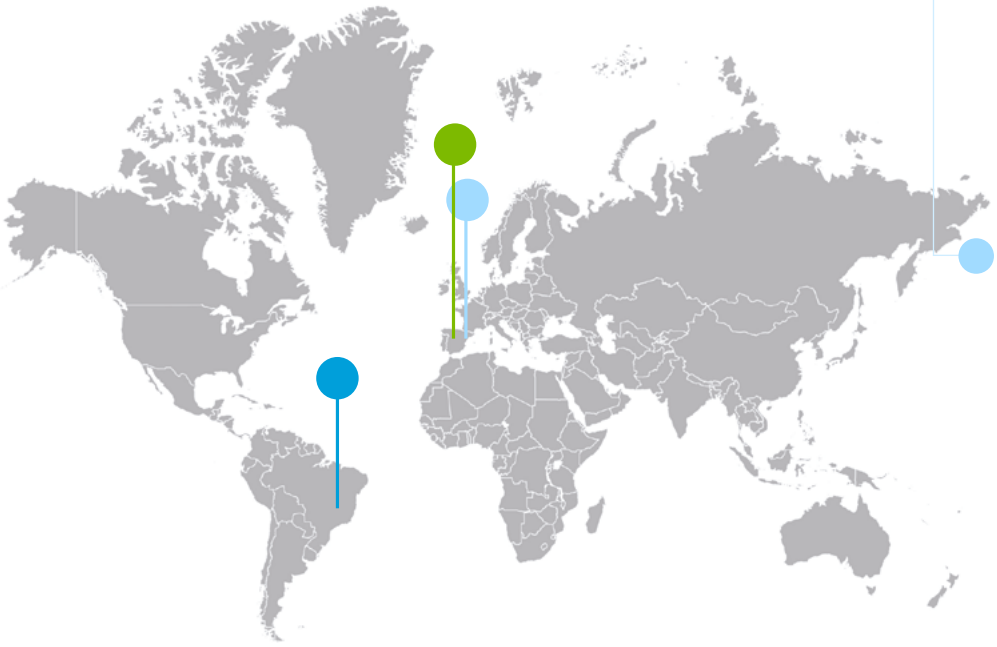
through the
following entities

## VERRA
International

**90 %**
(1,600 tonnes) was offset through the **ADPML Portel-Pará REDD+ ADPML Portel-Pará REDD Project** in Brazil.

## MITECO
National

**5 %**
(100 tonnes) relates to the **Forcarei Forest project,** registered under code 2024-b158.



## OCCC
Regional

**5 %**
(100 tonnes) came **OCCC Pool 3 credits,** including the **Lleida Food Bank** project.

**2022 – 2024: Project to calculate, reduce, offset and neutralise the carbon footprint in Lleida (Spain) with declaration of neutrality verified by AENOR (PAS 2060)**

- CF calculation and verification process, 2020–2023.
- CF Reduction Plan 2023–2025.
- Purchasing of carbon credits: 1,800 tonnes of $CO_2$.
- AENOR verification under PAS 2060: Statement of Carbon Neutrality.
- Next steps: registration for the COMPENSO seal (OECC), in the "Voluntary Offsetting" and "Voluntary Accord" seal of the OCCC (Catalonia).

# Improving energy efficiency

At Aqualia we run our **Energy Efficiency Improvement Plan,** which was developed under the ISO 50001 Energy Management Systems standard, to reduce our electricity consumption. All contracts within the perimeter[6] of these systems must undergo an energy audit. The aim is to assess the results of the energy efficiency measures implemented since the last review, and to propose new ones. Aqualia RT-BI, our specialised reporting and data analysis tool, is used to monitor and implement the proposed improvements.

Notable projects implemented to improve energy efficiency include the cross-cutting projects to enhance automation and control of aeration, biogas recovery, and the implementation of renewable energy at our water cycle facilities. Further highlights include the development of new AI driven solutions, aimed at optimizing energy use in production processes in desalination plants.

## Energy consumption (GJ)

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | GJ | % | GJ | % | GJ | % |
| **Fossil fuels** | **322,663** | **5.32 %** | **342,111** | **6.28 %** | **358,814** | **6.58 %** |
| Petrol | 11,690 | 0 | 43,674 | 0 | 37,883 | 0 |
| Diesel | 298,657 | 0 | 284,400 | 0 | 290,495 | 0 |
| LPG | 575 | 0 | 783 | 0 | 1,173 | 0 |
| Natural gas | 4,660 | 0 | 12,526 | 0 | 28,264 | 0 |
| LNG | 0 | 0 | 0 | 0 | 0 | 0 |
| CNG | 7,081 | 0 | 728 | 0 | 999 | 0 |
| **Renewable energy** | **1,224,110** | **20.20 %** | **1,091,309** | **20.03 %** | **1,263,913** | **23.19 %** |
| Biogas burned in boilers without electricity generation | 184,166 | 0 | 189,387 | 0 | 220,388 | 0 |
| Biogas burned in engines or turbines with electricity generation | 261,422 | 0 | 266,669 | 0 | 360,444 | 0 |
| Biomethane service stations. | 609 | 0 | 522 | 0 | 532 | 0 |
| Self-produced, photovoltaic panels | 41,193 | 0 | 22,914 | 0 | 8,743 | 0 |
| Self-produced, turbines | 736,719 | 0 | 611,817 | 0 | 673,806 | 0 |
| **Electricity** | **4,513,091** | **74.48 %** | **4,015,378** | **73.69 %** | **3,827,932** | **70.23 %** |
| Renewable purchased electricity | 1,579,328 | 0 | 1,331,800 | 0 | 1,279,681 | 0 |
| Non-renewable purchased electricity | 2,933,763 | 0 | 2,683,578 | 0 | 2,548,251 | 0 |
| **Total** | **6,059,863** | **100.00 %** | **5,448,798** | **100.00 %** | **5,450,659** | **100.00 %** |
| Turnover (€ thousand) | 1,674,657 | 0 | 1,487,402 | 0 | 1,323,155 | 0 |
| Ratio of energy to turnover (GJ/thousand €) | 3.62 | 0 | 3.66 | 0 | 4.12 | 0 |

Data evaluated from November 1, 2023, to October 31, 2024.

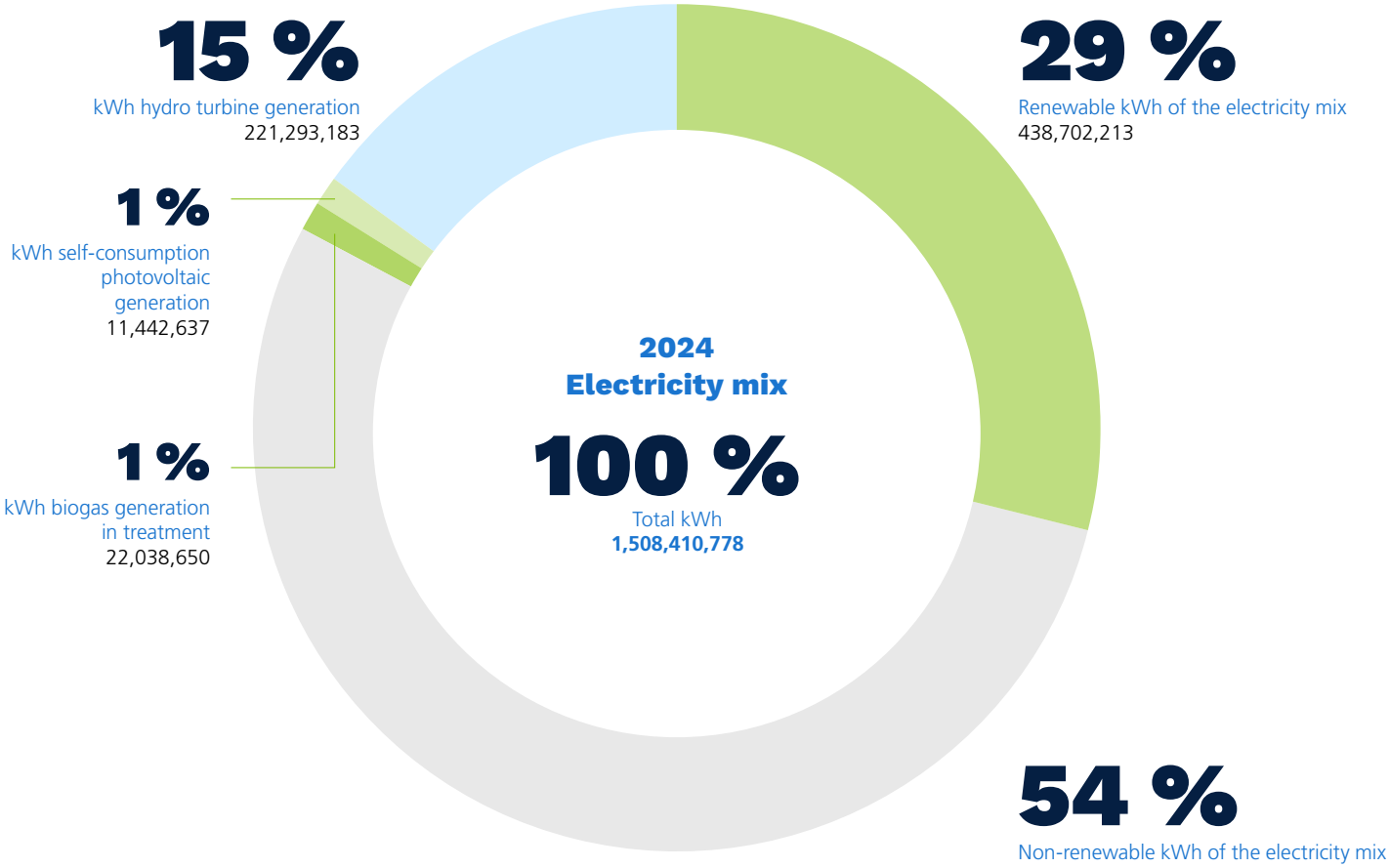
The decrease in fossil fuel consumption (gasoline and natural gas) and the increase in fossil fuel consumption (compressed natural gas – CNG) and renewable energy consumption (self-produced through photovoltaic panels and turbines) are due to the implementation of measures outlined in Aqualia's Sustainability Strategic Plan.

[6] Relates to contracts in Spain and the Czech Republic.

## Energy efficiency projects

Since 2020, we have purchased 76 GWh annually of green electrical energy from photovoltaic plants through the PPA (Power Purchase Agreement) model. Notably, a new contract for 75 GWh/year of photovoltaic electricity was added in 2023. As a result, in 2024 Spain had achieved more than 70 % renewable electricity. The following diagram shows the company's energy mix for 2024:

Solar panels installed at the WWTP in Lleida, Spain.




Data evaluated from November 1, 2023, to October 31, 2024.

In Spain, there was a total of 1,867.21 kWp of photovoltaic installed capacity in 2024, distributed across 24 facilities, bringing overall power in operation to 9,048.8 kWp across 60 facilities with a power of 16,923 kWp. Our goal in the coming years is to install 59 photovoltaic plants across different countries.

At plants running hybrid renewable energy generation systems (cogeneration, solar-photovoltaic, hydro turbines, etc.), efficient hybrid energy management is crucial. Along these lines, in 2024 we implemented at our wastewater treatment plant (WWTP) in the Spanish city of Lleida, an innovative control system to the integration of hybrid technologies and minimize the demand for external electricity. We also started up the hydro turbine installed at the Badajoz drinking water treatment plant (DWTP), which generates more than 600,000 KW/year and accounts for 38 % of consumption at this facility.

## Aeration control project

We implemented advanced aeration controls at several WWTPs to improve the process and increase energy efficiency, while simultaneously optimising the effluent. To succeed in this task, we installed systems at the outlet of the reactors capable of handling the aeration process with cost-effective probes (redox potential and oxygen). These systems are adaptable to each plant and are tailored to each need.

During the first phase, we selected 22 WWTPs (mainly located in our various delegations across Andalusia and Extremadura in Spain). With this project and the historical data from similar projects, we expect to achieve an estimated reduction of more than 3.3 MkWh/year and more than 100,000 kg/year of $FeCl_3$.

We also continue to co-digest locally sourced co-substrates at our WWTPs in the Spanish towns of Guijuelo and Guillarei. Thanks to this process, the anaerobic digestion process at the plant can become self-sustaining and we are also able to lower the external energy demand of the facility by over 40 %.

At the Lleida WWTP, we built an innovative plant to recover sludge from the nearby treatment plants. The plant receives the sludge, which is then mixed and homogenised before being stabilised through the anaerobic digestion process at the WWTP, which increases biogas production. Moreover, the gases generated during the process are pre-treated with soda hydrolysis and then fed into the digester, reducing the amount of waste to be managed and increasing biogas generation.

### Creating groups of experts

We have a group of experts working with the Biowin software with the aim of modelling and optimising the process at Aqualia so that it can be implemented at other facilities. This will create an extensive network of properly trained experts ready to oversee the different kinds of facilities we run.

The group is tasked with simulating:

- Special monitoring plants, which may be contract headworks, presenting non-compliances or discharges.
- Custom plants, whether due to the treatment involved or their size.
- Plants at which the installation of advanced aeration control systems would be useful, to define the control strategy.
- Plants considered to be of strategic interest for the company.

## Alboran Sea desalination plant project

In 2024, we launched the Alboran Sea desalination plant project in the Spanish region of Almería to improve energy efficiency at this plant through the use of new technology. We replaced the existing turbines and the double-pass osmosis system with state-of-the-art equipment, including more advanced energy recovery devices and energy-efficient reverse osmosis membranes, resulting in higher production capacity.

Thanks to this upgrade, the plant's desalinated water production capacity has increased (from 8,000 m³/day to 13,000 m³/day), while its carbon footprint has fallen. This water will help to mitigate the impacts of the drought in the area and provide a valuable additional resource for Almería's farmers.

We also installed a 12 MWh photovoltaic facility at this desalination plant. Yet another example of our commitment to renewable energies and to reduce our energy consumption. Thus, the combination of technology and clean energy ensures a more economical and environmentally friendly water supply. Another step forward in our efforts to combat the climate emergency.

Water treatment plant in Ostrava, Czech Republic.

## Energy efficiency in the Czech Republic

Our energy efficiency measures in the Czech Republic have enabled our three water treatment plants in Ostrava to remain self-sufficient when it comes to the energy they consume: in 2024, our seven hydropower plants produced a total of 4.72 GWh of electricity, i.e. more than they consumed.

# Use of renewable energy

Our goal for 2030 is to use 50 % renewable energy generated by our own facilities, through PPAs or otherwise procured, divided by the total energy consumed.[7] Thanks to our ongoing efforts to install plants enabling self-consumption, as well as our use of biogas resulting from the digestion of sewage sludge for electricity generation, and for self-consumption at the plants themselves, coupled with cogeneration systems, hydro generation, and numerous other actions, in 2024, 45 % of the renewable energy used came from own facilities, PPAs or was otherwise procured.

To achieve this objective, we undertook several projects, most notably:

- Together with seven other companies (Naturgy, Norvento, Perseo, Repsol, Redexis, Reganosa and Técnicas Reunidas) and nine research organisations, the **Zeppelin Missions** R&D+i project under way at the Algeciras WWTP in Andalusia succeeded in implementing several innovative hydrogen production pilot facilities capable of supplying this gas to several large consumers operating within the region, including Acerinox, Viesco, Air Liquide, Linde, as well as various port companies.

- Also in **Spain,** the wastewater treatment plant in Mérida (Badajoz) achieved zero energy consumption at peak hours thanks to the energy produced by its 665 solar panels, which are able to meet 100 % of the daytime electricity consumption needs. This means that 40 % of the annual consumption (500,000 kilowatts per year) will come directly from the sun, thus cutting $CO_2$ emissions by 2 million tonnes.

- In **France,** we installed 3,500 m² of photovoltaic panels at the Dreux wastewater treatment plant, which will ultimately produce 730,000 kWh per year, covering 24 % of the plant's total power consumption. The panels, which are located on the roof of the sludge storage facility, will allow the investment to pay for itself in just over three years thanks to the green energy generated.

- **Portugal** witnessed significant growth in energy production through biogas generated from the treatment of wastewater and its sludge at municipal and industrial WWTPs.

- In **Georgia,** we continued to improve the infrastructure managed by our local subsidiary GWP. These include the modernisation of the Zhinvali hydroelectric complex, the second largest of its kind in the country, through the installation of a SIEMENS HB3-C generator system up to European standards. An investment exceeding 1.13 million euros will ensure the safety and stable operation of this strategic plant for the water supply of the country's capital.

We are currently working to update the projects for mini-hydraulic plants in two locations with sizable water reservoirs, and towards the construction of photovoltaic power plants in several large sites for wastewater treatment plants in the region, which could be launched next year.

[7] MWC and BOT contracts older than three years.

# Transformation of the vehicle fleet

Pressing ahead with our vehicle fleet transformation strategy, in 2024 we continued to add electric vehicles to our own fleet and to the fleets used by several of the municipal water services we manage. As a result, **low $CO_2$ emission vehicles** currently account for **33 %** of our total vehicle fleet.


Vehicles of the Municipal Water Service in Almería, Spain.

## Low $CO_2$ emissions vehicles to the total vehicle fleet

**2024**

| | Low $CO_2$ emissions vehicles | Total vehicles | % |
|---|---|---|---|
| Spain | 1,093 | **2,843** | 38 % |
| France | 33 | **147** | 22 % |
| Italy | 24 | **131** | 18 % |
| Portugal | 11 | **55** | 20 % |
| Czech Republic | 19 | **370** | 5 % |
| **Total** | **1,180** | **3,546** | **33 %** |

Data evaluated from November 1, 2023, to October 31, 2024.

# Efficiency and optimisation to reduce water consumption

| MATERIAL TOPICS | GRI | SASB | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|---|
| Pollution, biodiversity and natural resources | 3-3, 303-1, 303-2, 303-3, 303-4 | IF-WU-240a.4, IF-WU-250a.2, IF-WU-140b.1, IF-WU-140b.2, IF-WU-000.B, IF-WU-440a.1, IF-WU-440a.3 | 2, S1, S2, S3, S4, E2, E3 | SL1. Climate emergency and planet preservation |

**2,065,839,327 m³**
gross volume of water abstracted for management (+30 % versus 2023)

**1,532,941,125 m³**
water treated (+94 % versus 2023)

**Aqualia-LAB**
network of 22 international laboratories to ensure the quality of water

Never has it been more crucial to ensure the continuity of the blue thread through efficient and optimised consumption of water resources. With this in mind, we work hard and invest heavily to develop or improve water collection, treatment and distribution systems, while working alongside public bodies. With the **2024–2026 Aqualia's Strategic Sustainability Plan** serving as a guide, we have plans in place to reduce the volumes of non-revenue water (NRW) and make the water networks more efficient.

## SL1. Climate emergency and planet preservation

### Reduction of water consumption

| No. | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL1P1.1 | **Volume (%) of non-revenue water (NRW) divided by the total volume of water introduced into the distribution network** | 28 % | 26.50 % | 26.00 % | 25.50 % | X |
| SL1P1.2 | **Volume of non-revenue water per kilometre of network m³/km/day** | 12.09 | 11.95 | 11.90 | 11.85 | X |

# Optimisation of water consumption

Given the drought conditions affecting several of the regions where we operate, we have embraced the use of cutting-edge technology and remote control solutions to reduce water losses and optimise water consumption.

In these areas, we comply strictly with the drought plans in place to ensure the supply of water to the population in any situation. We also work closely with the public administrations and we dedicate all our technology to optimising this essential resource.

In **Georgia,** the number of breakdowns in the water supply network remains very high. However, improvements are being made in relation to the losses sustained in several areas, thanks to the installation of acoustic detectors and improved training for field staff.

We also plan to invest over 46 million euros to renovate 70 kilometres of water supply and sewerage networks in Tbilisi, Rustavi and Mtskheta. This project is part of a 10-year action plan developed following a comprehensive infrastructure audit. As of September 2024, GWP had already completed 40 rehabilitation projects and had nine more underway.

Elsewhere, certain municipalities in **Colombia** are facing multiple water problems, such as turbidity, color and hardness problems and limited water supply due to the El Niño phenomenon. We have been implementing targeted solutions to resolve these problems, including investment in new pumps, alternative water sources and desalination plants. We have also commissioned the Villa del Rosario drinking water treatment plant, which will improve water abstraction, increase treatment capacity and ensure a greater availability of water during the rainy season.

As with Spain, Portugal has also had to contend with drought conditions in recent years, revealing the urgent need to optimize water use. This shortage has prompted Portuguese organisations, industries and authorities to set their sights on improving distribution networks and the reuse of treated water at WWTPs. Against this backdrop, we launched several innovation projects focused on sustainability:

The **Life Phoenix project,** a ground-breaking initiative in the development of solutions enabling the regeneration of wastewater, as well as the treatment of microplastics and emerging pollutants.

The **GestEAUr project,** which fosters partnerships between different entities in the countries or regions that make up Southwest Europe. As part of this project, Aqualia will carry out two specific actions:

- The installation and monitoring of pilot stations for the removal of arsenic from abstracted water in the Portuguese municipality of Elvas.
- Creating and monitoring a wetland at one of the Cartaxo WWTPs, which will function as a pilot wastewater treatment station with the aim of studying the operation of intensive/extensive treatment systems based on the use of electrostimulation.

In Spain, the portable desalination plant in San Sebastián (La Gomera) is already in the final phase of commissioning to combat water stress on the island, as it will generate up to 3,000 $m^3$ of desalinated water per day for domestic, industrial and irrigation use. We also conducted a study on containerised plants of varying sizes that will help improve water quality at drinking water treatment plants located in the Spanish Levante region (Catalonia, Valencia and Murcia).

## Other actions in 2024: responding to an emergency situation

Commitment and responsibility go beyond empty words and take on a whole new meaning in devastating situations such as the flash floods that took place in October 2024. At Aqualia we have demonstrated our solidarity with those affected in the best way we know how: restoring the basic services of the end-to-end water cycle as soon as possible. Working closely with local councils, we deployed human and material resources to reestablish essential water supply and sanitation services.

Among the services we manage, the most heavily affected was our operation in Albal (Valencia), where we made sure that the people who work there and their families received essential support. Our Chulilla service was also affected, as were our services in Jerez de la Frontera, San José del Valle and El Puerto de Santa María in Cádiz; and Cártama, in Málaga. All the affected services were rapidly restored.


## Natural resource (m³)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Gross volume of water abstracted for management | 2,065,839,327 | 1,583,722,122 | 1,590,377,560 |
| Drinking water produced | 1,246,224,141 | 1,283,313,324 | 1,287,185,226 |
| Water treated | 1,532,941,125 | 788,835,970 | 835,276,327 |
| Raw water purchased | 200,614,708 | 222,795,258 | 220,994,447 |
| Treated water purchased | 304,268,770 | 277,407,135 | 272,142,365 |
| Water consumed in the purification and desalination processes | 244,458,475 | 216,991,324 | 223,408,922 |
| Water distributed | 1,754,909,486 | 1,221,530,125 | 1,215,790,587 |
| WWTP input water | 1,580,710,622 | 893,107,927 | 858,437,493 |

Data evaluated from November 1, 2023, to October 31, 2024.
The increase in treated and distributed water is due to the growth in business volume in Colombia, Mexico, France, and especially in Egypt, where in 2024 the Abu Rawash service began reporting data, as well as the improvement in data quality within the company.

## Water abstracted by extraction source (m³)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Municipal or other water supply | 450,525,188 | 277,407,135 | 272,142,365 |
| Surface water (total) | 1,128,718,457 | 994,765,843 | 949,951,700 |
| Seawater (total) | 652,464,883 | 300,628,338 | 343,064,361 |
| Brackish water (total) | 18,159,016 | 19,310,359 | 13,094,152 |
| Groundwater (total) | 320,855,261 | 270,901,451 | 281,229,753 |
| Undefined | 0 | 1,372,425 | 1,094,648 |
| **Total water abstraction** | **2,570,722,806** | **1,864,385,551** | **1,860,576,979** |

Data evaluated from November 1, 2023, to October 31, 2024.
* Of the countries that report environmental data, those enduring water stress are: Algeria, Egypt, Italy, Mexico, Portugal, Saudi Arabia, Spain, and the United Arab Emirates.
The increase in water abstraction follows additions in Colombia, France, Mexico, Egypt and the United Arab Emirates.

# Water quality

## Aqualia-LAB

Our responsibility at Aqualia is to ensure access to quality water, free of any microorganism, parasite or substance that could pose a risk to human health. To succeed in this task, we have a network of **22 international laboratories** and two in the process of accreditation in five countries:

**In Spain**

eight accredited laboratories in the cities of Vigo, Tafalla, Oviedo, Badajoz, Adeje (Tenerife), Jerez de la Frontera, Lleida, and Ávila; the latter six are managed under the HIDROTEC brand and have a total of

**64** employees, who analyse

**1,034,387** parameters in

**66,175** samples.

In total, **1,170** parameters are accredited among the eight laboratories.

**In Colombia**

two laboratories currently undergoing accreditation (**24** parameters between both laboratories).


**In Italy**

one accredited laboratory, employing

**3** people and analysing

**19,300** parameters across

**1,120** samples.

A total of **17** parameters are accredited at the laboratory.

**In Georgia**

six accredited laboratories, employing

**57** people, where

**233,831** parameters are analysed across

**17,854** samples.

In total, **149** parameters are accredited among the six laboratories.

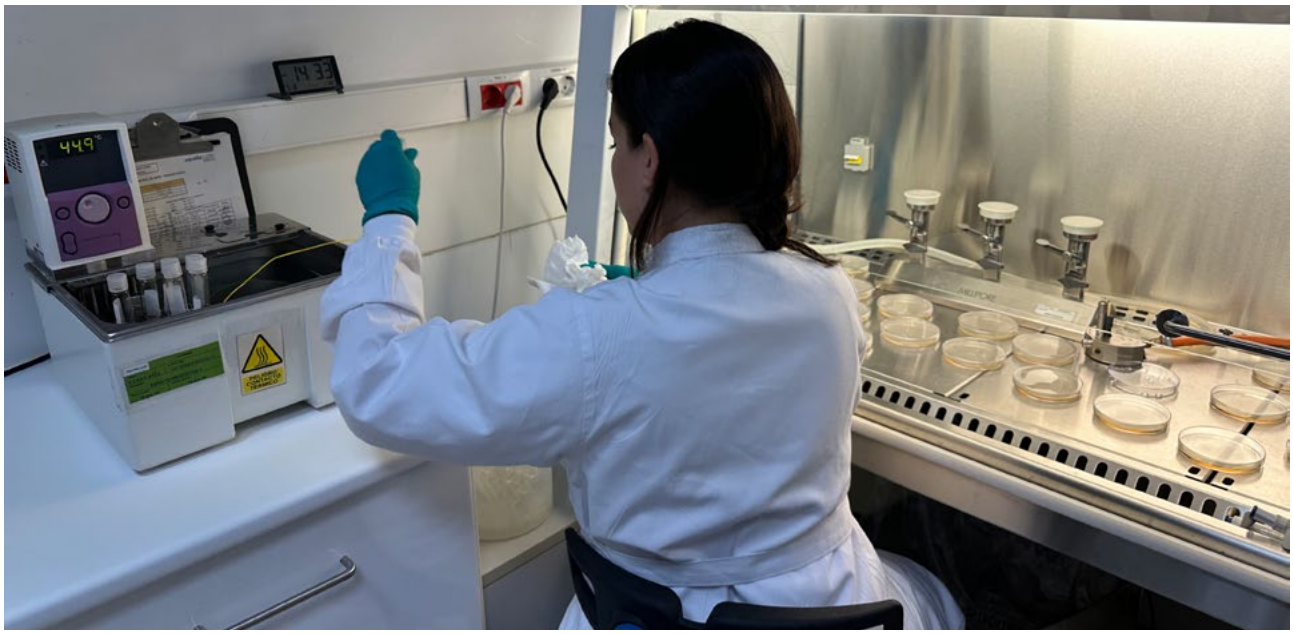
**In Czech Republic**

seven accredited laboratories, employing

**97** people and analysing

**221,000** parameters.

In total, **28** parameters are accredited among these seven laboratories.



Laboratory in Adeje, Canary Islands, Spain.

The main function of the laboratories is to conduct quality control analyses of water for human consumption, while also analysing inland waste, swimming pools and sea water. The laboratories are accredited under ISO 17025, thus providing the utmost assurance and reliability in terms of technical expertise in carrying out these analyses.

The main challenge facing the laboratories in 2024 was the need to implement further regulations governing water for human consumption in accordance with Royal Decree 3/2023, setting out the technical-sanitary criteria for the quality, control and supply of drinking water. The implementation of this Royal Decree led to an overall increase of 7,568 samples in 2024 compared to 2023 (+13 %). A grand total of 169,384 parameters were analysed in 2024, marking an increase of 20 % on the previous year.

## Parametric results in drinking water

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Compliant results | 1,496,657 | 96.96 % | 1,615,673 | 99.15 % | 1,166,078 | 99.86 % |
| Non-compliance | 46,959 | 3.04 % | 13,801 | 0.85 % | 1,660 | 0.14 % |
| **Parametric results in drinking water** | **1,543,616** | **100 %** | **1,629,474** | **100 %** | **1,167,738** | **100 %** |

Data evaluated from November 1, 2023, to October 31, 2024.

The increase in the number of non-fulfilments in 2024 was due to the fact that Italy endured extreme drought conditions during the year, which caused, among other impacts, a somewhat anomalous performance in terms of water quality.

**More information in the Aqualia LAB 2024 Annual Activity Report**

Image of Santa Isabel water tanks in Almería, Spain.

## Cleaning of tanks to ensure the excellence of water

Tank cleaning is a key task in ensuring the quality of the water we supply to citizens and users. At Aqualia we manage a total of 3,142 drinking water tanks around the world. Cleaning these tanks can take weeks to complete and must be undertaken without affecting the water supply continuity.

In 2024, we implemented the asset management system for tank cleaning and therefore lent our support in carrying out the inspection tasks set out in the procedure and in recording regulatory compliance.

**3,142**

Drinking water tanks around the world managed by Aqualia

## New software application to manage water quality

Also in 2024, we designed a new system to manage all aspects of water quality. An application known as LAB, featuring the following modules:

- Infrastructure management (synchronised with SINAC)
- Analytical planning
- Incident management
- Preparation and management of Water Sanitation Plans
- Viewing parameters and bulletins
- Integrating the sampling points into our G.I.S.
- Balanced scorecard

This system —the only one of its kind in the market— is critical to ensuring compliance with RD3/23 and covers all the needs of the operator. Aside from helping us comply with legal requirements, it is also geared towards the operation and process control of the facilities we manage. Currently, using this tool, we have developed around 750 Water Sanitation Plans.

# Discharge control

Beyond guaranteeing regulated water discharges, at Aqualia we have established plans for possible emergencies related to accidental discharges and/or spills. These plans establish preventive and response actions. Likewise, our wastewater treatment stations have the waste disposal hydro power authorisations approved by the competent authority.

All the identified treatment plants are duly authorised when it comes to discharging water into the natural environment. Where there is no legislation governing discharges, we insist on minimum discharge criteria. Regardless of the country in question, we employ European technology, which meets high standards regarding discharge levels, thus ensuring that the minimum levels set by regulatory requirements are surpassed in most countries.

In 2024, there were 41 significant accidental wastewater spills, marking a reduction from 2023.

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Significant spills recorded | 41 | 66 | 9 |
| Water bodies and related habitats have been affected | 1 | 3 | 1 |

Data evaluated from November 1, 2023, to October 31, 2024.

## Water discharges in areas under water stress (m³)

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | All areas | Water stressed areas | All areas | Water stressed areas | All areas | Water stressed areas |
| Freshwater | 1,371,563,921 | 1,279,291,603 | 699,394,690 | 619,322,243 | 680,014,282 | 594,029,366 |
| Other water | 316,824,363 | 204,659,217 | 296,508,749 | 178,033,260 | 300,743,788 | 170,157,537 |
| **Total** | **1,688,388,284** | **1,483,950,820** | **995,903,439** | **797,355,503** | **980,758,070** | **761,836,928** |

Data evaluated from November 1, 2023, to October 31, 2024.

## Efficiency and control

One way to prevent the impact of an unauthorised disposal of waste is to set up pollution alert stations. Along these lines, Aqualia has developed a pilot project featuring a camera to detect water pollution based on AI imaging, delivering valuable pollution information in real time. This will give us early warning systems, thus allowing for quicker and more efficient process control decisions.

# Aqualia leadership

General view of the Glina WWTP, Romania.

Our leadership and position as an industry benchmark inspires us to take part in the public debate around water. We want to share knowledge and best practices in sectoral forums and working groups, such as StepbyWater, a multi-sectoral alliance that champions initiatives for the optimisation and reduction of water consumption.

Aside from this partnership, some prime examples of our public activity in 2024 include:

- Digital and efficient management, control centres, AI, and the efficient operation of plants involving the end-to-end water cycle managed by Aqualia have been chosen by the **Ministry for Ecological Transition and the Demographic Challenge** (MITERD) and by **AGA-AEAS** as success stories.

- A sizable contingent represented Aqualia at the **Spain Smart Water Summit 2024,** a benchmark forum in the water sector in Spain, where we took part in four events.

- Participation in a **UNESCO event** on sustainable desalination in the Arab world, at which we gave a presentation on our emerging desalination technologies.

- Presentation of good municipal practices based on technology and reuse to mitigate the effects of the drought in Catalonia at the conference organised by the **Catalan Water Partnership,** the water cluster in this autonomous region of Spain.

- Participation for the third year running in the **'Local Forum on Water Management',** a prominent event for public bodies, water management companies and technology providers in north-west France.

- Extension of the Glina WWTP (Romania), nominated for **'Best Wastewater Treatment Plant of the Year' at the Global Water Awards,** presented by the **Global Water Intelligence (GWI) platform.**

- Presence in three of the **biggest sectoral forums in the United States** to explain our experience in sustainable water management: WEFTEC (New Orleans), AU San Diego and Algae Biomass Summit (Houston).

- **ERSAR Outstanding Water Quality Badge** for our Aquamaior and Cartágua services in Portugal.

- **'Silver Sun' award** for the artwork that the StepbyWater alliance produced on a wetland in the province of Toledo (Spain), the first artwork to have been created on a lagoon to raise awareness of the water crisis.

# Ecosystem protection and restoration

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Pollution, biodiversity and natural resources | 3-3, 304-1, 304-2, 304-3, 304-4 | 2, S1, S2, S3, S4, E4 | SL1. Climate emergency and planet preservation |

**Analysis**
of nature-related risks and opportunities

**817**
facilities analysed

**8**
new projects geared towards biodiversity protection and ecosystem recovery

As part of the **Climate emergency and planet preservation** action line of the Aqualia's 2024-2026 Strategic Sustainability Plan, we are working hard to protect and restore natural capital across the territories in which we operate. As part of our approach to the end-to-end water cycle, integrated into the natural environment, we have doubled down on our efforts to avoid the contamination of soil or bodies of water, and to minimise the impact on ecosystems.

At Aqualia, we manage operational centres that we either own or lease next to protected areas and areas with great value in terms of biodiversity. There, we act on two fronts:

- In accordance with ISO 14001, we care for protected spaces through initiatives such as green roofs and walls, reduced light emissions, pruning and mowing to control vegetation overgrowth, restoration of ponds, wetlands and riverbanks.
- We strive to be proactive in paying close attention to protected areas, focusing on the preservation of ecosystems and the survival of species.

Our commitment can also be seen in our support for initiatives —whether governmental or emanating from prominent institutions— that are leading the way in biodiversity care and conversation. Notably, we are adhered to the Spanish **Business and Biodiversity Initiative (IEEB)** and the Biodiversity Pact, both promoted by the **Biodiversity Foundation** of the **Ministry for Ecological Transition and the Demographic Challenge.**

## SL1. Climate emergency and planet preservation

Ecosystem protection and recovery. Biodiversity

| No. | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL1P4.1 | **Number of new projects for biodiversity protection and ecosystem recovery** | 8 | 5 | 5 | 5 | √ |

# Analysis of nature-related risks and opportunities

A significant step forward in our ambition to preserve natural capital was the nature-related risk and opportunity analysis we conducted in 2024, where we assessed all the facilities within the scope of our own operations in order to identify nature-related risks. We also implemented the **LEAP methodology,** as recommended by the Taskforce on Nature-related Financial Disclosures (TNFD) and the Corporate Sustainability Reporting Directive (CSRD), to define the impacts, dependencies, risks and opportunities associated with our activities concerning the natural environment.

Notably, it pursued these objectives:

- Analysing the sensitivity of the ecosystems in which Aqualia operates.
- Identifying facilities operating in vulnerable ecosystems.
- Identifying and assessing impacts and dependencies related to nature.
- Identifying and assessing nature-related risks and opportunities.

More precisely, we analysed **817 installations in 15 countries**[8] across Europe, the Middle East and Latin America, including four technologies:

- Drinking water treatment plants (DWTPs)
- Wastewater treatment plants (WWTPs)
- Seawater desalination plants (SWDPs)
- Brackish water desalination plants (BWDPs)

These facilities are predominantly located in terrestrial biomes (scrubland and chaparral, temperate boreal forest and savannah and grassland) and freshwater biomes (artificial inland waters, rivers and streams, and wetlands). They play home to various sensitive locations due to their importance for biodiversity, ecosystem integrity, water stress and the presence of areas of high ecosystem service delivery.

Of the 817 facilities analysed, we identified **15 WWTPs located in Spain as priority facilities** at which action plans to protect the natural environment needed to be drawn up.

## In our analysis, we followed TNFD's LEAP methodology, thus steering us through five consecutive phases of analysis:

**Scope**
Includes the scope of Aqualia's activity for which the LEAP methodology will be used.

**Location of Aqualia's sensitive facilities**
Where Aqualia's sensitive activities and locations are identified given their interaction with the natural environment.

**Identification and assessment of impacts and dependencies**
Where the main impacts and dependencies of Aqualia's main activity on the natural environment are identified, assessed and prioritised.

**Identification and assessment of risks and opportunities**
Where the main risks and opportunities of Aqualia's primary activity on the natural environment are identified, assessed and prioritised.

**Identification of priority facilities**
Where we identified those facilities which, being sensitive, carry high-priority risks.

[8] Spain, Portugal, France, Italy, Czech Republic, Georgia, Algeria, Egypt, United Arab Emirates, Oman, Colombia, Saudi Arabia, Qatar, Chile and Mexico.

# Outstanding projects in biodiversity

Aside from the analysis carried out, we also prioritize promoting measures to mitigate the direct impact of our activities on ecosystems, along with other actions targeting protection of the natural environment. Below we describe some of the many actions we carried out in 2024.

### Use of sewage sludge as organic amendments to help restore degraded forest soils in Riofrío (Ávila, Spain).

This study is part of a public-private partnership between the **Composting Group of the University of Burgos** —tasked with applying the amendments and monitoring soil quality— and Aqualia, which supplies the sewage sludge used as organic amendments. The main objective of the project is to monitor, over a period of two years, improvements in physico-chemical properties, concentration of available nutrients, enzyme activity in the soil and diversity of plant cover following the introduction of these amendments.

The project involves adding sewage sludge (charcoal obtained following the thermal treatment of the sludge and struvite recovered from urban wastewater) to the degraded soils of Riofrío (Ávila), following the forest fire that took place in 2021.

### B-FERST: Bio-based FERtilising products as a best practice for agricultural management Sustainability.

In this R&D+i project, nutrients from WWTPs are converted into innovative fertilisers for use in agriculture. This generates new circular value chains with bio-based products, which also happens to improve the sustainability of arable land.

One of the main milestones of the project was the development and validation on a demonstration scale of the process for recovering phosphorus in the form of struvite from the anaerobic digestion process at WWTPs. A technology developed in partnership with the University of Santiago de Compostela (European Patent EP3112320A1 'Method and system for the crystallisation of struvite for recovering phosphates in wastewater'), which has already been implemented at the Guadalete WWTP (Jerez de la Frontera).

Aside from complying with the nutrient recovery requirements of the new European Directive (3019/2024), the recovered product (registered under the Aquavite® brand) happens to be rich in phosphorus and nitrogen, which has yielded satisfactory results during its validation in various applications and led to widespread acceptance among users.

### Use of biomass resulting from the purification process based on Aqualia's ANPHORA® technology at the Linares WWTP (first 100 % solar anaerobic photoecofactory) to improve the fertilisation of agricultural soil.

The main aim of this study is to assess the merits of PPB (purple phototrophic bacteria) biomass as a feedstock for the production of slow-release fertilisers for both acidic and alkaline soils, and its effect on the microbial activity, physicochemical properties, fertility

Further details on key biodiversity projects

and biodiversity of these soils. Along these lines, six agronomic trials were carried out in three different countries: **Italy** (Isola Sant'Antonio, Silvano Pietra and Ferrera Erbognone), **France** (Grenade and Romans sur Isère) and **Spain** (Cuevas, León). This agricultural use is important, as this type of biomass is characterised by its high content of the main plant nutrients (nitrogen and phosphorus).

The study formed part of the DEEP PURPLE innovation project, coordinated by Aqualia and co-funded by the Bio-based Industries Consortium (BBI-JU). Aqualia acted as biomass supplier, while Agro Innovation, a French multinational fertiliser company, conducted the pellet formulation and agronomic trials.

### MARadentro, managed aquifer recharge using reclaimed water in Medina del Campo.

This project aims to reuse reclaimed water to improve both the quantity and quality of groundwater. The process takes place in and around the Medina de Campo WWTP and is carried out in an environmentally friendly manner and in harmony with the biodiversity-rich lagoons.

Below, aerial view of the Linares treatment plant, Spain.
On the right, biomass pellets. ANPHORA Project

# Championing the circular economy

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Pollution, biodiversity and natural resources | 3-3, 306-1, 306-2, 306-3, 306-4, 306-5 | 2, S1, S2, S3, S4, E5 | SL1. Climate emergency and planet preservation |

**88,844,350 m³**
recycled or reused water

**Life Ulysses project**
transforming WWTPs into zero-waste biofactories

**98.10 %**
recovered sludge

Championing the circular economy is one of the projects that make up SL1 of our **2024–2026 Aqualia's Strategic Sustainability Plan:** Climate emergency and planet preservation. We cannot even aspire to a clean and regenerated environment if we fail to appreciate the finite nature of our natural resources, starting with the one we manage and whose availability is coming under increasing threat. At Aqualia we are well aware —and we practise it when running our business— that we must embrace a paradigm, both now and moving forward, in which **waste is not the end, but the beginning of another production cycle,** which is as positive for the economy as it is for the environment.

Notably, our strategic plan includes projects to recover sludge and increase the use of recycled water:

## SL1. Climate emergency and planet preservation

**Boosting the circular economy**

| No. | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL1P3.1 | **% Sludge recovered as a percentage of total sludge produced** | 98 % | 90 % | 91 % | 92 % | √ |
| SL1P3.2 | **% Increase in the reused water use** | 23 % | 2 % | 2 % | 2 % | √ |

Notably, we are pursuing lines of research to convert WWTPs into circular stations or biofactories capable of retrieving, transforming and valuing waste into usable resources, allocating them to agricultural uses or for energy recovery.

# Sludge revaluation

The **revaluation of WWTP sludge** is a key solution for improving degraded soil by providing nitrogen and phosphorus, both essential for agriculture. At Aqualia, agriculture is the main destination of the sludge we manage, and it is only sent to landfill if other, more suitable treatments are unavailable. Following the waste hierarchy principle, we develop technologies to reduce waste generation and recover waste for environmental or industrial applications. Our WWTPs also generate valuable resources such as energy, fertilizers, biochar, and activated carbon - resources useful for soil remediation, water and gas treatment, and the production of reclaimed water for industrial and agricultural use.

Various innovation projects drive the transformation of our WWTPs into biofactories, including **H2020 BBI B-Ferst,** which seeks to unlock the potential of recovered raw materials, and Life Intext, focused on resource recovery in small towns and villages (currently running at the Talavera de la Reina WWTP).

In 2024, the Mérida WWTP unveiled one of the largest microalgae biofactories in Europe, with 20,000 m² of cropland devoted to the **H2020 SABANA** innovation project. This project uses wastewater to generate bioproducts, relying on 11 million euros in European funding and 1.5 million euros invested by Aqualia.

We are also involved in other circular economy initiatives, including the **HE Cheers** project to revalorise by-products from the brewing industry, and **H2020 Ultimate** in Tarragona, which uses new industrial effluent treatment systems to maximise water quality and reduce environmental impacts.

## Waste generated through disposal (t)

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Disposal | Revaluation | Total | Disposal | Revaluation | Total | Disposal | Revaluation | Total |
| Hazardous | 15,706.55 | 2,082.40 | **17,788.94** | 5,336.02 | 1,231.89 | **6,567.91** | 15,087.89 | 115.47 | **15,203.45** |
| Non-hazardous | 290,225.50 | 475,024.54 | **765,250.03** | 26,018.74 | 678,191.64 | **704,210.38** | 23,099.09 | 653,448.46 | **676,547.55** |
| **Total** | **305,932.05** | **477,106.94** | **783,038.97** | **31,354.76** | **679,423.53** | **710,778.29** | **38,186.98** | **653,563.93** | **691,751.00** |

Data evaluated from November 1, 2023, to October 31, 2024.

The increase in generated waste is due to the higher sludge production at facilities in Egypt (WWTP) and Oman (DWTP and WWTP), the improvement in data quality at facilities in Spain, and business growth in Colombia and Georgia.

## Hazardous waste generated through disposal (t)

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Disposal | Recovery | Total | Disposal | Recovery | Total | Disposal | Recovery | Total |
| WWTP Grease | 134.99 | 15.57 | **150.55** | 101.20 | 11.30 | **112.50** | 136.70 | 27.50 | **164.20** |
| Waste containing asbestos (fibre cement)* | 169.37 | 7.90 | **177.27** | 78.32 | 0.00 | **78.32** | 104.20 | 0.00 | **104.20** |
| Used oils | 9.39 | 1,911.20 | **1,920.59** | 6.90 | 12.48 | **19.39** | 13.90 | 17.80 | **31.70** |
| Empty contaminated containers | 13.40 | 9.76 | **23.16** | 235.16 | 10.92 | **246.08** | 11.20 | 9.70 | **20.90** |
| Other** | 142.19 | 137.96 | **280.15** | 399.92 | 61.83 | **461.75** | 130.80 | 60.60 | **191.40** |
| WWTP Sludge | 15,237.21 | 0.00 | **15,237.21** | 4,511.83 | 1,134.50 | **5,646.33** | 14,691.20 | 0.00 | **14,691.20** |
| **Total** | **15,706.55** | **2,082.40** | **17,788.94** | **5,336.02** | **1,231.89** | **6,567.91** | **15,087.89** | **115.47** | **15,203.45** |

Data evaluated from November 1, 2023, to October 31, 2024.

* The amount of asbestos-containing waste managed depends on the amount of renovated networks and whether they are made of asbestos cement or not. In some years it rises sharply and in others it falls sharply.

** As this encompasses several types of hazardous wastes, the increase or decrease may depend on many causes.

## Non-hazardous wastes generated through disposal (t)

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Disposal | Recovery | Total | Disposal | Recovery | Total | Disposal | Recovery | Total |
| WWTP Sludge | 6,424.00 | 331,035.00 | **337,459.00** | 4,890.02 | 547,220.09 | **552,110.11** | 5,538.28 | 266,217.56 | **271,755.84** |
| Debris and rubble | 5,815.06 | 46,075.14 | **51,890.19** | 4,185.91 | 58395.7 | **62,581.64** | 6,731.80 | 324,211.70 | **330,943.5** |
| WWTP waste (Grinding + Sand) | 13,635.90 | 7,996.40 | **21,632.30** | 8,680.56 | 6,056.20 | **14,736.75** | 8,330.80 | 5,401.80 | **13,732.5** |
| Soil | 5,909.27 | 72,323.00 | **78,232.27** | 6.42 | 53,457.61 | **53,464.03** | 0.00 | 52,452.50 | **52,452.5** |
| DWTP sludge | 14,503.59 | 5,700.15 | **20,203.74** | 3,411.14 | 5,124.68 | **8,535.82** | 705.90 | 1,979.20 | **2,685.1** |
| Other | 243,937.68 | 11,894.85 | **255,832.53** | 4,844.69 | 7,937.34 | **12,782.03** | 1,792.40 | 3,185.80 | **4,978.1** |
| **Total** | **290,225.50** | **475,024.54** | **765,250.03** | **26,018.74** | **678,191.64** | **704,210.38** | **23,099.09** | **653,448.46** | **676,547.55** |

Data evaluated from November 1, 2023, to October 31, 2024.

# Increased use of recycled water

At Aqualia we create circular economy processes and technologies to conserve and optimize the use of water: This includes the use of reclaimed water for the ecosystem restoration, or the transformation of effluents into water suitable for irrigation.

We are also involved in the H2020 Ultimate innovation project, which develops new solutions for the purification, reuse and exploitation of resources in the food and beverage industry. At the Mahou San Miguel brewery in Lleida, we have installed a new process for purifying and reusing water, which produces biomethane and hydrogen. Ultimate has partnered with AITASA in the Spanish town of Tarragona, with whom we are developing water reuse projects in the petrochemical industry through research into a new industrial effluent treatment system.

Reuse becomes even more critical when faced with a water crisis. Under the **Life Phoenix** project, the **REUSA Hub** was set up in the Spanish city of Almería to develop innovative wastewater reclamation processes for agricultural uses. With this platform, we are also ahead of the curve in complying with the new requirements under RD 1085/2024 and Regulation (EU) 741/2020, demonstrating multi-barrier treatment options for the removal of pollutants.

Another major regeneration project is the wastewater treatment plant at El Ejido, also in Andalusia, the refurbishment of which has increased the treatment capacity of the facility in what is a very small space. It has also made it possible to obtain reuse water fit for agricultural irrigation with two different treatment lines.

## Water recycled or reused ($m^3$)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Water recycled or reused | 88,844,350 | 72,290,583 | 80,862,569 |

Data evaluated from November 1, 2023, to October 31, 2024.
The three recycling countries are Spain, Egypt and the United Arab Emirates, and all three happen to be found in water-stressed areas.
The definition of water-stressed area can be found here: https://www.wri.org/data/aqueduct-30-country-rankings and these areas have been associated with specific countries.

# Awards and accolades in the field of circular economy

Lucas Díaz, Aqualia's Director for Spain, and Antonio Rodríguez Osuna, Mayor of Mérida, have received the award presented by iAgua.

The algae biofactory inaugurated at the Mérida WWTP (Extremadura, Spain) —one of the largest in Europe— earned the **'Treatment Project of the Year' Award at the iAgua 2024 Awards.**

Award for **'Best public-private partnership project' at the 1st Spanish Water Technology Platform (PTEA)** Awards, for an innovation project undertaken by Aqualia and the university targeting biogas recovery.

# Innovation to take care of the planet

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Processes, procedures and digitalisation<br>Infraestructure, civil works and mainteance<br>Management of climate objectives, economics and finance<br>Pollution, biodiversity and natural resources | 3-3 | E1, E2, E3, E4, E5, S3, S4, E1, E2, E3, E4, E5 | SL1. Climate emergency and planet preservation |

**6,260,473 €**
investment in R&D

**3**
new R&D projects launched during the year that include the development of innovative solutions to care for the planet

**6**
new R&D processes applied at facilities managed by the company

**23**
projects undertaken by the Department of Innovation and Technology (DIT)

In an ever-changing present, innovation is no longer an option, but an obligation. It is not for nothing that the Draghi Report —which is set to be the compass of the new European agenda— flags innovation as one of the three transformations needed for a stronger European Union. An innovation that goes hand in hand with decarbonisation and the circular economy to make a **clean, fair and competitive transition a reality.**

At Aqualia, we have long acknowledged the importance of innovation in addressing the main challenges of our time and we have internalised this throughout the organisation. Our Innovation and Technology Department (ITD) works —in collaboration with others both inside and outside the company— to spot opportunities, develop innovative solutions, and implement and transfer knowledge. The transfer of knowledge from Aqualia's R&D+i to production is also an essential part of our sustainability strategy.

Following European policies as a roadmap, we develop solutions for sustainable wastewater treatment, reuse, sustainable drinking water treatment and desalination, circularity, eco-efficiency, and smart management tools to help ensure the efficiency of water resources all along the water cycle.

## Innovation in response to new requirements

The water industry has witnessed a relentless increase in legal requirements , and to cope with these demands, innovation plays a key role in ensuring the sustainability of the facilities and services of the end-to-end water cycle. The Innovation and Technology Department works alongside the production and engineering teams in adapting plants and implementing alternative solutions for water abstraction, as well as to ensure eco-efficiency and smart water management throughout the water cycle.

As part of these efforts, we develop action plans to transfer technological solutions obtained from R&D+i projects to production environments.

## SL1. Climate emergency and planet preservation

### Technological transfer of solutions obtained in R&D projects to production

| No. | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL1P5.1 | **Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change** | 3* | 2 | 2 | 2 | √ |
| SL1P5.2 | **Number of new R&D processes applied at facilities managed by the company** | 6** | 5 | 5 | 5 | √ |

* New R&D projects initiated in 2024 that include the development of innovative solutions to combat climate change relate to the LIFE Salteau projects in Denia and Tenerife, IDIWater in the Canary Islands, and HE United Circles in Salamanca.

** New R&D process implementations applied at the facilities managed by the company relate to AnMBR + ELAN, Anphora®, Elsar®, Advanced Thickener Control (I4U), AquaVite® Recovery, Tertiary Reuse with UF + OI membranes.

Our R&D+i strategy aims to find innovative solutions that minimise the environmental impact and maximise the quality of the service provided to people. This vision is built around two pillars that are deployed throughout the end-to-end water cycle: eco-efficiency and sustainability.

### ECO-EFFICIENCY

following the principles of the circular economy with efficient management of natural resources and the recovery of raw materials.

#### Goals

- Developing advanced technologies that optimise the use of renewable resources.
- Avoiding the generation of waste in the company's processes and services.
- Search for solutions that allow growth in all water markets in accordance with eco-efficiency requirements.

### SUSTAINABILITY

minimising energy consumption, avoiding pollution in a just social environment and protecting the climate and nature.

#### Goals

- Development of cutting-edge technologies that promote the sustainability of the company whilst protecting the environment and biodiversity.
- Improved energy efficiency in the company's solutions and services.
- Revaluation of by-products from the end-to-end water cycle.

[9] European Directive on purification (5 November 2024), the new European Regulation on regeneration and reuse 741/2020 and its transposition in Spain following the recently enacted Royal Decree 1085/2024 (22 October), and the new Directive (EU) 2020/2184 on drinking water that came into effect on 12 January 2023.

**ESTEFANÍA BAUTISTA**
PROJECT MANAGER, INNOVATION AND TECHNOLOGY DEPARTMENT, SPAIN

# Knowledge, creativity, and collaboration drive Aqualia's R&D+i

## Innovation and Technology

**From your field and experience, how do the projects of the Innovation and Technology Department help Aqualia's technological capacity and service quality? And its contribution to sustainable development?**

The Innovation and Technology Department is essential for enhancing technological capacity and developing improvements in any organisation. Based on this premise, at Aqualia, our role is to support the work of teams focused on meeting service objectives and who, precisely for this reason, value an additional external perspective. Our function requires time and creativity; we identify needs and opportunities from within and observe from outside with an objective perspective to provide ideas that help improve service quality and the company's competitiveness.

In many cases, we work with European projects aligned with the SDGs, where we present proposals aimed at sustainability on the one hand, and capacity building to ensure water quality on the other. Thanks to this prior knowledge work, we can propose innovative solutions to the problems posed by the teams.

All this, being aware that the sustainability requirement is a great challenge. We have to do a lot of research to help our colleagues in the development of Aqualia's activities. We currently have solutions implemented in our services, others are ready for market transfer, and we are developing studies that provide the necessary knowledge to continue improving in the future.

## New R&D+i Centre

**The WAVE R&D+i centre, which will open in 2025 in Adeje (Tenerife), is one of the outstanding projects in which you have collaborated with other Aqualia departments. What development lines are you working on?**

We are very proud of this centre, the first innovation centre of a private company in the Canary Islands, which is a world reference for its type and research lines, mainly associated with sustainable desalination, obtaining water, energy, and high-value resources. It is designed from a practical point of view and with the aim of being multipurpose, prepared for the implementation of various pilot plants. This is very relevant as in the future universities, research centres, and companies that want to research or validate innovative solutions in a relevant environment will be able to take advantage of WAVE through agreements or collaborative arrangements.

The centre is already working on several projects: some within the European H2020 framework (Rewaise and Sea4value), activities such as the recovery of market-interest salts, remineralisation with micronised calcite, nanofiltration, etc. Recently, we have started the MAC IDIWATER project, in collaboration with the Canary Islands Technological Institute, where we are working on desalination systems with lower energy consumption, advanced sensors, and brine conditioning. It should be noted that the Canary Islands have the highest density of desalination plants


**"In a time of water crisis, brine valorisation allows us to turn a waste into a valuable resource in water remineralisation"**

in Spain and climatic conditions to make the most of these solutions sustainably using renewable energies.

Another line of work with great potential is brine valorisation, an area aligned with the circular economy and zero waste. Evaporation ponds further concentrate the salts to obtain high-purity gourmet salt registered as 'Alma de Mar'. We are also working on obtaining calcium carbonate, a compound used in remineralisation and currently brought from the mainland. Due to the water crisis in the Canary Islands, desalination is increasing, and with it, brine rejection, a valuable resource that we can continue to use thanks to innovative solutions like this.

## Internal and External Collaboration

**One of the fundamental pillars of Aqualia's R&D+i strategy is the collaborative approach, both internally and externally with other stakeholders. What advantages does this vision bring? How does it impact the projects you develop?**

The collaborative approach both within Aqualia and with other partners is essential, as it allows us to increase our information and knowledge. We can cite several real cases where it has had a clear impact. For example, in Tenerife, we have collaborated with the administration to provide a solution for treating gallery (underground) water with a high aluminium concentration thanks to an innovative solution based on novel membranes.

In the municipality of La Caleta, Tenerife, we carried out another collaborative action to provide a solution that guarantees water hardness, a parameter closely monitored in the service. Another good example is the regenerated water project in La Orotava, where collaboration has been a new success that will allow the supply of regenerated water for agricultural irrigation using a novel membrane train that guarantees high-quality product water and minimises energy consumption. It will be an important reference for Aqualia.

These and many other actions illustrate Aqualia's R&D+i approach: we think of an idea, analyse the results, and together look for ways to apply this knowledge to improve the service we offer.

## Professional Development

**From a more personal perspective, as someone who has been able to develop professionally in a department where creativity has a clear practical application, what aspects do you highlight about your role at Aqualia?**

I believe the starting point is the willingness to help, and when we are all there and this is perceived by the organisation, it is much easier to involve colleagues from different teams and collaborate on projects.

Together we have built a collaborative and open environment where communication and knowledge flow. From this personal perspective, I undoubtedly highlight this: the curiosity of all the teams, the feedback culture between R&D+i and production, and above all, the desire to contribute to improving the service we provide at Aqualia.

# R&D+i strategy: innovation and cooperation to meet our challenges

Our R&D+i strategy focuses on identifying opportunities and developing and implementing **solutions** to meet the environmental, social, technological and legislative challenges associated with the management of the end-to-end water cycle. **Internal and external collaboration** is key to the effective transfer of knowledge that drives innovation at Aqualia and its contribution to sustainable development.

## We work in six **areas of action** with multiple projects

### Sustainable water treatment

These solutions based on nature (aerobic technologies) offer low-cost options with excellent performance in line with European regulations on treatment of urban wastewater.

### Circular economy, eco and bio-factories

Solutions for the use of waste and the transformation of WWTP into eco and bio-factories that minimise consumption of energy and reagents, reduce waste production and generate new products

### Reuse, drinkability and desalination

Faced with the problem of water stress, purification and reuse of wastewater solutions adapted to the size of the population and the water quality required by regulations.

## 2024 HIGHLIGHTS

**INTEXT HUB**
Wastewater treatment project for small population centres.

**END-TO-END WATER CYCLE INNOVATION CENTRE AT THE SALAMANCA WWTP**
Coordinates national and international activities to develop innovative solutions.

**REUSA HUB**
Platform for regeneration and advanced reuse of urban wastewater.

**23**
Ongoing projects managed by Innovation and Technology

**29**
Collaborating research centres

**24**
Current patents

**48**
Universities partnerships

## Industrial water

Industrial activity must be increasingly sustainable: we provide solutions so that our industrial clients can adapt the use of water in their processes and optimise the treatment of their effluents.

## Energy efficiency

Harnessing wastewater as an energy source and exploring other renewable alternatives, such as transformation of organic matter into bioenergy (biomethane, hydrogen) in WWTPs.

## Digital developments

Advanced technology to improve management of the water cycle: Internet of Things, interconnection of multiple sensors, data analysis and AI. This combination enables early detection of problems, rapid response and process optimisation.

**ELSAR® TECHNOLOGY IN BREWING**
Bioelectrically stimulated reactor that optimises the purification process and makes it possible to obtain energy and resources from industrial wastewater.

**INNOVATION IN PHOTOVOLTAIC AND WIND ENERGY**
Installation of innovative solutions to generate photovoltaic and wind energy at the Linares WWTP.

**LIFE RESEAU**
Development of our own granular technology to treat larger volumes of water in a smaller space. This has been put into practice at the Moaña WWTP.

# Lines of work

## Sustainable water treatment

The updated version of the Urban Waste Water Treatment Directive (UWWTD) extends the wastewater treatment obligation to towns and villages with more than 1,000 inhabitants and requires integrated storm water management. It also lowers the discharge limits, increases nutrient recovery, and sets its sights on achieving a neutral energy balance by 2040. In tandem, it requires higher quality sludge for subsequent reuse, addressing the removal of micropollutants and microplastics.

Conventional solutions fall short of these expectations, and in small plants, conventional technologies such as extended aeration require costly investment and maintenance. Conversely, nature-based solutions (mainly lagoons and peat filters) offer low-cost options that demonstrate strong performance. At larger plants, the solutions are also based on aerobic technologies, which consume energy and produce worthless sludge, whereas there are alternatives that reduce the size, improve efficiency and minimise energy consumption and waste production through the concept of extended producer responsibility (EPR).

Along these lines, we have been working to adapt our treatment technologies to plant scale to minimise energy consumption and waste production. In this way, we are helping to improve aerobic and anaerobic treatment and reduce sludge production by recovering nutrients as valuable resources, such as fertiliser.

### KEY ACTIONS IN 2024

### INTEXT HUB

The Intext Hub directly addresses, and in a highly innovative way, the problem of wastewater treatment in small towns and villages, which are sometimes lacking in adequate facilities. The INTEXT platform will aid with decision-making on wastewater treatment systems for small municipalities with no pre-treatment system and for those where the existing system needs to be upgraded.

## Alternative resources: reuse, water treatment and desalination

In the current scenario of water stress, the use of non-conventional water sources is essential. Regulation (EU) 2020/741 on the reuse of wastewater ensures the same levels of quality and risk control for reclaimed water across all EU countries. In Spain, Royal Decree 1085/2024 on water reuse establishes a new legal regime governing the use of reclaimed water. As regards drinking water, Directive (EU) 2020/2184 and Royal Decree 3/2023 in Spain set the technical and sanitary criteria due to increasing concerns over public health and the threat of emerging contaminants. They call for a modernisation of much of the drinking water treatment processes in Europe to address new limits on endocrine disruptors, pharmaceutical products and microplastics.

These new regulations require the development of innovative wastewater treatment and water reclamation solutions. For each objective, we provide customized solutions, so we can achieve sustainability from every angle: technical, economic, environmental and social.

The new standards prioritize the measurement and removal of emerging contaminants and microplastics, as well as the development of risk management strategies and diagnostic tools. These tools will ultimately allow us to pick an optimal mix of technologies for each situation, while also assessing the feasibility of upgrading existing plants to meet the new requirements.

Along with reuse, desalination also helps to secure the world's water resources. More than 1,700 plants are

already up and running in Europe, with a nominal flow of 3,400 $Mm^3$/year and with an estimated overall annual growth rate of around 7 % since 2010. A key factor is clearly the optimisation of these processes, following the introduction of new materials and membranes to increase their performance and reduce their energy consumption.

## KEY ACTIONS IN 2024

### Reusa Hub

Within the framework of the new legal requirements, the Reusa Hub targets advanced urban wastewater reclamation and reuse. It is a demonstration scale platform located at the El Toyo WWTP in the city of Almería in Spain, where the European projects Life Phoenix and H2020 Rewaise are currently being developed.

The Hub Reusa platform features 16 innovative technologies —six of which happen to be developments of our Innovation and Technology Department— running on a semi-industrial scale, with a treatment capacity ranging from 10 to 50 $m^3$/h and which can be applied at various types of WWTP. These technologies pre-treat water before it undergoes secondary treatment, with the aim of maximising the quality of the water. This improvement significantly reduces the amount of disinfectant required during later stages of the process. This is important because the disinfection dose is a key factor in meeting the relevant water quality standards.

**Hub Reusa**

## Sustainability and energy efficiency

The UWWTD, in its latest version, sets out to achieve energy neutrality for WWTPs with an installed capacity of over 10,000 h-eq. It also proposes raising the contribution made by renewable energy sources to 100 % by 2040. In the end-to-end water cycle in its current state, the electricity used by pumping technology for the abstraction, supply and distribution of urban water stands at 0.5 kWh/$m^3$; very similar to the average specific consumption of WWTPs of 0.5 kWh/$m^3$, which together account for 2 % of Spain's annual consumption.

In our efforts to innovate, wastewater itself serves as an energy source capable of supplying the purification process, while also generating an energy surplus. We are making significant progress in developing technological alternatives such as anaerobic treatments, and in maximising the transformation of organic matter into bioenergy (biomethane and/or hydrogen). At the same time, we are also busy optimising our equipment and plant operation control through digital technologies. We are making renewable energies —such as solar and wind power— part of the process of maximising the production and use of energy at WWTPs.

We are also targeting energy recovery in waterfalls as part of the end-to-end water cycle and active pressure control.

## KEY ACTIONS IN 2024

### Photovoltaic and wind energy innovation

Within the framework of our ambitious renewable energy plan, in 2024 we validated several new renewable electricity production solutions by adding innovative solar panels to our existing facilities at the WWTP in the Spanish town of Linares, Andalusia. These panels allow us to increase daily production during those hours of the day that experience the most sunshine, especially in the months with the lowest irradiation.

We have developed a pilot experience at another WWTP located in Spain, in this case Badajoz, to explore electric storage solutions through batteries promising greater energy efficiency and lower costs.

## Circular economy, eco and biofactories

The European Circular Economy Action Plan (EU CEAP) champions the efficiency of industrial processes and the use of resources to avoid waste. Meanwhile, a new European law on critical and strategic raw materials is on the drawing board which will feature a zero pollution plan for air, water and soil.

According to the National Sludge Register, around five million tonnes of sewage sludge is produced annually in Spain (assuming a dryness of 20 %), most of which ends up being used in agriculture (around 80 %), while the remainder ends up in landfill or is incinerated (roughly 4 %). The UWWTD requires sludge to be treated, recycled and recovered in accordance with the hierarchy set out in the Waste Framework Directive.

The EU is set to establish a minimum recovery rate for phosphorus and advocates for the reuse of nutrients, including the revaluation of biosolids and their compounds with agronomic value (organic matter, nitrogen, phosphorus, potassium, calcium, magnesium and other micronutrients) in agriculture. Aqualia has been working alongside the University of Santiago de Compostela since 2014 to precipitate the phosphorus present in the runoff from the dewatering centrifuges and recover the struvite crystals. In 2024 we achieved European Patent EP3112320A1 (Method and system for the crystallisation of struvite for recovering phosphates in wastewater).

The first industrial-scale struvite reactor was built at the WWTP in the Spanish town of Guillarei, and in recent years another plant was commissioned — also in Spain— at the Guadalete WWTP to supply a fertiliser, Aquavite®, to Fertiberia's factories.

Many innovation projects seek to develop alternative solutions to conventional WWTPs to transform them into bio- or eco-factories, minimizing energy and reagent consumption and avoiding waste production. It also happens to be a way of creating opportunities to generate bio-products through resource recovery: biofertilizers, biostimulants, biopesticides, biochar, charcoal, ectoin and unicellular protein, among others.

Sludge management at WWTPs also includes sanitisation and stabilisation treatments, its material and energy recovery, along with its biomethanisation and co-digestion.

### KEY ACTIONS IN 2024


#### End-to-end water cycle Innovation Centre at the Salamanca WWTP

Last year marked the first anniversary of the Centre for Innovation in the End-to-end Water Cycle, which is located at the WWTP in the Spanish city of Salamanca. The centre is busy developing innovative solutions to address the current and future challenges of a sustainable end-to-end water cycle, deliver quality drinking water, and provide a decarbonised wastewater management system to unlock the true value of water. The centre also oversees various national and international activities, including efforts towards water treatment for human consumption with minimal impact. Another innovative pursuit towards which notable progress was made in 2024 is the recovery of sewage sludge to cut down on waste.

## Digital developments

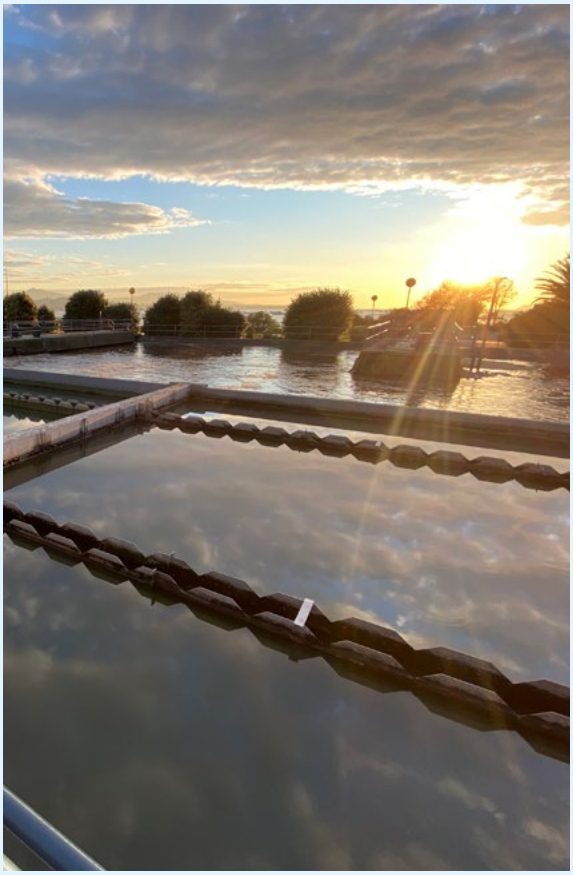
Cutting-edge tools have revolutionised the management of the water cycle and energy consumption by optimising processes through technologies such as the Internet of Things (IoT), which can be used to connect up multiple sensors. Meanwhile, data analytics and artificial intelligence monitor water and energy systems in real time, enabling the early detection of problems and ensuring a quick and efficient response.

Decision support systems (DSS) are crucial in this context, as they are able to integrate data from various sources and use advanced algorithms to provide accurate recommendations. In water management, these systems are able to forecast future demand, optimise distribution and ensure that resources are used efficiently. When it comes to energy consumption, DSS is able to identify usage patterns, suggest cost-saving measures, and manage the load more effectively, thus reducing consumption and related costs.

At Aqualia we design our own systems, which incorporate the knowledge of thousands of professionals, thus providing value and branding and setting ourselves apart from the competition, as an added value in the service we provide to all the municipalities in which we operate.

We have also improved IT developments in water abstraction to help prevent algae blooms and in potabilisation, such as the removal of trihalomentanes (THMs) or the dosing of reagents. In desalination, we have utilised algorithms to optimise the electricity consumption of desalination plants at both national and international facilities. Meanwhile, we have applied numerical optimisation methods and mathematical modelling to minimise the energy consumption of sewerage systems or aeration processes in wastewater treatment.

### KEY ACTIONS IN 2024



### LIFE RESEAU

In line with our objective of developing sustainable purification solutions, our Department of Innovation and Technology (DIT) has been working for around ten years on the development of its own granular water line technology. As a compact technology, it is able to treat certain volumes of water using less space.

This technology can be used to construct new sewage treatment plants, as it requires less extension than conventional technology and also reduces civil engineering costs. It is also a useful option for plants already in operation that need to increase their treatment capacity (higher volumes or more stringent requirements for organic matter or nutrient removal, as indeed required under the new Waste Water Directive).

Within the wider framework of the LIFE RESEAU innovation project, we designed, built and started up two 450 $m^3$ reactors at the WWTP in the Galician municipality of Moaña, in which the treatment capacity per reactor surface area was increased by 400 % to 2,000 $m^3/d$ of wastewater.

## Industrial water

Water plays a key role in industry and at Aqualia we work hard to ensure that our industrial clients achieve their sustainability and innovation objectives and improve processes to adapt both process water and effluents to prevailing regulations. To make this happen, we have developed solutions aimed at optimizing the treatment of industrial wastewater in the agri-food, mining and chemical industry sectors to achieve reuse and reduce the water footprint.

Along these lines, we have been working towards various technologies, including:

- Anaerobic membrane reactors, which have been undergoing tests since 2014 at the Ecoparc de Barcelona, at the Citroën factory in Vigo, and currently to treat slurry at Xinzo de Limia.
- The advanced upflow reactor featuring the patented PUSH® technology.
- The ELAN® rector, which has several references in the industrial sector, notably its industrial-scale implementation at the Heineken plant in Seville.

A byproduct generated in many industries is brine, which is also abundant in seawater desalination. These effluents, resulting from the separation of minerals, must be managed appropriately. With this in mind, we are looking to use them as a source of critical and strategic raw materials for separating critical minerals such as magnesium.

**Further details on key R&D+i projects**

### KEY ACTIONS IN 2024

### ELSAR® technology in brewing

At the Lleida factory belonging to the Mahou San Miguel brewery group, we set up the world's largest biostimulated reactor to treat its industrial wastewater. This technology, developed and patented by Aqualia in partnership with the University of Alcalá, has been christened ELSAR® and presents significant advantages over other systems on the market: aside from the outstanding quality of the water it treats, it also manages to increase the production of bioenergy (biomethane and hydrogen), while at the same time achieving energy savings, along with added flexibility and stability.

The ELSAR® system implemented at Lleida has sufficient scale to satisfy the needs of 80 % of the food and beverage factories operating within the country. The aim of the process is to minimise water consumption and maximise the use of wastewater flows for energy and resources. This achieves high levels of circularity when managing industrial water associated with the manufacturing processes of the Mahou San Miguel Group's products and the organic load is used to obtain biofuels. The European ULTIMATE project has supported the latest scale-up of ELSAR®, although the earlier development of the technology stems from previous projects such as ADVISOR, ANSWER and ITACA.

# Awards and accolades in R&D+i


**"Fernando Calvet Prats" Technology Transfer Award from the Royal Galician Academy of Sciences (RAGC)** for the patent filed by Aqualia and the University of Santiago de Compostela (USC) enabling the extraction of struvite from **wastewater.**

**New LIFE Salteau project for sustainable desalination,** a four-year project devoting a total of €4.4 million to activities in and around Denia and Tenerife. This is Aqualia's 13th project under this European environmental protection programme.

**Award for Research from the Social Council of the University of Valladolid** under the 'Companies and Institutions' category, which went to Aqualia and FCC Medio Ambiente for more than 20 years of commitment to research and innovation.

# Projects carried out in 2024

| Ent. on | Acronym | Name | Start | End |
|---|---|---|---|---|
| 19 03 | BBI B-FERST | Bio-based FERtilising products as the best practice for agricultural management Sustainability | 2019 | 2024 |
| 19 04 | BBI DEEP PURPLE | Conversion of diluted mixed urban bio-wastes into sustainable materials and products in flexible purple photo biorefineries | 2019 | 2024 |
| 19 06 | LIFE INTEXT | Innovative hybrid Intensive Extensive resource recovery from wastewater in small communities | 2019 | 2024 |
| 20 02 | H2020 SEA4VALUE | Developing radical innovations to recover minerals and metals from seawater desalination brines | 2020 | 2024 |
| 20 03 | H2020 ULTIMATE | Industry water-utility symbiosis for a Smarter Water Society | 2020 | 2024 |
| 20 06 | LIFE ZERO WASTE WATER | Positive energy wastewater treatment plant for combined treatment of waste water and bio-waste in small populations | 2020 | 2025 |
| 20 07 | LIFE INFUSION | Intensive treatment of waste effluents and conversion into useful sustainable outputs: biogas, nutrients and water | 2020 | 2025 |
| 21 03 | ECLOSION MISSIONS | New materials, technologies and processes for the generation, storage, transport and integration of renewable hydrogen and biomethane from biowaste | 2021 | 2025 |
| 21 04 | ZEPPELIN MISSIONS | Research into innovative and efficient green hydrogen production and storage technologies based on the circular economy | 2021 | 2025 |
| 20 04 | H2020 REWAISE | Resilient Water Innovation for Smart Economy | 2020 | 2025 |
| 20 05 | LIFE PHOENIX | Innovative cost-effective multibarrier treatments for reusing water for agricultural irrigation | 2020 | 2025 |
| 21 01 | H2020 NICE | Innovative and enhanced nature-based solutions for sustainable urban water cycle | 2021 | 2025 |
| 21 02 | LIFE RESEAU | Resilience enhancement in the urban water sector | 2021 | 2025 |
| 22 04 | UMI AQUATIM | Mixed research unit: sustainable future of the circular, efficient, and resilient water cycle | 2022 | 2025 |
| 22 02 | HE D4RUNOFF | Smart implementation of adaptive hybrid solutions in sewage networks for preventing and managing diffuse pollution from urban water runoff | 2022 | 2026 |
| 22 03 | HE CHEERS | Producing novel non-plant biomass feedstocks and bio-based products through upcycling and the cascading use of brewery side-streams | 2022 | 2026 |
| 22 05 | HE NINFA | Taking action to prevent and mitigate pollution of groundwater bodies | 2022 | 2026 |
| 23 01 | HE RESURGENCE | Industrial water circularity: reuse, resource recovery and energy efficiency for greener digitized processes | 2023 | 2027 |
| 24 01 | LIFE SALTEAU | Sustainable drinking and irrigation water production from saline alternative water resources | 2024 | 2028 |
| 24 02 | INTERREG GESTEAUR | Sustainable and digitalised water management in rural environments in the SUDOE area | 2024 | 2027 |
| 24 03 | HE CIRSEAU | Building a water smart economy and society | 2024 | 2026 |
| 24 04 | UNITED CIRCLES | Interconnected efforts from feasibility to finance for industrial-urban symbiosis driven by circularity hubs | 2024 | 2028 |
| 24 05 | INTERREG IDIWATER | DESAL + LIVING LAB MAC | 2024 | 2026 |

## Lines of work

| Location | Sustainable water treatment | Alternative resources: reuse, drinking water treatment and sustainable desalination | Sustainability and energy efficiency | Circular economy, eco and biofactories | Industrial waters | Digital develop. |
|---|---|---|---|---|---|---|
| Jerez de Frontera | ● | | | ● | | |
| Linares / Badajoz | ● | | | ● | | |
| Talavera de la Reina (INTEXT Hub) | ● | ● | | | | |
| Denia (Desalination Innovation Centre) / Adeje (WAVE Centre) | | ● | | | | |
| Lleida | | | ● | | ● | |
| Almería | ● | | ● | | | |
| Gijón | ● | | | | ● | |
| Salamanca (End-to-end Water Cycle Innovation Centre) | | | ● | ● | | |
| Algeciras | | | ● | ● | | |
| Moaña / Almería / Denia (Desalination Innovation Centre) / Adeje (WAVE Centre) / Oviedo / Salamanca | | ● | | ● | | ● |
| Almería (REUSA Hub) | ● | ● | | | | |
| Talavera de la Reina (INTEXT Hub) / Madrid | ● | ● | | | | |
| Moaña | ● | | | | | ● |
| Santiago de Compostela | ● | | ● | | | ● |
| Santander | ● | | | | | ● |
| Lleida | | | | ● | ● | |
| Los Alcázares | | ● | | | | ● |
| Algeciras | | | | ● | ● | |
| Denia (Desalination Innovation Centre) / Adeje (WAVE Centre) | | ● | | | | |
| Adeje (WAVE Centre) | | | | ● | | ● |
| Tiñosillos / Fontiveros | | | | | | ● |
| Salamanca (End-to-end Water Cycle Innovation Centre) | | ● | | ● | | |
| Adeje (WAVE Centre) | | ● | | | | |

# European Sustainable Finance Taxonomy

The EU Taxonomy is a market transparency tool to direct investments towards sustainable projects. Directing investments towards sustainable projects and activities is essential to meet the EU's 2030 climate and energy targets and achieve the European Green Deal objectives. The EU Taxonomy establishes a common classification system for environmentally sustainable economic activities.

The Taxonomy Regulation (EU) 2020/852, which amends Regulation (EU) 2019/2088 on sustainability related disclosures in the financial services sector, establishes a framework to facilitate sustainable investment.

An economic activity shall be considered environmentally sustainable where it:

**1. Substantially contributes to one or more of the six EU environmental objectives:**

- Climate change mitigation.
- Climate change adaptation.
- Sustainable use and protection of water and marine resources.
- Transition to a circular economy.
- Pollution prevention and control.
- Protection and restoration of biodiversity and ecosystems.

**2. Complies with the technical screening criteria established by the EU.**

**3. Does no significant harm to any of the other environmental objectives.**

**4. Complies with the minimum social safeguards.**

The EU Taxonomy Regulation is complemented by Delegated Regulations which establish the technical screening criteria for environmentally sustainable activities, their contribution to environmental objectives, and the methodology for information disclosure. To date, the following have been published:

- DR (EU) 2023/2486, of June 27, 2023 (Environment Delegated Act).
- DR (EU) 2023/2485, of June 27, 2023, amending the Climate Delegated Act (EU) 2021/2139.
- DR (EU) 2022/1214, of March 9, 2022 (Complementary Climate Delegated Act).
- DR (EU) 2021/2178, of July 6, 2021 (Disclosure Delegated Act).
- DR (EU) 2021/2139, of June 4, 2021 (Climate Delegated Act).

Based on these regulations, the FCC Group, and particularly its water management area, Aqualia, analyzes its economic activities to determine their eligibility and alignment with EU environmental objectives.

In the EU Taxonomy study, it is important to differentiate the following concepts:

- An **activity is eligible if it is included in the description of taxonomic activities listed in the Taxonomy Delegated Regulations,** considered to have potential in substantially contributing to one or more of the environmental objectives.
- Those activities that have previously been determined as eligible are considered aligned with the taxonomy if said activity complies with the **substantial contribution criteria (SCC),** does no significant harm to the rest of the environmental objectives (DNSH), and complies with minimum social safeguards.

Based on Taxonomy Regulation (EU) 2020/852 and Delegated Regulations, the FCC Group, and particularly its water management area, Aqualia, analyzes its economic activities to determine their eligibility and alignment with EU environmental objectives.

- An **economic activity that has not been identified by the EU Taxonomy** would be a non-eligible activity and, therefore, there are no criteria available for it.

- The eligibility and alignment analysis is performed considering the **minimum management units, such as contracts, concessions, or facilities,** and key performance indicators (KPIs) are evaluated to ensure compliance with the taxonomy requirements.

- We evaluate compliance with the technical screening criteria of all taxonomic activities included in the EU environmental objectives to determine which ones our economic activities contribute to. In 2024, Aqualia has eligible activities in the **taxonomic groups of water supply, sanitation, waste treatment and decontamination, and energy.**

When studying the eligibility and alignment of Aqualia's economic activities in 2024, the following circumstances have arisen:

- The economic activity is eligible only for one objective and one taxonomic activity. In this case, it can only be aligned by one objective. This occurs in the activity of the climate change adaptation objective CCA 5.13 Desalination and in the activity of the climate change mitigation objective CCM 4.5 Electricity generation from hydroelectric power.

- The economic activity is eligible for several objectives and taxonomic activities. In the case of alignment for several objectives, the climate change mitigation objective will be prioritized to avoid double counting due to the greater interest of capital markets in decarbonization. This case appears in the activities for the climate change mitigation objective CCM 5.1 (water supply) and CCM 5.2 (water supply renovation) that are also eligible for the activity of WTR 2.1 (water supply) of the water resources protection objective, and in the activities CCM 5.3 (wastewater collection and treatment) and CCM 5.4 (wastewater treatment renovation) that are also eligible for the activity WTR 2.2 (urban wastewater treatment).

## Alignment Study

For activities eligible by Taxonomy, an alignment study is performed.

## Substantial Contribution Criteria

Depending on the taxonomic activity, they can be quantitative or qualitative.

The eligibility and alignment analysis is performed considering the substantial contribution to environmental objectives and compliance with the technical criteria. Activities are classified as eligible, aligned, or non-eligible based on their environmental impact and compliance with taxonomy requirements.

## DNSH analysis

Aside from contributing to the environmental objectives mentioned above, to be considered an aligned activity it must be ensured that it causes no significant harm to the other environmental objectives (DNSH, Do No Significant Harm).

### DNSH Climate change mitigation

In view of the implementation of new economic activities that establish mandatory reporting regarding eligibility and alignment with the objective of adapting to climate change, we have studied the requirements of this DNSH to meet the requirements of this regulation.

In the activity for the climate change adaptation objective CCA 5.13 Desalination, the requirement for this DNSH (Do No Significant Harm) is the emissions threshold of 1,080 $gCO_2e/m^3$ of fresh water produced. All efforts have been made to reduce GHG emissions associated with the high consumption of energy during the desalination process, which is typical of these infrastructures.

### DHSH Climate change adaptation: climate risks

At Aqualia, as part of our commitment to the fight against climate change and in compliance with the EU Taxonomy, in 2024 we updated our analysis of physical climate risks by taxonomic activity. This analysis is part of a wider project to assess the group's climate risks and opportunities, including physical and transition risks, as well as their financial impacts, in order to subsequently establish the corresponding response measures.

In relation to physical climate risks, the analysis is based on climate projections according to the most advanced scientific information, at a dual time scale, given that the activities of the FCC Group are situated within a duration of between 10 and 40 years.

On the one hand, a horizon up to 2040 is used, with climate projections on a smaller scale. On the other hand, a horizon up to 2060 is used, for which advanced and higher-resolution climate projections are used, such as the future scenarios of Shared Socioeconomic Pathways SSP2-4.5, SSP1-2.6, and SSP5-8.5 from the Sixth Assessment Report (AR6) on climate change of the Intergovernmental Panel on Climate Change (IPCC), without ruling out other scenarios from this same Report such as SSP4-6.0

The risk assessment methodology is based on probability of occurrence, and degree of exposure and vulnerability, which in turn determines the materiality of the risks and helps guide adaptation measures. The FCC Group's climate change adaptation solutions comply with Delegated Regulation 2021/2139, they do not negatively affect adaptation efforts, nor the level of resilience to physical climate risks of other people, nature, cultural heritage, assets, and other economic activities; they are consistent with local, sectoral, regional, or national adaptation strategies and plans, and they consider the use of nature-based solutions or blue-green infrastructure.

### DNSH Sustainable use and protection of water and marine resources

At Aqualia, we are aware that our business activities may have an impact on the marine environment. For this reason, to minimize its effects and in line with the requirements of the corresponding DNSH of the Taxonomy Regulation, we integrate comprehensive environmental management systems in our projects and carry out the mitigation and water protection measures derived from the environmental declarations or environmental monitoring plans, where applicable, in line with the provisions of Appendix B Delegated Regulation (EU) 2021/2139 (annex I and II) and (EU) 2023/2486 (annexes II, III and IV) on the generic criteria relating to the principle of do no significant harm to the sustainable use and protection of water and marine resources.

### DNSH Transition to a circular economy

We promote circularity in relation to the treatment and destination of waste we generate. Aqualia also implements environmental management policies to ensure that best practices are applied in waste management, reuse and minimisation.

### DNSH Protection and restoration of biodiversity and ecosystems

To ensure the protection of biodiversity, the management systems implemented in the different activities of the Aqualia have been taken into account so as not to cause significant damage. Aqualia has Environmental Management Policies that ensure the application of best practices in the protection and recovery of biodiversity and ecosystems.

## Minimum social safeguards

The FCC Group, to which Aqualia belongs, has reviewed the Minimum Safeguards with respect to human rights, corruption, taxation, and fair competition, as enshrined in the EU Taxonomy Regulation, as well as the final Minimum Safeguards report published by the EU Platform on Sustainable Finance in February 2022.

### Human Rights

In the area of Human Rights, the FCC Group has, as part of the regulatory framework of the Compliance Model, a Human Rights Policy approved by the Board of Directors in 2019. Through this Policy, aligned with the Global Compact and the UN Guiding Principles on Business and Human Rights, the FCC Group declares its commitment to respect the human rights contained in the United Nations Universal Declaration of Human Rights, and those others included both in the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work, and in the so-called eight fundamental ILO conventions.

To comply with this policy, the FCC Compliance Committee, working alongside the Sustainability Committee, is currently defining a due diligence procedure in accordance with the UN Guiding Principles and the OECD Guidelines. This procedure formalizes the process of detecting, preventing and mitigating adverse impacts on human rights.

Our Ethical Channel is available to report potential human rights abuses. Any reports received are handled in accordance with the procedures approved by the Board of Directors. These procedures have been brought into line with Law 2/2023, governing the protection of persons who report regulatory breaches and the fight against corruption.

### Corruption and competition

The Group's Compliance Model includes explicit references within its Code of Ethics and Conduct regarding corruption and fair competition. Anti-corruption and competition policies have also been approved, setting out the Group's commitments and measures for prevention and control. The Compliance Model provides appropriate training, along with a set of controls and assessment processes to ensure the proper implementation of, and compliance with, these policies.

### Taxation

The FCC Group is adhered to the Code of Good Tax Practices, publishes a Tax Transparency Report, and has earned AENOR certification for its tax compliance management system, in accordance with UNE 19602. It also integrates the OECD recommendations within its management system and has a Responsible Tax Policy.

## Alignment Process Conclusion

Based on the processes described above, those eligible activities carried out in 2024 that have demonstrated compliance with the Substantial Contribution Criteria have been considered aligned.

### Methodology for calculating financial KPIs

Eligibility and alignment by taxonomy are expressed in three financial KPIs, calculated as the portion of turnover, CapEx, and OpEx that are considered eligible and, where applicable, aligned or non-aligned by taxonomy (numerator), divided by the company's total turnover, CapEx, and OpEx defined by taxonomy (denominator).

- **Turnover–Net Revenue:** proportion of Turnover-net revenue derived from products or services, including intangibles, associated with economic activities that comply with the taxonomy (numerator), divided by Turnover-net revenue (denominator) as defined in Article 2, paragraph 5, of Directive 2013/34/EU.

- **CapEx:** proportion of CapEx, as defined below, that complies with the taxonomy (numerator), divided by CapEx (denominator) as defined in Article 8, paragraph 2, letter b), of Regulation (EU) 2020/852. It includes additions to the gross value of intangible, tangible, and investment property assets, including additions resulting from the application of regulations regarding removal and decommissioning costs that are included as an addition to fixed assets at the time of initial asset recognition; additions to fixed assets

for leases under IFRS 16, as well as additions to the gross value of intangible, tangible, and investment property assets resulting from control acquisition as a result of a business combination. It does not include variations in amortization, impairments, or revaluations of investment properties for their recognition at fair value.

- **OpEx:** proportion of OpEx, as defined below, that complies with the taxonomy (numerator), divided by OpEx (denominator) as defined in Article 8, paragraph 2, letter b), of Regulation (EU) 2020/852. The amount of this KPI is limited to non-capitalized direct costs related to research and development, building renovation measures, short-term leases, maintenance and repairs, as well as other direct expenses related to the daily maintenance of tangible fixed assets, by the company or a third party to whom activities are subcontracted, and that are necessary to ensure the continued and effective operation of such assets.

## Aqualia Alignment for turnover–net revenue

For the turnover-net revenue key indicator, we report a total amount of 1,674.7 million euros, of which 1,654.8 million euros are eligible (98.8% of the company's total activities) and 1,087.2 million euros (64.9% of the company's total activities) are eligible and aligned according to the EU Taxonomy for this indicator.

## Aqualia Alignment for CapEx

For the CapEx key indicator, we report a total amount of 231.6 million euros, of which 216 million euros are eligible (93.3% of the company's total activities) and 182.3 million euros (78.7% of the company's total activities) are eligible and aligned according to the EU Taxonomy for this indicator.

## Aqualia Alignment for OpEx

For the OpEx key indicator, we report a total amount of 48.9 million euros, of which 42.8 million euros are eligible (87.4% of the company's total activities) and 30.2 million euros (61.7% of the company's total activities) are eligible and aligned according to the EU Taxonomy for this indicator.

The Taxonomy tables for the company's key performance indicators are provided below:

# Proportion of turnover from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | Turnover (€ million) | Proportion of Turnover year N (%) | |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.1. Environmentally sustainable activities (Taxonomy-aligned)** | | | | |
| Electricity generation from hydropower | **CCM 4.5** | 14,9 | 0,89% | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** WTR 2.1 | 674,2 | 40,26% | |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** WTR 2.1 | 65,5 | 3,91% | |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** WTR 2.2 | 127,3 | 7,60% | |
| Renewal of waste water collection and treatment | **CCM 5.4** WTR 2.2 | 12,4 | 0,74% | |
| Desalination | **CCA 5.13** | 9,4 | 0,56% | |
| Construction, extension and operation of water collection, treatment and supply systems | **WTR 2.1** CCM 5.1 | 5,6 | 0,33% | |
| Construction, extension and operation of waste water collection and treatment | **WTR 2.2** CCM 5.3 | 177,9 | 10,62% | |
| Sustainable urban drainage systems (SUDS) | **CCM 5.3** | | | |
| **Turnover of environmentally sustainable activities (Taxonomy-aligned) (A.1)** | | **1,087.2** | **64.92%** | |
| Of which Enabling | | 9.4 | 0.56% | |
| Of which Transitional | | 0.0 | 0.00% | |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.
N* - Aligned taxonomic activities that contribute to more than one objective where the objective not selected for substantial contribution (to avoid double counting) has part of the amount aligned.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (Y; N; N/EL) | Climate Change Adaptation (Y; N; N/EL) | Water (Y; N; N/EL) | Circular Economy (Y; N; N/EL) | Pollution (Y; N; N/EL) | Biodiversity (Y; N; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards (Y/N) | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) turnover, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **Y** | N/EL | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.75% | | |
| | **Y** | N/EL | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 43.65% | | |
| | **Y** | N/EL | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 4.56% | | |
| | **Y** | N/EL | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 6.78% | | |
| | **Y** | N/EL | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.89% | | |
| | N/EL | **Y** | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | E | |
| | N | N/EL | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | N | N/EL | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | | | | | | | | | | | | | | 0.05% | | |
| | **53.40%** | **0.56%** | **10.96%** | **0.00%** | **0.00%** | **0.00%** | Y | Y | Y | Y | Y | Y | Y | **56.69%** | | |
| | 0.00% | 0.56% | 0.00% | 0.00% | 0.00% | 0.00% | Y | Y | Y | Y | Y | Y | Y | 0.00% | E | |
| | 0.00% | | | | | | Y | Y | Y | Y | Y | Y | Y | 0.00% | | T |

# Proportion of turnover from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | Turnover (€ million) | Proportion of Turnover year N (%) | |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)** | | | | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** WTR 2.1 | 302.5 | 18.06% | |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** WTR 2.1 | 30.4 | 1.82% | |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** WTR 2.2 | 124.2 | 7.42% | |
| Renewal of waste water collection and treatment | **CCM 5.4** WTR 2.2 | 9.4 | 0.56% | |
| Desalination | **CCA 5.13** | 101.0 | 6.03% | |
| Provision of IT/OT data-driven solutions for leakage reduction | **WTR 4.1** | | | |
| **Turnover of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)** | | **567.6** | **33.89%** | |
| **A. Turnover of Taxonomy eligible activities (A1+A2)** | | **1,654.8** | **98.81%** | |
| **B. TAXONOMY-NON-ELIGIBLE ACTIVITIES** | | | | |
| **Turnover of Taxonomy-non-eligible activities** | | **19.9** | **1.19%** | |
| **Total** | | **1,674.7** | **100.00%** | |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (EL; N/EL) | Climate Change Adaptation (EL; N/EL) | Water (EL; N/EL) | Circular Economy (EL; N/EL) | Pollution (EL; N/EL) | Biodiversity (EL; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards (Y/N) | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) turnover, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **EL** | N/EL | EL | N/EL | N/EL | N/EL | | | | | | | | 12.43% | | |
| | **EL** | N/EL | EL | N/EL | N/EL | N/EL | | | | | | | | 2.07% | | |
| | **EL** | N/EL | EL | N/EL | N/EL | N/EL | | | | | | | | 19.07% | | |
| | **EL** | N/EL | EL | N/EL | N/EL | N/EL | | | | | | | | 1.19% | | |
| | N/EL | **EL** | N/EL | N/EL | N/EL | N/EL | | | | | | | | 6.63% | | |
| | | | | | | | | | | | | | | 0.02% | | |
| | **27.86%** | **6.03%** | **0.00%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **41.43%** | | |
| | **81.26%** | **6.59%** | **10.96%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **98.12%** | | |

# Proportion of CapEx from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | CapEx (€ million) | Proportion of CapEx, year N (%) | |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.1. Environmentally sustainable activities (Taxonomy-aligned)** | | | | |
| Electricity generation from hydropower | **CCM 4.5** CCA 4.5 | 10.1 | 4.38% | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** CCA 5.1 WTR 2.1 | 128.9 | 55.66% | |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** CCA 5.2 WTR 2.1 | 15.0 | 6.49% | |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** CCA 5.3 WTR 2.2 | 8.0 | 3.44% | |
| Renewal of waste water collection and treatment | **CCM 5.4** CCA 5.4 WTR 2.2 | 1.6 | 0.68% | |
| Desalination | **CCA 5.13** | 0.1 | 0.05% | |
| Construction, extension and operation of water collection, treatment and supply systems | **WTR 2.1** CCM 5.1 CCA 5.1 | 0.7 | 0.29% | |
| Construction, extension and operation of waste water collection and treatment | **WTR 2.2** CCM 5.3 CCA 5.3 | 18.0 | 7.75% | |
| **CapEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)** | | **182.3** | **78.74%** | |
| Of which Enabling | | 0.1 | 0.05% | |
| Of which Transitional | | 0.0 | 0.00% | |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.

N* - Aligned taxonomic activities that contribute to more than one objective where the objective not selected for substantial contribution (to avoid double counting) has part of the amount aligned.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (Y; N; N/EL) | Climate Change Adaptation (Y; N; N/EL) | Water (Y; N; N/EL) | Circular Economy (Y; N; N/EL) | Pollution (Y; N; N/EL) | Biodiversity (Y; N; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards (Y/N) | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) CapEx, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **Y** | N | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 2.55% | | |
| | **Y** | N | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 32.79% | | |
| | **Y** | N | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 4.49% | | |
| | **Y** | N | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.99% | | |
| | **Y** | N | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.16% | | |
| | N/EL | **Y** | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | E | |
| | N | N | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | N | N | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | **70.65%** | **0.05%** | **8.04%** | **0.00%** | **0.00%** | **0.00%** | Y | Y | Y | Y | Y | Y | Y | **40.98%** | | |
| | 0.00% | 0.05% | 0.00% | 0.00% | 0.00% | 0.00% | Y | Y | Y | Y | Y | Y | Y | 0.00% | E | |
| | 0.00% | | | | | | Y | Y | Y | Y | Y | Y | Y | 0.00% | | T |

# Proportion of CapEx from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | CapEx (€ million) | Proportion of CapEx, year N (%) | |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)** | | | | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** CCA 5.1 WTR 2.1 | 19.2 | 8.28% | |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** CCA 5.2 WTR 2.1 | 0.1 | 0.05% | |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** CCA 5.3 WTR 2.2 | 3.4 | 1.48% | |
| Renewal of waste water collection and treatment | **CCM 5.4** CCA 5.4 WTR 2.2 | 0.9 | 0.38% | |
| Desalination | **CCA 5.13** | 10.1 | 4.37% | |
| **CapEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)** | | **33.7** | **14.55%** | |
| **A. CapEx of Taxonomy eligible activities (A1+A2)** | | **216.0** | **93.29%** | |
| **B. TAXONOMY-NON-ELIGIBLE ACTIVITIES** | | | | |
| **CapEx of Taxonomy-non-eligible activities** | | **15.5** | **6.71%** | |
| **Total** | | **231.6** | **100.00%** | |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (EL; N/EL) | Climate Change Adaptation (EL; N/EL) | Water (EL; N/EL) | Circular Economy (EL; N/EL) | Pollution (EL; N/EL) | Biodiversity (EL; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards (Y/N) | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) CapEx, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 40.82% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 0.05% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 9.46% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 0.31% | | |
| | N/EL | **EL** | N/EL | N/EL | N/EL | N/EL | | | | | | | | 3.56% | | |
| | **10.18%** | **4.37%** | **0.00%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **54.19%** | | |
| | **80.82%** | **4.43%** | **8.04%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **95.17%** | | |

# Proportion of OpEx from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | OpEx (€ million) | Proportion of OpEx, year N (%) | |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.1. Environmentally sustainable activities (Taxonomy-aligned)** | | | | |
| Electricity generation from hydropower | **CCM 4.5** CCA 4.5 | 0.2 | 0.33% | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** CCA 5.1 WTR 2.1 | 17.4 | 35.64% | |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** CCA 5.2 WTR 2.1 | 0.8 | 1.69% | |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** CCA 5.3 WTR 2.2 | 2.3 | 4.78% | |
| Renewal of waste water collection and treatment | **CCM 5.4** CCA 5.4 WTR 2.2 | 0.7 | 1.40% | |
| Desalination | **CCA 5.13** | 0.2 | 0.41% | |
| Construction, extension and operation of water collection, treatment and supply systems | **WTR 2.1** CCM 5.1 CCA 5.1 | 0.1 | 0.23% | |
| Construction, extension and operation of waste water collection and treatment | **WTR 2.2** CCM 5.3 CCA 5.3 | 8.4 | 17.15% | |
| Sustainable urban drainage systems (SUDS) | **WTR 2.3** CCM 5.3 CCA 5.3 | 0.0 | 0.01% | |
| **OpEx of environmentally sustainable activities (Taxonomy-aligned) (A.1)** | | **30.2** | **61.66%** | |
| Of which Enabling | | 0.2 | 0.41% | |
| Of which Transitional | | 0.0 | 0.00% | |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.
N* - Aligned taxonomic activities that contribute to more than one objective where the objective not selected for substantial contribution (to avoid double counting) has part of the amount aligned.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (Y; N; N/EL) | Climate Change Adaptation (Y; N; N/EL) | Water (Y; N; N/EL) | Circular Economy (Y; N; N/EL) | Pollution (Y; N; N/EL) | Biodiversity (Y; N; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) OpEx, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **Y** | N | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.57% | | |
| | **Y** | N | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 36.90% | | |
| | **Y** | N | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 3.37% | | |
| | **Y** | N | N* | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 4.73% | | |
| | **Y** | N | N | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | 0.63% | | |
| | N/EL | **Y** | N/EL | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | E | |
| | N | N | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | N | N | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | N | N | **Y** | N/EL | N/EL | N/EL | Y | Y | Y | Y | Y | Y | Y | | | |
| | **43.85%** | **0.41%** | **17.39%** | **0.00%** | **0.00%** | **0.00%** | Y | Y | Y | Y | Y | Y | Y | **46.20%** | | |
| | 0.00% | 0.41% | 0.00% | 0.00% | 0.00% | 0.00% | Y | Y | Y | Y | Y | Y | Y | 0.00% | E | |
| | 0.00% | 0.00% | | | | | Y | Y | Y | Y | Y | Y | Y | 0.00% | | T |

# Proportion of OpEx from products or services associated with Taxonomy-aligned economic activities

| Financial year FY 2024 | Year 2024 | | | |
|---|---|---|---|---|
| Economic Activities | Code | | OpEx (€ million) | Proportion of OpEx, year N (%) |
| **A. TAXONOMY-ELIGIBLE ACTIVITIES** | | | | |
| **A.2 Taxonomy-Eligible but not environmentally sustainable activities (not Taxonomy-aligned activities)** | | | | |
| Construction, extension and operation of water collection, treatment and supply systems | **CCM 5.1** | CCA 5.1 WTR 2.1 | 5.6 | 11.38% |
| Renewal of water collection, treatment and supply systems | **CCM 5.2** | CCA 5.2 WTR 2.1 | 1.1 | 2.26% |
| Construction, extension and operation of waste water collection and treatment | **CCM 5.3** | CCA 5.3 WTR 2.2 | 4.1 | 8.43% |
| Renewal of waste water collection and treatment | **CCM 5.4** | CCA 5.4 WTR 2.2 | 0.5 | 1.10% |
| Desalination | **CCA 5.13** | | 1.3 | 2.61% |
| **OpEx of Taxonomy-eligible but not environmentally sustainable activities (not Taxonomy-aligned activities) (A.2)** | | | **12.6** | **25.77%** |
| **A. OpEx of Taxonomy eligible activities (A1+A2)** | | | **42.8** | **87.43%** |
| **B. TAXONOMY-NON-ELIGIBLE ACTIVITIES** | | | | |
| **OpEx of Taxonomy-non-eligible activities** | | | **6.2** | **12.57%** |
| **Total** | | | **48.9** | **100.00%** |

In taxonomic activities that contribute to more than one objective, the objective to which they contribute is indicated in bold.

| | Substantial Contribution Criteria | | | | | | DNSH criteria ('Does Not Significantly Harm') | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Climate Change Mitigation (EL; N/EL) | Climate Change Adaptation (EL; N/EL) | Water (EL; N/EL) | Circular Economy (EL; N/EL) | Pollution (EL; N/EL) | Biodiversity (EL; N/EL) | Climate Change Mitigation (Y/N) | Climate Change Adaptation (Y/N) | Water (Y/N) | Circular Economy (Y/N) | Pollution (Y/N) | Biodiversity (Y/N) | Minimum Safeguards | Proportion of Taxonomy aligned (A.1.) or eligible (A.2.) OpEx, year N-1 | Category enabling activity (E) | Category transitional activity (T) |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 10.91% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 1.06% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 23.34% | | |
| | **EL** | EL | EL | N/EL | N/EL | N/EL | | | | | | | | 2.10% | | |
| | N/EL | **EL** | N/EL | N/EL | N/EL | N/EL | | | | | | | | 2.43% | | |
| | **23.17%** | **2.61%** | **0.00%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **39.84%** | | |
| | **67.01%** | **3.02%** | **17.39%** | **0.00%** | **0.00%** | **0.00%** | | | | | | | | **86.05%** | | |

# Social information

## WE CREATE SHARED WELL-BEING

- People who work for people
- We ensure access to water and we build meaningful partnerships

**1.4 M€**
invested in the training of our team

**5.5 M€**
invested in the creation of social impact

# People who work for people

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Employment, development and culture of belonging<br>Security, well-being and health<br>Diversity, equity and inclusion | 2-7, 2-28, 2-30, 3-3, 401-1, 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-9, 404-1, 404-2, 405-1, 405-2 | 2, S1, S2, S3, S4 | SL3. People management |

## Work-life balance

We have renewed our family-responsible company (EFR) certification until 2027
We promote a work-life balance for our staff

## AqualiaYoung

We have created the AqualiaYoung talent network
We connect, inspire and empower the company's young talent

## I4U Awards

III Aqualia I4U Innovation Awards
We promote innovation, creativity and research among our company's talent

## Be Aqualia 360

Be Aqualia 360 new people and culture management project

## Inclusion

Training in Healthy and Inclusive Leadership for team leaders in Spain

## Be Aqualia Awards

2nd Edition of the Be Aqualia Awards
We promote good practices when it comes to health and well-being

## AqualiaWomen

Internal network of female talent
AqualiaWomen

## Diversity

We renewed our commitment to the 10 principles of the Diversity Charter
We are committed to diverse and egalitarian workplaces


At Aqualia, we are committed to working for the well-being of others. We never lose sight of this, and so we take care of each individual across the entire organisation, both professionally and personally. We seek to ensure that those who work with us prosper, both individually and collectively. We aim to provide stable, high-quality, and engaging employment in the 18 countries in which we operate.

People management is so essential to us that it forms the backbone of **strategic line 3** of our Aqualia's 2024–2026 Strategic Sustainability Plan, which focuses on three objectives: helping to achieve the integral health objectives of employees, generating an attractive and sustainable organisational identity, and advancing towards a sustainable company culture.

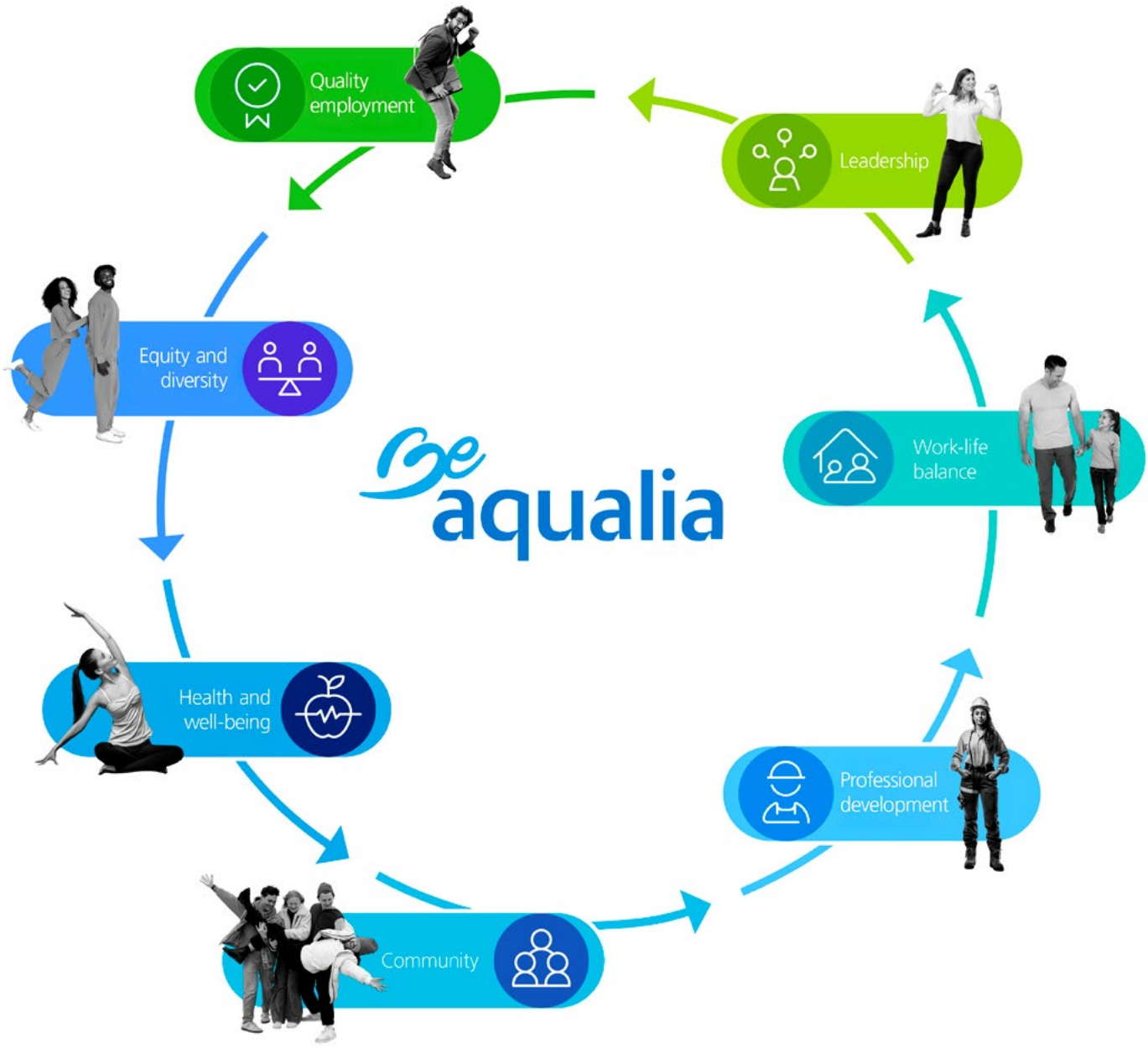
# SL3. People management

| Nº | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| **Continuing making progress towards equality and diversity** | | | | | | |
| SL3P1.1 | **Percentage of women in executive/middle management positions** | 23 % | Increase hiring/promotions of women in middle management positions in accordance with the commitments agreed in the 3rd Equality Plan. | | | √ |
| **Be talent/training** | | | | | | |
| SL3P2.1 | **Average no. of hours of training per employee per year** | 15.66 | Maintain/increase the number of hours with respect to the previous year or, failing that, increase the number of employees receiving training in matters considered strategic for the company. | | | √ |
| **Improving the employee experience** | | | | | | |
| SL3P3.1 | **Employee satisfaction or engagement index (work climate survey)** | -* | Maintain/improve employee engagement/ satisfaction indicators (based on the results of Work Climate Surveys). | | | - |
| **Zero harm to workers** | | | | | | |
| SL3P4.1 | **Accident frequency index (Total lost-time accidents / hours worked) x 1,000,000)** | 6.34 | 8.93 | 8.48 | 8.06 | √ |
| **Holistic health project** | | | | | | |
| SL3P5.1 | **Percentage of workers out of the total workforce who are part of occupational health surveillance programmes** | 70 % | 70 % | 80 % | 90 % | √ |

* The labour climate survey will be carried out in 2025.

To make further progress towards Aqualia's cultural transformation, in 2024 we started evolving the Be Aqualia project into Be Aqualia 360, providing a more holistic approach to people management that addresses new trends and the internal and external needs of the company.

**Be Aqualia** encompasses seven blocks of action identified as **health assets** with which we seek to ensure the fulfilment of our team's responsibilities and objectives, enhance their motivation and build positive relationships between the different areas.




With Be Aqualia 360, we will work on five lines: integral health, quality employment, corporate wellness, culture and talent, community and sustainability.

**MARKÉTA PROKEŠOVÁ**
HR SPECIALIST, HUMAN RESOURCES AND HEALTH & SAFETY DEPARTMENT TEAM, CZECH REPUBLIC

# Be Aqualia as a driver of cultural transformation in a “people for people” company

## Deployment in the Czech Republic

**To begin with, let's talk about the implementation of Be Aqualia in the Czech Republic. What are the key factors in transforming a corporate roadmap into a set of actions on the ground with maximum reach?**

The deployment of the Be Aqualia project in the Czech Republic has been a key step in creating a new corporate culture and supporting our people in the area of health, with the premise that a healthy and satisfied employee is an efficient employee.

One of the factors that has contributed to this success is conducting a survey among workers about their needs regarding physical and mental health, healthy eating, and company events for a healthy lifestyle. Based on the results, we have organized workshops and events throughout the year, such as the distribution of vitamin supplements at the beginning of autumn, or the MultiSport card to access swimming pools, gyms, and sports and wellness centres.

In all these initiatives, we follow a comprehensive approach to well-being and the balance between personal and professional life. The combination of both perspectives contributes to employee performance and motivation, can help productivity, and ultimately strengthens their long-term commitment to the company.

## Employee Feedback

**Based on feedback and internal listening, what are the most valued measures? And from the perspective of the People and Culture team, in what aspects do you think Be Aqualia is having the greatest impact?**

We evaluate each action carried out in the Healthy Company program (Be Aqualia's health and well-being area). To do this, we send a questionnaire to employees where they can share their impressions and suggestions. 90% of the comments are positive, so the number of actions increases according to this satisfaction.

Among the most valued initiatives are company events, such as 'Bike to work', to replace the car with the bicycle as a means of transport; or 'Holiday Challenge: Conquer the peaks', a mountain activity with colleagues or family members. Another popular event is 'Together to the mountains', a joint employee hike.

Thanks to these actions, employees have the opportunity to get to know their colleagues better, share moments outside of work, and feel more valued by the company. We believe it is necessary to give people security, to know that they can be themselves and that they have the support of their managers in any situation.

**"The balance between personal and professional life contributes to employee motivation and strengthens long-term commitment to the company"**

## Healthy Company

**Why this focus on health and well-being within Be Aqualia? What aspects have been considered in designing the actions?**

When designing actions for employees, the focus is on their needs. We know that professional development is one of them, and therefore, in 2024 we organized a Management Academy for middle managers and direct supervisors (almost 100 people). The program focused on soft skills, management skills, increasing competencies, team confidence, and mutual respect. Managers understood the importance of working side by side with their teams with time and efficiency.

In the last two years, we have also focused on health care and prevention. A good example is the Healthy Day, where employees can access a medical check-up at the workplace in various specialties. We plan to extend the Healthy Day in 2025 to the larger operations: Ostrava, Havířov, Frýdek-Místek, Opava.

Additionally, we act in the area of mental health, an important but still taboo topic in our country. Activities in which 868 employees (out of a total of 910 employees) participated between 2023 and 2024. The initiative to pay the registration fee for various regional races was also very well received.

## New Challenges

**Considering the market reality and the company's short-medium term objectives in the Czech Republic, what challenges do you set to continue advancing in Be Aqualia and more specifically in Healthy Company?**

We want to continue strengthening the corporate culture, supporting open communication, cooperation, innovation, and team commitment. This involves betting on training and development programs for all levels of employees.

We also consider it very important at this time to focus on psychological safety at work, and promote well-being and medical check-ups. We would like to include workshops to identify strengths and psychological care for managers initially, with the possibility of extending it to all employees later.

Finally, for 2025 we are planning to implement a Safety Day with the aim of creating a safety culture in the company: an environment where employees feel responsible for their own safety and that of their colleagues.

# A company that attracts, nurtures and empowers talent

## Attracting and retaining talent

The availability of multidisciplinary professionals and the technology needed to achieve excellence in customer service is one of the key aspects highlighted by Aqualia's teams.

In order to attract and retain this outstanding talent, we carry out various actions, while always respecting equal opportunities and ensuring non-discrimination. In 2024, we made our presence felt on the main job portals and took part in events to promote young talent and the future careers of university students:

- **Job fairs to attract the interest of future talent,** such as the Employment and Technology Forum of the Polytechnic University of Madrid, the Foroempleo 2024, held at the Carlos III University Campus in Madrid, or the Young Talent Job Fair in Oviedo, organised by the Chamber of Commerce of Asturias (Spain).

- **"Welcome Talent, the power of an inclusive brand" event,** organised by MyGwork at the Instituto de Empresa in Madrid, where different companies shared diversity and inclusion initiatives with students and human resources professionals, with the goal of attracting talent and fostering equal opportunities on matters of employment.


Santiago Lafuente, CEO of Aqualia, accompanied by other senior executives of the comany and several young professionals from Aqualia who are members of the Young Water Professionals (YWP) in the event held in Bilbao.

- **Collaboration with the Young Water Professionals (YWP) network:**

  - **First hackathon for young people in the water sector**, where several members of our staff shared their knowledge and passion for finding solutions to improve different aspects of the water management cycle.

  - **Teaching innovation project titled "Más claro agua", alongside the YWP and the Universidad Politécnica de Madrid (UPM).** As part of the water management module of the Master's Degree in Chemical Engineering and Environmental Engineering, young talent from our company and members of the Young Water Professionals (YWP) network, were invited to share their professional experience with the learners. The aim is to connect them with young talent working in the industry and raise awareness of the career opportunities available in the water sector.

  - **4th IWA-YWP Spain National Conference 2024, held in Bilbao,** to foster the exchange of experiences and knowledge among young talent in the industry and provide a space for networking and for their personal and professional growth.

- **We created the AqualiaYoung young talent network, integrated into the Be Aqualia** ecosystem and specifically designed to connect, inspire and empower the company's young talent. This network is made up of employees under 35 years of age with the aim of sharing knowledge and building talent loyalty, with training, meetings and other events to be organised.

## Staff by gender and country

| 2024 | Men | Women | Total |
|---|---|---|---|
| Saudi Arabia | 292 | 19 | **311** |
| Algeria | 53 | 6 | **59** |
| Chile | 11 | 0 | **11** |
| Colombia | 770 | 285 | **1,056** |
| Egypt | 222 | 4 | **226** |
| United Arab Emirates | 415 | 13 | **428** |
| Spain | 5,480 | 1,600 | **7,079** |
| United States of America | 164 | 79 | **243** |
| France | 137 | 53 | **190** |
| Georgia | 2,447 | 397 | **2,844** |
| Italy | 251 | 28 | **279** |
| Mexico | 88 | 18 | **106** |
| Oman | 2 | 0 | **2** |
| Peru | 3 | 1 | **4** |
| Portugal | 92 | 22 | **114** |
| Qatar | 42 | 3 | **45** |
| Czech Republic | 742 | 295 | **1,037** |
| Romania | 4 | 0 | **4** |
| Other countries* | 2 | 1 | **3** |
| **Total** | **11,216** | **2,824** | **14,040** |

* Panama, Montenegro, Tunisia

## Staff by age range

| 2024 | Q | % |
|---|---|---|
| Up to 35 years old | 2,681 | 19 % |
| Between 35 and 54 years old | 7,518 | 54 % |
| Over 54 years old | 3,841 | 27 % |
| **Total** | **14,040** | **100 %** |

# Benefits and rewards for our human team

Work-life balance, new ways of working and flexibility are highly prized among employees and essential when it comes to people management at any company. Aqualia has been working in this direction for years: we take positive action to improve the quality of employment, flexibility, family support, personal and professional development and equal opportunities for our personnel.

The fact that we have held the **Family-Responsible Company (EFR)** seal since 2017 is proof of this commitment. Promoted by the Másfamilia Foundation and endorsed by the United Nations, this certification enables us to implement a continuous improvement system with measures to ensure the well-being of our workforce.

In 2024, we successfully renewed this certification, and following an external assessment by AENOR, we received our work-life balance certification until 2027 with the category of "Engaged Company C+"- a testament to our commitment to designing strategies and practices to help ensure a proper work-life balance.

Aside from this certification, our benefits and work-life balance measures are communicated to all employees through our internal communication channels: corporate intranet, work centre bulletin boards, email, Be Aqualia app, among others.

Regarding **remuneration,** Aqualia complies with all applicable laws and regulations governing pay and compensation. We ensure that the salaries and benefits of our employees comply with all applicable requirements according to their job position and level of performance. To make sure this is the case, we design an appropriate compensation package through various actions:

- Thorough review of the items and amounts to which each worker is entitled, in accordance with the applicable collective bargaining agreement, individual agreement or contract of employment.

- A performance-based variable remuneration policy aligned with annually established performance indicators. Target-based variable remuneration policy, according to annually established performance indicators.

# Fostering professional and personal development

Technological progress and changing market trends drive us to continuously innovate and seek new ways to enhance the professional development of our team, whether this relates to their technical knowledge, languages or leadership skills. The Standard Job Manual is the benchmark facilitating human resources processes and contributing to the optimal development of people. This handbook allows us to align our training with strategic objectives and devise training plans tailored to specific job requirements.

At Aqualia, knowledge transfer is a top priority. To achieve this, we organise training events and webinars for our technical personnel, according to the needs of their function. We have a catalog of training technical courses and a team of trainers from the engineering, production, innovation and operations departments. We also encourage the accreditation of professional skills, with experts specialized in energy, water, safety and the environment. Since 2017, a total of 310 employees have earned this certification.

In addition, to accompany our growth and international expansion strategy, we have a platform where employees can learn the languages of the countries in which we operate: English, French, Portuguese, Italian and Spanish.

Emotional health is also an integral part of our training program. In 2024, we offered courses on topics such as stress, productivity and mental wellbeing, with 754 participants. Safety and security also remain top priorities, especially in the prevention of risks due to asbestos exposure. In 2024, we delivered a total of 98,375 hours of training in health and safety.

Not only is technical knowledge fundamental to our progress and growth as a company, but also a strong culture and ethical values also guide decision-making throughout our organization. Along these lines, in 2024 we continued to deliver training on **Aqualia's Leadership Model** for managers, and also on the **Code of Ethics and Conduct,** with a particular emphasis on identifying and resolving conflicts of interest.

## Aqualia's Leadership Model is built around three pillars:

**Participatory leadership** to foster people development and team management.

**Healthy leadership,** where we work on how leaders can create a positive impact on psychosocial risks and modulate them.

**Inclusive leadership,** where we provide tools for inclusive decision-making.

**24**

Spanish managers in 2024 took part in the training provided under the Aqualia leadership Model, which included the modules of Healthy leadership and Inclusive leadership, delivered by **Affor** and the **Adecco Foundation,** respectively.

We also worked to improve leadership and delivered skills development training, adapted to the specific needs of each country. For example, the assertiveness training course conducted in Tolima, Colombia, in partnership with the Universidad del Rosario, is part of a wider plan to strengthen leadership skills and improve management dynamics. This seminar also addressed issues related to workplace culture and how strong leadership helps to foster a safe and positive work environment.

Together with the Centre for University Studies (CEU), we held the second edition of **the Advanced International Management Programme,** to train key company profiles in advanced management skills in international environments. A total of 15 individuals working in **Saudi Arabia, Portugal, Colombia, France, Georgia, Italy, Qatar and the United Arab Emirates** took part in the programme.

Our subsidiary Georgian Water and Power (GWP) in **Georgia** signed an agreement with the US cooperation agency USAID "Employers for Vocational Education" to run vocational training programmes —specifically on water supply and sewerage systems— among our employees. With a total investment of 475,815 euros, this alliance will help reduce unemployment and support the sustainable development of the country, benefiting approximately 90 people between 2024 and 2025.

In 2024, we also conducted leadership and communication training based on the **Discovery Insights Model.** In October, two training events attended by 35 participants from over 15 different countries were held as part of the cluster's projects in Saudi Arabia. This training, designed to improve internal communication and teamwork, was highly appreciated given the complexity of the projects and the diversity of the teams working on them.

A further key milestone during this period was the training aimed at **enhancing the influence and persuasion skills of spokespeople, which was delivered to 24 managers representing production in Spain**. These courses underscore our commitment to achieve transparency with our stakeholders and to put into practice the techniques and skills needed to act as a spokesperson and to communicate persuasively and effectively. The programme also includes sessions on social media communication and on how to communicate sustainability.

Last but not least, another key project put in place to nurture our talent was the **3rd I4U Aqualia Innovation Awards.** An internal event to champion innovation, creativity and research among the company's talent, to discover proposals that can be implemented in operations and to improve the quality, efficiency and sustainability of our activities. In this year's edition, employees from Portugal, Georgia, the Czech Republic and Spain took part, with 18 applications focused on improving the quality, efficiency and sustainability of the end-to-end water cycle. The project, titled 'Innovation in Cybersecurity at Aqualia' scooped the grand prize, (selected from all the proposals submitted).


Winners of the 3rd Edition of the Innovation Awards.

## Training hours by gender

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Hours | Average | Hours | Average | Hours | Average |
| **Men** | 173,951 | 15.51 | 153,944 | 13.98 | 110,728 | 10.85 |
| **Women** | 58,424 | 20.70 | 42,602 | 15.46 | 45,543 | 18.51 |
| **Total** | **232,374** | **15.66** | **196,546** | **14.28** | **156,327** | **12.34** |

## Training hours by occupational category

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Hours | Average | Hours | Average | Hours | Average |
| **Directors** | 3,250 | 28.76 | 870 | 6.40 | 3,204 | 24.46 |
| **Middle management** | 52,462 | 27.60 | 34,424 | 19.49 | 40,386 | 29.08 |
| **Technicians** | 50,238 | 20.49 | 43,631 | 18.73 | 28,959 | 14.15 |
| **Clerical staff** | 28,348 | 22.31 | 21,512 | 16.82 | 20,326 | 16.76 |
| **Other positions** | 98,077 | 11.81 | 96,109 | 11.65 | 63,452 | 8.04 |
| **Total** | **232,374** | **15,66** | **196,546** | **14.28** | **156,327** | **12.34** |

## Training hours by area of knowledge

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Hours | % | Hours | % | Hours | % |
| **Administration and finance** | 2,124 | 0.9% | 1,552 | 0.8% | 6,757 | 3.5% |
| **Commercial** | 5,350 | 2.3% | 4,514 | 2.3% | 6,133 | 3.2% |
| **Skills** | 14,380 | 6.2% | 5,653 | 2.9% | 8,990 | 4.7% |
| **Purchasing** | 409 | 0.2% | 313 | 0.2% | 1,048 | 0.5% |
| **Marketing and communication** | 756 | 0.3% | 1,072 | 0.5% | 768 | 0.4% |
| **Digital** | 1,058 | 0.5% | 3,696 | 1.9% | 5,422 | 2.8% |
| **Languages** | 25,180 | 10.8% | 16,673 | 8.5% | 46,330 | 24.1% |
| **Equality and diversity** | 488 | 0.2% | 3,700 | 1.9% | 4,319 | 2.2% |
| **Legal and regulatory compliance** | 13,306 | 5.7% | 6,137 | 3.1% | 7,311 | 3.8% |
| **RC** | 628 | 0.3% | 1,188 | 0.6% | 1,847 | 1.0% |
| **HR** | 1,082 | 0.5% | 3,060 | 1.6% | 2,548 | 1.3% |
| **Safety, health and wellbeing:** | 98,375 | 42.3% | 87,402 | 44.5% | 66,198 | 34.4% |
| **Technical** | 27,308 | 11.8% | 50,680 | 25.8% | 30,275 | 15.7% |
| **Leadership and development** | 8,747 | 3.8% | - | - | - | - |
| **Innovation** | 2,403 | 1.0% | - | - | - | - |
| **Miscellaneous** | 30,782 | 13.2% | 10,906 | 5.5% | 4,517 | 2.3% |
| **Total** | **232,374** | **100%** | **196,546** | **100%** | **192,463** | **100%** |

## Investment in training

**1,490,690 €**
in 2024

**1,184,190 €**
in 2023

**951,092 €**
in 2022

# Communication and employee dialogue as an internal thread

In 2024, internal communication became an increasingly important part of our day-to-day work, as a tool to keep everyone in Aqualia regularly informed of our activities, positioning and other relevant events. It is also a key element enabling internal cohesion and in conveying our culture.

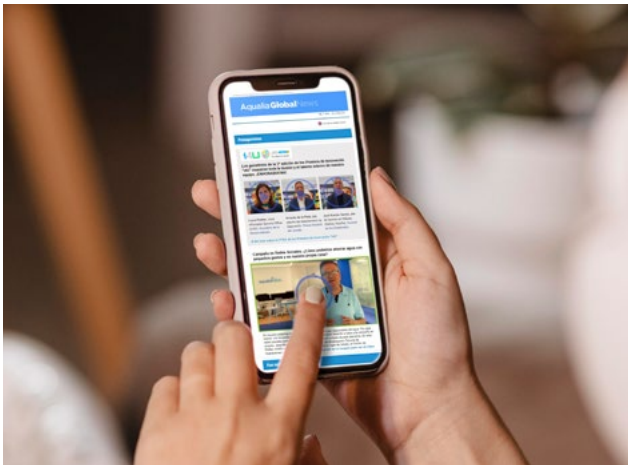
One of our main internal channels is **Be Aqualia,** a mobile app aimed at all the company's employees, especially those who do not have a corporate email account. With this tool we are able to achieve effective two-way communication: we are able to keep our employees regularly informed of everything going on at Aqualia, and they can give us their opinion and take part in surveys and challenges proposed by the company.

**+800**

In 2024, more than 800 internal communications were sent out in various formats: emails, information flashes, **Aqualia Global News newsletter and the corporate app.**

| | 2024 | 2021 | 2022 |
|---|---|---|---|
| **Employees who downloaded the Be Aqualia app** | 8,685 | 8,033 | 7,280 |

In the realm of **collective bargaining,** we saw a continuation of the trend towards a reduction in the number of smaller-scale collective bargaining agreements. In Spain, the main reference framework —the 6th State Collective Bargaining Agreement for the End-to-end Water Cycle— was extended to Extremadura and joins various other collective agreements to which Aqualia has adhered or which otherwise fall under the umbrella of the State Collective Bargaining Agreement. Collective agreements have also been reached at provincial and regional level, such as the Balearic Islands Collective Bargaining Agreement and the updating of agreements in Catalonia. We are also negotiating the collective agreement for our subsidiary Smvak in the Czech Republic for the years 2025–2027, along with other agreements with a smaller scope under negotiation in 2024.



Another forum for employee dialogue is **Aqualia's Occupational Health and Safety Charter:** working group featuring representatives of the main trade unions and the company's own management, which addresses health and welfare conditions and the implementation of good practices at a global level.

In 2024, we addressed various recurring themes, including the trend in the accident rate and the achievement of the objectives of the **Strategic Health and Wellness Plan.** We also presented the results of the psychosocial risk assessment, the physical security risks in the event of violent external events, and the resources and means put in place for these cases. Last but not least, we addressed the extraordinary steps taken in response to the flash floods that struck parts of Valencia in late 2024, as well as new protocols for atmospheric perils.

[10] Relates to 443 Aqualia Global News newsletters (total number of news items), 22 flashes, 290 email campaigns, and 61 news items uploaded to the Be Aqualia App.

# Awards and recognition in relation to employment, development and fostering a culture of belonging

Recognition from the **Regional Ministry of Family, Youth and Social Affairs of the Community of Madrid** for our efforts to promote work-life balance measures as a Family Responsible Company (EFR).

## Main indicators in employment, development and in fostering a culture of belonging

### Full-time and part-time staff

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Full time | 10,934 | 2,500 | **13,434** | 10,695 | 2,418 | **13,113** | 9,902 | 2,137 | **12,039** |
| Part time | 283 | 324 | **606** | 314 | 337 | **651** | 310 | 324 | **634** |
| **Total** | **11,216** | **2,824** | **14,040** | **11,009** | **2,755** | **13,764** | **10,212** | **2,461** | **12,673** |

### Staff by type of employment contract and gender

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Open-ended | 9,501 | 2,379 | **11,880** | 9,017 | 2,266 | **11,293** | 8,496 | 2,164 | **10,661** |
| Temporary | 1,716 | 445 | **2,160** | 1,991 | 480 | **2,471** | 1,715 | 298 | **2,013** |
| **Total** | **11,216** | **2,824** | **14,040** | **11,009** | **2,755** | **13,764** | **10,212** | **2,461** | **12,673** |

### Recruitment by gender[11]

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Men | 1,576 | 76 % | 4,525 | 82 % | 1,160 | 77 % |
| Women | 484 | 24 % | 1,005 | 18 % | 353 | 23 % |
| **Total** | **2,060** | **100 %** | **5,530** | **100 %** | **1,513** | **100 %** |

### Recruitment by age range[11]

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Up to 35 years old | 943 | 46 % | 2,004 | 36 % | 680 | 45 % |
| Between 35 and 55 years old | 891 | 43 % | 2,346 | 42 % | 723 | 48 % |
| Over 55 years old | 226 | 11 % | 1,180 | 21 % | 110 | 7 % |
| **Total** | **2.060** | **100%** | **5.530** | **100%** | **1.513** | **100%** |

[11] The difference in recruitment between 2024 and 2023 is due to the acquisition of the Georgia contract in 2023.

# A safe and healthy environment

We ensure that both physical and emotional health and safety receive the attention they deserve within the company from a preventive and holistic approach.

To achieve this, we are guided by our **Enterprise Management System** and the Department of Health and Welfare's 2024–2026 Strategic Plan.

To continuously improve our health and safety processes, we are certified under the ISO 45001 standard, which is an integral part of Aqualia's Enterprise Management System.

At the same time, we continue to work towards the four key focus areas outlined in the Department of Health and Welfare's Strategic Plan for 2024–2026:

### Zero harm to workers

Reduce the personal injury caused by unsafe conditions and attitudes, both to the company's workers and third parties.

### Critical risk control

Maintain a standard control system across the entire organisation to ensure safety and compliance in relation to certain risks that we consider critical to our activity.

### Be Aqualia – Occupational wellness

Improving the physical and emotional health and well-being indicators for the workforce and significantly increasing participation in programmes to promote healthy living.

### Data analysis and reporting

Improve management, control and reporting by implementing a global application, and redefining proactive and predictive indicators, scorecards and related targets.

## Zero harm to workers

We have updated and structured this line as four programmes: absenteeism control, organisational learning, health and safety performance control for contractors, and integration of preventive action. In 2024, we focused on the internationalisation of these projects and on assessing internal training in order to consolidate the company's preventive culture.

## Critical risk control

This line involves two projects: critical risk programmes and the company's key risks. The latter is new and seeks to raise awareness at all levels of the risks to which all activities are exposed in the end-to-end water cycle, and which can sometimes lead to serious accidents.

## Be Aqualia, occupational wellness

In 2024 we increased the number of healthy initiatives, including the promotion of physical activity, healthy nutrition, webinars and workshops, participation in sports activities (races, walks, paddle tennis, football, etc.), agreements with physiotherapy clinics, 'Family Days' with employees and their social or family environments, and so forth.

Meanwhile, with the support of our partner AffortHealth, we continued to offer emotional health programmes to our workers and we addressed psychosocial risks within the company, helping to consolidate a cultural change across the organisation in relation to mental health. Among them are the measures included within the **Be Aqualia** psicopack:

- **Psicomet,** a tool allowing us to examine the level of mental and emotional well-being of an individual, and to enable the early detection of possible mental health problems.
- **Employee Support Programme (ESP),** a psychological care service offered by expert psychologists who help employees resolve any possible psychological and emotional distress they may be experiencing, whether personally or at work.
- **Emotional health prevention** through live workshops led by expert psychologists to build emotional resilience.
- **Interpersonal conflict management procedure,** a mediation tool for managing and resolving conflicts arising in the workplace.

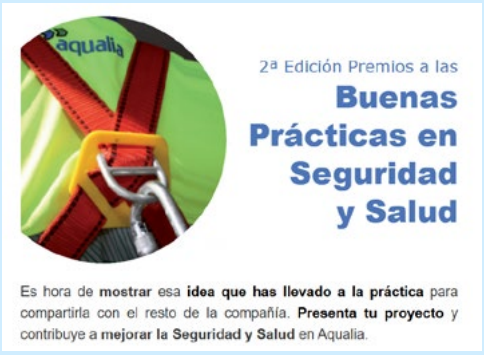
In Spain, we carried out our second **Psychosocial Risk Assessment** using the MentallyPro® tool, which allows us to classify the findings by economic activity, cross-reference the data with other variables and sort them according to the company's intervention priorities. These results will help us make better decisions to improve employee well-being and health in the workplace.

Along with this psychosocial risk assessment, we measured the psycho-emotional health of our employees using the Goldberg Depression Scale and handed out a questionnaire on violence or harassment in the workplace. All of this makes our assessment a thorough and holistic process and its results help us prioritize our interventions effectively and strategically. We are also working to extend this methodology to other countries.

## Data analysis and reporting

In 2024, we continued to implement our new software for global health and safety management. By gathering more feedback on its use, we made improvements to enhance autonomy, ease of use and the delivery of more granular information. Following these changes, the software has been extended to other countries, and it is expected that all projects will adopt the same tool in 2025. Thanks to these efforts, we will be able to standardise our management approach in key aspects such as accident reporting and investigation, safety inspections, identification and implementation of corrective action, etc.

## 2nd Be Aqualia Awards




### Good health and wellness practices

The second edition of these awards was held to recognise those who are invested in —and who excel at—improving the lives of the other people who work at Aqualia and the communities in which we operate. Their example helps us to gather best practices and inspire the rest of the organisation.

In this edition, the awards were split into three categories:

- Award for Occupational Risk Prevention, with 22 nominations.
- Health and Well-being Promotion Award, with 5 nominations.
- Personal Lifetime Achievement Award, with 3 nominations.

# External awards and recognitions in safety, wellness and health


Finalists in the 2nd **imPULSO Cardiovascular Health Awards,** in the large company category, presented by the Spanish Heart Foundation (FEC), for our efforts to raise awareness and prevent cardiovascular diseases through the **BeFit** Project, which promotes healthy lifestyle habits among our employees.

In the **United Arab Emirates,** we were recognised at the **TAQA-WS HSE FORUM 2024** with the following awards:

- HSE Good Achievement Award.
- HSE Individual Award: Mr. Shamal 'Senior HSE Engineer'.

Recognition as a **Protected Brain Space** by Fundación Freno al Ictus, training 123 employees from the customer service offices in Lleida, Oviedo and Jerez de la Frontera (Spain) in how to spot a stroke and respond effectively.

OSWS, our Omani subsidiary that manages the water infrastructure of the port of Sohar and its industrial zone in Oman, scooped two prestigious international health and safety awards: the **British Safety Council International Safety Awards** under **RoSPA Health and Safety Award.**

Be Aqualia as a "success story" in the **'Perk Talks'** of Vitaance, a platform dedicated to the management of well-being programmes at companies.

**Perk Talks by Vitaance with Bernardo Delgado, Health and Well-being coordinator at Aqualia**

## Key safety, well-being and health indicators

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Deaths resulting from work-related injuries and health-related issues | 1 | 0 | 1 |
| Recordable accidents at work* | 205 | 215 | 238 |
| Hours worked | 32,345,093 | 29,056,697 | 24,180,308 |
| Recordable occupational accident rate** | 6.34 | 7.40 | 9.84 |

* Corresponds to accidents resulting in more than four days of leave. Non-traumatic pathology accidents and commuting accidents are not included.
** (Recordable occupational accidents / Hours worked)) * 1,000,000
Includes salaried and non-salaried employees.

# A diverse and inclusive organisation

Our culture is not only transformative and healthy, but also diverse and inclusive. We have managed to create spaces that are respectful, inclusive, egalitarian and free from bias or prejudice. And we won't settle for less: with the Diversity and Inclusion Protocol, and the coordination of the **Diversity Committee,** we continue to progress towards the company we aspire to be.

The Diversity, Equity and Inclusion Protocol establishes our responsibility in building work ecosystems that foster relationships between different people and within increasingly diverse environments. Aqualia reflects the reality of the society in which we operate an ever more diverse space enriched by individuals with different skills and abilities, and with unique cultural and social traits that enrich a global organisation such as ours.

All our subsidiaries, subject to regulatory obligations, have equality plans agreed with the social partners. In 2024, we implemented the commitments embraced under the **3rd Equality Plan,** signed in October 2021 for the 2021–2025 period. In doing so, we have renewed our commitment to gender equality (SDG 5) and reduced inequalities (SDG 10).

In terms of diversity, equity and inclusion governance, in 2024 the Diversity Committee analysed diversity-related issues and projects, and implemented the **Diversity, Equity and Inclusion Action Plan,** which outlines all the planned actions to further advance towards an inclusive and bias-free culture.

# Actions for diversity

Santiago Lafuente, CEO of Aqualia, together with Esther Alcocer, Chairwomen of the FCC Group, Teresa Viejo, Chairwomen of Fundacion Diversidad, Alicia Alcocer, Chairwomen of Cementos Portlant and other representatives from the different areas of FCC Group.

As a signatory of the Diversity Charter, we champion the principles of equality, diversity and inclusion in the workplace through this initiative, as well as others such as the AqualiaWomen network, the Empowering Women's Talent seal, the Diversity Leading Company certification, equality campaigns and campaigns against gender violence, AqualiaContigo, and training and awareness programs on diversity, equality and inclusion.

In addition to renewing our commitment to the Diversity Charter in 2024, we remained adhered to the **#CEOPorLaDiversidad** alliance, an initiative headed up by the Adecco Foundation and **the CEOE Foundation (Spanish Confederation of Business Organisations)** to unite companies and people who lead them around the shared values of diversity, equity and inclusion.

We also have an agreement in place with the **Business Network Association for LGBTI Diversity and Inclusion (REDI),** an ecosystem of companies and professionals in Spain that works to promote inclusive, safe and respectful workplaces for all individuals, regardless of their gender identity, gender expression, or sexual orientation. Through REDI, we have conducted awareness-raising sessions on diversity and inclusion for all employees, with the aim of raising awareness of the benefits of promoting more respectful and inclusive work environments, and to show the professional barriers that LGBTI+ people may encounter within the company.

Another agreement, this time with **MyGWork,** a global recruitment and networking platform for LGTBI+ people, helps us attract the most diverse talent among professionals, graduates and organisations working to promote diversity and inclusion in the workplace. We took part in the platform's Work Pride forum to promote the employment of LGTBI+ people and we shared 'What diverse, open and inclusive networking looks like' within the company.

Also in 2024, we organised an event for delegation managers in which we underscored the importance of inclusive leadership and the positive impact of diversity on the business.

Also in the realm of training, we delivered courses on sexual violence, DE&I LGBTI+, inclusive language, unconscious bias and cycles of gender-based violence. And to mark the occasion of **Pride Day,** we staged a campaign involving all the employees of our Madrid offices.

# Actions for gender equality

## Aqualiawomen

In 2024, 50 women belonged to this internal network of female talent enabling coaching, training and professional networking.

## Cross Mentoring Programmes

It forms part of the **Empowering Women's Talent (EWT)** initiative, which brings together mentor and mentee pairs from different companies. In 2024 two mentees and two mentors from Aqualia participated in the programme.

## Networking and Speed-Mentoring

Initiative promoted by the organisation Womenalia to encourage STEM (science, technology, engineering and mathematics) vocations among young women. The event fosters contact between pre-university students and leading female engineers from the business world.

## Let's talk about equality training

Compulsory for new recruits, this course promotes equal opportunities in the workplace, the rejection of direct and indirect discrimination on the basis of gender, race, age, nationality, religion, sexual orientation, disability, and so forth.

## Collaboration with the Women's Employment Programme of the Adecco Foundation

which fosters the employment of women at risk of social exclusion. In 2024 we were involved—thanks to our volunteer staff—in organising a Solidarity Wardrobe so that the women taking part in the initiative had suitable clothes to turn up for a job interview. Together with the Adecco Foundation, we have also helped to draw up the 11th #EmpleoParaTodas Report.

## Partnership with the Ministry of Equality (government delegation against gender violence)

to raise social awareness about combating gender violence, as part of the initiative **'Companies for a society free of gender-based violence',** signed in November 2022 (Spain).

## Awareness campaigns

On key dates we launched awareness-raising initiatives in various locations with the invaluable collaboration of our employees, and we continued to strike up partnerships to work on gender equality.

- **International Women's Day** campaign with the slogan **'Invest in diversity, the greatest asset to accelerate progress'.** Under the UN call, we invite you to share on www.aqualiaigualdad.com an image with the X symbol for multiplication, as a representation of the achievements made on the road to real equality.

To mark the occasion of **Day Against Gender-Based Violence, we launched the campaign 'Let's be clear about gender violence':** on www.aqualiacontigo.com, where we asked people to share a photo to show their support. In addition, numerous actions were carried out across various municipalities of Spain and Colombia, and an awareness-raising day was given by a technician from the violet dot of the Ministry of Equality and people from the Adecco Foundation who work hard in awareness-raising against gender violence.


# Actions for inclusion

Carolina Serrano, Head of the Customer Service Center, during Fundación Adecco's Employment Camp.

Regulations on disability inclusion vary across the different countries where Aqualia operates. In countries where legislation on the inclusion of people with disabilities applies to us, we comply by hiring people with disabilities and/or collaborating with organizations that promote their inclusion in the labor market. Specifically, in Spain, we fully comply with the regulations on employees with disabilities: we maintain the required 2% of employees with disabilities or apply alternative measures in companies with more than 50 employees. In any case, we have a Personnel Selection Policy, applicable to all countries, which considers criteria of diversity, equity, and inclusion.

In Spain, we are fully compliant with applicable law and regulations governing disabled staff: we observe the minimum requirement of 2% of disabled staff at companies with more than 50 employees, through appropriate alternative measures.

Also in Spain, we have the partnership agreement with the **Down's Syndrome Foundation** and with **FSC Inserta de la Once,** and we continue to work with the **Adecco Foundation** the **Family Plan** to support children of employees with a certified disability greater than or equal to 33%.

During the year, together with the **Adecco Foundation,** we held a series of activities focused on people with different abilities. The most popular have been the corporate volunteering days, held at the headquarters of Las Tablas y Federico Salmón (Madrid), Kansas City (Seville) and Balmes (Barcelona), in which Aqualia volunteers have collaborated with people with disabilities from the Talent Pool Project to conduct a Christmas decoration workshop.

Moreover, to mark the occasion of the **International Day of Persons with Disabilities,** we undertook a plan of action at various work centres, such as the '*Who killed diversity?*' treasure hunt, a biscuit decorating workshop with disabled people from the Cantera de Talento Foundation, and a day with Pablo Pineda, the first European graduate with Down syndrome and ambassador of the Adecco Foundation

Commitment and respect for the **elderly** are among our unwavering principles. These values inspire us to lead global initiatives and support the most vulnerable communities across the countries we serve.

In Riohacha (Colombia) we supported the 'Celebration of the Elderly', an event with music and dance that brings together more than 300 people from diverse communities, including indigenous and afro-descendants.

In the Czech Republic, staff from our subsidiary SmVak regularly visit senior citizen centres such as the Na Výminku nursing home in Ostrava, where they talk to residents and promote responsible water use.

In Georgia, our subsidiary GWP covers the water bill for vulnerable elderly households, ensuring access to high quality drinking water. This action extends also to children's homes in Tbilisi.

# Diversity, equity and inclusion awards and recognitions

Renewal of the **Empowering Women's Talent (EWT)** seal from the HR publication Equipos & Talento, in recognition of our commitment to fostering female leadership.

**Equality in Business Award,** extended until 2028, granted by the Spanish Ministry of Health, Social Services, and Equality in recognition for our unwavering commitment to diversity and equality between men and women.

The Riohacha service (Colombia) received recognition from the Ministry of Labour for its involvement in **Colombia's Labour Inclusion Strategy** for people with labour insertion difficulties in La Guajira. There are already 1,800 people who have been offered a job at numerous companies across the country thanks to this initiative.

Recognition for the third consecutive year by **Equipos & Talentos,** Spain's leading HR media outlet, for being among the top companies in diversity, earning the **Diversity Leading Company** seal, and achieving a higher score than last year (644 vs. 600).

Named one of the **Top 50 companies in Spain with best practices in diversity and inclusion** at the DEI Summit 2024, organised in Madrid by **Intrama Consultoría.**

## Key diversity, equity and inclusion indicators

### Employees by gender

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Men | 11,216 | 80 % | 11,009 | 80 % | 10,212 | 81 % |
| Women | 2,824 | 20 % | 2,755 | 20 % | 2,461 | 19 % |
| **Total** | **14,040** | **100 %** | **13,764** | **100 %** | **12,673** | **100 %** |

### Employees by job category and gender

| | 2024 | | | 2023 | | | 2022 | | |
|---|---|---|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total | Men | Women | Total |
| Directors | 104 | 9 | **113** | 126 | 10 | **136** | 121 | 10 | **131** |
| Middle management | 1,443 | 458 | **1,901** | 1,339 | 427 | **1,766** | 1,064 | 325 | **1,389** |
| Technicians | 1,515 | 937 | **2,452** | 1,464 | 866 | **2,330** | 1,296 | 751 | **2,047** |
| Clerical staff | 332 | 939 | **1,271** | 348 | 931 | **1,279** | 328 | 885 | **1,213** |
| Other positions | 7,823 | 480 | **8,304** | 7,731 | 521 | **8,252** | 7,403 | 490 | **7,893** |
| **Total** | **11,216** | **2,824** | **14,040** | **11,009** | **2,755** | **13,763** | **10,212** | **2,461** | **12,673** |

### Staff by employee category and age range

| | 2024 | | | | 2023 | | | | 2022 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Years** | < 35 | 35-55 | +55 | Total | < 35 | 35-55 | +55 | Total | < 35 | 35-55 | +55 | Total |
| Directors | - | 52 | 61 | **113** | 1 | 88 | 47 | **136** | - | 93 | 38 | **131** |
| Middle management | 287 | 1,107 | 507 | **1,901** | 326 | 1,101 | 339 | **1,766** | 189 | 937 | 263 | **1,389** |
| Technicians | 760 | 1,200 | 493 | **2,452** | 806 | 1,180 | 343 | **2,330** | 665 | 1,056 | 326 | **2,047** |
| Clerical staff | 227 | 727 | 317 | **1,271** | 248 | 809 | 223 | **1,279** | 225 | 776 | 212 | **1,213** |
| Other positions | 1,407 | 4,433 | 2,464 | **8,304** | 1,598 | 4,703 | 1,952 | **8,252** | 1,479 | 4,557 | 1,857 | **7,893** |
| **Total** | **2,681** | **7,519** | **3,842** | **14,040** | **2,979** | **7,881** | **2,904** | **13,763** | **2,558** | **7,419** | **2,696** | **12,673** |

# We ensure access to water and we build meaningful partnerships

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Access to water and sanitation<br>Infrastructure, works and maintenance<br>Processes, procedures and digitalisation<br>Customer and user management and care<br>Public-private partnerships<br>Social actions<br>Transparency and accountability | 3-3, 413-1, 418-1 | 2, S1, S2, S3, S4 | SL2. Technology for integrated management<br>SL6. Strategic communication<br>SL7. Partnerships for the generation of positive impact |

Ecosystem
**Aqualia Contact**
24 hours, 365 days a year

**4 PERTE**
contracts for digitalisation of the water cycle awarded

**Aqualia informs**
the public service podcast that keeps customers informed

**1.7 M**
contracts with e-bills (electronic billing)

**18,647,051 €**
invested in digital transformation

**45 %**
e-invoicing as a percentage of total invoicing

# Clients: transparency, proximity and excellence

Our main customers are national and regional governments, local councils, public institutions, business and industry, irrigators and citizens.

## Transparent communication to citizen

Meeting users' needs and doing so with outstanding levels of service are a key part of our commitment to society. With the end customer at the heart of our strategy, in 2024 we remained committed to direct communication with users and on technological investment to improve this interaction.

Directive (EU) 2020/2184 on the quality of water intended for human consumption sets out the problem of leakage in distribution networks and establishes a period of three years for an assessment to be made. Its transposition in Spain through Royal Decrees 3/2023 and 665/2023 established the control mechanisms, information and indices to be communicated and improved, and the obligation to make available, to local councils, systems that trace, control and optimise this management.

To analyse these new requirements, a multidisciplinary working group came up with the **Water Sanitation Plans** to identify and manage potential risk in water supply infrastructure. And to accompany the process and enhance transparency with citizens, the **Aqualia Laboratory Platform (LAB)** tool was developed.

Continuing this commitment for greater transparency, in 2024 we redesigned the **Citizen Information Portals** with the local authorities from the municipalities in which we operate, so that users can access transparent, quality information about the service. There are already 200 portals posted and accessible through our website, where citizens can search for their municipality and access the portal of the municipal water service in their municipality.


### What's to be found on Aqualia's Citizen Information Portals?

- Unrivalled: complaints rate, customer service data, satisfaction rate of incoming calls.
- Social action mechanisms: information on subsidised rates.
- Customer service channels: physical office, virtual office, app, social media and telephone service.
- Water quality, water qualification access to SINAC.
- Billing information, tariffs and regulations, average water price, consumption average per capita.
- Information on the end-to-end water cycle, responsible water use, fraud prevention, commitment to the SDGs and other news.

**Citizen Information Portals**

On our website we have also developed the **Responsible Use of Water Area**, consisting of two sections: water sanitation and responsible consumption, where public administrations can find communication tools and messages to raise public awareness of the importance of using water responsibly.


## Complaints and claims received from consumers or end users

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Claims and complaints received | 24,652 | - | 31,371 | - | 30,641 | - |
| Claims and complaints handled* | 24,652 | 100 % | 31,371 | 100% | 30,641 | 100% |
| Average resolution period (days)** | 12 | - | 11 | - | 10 | - |

* Refers to all complaints and claims that have been dealt with by the company and have resulted in their closure, regardless of the final result obtained (not admitted, archived, resolved in favour of the client, resolved in favour of the company)

** Time from the time the complaint is opened until the time the customer receives a decision.

## Aqualia Contact: 20 years of customer service

In 2024, Aqualia Contact, our customer call centre, celebrated its 20th anniversary in Spain. Over these past two decades, nearly 17 million calls have been received and it now serves three million customers across 430 Spanish municipalities.

**3**

Millions of customers served in 430 Spanish municipalities

**Aqualia Contact 20th Anniversary Video**

## Aqualia Ecosystem Contact

Customer Service Centre (CSC)*

Office website


Mobile app

Profile on X**

* The Customer Service Centre currently serves Spain, the Czech Republic, Italy, Georgia and Colombia, where it began running in April 2024.

** Formerly Twitter.

In 2024 we launched a **new Aqualia Contact** virtual office to offer a more transparent, secure and efficient customer experience. Providing global coverage while adapting to each country and jurisdiction, the solution introduces new functionalities and greater ease of use.

The new virtual office is just a click away:

- Easier to submit queries and get things done.
- Increased security in access with personal passwords
- Information on irregularities or fraud in consumption or management.
- Detailed consumption with daily and monthly consumption graphs.
- Technological innovation: cloud platform for closer monitoring and control.
- And other services such as meter reading, meter queries, data, files, requests for subrogations or duplicate contracts, etc.

In 2025, digitalisation will be further developed to improve relationships with customers through the creation of business WhatsApp, the integration of telephone service on the web with the Click to Call, or the addition of Bizum as a new payment method.

## Aqualia Contact
### Omnichannel customer service (Spain)

| | 2024 | |
|---|---|---|
| | Q | % |
| Customers using the virtual office | 390,648 | 16 % |
| Customers | 2,400,955 | - |
| Customers satisfied with the Aqualia Contact service | | 95.65 % |

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| **Customer Service Centre: calls (first non-face-to-face customer service channel)** | **1,150,174** | **100.0 %** | **1,065,085** | **100.0 %** | **985,095** | **100.0 %** |
| Queries | 552,084 | 48.0 % | 514,436 | 48.3 % | 479,741 | 48.7 % |
| Requests | 402,561 | 35.0 % | 358,934 | 33.7 % | 339,858 | 34.5 % |
| Faults | 187,478 | 16.3 % | 185,325 | 17.4 % | 585 | 16.2 % |
| Claims | 8,051 | 0.7 % | 6,391 | 0.6 % | 5,911 | 0.6 % |
| **Appointment management service for a faster and more efficient face-to-face service – Appointments managed in advance** | **34,349** | | **33,621** | | **n/d** | |
| **Virtual office: interactions (second non-face-to-face customer service channel)** | **157,414** | **100.0 %** | **144,858** | **100.0 %** | **152,674** | **100.0 %** |
| Amending data | 53,993 | 34.3 % | 46,789 | 32.3 % | 49,314 | 32.3 % |
| Electronic invoicing | 43,604 | 27.7 % | 30,130 | 20.8 % | 32,672 | 21.4 % |
| Bank card | 28,649 | 18.2 % | 34,621 | 23.9 % | 36,642 | 24.0 % |
| Claims | 2,204 | 1.4 % | 3,332 | 2.3 % | 2,748 | 1.8 % |
| Other | 28,964 | 18.4 % | 29,986 | 20.7 % | 31,298 | 20.5 % |
| **No. of Aqualia Contact surveys** | **451,732** | | **280,950** | | **502,791** | |
| **AqualiaContact claims ratio** | **0.54 %** | | | | | |

With the objective set on excellence in the omni-channel customer experience, the company monitors the complaints rate: in 2024, it remained at 0.69%, with a maximum average response time to complaints of 12 calendar days both in Spain and internationally, and a maximum average time for installing the meter (from the registration request) of 13 calendar days. Also, it monitors and assesses for continuous improvement by listening to client quality of care surveys from Aqualiacontact, which in 2024 reached 95.65%.

# Satisfaction surveys: strengthening the bond with customer

In the countries where we manage the end-to-end cycle, we conduct regular customer satisfaction surveys. Thanks to this direct feedback approach, the company can gather and analyze the opinions and ratings of end-users, allowing us to tailor our performance based on areas of satisfaction and improvement in supply or sanitation services.

## 2024 edition

### General conclusions

In the 2024 household surveys, as many as 92% of respondents rated our management positively, and 96% rated the drinking water quality as good, including 56% who rated it as excellent.

As for institutional customers, 94% of the municipalities stated that we manage our infrastructure adequately, and 93% confirmed that the drinking water supply operated smoothly and without issues; a view echoed by all respondents in municipalities with over 5,000 inhabitants.

In the case of our industrial customers, the level of satisfaction is even higher and nearing excellence, with 98% of respondents holding a positive view of our efforts.

These results are the product of a persistent strategy of investing in, and updating, our infrastructure. Each year, we allocate around 40 million euros to supply and sanitation networks and treatment plants. They are also a testament to the commitment and dedication to public service of all the company's employees.

### Conclusions by country

In **Spain,** we carried out 3,535 end customer surveys and 17 institutional customer interviews, in both cases in the municipalities where Aqualia (or its subsidiaries) manages the municipal service. The results show that 88% of the users consulted were satisfied with the quality of the service. When asked about processes, satisfaction was also high: around 83% in relation to the supply and 90% for meter readings. In terms of communication with the company, the personal customer service office, the app, the telephone support service, and the virtual office were, in that order, the most highly rated channels.

Staying on the Iberian Peninsula, in Portugal, a total of 700 interviews were carried out among end users across the brands with which we operate in Portugal (Abrantaqua, Aqualia, Aquamaior and Aquaelvas, and Cartagua). Almost all respondents reported a high level of satisfaction with the service, exceeding 65%, with water quality and pressure among the main positive aspects cited by customers. The most valued company attributes were trust and efficiency.

In **Italy,** the end customer survey in Caltanissetta and neighbouring municipalities (1,104 interviews) revealed that 67% of respondents consider the service to be good. The population participating in the study highlighted as positive aspects the continuity of assignment (64%) and the understanding of the bill (71%). In terms of communication with the company, opening hours, waiting times and the friendliness of the staff were all perceived as competitive advantages.

The results in **France** show a clear improvement compared to 2022, with 86% of end customers satisfied. The survey conducted among 441 respondents, divided into the various commercial brands (SEFO, CEG, CAE and DREUX), also showed that telephone support was the most widely used channel of communication in the country.

In the **Czech Republic**, very positive results were obtained in a survey that added the business customer to the usual end customer and institutional customer. Upwards of 1,000 interviews, revealing a satisfaction level of more than 90% among all audiences. Among the most valued aspects were the rapid resolution of operational problems such as network outages.

Last but not least, in Latin America, we surveyed 924 end customers in **Colombia,** more precisely in the municipalities of Guajira, Córdoba, Atlántico and Magdalena. The results revealed an overall satisfaction rate of 33%, and a perception of water as a cheaper service than electricity and telephone (59%). From this study, Aqualia has extracted points for improvement on which it is already working to make further progress in providing the best service.

# Technology and digitalisation, key allies in Aqualia's transformation

The blue thread that we care for and manage at Aqualia also happens to be made of bytes. Technology is important to us, that's why it's the **second strategic line** of our Aqualia's 2024–2026 Strategic Sustainability Plan: Technology for integrated management.
Here, we are developing projects to advance digital transformation across the end-to-end water cycle and to implement technologies that enable us to manage resources more efficiently and sustainably.

This digital and technological transformation —running parallel to the evolution of the global economy— will enable strategic decision-making and foster a cultural shift within the company, towards new resources and processes.

## SL2. Technology for integrated management

| Nº | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| **Omnichannel customer service** | | | | | | |
| SL2P1.1 | No. of contracts with all customer service channels in place—omni-channel model—/total contracts with omnichannel option (telephone support, SMS, app and virtual office) | 91 % | 90% | 100% | 100% | √ |
| SL2P1.2 | No. of electronic invoices | 11,491,612 | 10,600,000 | 11,100,000 | 11,700,000 | √ |
| SL2P1.3 | % of transactions with digital signature / No. of total transactions | 13 %* | 20 % | 50 % | 80 % | X |
| **Asset management and maintenance** | | | | | | |
| SL2P2.1 | % vol. treated via CMMS (DWTPs-WWTPs) / Total vol. treated (DWTPs-WWTPs) | 48 % | 50 % | 70 % | 80 % | X |
| SL2P2.2 | Total no. of facilities managed with CMMS / Total no. of facilities | 37 % | 20% | 40% | 65% | √ |
| SL2P2.3 | No. of customers with CMMS / No. of total customers | 93 % | 75% | 80% | 85% | √ |
| SL2P2.4 | Total no. of services in GEO / Total no. of services with networks | 88 % | 80% | 85% | 90% | √ |
| **Water Analytics (aWA)** | | | | | | |
| SL2P3.1 | No. of customers with remote metering | 562,010 | 500,000 | 700,000 | 950,000 | √ |
| SL2P3.2 | No. of contracts managed with aWA / No. of contracts More than 20,000 customers with remote metering | 100 % | 90% | 100% | 100% | √ |
| **Be Aqualia App** | | | | | | |
| SL2P4.1 | % Increase in number of employees with the Be Aqualia app who have logged in during the last month / Total number of employees | 12 % | 10% | 10% | 10%<br>15% | √ |
| **Cybersecurity** | | | | | | |
| SL2P5.1 | % Compliance with the company's cybersecurity action plan | 96 % | > 95 % | > 95 % | > 95 % | √ |

* Value corresponding to August to December 2024 (the digital signature was activated in August 2024).

# Towards real-time data-driven water management

Proper management of water services is essential for the progress of society and, with the current drought problems, water planning and efficiency become even more important. Along these lines, data analysis helps us to reduce unregistered water and increase our hydro performance. Notably, in many areas, the future lies in the search for strategic alternatives such as reclaimed or desalinated water.

On this future horizon —and indeed now— digitalisation plays a key role. At Aqualia we are committed to this transformation and leverage various technological tools and robots to gather data that enhance our operations more efficiently. In 2024 Aqualia accelerated its digital transformation by 10.6% versus 2023. This data reinforces our commitment to intelligent water cycle management.

Based on this conviction, we created **Aqualia Live,** a tool developed by water experts to manage all the processes of the end-to-end water cycle. Aqualia Live integrates big data, cloud computing and smart management. These technologies enhance traditional computing capabilities, allowing us to process vast amounts of data for intelligent water management.

- **The management and storage of data in big data systems** enables us to shorten response times and gain access to information, as well as to integrate a single database that brings together all the information to which the different management programmes and modules have access, with the aim of being able to carry out cross-analysis of data from different sources (internal and external) and to better understand the water cycle and be able to make informed decisions based on the data on the path to becoming a data-driven company.

- **Cloud computing** allows for better scaling of solutions that can increase the capacity with a flexible approach to increased demands. It also helps to optimise our performance in the countries in which we operate and significantly improves the latency and performance of the Aqualia Live platform.

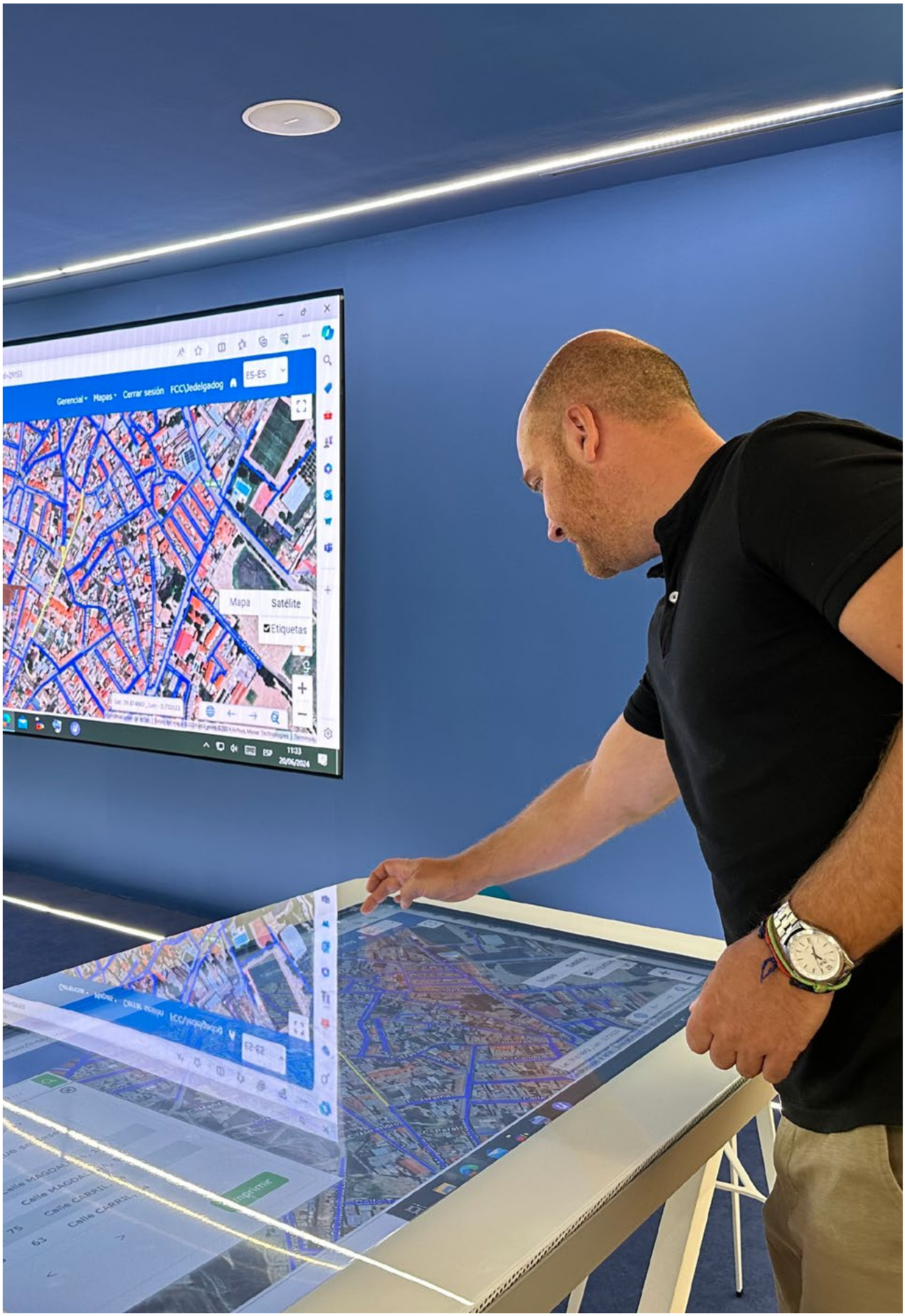
- **Smart management, artificial intelligence and machine learning** (AI/ML) are conducive to process automation. They also help to predict and prevent risks, thanks to the speed at which these algorithms are able to analyse a huge amount of data and draw lessons from these analyses.

Through these technologies, we provide our staff with the necessary tools to carry out their daily work in the most efficient way and thus guarantee access to water for all citizens. In tandem, for our institutional and/or external clients, we provide controlled access via the internet to certain **Aqualia Live** functionalities, enabling them to consult the information they need directly. A way to improve transparency in the management and status of its assets.

By integrating the various platforms within Aqualia Live, we create a fully interconnected system, extending to the various devices and sensors deployed across the network. This allows for real-time data collection from multiple points, leading to more efficient and end-to-end water cycle management in each area.

Aqualia Live is made up of a series of modules that are made available to clients to manage all areas of the end-to-end water cycle, as well as communication with all levels of cycle control and supervision[12].

[12] This digital transformation, currently being implemented in Spain, is expected to be extended to other countries in due course.




Integrated Operation Centre (IOC) in Toledo, Spain.

**RENZO LOVÓN**
CTO, HEAD OF OPERATIONS APPLICATIONS & DATA ANALYTICS & AI

# Aqualia Live, a strategic tool to guide decision-making

## Deployment by Countries

**The focus of this conversation will be the deployment of Aqualia Live: how do you approach this process? What are the main challenges you face in it?**

To begin with, it is important to start from the fact that Aqualia Live is a modular platform, meaning we can adapt to each case and each country depending on what is needed to obtain the information that guides decision-making objectively within the company.

Regarding the deployment of the platform, first, we conduct a technological assessment of the country's ecosystem to understand well what pieces we need to activate in that territory. In some, we must deploy the entire platform, while in others, which have different technological maturity, we adapt our platform to that reality.

We also analyse the situation with the different areas (Operations, Customers, Administration, etc.) to understand if it is necessary to implement the entire platform or just a part. When there is an integration point —for example, in France and Colombia— we can deploy the platform and combine it with local applications.

On the other hand, it is important to analyse the local regulations of each country and make the necessary adaptations to comply with local regulations; as well as consider language adaptation.

## Language Adaptation

**One of the advantages of Aqualia Live for administrations and citizens is direct access to information via the internet. What does this imply when developing this tool in other countries?**

Language adaptation poses a challenge in countries with alphabets different from ours, such as Georgian, or with the same Latin alphabet but with diacritical marks like Czech. In these cases, we must redouble our efforts to ensure the platform's deployment and knowledge transfer with the local area.

In any case, being a multi-alphabet and multi-language platform, any local organisation can access it. Therefore, we analyse together with our interlocutors on the ground the needs of these institutional clients, whether they are administrations, hydrographic confederations, or others.

Regardless of the local situation, the interesting thing about Aqualia Live is that it offers comprehensive internal management and, therefore, allows us to work with all the information that institutions in each country may request.


## Artificial Intelligence

**What does the artificial intelligence revolution mean for Aqualia Live as a platform that integrates AI, machine learning, and big data?**

The advances achieved thanks to generative artificial intelligence are already a reality today in the Aqualia Live platform. AI is key in the water sector because it enables effective management of this resource with the goal that always drives us at Aqualia: to democratise water consumption. With this technology embedded in our product aWA (Aqualia Water Analytics), we can make demand predictions based on historical information, and in a scarcity scenario, we can even predict how long we could supply water to the population and manage possible scenarios to extend water distribution to the maximum.

AI also helps in the early detection of breakdowns and leaks in the network. And by analysing thousands of data, it facilitates the identification of fraud: based on information such as the consumer profile or the type of housing, cross-referencing it with other public data, we can compare consumption with that of similar areas and consumers. If we detect that it is below the usual pattern, we know that we could be facing a possible fraud scenario.

**"Aqualia Live is a modular, multi-alphabet, and multi-language platform: it adapts to each case and country"**

Another line of work is stock optimisation. Artificial intelligence allows us to know what materials we need, with what rotation and criticality, so we can adjust the stock to the exact point that guarantees water service based on this information.

Beyond these functions, artificial intelligence is revolutionising business processes, and we will see different impacts in the coming years. At Aqualia, we see it as a great catalyst and driver of our transformation to be the best manager for our customers and users.

## Next Steps

**Finally, what are the short and medium-term objectives in the deployment of Aqualia Live by countries?**

The roadmap in the first stage involves a rapid deployment focused on Operations to be able to offer our services in each country, transferring our years of know-how. Then, we enter a local regulatory part, which requires greater adaptation of the platform.

We are immersed in a strategy that allows us to consolidate the information of the countries where we are present and standardise the operational criteria in all of them. Within Aqualia Live, the AQ360 tool offers us a global dashboard of all the information by country and cross-referenced by company areas, which will allow us to be a data-driven company.

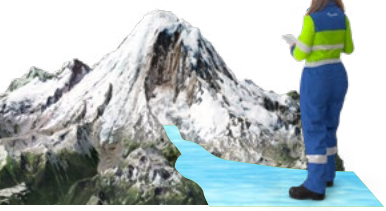
Finally, a fundamental aspect for us is cybersecurity in each piece and module of the Aqualia Live platform. Protecting our customers' information and preventing any misuse in all the company's products is a non-negotiable priority.

# Integrated and smart management

IOC.

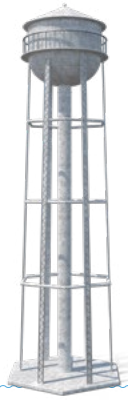
**360º OVERSIGHT**
The IOC supervises everything. It facilitates an overview of jobs in real time.

## 1. Collection



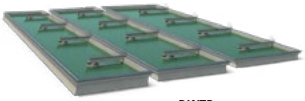
**SCA. GEO. aWA.**
Updated network information on mobile devices before performing interventions on site.

**RESERVOIR**
**GMAO. aWA.**



## 2. Treatment and purification

**LAB.**
**WATER QUALITY**



GMAO APP. MOBILITY WO

**DWTP**
**GMAO. GEO. aWA.**

Detection of network leak. Enter work order.

GMAO APP. MOBILITY WO

I send my reading from the app, avoiding unnecessary travel.

**GMAO. GEO. aWA.** **SUPPLY**

**GEO. aWA. CSC.**

## 3. Storage

GMAO APP. MOBILITY WO

## 4. Distribution and consumption

Yes, I sent a photo of the leak to the Aqualia app and they came to fix it quickly. We shouldn't waste water!

**EARLY DETECTION OF LEAK**
Modelling. Supply and sewerage network

**CYBERSECURITY**
Prevention mechanisms, exhaustive control and automation covering the entire Aqualia Live ecosystem

**aWA.** Aqualia Water Analytics
Advanced data analytics

**GEO.** Geographic Environment Organization
Geolocation of assets

**SCA.** Data supervision, control and acquisition
Real time monitoring

**GMAO.** Asset management and maintenance and WO
Predictive and preventive maintenance.

**CSC.** Customer Aqualia Contact
Global commercial management

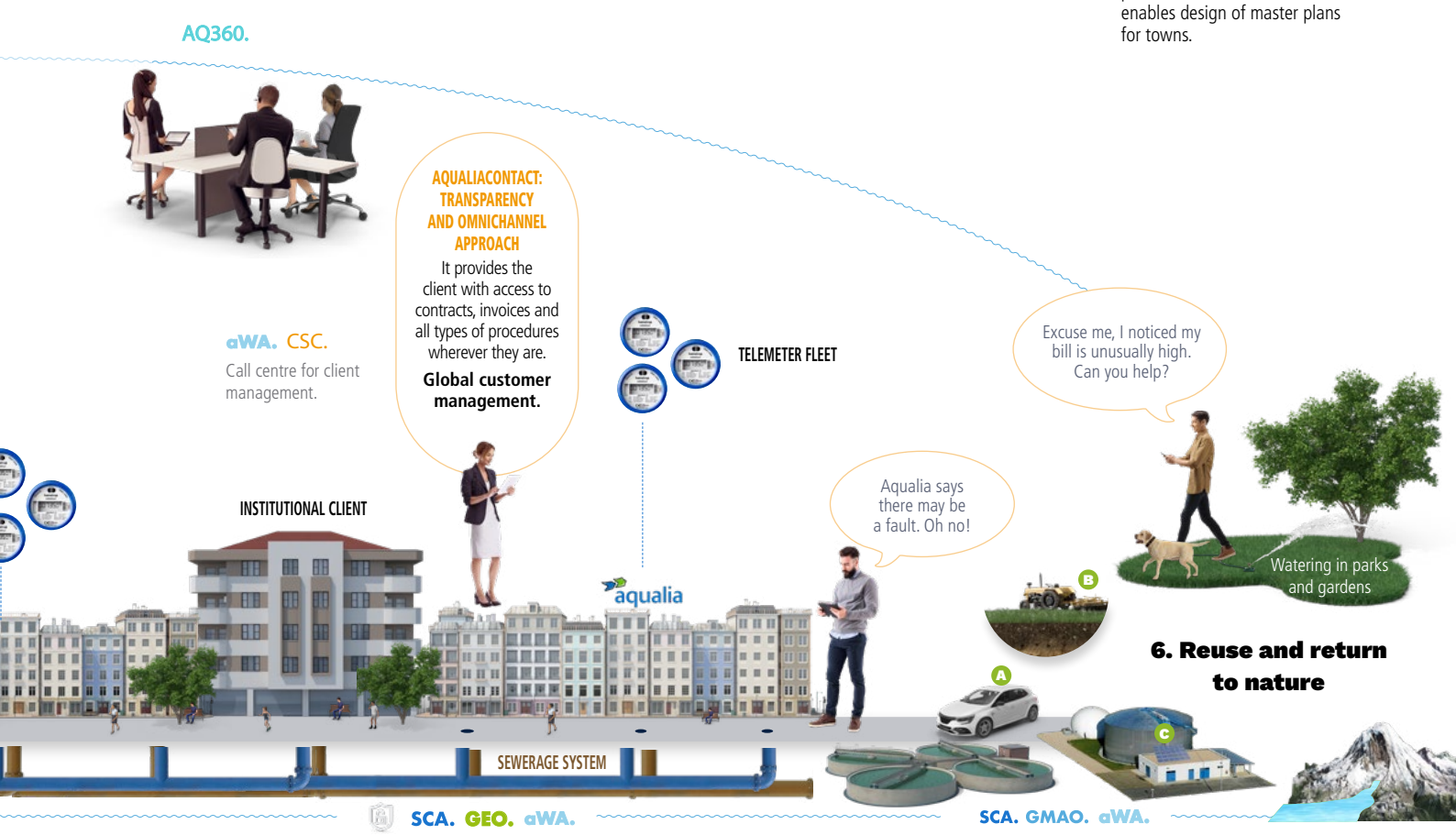
**IOC.** Integrated Operations Centre

# aqualia live

## Advantages for

- People
- Administrations

- Operational efficiency and effectiveness are increased.
- Customer satisfaction is greater, thanks to personalised service.
- Customer and employee data are secured.
- Operator travel is reduced, and work routes are optimised.
- Greater care for the environment is guaranteed thanks to the efficient use of water and energy.
- Omnichannel approach enables communication with clients, employees and suppliers from any place and device.
- Supervision of infrastructure is enabled through remote control.
- Water production is adjusted using demand forecast models.
- Network leaks can be detected and unauthorised consumption can be controlled.
- Enables knowledge and analysis of consumption patterns to adapt processes and guarantee supply.
- Ensures accurate billing.
- In-depth knowledge of the infrastructure, the consumption pattern and the environment enables design of master plans for towns.




**LAB.**
Constant monitoring of water quality
Water quality monitoring

**AQ360.**
Reporting systems and descriptive business analytics
Water data observatory for decision-making.

## Main pillars of digitalisation

To respond to the requirements for disclosure, transparency, hydro audits and support under Directive (EU) 2020/2184, the use and implementation of the systems we have developed for the efficient management of the water cycle is of crucial importance.


## Investment in digital transformation (in €)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Geographic Environment Organization (GEO) | 409,642 | 353,625 | 265,831 |
| Aqualia Water Analytics (aWA) | 1,481,554 | 1,415,328 | 1,581,509 |
| Global Asset, Maintenance, Work Order and Procurement Management (NOW) | 1,239,273 | 1,518,407 | 1,322,064 |
| Aqualia Customer Service Centre (CSC) | 3,324,102 | 2,928,776 | 2,157,540 |
| Reporting systems and descriptive business analytics (AQ360) | 467,558 | 58,421 | 37,206 |
| Be Aqualia | 429,405 | 144,584 | 144,709 |
| Tik | 449,020 | 586,776 | 334,566 |
| Aqualia Live | 905,229 | 442,595 | 328,573 |
| Water quality | 322,954 | 274,070 | 275,182 |
| Other | 435,305 | 140,460 | 10,393,190 |
| Remote metering | 9,183,009 | 8,995,964 | 0 |
| **Total** | **18,647,051** | **16,859,006** | **16,840,370** |


### Integrated operations centre for real-time insights

It manages water networks, handles incidents, issues work orders, manages assets, carries out legal maintenance, and meters in an integrated way, increasing network sensorics and plant control. Aqualia uses these centres to find out what is happening in real time in each municipality, identify alerts and take immediate action. The centres are also able to detect leaks early, thus enabling performance improvements in networks. In 2024, we began operating our first COI in Toledo, with the aim of setting up six more COIs in Spain in 2025, which will result in a better quality of care for municipalities and, above all, for citizens.


### Control over the grid/network at all times

It allows us to survey georeferenced network elements in order to be able to identify them and carry out more accurate and reliable hydro modelling of the network. This, combined with the volumes of water distributed, flows and pressures, reduces faults in the network, and allows us to see the flow of water and provide the city with the water it needs at all times. This system also optimises consumption in areas where this precious resource is already scarce.

The GEO is one of the cornerstones of our digitalisation and the bedrock of all knowledge of Aqualia's supply and sanitation networks. Focused on their daily operation—in conjunction with the commercial system—it enhances the use of data, and enables the hydraulic simulation and future behaviour of the distribution systems integrated into Aqualia LIVE.

Along these lines, we have come up with a plan to improve the information contained in the GEO system. This has not only led to an effective improvement in data quality (the starting point for digitalising all the other processes), but has also succeeded in increasing the effective use in all production areas. Thanks to this plan, we have managed to improve the quality of the existing supply and sewerage information, in line with the company's digitalisation strategy.

SCA. Data supervision, control and acquisition

### Scada for a connected world

It offers solutions to the needs of the end-to-end water cycle, providing users with all the tools they need to operate the networks and to carry out any installation work relating to the end-to-end water cycle. This tool, based on state-of-the-art technology, centralises all the digital data collected from our water plants and networks. It also allows users to customise the operating environment to adapt it to the specific management needs of each service. It implements the best cybersecurity standards to achieve a secure industrial environment and integrates with aWA to harness the analytical environment.

aWA. Aqualia Water Analytics

### Water analysis for smart management

Analytical platform that collects and analyses large volumes of data to transform it into knowledge for smart decision-making. It encompasses the entire data cycle, from the acquisition device in real-time processing, enrichment and transformation, and the generation of business intelligence, allowing process automation and integration with other Aqualia technological solutions. In addition, the technical services of institutional clients have access to the aWA tool through the Aqualia Live platform.

| Aqualia Live<br>aWA- Aqualia Water Analytics | 2024 | 2023 | 2022 |
|---|---|---|---|
| Digital meters for remote reading | 543,016 | 347,416 | 207,529 |
| Services working with Big Data and Artificial Intelligence (aWA) | 71 | 45 | 42 |

In 2024, we continued to encourage our clients to implement integrated management through aWA, which unifies all processes to offer improved quality in customer service by providing more information on services such as the detection of consumption alerts or the communication of any anomaly that improves customer service. Various types of alerts can be sent to customers who have remote metering set up:

- **Alert for possible leak.** Notifies the customer upon detecting possible anomalous consumption patterns.
- **Unexpected consumption alert.** This notification is generated as soon as consumption is detected that falls outside the ranges previously set by the customer.
- **No consumption in 24 hours alert.** This notification is generated when no type of consumption is detected within 24 hours.
- **Alert for consumption exceeding the set limit.** In the mobile app, the customer can set up a warning alert when their daily consumption exceeds the limit they have set.

GMAO.
Asset management and maintenance and WO

## Global management of maintenance and procurement

It handles asset maintenance and management of the service and is integrated with the other systems. Through its various modules, we can manage assets, schedule and oversee maintenance work, control warehouse stock and purchase material and inventories. Notably, its ability to dynamically assign work orders to the nearest skilled operator minimises travel, thus saving on fuel and paper, while also reducing $CO_2$ emissions. Moreover, the system provides continuous geo-positioning of the vehicle fleet, thus optimising both the routes and the assignment of orders.

And that's not all, as the platform provides us with operating data at all times, focusing on effective maintenance management, the recording of legal compliance, work scheduling, and integration with other areas. In 2024, we made significant progress in implementing and bringing into production a global tool at our facilities designed for this purpose, as well as at all drinking water reservoirs. In doing so, we ensured control over cleaning work and compliance with structural checks. In total, the number of orders managed via the maintenance module increased by 481% during the period.

| Aqualia Live GEO and GMAO | 2024 | 2023 | 2022 |
|---|---|---|---|
| Services implemented in Spain | 516 | 500 | 495 |
| Services implemented in Italy | 1 | 1 | 1 |
| Services implemented in Portugal | 5 | 5 | 5 |
| Services implemented in France | 9 | 1 | 1 |
| Services implemented in Colombia | 25 | - | - |
| Services implemented in Mexico | 2 | - | - |
| **Services that use the mobility app** | **558** | **507** | **502** |


LAB.
Constant monitoring of water quality

## Aqualia Laboratory

Multi-module platform that manages everything related to water quality. Its main objective is to constantly monitor the water quality at sampling points and treatment systems to ensure that it meets quality and safety standards.

AQ360.
Reporting systems and descriptive business analytics

## Reporting systems and descriptive business analytics

Balanced scorecard featuring the main executive business indicators for decision-making.

CSC. Costumer Aqualia Contact

## Technology to connect clients

Our commitment to excellence in customer service motivates us to develop our own innovative solutions across all processes and procedures. Always tailored to the needs of our users and following best industry practices.

- **Diversa.** Proprietary tool that carries out the commercial management of a service. Different modules handle all the processes related to customer and contract management, supply points, contracting, management of readings and consumption, definition of price structures, billing, collections and management of unpaid bills, customer service, irregularity management, electronic signature and operational reports and reporting.

- **Aqualiacontact.** Module enabling omni-channel communication with customers to offer greater quality of information and autonomy when carrying out procedures. The main communication channels of this module are as follows:

- **Genesys Cloud telephony platform.** Contact Centre that brings together the different channels[13] and ensures 24/7 service availability.

- **Aqualiacontact mobile app and Aqualiacontact virtual office.** Tool integrated with our commercial systems that provides the customer with a global overview of their contracts.

- **X @aqualiacontact.** Customers can get various things done here.

Aside from the development of Aqualia Live, one of the objectives under the **2024–2026 Strategic Sustainability Plan** is to promote the use of electronic billing among Aqualia's customers. In 2024, this system increased by 15% globally, with 12.4 million digital bills issued. And the number of customers with electronic billing also increased by 19% to 1.7 million.

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| E-bills issued* | 11,491,612 | 45 % | 10,731,756 | 39 % | 9,326,167 | 37 % |
| Customers with e-billing* | 1,726,713 | 37 % | 1,592,793 | 35 % | 1,409,424 | 32 % |
| New digital billing sign-ups | 133,920 | | 150,319 | | 646,438 | |

* Relates to customers with e-bills in Spain, Portugal, Czech Republic, Italy and Georgia out of the total number of customers in these countries.

Elsewhere, the Saudi Arabian team, which manages water and sanitation for over three million Saudis in the northern regions of the country, has developed a digital dashboard enabling real-time analysis of key processes at the customer management department. The tool, developed using PowerBI, allows users to view critical issues (high bills, breakages in the distribution network, meter leaks, floods or supply problems) and provides detailed insights into incident volume and expected resolution times. This operational intelligence is already being used to enable faster and data-driven decision-making, driving improvements in service quality and customer satisfaction.

In the Czech Republic, users of our subsidiary SmVaK can now access a new, simple and virtual tool to find out all the information they need about water quality. It is an interactive map, covering the entire area where the company operates in the Moravian-Silesian region, with other supply points to be added gradually. Drinking water production and quality are closely monitored in accordance with current legislation.

Further details on technology for integrated management

[13] Currently work is under way to implement a contact centre platform hosted in the cloud, paving the way for major improvements to telephone customer service.

## Digitalisation projects through Next Generation funds

Thanks to the public-private partnership model, we develop cutting-edge solutions that drive the adoption of new technologies for sustainable water management.

The first call of the Urban Water Cycle Digitalisation PERTE (strategic project), which culminated in November 2023, awarded funds to 30 urban water cycle improvement projects. These include the proposal submitted in the province of Cádiz by Aqualia and Arcgisa (Agua y Residuos del **Campo de Gibraltar,** S.A.), the public service company owned by the Mancomunidad de Municipios del Campo de Gibraltar. Thanks to this project, a total of eight municipalities in Campo de Gibraltar and 273,811 inhabitants stand to benefit from a centralised water management system, which will lead to significant improvements in their collection, supply, sewerage, discharge and treatment systems. The project has a total investment of 12.6 million euros, of which 7.7 million euros will come from Spain's PERTE project funding scheme.

In 2024, we continued to pursue the same strategy of consolidating our technological position and seeking public-private partnerships to help develop these digitalisation projects alongside institutional clients, governments, and municipalities.

In December 2023, we presented 12 digitalisation projects through the Next Generation funds and were awarded four for a total amount of 36 million euros. The focus is not only on digitalisation and flow control, but also on hydro/energy efficiency and transparency in managing the water cycle through various actions:

- **DIGITAL ISLAND, water balances, optimisation of resources and reserves in the Canary Islands** for a total of 9.4 million euros, with a positive impact on nine municipalities and 240,973 inhabitants.

- **REALWATER, digitalising water; connecting the future of Ciudad Real** for a total amount of 7.4 million euros, with a positive impact on 102 municipalities and 492,591 inhabitants.

- **CANTABRICONTROL, flow control and optimisation of resources in the Cantabrian basin,** for a total of 9.8 million euros, with a positive impact on 47 municipalities and 237,877 inhabitants.

- **ANDA, AGLOMERACIÓN DEL NORA, digitalisation of water in Asturias** for a total of 9.4 million euros, with a positive impact on 34 municipalities and 294,624 inhabitants.

**4**
projects awarded in 2024

**36 M€**
combined investment

**192**
municipalities reached

**1,266,065**
inhabitants to have benefitted

As a result, more than 1.6 million citizens will benefit from our new technologies, which have been conceived to resolve critical situations, such as water leakages and water escape, flood prevention, digital cartographic information systems or artificial intelligence tools. Aside from improving water management, these technologies contribute to sustainable development by saving energy and lowering $CO_2$ emissions.

A highlight project was **RealWater,** for the digitalisation of the water cycle across the entire province of Ciudad Real, which was awarded to Aqualia, Empresa Mixta de Aguas y Servicios, S.A. and Diputación Provincial de Ciudad Real for a total of 7,461,039.77 euros. This project seeks to improve existing knowledge about the state of water bodies in Ciudad Real and improve the way they are managed, while also stepping up ongoing efforts to digitalise the end-to-end water cycle. RealWater encompasses a range of technical solutions to deploy an automated and centralised system for monitoring and coordinating all elements of the water supply network, improving communication between the processes and the ability to respond to incidents.

# Data protection and cybersecurity for a connected and global business

According to the World Economic Forum's 2024 Global Risks Report, cybersecurity is going to be the fourth biggest threat over the next two years. At Aqualia we are fully aware of its critical role in safeguarding the company's tangible and intangible assets across all our operations and services[14]. This is also key to fostering the trust that defines our customer relationships.

In order to protect —in a proportionate manner— the confidentiality, integrity and availability of information, we have a **cybersecurity model** and a regulatory framework in place, which set out the basic principles and requirements for the effective implementation of the system. We also strive to raise awareness of these issues among all users, technical staff and management. The ultimate aim is to achieve co-responsibility when it comes to processing customer data.

## Cybersecurity

Cybersecurity pervades the general principles of the organisation and helps to strengthen the platforms that host the water management tools. To make sure that everything is available and secure, we have put in place control mechanisms such as two-factor authentication, backups, user management, event monitoring and incident detection, along with security policies and IT security procedures. We also rely on technical guides, IT (information technology) and OT (operational technology) cyber security market studies, and technical and executive training events on IT security to provide the entire organisation with security controls and sound prevention and response measures for enhanced cyber defence.

We have certifications such as **ISO 27001 for Data Security** at our customer service centre, a mobile app and virtual office, which have mechanisms in place to oversee the state of cybersecurity in the different areas of the company and to guarantee compliance with the applicable internal and external regulations. We also have other assurances, including **ISO 27017** and **ISO 27110.** Moreover, we implement the most prestigious national and international cybersecurity standards, methodologies, guidelines and best practices.

## Personal data protection

At Aqualia, we are fully compliant with all current data protection regulations[15] and we continually review this level of compliance and adaptation to prevailing legislation at all Group companies. This task involves several aspects:

- Employees
- Customers
- Suppliers
- Contractual relations of the FCC Group
- Contractual relations with public administrations
- Documentation and internal management
- Information technology and information security scope
- Technical and organisational measures

In all these areas, we draw up risk maps in relation to the various personal data processing activities, showing the extent to which each activity, based on its characteristics (whether the type of data to which it refers or the type of operations they carry out), could potentially harm the data subjects. Along these lines, the necessary mechanisms are put in place to help prevent incidents from arising.

[14] In 2024, there were 12 identified cases of leakage, theft or loss of customer data. None of these needed to be disclosed to the data protection agency or data subjects. There were also no claims from regulatory authorities for customer privacy violations, nor were any complaints received from third parties.

[15] EU Regulation 2016/679 (GDPR) and Spanish Organic Law 3/2018, on Personal Data Protection and Guarantee of Digital Rights (LOPDGDD).

In 2024, this risk analysis was updated in response to a change in the criteria of the Spanish Data Protection Agency. As a result, the use of biometric data (fingerprint, facial recognition) at Aqualia's facilities has been disabled for now. Also in 2024, the Data Protection Department made further progress in updating the Record of Processing Activities, in reviewing and updating the data processor agreements with public administrations (local councils), in adapting the Econtrols management programme to prevailing data protection regulations, and in reviewing and updating of the Privacy Policies of the Virtual Office, the BE AQUALIA App and the legal texts posted on the website.

The data protection work plan in 2024 involved a continuous review of the implementation and compliance with the principles of the regulation through the management, review and reply to emails received in the departmental data protection mailbox.

- Review and analysis of new suppliers, contracts and systems prior to implementation.
- Management of rights of data subjects.
- Conducting on-site visits at national level to monitor regulatory compliance at the offices.
- Regulatory compliance supervision management via a questionnaire and a meeting via Microsoft Teams in the international area.

# Impactful partnerships and strategic communication to transform the environment

In an increasingly uncertain world, facing significant social and environmental challenges, companies must be steadfast in their commitment to generating a **positive impact.** This means advancing business models that actively support the development of local communities. This is precisely what we do at Aqualia, delivering solutions to ensure access to a resource that is essential for life and societal progress, and economic growth. Our business has transformed many regions where previously, water supply and sanitation were unreliable or inaccessible for significant portions of the population.

Aside from this direct positive impact our business brings to people's well-being and the environment, as an international operator, we have a duty to strengthen our commitment to building a more equitable, inclusive, and sustainable future. With that in mind, we build partnerships across our regions of operation and promote social investment to create value for our stakeholders.

**351,336**
customers to have benefitted from discounts and subsidies

**5,564,393 €**
social investment

## We work to ensure access to water and sanitation

Our 2024–2026 Strategic Sustainability Plan (ASSP) steers and guides our efforts to ensure access to water and sanitation through effective action for the population. Our commitment has led us to develop the best technical, social and environmental solutions, as well as to seek out public-private partnerships to enable the effective exercise of this fundamental right in a stable and secure manner.

A right that everyone should be able to enjoy, regardless of their social or economic situation. For this reason, strategic line 7 of the ASSP envisions various mechanisms (discounts, social rates, solidarity funds) in the countries where we operate.

## SL7. Partnerships for the generation of positive impact

### Tariff mechanisms to ensure access to water and sanitation

| Nº | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL7P1.1 | **% of customers in Spain, Italy, Portugal, Georgia and France benefiting from social tariffs/customers in Spain, Italy, Portugal, Georgia and France eligible for social tariffs for water and sanitation services** | 9.13 % | Increase the number of customers eligible for social tariffs, promoting tariffs/mechanisms through partnerships with institutional customers | | | √ |


An event held in collaboration with the Almería City Council: Resilient - EU BLUE SUMMIT StepbyWater.

Further information on rate reductions and social tariffs can be found on Aqualia's platforms and is accessible to all users. We also notify customers through service communications about the possibility of arranging deferred payment plans. In 2024, more than 23,700 customers in Spain took advantage of these payment plans. Meanwhile, a total of 3,847,721 customers across all countries benefited from discounts and subsidies, including 351,336 who qualified for subsidised tariffs.

## Public-private partnerships to guarantee access to water

As a leading company in the water sector, we have social legitimacy to lead public-private partnerships projects. These strategic alliances highlight the benefits of concessions in the water sector for administrative bodies and citizens alike.

We operate with numerous institutions, organisations and associations in terms of organisation, management and development of projects to transform cities into smart and sustainable spaces. Indeed, across the various countries in which we operate, we have become a strategic partner in water management and the consistency of these contracts allows us to build lasting commercial relations, despite political and economic circumstances.

### We promote good governance of water through StepbyWater

For the fifth year running, we maintained our leadership —as a founding partner and with our CEO serving as chairman— in the **StepbyWater Alliance** for the pursuit of its founding objectives. This pioneering alliance in Europe brings together, facilitates and drives a framework of key partnerships and initiatives at the supranational level, including the 2030 Agenda, the Decade of Action

for Water and the Climate Summit Agreements, within a framework of integrated and cross-cutting partnerships. Within the framework of this partnership, the following activities were carried out in 2024:

- **Almería City Council joins StepbyWater,** a multi-sectoral alliance chaired by Aqualia and made up of various public and private organisations and civil society.

- **Event in collaboration with Almería City Council titled Resilient: EU BLUE SUMMIT StepbyWater.** International water conference, within the broader framework of the Sun&Blue Congress.

- **Working session between the secretary general of the Andalusian Federation of Municipalities and Provinces (FAMP), Yolanda Sáez, and the Stepbywater** alliance to address the management, innovation and digitalisation of a resource that is under threat from drought now more than ever.

- **Participation in Talent Land Spain,** focusing on regeneration and the emerging concept of the "blue economy".

## Projects and partnerships with third parties to ensure access to water

In Spain, we signed a partnership agreement with Caritas back in 2015, whereby we subsidise all water consumption at all of its facilities wherever we provide services: 147 centers in 44 locations. To date, thanks to this agreement, access to water has been guaranteed for anyone in a vulnerable situation, and more than 535,632 euros have been discounted (68,844 euros in 2024, benefiting more than 20,000 people).

Also in 2024, we entered into a collaboration agreement for the 'Cruz Roja te escucha' project, to help people with mental health problems, and whereby we donate one euro to the organisation for every customer who switches to electronic billing. In 2024 (from October to December), a total of 32,786 euros was raised for this project.

Meanwhile, in partnership with the **University of Huelva (UHU),** we guaranteed access to water for 600 inhabitants of the **Senegalese village of Nandoumari,** located in the Dindefel Commune, a remote agricultural and livestock farming community with limited electricity and water supply. This project aims to improve food sovereignty and diversify the population's income towards agriculture and tourism. To this end, we financed a deep water borehole with an electric pumping system powered by solar panels to supply water to the community. Thanks to this project, the food and sanitation of the villagers have witnessed a significant improvement.

In Italy, we commissioned two water wells that will secure additional water resources for the inhabitants of the **Sicilian region of Caltanissetta** where we operate. These wells will compensate for the low flow of the Ancipa reservoir. Aside from these two wells, approximately 400 meters of new pipeline was built to transport the additional water supply.

In **Georgia,** we have long-standing partnerships in place to provide water access to nursing **homes and children's homes as part of our commitment to social responsibility.** With the aim of supporting these communities, we signed partnership agreements with 13 new social homes in 2024.

Last but not least, the Integrated Management Improvement Project (MIG) reached its first milestone by effectively improving the supply of water to 12,000 households in **Cabo San Lucas (Mexico).** This project, awarded in 2021, will provide a continuous drinking water service and increase the efficiency of the supply system for more than 200,000 inhabitants of the municipality, while benefiting the local population by creating more than 100 direct jobs.

Project developed in the Senegalese village of Nandoumari.

## Solidarity funds for funds in collaboration with public institutions

At Aqualia we work with local councils to set up solidarity funds to help ensure access to drinking water and sanitation for families who cannot afford to pay their water bill. This solution provides support as and when needed to people in financial hardship.

In 2024, we maintained and renewed agreements with several Spanish municipalities: Rota and Arcos in Cádiz, Nerja in Málaga, Jaén and Torredonjimeno in Jaén, Albal, in Valencia, in Alicante with Novelda and Alcoi; in Murcia with Mazarrón and San Pedro del Pinatar, and in Girona, with Llagostera.

## Strategic communication

Communication is a key tool for conveying our objectives and priorities in integrated water management among our stakeholders. As such, it forms part of the Strategic Sustainability Plan in a cross-cutting strategic line.

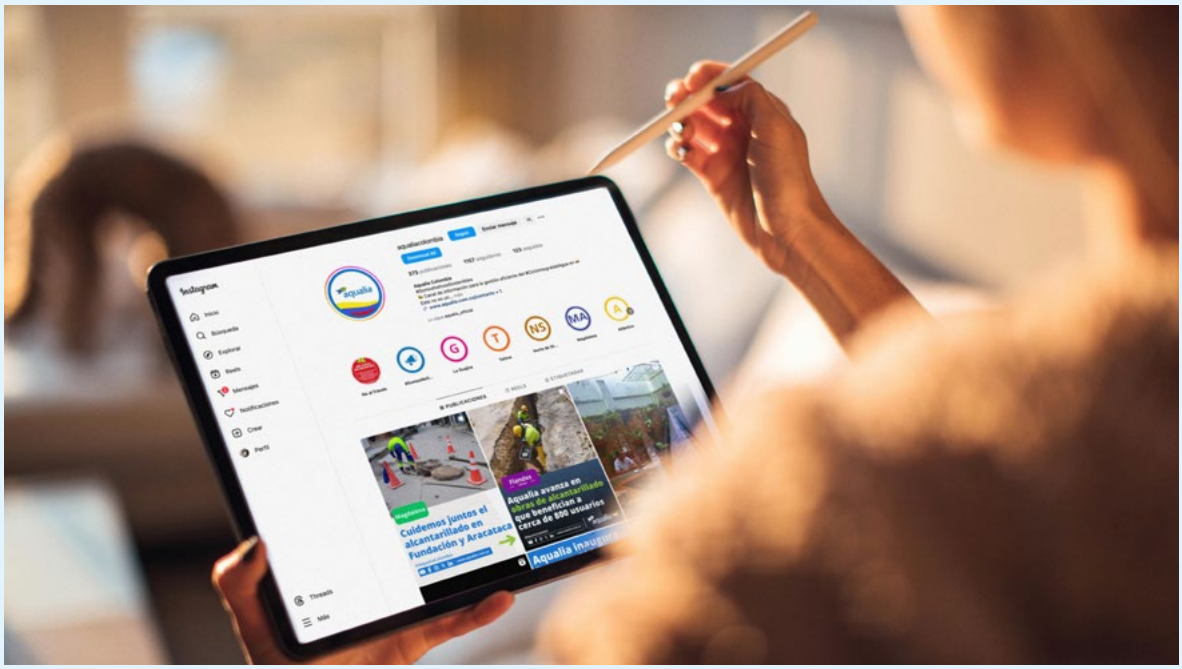
Through our **Communication Plan,** we seek to strengthen our leadership as a company specialising in this sector, as we forge alliances and promote events. It also allows us to showcase the tangible value we generate across multiple dimensions: social, as a company committed to sustainability, digital innovation and responsible consumption, and as an employer of future talent.

Awareness talks at a school in the Santander Department, Colombia.

## SL6. Strategic communication

| Nº | Indicators | 2024 | Objetive for 2024 | Objetive for 2025 | Objetive for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| **Build an Annual Communication Plan to engage stakeholders through storytelling, across categories, that is consistent with Aqualia's purpose and the priority SDGs** | | | | | | |
| SL6P1.1 | **Degree of compliance with the Global Strategic Communication Plan** | 90 % | 90 % | 90 % | 90 % | √ |
| **Raise awareness, both internally and externally, about the goals of the Communication Plan, through the pedagogical role of the brand** | | | | | | |
| SL6P2.1 | **No. of briefings (on issues considered strategic for the company. At least one per region. Meeting by region that will be attended by local office managers, production managers, functional department managers and service managers)** | 3 | 12 | 12 | 12 | X |
| SL6P2.2 | **Degree of satisfaction (%) regarding the usefulness of the tools and content offered** | 94 % | > 80 % | > 80 % | > 80 % | √ |

# KEY ACTIONS IN 2024




## Development of our social networks in Colombia, with the aim of bringing communication closer to citizens

Aqualia's service in Villa del Rosario (Norte de Santander, Colombia) has unveiled a new space to further strengthen dialogue between the community and the company. The project includes regular meetings with the presidents of the Community Action Boards (JACs), along with awareness-raising actions on sustainability and Aqualia's role.

## Development of a communication plan in Saudi Arabia

The key lines are digitalisation and sustainability, customer centricity, knowledge transfer and the development of local talent.

## Renewal of the Citizen Information Portal (as required by the new Directive 2020/2084)

With new procedures to ensure not only water suitability, but also citizen access to more information on this invaluable resource. We made 424 posts on these portals in 2024.

## New communication tool for users in Ostrava (Czech Republic)

Interactive map of the Moravian-Silesian region, where we operate, showing information on water quality.

## Special communication campaigns

In Almería to promote desalinated water and in Jerez de la Frontera regarding the change in rates, with the key message of tap water consumption and the importance of responsible use.

## Crisis management of the pipeline outage in Tibilisi (Georgia)

The communication team gave regular status updates on the outage to the public, as well as information on the restoration plan and the daily progress made in restoring service. Daily reports, interviews and press releases were carried out to explain the progress being made and to give an updated estimate of when the repair work would be finished.

## Heat Stroke Campaign

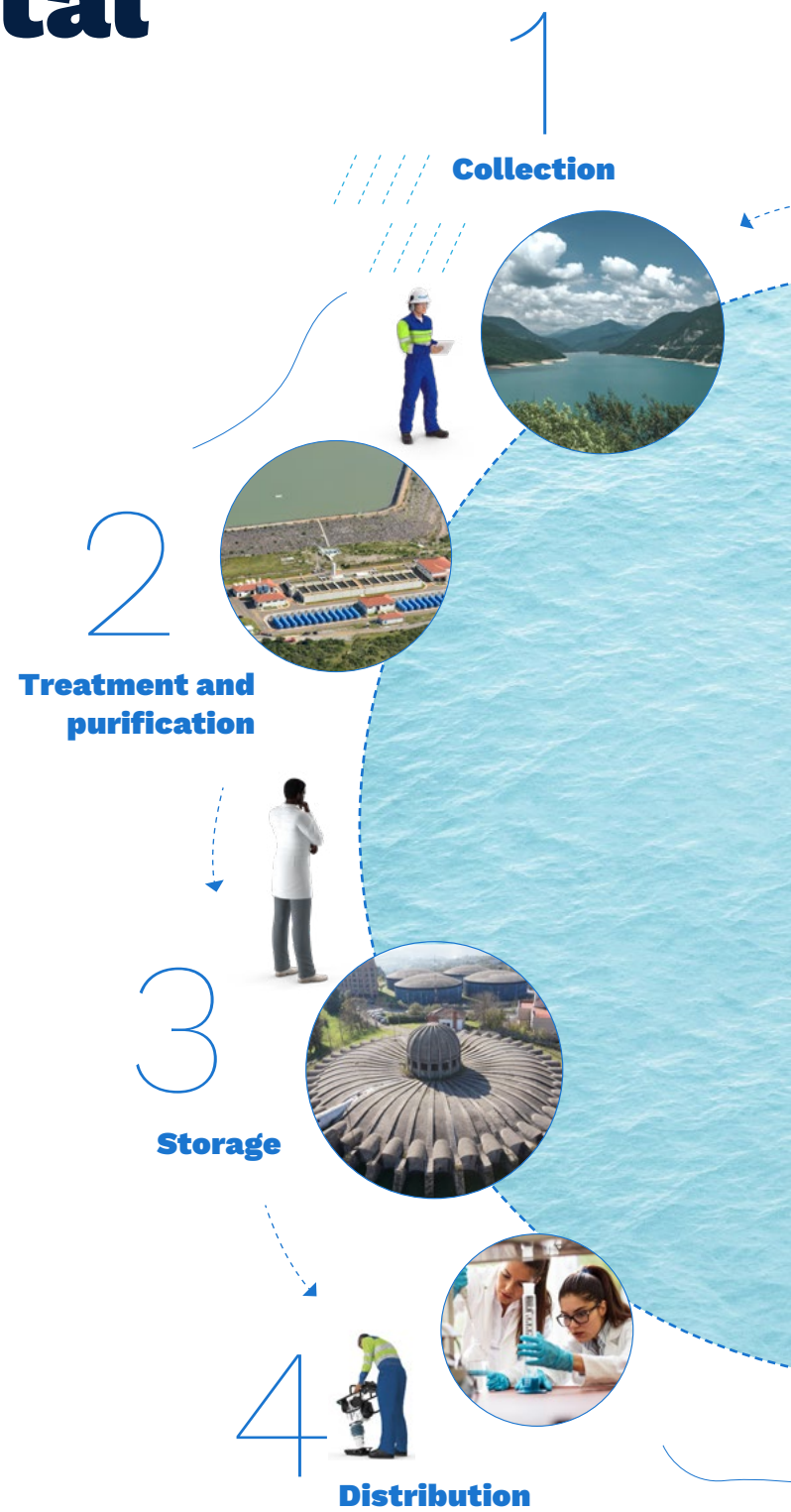
Awareness-raising campaign on the importance of street workers taking precautions to guard against the risk of heat stroke (Oman). Through OSWS, the Omani joint venture between Aqualia and the state-owned Majis, we conducted a campaign that included a talk on extreme heat safety awareness, while also handing out special Personal Protective Equipment (PPE) and electrolytes to help employees stay hydrated.

## Responsible consumption campaign in Caltanissetta (Italy)

Amid the severe drought affecting the region. The campaign promoted the responsible use of water and included useful tips to optimise consumption and raise awareness among users about water conservation.

# Environmental awareness

Communication and awareness are key tools in conveying the importance of sustainable water cycle management to society. Every communication campaign and educational initiative reinforces our core message: the importance of preserving this essential resource for the planet's future and the well-being of its inhabitants.




## Mobilising for sustainability

**22ND CHILDREN'S DIGITAL DRAWING CONTEST**
Included on the educational platform www.aqualiayods6.com, this educational initiative launched in Spain and Colombia on World Environmental Education Day focussed on raising awareness of environmental sustainability and the proper use of water.

**SUSTAINABILITY METER**
This initiative aims to identify which sustainable habits are most and least ingrained in the public. At the end of the year, we shared the findings of the 6th Sustainable Behaviour Barometer.

**"BIODIVERSITY IS ALL AROUND YOU" PHOTOGRAPHY CONTEST**
Contest with a high number of participants: almost 300 children, nephews and grandchildren of Aqualia employees around the world. Encouraging them to observe the world with a sustainability-focused perspective.

**'WE SAVE THE PLANET' COMPETITION**
Five schools in Ibiza presented projects to save water in this competition organised by Aqualia and the local council of this town in the Balearic Islands as part of the "Take care of every drop, Ibiza needs it" campaign.

**AQUALIA EDUCATIONAL NOTEBOOK**
An educational tool designed to raise awareness among children and young people about the importance of proper water use and sanitation. This initiative was set up in Caltaqua, an Aqualia subsidiary in the Sicilian province of Caltanisetta and has spread to various countries.

**OPEN DOORS AND LOCAL EVENTS**
Events designed to engage children and the public in the complete management of the water cycle, its stages, and responsible usage.

**INTERACTIVE WATER QUALITY MAP**
A new tool for users of the Czech subsidiary SmVaK with water quality information on a virtual map of the Moravia-Silesia region.

**@AQUALIADICCIONARIO**
This Instagram profile explains concepts relating to sustainability in accessible and friendly language to raise awareness in society.

**AQUALIAEDUCA.COM**
This website offers educational resources on water management tailored for families and schools. It provides tools tailored to children and young people to improve usage of this valuable resource.


## We promote responsible consumption

**COMMUNICATION AND RAISING AWARENESS ON THE GROUND**
In Colombia, we met community leaders to raise awareness about responsible water use and sanitation. We are launching specific campaigns about this in Colombia and locations in Spain and Italy. And we launched a corporate campaign through our website and social networks.

**SPANISH MEDIUM AND LONG-DISTANCE CHAMPIONSHIP TRIATHLON AND THE T100 IN IBIZA**
We partnered with this competition for the second consecutive year. We set up water refill stations and 1,000-litre tanks to minimize plastic waste.

**MOST SUSTAINABLE RACE**
The Ciudad de Hellín half marathon received the award for the most sustainable race from the Provincial Council of Albacete. This year, we again distributed tap water and paper cups among the participants.

**ATAPUERCA EXCAVATIONS**
This year, we donated 350 reusable water bottles to help researchers stay hydrated and cope with the heat sustainably.

**'LONG LIVE THE ISLAND, TAKE CARE OF THE WATER' CAMPAIGN**
Motto of the Ibiza and Formentera Water Management Alliance aimed at tourists during the summer. This year, we took care of the production costs for the promotional materials.

**WATER TASTING**
An initiative run in various municipalities to promote and raise awareness about drinking tap water.

**DROP BY DROP**
Campaign for responsible consumption in Caltanisetta, an area in Sicily that suffers from extreme drought, informing users in real time through a WhatsApp's channel.

## We join the UN World Days

**WORLD WATER DAY**
We highlight the role of companies specialising in water management for the media.

**WORLD SANITATION DAY**
'Don't get tangled up' campaign to raise awareness of the damage done to sanitation systems by flushing hair down the toilet.

**WORLD ENVIRONMENT DAY**
We shared the results of the 6th Sustainable Behaviour Barometer based on our 'Sustainability Meter', which tests the public's day-to-day habits. The results from the Barometer indicate an improvement in water-use habits.

# Leadership in the transfer of knowledge

Our involvement in sector events to share knowledge, new technologies and good practices in the management of the end-to-end water cycle allows us to enrich the company's processes and procedures from design to implementation and project execution.

Among the many activities and events in which we took part in 2024, we would highlight the following:

**Carrefour de l'Eau event–Rennes (France).** At the leading French urban water management event we presented our efficient management and local engagement project. We serve more than 900,000 citizens in France and are cementing our position as the fourth largest operator in France, with contracts in the Ile de France, Eure et Loire and Brittany regions.

**Conference titled 'Pathways to Sustainability in Ibiza and Formentera' (Spain).** We took part in the central round table of the day held at the Club Diario de Ibiza, devoted to the subject of sustainable infrastructure.

**8th Aqualia Journalism Award in Spain and Colombia.** Since its first edition in 2016, Aqualia's competition for outstanding journalistic content has become a benchmark for the coverage of water management in the media. This is evidenced by both the increasing number of participants and the ever-growing quality of the applications received. This eighth edition broke a participation record, attracting 106 entries.


Lucas Días, Director of Aqualia in Spain, together with the winners of the 8th edition of the journalism awards organized by the company.

**Water Chair of the University of Almería (Spain).** To mark the occasion of World Water Day, the Aqualia Chair of the End-to-end Water Cycle organised a technical conference with free entry. The presentations focused on topical issues in view of the current drought situation: desalination and waste water reclamation. Moreover, the fourth edition of the Aqualia Chair Summer Course was held, focusing on the new EU directives governing water quality.

**3rd Castilla-La Mancha Economic Forum organised by El Español and El Digital CLM in Toledo (Spain).** Our CEO, Santiago Lafuente, gave a talk on sustainability applied to the water sector, which, together with the use of technology to reduce unregistered water and the financing of services, is key to ensuring an effective municipal water service.

**Water Treatment Week organised by iAgua (Spain).** We were sponsors of an event focusing on the new urban wastewater treatment directive.

**Saudi Water Forum (Saudi Arabia).** We presented several success stories and best practices in the contracts we manage at this benchmark event in the Saudi water sector.


Stand Aqualia in the Saudi Water Forum, Arabia Saudi

**Global Water Summit, organised by media group GWI.** We took part in various key talks and panel discussions at this outstanding event devoted to good water management. Moreover, SmVak joined the Leading Utilities of The World network, the global network featuring the world's leading water and wastewater utilities, in which our subsidiary is the leading Czech company.

**Conference on PERTE strategic projects in Avilés (Asturias, Spain).** We attended a national conference that brought together representatives and experts from public administrations and from companies and

enterprises related to water management from all the autonomous regions of Spain.

**37th AEAS Technical Conference (Castellón, Spain).** We presented our digital, efficient, and integrated management system at this event organised by the Spanish Association of Water Supply and Sanitation (AEAS). At our stand, we shared the technological potential and the latest improvements made to Aqualia Live, and in several presentations we showcased the most state-of-the-art projects ongoing at various areas of our company.

**IDRA World Congress – Abu Dhabi (United Arab Emirates).** We participated in the world's most renowned event organised by the International Desalination and Reuse Association.


Aqualia's stand in the IDRA World Congress in Abu Dhabi, United Arab Emirates.

**Water, a key ingredient at the "D* Na" gastronomic festival in Denia (Alicante, Spain).** Once again during the year, we set up the "Aqualia Space" to host the very best showcookings and live workshops. We offered water to the attendees to highlight all the work that goes on behind the scenes in getting fresh drinking water to your tap.

**3rd Edition of the Community of Practice WATER ↔ ENERGY in Salamanca (Spain).** During the event, experts debated the challenges and opportunities surrounding the water cycle and the commitment to biomethane and green hydrogen in order to make the sector's ecological transition happen. The event is the product of a partnership between the Eclosion, Ultimate and Rewaise research projects, in which we are involved. Co-funded by the European Union's Horizon 2020 programme and the CDTI, it seeks to share knowledge and generate alliances to achieve a sustainable future.

**67th Edition of the International Trade Fair of Asturias-FIDMA (Spain).** We were present at the pavilion devoted to the end-to-end water cycle, which attracted a record number of nearly 81,500 visits over the two weeks of the event. The contents of the Aqualia space highlighted the importance of water, its availability and the responsible use of this precious resource. We presented three R&D projects: **Deep Purple** (to show how wastewater treatment plants can become biofactories), **SEA4Value + REWAISE** (to make desalination more sustainable by extracting minerals and metals from seawater) and **ELAN** (to obtain clean water while reducing the economic and energy costs of wastewater treatment).

**UNESCO event titled 'Towards sustainable and affordable desalination in the Arab region' (Egypt).** There, we addressed cutting-edge research issues in the field of desalination, as well as the need to lower operating costs by improving plant components (reverse osmosis membranes, process pumps, etc.) and expanding the use of renewable energy.

At Georgian Water and Power (GWP), our subsidiary in Georgia, we took part in a key economic forum organised by **Business Insider Georgia** and attended by representatives of the government and large Georgian enterprises. In this edition, the motto was **'Water supply: opportunities and challenges'.**

Other events in which we took part:

- **IWA Digital Water Summit,** a key event in the digitalisation of the global water sector held in Bilbao, Spain.
- **26th ANDESCO Sectorial Congress,** Colombia's main public services event.
- **AEDyR Summit,** on key challenges relating to water and energy in Colombia.
- **ANEAS 2024 Convention and Expo,** the biggest water and sanitation event in Latin America, held in Mexico.

# Global and local commitment

We recognise the importance of our social responsibility and support projects that have a positive impact on the communities in which we operate. Water is fundamental to our development and serves as a catalyst for change, driving a more equitable society.

Aside from offering solutions to ensure access to water in all countries, we promote initiatives that have a positive impact on communities and the people who live there. And we do this in each territory —big cities, municipalities or small towns— through alliances with the social and cultural fabric that breathes life into these environments.

## Main lines of action of our programmes and initiatives with communities

Social

Environment

Culture

Sports

| | 2024 | |
|---|---|---|
| | € | % |
| Sports | 428,186 | 8% |
| Image, communication and stakeholder dialogue | 4,218,239 | 76% |
| Awareness, environmental education | 201,011 | 4% |
| Culture | 459,572 | 8% |
| Social | 257,384 | 5% |
| **Total** | **5,564,393** | **100%** |

The initiatives carried out under each pillar during 2024 included the following:

# Social

**We worked alongside the Colombian National Army in distributing water to alleviate the shortage caused by the El Niño meteorological event in the department of La Guajira.** In 2024, we delivered approximately 42,000 litres of water to the Bello Sur neighbourhood in Riohacha, where most residents face difficulties when accessing water through the distribution networks due to the topographical conditions of the region.

**Winds of almost 130 km/h, heavy rains and storm surges arrived in the second week of July in the Houston area where our company, MDS (Municipal District Services), serves around 350,000 inhabitants.** The prevention efforts and the rapid subsequent action of our teams succeeded in restoring service in record time, despite the power outages, which affected more than 2.7 million people.

For the second year running, we teamed up with **Best Buddies Colombia, an organisation that provides training to people with intellectual disabilities.** The Christmas campaign improved the job prospects of 10 people thanks to the training delivered.

**Our team in Jaén collaborates with the Jaén Support Association for People with Cerebral Palsy (ASPACE),** in helping to design and create the annual calendar published by this non-profit organisation. The sale of this calendar raises funds so that the association can continue to provide its services.

The **Employment Service of the Colombian Ministry of Labour,** as part of its policy of supporting the labour inclusion of victims of the armed conflict and other segments of the population, recognised the commitment shown by Aqualia's team in Riohacha (La Guajira), which lent its support to the actions to break down labour barriers in segments of the population that do not have easy access to work.

**Caltaqua, Aqualia's subsidiary operating in the Sicilian province of Caltanissetta,** has developed an engaging educational tool in a bid to raise awareness among children and young people and, through them, society as a whole, of the importance of using the water supply and sanitation system responsibly. The 'Aqualia Educational Notebook' explains, in a simple and interactive way, the process that water follows from the moment it is collected until it is eventually returned to the natural environment.


**For another year, we launched the educational platform where we held our traditional digital competition,** which attracted more than 9,000 entries and provided upwards of 5,300 hours of training. The **Aquaventura** educational project has provided valuable training to nearly 300,000 schoolchildren since its launch in 2002. The main mission of this project is to educate children from an early age, to ensure that future society is more sensitive and aware of the importance of caring for the environment and appreciates the immense value of efficient management of the end-to-end water cycle.

**Donation to the Pablo Ugarte association dedicated to child cancer research.** Through the women who are running this year's training programme for high potential women, we made a donation and promoted a race organised by the association in Colmenar Viejo, Madrid.

In the Czech Republic, the quality of drinking water in the areas supplied by our Czech subsidiary SmVak was not affected by the **extreme flooding that took place in Ostrava.** Thanks to the rapid and effective response to this crisis event, we were not only able to minimise the impact of our own activities on the environment, but also to take on waste water and other compounds from facilities that were out of service during the episode.

In the United States, in the wake of the immense damage caused by Hurricane Beryl, our MDS team managed to restore water services within 48 hours in Houston, where we serve around 350,000 inhabitants.

In the Czech Republic, hundreds of pupils from primary schools in Silesia took part in the 18th edition of the Chemistry and Other Sciences Fair, organised by the Czech Chemical Society and the University of Ostrava.

We joined the campaign **'Give your trainers a second life, score a goal against inequality!'** staged by the organisation Fútbol para la Igualdad (Football for Equality), which aims to give trainers a new lease of life by taking them to disadvantaged communities in Rio de Janeiro, Brazil. Our office in Sóller (Mallorca) acted as a collection point.

For Aqualia, people are essential, so this year, in our Christmas Campaign, **Compartamosloesencial.com** people were asked to share some words that, for them, define what Christmas is all about. Each word shared by every employee was translated into a donation made by the company. We managed to get hundreds of people involved in the reconstruction of Albal, a Valencian municipality badly damaged by the torrential rains and flash floods, through the Plan for the recovery of public space and mobility.

Donation of 500 school kits in vulnerable areas of the municipalities of Tuchín, Chimá, Planeta Rica in Colombia.

Donation of a vehicle to the Jerez Solidarity Initiative Association (ISOJE), which hands out food to families in need, so it could continue to carry out its invaluable work.

Thanks to the 2023 IFM grant handed to the Galician Asperger's Association, in 2024 they were able to conduct an energy optimisation and hydro modelling study at the Vigo estuary.

Partnership with the Proyecto Hombre association in Almería, with a grant to help get people with addiction problems back into the labour market.

Participation in races organised by the Spanish Cancer Association.

Partnership with the Alzheimer's Association in Cortegana (Huelva).

**Good practice**

## Our contribution to the social development of communities in Colombia

Colombia is a privileged place when it comes to biodiversity and water sources. Resources that, due to their unequal distribution, cause problems among many communities in obtaining safe access to them. According to recent data, around 10% of the rural population does not have access to safe drinking water. In addition, pollution and climate change have further exacerbated the scarcity of this resource in recent years. In this context, water management determines the livelihoods and progress for thousands of people.

Since our arrival in the country, we have embraced the challenge of providing services to municipalities facing difficulties in accessing drinking water. Our approach is to engage and empower communities, ensuring that the residents themselves champion the importance of good water management. To succeed in this task, we carry out work program, awareness-raising activities and education initiatives.

Our social impact leads to an improvement in public health and the quality of life among the inhabitants of these communities. There is more coverage, better water quality, and improved health and safety conditions for workers. We have also facilitated payment processes, expanded the channels available, and improved telephone support. Aside from this, we carry out awareness campaigns on social issues such as equality, the fight against gender-based violence and the prevention of breast cancer.

For us, social management means, first of all, gaining a deep understanding of the situation, and then getting the members of the community involved in everything we do. This approach is based on direct listening and dialogue through initiatives such as **Aqualia al Barrio** (Aqualia in the Neighbourhood), with days in which we actively listen to users to come up with an appropriate solution, or **Puertas Abiertas** (Open Doors), where students, personalities from the region and members of the community receive a guided tour around our water treatment plants.

In 2024, we managed to impact 12,789 people across all of Colombia through 578 workshops held in both public and private educational institutions, where we addressed issues related to environmental sustainability, care for ecosystems, recycling and the end-to-end water cycle. We also planted 508 trees and trained nearly 400 community leaders in sustainable practices. Another key initiative is the Children's Digital Drawing Contest, in which 6,000 children from all over the country took part, with the outstanding involvement of the Familia de Nazareth Educational Institution in Riohacha.

The combination of these efforts has brought about positive change in these outreach communities and has demonstrated that education and leadership are the way forward to meet the environmental challenges of the present and the future. With the example of the social impact we have achieved in Colombia through action on the ground and the active participation of communities, we are now starting to work in Mexico in a bid to improve the living conditions of the population through access to water.

# Environment

**Sosteniblómetro (Sustainability Meter),** Aqualia's test that helps citizens to evaluate their sustainable behaviour. A total of 2,095 tests were completed in 2024.

Given the drought conditions affecting various parts of the world, 2024 was an intense year **for raising awareness of responsible use of water and sanitation systems.** Aside from campaigns to foster responsible consumption in different municipalities in Spain, Colombia and Italy, we carried out a corporate campaign through our website and social media sites.

In both Spain and Colombia, we carried out several tree planting initiatives and other activities to care for natural ecosystems, accompanied by environmental awareness messages.

In partnership with the Lepe Environmental Centre, all the town's educational centres will carry out awareness-raising activities on the end-to-end water cycle at the centre.

For **World Water Day,** we launched activities such as open days at water treatment and purification plants, water tasting events, the 'Sosteniblometer' challenge and activities for schoolchildren. We also presented the spot **"Sustainable natives of integrated water management",** where we asked artificial intelligence to imagine a world without water.

**Water routes of Granadilla de Abona (Sta. Cruz de Tenerife).** Fifth and sixth grade primary school pupils from the town took part in a two and a half hour walking route with the aim of promoting the sustainable use of water and care for the environment.

**Sustainable Natives Video on Integrated Water Management**

# Culture

In 2024, we carried out numerous small partnerships in the municipalities and cities where we stage water management and sanitation activities. Thanks to these collaborations with cultural associations, we are able to stage events that help preserve the customs and culture of the local area. Highlights include:

- **Collaboration with Semana de la Cultura (Culture Week),** organised by the Asociación del Cine y el Arte de Novelda (ACAN) to mark the occasion of the Novelda Film Festival (Alicante, Spain).
- **Together with the Agrupació Artística Musical de Dénia,** we carried out a project to raise awareness on the end-to-end water cycle and to discover the different ecosystems through the medium of music.
- **We sponsored the 21st International Street Art Festival Mueca in Puerto de la Cruz (Santa Cruz de Tenerife),** an event that mixes culture, art and history of the city, with performances by national and international artists.

**Other activities**

- Oviedo Opera sponsorships.
- Cadaqués Music Festival (Girona).
- Taoro Summers, in Puerto de la Cruz.
- Phe Festival, also in Puerto de la Cruz, dedicated mainly to music.
- Collaboration with the Parc Aux Etoiles Nesles la Valée festival (France)
- Collaboration in the Spanish culture festival held in the Brno region (Czech Republic).
- Collaboration with the Flamenco Festival in Olomuc (Czech Republic).
- Support to the Sinú Cultural Festival in Lorica (Colombia).

# Sports

We reaffirmed our firm support for sport as an activity that plays a crucial role in promoting the principles of effort, teamwork and respect. All of these are fundamental values for a better society and healthier communities.

We collaborated with local teams in various non-professional sports in the cities of the countries where we manage the end-to-end water cycle. Thanks to these partnerships, many small clubs are able to maintain their activities. Key activities carried out in 2024 included:

- **Sponsorship of the Women Cycling Costa de Almería (Spain).**
- **Participation in the Triathlon of Spain Championship of medium and long distance and the T100 in Ibiza,** with the installation of water refilling points and 1,000 litre tanks to reduce plastic waste.
- **1st edition of the Tenerife Business Race (Spain).** For each participant who signed up, we made a financial donation to the Diario de Avisos Foundation, who are devoted to cancer prevention, research and treatment.
- **We sponsored a hole in the 7th Pingüino Golf 2024 Tournament,** a charity sporting event supporting the Spanish Association Against Cancer in Huelva.
- **Sponsorship of the Real Fundación football team in support of youth and sport (Magdalena, Colombia),** involving the delivery of 30 sports packages.
- Employees at our Czech subsidiary got involved in a charity walk, where the company pledged to transform each entry into money for the treatment of a disabled child.
- Participation in the **11th edition of the Trail Solidari Ciutat d'Alcoi (Alicante, Spain),** a 23 km run, where the funds raised go to the fight against cancer.


Participant in the Spanish Triathlon Championship held in Ibiza.

**Other activities:**

- Sports academies in Caravaca de la Cruz (Murcia).
- Club Ciclismo Vicenç Reynés de Sóller cycling club (Mallorca), 'La Pera Run de Albatàrrec' race (Lleida); Carrera de la Mujer de Quel (La Rioja) race and the Club de Bàsquet Puig d'en Valls de Santa Eulària des Riu (Ibiza).
- Sponsorship of the Spanish Women's Cycling Cup in the Bajo Andarax region.
- 'Los Palomos' diversity race in Badajoz.
- Involvement in the Women's Race in various cities.
- Rimini 2024 Sailing Championship.
- The Aqualia team, who provide services at the El Realito water treatment plant (San Luis Potosí, Mexico), took part in the 38th BMW Tangamanga International Marathon.
- Collaboration with the Talavera de la Reina Chess Club.

# Awards and recognitions that reinforce our leadership


Juan Pablo Merino, Director of Communication and Public Affairs at Aqualia, receiving the DIRCOM Award in the Environmental Commitment category

- **'Values of Excellence 2024' Award, for our contribution to development in Andalusia,** as a benchmark company with a long track record in the sector, specialising in water cycle management and committed to innovation and the circular economy on the international stage.

- **Award winners in the 'ESG Environmental Commitment' category at the 7th Dircom Ramón del Corral Awards** of the Association of Communication Managers (Dircom), for "Aquaventura", an educational programme through which we have trained nearly 300,000 schoolchildren since 2002.

- **'Can you imagine a world without water?',** Aqualia's AI-generated video, **chosen as a success story in the 28th Dircom Communication Yearbook.**

- Aqualia in Lleida recognised by **'Lleida en Verd Companies',** for its commitment to the environment and sustainability.

**AI-generated video by Aqualia: Imagine a World Without Water**

- The Alboran Sea desalination plant received the 'Apuesta por Andalucía' Award at the **22nd Andalucía Económica Awards.**

- **Efficient Water Management Award at the 2nd Next Spain Awards,** for our leadership in water management.

- **Finalists of the Andesco Sustainability Award 2024 of the National Association of Public Utilities and Communications Companies (Andesco) in Colombia.**

- Presentation of the Salamanca service at the **European Benchmarking Cooperation**—alongside 45 operators from 18 countries—as a model of excellence and improvement in water management.

- Recognition for **AqualiaMACE,** a consortium comprising Aqualia and the Emirati group MACE Contractors for **its commitment to sustainability (United Arab Emirates).**

- **Award for Best Digitalisation Project at the Disruptores Innovation Awards 2024** by El Español newspaper for the water network digitalisation project in the Spanish municipalities of Denia and Talavera de la Reina.

**MÓNICA PATRICIA ARROYO**
SOCIAL WORK COORDINATOR, COLOMBIA

# Collaboration to transform communities and improve our service

## Key Levers

**From the social area you coordinate in Colombia, you seek to strengthen collaboration and the bond between Aqualia and local communities. What approach do you follow for this?**

At Aqualia, we aim to create deep and meaningful relationships with the community. To this end, we activate three complementary levers: comprehensive support, active listening, and awareness. We strive to ensure a constant presence in the community, not only through service provision but also in social, educational, cultural, and environmental areas. We want to ensure that needs are met holistically, and permanent support builds trust for this. We also promote open and constructive communication that makes people feel valued and allows us to design tailored actions.

At the same time, we work to raise awareness among local communities about the importance of good water use and other issues such as inclusion and respect. We are convinced that awareness is the engine that drives the gears of society and triggers the participation of all its members.

As a result of community participation, we can also identify improvements and achieve benefits for the whole society. In this, we have seen a clear difference compared to the situation before Aqualia's arrival: for example, in some areas, untreated water was consumed — with the consequent risk to public health — and now this habit is disappearing thanks to the work done jointly.

## Participation and Awareness

**Through what means and actions do you work on citizen participation and awareness?**

The activities we carry out are numerous and varied, depending on the objective we pursue. One of them is the organization of open forums for the community where people can express their opinions on important issues such as the environment, climate change, gender equality, human rights, or biodiversity.

Another valuable tool is education: we are present in schools with programs on water care and sanitation. Children and young people are also the protagonists of the digital drawing contest we promote to highlight the importance of water care.

We also promote tree planting activities in areas affected by biodiversity loss and citizen participation in projects through volunteering. One of these projects supports the training of women in recycling tasks through micro-enterprises.

## Service Improvement

**This work of dialogue and participation with the community also helps Aqualia improve the service. How? How would you define this impact?**

Firstly, thanks to active listening and dialogue, we know firsthand the needs, expectations, and problems of the communities, with initiatives like 'Aqualia in your neighbourhood' as an example. In addition to helping improve our services, this allows us to anticipate possible incidents and be quicker and more effective in solving them.

Through community participation, we can detect situations that require our intervention, such as communes where access to water is not guaranteed, and it is children and women who are responsible for transporting it to their homes.

**"With community participation, people feel valued, and Aqualia can identify improvements that benefit the whole society"**

We are convinced that communication builds trust, and trust always improves relationships. For this, it is essential to have key contacts in these local communities and work hand in hand with organizations (government institutions, municipalities, women's secretariats, etc.) that know the area and work towards the same goals of well-being and economic development that we pursue at Aqualia.

## Water Culture as a Common Good

**What success story from the past year best exemplifies the importance of this work on the ground? What areas for improvement have you identified for the coming years?**

The work on the ground, as we said, is the basis of trust. The communities already know us, they know how we get involved, and in case of service incidents, this prior relationship helps us avoid conflict situations that were more common before, especially in areas where vulnerable populations live.

On the other hand, we incorporate technology in the permanent monitoring of the service, and in this way, we can activate a crisis prevention plan as soon as we detect any problem in the distribution networks.

We are also taking steps to consolidate a culture of water as a common good. Awareness paves the way for communities to internalize the value and all that this resource means, so they themselves get involved in reporting situations where irresponsible use may occur.

All this —and this is the most important— leads to a positive impact on the transformation of the areas of the country where we operate. Water belongs to all of us, it is essential for social and economic development, and at Aqualia, we are managing to ensure equitable and sustainable distribution.

# Governance information

## LEADING THE WAY FROM A CULTURE OF ETHICS AND COMPLIANCE

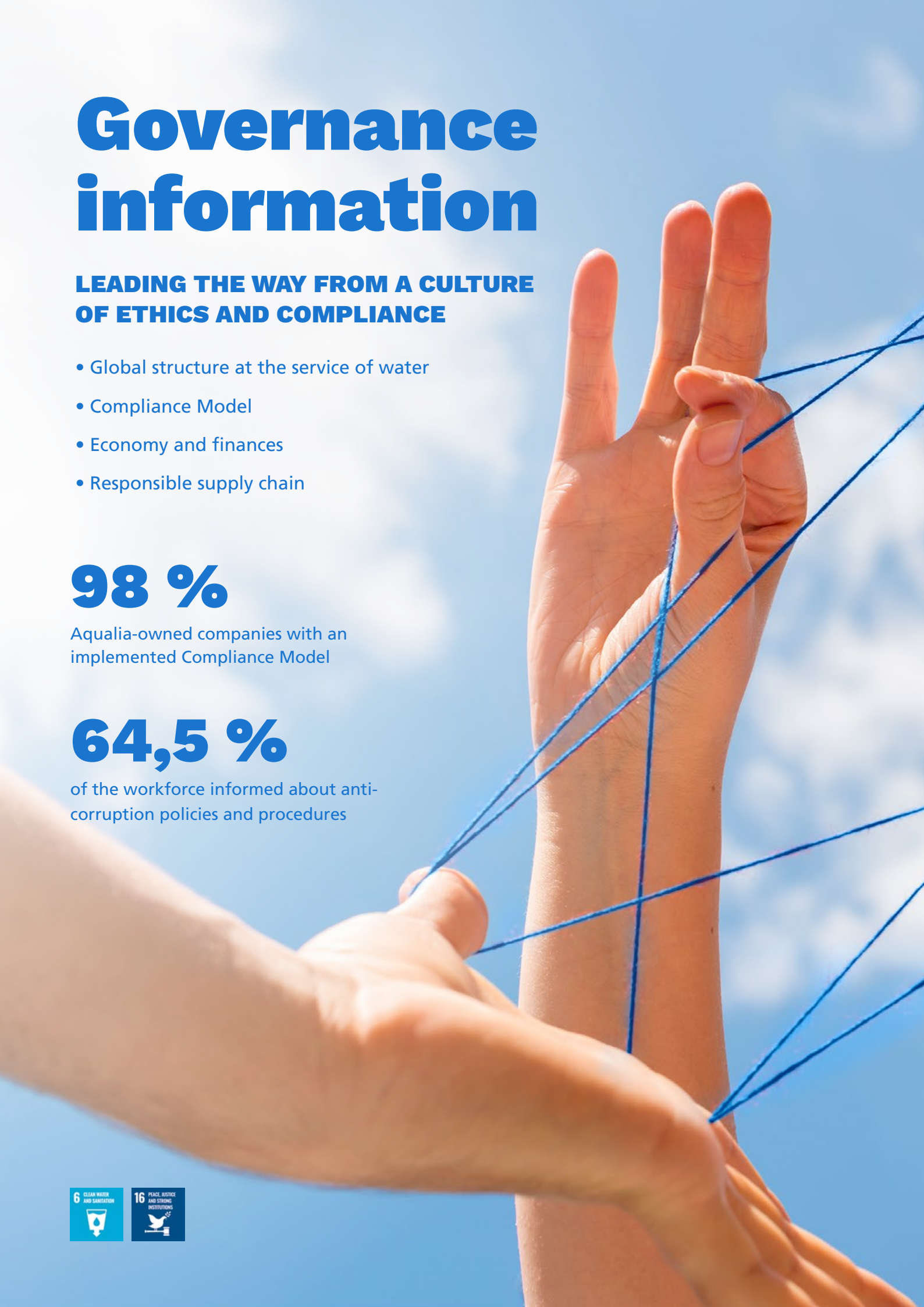
- Global structure at the service of water
- Compliance Model
- Economy and finances
- Responsible supply chain

**98 %**

Aqualia-owned companies with an implemented Compliance Model

**64,5 %**

of the workforce informed about anti-corruption policies and procedures



# Global structure at the service of water

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Transparency and accountability<br>Ethics and anti-corruption<br>Diversity, equity and inclusion | 2-9, 2-11, 3-3, 405-1 | 2, S1, S2, S3, S4, G1 | SL5. Ethics and compliance |

It all starts as we thread the yarn and continue to spin the thread across different countries, people, functions... Our governing bodies are responsible for this fundamental action that makes everything else possible. They lead us forward and embed an ethical business culture among all our members and in all those countries where we genuinely care for the blue thread.

The most senior body is the **Board of Directors,** made up of directors (non-independent) representing 51% of FCC's shareholding and 49% of IFM's shareholding.

## Members of the Board of Directors[16]

| | Investment Committee | Appointments and Remuneration Committee | Audit and Control Committee | Delegate Regulatory Compliance Committee |
|---|---|---|---|---|
| **Aboumrad González, Alejandro**<br>Chairman | V | | | |
| **Villén Jiménez, Nicolás**<br>Vice president | | | V | V |
| **Bespolka, Lars**<br>Voting member | C | V | | C |
| **Colio Abril, Pablo**<br>Voting member | V | | V | V |
| **Kuri Kaufmann, Gerardo**<br>Voting member | | C | | |
| **Rodríguez Torres, Juan**<br>Voting member | | V | C | V |
| **Longhurst, Scott**<br>Voting member | | V | V | |
| **Amantegui Lorenzo, Javier**<br>Secretary (non-director) | | | | |
| **Cerro, José Fernando**<br>1st Deputy Secretary (non-director) | S<br>(non-voting member) | S<br>(non-voting member) | S<br>(non-voting member) | |
| **Azzouzi Maanan, Samir**<br>2nd Deputy Secretary (non-director) | | | | |
| **López Barranco, Cristina**<br>3rd Deputy Secretary (non-director) | | | | |
| **Siles Fernández-Palacios, Jaime José** | V | | | |
| **Noemí Pastor**<br>CCO | | | | S<br>(non-voting member) |

C: chairman; S: secretary ;V: voting member

[16] 100% men

The **Board of Directors,** as the most senior representative and administrative body of the company, and for optimal global governance, delegates its functions to the **CEO.**

The CEO, together with the **Management Committee,** addresses and manages more specific issues, acting through various committees: **Regulatory Compliance Committee, Information Technology Committee, Management Systems Committee, Innovation Committee and Coordination Committee.**

The Coordination Committee deals with cross-cutting matters relating to the broader concept of sustainability: social, environmental and good governance. This integration of ESG aspects into each decision made by the teams, ensures the creation of long-term value and conscious leadership in carrying out all our activities.

Meanwhile, the **Regulatory Compliance Committee**[17] is a collegiate body to which the **Board of Directors** has ascribed the function of promoting an ethical culture across the entire organisation and of overseeing internal and external regulatory and regulatory compliance. The committee monitors and oversees ethics and compliance programmes, as well as the **Code of Ethics and Conduct,** policies, standards, procedures and controls for the prevention of unlawful behaviour. The Regulatory Compliance Committee also sees to it that the **Compliance Model** is regularly reviewed and updated in accordance with current legislation, international standards and the company's internal regulations.

Meanwhile, the **Regulatory Compliance Department** is tasked with ensuring that the organisation operates responsibly and with integrity, i.e. in accordance with the prevailing legal and regulatory framework, and with the organisation's values and ethical principles.

On matters relating to ESG, the **Strategic Development and Sustainability Department** works to involve all areas in the responsible governance of the company, focusing on sustainable development that respects natural resources and people.

## Organisation chart – Managing Committee*

Santiago Lafuente
**CEO**

Isidoro Marbán
**Finance**

Carmen Rodríguez
**People & Culture**

Elena Barroso
**Legal advice Department**

Juan Pablo Merino
**Communication, Brand and Public Affairs**

Lucas Díaz
**Spain Area**

José Miguel Janices
**Europe and Americas Area**

José Enrique Bofill
**Africa and Asia Area**

Pedro Rodríguez
**Strategic Development and Sustainability**

Rocío Santiago
**Studies and Operations**

Miguel Perea
**Customer Management and IT**

* 73 % men – 27 % women

[17] The Compliance Committee is made up of the Chief Compliance Officer, the Head of Human Resources and Culture, and the Head of Legal Advisory. Reports to the Delegated Compliance Committee (committee attached to the Board of Directors) through the Chief Compliance Officer.

# Compliance Model

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Transparency and accountability<br>Ethics and anti-corruption<br>Diversity, equity and inclusion | 3-3, 205-2, 406-1 | 2, S1, S2, S3, S4, G1 | SL5. Ethics and compliance |

**98 %**

Aqualia-owned companies with a Compliance Model in place[18]

**94 %**

Aqualia-controlled companies with a business model in place[19]

The Compliance Model defines how we do things at Aqualia. With an ethical culture that permeates our decisions and actions at all levels and in all the territories in which we operate. It covers not only regulatory compliance, but also the principles and values that underpin our Code of Ethics and Conduct.

Since 2018, we have been integrating the Compliance Model within the company, as a key tool to help achieve the objectives set by our different business areas. This model also helps to shape fairer and more humane societies in all the countries in which Aqualia operates, by identifying risks and implementing due diligence and control procedures for our business.

At Aqualia, we not only work to implement the Compliance Model across all companies where we have operational control, but we also promote it in all companies and joint ventures in which we participate. There, we have put in place preventive controls to mitigate corruption risks such as bribery, corporate corruption, influence peddling, fraud, illegal financing of political parties, embezzlement, price-fixing in tenders and auctions and money laundering.

[18] 40 companies owned in 2024, considering only active companies with a headcount.
[19] 28 companies controlled.

## SL5. Ethics and compliance

| Nº | Indicators | 2024 | Objective for 2024 | Objective for 2025 | Objective for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| **Development of the Compliance Model** | | | | | | |
| SL5P1.1 | % Active controlled companies with a Compliance Model in place | 94 % | 100 % | 100 % | 100 % | X |
| SL5P1.2 | % Active but not controlled companies with a Compliance Model in place | 47 % | 50 % | 60 % | 70 % | X |
| **Training and awareness about ethical culture** | | | | | | |
| SL5P2.1 | % Employees online who have received Code of Ethics training | 81 % | 95 % | 95 % | 95 % | X |
| SL5P2.2 | % Employees offline who have received Code of Ethics training | 20 % | 20 % | 40 % | 60 % | √ |
| **Raising awareness of ethical culture in our relations with third parties** | | | | | | |
| SL5P3.1 | % Necessary external staff members who have received training on Code of Ethics | * | 85 % | 90 % | 95 % | X |

* Due to cybersecurity issues, access to Aqualia's training platform was restricted and no external access was granted in 2024.

# Policies and procedures with regard to compliance

Five years after its implementation, in 2024 the structure and content of the FCC Group's Compliance Model were reviewed by an external party. This process concluded that the Compliance Model is designed in accordance with the main implementation and compliance standards, although certain areas for improvement were identified. These aspects led the Board of Directors to approve a new **Compliance Policy** and a new set of **Compliance Committee Regulations,** as well as update the following policies and procedures:

- Code of Ethics and Conduct
- Crime Prevention Manual
- Anti-Corruption Policy
- Internal Reporting System Policy
- Internal Reporting System Procedure
- Internal Investigations Protocol

# Ethical Channel

At Aqualia we operate a Ethical Channel, to which all our stakeholders can send any kind of alert or disclosure. These notifications are assessed by the **Compliance Committee,** which either takes the necessary steps to resolve them or closes and files them. All notifications relating to Aqualia received through the **Ethical Channel** are notified to the **Regulatory Compliance Department,** which promptly investigates and follows up.

Up to 31 December 2024, a total of 77 communications have been received through the Ethical Channel, addressing various labour issues (17%), client management (25%), conflict of interest (1%), misuse of company resources (1%), harassment (3%), internal fraud (1%), and other issues such as technical management, works management and organisational issues for a total of 1%.

It is important to note that 51% of the communications were considered not relevant, as they concerned client queries or claims that should be handled through **Aqualia Contact** or for other reasons were not considered relevant as alerts in the context of the **Ethical Channel.**

Looking at the breakdown by country, 70% of the communications related to activity in Spain, 14% in Portugal, 10% in Colombia, 4% in Saudi Arabia, and 1% in the United Arab Emirates. These data show that the Ethical Channel is increasingly known and used in the international jurisdictions in which Aqualia operates.

Alerts classified as high or medium risk are subjected to a detailed analysis. If necessary, an investigation is launched to clarify the facts, and an action plan is implemented to improve internal control and ensure an appropriate response to the risks identified.

## Communications received via the Ethical Channel broken down by subject matter

| | 2024 | | 2023 | |
|---|---|---|---|---|
| | Q | % | Q | % |
| **Relevant** | **38** | **49 %** | **43** | **63 %** |
| Employment aspects | 12 | 16 % | 17 | 25 % |
| Customer management | 19 | 25 % | 13 | 19 % |
| Conflicts of interest | 1 | 1 % | 3 | 4 % |
| Improper use of company resources/assets | 1 | 1 % | 3 | 4 % |
| Harassment | 2 | 3 % | 2 | 3 % |
| Internal fraud | 1 | 1 % | 1 | 1 % |
| Other issues (technical management, works management and organisational issues) | 2 | 3 % | 4 | 6 % |
| Corruption | 0 | 0 % | 0 | 0 % |
| Discrimination | 0 | 0 % | 0 | 0 % |
| **Not relevant** | **39** | **51 %** | **25** | **37 %** |
| **Total** | **77** | **100 %** | **68** | **100 %** |

**FAHEEM ABBASI**
HEAD OF COMPLIANCE & INTERNAL CONTROL, SAUDI ARABIA

# Advancing a global compliance culture

## Compliance Model

**In 2023, Saudi Arabia achieved the implementation of the Compliance Model. How did you carry out this process? What were the main challenges you faced?**

Changing behaviours and turning a personal code of ethics into a professional one represents a significant challenge in any organisation. Sometimes companies may initially encounter adverse reactions, but in our case, the support of senior management and the communication of the value of compliance in creating an ethical environment were crucial in the process.

The first action was to communicate the management's decision to implement the Compliance Model, then translate the Code of Ethics into the local language and share it with all staff to raise awareness about the company's mission, vision, and values, as well as the importance of ethics and compliance.

The second step was to provide training on this subject to as many employees as possible at different levels without affecting their daily responsibilities. For this, our online training website allowed them to access various contents (Code of Ethics, anti-corruption, conflict of interest, etc.) at any time.

Another major challenge was ensuring regulatory compliance in a strict environment like Saudi Arabia, with most projects developed with the public sector. In all jurisdictions where we operate, our motto is zero tolerance for non-compliance, whether at the company or employee level.

Regarding internal procedures, we first integrated the policies into the exit process and then deployed them across all departments. Today, we continue to implement the system and establish a compliance culture. This work requires a lot of time and effort, and providing employees with a direct and anonymous communication channel is essential.

## Policy Approval

**How did you approach the approval of policies and procedures considering that operations in this country involve a large number of partners?**

Business partners and shareholders are always open to supporting transparent and ethical practices in the company, although most have their own procedures and policies. To implement a unified system, agreement and communication at the highest level of the companies are necessary. It is also useful to incorporate compliance clauses into contracts or commercial agreements.

After being presented by the Compliance department to the management committee, the Compliance Model was accepted and approved internally. Additionally, the minutes of this meeting were also shared with the management and operations teams of our partners.


**"The support of top management and effective communication have been key factors in the implementation of the Compliance Model"**

## Supplier Approval

**In 2024, you worked on implementing a supplier approval system in terms of compliance. What does this milestone mean for the company in Saudi Arabia?**

To ensure a safe and transparent supply chain, we began the approval process with a selection of the main suppliers by turnover. They had to complete a questionnaire and formally accept our Code of Ethics, values, and ethical policies.

The process continues with the rest of the suppliers —new and existing— and the number of certified companies keeps growing every day. To streamline procedures, we have included the mandatory compliance clause (acceptance of the Code of Ethics and our values) in the purchase order for all suppliers.

Having a supplier approval system enhances our reputation as a company committed to the highest standards of ethics and quality. This not only generates trust but can also help manage supply chain risks. This major milestone of 2024 shows how we align with best practices and international standards, attracting users and customers who prioritise ethical and responsible business relationships.

## Day-to-Day Perspective

**From a more personal and day-to-day perspective, how do you assess the reception of the Compliance Model?**

While all change processes can generate uncertainty initially, doubts disappear when there is effective communication and management support. Following this path, we focused on explaining to the teams how the Compliance Model streamlines processes by providing clear guidelines and facilitates decision-making and relationships with suppliers and business partners.

Employees, for their part, value the training as it helps them manage critical situations in their daily work. For example, the conflict of interest course showed them real cases relevant to their activity, and most highlighted that this training helped them better understand this issue and feel more confident in facing potential ethical dilemmas.

In short, the Compliance Model and training promote an internal culture where employees feel prepared to face these issues. We are convinced that management's involvement and setting an example with their conduct is the quickest way to achieve compliance objectives.

# Actions carried out in relation to compliance

At Aqualia, we spare no effort in extending the Compliance Model to all the countries in which we operate. To succeed in this task, we have implemented various measures and thanks to this hard work, in 2024 we achieved 96% coverage of the ethical and transparent management model across the company.

In **Colombia,** the company approved the SAGRILAFT (anti-money laundering) and PTEE (transparency and ethics) programmes for the company Aqualia Riohacha, predicated on the Aqualia Compliance Model. Also in 2024, we continued to implement a Compliance Model at our investee companies where we do not exercise operational control. In particular, we continued to set up compliance models at the joint ventures where we share ownership with various Spanish public administrations.

We also worked hard to achieve the international expansion of the compliance function through local compliance officers. Highlights in the period included the appointment of a compliance officer to oversee Aqualia's activities in **Georgia** and another officer for our activities in the **United Arab Emirates, Oman, Qatar** and **Egypt,** as well as the appointment of a compliance coordinator for our business in **France.**

As for our companies in **Mexico** and **Portugal,** in 2024 we worked to identify and analyse the crime risks applicable in each jurisdiction. Therefore, we now have a specific risk analysis. Based on this analysis, action plans have been put in place to manage and control these risks.

Similarly, another important activity in the past year was the implementation of a **supplier compliance approval system at our companies in Portugal, the Czech Republic, Saudi Arabia** and **Georgia.**

Lastly, FCC's Internal Audit Department conducted an annual review of the **Compliance Model** at the third line of defence, to ensure the continuous improvement in Aqualia's **Compliance Management System.** This joint effort reflects the commitment to maintaining and strengthening ethical standards and standards that guarantee compliance across the company's operations.

## Risk assessment and control system

Within this area of risk assessment and control systems, in 2024 we continued to update our analysis of crime risks in **Spain** and of SAGRILAFT risks, corruption and transnational bribery in **Colombia.** Also during the year, we conducted a specific risk analysis in both **Mexico** and **Portugal.** In both countries, we have moved from an anti-corruption scope to cover offences that could lead to corporate liability in these jurisdictions.

Following the introduction into the legal system of new offences for which companies can be held criminally liable, we updated our risk analysis for Aqualia's business activities in **Spain, Italy** and **Colombia.** These new offences include the use of non-cash payment instruments, as well as crimes against cultural and landscape heritage in Italy, and animal abuse in Spain.

Similarly, our control officers and process managers conducted two self-assessments of how control processes are run. These evaluations not only provided valuable information regarding the level of implementation of the existing controls, but also provided suggestions for possible improvements. In fact, based on the information provided by the control owners, the **Regulatory Compliance Department** conducts an analysis that is passed on to the process owners so that a work plan can be drawn up on the deficiencies and opportunities for improvement detected.

The monitoring of controls carried out by the Regulatory Compliance Department —Aqualia's second line of defence— has become particularly important for risk mitigation. In 2024, the processes identified in our business were analysed by reviewing evidence that supports the operation of controls. This approach


has allowed us to evaluate both the design of the controls and the effectiveness of their execution and the robustness of the existing evidence. Where areas for improvement were detected, action plans were proposed to strengthen the existing controls and ensure the continuous improvement of the Compliance System.

In 2024, the implementation of 51 controls by more than 353 control owners was examined. This assessment showed that the control processes were stronger and the processes for documenting evidence were more robust. In addition, the storage of this evidence was enhanced to make it more accessible to the various areas of the organisation in charge of its execution, verification, supervision and audit.

# Training in compliance

The major milestone of 2024 was the launch of an online conflict of interest training programme in **Spain,** the **Czech Republic, Italy, Portugal, France, Colombia, Mexico, Peru, Chile, Saudi Arabia, United Arab Emirates** and **Egypt.** This training was adapted and translated into the languages of all these countries to make staff aware of situations that could create conflicts of interest and to explain the organisation's protocol for communicating and managing such conflicts. In all these countries and, depending on their roles, employees received training on how to identify and resolve the various types of conflicts of interest that can arise.

In addition, new employees who join the company receive training on the Code of Ethics and Conduct and, depending on their positions, on international standards for preventing corruption-related crimes and their specific application in the organisation.

Looking at training by country, specific training on the SAGRILAFT anti-money laundering prevention systems and on transparency and ethics PTEE was carried out in **Colombia,** as well as in **Georgia,** the **United Arab Emirates** and **Oman**, where the implementation of the Code of Ethics and Conduct and corporate policies was successfully completed. In **Italy,** training was delivered to teams on the updated Organisation and Management Model based on Legislative Decree 231/2001.

Aside from ad-hoc training courses, we remained firmly committed to **continuous awareness-raising** among our staff. In 2024, we continued to disseminate videos with awareness and compliance tips, with messages on the culture of compliance, on how the Ethical Channel works, on the protocol for the prevention and eradication of harassment, on the importance of proper evidence management, and on the need for all employees to embrace good ethics in their daily work.

In 2024,

**100 %**

the members of the governing body and

**9,100**

employees were informed about the company's policies and procedures on corruption (64.5% of the total) and

**5,258**

received trained in this regard (37.3%)

## Staff communicated and trained in anti-corruption policies and procedures

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Staff informed about policies and procedures in place at the organisation to combat corruption | 9,100 | 65 % | 11,036 | 83 % | 4,281 | 34 % |
| Staff trained about policies and procedures at the organisation to combat corruption | 5,258 | 37 % | 3,124 | 23 % | 3,027 | 24 % |

## Staff trained in anti-corruption policies and procedures by occupational category

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Directors | 32 | 1% | 50 | 2% | 33 | 1% |
| Middle management | 1,344 | 26% | 1,081 | 35% | 949 | 31% |
| Technicians | 1,143 | 22% | 821 | 26% | 589 | 19% |
| Clerical Staff | 1,073 | 20% | 962 | 31% | 783 | 26% |
| Other positions | 1,666 | 32% | 673 | 22% | 673 | 22% |
| **Total** | **5,258** | **100%** | **3,124** | **100%** | **3,027** | **100%** |

## Business partners informed about anti-corruption policies and procedures

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| | Q | Q | Q |
| Business partners informed about anti-corruption policies and procedures | 62 | 51 | 89 |

# Economy and finances

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Management of climate objectives, economics and finance | 3-3, 201-1, 201-4 | 2, S1, S2, S3, S4 | SL4. Financial and business strategy |

**€1,674.66 M**
Turnover

**425.4 M€**
EBITDA

**300 M**
Issuance of a green bond worth

Aqualia is the water management company owned by the citizen services group FCC (51%) and by the Australian ethical fund IFM Investors (49%).

## Responsible taxation

At Aqualia, we comply with the tax laws and regulations of all the jurisdictions and countries in which we operate, following tax governance and the same control frameworks established by the FCC Group. The company also adheres to the **Code of Good Tax Practices of the Spanish Ministry of Finance,** which enshrines the principles of transparency and mutual trust, as well as good faith and loyalty between the parties, thus ensuring a more effective relationship with no legal uncertainty.

Additionally, to minimise the risks derived from tax breaches, the FCC Group has its own **Code of Tax Conduct,** which is mandatory for all individuals associated with any company within the group. Upon becoming aware of any inappropriate tax practices, our stakeholders can report the matter through the **Ethical Channel.**

## Sustainable financing

In 2024 Georgia Global Utilities JSC (GGU), our Georgian subsidiary, completed the issuance of a five-year green bond worth 300 million dollars. The company established a Green Finance Framework to channel investments into new and/or existing projects and assets that support sustainable development.

These investments will improve the access among Georgian citizens to a safe and reliable water supply, while also supporting the country's ongoing efforts to adapt to the adverse effects of climate change. With this significant investment, GGU is moving closer to meeting several Sustainable Development Goals, such as Goal 6 (Clean Water and Sanitation), Goal 7 (Affordable and Clean Energy) and Goal 13 (Climate Action).

## Economic value generated and distributed (€ million)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Revenue | 1,674.66 | 1,487.40 | 1,323.16 |
| Other operating income | 66.80 | 49.50 | 63.42 |
| Financial income | 44.46 | 39.52 | 39.45 |
| **Direct economic value generated VEG (total consolidated for the group)** | **1,785.92** | **1,576.42** | **1,426.03** |
| Operating costs | 890.61 | 786.61 | 716.59 |
| Procurements | 652.90 | 583.11 | 536.55 |
| Other operating expenses | 237.71 | 203.50 | 180.04 |
| Changes in inventory of finished products and those being manufactured | - | - | |
| Employee wages and benefits | 443.19 | 388.84 | 345.10 |
| Staff expenses | 443.19 | 388.84 | 345.10 |
| Capital suppliers | 165.27 | 84.94 | 84.87 |
| Dividends | 44.95 | - | 30.45 |
| Finance cost | 108.36 | 91.39 | 59.22 |
| Exchange differences | 11.96 | -6.45 | -4.80 |
| Payments to governments | 58.89 | 53.25 | 57.18 |
| Corporate income tax | 43.30 | 40.76 | 44.52 |
| Other tax payments (except VAT) | 15.52 | 12.42 | 12.61 |
| Fines and penalties | 0.07 | 0.07 | 0.05 |
| Investments in the community | 1.63 | 1.30 | 1.24 |
| Donations and other investments in the community | 1.63 | 1.30 | 1.24 |
| **Economic value distributed** | **1,559.59** | **1,314.94** | **1,204.98** |
| **Economic value retained** | **226.33** | **261.48** | **221.05** |

## Revenue (€ million)

| | 2024 | 2023 |
|---|---|---|
| Municipal concessions | 1,150.7 | 1,081.0 |
| Infrastructure concessions | 107.3 | 97.0 |
| Operation and maintenance | 282.0 | 165.7 |
| Technology and networks | 134.7 | 143.7 |
| **Total** | **1,674.7** | **1,487.4** |

## EBITDA (€ million)

| | 2024 | 2023 |
|---|---|---|
| Municipal concessions | 328.6 | 305.9 |
| Infrastructure concessions | 47.6 | 42.7 |
| Operation and maintenance | 24.7 | 12.1 |
| Technology and networks | 24.6 | 23.6 |
| **Total** | **425.4** | **384.3** |

## Financial assistance received from government (€ million)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| Total monetary value of financial assistance | 102.45 | 45.17 | 31.49 |

**NINO SULKHANISHVILI**
HEAD OF INTEGRATED MANAGEMENT SYSTEMS DEPARTMENT, GEORGIA

# Green financing, key to safe and sustainable management

## New Green Bond

**The issuance of a $300 million green bond in July 2024 marks a new milestone in the sustainable financing of Georgia Global Utilities JSC, Aqualia's Georgian subsidiary. What were the objectives of this issuance?**

There are many reasons that motivated the issuance of this green bond. Firstly, in recent years we have continued working with infrastructure inherited from the Soviet era, whose rehabilitation requires significant investment. Therefore, access to these financial mechanisms is crucial to ensure safe and sustainable management of services.

The green bond also reflects our commitment to ESG criteria and the Sustainable Development Goals, which are increasingly valued by investors and other stakeholders. This project also contributes to enhancing our corporate reputation and brand image in the sector both locally and internationally. An improvement that undoubtedly benefits our collaboration with international organisations involved in sustainable water management in Georgia.

Green bonds are used to finance or refinance green projects, i.e., investment in sustainable and socially responsible assets in areas as diverse as renewable energy, energy efficiency, clean transport, or responsible waste management. Their existence also allows access to specialised green financing programmes and incentives. In our case, GGU also received a grant from the German Development Finance Institution (DEG) to develop an integrated management plan for the Tbilisi reservoir watershed, which is one of the most important elements of the water supply system for the Georgian capital. We are currently working with our key investors on educational and awareness projects on sustainable water management for a wide range of stakeholders.

## Eligible Projects

**What are the main criteria for selecting projects?**

An eligible GGU project must meet the established eligibility criteria and contribute to environmental sustainability. GGU establishes a budgetary catalogue for the application of funds and specifies the eligibility criteria applicable to all its projects under the taxonomy that classifies them as green and highlights how each category can drive the Sustainable Development Goals (SDGs), particularly SDG 6, as well as other related SDGs such as 11, 13, and 14. Additionally, where possible, the applicable eligibility criteria have been designed to comply with the technical selection criteria established in the EU taxonomy.

Eligible GGU projects include financing the development, rehabilitation, maintenance, supervision, and operation of water projects that support the reduction of non-revenue water; increasing the number of people with access to clean drinking water and sanitation; the annual reduction of energy consumption for the water supply system, etc. Notably, projects aimed at reducing water losses throughout the water cycle, including water metering,

**"The green bond reflects our commitment to ESG criteria and the SDGs, which are increasingly valued by investors and other key stakeholders"**

developing smart networks, ensuring water quality/quantity, modernising drinking water treatment facilities, ensuring sustainable management of water distribution systems, modernising pumping stations, maintaining gravity-fed canal systems, protecting groundwater and aquifers, etc.

To ensure that allocations are directed to eligible green projects, we have created a Sustainable Bonds Committee, responsible for ensuring compliance with the approved criteria and approving allocation and impact reports.

## Funded Projects

**Among the projects and assets covered by green financing, which would you highlight and why?**

In 2024, within the framework of eligible green projects, we allocated around 29 million Georgian laris to rehabilitate the water supply network. This investment is aimed at reducing water losses and stabilising the distribution network. Additionally, nearly 4 million were dedicated to zoning and pump replacement projects, which help reduce energy consumption.

## Next Steps

**After this milestone, what other steps will be taken to continue contributing to sustainable development in Georgia?**

We will focus our efforts on the sustainable management of water resources. In this regard, one of our main challenges is reducing water losses, so projects aimed at this goal are a priority and will remain so for at least the next five years.

The digitalisation and automation of the water supply system is another of our most relevant goals. Future investment plans include projects for efficient water distribution, leak detection, and improving energy efficiency, water conservation, and pollution prevention.

Additionally, other areas of action for the coming years include the professional development of our teams, climate risk assessment in assets and operations, biodiversity management plans, and collaboration with international organisations on environmental protection projects.

# Responsible supply chain

| MATERIAL TOPICS | GRI | ESRS | ASSP STRATEGIC LINE |
|---|---|---|---|
| Supplier relationships, assessment and approval | 3-3, 204-1 | 2, S1, S2, S3, S4, G1 | SL5. Ethics and compliance |

## GoSupply

new supplier screening and official approval platform

## Training

Course in ESG for suppliers

## ESG Assessment Model

for strategic and critical suppliers

We cannot hope to contribute to a fairer, more inclusive and regenerative economy unless our supply chain also shares this vision. A requirement that is being driven by new regulations —with the Due Diligence Directive as the mainstay— and the demands of our stakeholders, and which Aqualia is fully committed to and has embraced through positive action. Alongside our suppliers, we are creating transparent and trust-based relationships that benefit the company and society as a whole.

To create and strengthen these ties, the first step is to engage suppliers with our values. When we sign a contract, these companies undertake to accept and comply with our Code of Ethics and Conduct and Anti-Corruption Policy, and also to share this commitment with their own staff, subcontractors and, in general, any third party with whom they have a legal relationship, within the framework that links them to us as suppliers of goods or services.

As the backbone of our commitment, the **Aqualia's 2024–2026 Strategic Sustainability Plan** aims to transfer our culture, ethical values and compliance throughout the supply chain. To make this happen, we have developed a series of actions aimed at implementing good governance at our suppliers along the value chain.

# SL5. Ethics and compliance

## Ethical culture in the supply chain

| Nº | Indicators | 2024 | Objective for 2024 | Objective for 2025 | Objective for 2026 | Achievement in 2024 |
|---|---|---|---|---|---|---|
| SL5P4.1 | % Approved suppliers to total material suppliers | 29 % | 60 % | 70 % | 90 % | X |
| SL5P4.2 | % Material suppliers to have received training in ESG matters | 100 % | 60 % | 75 % | 95 % | √ |

It applies to suppliers with relevant activities and turnover exceeding €50,000 over the last three years (2021-2023), in Spain.

## Supplier screening

We are convinced that every purchasing decision, every choice of supplier, is an opportunity to promote the circular economy and the local fabric. That is why we prioritise business relationships that have a positive impact on the environment and on people. We build relationships of trust, respect and proximity, and a way of procuring goods and services that carries the least possible risk, always predicated on the principles of transparency, ethics and honesty.

The performance of our suppliers determines the success of our own business objectives. They can help us reduce the consumption of natural resources, avoid wasting raw materials, reduce the waste generated, and so on. Meanwhile, we take care of the working conditions of their employees and promote local employment (99% of our suppliers are local in the countries where we are present).

At 31 December 2024, Aqualia had 17,976 suppliers, of whom 17,724 were local and 252 were global.

## Suppliers by location

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | Q | % | Q | % | Q | % |
| Global suppliers | 252 | 1 % | 272 | 2 % | 348 | 2 % |
| Local suppliers | 17,724 | 99 % | 16,336 | 98 % | 14,940 | 98 % |
| **Total** | **17,976** | **100 %** | **16,608** | **100 %** | **15,288** | **100 %** |

Local suppliers are those that are geographically located in the same territories that we serve, thus contributing to the local development of the areas in which we operate.
The amount relates only to suppliers in those countries that use the SAP logistics module.

## Suppliers by type[20]

| | 2024 | |
|---|---|---|
| | Q | % |
| Consultancy and general services | 5,585 | 31 % |
| Supply of materials and equipment | 1,181 | 7 % |
| Maintenance supplies and equipment | 4,556 | 25 % |
| Machinery and auxiliary equipment | 410 | 2 % |
| Transport and logistics services | 332 | 2 % |
| Energy, fuel and water | 1,843 | 10 % |
| Subcontracted services | 4,069 | 23 % |
| **Total** | **17,976** | **100 %** |

[20] The list of supplier types was drawn up by sorting each supplier into the corresponding type based on the activity for which they invoiced Aqualia the most, regardless of whether they provide other activities with the company.

**MARTA ARROYO**
PROCUREMENT TECHNICIAN, SPAIN

# Integrating ESG in supplier approval for a more responsible supply chain

## New Platform

**In 2024, work was done to launch a new supplier approval platform. What does the use of this new tool entail? How has it been adapted to the Corporate Sustainability Due Diligence Directive (CS3D)?**

At Aqualia, we needed a more active and global platform to evaluate our suppliers not only in ethics and regulatory compliance but also in environmental and social aspects. In this sense, the new platform is important for integrating ESG aspects into the approval process.

To this end, we have developed a much more detailed questionnaire on these issues, which will allow us to better assess the risks and performance of our suppliers in this area.

Developing this platform has involved intense work of reviewing and improving our processes, in which the work and collaboration between different Aqualia departments must be highlighted, as supplier approval involves other aspects —beyond sustainability— such as financial and compliance. It has also allowed us to incorporate new controls such as geopolitical origin.

The platform is a very relevant tool in a context marked by the Due Diligence Directive. This regulation seeks to encourage companies to promote a more responsible supply chain that shares our environmental, social, and governance goals. From this premise, the first step is to properly identify these ESG risks and evaluate them to implement improvements. It is a first step that brings us closer to the CS3D objectives.

## Implementation by Countries

**Why did it start in Spain and Colombia? How is it being implemented or planned to be implemented in other countries?**

We started in Spain because it is the country that works with the largest volume of suppliers, and in the case of Colombia because it has made significant progress in compliance issues and due to its familiarity with the previous platform.

The new platform is conceived as a global tool and, as such, we want to implement it in other territories in the future. It will be a gradual process in which we will analyse which countries might be ready to incorporate it. The reception so far has been positive and, looking ahead to its arrival in other countries, we are aware that different regulations and cultures will influence the process, but we also believe that collaboration and tailored adaptation in each case always smooth the way.

In any case, our priority now is to perfect the platform's operation and analyse the information it provides. That is what focuses our efforts: knowing that this data is what we need to have a more detailed understanding of our suppliers.

## Supplier Training

**One of the milestones of the year has been ESG training for suppliers, an ambitious project aimed at 365 companies working with Aqualia in Spain. Why is this initiative important for consolidating a responsible supply chain?**

It is unthinkable to achieve our sustainability goals without a supply chain that also shares them. And that is a path where companies need support and knowledge. That is why we proposed the training with a dual objective: to make our commitments known to our suppliers and to share information on the general concepts that set the pace in the ESG agenda.

**"In addition to sharing knowledge, training suppliers has allowed us to better understand what these companies need to keep progressing"**

This has been the first training of this kind that we have offered to our suppliers and we are pleased to have received very positive feedback. Not only have they delved into the major environmental, social, and governance issues, but it has also been a learning tool for us. We now know much better their knowledge in these areas and can design other initiatives based on this.

In general, we believe that involvement and communication with the supply chain are essential. We are also seeing this with the approval platform, a process in which we combine email with phone calls. Suppliers value this direct contact and appreciate the effort to explain the importance —for them and for us— of these initiatives.

## Future Advances

**Beyond the aforementioned supplier approval platform, how does Aqualia plan to advance in the CS3D requirements?**

We are working on establishing a Code of Conduct for suppliers. Although we currently convey Aqualia's principles and values through our own Code of Ethics, this step will allow them to consolidate their own responsible behaviour guidelines.

In the future, we also plan to address improvement plans for issues detected from the platform's data, for example, in relation to the carbon footprint of suppliers.

# Payments to suppliers

Payment terms to suppliers vary from country to country. However, the usual payment terms are payments against receipt of invoice in terms ranging from 30 to 90 days.

## Amount invoiced by supplier location[21]

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | € | % | € | % | € | % |
| Global suppliers | 33,664,831 | 6 % | 27,103,289 | 5% | 30,494,313 | 7% |
| Local suppliers | 556,212,235 | 94 % | 496,817,645 | 95% | 421,181,349 | 93% |
| **Total** | **589,877,066** | **100 %** | **523,920,934** | **100%** | **451,675,662** | **100%** |

Local suppliers are those that are geographically located in the same territories that we serve, thus contributing to the local development of the areas in which we operate.

## Amount invoiced by supplier type[22]

| | 2024 | | 2023 | |
|---|---|---|---|---|
| | € | % | € | % |
| Consultancy and general services | 72,209,704 | 12% | 77,469,298 | 15% |
| Supply of materials and equipment | 62,592,185 | 11% | 51,749,785 | 10% |
| Maintenance supplies and equipment | 44,095,905 | 7% | 42,757,634 | 8% |
| Machinery and auxiliary equipment | 10,287,441 | 2% | 9,545,164 | 2% |
| Transport and logistics services | 3,568,935 | 1% | 4,818,821 | 1% |
| Energy, fuel and water | 266,316,433 | 45% | 225,551,022 | 43% |
| Subcontracted services | 130,806,463 | 22% | 112,029,210 | 21% |
| **Total** | **589,877,066** | **100%** | **523,920,934** | **100%** |

[21] The amount relates only to suppliers in those countries that use the SAP logistics module.

[22] The amount relates only to suppliers in those countries that use the SAP logistics module. Each supplier is included in the activity that has invoiced Aqualia the most, regardless of whether they provide other activities with the company.

# GoSupply, new supplier screening and official approval platform

To mitigate the risks associated with our business relationships[23] and to create an environment of mutual trust, we have a supplier screening and official approval system that allows us to select the most suitable suppliers according to our standards of quality and stringency. In 2024, we worked to implement and roll out a **new, more active supplier screening and approval platform that offers closer risk analysis.** The platform is already available in **Spain** and **Colombia[24],** and we plan to extend it to the other countries in which we operate over time.

The supplier approval process consists of a study of possible risks associated with the information provided by each supplier. In order to be considered eligible suppliers, they must first register on the platform. Once complete, the supplier must declare that they have read and agree to comply with our **Code of Ethics and Conduct** and our **Anti-Corruption Policy.**

## Phases of the supplier approval process

**Design and definition:** supplier assessment model.

**Analysis and classification** of suppliers, by invoicing volume and criticality.

**Registration, risk assessment,** constant monitoring with third-party sources.

**Improvement plan**

[23] Refers to legal, health and safety, operational, financial, etc. risks.

[24] We have started to implement this new platform in these countries, since they are the two presenting the highest business volume (Spain) and risk exposure (Colombia), although it will be implemented in due course in all the countries where we have presence, insofar as implementation is feasible there (otherwise we will look for alternatives with local platforms that have experience in the legislation of each country).

## The supplier must answer a series of questions, including matters related to social, environmental and governance criteria:

### Financial

Information about their financial position: balance sheet, key ratios, dependency risk.

### Operational

Quality certifications and management systems. Occupational risk prevention systems. Performance.

### Compliance

**Compliance:** own code of ethics and acceptance of our Code of Ethics and Conduct, crime prevention model, Ethical Channel, existence of a compliance officer, anti-money laundering and counter terrorist financing policies, as well as any sanctions or convictions for corruption, bribery or influence peddling.

### ESG

**Social:** management of human capital, own staff, working conditions. Work-life balance policies. Equal treatment and opportunities. Inclusion, equality and diversity policies. Talent management. Labour conditions for workers along their value chain.

**Environmental:** certificates and environmental management systems. Environmental policy. Climate change adaptation. Identification of risks and greenhouse gas action plans. Carbon footprint. Pollution. Measures biodiversity and ecosystems. Resource use and circular economy.

**Governance:** corporate social responsibility, declaration of respect for human rights, anti-discrimination policy, adherence to the Global Compact, certification of the ethics/social management system, sanctions or legal proceedings for human rights abuses.

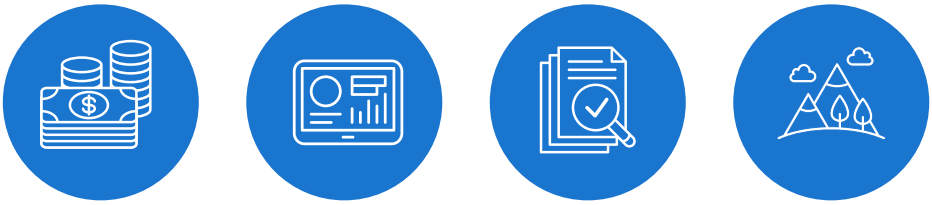
### Cybersecurity

Data protection: existence of a data protection officer, notification procedure for data breaches, security breaches, risk analysis and security measures, sanctions received and open disciplinary procedures in terms of cybersecurity, employee privacy and support to local communities.

### Other risks from external sources

- Geopolitical risk
- Natural disasters

## Requirements




### Supplier Classification by Type

Suppliers selected using the new platform are segmented into four different types and assessed based on strategic and/or risk criteria relating to occupational risk prevention (ORP):

Questionnaire 360º

**Strategic suppliers**

An extended questionnaire and evidence of financial, sustainability, health and safety, and compliance information are required. Suppliers are continuously evaluated and monitored against third-party sources.

Questionnaire 180º

**Critical suppliers**

Suppliers involved in hazardous activities and recurring suppliers with a high turnover in recent years. An extended questionnaire is required, although with a lower volume of supporting documentation.

Basic Questionnaire

**Critical Suppliers for Compliance***

Basic Questionnaire

**All other suppliers**

Questionnaire for medium- and low-risk suppliers that ensures their adherence to the Achievement declaration regarding the main ethical, legal, tax, organizational, health, and safety criteria

* Basic suppliers which, due to their nature, require a specific analysis from a compliance standpoint.

Moreover, depending on the risk determined by the Compliance area, certain suppliers may be subject to enhanced due diligence to verify any alerts raised during the approval process. Based on the conclusions obtained from the due diligence, the Purchasing department decides whether or not the supplier should be approved and under what conditions, implementing preventive or corrective measures if necessary.

## ESG Assessment Model for strategic and critical suppliers

At Aqualia, we go beyond regulatory compliance by transferring our commitment to the main ESG criteria throughout our supply chain.

The ESG evaluation for strategic and critical suppliers allows us to assess our suppliers through questionnaires and documentation regarding three key sustainability pillars aligned with our vision: environmental, social and governance. The following factors are assessed:

### Environmental

- Environmental Policy
- Documented and/or certified environmental management system
- Calculation of greenhouse gases
- Measures to ensure the sound management of water consumption
- Resource use and circular economy

### Social

- Documented/certified quality system
- Documented health and safety management system
- Ensures that the contracting procedure is fair
- The company has a policy in place that fosters equality and diversity

### Governance

- Business conduct
- Company culture
- Policies
- Social responsibility and ethics
- Ethics and corruption
- Ethical Channel

# Due diligence with third parties

In 2024, we continued to analyse the third parties with which we have relationships and reviewed ongoing third-party relationships, based on the risk rating obtained during the initial assessment. Depending on whether the initial risk identified was low, moderate or high, the analysis is reviewed every three years, two years or annually, respectively. The aim is to monitor possible changes in the level of risk and, if necessary, develop stronger mitigation plans for those third parties to ensure their compliance and reduce Aqualia's risk exposure.

By year-end 2024, we had received a total of 92 internal requests to analyse 100 third parties.

According to the final assessment reports issued by the Compliance department, 11% of third parties have been classified as high risk; 56% as moderate risk and 33% as low risk. Based on these risk levels, mitigation measures are put in place and monitored to ensure the proper implementation of these measures.

# Initial ESG online training for suppliers

Aware that ESG requirements pose a major challenge for many small and medium-sized companies, Aqualia supports its suppliers by providing useful information and resources. As part of our commitment to supplier training, in 2024 we took an additional step by launching the first online training on ESG aspects for our supply chain. The aim was for these companies to understand and start implementing these criteria in the daily running of their business.

It is not just about training; it is also a process of active listening that has allowed us to understand the circumstances of each supplier and their real needs, while sharing with them our vision and ambition in sustainability.

Aimed at 365 suppliers in Spain who had been selected for having a turnover of more than €50 million in the last three years, the course provided a general introduction to ESG criteria, and was divided into three modules:

- **Module 1.** General concepts about Aqualia's sustainability and our Code of Ethics.
- **Module 2.** Carbon Footprint.
- **Module 3.** Human rights and justice, equity, diversity and inclusion (JEDI).

The training process has been a learning experience for both us and our suppliers, providing valuable data and lessons for future initiatives that will enable us to further strengthen our value chain on the path towards more comprehensive and effective sustainability.

# Logistic centres: advancing sustainable procurement

In **Spain,** we developed a strategic sustainable purchasing project to supply material directly to all services through logistics centres. By doing this, we ensure the unification, centralisation, availability of material, optimisation of procurement and the time spent on this process, as well as regulatory compliance with the **Purchase Policy,** which can be found on the One FCC Group intranet.

The project will also allow us to precisely track global consumption. Distribution will be carried out through the logistics centres, while the material will be standardised through the different framework agreements that are being reached.

Logistics centres enable internal purchases (material transfers) and minimise the workload of our services when placing orders. They also optimise and help with controlling fixed and non-current assets, improve purchase prices and streamline connectivity with suppliers and transactions.

The centres work hard not only to unify the approach for running the services by ensuring material quality, but also to unlock synergies and promote a standardised methodology, allowing operations to work in a uniform and perfectly organised way.

In 2024, we made further progress in creating logistics centres that enhance purchasing capacity and in having warehouses provided by the suppliers. In 2024, we had 11 logistics centres located across Spain that providing distribution services to all services and operations: Salamanca, Valdepeñas, Vigo, Badajoz, Oviedo, Ibiza, El Vendrell, Almería, Adeje, Denia and Seville

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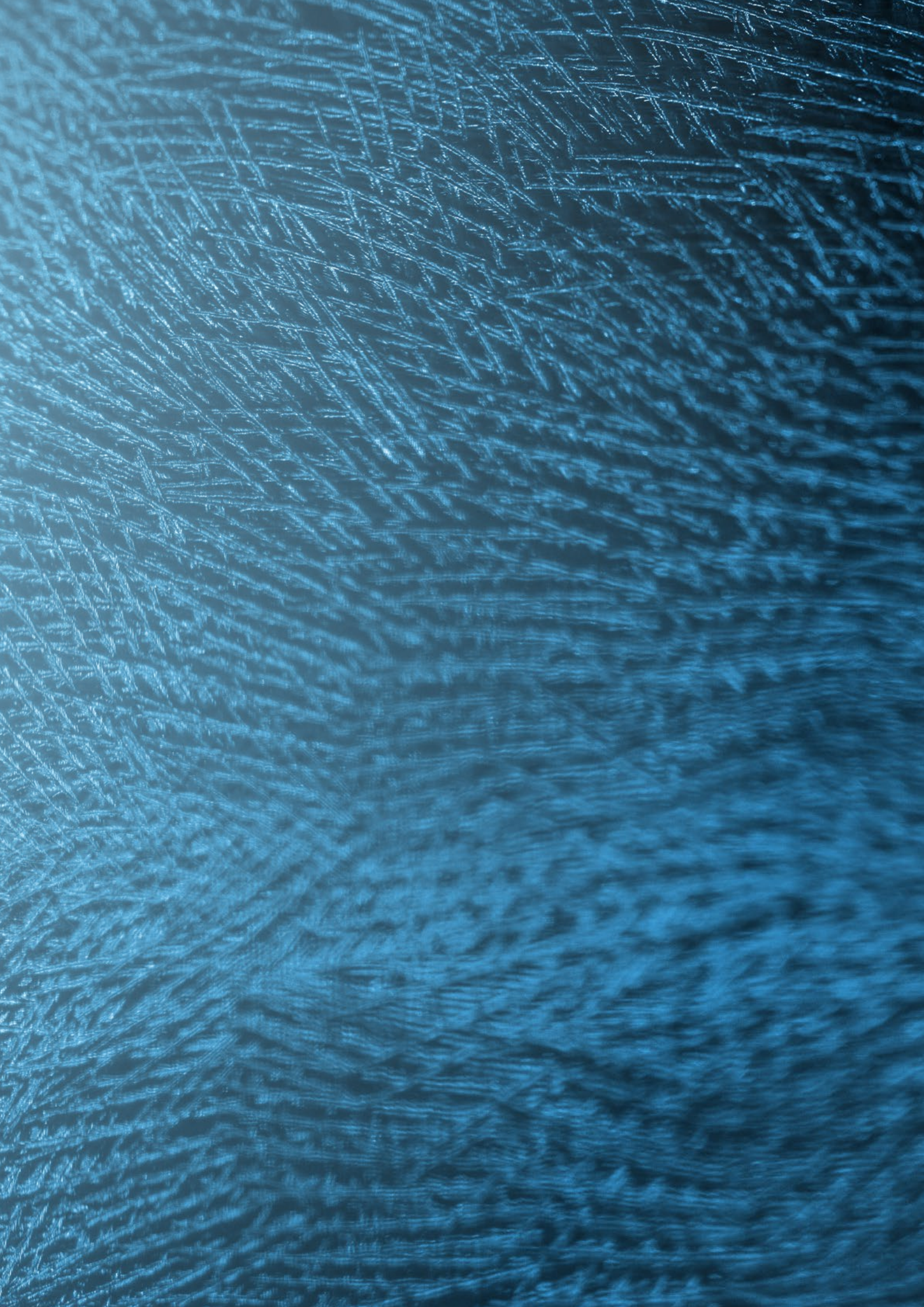
# Sustainable procurement certifications

In 2024, the FCC Group's purchasing management system (which we also use at Aqualia) earned two certifications issued by the Spanish Association of Purchasing, Contracting and Procurement Professionals (AERCE):

- UNE 15896 Value added purchasing management.
- ISO 20400 Sustainable procurement.

# Annexes

- GRI content and SASB Index
- Verification report
- Quantitative data by country



# GRI content and SASB Index

| | |
|---|---|
| **Declaration of use** | **Aqualia has disclosed the information contained in this GRI content index for the period running from 01/01/2024 to 31/12/2024, using the GRI Standards as a reference. Aqualia has prepared the 2024 Sustainability Report in accordance with the GRI Standards for the period from 01/01/2024 to 31/12/2024.** |
| **GRI 1 used** | GRI 1 – Foundation 2021 |
| **Applicable sector standards** | n/a |
| **SASB standards used** | Water Utilities and Services. |

We chose these two frameworks for ESG reporting because the GRI Standards are the most widely used globally, while the SASB Standards are industry-specific and cover specific disclosure topics for 77 sectors, with Aqualia falling under the water utilities and services sector. The GRI Standards encompass an organization's impact on the economy, the environment, and society, including human rights, whereas the SASB Standards focus more on sustainability issues of financial importance.

| Content | Location/Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **GENERAL CONTENTS** | | | | | |
| **GRI 2: General Contents 2021** | | | | | |
| **1. The organisation and its reporting practices** | | | | | |
| 2-1 Organisational details | 16 | | | | |
| 2-2 Entities included in sustainability reporting | https://www.aqualia.com/es/informacion-financiera/informes-periodicos/cuentas-anuales | ESRS 1 5.1<br>ESRS 2 BP-1 §5 (a) and (b) i | | | |
| 2-3 Reporting period, frequency and contact point | 41 | ESRS 1 §73 | | | |
| 2-4 Updating of information | Changes in calculations and the scope of the information are commented on in each particular case. | ESRS 2 BP-2 §13, §14 (a) to (b) | | | |
| 2-5 External verification | 41 | | | | 10 |
| **2. Activities and workers** | | | | | |
| 2-6 Activities, value chain and other business relationships | 16 | ESRS 2 SBM-1 §40 (a) i to (a) ii, (b) to (c), §42 © | | | |
| 2-7 Employees | 118, 250 | ESRS 2 SBM-1 §40 (a) iii<br>ESRS S1 S1-6 §50 (a) to (b) and (d) to (e), §51 to §52 | 8 - 10 | 8.5 - 10.3 | |

| Content | Location/Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **General Contents** | | | | | |
| **GRI 2: General Contents 2021** | | | | | |
| **3. Governance** | | | | | |
| 2-9 Governance structure and composition | 178 | ESRS 2 GOV-1 §21, §22 (a), §23<br>ESRS G1G1-1 §5 (b) | 5 - 16 | 5.5 - 16.7 | 1, 6, 7, 10 |
| 2-10 Nomination and selection of the highest governance body | The current by-laws of FCC Aqualia have been filed with the Mercantile Registry and are in the public domain. | | 5 - 16 | 5.5 - 16.7 | |
| 2-11 President of the highest governance body | 178 | | 16 | 16.6 | |
| 2-14 Role of the highest governance body in sustainability reporting | This Sustainability Report has been approved by the Company's Board of Directors. | ESRS 2 GOV-5 §36; IRO-1 §53 (d) | | | 1, 7 |
| 2-18 Assessing the highest governance body's performance | The current by-laws of FCC Aqualia have been filed with the Mercantile Registry and are in the public domain. | | | | |
| 2-21 Ratio of total annual salary | Confidential information | ESRS S1 S1-16 §97 (b) to © | | | |
| **4. Strategy, policies and practices** | | | | | |
| 2-22 Statement on sustainable development strategy | 4 | ESRS 2 SBM-1 §40 (g) | | | |
| 2-23 Policy commitments | 20, 34 | ESRS 2 GOV-4; MDR-P §65 (b) to (c) and (f)<br>ESRS S1 S1-1 §19 to §21, and §AR 14<br>ESRS S2 S2-1 §16 to §17, §19, and §AR 16<br>ESRS S3 S3-1 §14, §16 to §17 and §AR 11<br>ESRS S4 S4-1 §15 to §17, and §AR 13<br>ESRS G1 G1-1 §7 and §AR 1 (b) | 16 | 16.3 | 1, 2, 3, 4, 5, 6, 7, 8, 10 |
| 2-27 Compliance with laws and regulations | In 2024, no significant cases of non-compliance with prevailing legislation and regulations were received | ESRS 2 SMB-3 §48 (d)<br>ESRS E2 E2-4 §AR 25 (b)<br>ESRS S1 S1-17 §103 (c) to (d) and §104 (b)<br>ESRS G1 G1-4 §24 (a) | | | |
| 2-28 Membership of associations | 32, 118, 226 | | | | |
| **5. Stakeholder engagement** | | | | | |
| 2-29 Approach to stakeholder engagement | 38 | ESRS 2 SMB-2 §45 (a) i to (a) iv<br>ESRS S1 S1-1 §20 (b); S1-2 §25, §27 (e) and §28<br>ESRS S2 S2-1 §17 (b); S2-2 §20, §22 (e) and §23<br>ESRS S3 S3-1 §16 (b); S3-2 §19, §21 (d) and §22<br>ESRS S4 S4-1 §16 (b); S4-2 §18, §20 (d) and §21 | | | |
| 2-30 Collective bargaining agreements | 118, 253 | ESRS S1 S1-8 §60 (a) and §61 | 8 | 8.8 | 3 |

* Significant non-compliance corresponds to the receipt of final adverse judgments.

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **MATERIAL TOPICS** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-1 Process to determine material topics | 41 | ESRS 2 BP-1 §AR 1 (a); IRO-1 §53 (b) ii to (b) iv | | | 1, 2, 3, 4, 5, 6, 7, 8, 10 |
| 3-2 List of material topics | 41 | ESRS 2 SBM-3 §48 (a) and (g) | | | 1, 2 |
| **PUBLIC-PRIVATE PARTNERSHIPS** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 16, 141, 160 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **ACCESS TO WATER AND SANITATION** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 16, 141 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **ASSP-SL7P1 Tariff mechanisms to ensure access to water and sanitation** | | | | | |
| SL7P1.1 % of customers in Spain, Italy, Portugal, Georgia and France benefiting from social tariffs/customers in Spain, Italy, Portugal, Georgia and France eligible for social tariffs for water and sanitation services | 160 | | | | |
| **INFRASTRUCTURE, CIVIL WORKS AND MAINTENANCE** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 16, 84, 141 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **ASSP-SL2P2 Asset management and maintenance** | | | | | |
| SL2P2.1 % vol. treated via CMMS (DWTPs-WWTPs) / Total vol. treated (DWTPs-WWTPs) | 144 | | | | |
| SL2P2.2 Total no. of facilities managed with CMMS / Total no. of facilities | 144 | | | | |
| SL2P2.3 No. of customers with CMMS / No. of total customers | 144 | | | | |
| SL2P2.4 Total no. of services in GEO / Total no. of services with networks | 144 | | | | |
| **EMPLOYMENT, DEVELOPMENT AND A CULTURE OF BELONGING** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 118 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDR-A, MDR-M, and MDR-T<br>ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39 and AR 40 (a); S1-5 §44; §47 (b) to (c)<br>ESRS S2 S2-1 §11 (c); S2-1 §14; §17 (c); S2-2 §11 (c); S2-1 §14; §17 (c); §22; S2-4 §32; §33 (a) and (b); §33 (a) and (b); §36; §AR 33 and §AR 36 (a); S2-5 §39, §42 (b) to (c)<br>ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c)<br>ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S4-5 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 401: EMPLOYMENT 2016** | | | | | |
| 401-1 New employee hires and staff turnover | 118, 254 | ESRS S1 S1-6 §50 © | 5 - 8 - 10 | 5.1 - 8.5 - 8.6 - 10.3 | |
| 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees | 118<br>Benefits are independent of the employment arrangement and include the following: subsidised loans, life insurance, accident insurance and family aid. | ESRS S1 S1-11 §74; §75; §AR 75 | 2 - 5 - 8 | 3.2 - 5.4 - 8.5 | |
| **GRI 404: TRAINING AND EDUCATION 2016** | | | | | |
| 404-1 Average hours of training per year per employee | 118, 252 | ESRS S1 S1-13 §83 (b) and §84 | 4 - 8 - 10 | 4.3 - 4.4 - 4.5 - 5.1 - 8.2 - 8.5 - 10.3 | |
| 404-2 Programmes for upgrading employee skills and transition assistance programs | 118 | ESRS S1 S1-1 §AR 17 (h) | 8 | 8.2 - 8.5 | |
| 404-3 Percentage of employees receiving regular performance and career development reviews | We do not perform performance evaluations on our employees. | ESRS S1 S1-13 §83 (a) and §84 | 5 - 8 - 10 | 5.1 - 8.5 - 10.3 | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **ASSP-SL3P2 Be talent/training** | | | | | |
| SL3P2.1 Average no. of hours of training per employee per year | 120 | | | | |
| **ASSP-SL3P3 Improving the employee experience** | | | | | |
| SL3P3.1 Employee satisfaction or engagement index (work climate survey) | 120 | | | | |
| **SAFETY, HEALTH AND WELLBEING** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 118 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDR-A, MDR-M, and MDR-T<br>ESRS S1 S1-1 §17; §20 (c); S1-2 §27; S1-4 §38; §39; §AR 40 (a); S1-4 §39 and AR 40 (a); S1-5 §44; §47 (b) and (c)<br>ESRS S2 S2-1 §11 (c); S2-1 §14; §17 (c); §22; S2-4 §32; §33 (a) and (b); §36; §AR 33; §AR 36 (a); S2-5 §39, §42 (b) and (c); S2-5 §42 (b) to (c)<br>ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c)<br>ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S4-5 §41 (b) to (c) | | | 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 |
| **GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018** | | | | | |
| 403-1 Occupational health and safety management system | 118 | ESRS S1 S1-1 §23 | 8 | 8.8 | |
| 403-2 Hazard identification, risk assessment and the investigation of incidents | 118 | ESRS S1 S1-3 §32 (b) and §33 | 8 | 8.8 | |
| 403-3 Occupational health services | 118 | | 8 | 8.8 | |
| 403-4 Worker participation, consultation and communication on occupational health and safety | 118 | | 8 - 16 | 8.8 - 16.7 | |
| 403-5 Training of workers on health and safety at work | 118 | | 8 | 8.8 | |
| 403-6 Promoting the health of workers | 118 | | 3 | 3.2 - 3.5 - 3.7 - 3.8 | |
| 403-7 Prevention and mitigation of occupational health and safety impacts directly linked to business relationships | 118 | ESRS S2 S2-4 §32 (a) | 8 | 8.8 | |
| 403-8 Workers covered by an occupational health and safety management system | 100% of own employees are covered by the Company's health and safety management system | ESRS S1 S1-14 §88 (a); §90 | 8 | 8.8 | |
| 403-9 Work-related injuries | 118, 257 | ESRS S1 S1-4, §38 (a); S1-14 §88 (b) and (c); §AR 82 | 3 - 8 - 16 | 3.6 - 3.9 - 8.8 - 16.1 | 3, 4, 5, 6 |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **ASSP-SLP4 Zero harm to workers** | | | | | |
| SL3P4.1 Accident frequency index (Total lost-time accidents/hours worked) x 1,000,000) | 120 | | | | |
| **ASSP-SL3P5 Holistic health project** | | | | | |
| SL3P5.1 Percentage of workers out of the total workforce who are part of occupational health surveillance programmes | 120 | | | | |
| **DIVERSITY, EQUALITY AND INCLUSION** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 118, 178, 180 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016** | | | | | |
| 405-1 Diversity of governance bodies and employees | 118, 178, 254 | ESRS 2 GOV-1 21.d; ESRS S1 S1-6 50.a; S1-9 66.a y 66.b; S1-12 79 | 5 - 8 | 5.1 - 5.5 - 8.5 | 1, 6 |
| 405-2 Ratio of basic salary and remuneration for women vs men | 118, 256 | ESRS S1 S1-16 97 y 98 | 5 - 8 - 10 | 5.1 - 8.5 - 10.3 | 6 |
| **GRI 406: NON-DISCRIMINATION 2016** | | | | | |
| 406-1 Incidents of discrimination and corrective actions taken | 118, 256 | ESRS S1 S1-17 97, 103.a, AR 103 | 5 - 8 | 5.1 - 8.8 | |
| **ASSP-SL3P1 Continuing to make progress in raising awareness of equality and diversity** | | | | | |
| SL3P1.1 Percentage of women in managerial/middle management positions | 180 | | | | |
| **CLIMATE CHANGE MANAGEMENT** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 52, 56 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 302: ENERGY 2016** | | | | | |
| 302-1 Energy consumption within the organisation | 56, 232 | ESRS E1 E1-5 37; 38; AR 32.a, AR32.c, AR 32.e y AR 32.f | 7 - 8 - 12 - 13 | 7.2 - 7.3 - 8.4 - 12.2 - 13.1 | 7, 8, 9 |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| 302-3 Energy intensity | 56 | ESRS E1 E1-5 40 a 42 | 7 - 8 - 12 - 13 | 7.3 - 8.4 - 12.2 - 13.1 | |
| **GRI 305: EMISSIONS 2016** | | | | | |
| 305-1 Direct GHG emissions (scope 1) | 56, 229 | ESRS E1 E1-4 34.c; E1-6 44.a; 46; 50; AR 25.b y 25.c; AR 39.a a AR 39.d; AR 40; AR 43.c y AR 43.d | 3 - 12 - 13 - 14 - 15 | 3.9 - 12.4 - 13.1 - 14.3 - 15.2 | 7, 8 |
| 305-2 Indirect GHG emissions when generating energy (scope 2) | 56, 229 | ESRS E1 E1-4 34.c; E1-6 44 .b; 46; 49; 50; AR 25.b y 25.c); AR 39.a a AR 39.d; AR 40; AR 45.a, AR 45.c, AR 45.d y AR 45.f | 3 - 12 - 13 - 14 - 15 | 3.9 - 12.4 - 13.1 - 14.3 - 15.2 | 7, 8 |
| 305-3 Other indirect (scope 3) GHG emissions | 56, 229 | ESRS E1 E1-4 34.c; E1-6 44.c; 51; AR 25.b y AR 25.c; AR 39.a a AR 39.d; AR 46.a.i a AR 46.a.k | 3 - 12 - 13 - 14 - 15 | 3.9 - 12.4 - 13.1 - 14.3 - 15.2 | 7, 8 |
| 305-4 GHG emissions intensity | 56, 229 | ESRS E1 E1-6 53; 54; AR 39.c; AR 53.a | 13 - 14 - 15 | 13.1 - 14.3 - 15.2 | |
| 305-5 Reduction of GHG emissions | 56 | ESRS E1 E1-3 29.b; E1-4 34.c; AR 25.b y AR 25.c; E1-7 56 | 13 - 14 - 15 | 13.1 - 14.3 - 15.2 | |
| 305-7 Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant atmospheric emissions. | 56, 229 | ESRS E2 E2-4 28.a; 30.b y 30.c; 31; AR 21; AR 26 | 3 - 12 - 14 - 15 | 3.9 - 12.4 - 14.3 - 15.2 | 7, 8 |
| **SASB - ENERGY MANAGEMENT** | | | | | |
| IF-WU-130a.1 (1) Total energy consumed, (2) electricity from grid percentage, (3) percentage of renewable energy | 56 | | | | |
| **SASB - NETWORK RESILIENCE AND THE EFFECTS OF CLIMATE CHANGE** | | | | | |
| IF-WU-450a.4 Description of the efforts to identify and manage risks and opportunities related to the effects of climate change at distribution and wastewater infrastructure | 56 | | | | |
| **ASSP-SL1P1 Reduction of water consumption** | | | | | |
| SL1P1.1 Volume (%) of non-revenue water (NRW) divided by the total volume of water introduced into the distribution network | 68 | | | | |
| SL1P1.2 Volume of non-revenue water per kilometre of network m³/km/day | 68 | | | | |
| **ASSP-SL1P2 Energy optimisation and reduction of emissions** | | | | | |
| SL1P2.1 Achieving $CO_2$ emissions neutrality by 2050 (Scope 1 and 2) | 57 | | | | |
| SL1P2.2 % Annual variation in climate intensity (kg $CO_2$ emitted in respect of turnover) (Scopes 1 and 2) | 57 | | | | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| SL1P2.3 % of renewable energy used from own plants, PPAs or procured, to total energy consumed (MWC – Management Water Cycle and BOT – Build Operate Transfer contracts) (75% in 2030) | 57 | | | | |
| SL1P2.4 % of low $CO_2$ emitting vehicles out of the total fleet of passenger cars and light duty vehicles for operations in Europe (excluding Georgia) (100% by 2030) | 57 | | | | |
| SL1P2.5 Annual variation (%) in kWh/$m^3$ of energy used in the processes of adduction, treatment and distribution of drinking water (weighted calculation looking at the $m^3$ managed in each of the three processes) (MWC and BOT contracts) | 57 | | | | |
| SL1P2.6 Annual variation (%) in kWh/g COD eliminated for the energy used in wastewater treatment processes (MWC and BOT contracts) | 57 | | | | |
| **POLLUTION, BIODIVERSITY AND NATURAL RESOURCES** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 52, 68, 76, 80, 84 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 303: WATER AND EFFLUENTS 2018** | | | | | |
| 303-1 Interaction with water as a shared resource | 68 | ESRS 2 SBM-3 48.a; MDR-T 80.f; ESRS E3 8.a; AR 15.a; E3-2 15, AR 20 | 3 - 6 - 11 - 12 | 3.9 - 6.3 - 6.6 - 6.a - 6.b - 11.6 - 12.4 - 12.5 | |
| 303-2 Management of water discharge-related impacts | 68 | ESRS E2 E2-3 24 | 3 - 6 - 8 - 11 - 12 | 3.9 - 6.3 - 8.4 - 11.6 - 12.4 - 12.5 | |
| 303-3 Water abstraction | 68, 238 | | 3 - 6 - 11 - 12 - 15 | 3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1 | 7, 8 |
| 303-4 Water discharge | 68, 238 | | 3 - 11 - 12 | 3.9 - 11.6 - 12.4 - 12.5 | 7, 8 |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **GRI 304: BIODIVERSITY 2016** | | | | | |
| 304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | 76, 248 | ESRS E4 16.a.i; 19.a; E4-5 35 | 6 - 14 - 15 | 6.6 - 14.2 - 15.1 - 15.5 | 7, 8 |
| 304-2 Significant impacts of activities, products and services on biodiversity | 76, 248 | ESRS E4 E4-5 35, 38, 39, 40.a y 40.c | 6 - 14 - 15 | 6.6 - 14.2 - 15.1 - 15.5 | |
| 304-3 Habitats protected or restored | 76 | ESRS E4 E4-3 28.b y AR 20.e; E4-4 §AR 26.a | 6 - 14 - 15 | 6.6 - 14.2 - 15.1 - 15.5 | 7, 8, 9 |
| 304-4 Species on the IUCN Red List of Threatened Species or national conservation lists whose habitats are in areas affected by the operations | 76, 248 | ESRS E4 E4-5 §40 (d) i | 6 - 14 -15 | 6.6 - 14.2 - 15.1 - 15.5 | |
| **GRI 306: WASTE 2020** | | | | | |
| 306-1 Waste generation and significant waste-related impacts | 80 | ESRS 2 SBM-3 §48 (a), (c) ii and iv; ESRS E5 E5-4 §30 | 3 - 6 - 11 - 12 | 3.9 - 6.3 - 6.6 - 6.a - 6.b - 11.6 - 12.4 - 12.5 | |
| 306-2 Management of significant waste-related impacts | 80 | ESRS E5 E5-2 §17 and §20 (e) and (f); E5-5 §40 and §AR 33 (c) | 3 - 6 - 8 - 11 - 12 | 3.9 - 6.3 - 8.4 - 11.6 - 12.4 - 12.5 | |
| 306-3 Waste generated | 80, 245 | ESRS E5 E5-5 37.a, 38, 39 y 40 | 3 - 6 - 11 - 12 - 15 | 3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1 | 7, 8 |
| 306-4 Waste diverted from disposal | 80, 245 | ESRS E5 E5-5 37.b, 38, 39 y 40 | 3 - 11 - 12 | 3.9 - 11.6 - 12.4 - 12.5 | 7, 8 |
| 306-5 Waste directed to disposal | 80, 245 | ESRS E5 E5-5 37.c, 38, 39 y 40 | 3 - 6 - 11 - 12 - 15 | 3.9 - 6.6 - 11.6 - 12.4 - 12.5 - 15.1 | 7, 8 |
| **SASB - EFFLUENT QUALITY MANAGEMENT** | | | | | |
| IF-WU-140b.1 Number of non-compliance incidents relating to water quality permits, standards and regulations | 68 | | | | |
| IF-WU-140b.2 Analysis of strategies to manage effluents of emerging concern | 68 | | | | |
| **SASB - ACTIVITY PARAMETERS** | | | | | |
| IF-WU-000.B Total water obtained, percentage by source | 68 | | | | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **SASB - AFFORDABILITY OF WATER** | | | | | |
| IF-WU-240a.4 Analysis of the impact of external factors on the affordability of water for customers, including financial conditions in the region in which the service is provided | 68 | | | | |
| **SASB - DRINKING WATER QUALITY** | | | | | |
| IF-WU-250a.2 Analysis of strategies to manage drinking water contaminants of emerging concern | 68 | | | | |
| **SASB - RESILIENCE OF THE WATER SUPPLY** | | | | | |
| IF-WU-440a.1 Total water sourced from regions with High or Extremely High Baseline Water Stress, percentage purchased from a third party | 68 | | | | |
| IF-WU-440a.3 Analysis of quality-related risk management strategies and availability of water resources | 68 | | | | |
| **ASSP-SL1P3 Boosting the circular economy** | | | | | |
| SL1P3.1 % Sludge recovered as a percentage of total sludge produced | 80 | | | | |
| SL1P3.2 % Increase in reused water use | 80 | | | | |
| **ASSP-SL1P4 Ecosystem protection and recovery. Biodiversity** | | | | | |
| SL1P4.1 Number of new biodiversity protection projects and ecosystem restoration and ecosystem restoration projects | 76 | | | | |
| **SUPPLIER RELATIONSHIPS, ASSESSMENT AND APPROVAL** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 194 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 204: PROCUREMENT PRACTICES 2016** | | | | | |
| 204-1 Proportion of spending on local suppliers | 194 | | 8 | 8.3 | |
| **ASSP-SL5P4 Ethical culture in the supply chain** | | | | | |
| SL5P4.1 % Approved suppliers to total material suppliers (suppliers with relevant activities and invoicing over €50,000 during the last three years, 2021–2023, in Spain) | 195 | | | | |
| SL5P4.2 % Material suppliers to have received training in ESG matters | 195 | | | | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **PROCESSES, PROCEDURES AND DIGITALISATION** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 84, 141 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **ASSP-SL1P5 Technological transfer of solutions obtained in R&D projects to production** | | | | | |
| SL1P5.1 Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change | 85 | | | | |
| SL1P5.2 Number of new R&D processes applied at facilities managed by the company | 85 | | | | |
| **ASSP-SL2P4 Be Aqualia App** | | | | | |
| SL2P4.1 Increase (%) in the number of employees with the Be Aqualia app who have logged in during the last month / Total number of employees | 145 | | | | |
| **TRANSPARENCY AND ACCOUNTABILITY** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 141, 178, 180 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 207: TAX 2019** | | | | | |
| 207-1 Approach to tax | Compliance model. Special care must be paid with payments and collections from 0 where the destination is a bank account, person or entity domiciled in a tax haven (Aqualia's Code of Ethics) | | 1 - 10 - 17 | 1.1 - 1.3 - 10.4 - 17.1 - 17.3 | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| 207-2 Tax governance, control and risk management | Senior management at the FCC Group reviews the relevant decisions in relation to taxation and promotes transparency | | 1 - 10 - 17 | 1.1 - 1.3 - 10.4 - 17.1 - 17.3 | |
| **ASSP-SL6P1 Build an Annual Communication Plan to engage stakeholders through storytelling, across categories, that is consistent with Aqualia's purpose and the priority SDGs** | | | | | |
| SL6P1.1 Degree of compliance with the Global Strategic Communication Plan | 162 | | | | |
| **ASSP-SL6P2 Raise awareness, both internally and externally, about the goals of the Communication Plan, through the educational role of the brand** | | | | | |
| SL6P2.1 No. of briefings (on issues considered strategic for the company) | 162 | | | | |
| SL6P2.2 Degree of satisfaction (%) regarding the usefulness of the tools and content offered | 162 | | | | |
| **ETHICS AND ANTI-CORRUPTION** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 20, 26, 178, 80 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 205: ANTI-CORRUPTION 2016** | | | | | |
| 205-1 Transactions assessed for risks relating to corruption | 100% of operations assessed for corruption risks | ESRS G1 G1-3 AR 5 | 16 | 16.5 | 1, 7, 10 |
| 205-2 Reporting and training with regard to anti-corruption policies and procedures | 180 | ESRS G1 G1-3 20, 21.b, 21.c, AR 7 y AR 8 | 16 | 16.5 | 10 |
| 205-3 Confirmed incidents of corruption and actions taken | In 2024, no cases relating to corruption were reported via the Ethical Channel | ESRS G1 G1-4 25 | 16 | 16.5 | 10 |
| **ASSP-SL5P1 Development of the Compliance Model** | | | | | |
| SL5P1.1 % Active controlled companies with a Compliance Model in place | 181 | | | | |
| SL5P1.2 % Active but not controlled companies with a Compliance Model in place | 181 | | | | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **ASSP-SL5P2 Training and awareness about ethical culture** | | | | | |
| SL5P2.1 % Employees online who have received Code of Ethics training | 181 | | | | |
| SL5P2.2 % Employees offline who have received Code of Ethics training | 181 | | | | |
| **ASSP-SL5P3 Raising awareness of ethical culture in our relations with third parties** | | | | | |
| SL5P3.1 % Necessary external staff members who have received training on Code of Ethics | 181 | | | | |
| **MANAGEMENT OF CLIMATE OBJECTIVES, ECONOMICS AND FINANCE** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 84, 190 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 201: ECONOMIC PERFORMANCE 2016** | | | | | |
| 201-1 Direct economic value generated and distributed | 190 | | 8 - 9 | 8.1 - 8.2 - 9.1 - 9.4 - 9.5 | |
| 201-4 Financial assistance received from government | 190 | | | | |
| **CUSTOMER AND USER MANAGEMENT AND SUPPORT** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 141 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 418: CLIENT PRIVACY 2016** | | | | | |
| 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data | 141 | ESRS S4 S4-3 AR 23; S4-4 35 | 16 | 16.3 - 16.10 | |

| Content | Location/ Observations | ESRS | SDG | Goal | UNGC |
|---|---|---|---|---|---|
| **ASSP-SL2P1 Omni-channel customer service** | | | | | |
| SL2P1.1 No. of contracts with all customer service channels implemented -omnicanality- (Telephone customer service, SMS, app and virtual office) | 145 | | | | |
| SL2P1.2 No. of electronic invoices | 145 | | | | |
| SL2P1.3 % Contracts with digital signature/No. of total contracts | 145 | | | | |
| **ASSP-SL2P3 Water Analytics (aWA)** | | | | | |
| SL2P3.1 No. of customers with Remote Metering | 145 | | | | |
| SL2P3.2 No. of contracts managed with AWA/No. of contracts More than 20,000 customers with remote metering | 145 | | | | |
| **ASSP-SL2P5 Cybersecurity** | | | | | |
| SL2P5.1 % Compliance with the company's cybersecurity action plan | 145 | | | | |
| **SOCIAL ACTIONS** | | | | | |
| **GRI 3: Material Topics 2021** | | | | | |
| 3-3 Management of material topics | 140 | ESRS 2 SBM-1§ 40 (e); SBM-3 §48 (c) i and (c) iv; MDR-P, MDRA, MDR-M, and MDR-T; ESRS S1 S1-2 §27; S1-4 §39 and AR 40 (a); S1-5 §47 (b) to (c); ESRS S2 S2-2 §22; S2-4 §33, §AR 33 and §AR 36 (a); S2-5 §42 (b) to (c); ESRS S3 S3-2 §21; S3-4 §33, §AR 31, §AR 34 (a); S3-5 §42 (b) to (c); ESRS S4 S4-2 §20, S4-4 §31, §AR 30, and §AR 33 (a); S45 §41 (b) to (c) | | | 1, 2, 7, 8, 9, 10 |
| **GRI 413: LOCAL COMMUNITIES 2016** | | | | | |
| 413-1 Operations with local community engagement, impact assessments and development programmes | 140 | ESRS S3 S3-2 19; S3-3 25; S3-4 AR 34.c | | | |

# Verification report

AENOR

## VERIFICATION OF SUSTAINABILITY REPORT

AENOR
INFORME DE SOSTENIBILIDAD VERIFICADO

VMS-2025/0003

AENOR has verified the Sustainability Report by the organization

**FCC AQUALIA, S.A.**

concluded that the Sustainability Report comply with GRI reporting standards and provide a comprehensive picture of its most significant impacts on the economy, environment, and people, including impacts on their human rights and how the organization manages these impacts.

Title: Aqualia Informe de Sostenibilidad 2024. El hilo azul que nos une.

For the period: from November 1, 2023 to October 31, 2024

Address: FEDERICO SALMÓN, 13. 28016 - MADRID

Issue date: 2025-03-06

Rafael GARCÍA MEIRO
CEO

AENOR CONFIA S.A.U.
Génova, 6. 28004 Madrid. España
Tel. 91 432 60 00.- www.aenor.com

AENOR

The organization for which this certificate is being issued has commissioned AENOR to carry out a verification under a limited level of assurance of its Sustainability Report in accordance with Sustainability Reporting Standards (SRS) GRI in relation to the information referenced in the publish GRI content index and for the reporting period.

In order to issue this certificate AENOR has evaluated report comply with all nine requirements GRI 1 to report in accordance with the SRS GRI, except for requirement 9 - Notification to GRI, which should be made by the organization after the issuance of this certificate.

As a result of the verification carried out, AENOR issues this Certificate, of which the verified Sustainability Report forms part. The Certificate is only valid for the purpose entrusted and reflects only the situation at the time it is issued.

**Responsibility of the organization.** The organization had the will for reporting its Sustainability Report in accordance with GRI SRS. The approval of the Sustainability Report, as well as its content, is the responsibility of its Governing Body. This responsibility also includes designing, implementing and maintaining such internal control as is deemed necessary to ensure that the Sustainability Report is free from material misstatement due to fraud or error, as well as the management systems from which the information required for the preparation of the Sustainability Report is obtained. The organisation has informed AENOR that no events have occurred, from the date of the close of the reporting period in Sustainability Report until the date of verification, that might require corrections to be made to the report.

**Verification program in accordance with ISO/IEC 17029:2019** AENOR, has carried out this verification as an independent provider of verification services. The verification has been developed under the principles of "evidence-based approach, fair presentation, impartiality, technical competence, confidentiality, and accountability" required by the international standard ISO/IEC 17029:2019 "Conformity assessment - General principles and requirements for validation and verification bodies".

The personnel involved in the verification process, the review of findings and the decision to issue this Statement have the knowledge, skills, experience, training, supporting infrastructure and capacity to effectively carry out these activities.

AENOR expressly disclaims any liability for decisions, investment or otherwise, based on this statement.

During the verification process carried out, under a limited level of assurance, AENOR conducted interviews with the personnel in charge of compiling and preparing the report and reviewed evidence relating to:

- Activities, products and services provided by the organization.
- Consistency, accuracy and traceability of the information provided, including the process followed to collect it, sampling information about the reported.
- Completion and content of the Sustainability Report in order to ensure the completeness, accuracy and veracity of its content.

The conclusions are therefore based on the results of this sample process, and do not absolve the

# Quantitative data by country

## Aqualia today

GRI 2-6, 2-28

| | Quality / Assets / BIM | | | | Environment | | | People / Health and Wellness | | | Innovation | Information Security | Sustainability | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | ISO 9001 | ISO 17025 | ISO 55001 | ISO 19650 | ISO 14001 | ISO 50001 | ISO 14064-1 | ISO 45001 | EFR | Healthy Company | UNE 166002 | ISO 27001 | Report | SDG |
| **Global** | ● | | | | | | 2025 | ● | | | ● | ● | ● | ● |
| **Spain** | ● | ● | 2024 (Abona SWDP) | 2024 | ● | ● | ● (Annual) | ● | ● | 2025 | | ● (CSC, OV, APP) | | |
| **Italy** | ● | ● | | | ● | | | ● | | | | | | |
| **Portugal** | ● | | | | ● | | ● (every 2 years) | ● | | | | | | |
| **Czech Republic** | ● | ● | | | ● | ● | ● (every 5 years) | ● | | | | | | |
| **France** | ● 2025 (+2) | | | | ● 2025 (+2) | | | ● 2025 (+2) | | | | | | |
| **Mexico** | ● (1) 2025 (+2) | | | | ● (1) 2025 (+2) | | | ● (1) 2025 (+2) | | | | | | |
| **Colombia** | ● (5) 2024 (+1) 2025 (+1) | | | | | | | ● (3) 2024 (+1) 2025 (+5) | | | | | | |
| **Chile** | ● | | | | ● | | | ● | | | | | | |
| **Georgia** | ● | ● | | | ● | | | ● | | | | | | |
| **Saudi Arabia** | ● | | | | ● | | | ● | | | | | | |
| **UAE** | ● | | | | ● | | | ● | | | | | | |
| **Qatar** | 2024 | | | | 2024 | | | 2024 | | | | | | |
| **Oman** | ● | | ● | | ● | | | ● | | | | | | |
| **Algeria** | ● | | | | ● | | | ● | | | | | | |
| **Egypt** | ● | | | | ● | | | ● (1) | | | | | | |

| | Collection | Treatment / Drinking water production | Customer distribution & management | Treatment | Reuse | Sewerage system | Construction | Commercial Delegation | Municipalities | Population served (Residents) | Employees |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Africa and Asia** | | | | | | | | | | | |
| Saudi Arabia | ● | ● | ● | ● | ● | ● | | | 631 | 8,815,518 | 311 |
| Algeria | ● | ● | | | | | | | 4 | 1,500,000 | 59 |
| Qatar | | | | ● | | ● | | | 1 | 280,000 | 45 |
| Egypt | ● | ● | | ● | ● | | ● | | 3 | 11,000,000 | 226 |
| United Arab Emirates | | | | ● | | ● | | | 2 | 1,960,000 | 428 |
| Georgia | ● | ● | ● | ● | ● | ● | ● | | 35 | 1,437,833 | 2,844 |
| Oman | ● | ● | ● | ● | | ● | ● | | 1 | 85,000 | 2 |
| **Americas** | | | | | | | | | | | |
| Chile* | | | | ● | | | | | 0 | 0 | 11 |
| United States of America | ● | ● | ● | ● | ● | ● | | | 8 | 434,049 | 243 |
| Colombia | ● | ● | ● | ● | | ● | | | 28 | 1,240,686 | 1,056 |
| Mexico** | ● | ● | ● | ● | ● | | ● | | 6 | 2,444,494 | 106 |
| Peru*** | | | | | | | | ● | 0 | 0 | 4 |
| **Europe** | | | | | | | | | | | |
| Spain | ● | ● | ● | ● | ● | ● | ● | | 1,167 | 13,224,673 | 7,079 |
| France | | ● | ● | ● | ● | ● | | | 147 | 816,745 | 190 |
| Italy | ● | ● | ● | ● | | ● | ● | | 22 | 249,431 | 279 |
| Portugal | ● | ● | ● | ● | | ● | ● | | 5 | 113,479 | 114 |
| Czech Republic**** | ● | ● | ● | ● | ● | ● | ● | | 287 | 1,220,983 | 1,037 |
| Romania***** | | | | | | | ● | | 0 | 0 | 4 |

* In Chile, Aqualia has the Tranque Huechún water treatment contract for Codelco.
** In the specific case of Mexico, distribution does not involve customer management.
*** From January 2025.
**** In the Czech Republic, Aqualia also supplies wholesale water to Poland through its subsidiary SmVaK (109,708 inhabitants included in the figure for the Czech Republic).
***** In Romania, Aqualia is nearing completion of the EPC contract for the Glina WWTP (to serve 2.4 million inhabitants).

# Strategy

## Membership in associations and professional groups

| Association or professional group | Country | Participation in a governing body or committee |
|---|---|---|
| **Association of Public Services of Colombia (ANDESCO)** | Colombia | |
| **Spanish Business Council of the United Arab Emirates** | United Arab Emirates | |
| **Association of industries for the collection, elevation, channelling, treatment, purification and distribution of drinking and wastewater of the province of Toledo** | Spain | |
| **Andalusia Water Supply and Sanitation (ASA)** | Spain | Circular Economy and Climate Change Working Group, Communication, Legal, Economic and Commercial Committees and Procurement Commission |
| **Association of Wastewater Treatment Companies in Madrid (ADEPUREMA)** | Spain | |
| **AGA-AEAS** | Spain | Member of Management Board |
| **Agrupació de Serveis D'Aigua de Catalunya (ASAC)** | Spain | Governing Board |
| **Ibiza and Formentera Water Alliance** | Spain | |
| **Installers Association of Almería (ASINAL)** | Spain | |
| **Canary Island Association of Urban Water Distribution and Treatment Employers for the Province of Las Palmas (ADITRAGUA)** | Spain | |
| **Axidega Association (association of managers of sporting facilities in Galicia)** | Spain | |
| **Association of Employers of the Water Industry in the Balearic Islands (ASAIB)** | Spain | |
| **Association of Merchants and Entrepreneurs of Benalmádena (ACEB)** | Spain | |
| **Infrastructure Construction and Concessionary Company Association (SEOPANAGUA)** | Spain | |
| **Association of Research, Extraction, Mining-Metallurgy, Auxiliary and Service Companies** | Spain | Environment, Operations, Innovation, Permitting, Health and Safety, Industrial Relations and Communication Committees |
| **Association of Technical and High-Pressure Cleaning (ALTAP)** | Spain | |
| **Association of Communication Executives (DIRCOM)** | Spain | |
| **Spanish Association for Desalination and Reuse (AEDyR)** | Spain | Member of Management Committee |
| **Spanish Association of Sustainability Executives (DIRSE)** | Spain | |
| **Spanish Association of Urban Water Services (AGA)** | Spain | Directorate General / Training and Health and Safety Working Group |
| **Latin American Association of Desalination and Water Reuse (ALADYR)** | Spain | |
| **Spanish Association for the Defence of Water Quality (ADECAGUA)** | Spain | |
| **Provincial Association of Companies of the Water Sector of Alicante** | Spain | |

| Association or professional group | Country | Participation in a governing body or committee |
|---|---|---|
| **Members of the International Federation of Private Water Operators (AquaFed)** | Spain | |
| **Associació Abastaments Aigua (AAA)** | Spain | Member of Management Committee |
| **Associació Industrial Per La Producció Neta (AIPN)** | Spain | |
| **Almería Chamber of Commerce** | Spain | |
| **Spanish Chamber of Commerce** | Spain | |
| **Oviedo Chamber of Commerce** | Spain | |
| **Catalan Water Partnership (CWP)** | Spain | Vice President |
| **Centre for New Water Technologies (CENTA Foundation)** | Spain | Trustee |
| **Ditchley Foundation Water Advisory Committee (UK)** | Spain | Committee on Water and the Middle East |
| **Confederation of business organisations in the province of Badajoz (COEBA)** | Spain | |
| **Business Confederation of the province of Almería** | Spain | |
| **Spanish National Water Council** | Spain | |
| **General Directorate of the Circular Economy (CLM)** | Spain | |
| **Economic Business Council Spain/Egypt** | Spain | President |
| **Energylab** | Spain | |
| **European Federation of Water and Sanitation Associations (EUREAU)** | Spain | member of third committee |
| **Canary Islands Water Centre Foundation (FCCA)** | Spain | Member of Board of Trustees |
| **IMDEA-AGUA** | Spain | Member of Board of Trustees / Scientific Council |
| **International Desalination Association (IDA)** | Spain | R&D Committee |
| **International Water Association (IWA)** | Spain | |
| **Isle Utilities TAG (Technology Approval Group), World Water Innovation Fund (WWIF) and Water Action Platform** | Spain | |
| **Madrid World Capital of Construction, Engineering and Architecture Association (MWCC)** | Spain | |
| **Committee for the Assessment of the Urban Water Cycle** | Spain | |
| **PRL INNOVACIÓN** | Spain | |
| **Stepbywater** | Spain | Chairmanship |
| **Young Water Professionals (YWP)** | Spain | Presidency |
| **ZINNAE Urban Cluster for the Efficient Use of Water** | Spain | |
| **US Water Environment Federation (WEF)** | United States | |
| **Scientific and Technical Association for Water and the Environment of France** | France | |
| **French Federation of Independent Water Distributors** | France | |
| **French Trade Federation of Water Companies (FP2E)** | France | |

| Association or professional group | Country | Participation in a governing body or committee |
|---|---|---|
| **Georgian Laboratory Association (GELAB)** | Georgia | |
| **EU-Georgia Business Council** | Georgia | |
| **Georgian Association for Producer Responsibility** | Georgia | |
| **Georgian Association for Extended Producer Responsibility** | Georgia | |
| **Georgian Employers Association (GEA)** | Georgia | |
| **Georgian Laboratory Association (GELAB)** | Georgia | |
| **EU-Georgia Business Council** | Georgia | |
| **American Chamber of Commerce in Georgia** | Georgia | |
| **Georgian Renewable Energy Development Association (GREDA)** | Georgia | |
| **Georgian National Committee on Large Dams (GNCOLD)** | Georgia | |
| **Global Water Partnership (GWP)** | International | |
| **Italian Federation of Energy, Water, Energy and Environmental Services (UTILITALIA)** | Italy | |
| **National Association of Water and Sanitation Utilities in Mexico (ANEAS)** | Mexico | |
| **Portuguese Distribution and Water Drainage Association (APDA)** | Portugal | |
| **Association of Portuguese Companies from the Environmental Sector (AEPSA)** | Portuguese | |
| **Czech Society for Trenchless Technology (CZSTT)** | Czech Republic | |
| **Association of Water and Sewerage Operators of the Czech Republic (APROVAK)** | Czech Republic | |
| **Water Supply and Sewerage Industry Association of the Czech Republic (SOVAK)** | Czech Republic | |
| **Association for the Development of the Moravian-Silesian Region (SRMSK)** | Czech Republic | |
| **Water Resources Association of the Czech Republic (SVH)** | Czech Republic | |
| **Czech Chamber of Commerce (HK CR)** | Czech Republic | |
| **Confederation of Industry of the Czech Republic (SP CR)** | Czech Republic | |

# Environmental information

## Emissions

GRI 305-1, 305-2, 305-3, 305-4, 305-7

### Location-based GHG emissions ($tCO_2e$) 2024

| | Scope 1 | Scope 2 | Scope 3 | Total | Other emissions* |
|---|---|---|---|---|---|
| **Saudi Arabia** | 0 | 34,931 | 4,244 | **39,175** | 0 |
| **Algeria** | 0 | 175,777 | 20,146 | **195,923** | 0 |
| **Chile** | n/a | n/a | n/a | **n/a** | n/a |
| **Colombia** | 2,854 | 8,828 | 7,025 | **18,707** | 0 |
| **Egypt** | 176,700 | 67,172 | 37,085 | **280,958**** | 0 |
| **United Arab Emirates** | 5,100 | 5,192 | 1,147 | **11,440** | 0 |
| **Spain** | 127,052 | 59,332 | 105,735 | **292,118** | 23,495 |
| **United States of America** | n/d | n/d | n/d | **n/d** | n/d |
| **France** | 1,110 | 1,232 | 986 | **3,328***** | 0 |
| **Georgia** | 15,195 | 0 | 6,198 | **21,392** | 0 |
| **Italy** | 1,363 | 2,462 | 3,179 | **7,004** | 0 |
| **Mexico** | 1,905 | 8,623 | 1,534 | **12,061** | 31 |
| **Oman** | 226 | 9,551 | 25,062 | **34,838** | n/a |
| **Peru** | n/a | n/a | n/a | **n/a** | n/a |
| **Portugal** | 929 | 527 | 1,045 | **2,501** | 0 |
| **Qatar** | 1,292 | 8,681 | 685 | **10,658** | 0 |
| **Czech Republic** | 14,674 | 9,431 | 4,778 | **28,883** | 4,835 |
| **Romania** | n/a | n/a | n/a | **n/a** | n/a |
| **Total** | **348,400** | **391,738** | **218,847** | **958,985** | **28,361** |

Data evaluated from November 1, 2023, to October 31, 2024.
Scope 1: includes fossil fuels and water management complexes.
Scope 2: includes electricity or steam acquired from third parties.
Scope 3: includes items and services procured, fuel and energy activities that are not included in Scopes 1 or 2, and waste generated from operations.
* Associated with fuels of biogenic origin.
** In Egypt, the increase in emissions is due to the inclusion, for the first time in 2024, of emissions generated at the Abu Rawash large wastewater treatment plant.
*** In France, the increase is down to business growth.
**** In Georgia, the reduction in emissions is due to the fact that in 2023, sewage sludge was taken to landfill, while in 2024 it began to be valorized.
Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.
United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.
Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.
Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Gross Scope 2 GHG emissions ($tCO_2eq$) 2024

| | Gross Scope 2 GHG emissions based on location | Gross Scope 2 GHG emissions based on the market |
|---|---|---|
| **Saudi Arabia** | 34,930.94 | 34,930.94 |
| **Algeria** | 175,776.60 | 175,776.60 |
| **Chile** | n/a | n/a |
| **Colombia** | 8,828.38 | 8,828.38 |
| **Egypt** | 67,172.38 | 67,172.38 |
| **United Arab Emirates** | 5,192.42 | 5,192.42 |
| **Spain** | 59,331.77 | 88,880.98 |
| **United States of America** | n/a | n/a |
| **France** | 1,231.65 | 1,231.65 |
| **Georgia** | 0 | 0 |
| **Italy** | 2,461.50 | 2,461.50 |
| **Mexico** | 8,622.87 | 8,622.87 |
| **Oman** | 9,550.56 | 9,550.56 |
| **Peru** | n/a | n/a |
| **Portugal** | 527.10 | 527.10 |
| **Qatar** | 8,681.03 | 8,681.03 |
| **Czech Republic** | 9,431.00 | 9,431.00 |
| **Romania** | n/a | n/a |
| **Total** | **391,738** | **421,287** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Gross Scope 3 GHG emissions ($tCO_2eq$)
## 2024

| | Goods and services purchased | Fuel and energy-related activities (not included in Scope 1 or 2) | Waste generated in operations | Total |
|---|---|---|---|---|
| **Saudi Arabia** | 982 | 3,262 | 0 | **4,244** |
| **Algeria** | 1,325 | 18,821 | 0 | **20,146** |
| **Chile** | n/a | n/a | n/a | **n/a** |
| **Colombia** | 5,564 | 645 | 816 | **7,025** |
| **Egypt** | 721 | 15,933 | 20,431 | **37,085** |
| **United Arab Emirates** | 4 | 1,100 | 43 | **1,147** |
| **Spain** | 61,491 | 4,085 | 40,160 | **105,735** |
| **United States of America** | n/a | n/a | n/a | **n/a** |
| **France** | 685 | 210 | 90 | **986** |
| **Georgia** | 332 | 1,094 | 4,771 | **6,198** |
| **Italy** | 2,252 | 270 | 657 | **3,179** |
| **Mexico** | 287 | 1,040 | 207 | **1,534** |
| **Oman** | 232 | 965 | 23,864 | **25,062** |
| **Peru** | n/a | n/a | n/a | **n/a** |
| **Portugal** | 643 | 107 | 294 | **1,045** |
| **Qatar** | 96 | 534 | 55 | **685** |
| **Czech Republic** | 1,871 | 710 | 2,197 | **4,778** |
| **Romania** | n/a | n/a | n/a | **n/a** |
| **Total** | **76,484** | **48,777** | **93,586** | **218,847** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Atmospheric emissions (in tonnes)
## 2024

| | NOx | SOx | Total |
|---|---|---|---|
| **Saudi Arabia** | 0.000 | 0.000 | **0.000** |
| **Algeria** | 0.000 | 0.000 | **0.000** |
| **Chile** | n/a | n/a | **n/a** |
| **Colombia** | 2.260 | 0.002 | **2.262** |
| **Egypt** | 0.329 | 0.000 | **0.329** |
| **United Arab Emirates** | 13.626 | 0.015 | **13.641** |
| **Spain** | 41.908 | 0.047 | **41.955** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 1.158 | 0.001 | **1.159** |
| **Georgia** | 16.857 | 0.020 | **16.877** |
| **Italy** | 1.405 | 0.002 | **1.407** |
| **Mexico** | 1.010 | 0.000 | **1.010** |
| **Oman** | n/a | n/a | **n/a** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 0.594 | 0.001 | **0.594** |
| **Qatar** | 0.220 | 0.000 | **0.220** |
| **Czech Republic** | 5.473 | 0.006 | **5.479** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **84.840** | **0.094** | **84.933** |

Data evaluated from November 1, 2023, to October 31, 2024.
Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.
United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.
Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.
Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Low $CO_2$ emissions vehicles to the total vehicle fleet
## 2024

| | Low $CO_2$ emissions vehicles | Total vehicles | % |
|---|---|---|---|
| **Saudi Arabia** | n/a | **n/a** | n/a |
| **Algeria** | n/a | **n/a** | n/a |
| **Chile** | n/a | **n/a** | n/a |
| **Colombia** | n/a | **n/a** | n/a |
| **Egypt** | n/a | **n/a** | n/a |
| **United Arab Emirates** | n/a | **n/a** | n/a |
| **Spain** | 1,093 | **2,843** | 38% |
| **United States of America** | n/a | **n/a** | n/a |
| **France** | 33 | **147** | 22% |
| **Georgia** | n/a | **n/a** | n/a |
| **Italy** | 24 | **131** | 18% |
| **Mexico** | n/a | **n/a** | n/a |
| **Oman** | n/a | **n/a** | n/a |
| **Peru** | n/a | **n/a** | n/a |
| **Portugal** | 11 | **55** | 20% |
| **Qatar** | n/a | **n/a** | n/a |
| **Czech Republic** | 19 | **370** | 5% |
| **Romania** | n/a | **n/a** | n/a |
| **Total** | **1,180** | **3,546** | **33%** |

Data evaluated from November 1, 2023, to October 31, 2024.

# Energy

GRI 302-1

## Total energy consumption related to own operations (MWh) 2024

| | Energy from fossil sources | Energy from nuclear sources | Energy from renewable sources* | Total energy consumption |
|---|---|---|---|---|
| **Saudi Arabia** | 55,485 | 0 | 765 | **56,250** |
| **Algeria** | 342,471 | 0 | 2,866 | **345,337** |
| **Chile** | n/a | n/a | n/a | **n/a** |
| **Colombia** | 16,964 | 0 | 29,517 | **46,481** |
| **Egypt** | 153,657 | 0 | 20,517 | **174,174** |
| **United Arab Emirates** | 22,999 | 2,528 | 546 | **26,073** |
| **Spain** | 98,697 | 72,059 | 433,304 | **604,060** |
| **United States of America** | n/a | n/a | n/a | **n/a** |
| **France** | 3,749 | 19,471 | 7,842 | **31,061** |
| **Georgia** | 17,775 | 0 | 217,041 | **234,816** |
| **Italy** | 11,042 | 6,870 | 0 | **4,171** |
| **Mexico** | 22,751 | 17,606 | 778 | **4,367** |
| **Oman** | 25,657 | 0 | 1,818 | **27,476** |
| **Peru** | n/a | n/a | n/a | **n/a** |
| **Portugal** | 2,021 | 0 | 3,727 | **5,747** |
| **Qatar** | 18,365 | 0 | 51 | **18,416** |
| **Czech Republic** | 18,825 | 8,587 | 18,270 | **45,682** |
| **Romania** | n/a | n/a | n/a | **n/a** |
| **Total** | **801,141** | **103,421** | **744,803** | **1,649,365** |

Data evaluated from November 1, 2023, to October 31, 2024.

* Includes fuel by renewable source (boiler biogas), electricity, heat, steam and cooling purchased or otherwise acquired from renewable sources (renewable energy purchased from the electricity mix and PPA) and self-generated renewable energy not used as fuel (self-generated biogas).

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Total energy consumption from fossil sources (MWh) 2024

| | Fuel from coal and coal-based products | Fuel derived from crude oil and petroleum products | Fuel obtained from natural gas | Fuel obtained from other fossil sources | Electricity, heat, steam and cooling purchased or procured from fossil sources | Energy consumption from fossil sources |
|---|---|---|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | 0 | 0 | 55,485 | **55,485** |
| **Algeria** | 0 | 0 | 0 | 0 | 342,471 | **342,471** |
| **Chile** | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Colombia** | 0 | 2,098 | 0 | 0 | 14,866 | **16,964** |
| **Egypt** | 0 | 152 | 0 | 0 | 153,505 | **153,657** |
| **United Arab Emirates** | 0 | 13,638 | 44 | 0 | 9,318 | **22,999** |
| **Spain** | 0 | 43,484 | 1,945 | 0 | 53,267 | **98,697** |
| **United States of America** | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **France** | 0 | 1,238 | 0 | 0 | 2,511 | **3,749** |
| **Georgia** | 0 | 17,770 | 5 | 0 | 0 | **17,775** |
| **Italy** | 0 | 1,501 | 0 | 0 | 5,370 | **6,870** |
| **Mexico** | 0 | 470 | 0 | 0 | 17,137 | **17,606** |
| **Oman** | 0 | 25,657 | 0 | 0 | 0 | **25,657** |
| **Peru** | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Portugal** | 0 | 630 | 0 | 0 | 1,391 | **2,021** |
| **Qatar** | 0 | 102 | 0 | 0 | 18,263 | **18,365** |
| **Czech Republic** | 0 | 5,285 | 1,268 | 0 | 12,272 | **18,825** |
| **Romania** | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Total** | **0** | **86,367** | **3,261** | **0** | **711,513** | **801,141** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Energy obtained from renewable sources (MWh) 2024

| | Fuel obtained from renewable sources | Electricity, heat, steam and cooling purchased or procured from renewable sources | Self-generated renewable energy not used as fuel | Total energy consumption from renewable sources |
|---|---|---|---|---|
| **Saudi Arabia** | 0 | 765 | 0 | **765** |
| **Algeria** | 0 | 2,866 | 0 | **2,866** |
| **Chile** | n/a | n/a | n/a | **n/a** |
| **Colombia** | 0 | 29,497 | 20 | **29,517** |
| **Egypt** | 0 | 20,517 | 0 | **20,517** |
| **United Arab Emirates** | 0 | 546 | 0 | **546** |
| **Spain** | 44,575 | 361,000 | 27,730 | **433,304** |
| **United States of America** | n/a | n/a | n/a | **n/a** |
| **France** | 0 | 7,840 | 2 | **7,842** |
| **Georgia** | 0 | 0 | 217,041 | **217,041** |
| **Italy** | 0 | 4,171 | 0 | **0** |
| **Mexico** | 0 | 4,367 | 0 | **778** |
| **Oman** | 0 | 155 | 1,663 | **1,818** |
| **Peru** | n/a | n/a | n/a | **n/a** |
| **Portugal** | 0 | 3,727 | 0 | **3,727** |
| **Qatar** | 0 | 51 | 0 | **51** |
| **Czech Republic** | 6,752 | 3,200 | 8,319 | **18,270** |
| **Romania** | n/a | n/a | n/a | **n/a** |
| **Total** | **51,326** | **438,702** | **254,774** | **744,803** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Energy production (MWh)
## 2024

| | Non-renewable energy production | Renewable energy production | Total energy production |
|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | **0** |
| **Algeria** | 0 | 0 | **0** |
| **Chile** | 0 | 0 | **0** |
| **Colombia** | 0 | 20 | **20** |
| **Egypt** | 0 | 0 | **0** |
| **United Arab Emirates** | 0 | 0 | **0** |
| **Spain** | 0 | 72,304 | **72,304** |
| **United States of America** | 0 | 0 | **0** |
| **France** | 0 | 2 | **2** |
| **Georgia** | 0 | 217,041 | **217,041** |
| **Italy** | 0 | 0 | **0** |
| **Mexico** | 0 | 0 | **0** |
| **Oman** | 0 | 1,663 | **1,663** |
| **Peru** | 0 | 0 | **0** |
| **Portugal** | 0 | 0 | **0** |
| **Qatar** | 0 | 0 | **0** |
| **Czech Republic** | 0 | 15,070 | **15,070** |
| **Romania** | 0 | 0 | **0** |
| **Total** | **0** | **306,101** | **306,101** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Total electricity consumption 2024

| | Electricity, heat, steam and cooling purchased or procured from non-renewable sources | | Electricity, heat, steam and cooling purchased or procured from renewable sources | | Total energy consumption |
|---|---|---|---|---|---|
| | MWh | % | MWh | % | MWh |
| **Saudi Arabia** | 55,485 | 98.6% | 765 | 1.4% | **56,250** |
| **Algeria** | 342,471 | 99.2% | 2,866 | 0.8% | **345,337** |
| **Chile** | n/a | 0 | n/a | 0 | **n/a** |
| **Colombia** | 14,866 | 33.5% | 29,497 | 66.5% | **44,364** |
| **Egypt** | 153,505 | 88.2% | 20,517 | 11.8% | **174,022** |
| **United Arab Emirates** | 11,846 | 95.6% | 546 | 4.4% | **12,391** |
| **Spain** | 125,326 | 25.8% | 361,000 | 74.2% | **486,326** |
| **United States of America** | n/a | 0 | n/a | 0 | **n/a** |
| **France** | 21,982 | 73.7% | 7,840 | 26.3% | **29,822** |
| **Georgia *** | 0 | 0 | 0 | 0 | **0** |
| **Italy** | 5,370 | 56.3% | 4,171 | 43.7% | **9,541** |
| **Mexico** | 17,914 | 80.4% | 4,367 | 19.6% | **22,281** |
| **Oman** | 25,657 | 99.4% | 155 | 0.6% | **25,812** |
| **Peru** | n/a | 0 | n/a | 0 | **n/a** |
| **Portugal** | 1,391 | 27.2% | 3,727 | 72.8% | **5,117** |
| **Qatar** | 18,263 | 99.7% | 51 | 0.3% | **18,314** |
| **Czech Republic** | 20,859 | 86.7% | 3,200 | 13.3% | **24,059** |
| **Romania** | n/a | 0 | n/a | 0 | **n/a** |
| **Total** | **814,934** | **65.0%** | **438,702** | **35.0%** | **1,253,636** |

Data evaluated from November 1, 2023, to October 31, 2024.

* Georgia does not purchase electricity as it consumes all of the energy it generates.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

# Water

GRI 303-3, 303-4

## Volume of non-revenue water ($m^3$) (NRW) 2024

| | Amount | Total volume of water injected into the distribution network | % |
|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | **0** |
| **Algeria** | 0 | 0 | **0** |
| **Chile** | 0 | 0 | **0** |
| **Colombia** | 40,434,784 | 81,231,455 | **49.78%** |
| **Egypt** | 0 | 0 | **0** |
| **United Arab Emirates** | 0 | 0 | **0** |
| **Spain** | 163,772,838 | 581,917,577 | **28.14%** |
| **United States of America** | 0 | 0 | **0** |
| **France** | 7,854,514 | 109,546,915 | **7.17%** |
| **Georgia** | 325,343,424 | 477,695,472 | **68.11%** |
| **Italy** | 5,560,603 | 15,786,985 | **35.22%** |
| **Mexico** | 0 | 0 | **0** |
| **Oman** | 0 | 0 | **0** |
| **Peru** | 0 | 0 | **0** |
| **Portugal** | 1,847,755 | 5,804,578 | **31.83%** |
| **Qatar** | 0 | 0 | **0** |
| **Czech Republic** | 3,081,578 | 35,567,405 | **8.66%** |
| **Romania** | 0 | 0 | **0** |
| **Total** | **547,895,496** | **1,307,550,387** | **41.90%** |

Data evaluated from November 1, 2023, to October 31, 2024.

## Volume of unregistered water per kilometre of network and day (leakage rate) ($m^3$/km/day)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| **Volume of unregistered water per kilometre of network and day (leakage ratio)** | 32.55 | 11.84 | 12.14 |

Data evaluated from November 1, 2023, to October 31, 2024.

The inclusion of new services in Georgia and Colombia within the reporting perimeter has adversely affected network efficiency. Presenting a similar perimeter to the previous year: Spain 12.87, Czech Republic 1.85, Italy 16.09, France 5.72 and Portugal 5.36.

## Water abstracted by extraction source (m³)

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | All areas | Water stressed areas | All areas | Water stressed areas | All areas | Water stressed areas |
| **Municipal or other water supply** | 450,525,188 | 411,954,766 | 277,407,135 | 269,221,887 | 272,142,365 | 268,856,354 |
| **Surface water (total)** | 1,128,718,457 | 263,090,898 | 994,765,843 | 333,550,943 | 949,951,700 | 324,908,923 |
| **Seawater (total)** | 652,464,883 | 652,464,883 | 300,628,338 | 300,628,338 | 343,064,361 | 343,064,361 |
| **Brackish water (total)** | 18,159,016 | 16,275,873 | 19,310,359 | 18,733,350 | 13,094,152 | 13,094,152 |
| **Groundwater (total)** | 320,855,261 | 182,230,497 | 270,901,451 | 254,682,692 | 281,229,753 | 242,518,957 |
| **Undefined** | 0 | 0 | 1,372,425 | | 1,094,648 | |
| **Total water abstraction** | **2,570,722,806** | **1,526,016,917** | **1,864,385,551** | **1,176,817,210** | **1,860,576,979** | **1,192,442,747** |

Data evaluated from November 1, 2023, to October 31, 2024

Of the countries that report environmental data, those with water stress are: Algeria, Egypt, Italy, Mexico, Portugal, Saudi Arabia, Spain, and the United Arab Emirates.

The definition of water-stressed area can be found here: https://www.wri.org/data/aqueduct-30-country-rankings and associated at country level.

## Water abstraction by source (m³)
## 2024

| | Water from third parties | Surface water* | Sea water | Brackish waters | Groundwater | Undefined | Total water abstraction |
|---|---|---|---|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | 31,419,461 | 0 | 0 | 0 | **31,419,461** |
| **Algeria** | 0 | 0 | 242,931,036 | 0 | 0 | 0 | **242,931,036** |
| **Chile** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Colombia** | 33,835,526 | 94,151,996 | 0 | 1,883,143 | 4,470,976 | 0 | **134,341,640**** |
| **Egypt** | 0 | 0 | 37,543,065 | 0 | 0 | 0 | **37,543,065** |
| **United Arab Emirates** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Spain** | 396,204,812 | 261,762,750 | 11,037,956 | 16,275,873 | 175,580,544 | 0 | **860,861,934** |
| **United States of America** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **France** | 4,734,897 | 0 | 0 | 0 | 50,716,494 | 0 | **55,451,391**** |
| **Georgia** | 0 | 717,117,273 | 0 | 0 | 83,437,294 | 0 | **800,554,568***** |
| **Italy** | 11,979,246 | 0 | 0 | 0 | 4,341,167 | 0 | **16,320,413** |
| **Mexico** | 0 | 1,328,148 | 11,953,461 | 0 | 0 | 0 | **13,281,609****** |
| **Oman** | 0 | 0 | 317,579,904 | 0 | 0 | 0 | **317,579,904** |
| **Peru** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Portugal** | 3,770,708 | 0 | 0 | 0 | 2,308,787 | 0 | **6,079,495** |
| **Qatar** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Czech Republic** | 0 | 54,358,290 | 0 | 0 | 0 | 0 | **54,358,290** |
| **Romania** | n/a | n/a | n/a | n/a | n/a | n/a | **n/a** |
| **Total** | **450,525,188** | **1,128,718,457** | **652,464,883** | **18,159,016** | **320,855,261** | **0** | **2,570,722,806** |

Data evaluated from November 1, 2023, to October 31, 2024.

* Surface water includes wetlands, rivers, lakes, captured rainwater and other water flows.

** The increase in water abstraction is due to business growth.

*** The increase follows an improvement in the quality of the data reported, which, in 2024, began to be reported through RT and incorporated few of those ASSPects for which no information was available in previous years.

**** The increase is due to the incorporation of the Guaymar desalination plant.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Water abstraction ($m^3$)
## 2024

| | Freshwater * | Other water | Total |
|---|---|---|---|
| **Saudi Arabia** | 0 | 31,419,461 | **31,419,461** |
| **Algeria** | 0 | 242,931,036 | **242,931,036** |
| **Chile** | n/a | n/a | **n/a** |
| **Colombia** | 132,458,497 | 1,883,143 | **134,341,640** |
| **Egypt** | 0 | 37,543,065 | **37,543,065** |
| **United Arab Emirates** | n/a | n/a | **n/a** |
| **Spain** | 833,548,105 | 27,313,829 | **860,861,934** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 55,451,391 | 0 | **55,451,391** |
| **Georgia** | 800,554,568 | 0 | **800,554,568** |
| **Italy** | 16,320,413 | 0 | **16,320,413** |
| **Mexico** | 1,328,148 | 11,953,461 | **13,281,609** |
| **Oman** | 0 | 317,579,904 | **317,579,904** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 6,079,495 | 0 | **6,079,495** |
| **Qatar** | n/a | n/a | **n/a** |
| **Czech Republic** | 54,358,290 | 0 | **54,358,290** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **1,900,098,907** | **670,623,899** | **2,570,722,806** |

Data evaluated from November 1, 2023, to October 31, 2024.
* Fresh water: total dissolved solids ≤ 1000 mg/l.
** Other water: total dissolved solids > 1000 mg/l
Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.
United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.
Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.
Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Water discharged in areas under water stress ($m^3$)

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | All areas | Water stressed areas | All areas | Water stressed areas | All areas | Water stressed areas |
| **Freshwater*** | 1,371,563,921 | 1,279,291,603 | 699,394,690 | 619,322,243 | 680,014,282 | 594,029,366 |
| **Other water*** | 316,824,363 | 204,659,217 | 296,508,749 | 178,033,260 | 300,743,788 | 170,157,537 |
| **Total** | **1,688,388,284** | **1,483,950,820** | **995,903,439** | **797,355,503** | **980,758,070** | **764,186,903** |

Data evaluated from November 1, 2023, to October 31, 2024.

* Total dissolved solids ≤ 1000 mg/l)
Of the countries that report environmental data, those with water stress are: Algeria, Egypt, Italy, Mexico, Portugal, Saudi Arabia, Spain, and the United Arab Emirates.
The definition of water-stressed area can be found here: https://www.wri.org/data/aqueduct-30-country-rankings and associated at country level.

## Water discharges by destination ($m^3$)
## 2024

| | Surface water | Sea water | Water from third parties | Total |
|---|---|---|---|---|
| **Saudi Arabia** | 0 | 17,233,464 | 0 | **17,233,464** |
| **Algeria** | 0 | 137,376,527 | 0 | **137,376,527** |
| **Chile** | n/a | n/a | n/a | **n/a** |
| **Colombia** | 19,362,106 | 1,299,210 | 0 | **20,661,316** |
| **Egypt** | 652,347,148 | 20,944,197 | 0 | **673,291,345** |
| **United Arab Emirates** | 486,628 | 0 | 0 | **486,628** |
| **Spain** | 378,385,105 | 234,109,268 | 0 | **612,494,373** |
| **United States of America** | n/a | n/a | n/a | **n/a** |
| **France** | 5,115,749 | 0 | 0 | **5,115,749** |
| **Georgia** | 124,426,568 | 0 | 0 | **124,426,568** |
| **Italy** | 7,157,316 | 0 | 0 | **7,157,316** |
| **Mexico** | 7,724,846 | 6,565,994 | 0 | **14,290,840** |
| **Oman** | 0 | 8,959,899 | 0 | **8,959,899** |
| **Peru** | n/a | n/a | n/a | **n/a** |
| **Portugal** | 3,747,732 | 0 | 0 | **3,747,732** |
| **Qatar** | 0 | 9,399,324 | 0 | **9,399,324** |
| **Czech Republic** | 53,747,203 | 0 | 0 | **53,747,203** |
| **Romania** | n/a | n/a | n/a | **n/a** |
| **Total** | **1,252,500,401** | **435,887,883** | **0** | **1,688,388,284** |

Data evaluated from November 1, 2023, to October 31, 2024.

Third-party water (total): municipal network and treatment plants.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Water discharges by destination ($m^3$) 2024

| | Water discharged by DWTPs and desalination plants | Water discharged by WWTPs | Total |
|---|---|---|---|
| **Saudi Arabia** | 17,233,464 | 0 | **17,233,464** |
| **Algeria** | 137,376,527 | 0 | **137,376,527** |
| **Chile** | n/a | n/a | **n/a** |
| **Colombia** | 5,923,589 | 14,737,727 | **20,661,316** |
| **Egypt** | 20,944,197 | 652,347,148 | **673,291,345** |
| **United Arab Emirates** | | 486,628 | **486,628** |
| **Spain** | 37,158,103 | 575,336,270 | **612,494,373** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 164,407 | 4,951,342 | **5,115,749** |
| **Georgia** | 12,261,422 | 112,165,146 | **124,426,568** |
| **Italy** | 0 | 7,157,316 | **7,157,316** |
| **Mexico** | 6,608,721 | 7,682,119 | **14,290,840** |
| **Oman** | 4,374,999 | 4,584,900 | **8,959,899** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 0 | 3,747,732 | **3,747,732** |
| **Qatar** | 0 | 9,399,324 | **9,399,324** |
| **Czech Republic** | 2,246,080 | 51,501,123 | **53,747,203** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **244,291,509** | **1,444,096,775** | **1,688,388,284** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## 2024

| | Gross volume of water abstracted for its management | Drinking water produced | Treated water | Raw water purchased | Treated water purchased | Total water consumed in purification and desalination processes | Volume of water distributed | WWTP input water |
|---|---|---|---|---|---|---|---|---|
| **Saudi Arabia** | 31,419,461 | 12,749,719 | 0 | 0 | 0 | 17,233,464 | 12,749,719 | 0 |
| **Algeria** | 242,931,036 | 105,554,877 | 0 | 0 | 0 | 137,376,527 | 105,554,877 | 0 |
| **Chile** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Colombia** | 100,506,115 | 88,654,889 | 14,737,727 | 2,746,953 | 31,088,573 | 5,923,589 | 117,613,602 | 19,669,555 |
| **Egypt** | 37,543,065 | 16,598,868 | 733,767,427 | 0 | 0 | 20,944,197 | 16,598,868 | 735,040,878 |
| **United Arab Emirates** | 0 | 0 | 4,742,394 | 0 | 0 | 0 | 0 | 4,904,434 |
| **Spain** | 464,657,122 | 327,210,179 | 578,504,575 | 143,268,496 | 252,936,316 | 37,325,069 | 780,054,759 | 617,353,027 |
| **United States of America** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **France** | 50,716,494 | 103,185,417 | 4,951,342 | 240,970 | 4,493,927 | 164,407 | 108,750,900 | 5,166,180 |
| **Georgia** | 800,554,568 | 521,861,851 | 112,165,146 | 0 | 0 | 12,261,422 | 521,300,668 | 112,342,995 |
| **Italy** | 4,341,167 | 0 | 7,157,316 | 0 | 11,979,246 | 0 | 15,936,864 | 8,045,403 |
| **Mexico** | 13,281,609 | 5,460,409 | 7,682,119 | 0 | 0 | 6,608,721 | 5,460,409 | 7,980,950 |
| **Oman** | 317,579,904 | 8,982,300 | 4,584,900 | 0 | 0 | 4,374,999 | 8,982,300 | 4,584,900 |
| **Peru** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Portugal** | 2,308,787 | 0 | 3,747,732 | 0 | 3,770,708 | 0 | 5,804,578 | 3,998,044 |
| **Qatar** | 0 | 0 | 9,399,324 | 0 | 0 | 0 | 0 | 10,123,133 |
| **Czech Republic** | 0 | 55,965,632 | 51,501,123 | 54,358,290 | 0 | 2,246,080 | 56,101,942 | 51,501,123 |
| **Romania** | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Total** | **2,065,839,327** | **1,246,224,141** | **1,532,941,125** | **200,614,708** | **304,268,770** | **244,458,475** | **1,754,909,486** | **1,580,710,622** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Water recycled or reused (m³)

| | 2024 | | 2023 | | 2022 | |
|---|---|---|---|---|---|---|
| | All areas | Water stressed areas | All areas | Water stressed areas | All areas | Water stressed areas |
| **Egypt** | 81,420,279 | 81,420,279 | 63,366,728 | 63,366,728 | 72,655,330 | 72,655,330 |
| **United Arab Emirates** | 4,255,766 | 4,255,766 | 5,496,166 | 5,496,166 | 5,137,647 | 5,137,647 |
| **Spain** | 3,168,305 | 3,168,305 | 3,427,689 | 3,427,689 | 3,069,592 | 3,069,592 |
| **Total** | **88,844,350** | **88,844,350** | **72,290,583** | **72,290,583** | **80,862,569** | **80,862,569** |

Data evaluated from November 1, 2023, to October 31, 2024.

Of the countries that report environmental data, those enduring water stress are: Algeria, Egypt, Italy, Mexico, Portugal, Saudi Arabia, Spain, and the United Arab Emirates.

The definition of water-stressed area can be found here: https://www.wri.org/data/aqueduct-30-country-rankings and associated at country level.

The three countries that recycle are Egypt, Spain and the United Arab Emirates.

## Parametric results in drinking water 2024

| | | Compliant | | Non-compliance | |
|---|---|---|---|---|---|
| | Total | Q | % | Q | % |
| **Saudi Arabia** | **449** | 449 | 100.00% | 0 | 0.00% |
| **Algeria** | **12,618** | 12,618 | 100.00% | 0 | 0.00% |
| **Chile** | **0** | 0 | 0 | 0 | 0 |
| **Colombia** | **592,834** | 576,847 | 97.30% | 15,987 | 2.70% |
| **Egypt** | **31** | 31 | 100.00% | 0 | 0.00% |
| **United Arab Emirates** | **0** | 0 | 0 | 0 | 0 |
| **Spain** | **704,521** | 686,097 | 97.38% | 18,424 | 2.62% |
| **United States of America** | **0** | 0 | 0 | 0 | 0 |
| **France** | **21,474** | 21,471 | 99.99% | 3 | 0.01% |
| **Georgia** | **150,603** | 150,257 | 99.77% | 346 | 0.23% |
| **Italy** | **15,020** | 2,955 | 19.67% | 12,065 | 80.33% |
| **Mexico** | **1,775** | 1,702 | 95.89% | 73 | 4.11% |
| **Oman** | **290** | 290 | 100.00% | 0 | 0.00% |
| **Peru** | **0** | 0 | 0 | 0 | 0 |
| **Portugal** | **4,650** | 4,617 | 99.29% | 33 | 0.71% |
| **Qatar** | **0** | 0 | 0 | 0 | 0 |
| **Czech Republic** | **39,351** | 39,323 | 99.93% | 28 | 0.07% |
| **Romania** | **0** | 0 | 0 | 0 | 0 |
| **Total** | **1,543,616** | **1,496,657** | **96.96%** | **46,959** | **3.04%** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

# Waste

GRI 306-3, 306-4, 306-5

## Waste generated and disposal (tonnes) 2024

| | Disposal | Recovery | Total |
|---|---|---|---|
| **Saudi Arabia** | 4.65 | 17.7 | **22.35** |
| **Algeria** | 203.79 | 17.57 | **221.36** |
| **Chile** | 0.00 | 1.09 | **1.09** |
| **Colombia** | 19,553.3 | 117.25 | **19,670.55** |
| **Egypt** | 9.06 | 130,492 | **130,501.06** |
| **United Arab Emirates** | 10.84 | 0.00 | **10.84** |
| **Spain** | 30,546.97 | 314,408.49 | **344,955.46** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 1,928.31 | 17.11 | **1,945.42** |
| **Georgia** | 241,188.85 | 71.71 | **241,260.56** |
| **Italy** | 616.61 | 6,886.55 | **7,503.16** |
| **Mexico** | 481.08 | 0.00 | **481.08** |
| **Oman** | 7,934.73 | 800.71 | **8,735.44** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 213.99 | 202 | **415.99** |
| **Qatar** | 791.31 | 546 | **1,337.31** |
| **Czech Republic** | 2,448.56 | 23,528.76 | **25,977.32** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **305,932.05** | **477,106.94** | **783,038.99** |

Data evaluated from November 1, 2023, to October 31, 2024.

The countries that make a significantly higher contribution to total waste are:

- Egypt, which in 2024 reported the sludge generated at the Abu Rabash WWTP, leading to a sizable increase in its sludge waste compared to 2023.
- Colombia and Georgia reported waste generation data for the first time.
- Oman reported higher WWTP sludge generation following the improvements made to its data quality and because no such data was reported in 2022 or 2023.

The countries that make a **lower contribution** to total waste are:

- Spain, where there was an improvement in data quality for sludge calculation. Aqualia BI is used as the source of origin, thus leading to a readjustment in the production of this waste.
- Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.
- United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.
- Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.
- Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Hazardous waste generated and disposal (tonnes) 2024

| | Disposal | Recovery | Total |
|---|---|---|---|
| **Saudi Arabia** | 4.65 | 0.00 | **4.65** |
| **Algeria** | 6.49 | 0.00 | **6.49** |
| **Chile** | 0.00 | 0.30 | **0.30** |
| **Colombia** | 12,376.56 | 0.16 | **12,376.71** |
| **Egypt** | 0.06 | 1,890.00 | **1,890.06** |
| **United Arab Emirates** | 4.22 | 0.00 | **4.22** |
| **Spain** | 3,223.73 | 177.21 | **3,400.94** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 68.83 | 0.11 | **68.94** |
| **Georgia** | 0.03 | 10.14 | **10.17** |
| **Italy** | 5.89 | 0.54 | **6.43** |
| **Mexico** | 0.73 | 0.00 | **0.73** |
| **Oman** | 3.00 | 0.13 | **3.13** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 2.00 | 0.00 | **2.00** |
| **Qatar** | 1.31 | 0.00 | **1.31** |
| **Czech Republic** | 9.05 | 3.81 | **12.86** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **15,706.55** | **2,082.40** | **17,788.94** |

Data evaluated from November 1, 2023, to October 31, 2024.

Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.

United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.

Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.

Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

## Non-hazardous waste generated and disposal (tonnes) 2024

| | Disposal | Recovery | Total |
|---|---|---|---|
| **Saudi Arabia** | 0.00 | 17.70 | **17.70** |
| **Algeria** | 197.30 | 17.57 | **214.87** |
| **Chile** | 0.00 | 0.79 | **0.79** |
| **Colombia** | 7,176.74 | 117.09 | **7,293.83** |
| **Egypt** | 9.00 | 128,602.00 | **128,611.00** |
| **United Arab Emirates** | 6.62 | 0.00 | **6.62** |
| **Spain** | 27,323.24 | 314,231.28 | **341,554.52** |
| **United States of America** | n/a | n/a | **n/a** |
| **France** | 1,859.48 | 17.00 | **1,876.48** |
| **Georgia** | 241,188.82 | 61.57 | **241,250.39** |
| **Italy** | 610.72 | 6,886.01 | **7,496.74** |
| **Mexico** | 480.35 | 0.00 | **480.35** |
| **Oman** | 7,931.73 | 800.58 | **8,732.31** |
| **Peru** | n/a | n/a | **n/a** |
| **Portugal** | 211.99 | 202.00 | **413.99** |
| **Qatar** | 790.00 | 546.00 | **1,336.00** |
| **Czech Republic** | 2,439.51 | 23,524.95 | **25,964.45** |
| **Romania** | n/a | n/a | **n/a** |
| **Total** | **290,225.50** | **475,024.54** | **765,250.03** |

Data evaluated from November 1, 2023, to October 31, 2024.
Chile: Aqualia operates at the client's facilities, where the client is responsible for accounting for its own emissions (Scope 1, 2, and 3), managing energy consumption, and monitoring water usage.
United States of America: Aqualia began operations in 2024 and is still in the process of adapting to reporting management systems.
Peru: In 2024, Aqualia carries out commercial activities, and its facilities are office spaces.
Romania: In 2023, Aqualia completed the delivery of the Glina WWTP project, so in 2024, its economic activity has been focused on providing support at the facilities.

# Biodiversity

GRI 304-1, 304-4

## Sites located within or near protected areas or key biodiversity areas 2024

| | No. of sites | Surface area (Hectares) |
|---|---|---|
| **WWTP sites** | 65 | 135.77 |
| **DWTP sites** | 19 | 10.97 |
| **SWDP sites** | 2 | 40.83 |
| **BWDP sites** | 3 | 0.17 |
| **Total** | **89** | **187.74** |

## Facilities by country and threatened species on the IUCN Red List 2024

| | Vulnerable | Threatened | Critically endangered | Total |
|---|---|---|---|---|
| **Saudi Arabia – Qatarat** | 42 | 123 | 6 | **171** |
| **Saudi Arabia – Rabigh** | 50 | 128 | 11 | **189** |
| **Saudi Arabia – Marafiq Jazan** | 54 | 135 | 11 | **200** |
| **Arabia Saudi – KAIA** | 42 | 123 | 6 | **171** |
| **Saudi Arabia – Bahri Floating Barges SWRO Desalination Plant** | 150 | 372 | 33 | **555** |
| **Algeria – Reverse osmosis MTM** | 42 | 17 | 16 | **75** |
| **Algeria – Reverse osmosis CDJ** | 43 | 16 | 15 | **74** |
| **Spain – Rambla Morales** | 45 | 18 | 15 | **78** |
| **Spain – Mutxamel** | 41 | 15 | 11 | **67** |
| **Spain – West** | 35 | 20 | 7 | **62** |
| **Spain – Caleta** | 36 | 21 | 8 | **65** |
| **Mexico – Guaymas Desalination Plant – Empalme** | 40 | 17 | 7 | **64** |
| **Oman – SWRO** | 29 | 53 | 6 | **88** |
| **Total** | **649** | **1,058** | **152** | **1,859** |

# Patents

In 2024, our patent families increased and our trademarks experienced further growth for yet another year.

| | Type of protection | Short name | Granted on | Patent no. |
|---|---|---|---|---|
| 1 | National OEPM patent | Water distribution and filter washing system | 08/02/2005 | ES2196949 |
| | National OEPM patent | Anaerobic batch water purification system | 06/05/2009 | ES2300164 |
| | National OEPM patent | Carbonation system | 04/03/2015 | ES2451579 |
| | European patent EPO | Carbonation system | 18/11/2015 | EP2712917 |
| 2 | National OPEM patent<br>European patent EPO<br>Trademark registration | Anammox ELAN Process<br>ELAN®<br>ELAN® UK<br>AQU-ELAN®<br>(ELAN® in water line) | 10/09/2014<br>17/12/2014<br>03/09/2014<br>30/08/2023 | ES2466090<br>EP2740713<br>11265559<br>UK00911265559<br>12785771 EP3255016 |
| 3 | European patent EPO | Optimised Algae-HRAP | 06/01/2016 | EP2875724 |
| 4 | European patent EPO<br>Trademark registration | MFC fluidised bed<br>FBBR (ELSAR)<br>ELSAR® | 22/04/2020<br>02/06/2021 | EP2927196<br>18398327 |
| 5 | European patent EPO | Influent distribution and Mixing Device for UASB<br>Reactors PUSH<br>Mejora PUSH | 5/10/2016<br>15/11/2023 | EP3090408 EP4166514 |
| 6 | European patent EPO<br>International PCT patent<br>Trademark registration | Biogas upgrading<br>Biogas upgrading USA & MEXICO<br>ABADBioenergy® | 29/03/2017<br>27/02/2018<br>02/12/2021<br>22/05/2017 | EP3061515<br>US9, 901, 864 B2<br>388417<br>016146151 |
| 7 | European patent EPO<br>International PCT patent | MDC (Microbial Desalination Cells MIDES)<br>MDC USA and MEXICO | 26/08/2020<br>23/03/2021<br>02/12/2024 | EP3336064<br>US10,954,145<br>MX/a/2019/007194 |
| 8 | Patente europea EPO<br>Patente internacional PCT | SAnMBR SAnMBR USA & MEXICO | 20/05/2020<br>03/03/2020 | EP3225596<br>US10,577,266 B2 |
| 9 | European patent EPO<br>Trademark registration | ADVANSIST<br>(ANPHORA®)<br>ADVANISIST/ANPHORA® COLOMBIA | 10/07/2020<br>02/06/2021<br>27/03/2019 | EP3454652<br>1389329<br>41631 |
| 10 | European patent EPO | DARE | 19/05/2021 | EP3527538 |
| 11 | European patent EPO | STRUVITE CRYSTALLIZATION | 17/04/2024 | EP3112320 |
| 12 | European patent EPO | Purasand High Recovery | 31/07/2024 | EP4344761 |
| 13 | European patent EPO | WETFAN | 27/11/2024 | EP4375242 |

In 2024, two new patents and several trademark registrations were filed for processes, with the new brand identity created for the processes resulting from Aqualia Innovation. Of the patent applications filed in previous years, two are still in the process of evaluation, as shown in the table of patents pending:

| | Type of protection | Short name | Application date | Application no. | Result |
|---|---|---|---|---|---|
| 1 | European patent EPO | Pressure reactor | 19/10/2017 | EP17382699.1 | Under assessment |
| 2 | European patent EPO | Ectoine production | 03/03/2023 | EP23382198.2 | Under assessment |

# Workforce information

## People

GRI 2-7

### Staff by type of employment contract and gender 2024

| | Open-ended | | | Temporary | | | Total |
|---|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total | |
| **Saudi Arabia** | 244 | 14 | 258 | 48 | 5 | 53 | **311** |
| **Algeria** | 46 | 5 | 51 | 7 | 2 | 9 | **59** |
| **Chile** | 11 | 0 | 11 | 0 | 0 | 0 | **11** |
| **Colombia** | 527 | 143 | 671 | 243 | 142 | 385 | **1,056** |
| **Egypt** | 183 | 3 | 186 | 41 | 1 | 41 | **226** |
| **United Arab Emirates** | 410 | 13 | 423 | 5 | 0 | 5 | **428** |
| **Spain** | 5,109 | 1,532 | 6,641 | 371 | 67 | 438 | **7,079** |
| **United States of America** | 164 | 79 | 243 | 0 | 0 | 0 | **243** |
| **France** | 130 | 46 | 176 | 7 | 7 | 14 | **190** |
| **Georgia** | 1,621 | 235 | 1,856 | 826 | 162 | 988 | **2,844** |
| **Italy** | 213 | 27 | 240 | 38 | 1 | 39 | **279** |
| **Mexico** | 84 | 16 | 100 | 4 | 2 | 6 | **106** |
| **Oman** | 2 | 0 | 2 | 0 | 0 | 0 | **2** |
| **Peru** | 3 | 1 | 4 | 0 | 0 | 0 | **4** |
| **Portugal** | 85 | 21 | 106 | 7 | 1 | 8 | **114** |
| **Qatar** | 41 | 2 | 43 | 1 | 1 | 2 | **45** |
| **Czech Republic** | 626 | 241 | 867 | 116 | 54 | 170 | **1,037** |
| **Romania** | **1** | **0** | 1 | 3 | 0 | 3 | **4** |
| **Other countries*** | 2 | 1 | 3 | 0 | 0 | 0 | **3** |
| **Total** | **9,501** | **2,379** | **11,880** | **1,716** | **445** | **2,160** | **14,040** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.

## Full-time and part-time staff by gender 2024

| | Full-time | | | Part-time | | | Total |
|---|---|---|---|---|---|---|---|
| | Men | Women | Total | Men | Women | Total | |
| **Saudi Arabia** | 292 | 19 | 311 | 0 | 0 | 0 | 311 |
| **Algeria** | 53 | 6 | 59 | 0 | 0 | 0 | 59 |
| **Chile** | 11 | 0 | 11 | 0 | 0 | 0 | 11 |
| **Colombia** | 770 | 285 | 1,056 | 0 | 0 | 0 | 1,056 |
| **Egypt** | 222 | 4 | 226 | 0 | 0 | 0 | 226 |
| **United Arab Emirates** | 415 | 13 | 428 | 0 | 0 | 0 | 428 |
| **Spain** | 5,207 | 1,300 | 6,507 | 273 | 300 | 572 | 7,079 |
| **United States of America** | 163 | 76 | 239 | 1 | 3 | 4 | 243 |
| **France** | 137 | 52 | 189 | 0 | 1 | 1 | 190 |
| **Georgia** | 2,439 | 388 | 2,827 | 8 | 9 | 17 | 2,844 |
| **Italy** | 251 | 22 | 273 | 0 | 6 | 0 | 279 |
| **Mexico** | 88 | 18 | 106 | 0 | 0 | 0 | 106 |
| **Oman** | 2 | 0 | 2 | 0 | 0 | 0 | 2 |
| **Peru** | 3 | 1 | 4 | 0 | 0 | 0 | 4 |
| **Portugal** | 92 | 22 | 114 | 0 | 0 | 0 | 114 |
| **Qatar** | 42 | 3 | 45 | 0 | 0 | 0 | 45 |
| **Czech Republic** | 741 | 291 | 1,032 | 1 | 4 | 5 | 1,037 |
| **Romania** | 4 | 0 | 4 | 0 | 0 | 0 | 4 |
| **Other countries*** | 2 | 0 | 2 | 0 | 1 | 1 | 3 |
| **Total** | **9,501** | **2,379** | **13,434** | **1,716** | **445** | **606** | **14,040** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.

## Staff by age range and country 2024

| | Up to 35 years | Between 35 and 55 years | More than 55 years | Total |
|---|---|---|---|---|
| **Saudi Arabia** | 87 | 185 | 39 | 311 |
| **Algeria** | 8 | 46 | 5 | 59 |
| **Chile** | 3 | 7 | 1 | 11 |
| **Colombia** | 417 | 491 | 147 | 1,056 |
| **Egypt** | 107 | 108 | 12 | 226 |
| **United Arab Emirates** | 120 | 222 | 86 | 428 |
| **Spain** | 875 | 4,191 | 2,013 | 7,079 |
| **United States of America** | 69 | 106 | 68 | 243 |
| **France** | 63 | 95 | 32 | 190 |
| **Georgia** | 707 | 1,123 | 1,014 | 2,844 |
| **Italy** | 21 | 195 | 63 | 279 |
| **Mexico** | 46 | 54 | 6 | 106 |
| **Oman** | 0 | 2 | 0 | 2 |
| **Peru** | 0 | 4 | 0 | 4 |
| **Portugal** | 19 | 72 | 23 | 114 |
| **Qatar** | 17 | 24 | 4 | 45 |
| **Czech Republic** | 121 | 588 | 328 | 1,037 |
| **Romania** | 1 | 3 | 0 | 4 |
| **Other countries*** | 0 | 3 | 0 | 3 |
| **Total** | **2,681** | **7,518** | **3,841** | **14,040** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.

# Training

GRI 404-1

## Training hours by gender and country 2024

| | Men | Women | Total hours | Average per person |
|---|---|---|---|---|
| **Saudi Arabia** | 28 | 0 | **28** | 0.09 |
| **Algeria** | 64 | 24 | **88** | 1.49 |
| **Chile*** | 0 | 0 | **0** | 0 |
| **Colombia** | 16,227 | 5,971 | **22,198** | 21.03 |
| **Egypt** | 764 | 0 | **764** | 3.38 |
| **United Arab Emirates** | 344 | 1 | **345** | 0.81 |
| **Spain** | 97,383 | 35,278 | **132,661** | 18.74 |
| **United States of America** | 1,691 | 171 | **1,862** | 7.66 |
| **France** | 2,227 | 106 | **2,333** | 12.28 |
| **Georgia** | 24,981 | 9,184 | **34,165** | 12.01 |
| **Italy** | 4,563 | 277 | **4,839** | 17.34 |
| **Mexico** | 2,483 | 737 | **3,220** | 30.38 |
| **Oman** | 1,235 | 456 | **1,691** | 845.50 |
| **Peru*** | 0 | 0 | **0** | 0 |
| **Portugal** | 2,296 | 2,482 | **4,778** | 41.91 |
| **Qatar** | 84 | 2 | **86** | 1.91 |
| **Czech Republic** | 19,580 | 3,736 | **23,316** | 22.48 |
| **Romania*** | 0 | 0 | **0** | 0 |
| **Total** | **173,951** | **58,424** | **232,374** | **15.66** |

* Training data is not reported for countries with fewer than 50 employees.

## Training hours per occupational category and country 2024

| | Directors | Middle manag. | Techni-cians | Clerical Staff | Other positions | Total hours | Average per person |
|---|---|---|---|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | 28 | 0 | 0 | **28** | 0.09 |
| **Algeria** | 0 | 24 | 64 | 0 | 0 | **88** | 1.49 |
| **Chile*** | 0 | 0 | 0 | 0 | 0 | **0** | 0 |
| **Colombia** | 0 | 3,108 | 4,905 | 2,331 | 11,854 | **22,198** | 21.03 |
| **Egypt** | 0 | 179 | 335 | 32 | 218 | **764** | 3.38 |
| **United Arab Emirates** | 0 | 0 | 21 | 1 | 323 | **345** | 0.81 |
| **Spain** | 2,989 | 33,102 | 26,494 | 12,263 | 57,813 | **132,661** | 18.74 |
| **United States of America** | 0 | 1 | 1744 | 117 | 0 | **1,862** | 7.66 |
| **France** | 0 | 14 | 339 | 0 | 1,980 | **2,333** | 12.28 |
| **Georgia** | 0 | 5,815 | 10,880 | 9,101 | 8,369 | **34,165** | 12.01 |
| **Italy** | 0 | 537 | 956 | 170 | 3,177 | **4,839** | 17.34 |
| **Mexico** | 180 | 406 | 321 | 921 | 1,392 | **3,220** | 30.38 |
| **Oman** | 29 | 180 | 1,307 | 175 | 0 | **1,691** | 845.50 |
| **Peru*** | 0 | 0 | 0 | 0 | 0 | **0** | 0 |
| **Portugal** | 52 | 510 | 308 | 2,331 | 1,577 | **4,778** | 41.91 |
| **Qatar** | 0 | 8 | 76 | 2 | 0 | **86** | 1.91 |
| **Czech Republic** | 0 | 8,578 | 2,460 | 904 | 11,374 | **23,316** | 22.48 |
| **Romania*** | 0 | 0 | 0 | 0 | 0 | **0** | 0 |
| **Total** | **3,250** | **52,462** | **50,238** | **28,348** | **98,077** | **232,374** | **15.66** |

* Training data is not reported for countries with fewer than 50 employees.

## Investment in training by country (€)
## 2024

| | |
|---|---|
| **Saudi Arabia** | 12,635 |
| **Algeria** | 6,719 |
| **Chile*** | 0 |
| **Colombia** | 14,751 |
| **Egypt** | 2,855 |
| **United Arab Emirates** | 2,226 |
| **Spain** | 930,792 |
| **United States of America** | 60,594 |
| **France** | 81,264 |
| **Georgia** | 70,193 |
| **Italy** | 77,750 |
| **Mexico** | 3,645 |
| **Oman** | 27,833 |
| **Peru*** | 0 |
| **Portugal** | 11,198 |
| **Qatar** | 8,736 |
| **Czech Republic** | 179,499 |
| **Romania*** | 0 |
| **Total** | **1,490,690** |

* Training data is not reported for countries with fewer than 50 employees.

# Collective bargaining and employee dialogue

GRI 2-30

## Collective bargaining coverage (Spain)
## 2024

| | Q | % |
|---|---|---|
| **Employees covered by collective bargaining agreements** | 7,079 | 100% |
| **Employees not covered by collective bargaining agreements** | 0 | 0 |
| **Total** | **7,079** | **100%** |

## Employee dialogue coverage (Spain)
## 2024

| | Q | % |
|---|---|---|
| **Employees represented by workers' representatives** | 5,332 | 75% |
| **Employees not represented by workers' representatives** | 1,747 | 25% |
| **Total** | **7,079** | **100%** |

# Disability

GRI 405-1

## Staff with disabilities (Spain) 2024

| | Total employees | Employees with disabilities | % |
|---|---|---|---|
| **Men** | **5,480** | 85 | 2 % |
| **Women** | **1,600** | 21 | 1 % |
| **Total** | **7,079** | **106** | **1 %** |

# Recruitment and rotation

GRI 404-1

| | Men | Women | Total |
|---|---|---|---|
| **Saudi Arabia** | 101 | 12 | **113** |
| **Algeria** | 1 | 1 | **2** |
| **Chile** | 2 | 0 | **11** |
| **Colombia** | 179 | 129 | **2** |
| **Egypt** | 59 | 3 | **308** |
| **United Arab Emirates** | 68 | 7 | **62** |
| **Spain** | 583 | 159 | **75** |
| **United States of America** | 160 | 78 | **742** |
| **France** | 32 | 21 | **238** |
| **Georgia** | 283 | 47 | **53** |
| **Italy** | 3 | 0 | **330** |
| **Mexico** | 38 | 11 | **3** |
| **Oman** | 1 | 0 | **49** |
| **Peru** | 0 | 0 | **1** |
| **Portugal** | 13 | 4 | **0** |
| **Qatar** | 10 | 1 | **17** |
| **Czech Republic** | 43 | 12 | **55** |
| **Romania** | **0** | **0** | 0 |
| **Other countries*** | 0 | 0 | **0** |
| **Total** | **1,576** | **484** | **2.060** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems. The difference in recruitment between 2024 and 2023 is due to the acquisition of the Georgia contract in 2023.

## Recruitment by age bracket and country 2024

| | Up to 35 years | Between 35 and 55 years | More than 55 years | Total |
|---|---|---|---|---|
| **Saudi Arabia** | 51 | 59 | 3 | **113** |
| **Algeria** | 1 | 0 | 1 | **2** |
| **Chile** | 2 | 0 | 0 | **2** |
| **Colombia** | 208 | 96 | 4 | **308** |
| **Egypt** | 35 | 25 | 3 | **62** |
| **United Arab Emirates** | 30 | 33 | 12 | **75** |
| **Spain** | 304 | 366 | 71 | **742** |
| **United States of America** | 69 | 101 | 68 | **238** |
| **France** | 25 | 20 | 8 | **53** |
| **Georgia** | 155 | 126 | 49 | **330** |
| **Italy** | 2 | 1 | 0 | **3** |
| **Mexico** | 29 | 19 | 1 | **49** |
| **Oman** | 0 | 1 | 0 | **1** |
| **Peru** | 0 | 0 | 0 | **0** |
| **Portugal** | 11 | 5 | 1 | **17** |
| **Qatar** | 3 | 6 | 2 | **11** |
| **Czech Republic** | 18 | 34 | 3 | **55** |
| **Romania** | **0** | 0 | 0 | **0** |
| **Other countries*** | 0 | 0 | 0 | **0** |
| **Total** | **943** | **891** | **226** | **2,060** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.
The difference in recruitment between 2024 and 2023 is due to the acquisition of the Georgia contract in 2023.

## Rotation by gender and country 2024

| | Men | Women | Total |
|---|---|---|---|
| **Saudi Arabia** | 24 | 1 | **25** |
| **Algeria** | 2 | 1 | **3** |
| **Chile** | 1 | 0 | **1** |
| **Colombia** | 84 | 47 | **131** |
| **Egypt** | 23 | 0 | **23** |
| **United Arab Emirates** | 17 | 0 | **17** |
| **Spain** | 300 | 75 | **375** |
| **United States of America** | 0 | 0 | **0** |
| **France** | 9 | 9 | **18** |
| **Georgia** | 451 | 56 | **507** |
| **Italy** | 6 | 0 | **6** |
| **Mexico** | 11 | 5 | **16** |
| **Oman** | 0 | 0 | **0** |
| **Peru** | 0 | 0 | **0** |
| **Portugal** | 6 | 3 | **9** |
| **Qatar** | 0 | 0 | **0** |
| **Czech Republic** | 33 | 25 | **58** |
| **Romania** | **0** | 0 | **0** |
| **Other countries*** | 0 | 0 | **0** |
| **Total** | **966** | **222** | **1,188** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.
Includes voluntary departures, retirements, dismissals and deaths.
Comparative information for previous years is not presented since the calculation methodology has changed.

## Rotation by age bracket and country 2024

| | Up to 35 years | Between 35 and 55 years | More than 55 years | Total |
|---|---|---|---|---|
| **Saudi Arabia** | 6 | 11 | 8 | **25** |
| **Algeria** | 1 | 1 | 1 | **3** |
| **Chile** | 0 | 1 | 0 | **1** |
| **Colombia** | 67 | 49 | 15 | **131** |
| **Egypt** | 13 | 10 | 0 | **23** |
| **United Arab Emirates** | 8 | 8 | 1 | **17** |
| **Spain** | 97 | 149 | 129 | **375** |
| **United States of America** | 0 | 0 | 0 | **0** |
| **France** | 3 | 12 | 3 | **18** |
| **Georgia** | 226 | 172 | 109 | **507** |
| **Italy** | 2 | 4 | 0 | **6** |
| **Mexico** | 7 | 6 | 3 | **16** |
| **Oman** | 0 | 0 | 0 | **0** |
| **Peru** | 0 | 0 | 0 | **0** |
| **Portugal** | 2 | 7 | 0 | **9** |
| **Qatar** | 0 | 0 | 0 | **0** |
| **Czech Republic** | 10 | 13 | 35 | **58** |
| **Romania** | 0 | 0 | 0 | **0** |
| **Other countries*** | 0 | 0 | 0 | **0** |
| **Total** | **441** | **443** | **304** | **1,188** |

* Panama, Montenegro, Tunisia. In 2024, we recorded no activity in these countries, although there are still assigned personnel recorded in the company's internal management systems.
Includes voluntary departures, retirements, dismissals and deaths.
Comparative information for previous years is not presented since the calculation methodology has changed.

Incluye bajas voluntarias, jubilaciones, despidos y fallecimientos.
No se presentan datos comparativos de años anteriores ya que se modificó la metodología de cálculo.

# Wage gap

GRI 405-2

## Gender pay gap (Spain) 2024

| | € | %* |
|---|---|---|
| **Average gross compensation for female employees** | 29,605.58 | -12 % |
| **Average gross compensation for male employees** | 33,643.82 | 0 |

* (Average gross compensation of female employees – Average gross compensation of male employees) / Average gross compensation of male employees.

## Gender pay gap and occupational category (Spain) 2024

| | € | %* |
|---|---|---|
| **Average compensation of executives/managers** | **0** | **-12%** |
| Men | 142,133.19 | 0 |
| Women | 124,502.43 | 0 |
| **Average compensation of middle management** | **0** | **-10%** |
| Men | 48,403.5 | 0 |
| Women | 43,577.15 | 0 |
| **Average remuneration of technicians** | **0** | **-14%** |
| Men | 35,037.59 | 0 |
| Women | 29,960.97 | 0 |
| **Average remuneration of administrative clerks** | **0** | **-7%** |
| Men | 28,715.85 | 0 |
| Women | 26,583.97 | 0 |
| **Average remuneration for various trades** | **0** | **-30%** |
| Men | 28,195.62 | 0 |
| Women | 19,664.57 | 0 |

* (Compensation of female gender – Compensation of male gender) / Compensation of male gender

# Health and safety

GRI 403-9

| 2024 | Deaths resulting from work-related injuries and health-related issues | Recordable accidents at work | Hours worked | Recordable occupational accident rate* |
|---|---|---|---|---|
| **Saudi Arabia** | 0 | 0 | 847,278 | 0 |
| **Algeria** | 0 | 3 | 235,204 | 12.75 |
| **Chile** | 0 | 0 | 21,115 | 0 |
| **Colombia** | 0 | 21 | 2,090,253 | 10.05 |
| **Egypt** | 0 | 3 | 1,442,170 | 2.08 |
| **United Arab Emirates** | 0 | 0 | 2,004,992 | 0 |
| **Spain** | 1 | 142 | 14,802,623 | 9.59 |
| **United States of America** | 0 | 3 | 492,779 | 6.09 |
| **France** | 0 | 7 | 296,234 | 23.63 |
| **Georgia** | 0 | 2 | 6,233,298 | 0.32 |
| **Italy** | 0 | 4 | 509,133 | 7.86 |
| **Mexico** | 0 | 1 | 467,471 | 2.14 |
| **Oman** | 0 | 0 | 429,649 | 0 |
| **Peru** | 0 | 0 | 0 | 0 |
| **Portugal** | 0 | 7 | 224,198 | 31.22 |
| **Qatar** | 0 | 0 | 432,384 | 0 |
| **Czech Republic** | 0 | 12 | 1,816,312 | 6.61 |
| **Romania** | **0** | 0 | 0 | 0 |
| **Other countries*** | 0 | 0 | 0 | 0 |
| **Total** | **1** | **205** | **32,345,093** | **6.34** |

*(Recordable occupational accidents / Hours worked) ) * 1000000
Includes salaried and non-salaried employees.

# Customers

## Aqualia Contact Omnichannel customer service

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| **Customers using the virtual office** | 390,648 | 364,115 | 336,110 |

Relates to customers in Spain.

## Electronic billing 2024

| | Q | % |
|---|---|---|
| **Spain** | 4,269,588 | 37.2% |
| **Portugal** | 123,685 | 1.1% |
| **Czech Republic** | 179,111 | 1.6% |
| **Italy** | 31,358 | 0.3% |
| **Georgia** | 6,887,870 | 59.9% |
| **Total electronic bills** | **11,491,612** | **45%** |
| **Total bills issued (Spain, Portugal, Czech Republic, Italy and Georgia)** | **25,382,532** | |

## Customers with e-billing 2024

| | Q | % |
|---|---|---|
| **Spain** | 938,779 | 54.4% |
| **Portugal** | 12,676 | 0.7% |
| **Czech Republic** | 57,430 | 3.3% |
| **Italy** | 6,990 | 0.4% |
| **Georgia** | 710,838 | 41.2% |
| **Total customers with e-billing** | **1,726,713** | **37%** |
| **Total customers (Spain, Portugal, Czech Republic, Italy and Georgia)** | **4,645,342** | |

## Complaints and claims received from consumers or end users 2024

| | Q | % |
|---|---|---|
| **Colombia** | 2,624 | 10.6% |
| **Spain** | 8,830 | 35.8% |
| **France** | 217 | 0.9% |
| **Georgia** | 12,083 | 49.0% |
| **Italy** | 740 | 3.0% |
| **Portugal** | 89 | 0.4% |
| **Czech Republic** | 69 | 0.3% |
| **Total complaints and claims received** | **24,652** | **100%** |
| **Total claims and complaints handled*** | **24,652** | **100%** |
| **Average resolution period (days)**** | **12** | **-** |

* Refers to all complaints and claims that have been dealt with by the company and have resulted in their closure, regardless of the final outcome obtained (not admitted, archived, resolved in favour of the customer, resolved in favour of the company)

** Time from the time the complaint is opened until the time the customer receives a decision.

There were no reports of serious human rights issues or cases related to consumers and end users.

## Pricing systems to guarantee access to water and sanitation 2024

| | Customers in Spain eligible for subsidised rates for water and sewerage services | Customers in Spain who receive rate reductions and subsidies | % |
|---|---|---|---|
| **Colombia** | 259,228 | 243,295 | **93.85%** |
| **Spain** | 2,658,378 | 46,518 | **1.43%** |
| **France** | 81,413 | 192 | **0.24%** |
| **Georgia** | 709,067 | 56,607 | **7.98%** |
| **Italy** | 89,471 | 3,359 | **3.75%** |
| **Portugal** | 50,164 | 1,365 | **1.92%** |
| **Total** | **3,847,721** | **351,336** | **9.13%** |

* Refers to all complaints and claims that have been dealt with by the company and have resulted in their closure, regardless of the final outcome obtained (not admitted, archived, resolved in favour of the customer, resolved in favour of the company)

** Time from the time the complaint is opened until the time the customer receives a decision.

There were no reports of serious human rights issues or cases related to consumers and end users.

## Social media site subscribers by country 2024

| | Linkedin | X | Facebook | Instagram | YouTube |
|---|---|---|---|---|---|
| **Saudi Arabia (AqualiaME)** | 1,460 | 25 | 0 | 0 | 0 |
| **Algeria** | 0 | 0 | 0 | 0 | 0 |
| **Chile** | 0 | 0 | 0 | 0 | 0 |
| **Colombia** | 0 | 164 | 835 | 1,016 | 0 |
| **Egypt (Orasqualia)** | 3,000 | 0 | 4 | 12 | 0 |
| **United Arab Emirates (AqualiaMACE)** | 1,733 | 0 | 262 | 0 | 0 |
| **Spain** | 64,067 | 7,097 | 0 | 3,371 | 4,015 |
| **United States of America** | 0 | 0 | 0 | 0 | 0 |
| **France** | 0 | 0 | 0 | 0 | 0 |
| **Georgia (GWP)** | 0 | 0 | 153,000 | 940 | 189 |
| **Italy (Caltaqua)** | 383 | 0 | 0 | 0 | 0 |
| **Mexico** | 0 | 0 | 0 | 0 | 0 |
| **Oman** | 0 | 0 | 0 | 0 | 0 |
| **Peru** | 0 | 0 | 0 | 0 | 0 |
| **Portugal** | 0 | 0 | 0 | 0 | 0 |
| **Qatar** | 0 | 0 | 0 | 0 | 0 |
| **Czech Republic (SmVaK)** | 430 | 0 | 0 | 0 | 0 |

# Governance information

## Compliance Model

GRI 205-2

| | Employee informed about anti-corruption policies | Employees trained about anti-corruption policies |
|---|---|---|
| Saudi Arabia | 220 | 236 |
| Algeria | 0 | 0 |
| Chile | 10 | 4 |
| Colombia | 1,216 | 913 |
| Egypt | 32 | 24 |
| United Arab Emirates | 22 | 20 |
| Spain | 5,944 | 2,777 |
| United States of America | 0 | 0 |
| France | 74 | 77 |
| Georgia | 272 | 102 |
| Italy | 216 | 216 |
| Mexico | 80 | 20 |
| Oman | 0 | 0 |
| Peru | 4 | 4 |
| Portugal | 147 | 63 |
| Qatar | 0 | 0 |
| Czech Republic | 862 | 802 |
| Romania | 0 | 0 |
| Other countries* | 1 | 0 |
| Total | 9,100 | 5,258 |

* Panama, Montenegro, Tunisia

### Communications received via the Ethical Channel broken down by country 2024

| | Q | % |
|---|---|---|
| Saudi Arabia | 3 | 3.9% |
| Algeria | 0 | 0 |
| Chile | 0 | 0 |
| Colombia | 8 | 10.4% |
| Egypt | 0 | 0 |
| United Arab Emirates | 1 | 1.3% |
| Spain | 54 | 70.1% |
| United States of America | 0 | 0 |
| France | 0 | 0 |
| Georgia | 0 | 0 |
| Italy | 0 | 0 |
| Mexico | 0 | 0 |
| Oman | 0 | 0 |
| Peru | 0 | 0 |
| Portugal | 11 | 14.3% |
| Qatar | 0 | 0 |
| Czech Republic | 0 | 0 |
| Romania | 0 | 0 |
| Total | 77 | 100.0% |

# Economic performance

GRI 201-1, 201-4

## Country (€ thousand) 2024

| | Revenue | Pre-tax profit | Payments to governments | Operating costs (provisioning) | Wages and salaries |
|---|---|---|---|---|---|
| **Saudi Arabia** | 73,741 | 4,538 | 1,855 | 34,683 | 16,347 |
| **Algeria** | 55,404 | 32,032 | 4,666 | 13,970 | 2,265 |
| **Bosnia** | 0 | 0 | 0 | 0 | 0 |
| **Chile** | 722 | 206 | 0 | 0 | 343 |
| **Colombia** | 74,625 | 02,193 | 9,662 | 19,089 | 12,181 |
| **Ecuador** | 0 | 49 | 0 | 0 | 020 |
| **Egypt** | 5,602 | 1,422 | 421 | 0 | 907 |
| **United Arab Emirates** | 21,834 | 1,874 | 5 | 10,058 | 6,092 |
| **Spain** | 944,272 | 88,394 | 29,275 | 394,257 | 299,897 |
| **United States of America** | 86,549 | 041 | 234 | 50,943 | 23,296 |
| **France** | 40,025 | 01,282 | 2,560 | 14,487 | 12,759 |
| **Georgia** | 99,367 | 18,451 | 3,414 | 10,997 | 12,821 |
| **India** | 0 | 0 | 0 | 0 | 0 |
| **Italy** | 55,060 | 2,214 | 245 | 18,395 | 12,518 |
| **Kosovo** | 0 | 0 | 0 | 2 | 0 |
| **Mexico** | 34,022 | 2,541 | 676 | 10,292 | 2,572 |
| **Montenegro** | 057 | 077 | 0 | 0 | 20 |
| **Oman** | 511 | 1,117 | 0 | 0 | 115 |
| **Netherlands** | 0 | 0 | 0 | 0 | 0 |
| **Panama** | 0 | 0242 | 1 | 0 | 8 |
| **Peru** | 0 | 0550 | 0 | 0 | 285 |
| **Portugal** | 17,099 | 1,229 | 470 | 7,294 | 2,903 |
| **Qatar** | 10,439 | 396 | 164 | 4,247 | 1,570 |
| **Czech Republic** | 155,088 | 21,170 | 5,236 | 64,187 | 35,945 |
| **Romania** | 354 | 0135 | 14 | 0 | 355 |
| **Serbia** | 0 | 098 | 0 | 0 | 0 |
| **Tunisia** | 0 | 032 | 1 | 0 | 8 |
| **Total** | **1,674,657** | **170,983** | **58,899** | **652,901** | **443,187** |

## Payments to goverments (€ thousand)

| 2024 | Other taxes/ Real | Corporate tax payment | Fines and penalties | Payments to goverments |
|---|---|---|---|---|
| **Saudi Arabia** | 0 | -1,855 | 0 | -1,855 |
| **Algeria** | -561 | -4,106 | 0 | -4,666 |
| **Bosnia** | 0 | 0 | 0 | 0 |
| **Chile** | 0 | 0 | 0 | 0 |
| **Colombia** | -2,701 | -6,962 | 0 | -9,662 |
| **Ecuador** | 0 | 0 | 0 | 0 |
| **Egypt** | -421 | 0 | 0 | -421 |
| **United Arab Emirates** | -4,90 | 0 | 0 | -5 |
| **Spain** | -5,538 | -23,673 | -64 | -29,275 |
| **United States of America** | -234 | 0 | 0 | -234 |
| **France** | -1,563 | -997 | 0 | -2,560 |
| **Georgia** | -3,451 | 47 | -10 | -3,414 |
| **India** | 0 | 0 | 0 | 0 |
| **Italy** | -86 | -159 | 0 | -245 |
| **Kosovo** | 0 | 0 | 0 | 0 |
| **Mexico** | -40 | -637 | 0 | -676 |
| **Montenegro** | 0 | 0 | 0 | 0 |
| **Oman** | 0 | 0 | 0 | 0 |
| **Netherlands** | 0 | 0 | 0 | 0 |
| **Panama** | -1 | 0 | 0 | -1 |
| **Peru** | 0 | 0 | 0 | 0 |
| **Portugal** | -74 | -396 | 0 | -470 |
| **Qatar** | -50 | -114 | 0 | -164 |
| **Czech Republic** | -785 | -4,451 | -1 | -5,236 |
| **Romania** | -14 | 0 | 0 | -14 |
| **Serbia** | 0 | 0 | 0 | 0 |
| **Tunisia** | -1 | 0 | 0 | -1 |
| **Total** | **-15,523** | **-43,302** | **-75** | **-58,899** |

## Financial assistance received from government (€M)

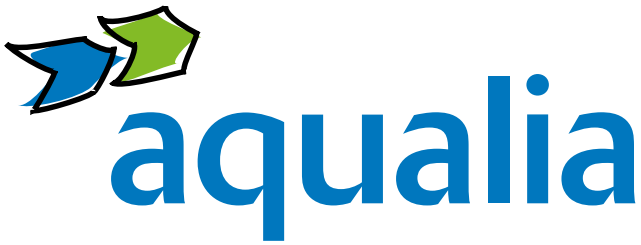
| | 2024 | 2023 | 2022 |
|---|---|---|---|
| **Subsidies*** | **86.17** | **45.17** | **31.49** |
| For operating R&D+i projects | 3.50 | 3.80 | 3.00 |
| For investments and operation and other types of relevant subsidies** | 82.67 | 41.37 | 28.49 |

* Accrual criteria.

** Includes training subsidies (subsidised training courses; by nature, this item corresponds to staff expenses) plus capital subsidies for non-R&D projects and operating subsidies for non-R&D projects.

## EBITDA (M€)

| | 2024 | 2023 | 2022 |
|---|---|---|---|
| **EBITDA** | 425.4 | 384.3 | 350.2 |

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