Aqualia's Strategic Sustainability Plan 2024-2026

March 2025 Update

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1. Our vision

Water sustainability is the essence of Aqualia

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Water sustainability is the essence of Aqualia

The 2030 Agenda sets our course and a large part of the strategic lines on which we work and, although the various crises of recent years have tested the commitment of nations to the 2030 Agenda's objectives, Aqualia remains aligned with the SDGs, the fight against climate change, the efficient management of the end-to-end water cycle and the attention and care for people, both inside and outside the company.

These commitments are often affected by the macroeconomic context - totally conditioned by the rise in inflation -, the difficult geopolitical situation, as well as the energy crisis and trade wars that favour protectionism. Circumstances that may have generated mistrust in a society that, in recent months, has become familiar with the terms deglobalisation and polycrisis. Moreover, distrust of the use and abuse of the word sustainability is also beginning to grow among citizens.

Despite this, the need to curb the rise in global temperatures has led many states to promote a regulatory framework. Legislation that pushes companies towards positive impact, technological progress and decarbonisation of the economy will allow us to mitigate climate change and progress towards a fairer society.

Directly affected by the climate crisis is water and, by extension, the management of water resources. At Aqualia, a company specialising in the management of the end-to-end water cycle, we are well aware of this challenge. In fact, this year we have consolidated our position on the international stage, a milestone that has been possible thanks to the capacity of our professionals to adapt and to the generation of innovative solutions that the company implements wherever we operate.

1. Our vision

Water sustainability is the essence of Aqualia

In 2021, Aqualia published its first three-year Strategic Sustainability Plan, which has made it possible to implement projects that promote sustainable water management, from all environmental, social and governance perspectives.

In this document, **Aqualia's Strategic Sustainability Plan 2024-2026**, the firm commitments that Aqualia integrates in its daily management are once again materialised and revised. Aqualia is committed to sustainability as a way to generate a model of prosperity and well-being that allows us to build a fairer, more humane and sustainable planet.

2. Listening

Dual-impact materiality

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Dual-impact materiality

We have carried out a process of **active and continuous LISTENING to our stakeholders**. This work has enabled us to identify the most important environmental, social and governance issues, a key exercise that we take into account in our decision-making.

This process of constant and conscious listening, which we carry out every year, reinforces Aqualia's work with our stakeholders. Furthermore, the initiatives generated from this dialogue help us to maximise the positive impacts and minimise the negative impacts of our activity.

We are living through a key moment in terms of sustainability information; significant changes are being made with the aim of improving methodological precision and transparency in the reporting of the triple impact (environmental, social and governance). Changes with which Aqualia is sensitively and advantageously aligned.

This new context takes shape especially in relation to the recent European Sustainability Disclosure Directive (CSRD) and its European Sustainability Reporting Standards (ESRS), which propose a more comprehensive approach to ESG performance and governance.

2. Listening

Dual-impact materiality

Dual materiality involves assessing the influence of companies in terms of sustainability from two perspectives:

Impact materiality

How corporate sustainability impact corporate sustainability-related issues on stakeholders and the environment.

Financial materiality

How sustainability-related issues impact on the company's financial performance and position.

3. Commitment

Contribution to the Sustainable Development Goals

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Contribution to the Sustainable Development Goals

At Aqualia, we are committed to achieving the **Sustainable Development Goals**, aware of the role that companies play in achieving them. We demonstrate this commitment through our daily work, with which we seek to promote this culture in the company and among our stakeholders. For this reason, together with the promotion of campaigns to raise awareness of the SDGs, **we have identified and prioritised** those to which the company contributes through its activity and its corporate commitments.

By actively listening to our stakeholders, we are aware of the importance they attach to our contribution to the various SDGs. We also respond to these expectations by providing appropriate indicators in this document. As SDG 6 is Aqualia's main objective, we focus on the metrics for each of the six specific targets of this SDG. Without forgetting that each of them is linked to other SDGs. This allows us to create synergies that we intend to enhance with the monitoring and evolution of these metrics.

SUSTAINABLE DEVELOPMENT GOALS

3. Commitment

Contribution to the Sustainable Development Goals

Aqualia has identified and prioritised those SDGs to which the company contributes through its activity and its corporate commitments.

SUSTAINABLE DEVELOPMENT GOALS

Priority commitments by activity

SDGs in which Aqualia has the most significant and direct impact according to our stakeholders

SDGs linked

Corporate commitments

SDGs that we have an impact according to our stakeholders (Corporate commitments)

4. The Plan

4. The Plan

A. A solid, cross-cutting roadmap with positive impact

4. The Plan

A. A solid, cross-cutting roadmap with positive impact

The Strategic Sustainability Plan guides the progress of Aqualia's purpose, which is to ensure the well-being and progress of people and communities through the provision of a public service: sustainable water management.

This plan is **a dynamic document, subject to annual review and updating.**

We report annually on the extent to which the objectives and action lines have been achieved through the publication of a closing report. Given the changing nature of our stakeholders' expectations and concerns, as well as developments throughout the year, **the plan progresses continuously**. It is adjusted and updated with new actions or reformulation of existing ones to adapt to the new situation.

01 **With an integrative bottom-up approach**

02 **With three major driving forces complementing the financial and business strategy**

03 **With robust and relevant resource allocation and monitoring instruments**

04 **As an expression of Aqualia's commitment to the SDGs (*)**

(*) First company in the sector accredited by AENOR for its contribution to the SDGs.

4. The Plan

A. A solid, cross-cutting roadmap with positive impact

01

With an integrative bottom-up approach

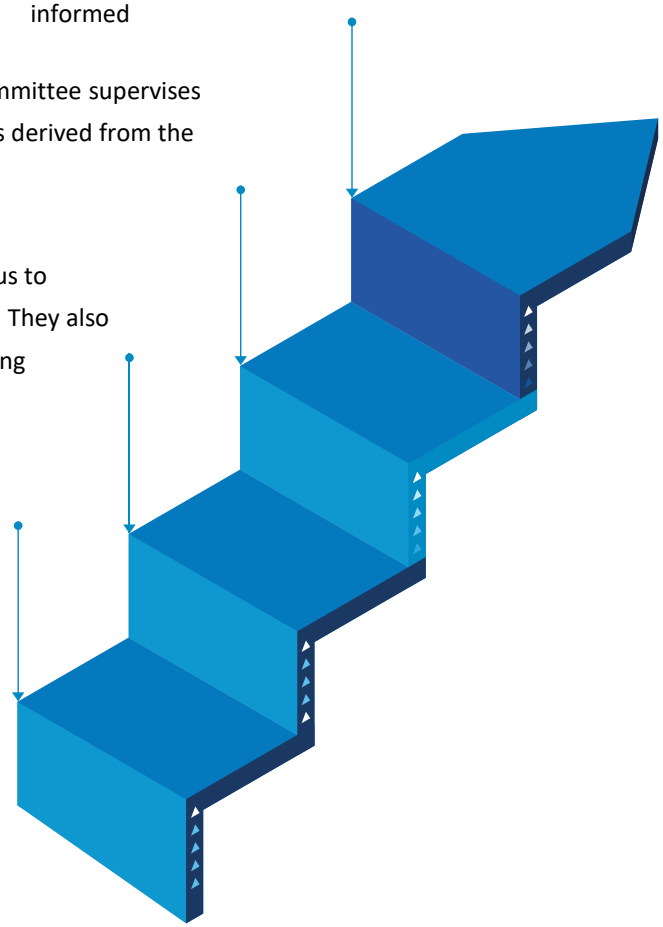
Aqualia's Management Committee supervises and approves the initiatives derived from the active listening process.

Aqualia´s Board of Directors is informed

Aqualia's Management Committee supervises and approves the initiatives derived from the active listening process.

The feedback sessions with the responsible teams help us to determine coherent and feasible objectives and actions. They also help us to establish homogeneous frameworks for existing initiatives in the company.

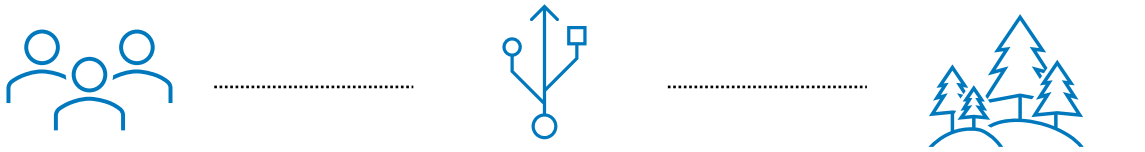
The responses and perspectives of the stakeholders consulted in the materiality analysis help us to define the strategies.



4. The Plan

A. A solid, cross-cutting roadmap with positive impact

02 **With three major driving forces complementing the financial and business strategy**



03 **With robust and relevant resource allocation and monitoring instruments**

- Dashboard in each of our seven strategic lines:

For each strategic line, actions and objectives are defined along with their responsible parties and scope.	For each action, metrics are identified for tracking and are linked to the goals of the various affected SDGs.	All actions are broken down into various objectives with their respective responsible parties.

- The actions are carried out using the budget allocation for each area responsible.
- Periodic data and results recording allows us to analyse the plan's progress and establish appropriate corrective measures.

4. The Plan

A. A solid, cross-cutting roadmap with positive impact

04 **As an expression of Aqualia's commitment to the SDGs**

- The materiality analysis has enabled us to determine the priority business SDGs and the corporate SDGs.
- Linking the KPIs to the different goals has enabled us to quantitatively measure Aqualia's contribution to the SDGs.
- Aqualia holds the AENOR Certification on the contribution of its strategy to the achievement of the SDGs.

4. The Plan

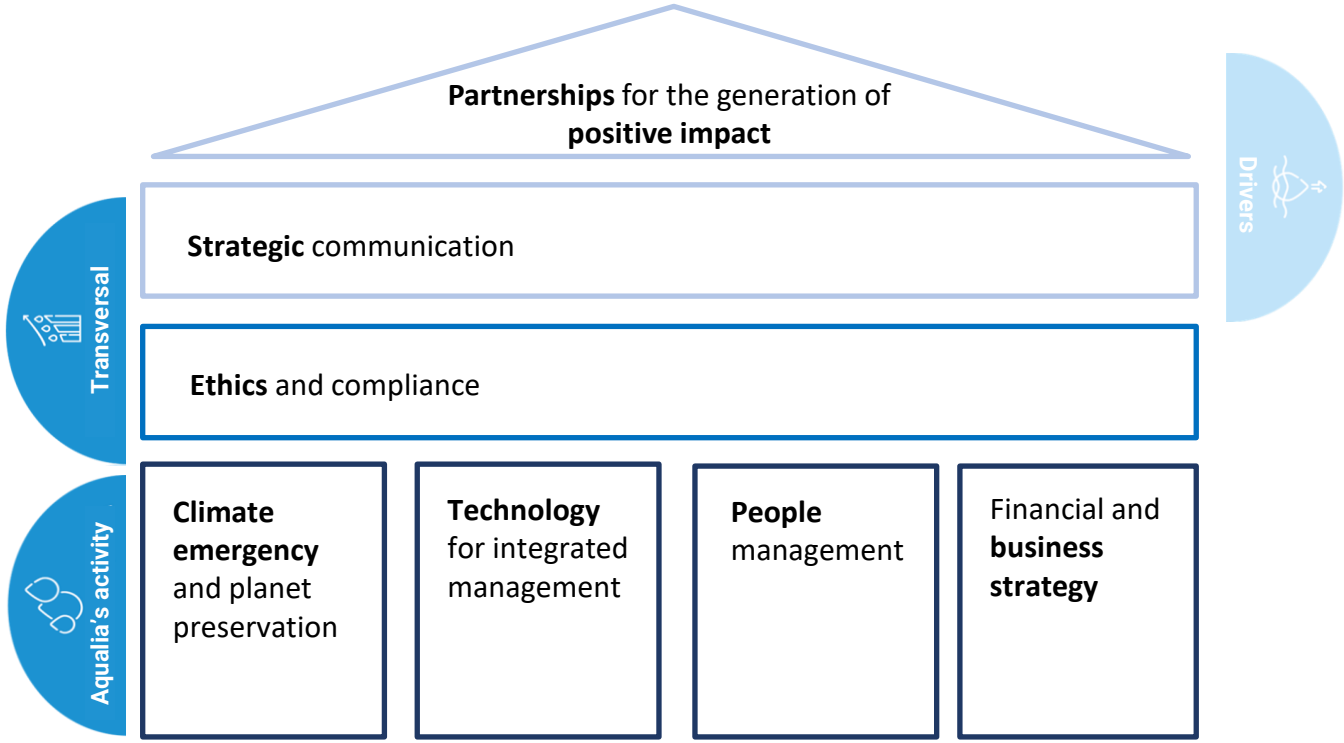
B. Strategic lines

4. The Plan

B. Strategic lines

Through the strategic lines that make up our Plan, we present the details of the actions, objectives and metrics proposed for each of them and in line with the SDGs.

- SL1. Climate emergency and planet preservation
- SL2. Technology for integrated management
- SL3. People management
- SL4. Financial and business strategy
- SL5. Ethics and compliance
- SL6. Strategic communication
- SL7. Partnerships for the generation of positive impact



4. The Plan

B. Strategic lines

SL1 Climate emergency and planet preservation

5 actions
13 objectives

CONTRIBUTION 2030 AGENDA

SL2 Technology for integrated management

5 actions
12 objectives

CONTRIBUTION 2030 AGENDA

SL3 People management

5 actions
5 objectives

CONTRIBUTION 2030 AGENDA

SL5 Ethics and compliance

4 actions
7 objectives

CONTRIBUTION 2030 AGENDA

SL6 Strategic communication

2 actions
5 objectives

CONTRIBUTION 2030 AGENDA

SL7 Partnerships for the generation of positive impact

1 action
1 objective

CONTRIBUTION 2030 AGENDA

SL4 Financial and business strategy

Defined in the company's Business Plan

SL1. Climate emergency and planet preservation

At Aqualia, we are aware of and committed to day-to-day action, without postponing important decisions that contribute to sustainability, because we believe in an integrated and circular water cycle, capable of turning cities into respectful spaces. To this end, we facilitate a balanced relationship between the environment and people.

As experts, we are also driven by the desire to transmit our sense of responsibility, bringing knowledge about water management closer to citizens so that they are informed and aware of the vital importance of the service and of an environmental problem that affects us all.

SL1. Climate emergency and planet preservation

Goal: The main purpose of this strategic line is linked to activating initiatives that achieve the objectives of decarbonisation of the economy established by international institutions (SBTi, etc.), as well as adapting Aqualia to climate change and reducing the impact on biodiversity.

ACTIONS	OBJECTIVES
A1 Reduction of water consumption	• Reduce volumes of non-revenue water. • Improve the efficiency of water distribution networks.
A2 Energy optimisation and reduction emissions	• Achieve CO_2 emission neutrality. • Increase the use of renewable energies. • Improve the energy efficiency of the facilities. • Transform the vehicle fleet.
A3 Boosting the circular economy	• Valorise sludge. • Increase the use of reused water.
A4 Ecosystem protection and recovery. Biodiversity	• Identify protected areas (biodiversity). • Encourage initiatives with environments to promote biodiversity.
A5 Technology transfer of solutions obtained in R&D projects to production.	• Build a portfolio of innovative solutions to combat climate change. • Promote mechanisms for technology transfer from R&D to production.

SL1. Climate emergency and planet preservation

N.º	Metrics	2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL1A1.1	**% volume of non-revenue water (NRW) out of the total volume of water injected into the distribution network.** (Contracts older than 5 years). Variable perimeter.	Goal 6.4	26,5 %	26 %	25,5 %
SL1A1.2	**Volume of non-revenue water per kilometre of network m³/km/day** (Contracts older than 5 years). Variable perimeter.	Goal 6.4	11.95	11.90	11.85
SL1A2.1	**Neutrality of CO_2 emissions in 2050.** (Scope 1 and 2).	Goal 13.2	Net Zero in 2050		
SL1A2.2	**Annual Variation in Climate Intensity** (kg CO_2 emitted in relation to turnover) (Scope 1 and 2).	Goal 13.2	-3 %	-3 %	-3 %
SL1A2.3	**% Renewable energy used from own installations, PPAs or procurement, out of total energy used. or procurement, out of the total energy consumed.** (MWC y BOT contracts).[1]	Goal 7.2	42 %	47 %	50 %
SL1A2.4	**% Vehicles with low CO_2 emissions over the total fleet of passenger cars and light-duty vehicles for operations in Europe.** (Excluding Georgia).[2]	Goal 13.2	20 %	34 %	35 %
SL1A2.5	**Annual Variation in kWh/m³ of Energy Used in Water Intake, Treatment, and Distribution Processes** (Weighted calculation using m³ managed in each of the three processes) (MWC and BOT contracts).	Goal 7.3	-1 %	-1 %	-1 %
SL1A2.6	**Annual Variation in kWh/kg COD Removed for Energy Used in Wastewater Treatment and Purification Processes** (MWC and BOT contracts).	Goal 7.3	-1 %	-1 %	-1 %

[1] 75 % by 2030 [2] 100 % by 2030, excluding vehicle categories that do not exist on the market with low CO_2 emissions.

Global perimeter (in cases where it is not global, the specific perimeter is specified in each indicator).

SL1. Climate emergency and planet preservation

N.º	Metrics	2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL1A3.1	**% Sludge recovered as a percentage of total sludge produced.**[3]	Goal 12.5	90 %	98 %	98 %
SL1A3.2	**% Increase in reused water use.**	Goal 12.2	2 %	2 %	2 %
SL1A4.1	**Number of new biodiversity protection projects and ecosystem restoration and ecosystem restoration projects.**	Goal 15.5	5	5	5
SL1A5.1	**Number of new R&D projects initiated during the year that include the development of innovative solutions for the fight against climate change.**	Goal 9.5	2	2	2
SL1A5.2	**Number of new implementations of R&D processes applied in facilities managed by the company.**	Goal 9.5	5	5	5

[3] Targets set in accordance with the regulations in force in December 2023.

SL2. Technology for integrated management

We are aware of the importance of the digitalisation of water management, which is why we adapt our technologies to the current needs of the sector and take our knowledge to all the countries in which we operate. This is a sign of our present commitment to customers and users, but always with an eye to the future.

There is still a lot to discover, which is why Aqualia is constantly working on researching innovative solutions capable of regenerating, improving and making people's lives easier.

SL2. Technology for integrated management

Goals: · Achieve a technology that allows the efficient use and management of resources, so that citizens can enjoy access to water guaranteed by Aqualia.
· Implement digitisation throughout the end to end water cycle and accelerate global digitisation projects

ACTIONS

A1 Omni-channel customer service

A2 Asset management and maintenance

A3 Water Analytics (AWA)

OBJECTIVES

- Strengthen communication channels (telephone service, SMS, apps and virtual offices).
- Make it easier for customers to sign their contracts digitally.
- Design an electronic invoice.

- Provide field staff with a mobile application (MAO – Management&Maintenance of Assets and Work Orders) that has all the functionalities necessary for their daily work.
- Implement a tool to plan and optimise the maintenance of facilities, both plants and networks (GEO - Geographic information of the network).

- To have a platform for the intelligent management of the end-to-end water cycle.
- Capture and standardisation of data from different devices regardless of the manufacturer and communications (GPRS, LoraWan, NarrowBand, etc.).
- Use of Big Data, Cloud Computing, Machine Learning and artificial intelligence technologies.
- Increasing a real-time hydraulic balance applied to the early detection of leaks: smartmeters, energy efficiency, digital twin.

SL2. Technology for integrated management

ACTIONS

A4 APP Be Aqualia

A5 Cybersecurity

OBJECTIVES

- Provide employees with an app (Be Aqualia) that allows two-way communication with information that may be of interest to them (payroll, health and safety, news, etc.).
- Strengthen the cybersecurity commitments derived from the development of digitalisation in which the company is immersed, both in the end-to-end water cycle processes and in customer and employee management.

SL2. Technology for integrated management

N.º	Metrics		2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL2A1.1	**Number of Contracts with All Omnichannel Customer Service Channels Implemented / Total Contracts with Omnichannel Option** (Telephone customer service, SMS, app and virtual office).		Goal 9.b	90 %	100 %	100 %
SL2A1.2	**No. of electronic invoices.**		Goal 9.5-12.5	10,600,000	11,100,000	11,700,000
SL2A1.3	**% of contracts with digital signature/No. of total contracts.**		Goal 9.5-12.5	20 %	50 %	80 %
SL2A2.1	**% Vol. processed CMMS (ETAP's-EDAR's)/ Total volume processed (ETAP's-EDAR's).[1]**		Goal 9.4	50 %	70 %	80 %
SL2A2.2	**Total no. of facilities managed with MAO/ Total no. of facilities. [2 and 3]**		Goal 9.4	20 %	40 %	65 %
SL2A2.3	**No. of customers with MAO/No. of total customers.[4]**		Goal 9.4	75 %	94 %	95 %
SL2A2.4	**Total no. of services in GEO/Total no. of services with networks.[3]**		Goal 9.4	80 %	89 %	90 %

[1] Plants managed by concession, operation and maintenance or BOT, with at least two years of operation, are considered within the index. Perimeter: Spain, Colombia, Mexico, Portugal, France e Italy.
[2] DWTPs and WWTPs will not be taken into account as they are included in the SL2A2.2 indicator

Global perimeter (in cases where it is not global, the specific perimeter is specified).

[3]Perimeter: Spain, Colombia, Portugal, France and Italy.
[4]Perimeter: Spain, Colombia, Georgia, Portugal, France and Italy.

SL2. Technology for integrated management

N.º	Metrics		2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL2A3.1	**No. of customers with Remote Metering.**		Goal 9.4	500,000	700,000	950,000
SL2A3.2	**No. of contracts managed with AWA/ No. of contracts More than 20,000 customers with remote metering.**		Goal 9.4 - 9.5	90 %	100 %	100 %
SL2A4.1	**Increase in % increase in number of employees with Be Aqualia app who have accessed it in the last month/No. of total employees.**		Goal 8.8 – 9.b	10 % -	13 % -	15 % 15%
SL2A5.1	**% Compliance with the company's cybersecurity action plan.**		Goal 16.5	> 95 %	> 95 %	> 95 %

Global perimeter (in cases where it is not global, the specific perimeter is specified).

Perimeter: Spain
Other countries.

SL3. People management

We are people who work for the well-being of people. Our mission as professionals drives us to train ourselves to seek new horizons.

Every day we demonstrate our great vocation for public service by facing present and future water challenges. That is why we are there when they need us, we provide solutions and generate trust. We are talent committed to the health of people and the planet.

SL3. People management

Goals:

· Contribute to the integral health objectives (one health) of the company's employees, understanding that as important as physical well-being is emotional well-being.

· To be able to build loyalty and generate an attractive and sustainable organisational identity, with the capacity to attract talent.

· Contribute to the necessary transformation towards a sustainable culture of the organisation, adapting to the new demands placed on companies (flexibility, digitalisation, digitalisation, innovation, etc.).

ACTIONS	OBJECTIVES
A1 Continuing to make progress in raising awareness of equality and diversity	• Raise awareness among executives and managers to promote an inclusive culture. • Strengthen the value chain in the culture of diversity. • Manage staff empathy for different types of diversity and unconscious biases. • Create programmes to promote female talent.
A2 Be talent/training	• Develop analysis and training associated with specific roles/roles. • Manage sectoral knowledge/technical training platforms. • Build spaces for training meetings/cultural transformation projects.
A3 Improving the employee experience	• Develop analysis of knowledge, use and satisfaction of Be Aqualia measures. • Conduct exit interviews and analysis of results.

SL3. People management

ACTIONS

A4 Zero damage to workers

A5 Integral Health Project

OBJECTIVES

- Continuously promote a Health and Safety Management System that guarantees the effectiveness of risk assessment processes, the investigation of incidents and the participation of workers.
- Reduce accident rates through the following actions:
  - Promotion of organizational learning.
  - Increasing the preventive culture.
  - Improving the effectiveness of training activities.
  - Improving the health and safety performance of contractors.
  - Control of critical risks.

- Guarantee the occupational health of the workers through the implementation of medical surveillance protocols and the arrangement of services with health providers throughout Aqualia.
- Improve the overall health of the workers through voluntary emotional health programs and activities to promote healthy habits.

SL3. People management

N.º	Metrics	2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL3A1.1	**Percentage of women in managerial/middle management positions.**	Goal 5.5	Increase hiring/promotion of women in middle management positions in accordance with the commitments agreed in the III Equality Plan.		
SL3A2.1	**Average number of hours of training per employee per year.**	Goal 8.5	Maintain/increase the number of hours compared to the previous year or, if not, expand the scope of No. of employees receiving training in strategic issues for the company.		
SL3A3.1	**Employee satisfaction or engagement index.** (Work climate survey)	Goal 8.5	Maintain/improve employee commitment/satisfaction indicators (according to the results of Work Climate Surveys).		
SL3A4.1	**Accident frequency rate.**[1]	Goal 8.8	8.93	8.48	8.06
SL3A5.1	**Percentage of total workforce participating in occupational health surveillance programs.**	Goal 3.d	70 %	80 %	90 %

[1] (No. of accidents with sick leave / No. of hours worked) 1,000,000

Global Perimeter

SL4. Financial and business strategy

Aqualia focuses the management of its activity on specific geographical areas, in which it always acts under the premise of achieving sustainable and sustained growth. To this end, it applies reasonable profitability criteria and the integration of all its capacities in all areas of the value chain.

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

SL5. Ethics and compliance

As private managers of a public asset, we are aware of our duty to our citizens. An example of this maximum respect is that we operate under the highest standards of integrity, ethics and business transparency.

In addition, the company works to maintain relationships of trust and equal opportunities with each of our collaborators and different publics.

SL5. Ethics and compliance

Goals:

· Transfer Aqualia's culture, ethical values and compliance to the entire company and supply chain through a 360º implementation.

· Strengthen the cybersecurity commitments derived from the digitalisation process in which the company is immersed, both in the processes of the end-to-end water cycle and in the management of customers and employees.

ACTIONS	OBJECTIVES
A1 Development of the compliance model	• Implement an Aqualia compliance model in all controlled companies. • Promote the implementation of a compliance model in non-controlled companies. • Carry out the compliance risk analysis in the 100% Aqualia international companies. • Coordination days with local Compliance Officers "Compliance Days".
A2 Training and awareness-raising in ethical culture	• Training actions on compliance (anti-corruption, conflicts of interest, etc.) for all employees. • Communication and awareness-raising plan on compliance issues "Compliance tips".
A3 Raising awareness of ethical culture in our relations with third parties	• 360º Due Diligence processes (partners, collaborators, agents and industrial clients). • Training and awareness-raising actions on Aqualia's ethical principles for third parties with whom we participate in joint projects.
A4 Ethical culture in the supply chain	• Implementation and monitoring of the supplier approval process.

SL5. Ethics and compliance

N.º	Metrics	2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL5A1.1	**% Active controlled companies with implemented compliance model.**	Goal 16.5 - 16.6	100 %	100 %	100 %
SL5A1.2	**% Active non-controlled companies with a compliance model in place.**	Goal 16.5	50 %	60 %	70 %
SL5A2.1	**% Online employees who have received training on Code of Ethics.**	Goal 16.5 - 16.6	95 %	95 %	95 %
SL5A2.2	**% Offline employees who have received training on Code of Ethics.**	Goal 16.5 - 16.6	20 %	40 %	60 %
SL5A3.1	**% Required outsourced employees who have received Code of Ethics training.**	SDG 16	85 %	90 %	95 %
SL5A4.1	**% Approved suppliers out of material suppliers.**[1]	SDG 17	60 %	70 %	90 %
SL5A4.2	**% of Material Suppliers**[1] **Who Have Received Training on ESG Aspects**	Goal 12.8 - 13.3	60 %	100 %	100 %

[1] Material suppliers: suppliers with relevant activities and turnover > €50,000 during the last three years (2021-2023), in Spain.

Global perimeter (in cases where it is not global, the specific perimeter is specified).

SL6. Strategic communication

We know that, as a society, we have many challenges to face. Challenges that push us to develop a more sustainable economy, production system and lifestyle. At Aqualia we have defined a course to follow and, thanks to the flexibility of adaptation that we enjoy, we assume an unavoidable commitment to the digital transition and to sustainability.

The management of the end-to-end water cycle is a very complex activity that requires specialised professionals with a great vocation for service. For Aqualia, dialogue with its stakeholders is strategic. In order to convey this message, we are committed to strengthening our communication strategy as the operator of an essential public service.

SL6. Strategic communication

Goals:

· To highlight Aqualia's performance as an operator specialising in the management of the end-to-end water cycle.

· To connect the different realities and contexts of the company, through a single story, in which all employees recognise themselves and to which they contribute their unique perspective.

ACTIONS

A1 **Build an Annual Communication Plan with the objective of presenting a strategic and coherent narrative to stakeholders in a categorised way, consistent with Aqualia's purpose and priority SDGs.**

A2 **Raise awareness, both internally and externally, of the objectives of the Communication Plan through the educational role of the brand.**

OBJECTIVES

- Deploy communication actions that achieve a position as a leading company with the capacity to influence the sector (social licence), highlight the company's technological evolution and adaptation to climate change with a focus on education and awareness of sustainability, convey that the company provides real value to municipalities/countries through its activity in the management of the end-to-end water cycle.

- Activate internal and external training courses on corporate narrative/communication, spokesperson, reputation, sustainability and SDGs.

SL6. Strategic communication

N.º	Metrics		2030 agenda Contribution	Objective 2024	Objective 2025	Objective 2026
SL6A1.1	**Degree of compliance with the Global Strategic Communication Plan.**		Goal 12.8 - 13.3	90 %	90 %	90 %
SL6A1.2	**% End customers satisfied with the quality of the service provided by Aqualia[1]**		Transversals	> 80 %	> 80 %	> 80 %
SL6A1.3	**Average rating of satisfaction with the quality of the service provided by Aqualia of institutional clients[2]** (Range 1-5)		Transversals	> 4	> 4	> 4
SL6A2.1	**No. of informative meetings[3]**		Goal 12.8 - 13.2	12	12	12
SL6A2.1	**Degree % of satisfaction with the usefulness of the tools and contents offered.**		Goal 12.8 - 13.3	> 80 %	> 80 %	> 80 %

[1] A customer satisfaction survey is conducted for end customers in MWC (Management Water Cycle) countries.
[2] A customer satisfaction survey is conducted for institutional customers in the Czech Republic and Spain.
[3] Informative meetings on the company's strategic issues. At least one per region. Regional meetings attended by delegation directors, production managers, functional managers, or service managers.

Global Perimeter

SL7. Partnerships for the generation of positive impact

We are part of the communities we serve. As such, we are well aware of their geopolitical and climatic characteristics, as well as their social needs, especially in these turbulent times that have shown how interdependent we are on each other.

With a broad and committed vision that water is vital for people, every day we help build a fairer, more diverse and inclusive society.

SL7. Partnerships for the generation of positive impact

Goal: · Contribute to the major global challenges by working to achieve the Sustainable Development Goals through collaborative leadership that drives alliances for the generation of positive impact.

ACTIONS

A1 **Tariff mechanisms to ensure access to water and sanitation**

OBJECTIVES

- Classification and monitoring of customers according to tariff mechanisms.
- Identification of the number of beneficiaries of social tariffs that are guaranteed access to water and sanitation services (Spain, Italy, Portugal, France and Georgia).

SL7. Partnerships for the generation of positive impact

N.º	Metrics	2030 agenda Contribution	Objective 2024-2026
SL7A1.1	**% of customers in Spain, Italy, Portugal, Georgia and France benefiting from social tariffs/customers in Spain, Italy, Portugal, Georgia and France with the possibility of accessing social tariffs for water and sanitation services.**	Goal 6.1	Increase the number of customers who can benefit from social tariffs, promoting tariffs/mechanisms through partnerships with the institutional customer.

A dynamic plan

Aqualia's Strategic Sustainability Plan is characterised by the fact that it is a dynamic document, i.e. every year Aqualia reports on the degree of compliance with the Objectives and the lines of action included in the plan through the publication of the Sustainability Report.

Thanks to the listening process, we take into account the expectations of our stakeholders and the issues that concern them. Given that it is a plan that seeks consolidation and progression, it is subject to possible changes and adjustments with the objective of adapting to the context and to new situations that may arise in any of its lines of action.

This document, Aqualia's Strategic Sustainability Plan 2024-2026, includes a set of Objectives that, in whole or in part, go beyond what is required by law and are aimed at contributing to sustainable development, go beyond what is required by law and are aimed at contributing to sustainable development.

Aqualia has the firm intention of undertaking and fulfilling all of them. However, they reserve the right to modify, postpone or cancel their fulfilment without implying any legal liability, although Aqualia undertakes to Aqualia is committed to publicly justifying these possible eventualities in its annual Sustainability Report.

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