aqualia

REGENERATION
for a positive future

2023 Sustainability Report

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Regenerate

from the Latin *regenerāre.*

1. verb Revive something that has degenerated, restore it or improve it.

Sometimes a simple word can be a butterfly whose flapping wings cause a revolution, a sustainable revolution in this case. This is the moment we live in, where words are no longer sounds that disappear. They are today's actions for the future, with which we investigate and slow down climate change, give new life to ecosystems and help promote fair social well-being.

Hippocrates suggested it: "Practice the actions that bring you closer to the future". We are in a privileged position, as agents of change, to say that we have already taken this suggestion as a call to action. Proof of this is our 2023 Sustainability Report, a testament to Aqualia's capacity and will to, through regeneration, contribute to turning the situation around and work towards a positive future.

We have the keys to lead the change

Felix Parra | CEO of Aqualia

We spoke with Félix Parra, CEO of Aqualia, as the perfect preamble to this Sustainability Report covering the 2023 financial year. Through his overall vision of the company, we highlight the importance of being brave when making decisions, especially regarding sustainability (ESG).

There is something that, like an invisible thread, unites the civilisations that have followed one another throughout history. This thread is liquid, since it is precisely water, and the need to have it nearby, that has determined people's lives – demographic movements, settlements and their survival. According to the United Nations, one in six people in the world lives with water stress, a statistic that is expected to increase due to climate change. In the 21st century, universal access to water should be consolidated. Aware of this, at Aqualia we advocate for the change to be not only green and digital, but also blue, and thus highlight one of the most cross-cutting elements of the 2030 Agenda: water. We return to the thread to speak with Félix Parra, CEO of Aqualia, and contextualize what the current moment is like and the future expectations of the sector.

A paradigm shift

Regeneration as a driving force

In recent years there has been a paradigm shift in the essence of companies, both from an organisational point of view and in their values. That invisible barrier that left many company matters sealed and private has been crossed, giving way to an unprecedented broadening of perspective and greater transparency. This fact has meant an enrichment within business consciousness, characterised by an embracing of ways that take into account the ecosystem that the company impacts. Aqualia perfectly exemplifies this essential vital change and puts it into practice in many areas, but above all in the creation and analysis of consultation processes and active listening to interest groups carried out for the Strategic Sustainability Plan. From your experience as CEO of Aqualia, how have you experienced this change and what do processes such as the investigation of double materiality mean for the company's progress?

Fortunately, everything is being assimilated and channelled. The circumstance has prevailed, although derived from a crisis or, rather, ongoing crisis, which has caused us to be a more conscious company. You cannot continue with the same growth model without a vision of where you want to go, when resources are either scarce or suffer from climate change, as is the case with water. At Aqualia we decided a long time ago to work from our conscience. And this has a vocation to care for people and the environment, without taking our feet off the ground. And this has allowed us to make important decisions, from a realistic standpoint, that necessarily link us to the ESG criteria and the United Nations SDGs. They have been brave decisions – and not easy – taken from an analytical perspective that has not evaded the responsibility that a company like ours has and, although we know that magic formulas do not exist, we must take the first step and add it to many other steps. This has been appreciated by our clients, we know, both here and abroad, where we have grown so that our international activity now exceeds what we carry out in Spain.

Through these changes in the business, the company grows linked to the great challenge of efficient water management, always with the aim of doing our bit in regeneration for a positive future, which we strongly identify with. Something very important for Aqualia. The idea of regeneration is part of our identity; effectively managing the end-to-end water cycle is a source of life for people. For this reason, the business and social impacts are intrinsic to Aqualia's identity.

Climate emergency

Assess the opportunity

Likewise, the climate emergency has caused society, institutions and companies themselves to adopt new points of view, putting the well-being and future of people and the planet at the center. And although there is still much to do, for Aqualia, whose main activity is the effective management of one of our most precious resources (water), what has this change meant and what measures to mitigate climate change do you think are a priority?

Without a doubt, the United Nations guidelines, the SDGs, as well as the European directives and the ESG business management criteria (based on the triple bottom line perspective) have become a common guide that directs global efforts towards the mitigation of the negative effects and curbing climate change. We are all involved and responsible. In the specific case of the water sector at this time (and as if we were the forests that supplied the wood for Stradivarius, wood that improved its sound due to an unprecedented drought between 1645 and 1715 that caused extremely slow tree growth), it has become an opportunity to make major systemic changes driven by the current need. This change, the great socio-environmental challenges (specifically the water challenge, general climate emergency...) are really an opportunity for the business and a boost for the continuous innovation in which we are immersed.

In general, it can be said that all measures are a priority. But the trend towards decoupling underlines that economic growth is not necessarily linked to more CO_2 emissions, for example. In 2023, our 2021-2023 Strategic Sustainability Plan has aimed for 50 % of the consumed energy to come from renewable sources. And this is one of the main courses of action for Aqualia. We are aware that the concept of

growth linked to the model of unlimited resources is not compatible with a conscious use of water, and that we must understand that the main goal of what we do as a company is the well-being of society as a whole. Our aspiration is to help live better.

Furthermore, our area of action has grown, because we not only manage the water cycle, but we also address the needs of the local environment where we operate to transcend on a global level. We inevitably impact society and the environment, and this puts the focus squarely on conscious governance that makes the most of the situation and turns around adverse circumstances. In this aspect, Aqualia employees feel as committed to the management of the water cycle as they do to their social role in the towns where the company operates.

"The idea of regeneration is part of our identity; managing the integral water cycle well is a source of life for people."

Investment and R&D

Cornerstones of sustainable progress

The need for conscious care of the end-to-end water cycle leads to an upgrade in services and infrastructure that directly involves Aqualia. But this update requires greater investment and harmony in alliances with state and local governments. In fact, this public-private relationship is one of the main themes derived from the double materiality study carried out in 2023. How would you describe Aqualia's relationship with the public entities with which it works in the current situation?

Aqualia is a company fully established in the sector, with a solvency that we have demonstrated over the years. It has been achieved thanks to the fact that we have known how to innovate and adapt to specific or geopolitical changes. And at all times we have been able to maintain and carry, wherever we operate, our ethical values. This work has had benefits that will reflect in customer service. For example, we have been recognised, according to the ranking of Global Water Intelligence, as Best Water Company of the Year 2023, and that ten banking institutions led by CaixaBank have granted us a green credit of 1.1 billion.

The path towards sustainable development entails significant investment, which includes actions like infrastructure works, R&D for wastewater regeneration, the digitalisation of the entire process, water savings in the prevention of leaks, the promotion of the circular economy and the relationship with local suppliers, etc., all of which are carried out with a long-term vision. In other words, where we operate, the increase in efficiency has been exponential, the involvement at the local level is outstanding, and the proposal of solutions and investments responds to efficiency requirements towards a positive impact on the environment by Aqualia. Given the extreme conditions that surround the idea of water as a resource: Drought, restrictions, floods, breakdowns... we respond with the experience of being present in 18 countries and providing service to more than 45.2 million people, establishing ourselves as the solution to supply and management problems.

However, complying with the 2030 Agenda is the great challenge, as it requires an enormous investment. The European Union has estimated

"Greater investment is needed – especially investment that creates regenerative value – and at the same time policies that leave no one behind. Our company's involvement has evolved and grown."

that, to comply with the Paris Agreement, around 180 trillion euros of additional annual investment are needed until 2030. On the other hand, and according to the United Nations, it is estimated that in 2030 160 % of the available water will be needed to meet the demand of the global population. These are data that underline the importance of the asset we manage, something of which we are aware and responsible. The challenge is such that, now more than ever, only an effective articulation of public-private collaboration can guarantee compliance with the objectives. An important part of our work is, together with public authorities, to be able to structure this collaboration. Therefore, we are a reference ally for institutions when it comes to facing the water crises of the coming decades.

A call to action

Sustainable financing

Going back to financing, the study *Sustainable and Responsible Investment* in Spain 2023, by Spainsif and DWS, points out that the share of assets managed with some environmental, social or governance (ESG) criteria has increased from 51 % to 55 % of the total marketed in Spain. Likewise, the International Monetary Fund (IMF) predicts that investment needs to mitigate climate change in developing and emerging market economies will quadruple to reach $2 trillion in 2030. Based on your experience, how do you assess this increase?

This data undoubtedly conveys the positive trend of everyone's involvement in stopping *procrastination* and starting to seriously fight against climate change. And it shows the importance that is finally being given to sustainable management, and by that I mean the ESG pillars.

We ourselves already work on strategic lines aligned with these axes, lines with which we seek to contribute to the SDGs. This at a key moment in which it is known that the climate crisis is leading to a loss of competitiveness. The data underpinning this is relevant, since it is estimated that Spain has lost 1.8 % of GDP in one year (2022) due to climate change. As a company that occupies a place on the front line of the effects of this environmental crisis, we must value the importance of this data. Greater investment is needed – especially investment that creates regenerative value – and at the same time policies that leave no one behind. Our company's involvement has evolved and grown. In this sense, I would like the people who make up Aqualia to assume, each one according to their possibilities, this leadership towards change.

Critical and constructive

Knowledge of "sustainability" overload.

And from a company like Aqualia that leads sustainable change wherever it operates, and according to your personal experience as CEO of the company, what is your opinion about the excess of information (infoxication) related to the concept of sustainability? Although we mentioned that there is a paradigm shift already in place, hasn't this come at the cost of shaping, for better or worse, this word?

Yes, words, as living concepts in people's language use, may sometimes get exhausted. In this case, perhaps out of pure frustration, but at the same time I think it is a lesser evil, although its value and importance should be redirected. To do this, we need to have a broad point of view that encompasses the entire prism, listen to and learn from specialists and economists in social and environmental risks and challenges such as sociologists, scientists, impact economists. Escaping from a single-minded approach stimulates creativity. It should also inspire us to learn from the cultural world, for example, which offers many tools to unite in the common challenge and facilitate the finding

over
13,700*
employees around the world
*+40.2 % over 2021 due to international expansion

more than **30 %**
of the energy consumed in the company comes from renewable sources

more than **215 %**
increase in investment in digitalisation over 2021

30 goals and **12** in SDG
we have an impact on through our Strategic Plan 2021-23

of solutions to the challenges that face us in the coming years. And 2030 is not that far away.

Precisely, a book that I liked, although many classify it as "activist", and that made me reflect on the topic was *Contra la sostenibilidad* by Andreu Escrivà. In the book, he denounces the devaluation of the word, accusing primarily the world of marketing and the double standards of many companies. This is also part of evolution, a word can expire, but the most important thing is the entire revolution that it has brought with it. We must always question the economic, environmental and social schemes on which sustainable development is based, but it is a different way of looking that has been established and has no turning back. It can be said that we are already sustainable natives, we see sustainability as a vector of transformation, organic growth, leadership and competitiveness. A differentiating factor, perhaps so, but with the same purpose.

On the other hand, regardless of the concept of sustainability, where we must focus our attention is on achieving a positive impact on communities thanks to good water management. But, without a doubt, we must encourage policies – of companies or institutions – that have a positive impact rather than punish the opposite, i.e. encourage those of us who can accelerate the change the most and are committed to achieving it. However, it is up to us first to assume the role of key agent to lead it and demonstrate – with our performance – that we have taken important steps even when they were not asked of us.

New technologies

Allies of sustainability

On the path towards this change there is a link that has become essential and which Aqualia strongly advocates for: the digitalisation and adoption of new technologies in the water industry's value chain. We know that artificial intelligence is already helping in many of the control processes, and that the more exposed you are through new technologies, the more cybersecurity vulnerabilities can be uncovered. How does Aqualia manage this ambivalence, balancing opportunity and risk?

We are aware that the risks that are rapidly emerging are technological, and this is precisely what the recent *Global Risks Report 2024 by the World Economic Forum states*. Cybersecurity, artificial intelligence, or the use of the latter to misinform and misrepresent, are topics to which we should pay important attention. In the study, climate change, geopolitics, and demographic changes are mentioned as factors that can be influenced by the misuse of information.

The CEO Outlook Pulse Survey, from July 2023, stated that the great corporate challenges of the next decade included sustainability and artificial intelligence. To the point that, according to Larry Fink, of Blackrock, there is talk of new structural forces that shape a new economic order and that position artificial intelligence and digitalisation at the head of growing sectors.

At Aqualia we assume these risks as the continuous challenges we face. But, despite this, digitalisation is representing an unprecedented advance when it comes to effective management of the water cycle, and its use is focused on positively impacting the environment. The qualitative changes at Aqualia in the last three years, with the integration of AI, machine learning and big data systems into the Aqualia Live platform, represent an unprecedented leap in the comprehensive control of all processes and has positioned us as key partners of institutional clients.

The people

Progress and community

One of Aqualia's leitmotifs is "People who work for people", a motto that connects directly with those of the ESG and with several of the strategic lines of the Strategic Sustainability Plan. To what extent has placing people at the centre of the board been decisive in Aqualia's growth?

This change in Aqualia's governance has been vital. Years ago the company was the umbrella under which employees simply protected themselves. In recent times, and coinciding with this paradigm or systemic or thought shift, whatever we want to call it, value has been placed on the people who make up a company, thanks to whom a brand evolves, thinks and grows. And I would like to qualify it with an important aspect that has emerged from the listening processes with personnel from countries where Aqualia has begun to operate. In these conversations, the human and technical quality

"The qualitative changes at Aqualia in the last three years, with the integration of AI, machine learning and big data systems into the Aqualia Live platform, represents an unprecedented leap in the comprehensive control of all processes and has positioned us as key partners of institutional clients."

of the employees has been highlighted, and how they become specialist role models, who welcome new employees warmly. This idea of collaboration, of integrating through warmth, is, on many occasions, a differentiating aspect of Aqualia abroad.

Today, you cannot talk about sustainability without involving people and their environment closely, and this will not be achieved if you leave someone behind. In this sense, at Aqualia we fight so that no one is left behind. We can specify that our work manages to bring drinking water to communities that previously found it difficult. Even digitalisation has exponentially facilitated the processes, but for us to be able to carry out this work to defend access to a dignified and better life, we need a human team behind it. I feel very proud of the Aqualia team, because not only has it achieved business success, but it has become a generous and involved team, whose sole objective is to seek the well-being of people. Something that reminds me of Benjamina, the little girl from Atapuerca, for whom the community made up of unrelated individuals was able to give up their own profit, and even their own life, to care for Benjamina. A wonderful example of what community means as an organisation that perfectly assembles the care of people and progress for the common good.

The Board of Directors of Aqualia has appointed Santiago Lafuente, director for Spain, as the company's new CEO from April 9, 2024.

He takes over from Félix Parra, who has held this position since 2013, and who is reaching retirement.

From the present

The future is built

Summing up, Aqualia is in a privileged position. It has been carrying out strategic listening processes for its stakeholders for years, it has already begun a profound cultural transformation towards sustainability and it has the conviction, endorsed by governance, that these are the appropriate steps to achieve greater well-being and be able to consciously consolidate the business. At this point in time, how do you see the company's path in the coming years?

We still have a lot to do, but the strategic lines of our Sustainability Plan, although flexible, mark a solid roadmap in our performance, while being rooted in our ethical values. We are optimistic because we are already acting, and we know what needs to be done. Furthermore, we feel social validation for our performance, and we take the reins of this leadership with courage. The future will allow us to strengthen, mature and be in better conditions than other companies that have not yet started this transformative path.

Being fully aware that the trend – according to *World Economic Forum 2024*– is showing that climate change will continue to be a risk to be addressed, along with the loss of biodiversity and pollution. In addition to this, there are increasing concerns of a different nature, such as the cost of living, loneliness, technology... indicated by the *Priority Compass* survey by FII (in which 50,000 people from 23 countries participate). But, at Aqualia we see the future with the strength of energy, knowledge and desire. Furthermore, thanks to green financing, the necessary changes can be carried out. There is still a lot to do, but we want to and we can achieve it.

We are Aqualia

A world in constant transformation
Business model and company strategy
Purpose, values and culture
Milestones 2023
Global presence
Value creation in figures

€1,487.40M	Turnover
45.2 million	No. of inhabitants served
1,283.31 million m^3	Drinking water produced

+10 %
EBITDA
compared to 2022

+9 %
employees
compared to 2022

A world in constant transformation

21ST century business for 21ST century challenges

The world is immersed in continuous and increasingly accelerated change. A world in which global interconnection, technological advances and social changes are intertwined, creating a network that continues to grow and evolve. This context of endless evolution not only redefines the way people live, work and relate to each other and the environment, but also presents unprecedented challenges and opportunities. An exciting time that brings with it revolutionary technological innovations and advances in social and environmental awareness, but which is set against the backdrop of the deterioration and decline of natural resources. Climate change is real and experienced in every part of the planet with extreme episodes of drought, uncontrollable floods or the rapid melting of the poles, for example.

"The company has experience in different scenarios and countries. This represents a source of knowledge for the teams."

JAVIER SIERRA,
COUNTRY MANAGER, **EGYPT**

Aqualia is aware that, as part of society and as a company, there are multiple challenges to address. And that this drives the company to develop real sustainability strategies that impact the economy, the production system and, ultimately, contribute to the creation of a more sustainable lifestyle for people and the planet in the long term. At Aqualia we work from "the now", without postponing responsibility, to mitigate climate change by taking care of the essential resource for life: water.

The Global Risks Report 2024 by the World Economic Forum focuses on four critical areas that are determining global behaviours: the warming of the planet and its consequences (according to data from the European Commission and the European Drought Observatory, 2022 and 2023 have seen extreme weather), the changes and growth of populations, technological acceleration and disruption and, also, geopolitical shifts.

In this context and in relation to these aspects – as far as Aqualia is concerned – access to water, a vital resource, and sanitation, a critical service, are not immune to these risks. In the 21ST century, universal access to water should have been consolidated. However, today more than ever, this right is threatened. Addressing this challenge in this global context is, without a doubt, the great challenge that Aqualia faces and to which it can contribute with the experience of a leader in the sector.

Fortunately, the situation encourages strengthening collaboration between governments, communities and private management entities such as Aqualia, to be able to face challenges and find effective solutions to supply, sanitation and purification problems and thus optimise a scarce resource such as water. An example is the rapid urbanisation seen in emerging countries, something that undoubtedly entails the improvement of the living conditions of the population, but which also requires professional intervention that responds to the need for decent access to water.

Business model and company strategy

In the current climate, Aqualia provides technical solutions and quality services in all phases of the end-to-end water cycle with the aim of improving the wellbeing of people and the communities in which it operates. Aqualia's way of working is based on the preservation of water resources and the environment through: innovation to improve management efficiency, the United Nations Sustainable Development Goals (SDGs) as a guide, path and goal, and in accordance with legal frameworks and regulations in each geography.

Aqualia is one of the main international operators, and focuses its management on business models based on public-private partnerships. Its activity is targeted at specific geographical areas, in which it always acts with the aim of achieving sustainable and sustained, long-term growth. We apply criteria to ensure reasonable profitability in all areas of the value chain that includes the water cycle, from the design of facilities to the management of large investment projects in water systems.

Current market needs together with European regulatory requirements lead to an increase in the demand for efficient water services aimed at the sustainability of production processes. This has led to greater development of the business area Aqualia Industrial**.**

Throughout its more than 30 years of experience, Aqualia has shown its strong commitment to environmental sustainability, while always striving for compliance and contribution to the Sustainable Development Goals, as reflected in its updated 2024-2026 Strategic Sustainability Plan and in the pillars that underpin its business:

1. **Sustainability.** Aqualia's activity includes essential objectives aimed at achieving the goals established by the 2030 Agenda; specifically, with as refers to the use of water as a scarce resource, as well as the fight against environmental pollution, climate change and its environmental and social impact. To achieve this, innovating in sustainability and playing an important role in the circular economy is a priority for the company.

2. **Digitalisation and technology.** Aqualia's digital transformation and the application of technological solutions in processes form a key axis in its 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, as well as improve all processes related to the company's internal organisation and customer service.

3. **Internationalisation.** The company's action is closely linked to sustainable growth and international expansion that responds to the global needs for clean water and sanitation, especially in Europe, America and MENA.

Also, Aqualia is aware of the importance of its key role wherever it operates, which is why it seeks to transcend, go beyond, and strengthen the connection with the environment and society through initiatives of social value, dialogue and transfer of knowledge. Therefore, we are working to create an exemplary organisational culture, promoting skills, confidence and pride among employees to achieve the company's strategic objectives.

Global providers of essential services to citizens

Among the business models that Aqualia deploys in the different geographical areas are the following:

Abu Rawash wastewater treatment plant, Egypt.

End-to-end

Aqualia's most important activity is the management of end-to-end public water services, through long-term concessional models or the ownership of assets, in countries with proven regulatory systems. Currently, the company operates municipal water concessions in Spain, Portugal, Italy, France and Colombia, as well as owned assets in Spain, the Czech Republic, Georgia and Colombia.

BOT

Infrastructure concessions in which Aqualia designs, builds, finances and operates infrastructures, treatment plants (drinking water treatment, purification and desalination) or 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. Aqualia concentrates its activity on this business model in Spain, America (Mexico, Peru, Chile and the USA) and MENA (Saudi Arabia, Algeria, Egypt, Qatar and UAE).

O&M

Operation, maintenance and running services for water infrastructure. 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. Aqualia has implemented these business models in UAE and LATAM (Mexico).

EPC

It refers to engineering, procurement and construction, i.e. those models in which Aqualia carries out design and construction projects, without operating them. The experience of working with leading construction companies allows us to create alliances to reduce and minimize construction risks. The company has EPC agreements in Europe (Romania), LATAM (Colombia) and MENA.

Purpose, values and culture

The foundation of our daily operations

Aqualia puts all its efforts into achieving balance and well-being for everyone, as well as building solid collaborations with others. Aqualia, as a private company that manages a public asset, complies with the highest standards of ethics and values necessary for the creation of peaceful societies in which sustainable development, justice and wellbeing for citizens are possible. Therefore, the company's purpose is based on leading, managing and facilitating alliances that help overcome water stress and promote the quality of life provided by access to the universal right to water and thus ensure the progress of people and communities where it operates.

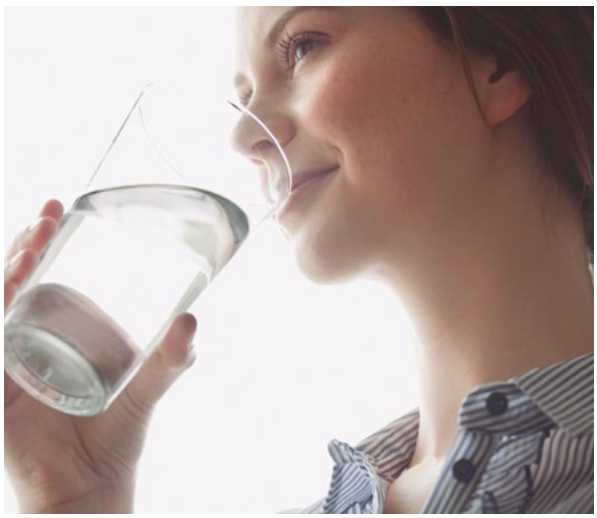
THE VALUES AND ATTRIBUTES THAT THE COMPANY UPHOLDS AND IS COMMITTED TO CONTINUE DEMONSTRATING ARE:

1. Specialised expertise at every stage of end-to-end water cycle management
2. Orientation towards the present and future well-being of people
3. Quality and efficiency in service
4. Solvency and financial consistency
5. Innovation
6. Environmental involvement, awareness and dissemination
7. Social involvement
8. Ethics, transparency and integrity in business

Aqualia's culture and Code of Ethics are inspired and based on these values, and from them, the company faces the challenge of efficiently and innovatively managing the end-to-end water cycle. This way, the company builds its own culture, which leaves the company's identity marks in each territory where it operates, always seeking to leave a positive impact.

A testament to Aqualia's commitment to sustainable development is that since the end of 2020, the company has been a full member of the Global Compact, the United Nations benchmark institution for promoting respect for human rights and good practices in companies and other social-economic entities. This accession involves compliance and promotion of the ten principles of action that offer management guidance in relation to the issues of human rights, labor standards, the environment and the fight against corruption.

Throughout this report, all policies, measures and actions that have been carried out at Aqualia during 2023 are disclosed, in accordance with the Global Compact, as well as its contribution to the Sustainable Development Goals.



2023 milestones

● SUSTAINABLE BUSINESS ● AWARDS AND RECOGNITIONS

February

● Global ESG

In February 2023, the Global Compact recognised that Aqualia has reached an advanced level in triple sustainability: the company has been recognised for its efforts to adopt actions related to environmental, social and governance (ESG) criteria.

● Japan. Green hydrogen

Presentation of the Eclosion Missions and Zeppelin projects in Japan, by Víctor Monsalvo, highlighting the opportunities of the water sector to promote green hydrogen projects: generation and storage in Yamanashi Hydrogen Valley.

● Spain. Renewable energy

Promotion of energy sustainability at the Jerez treatment plant with the installation of 1,580 photovoltaic panels, reducing electrical consumption by 22.6 % and avoiding the emission of 708,900 kg of CO_2 per year.

May

● Berlin. Global Water AWArds

The Global Water Summit was held in Berlin. The Global Water AWArds 2023 were presented there, as selected by the British communication platform Global Water Intelligence and which are also known as the "Oscars of Water". Aqualia won the award for Water Company of the Year 2022.

● Spain. Economy and Finance

Award for the best sustainable loan of 2022, awarded by the OFISO organisation to Aqualia, recognising its commitment and the commitment of its people to promoting financial resources towards sustainable projects and activities.

June

● Abu Dhabi. Health and safety

The company was recognised for its Health and Safety performance. *Abu Dhabi Sustainable Water Solutions Company (SWS)* presented the contractor of the year award in Health and Safety to Aqualia MACE, which manages the sewer service of more than 1.3 million inhabitants in the Emirate of Abu Dhabi (Abu Dhabi capital city and the city of Al Ain).

● Czech Republic. Biodiversity

In the Czech Republic, Aqualia managed the introduction of native fish species into the Kozmice bird wetland environment, promoting biodiversity.

July

● France. Management

Aqualia, through its French subsidiary SEFO, strengthened its presence in France in 41 municipalities, catering to almost 920,000 inhabitants and becoming the fourth largest operator after Veolia, Suez and Saur.

● Colombia. Biodiversity

Project led by the Association for Community and Environmental Development of Caño Viejo (ASPRODECAVI), with the aim of preserving and protecting the native river turtle, giving hope back to a species that lives in the Sinú and Magdalena rivers, in Colombia.

August

● Tenerife. Desalination

Capturing the sea (specialising in innovative solutions to create new sources of fresh water, i.e. desalination) is featured in the BBC report *Storyworks*, including interviews with Naiara Hernández, researcher in the R&D department at Aqualia. This documentary explains how Aqualia applies innovative ideas for desalinating sea water from the MIDES project,

developed in Tenerife (Canary Islands), in collaboration with the IMDEA Water Institute.

September

- **Spain.** SDG

Aqualia received local recognition from the Confederation of Business Owners of the province of Cádiz (CEC) in the 3rd event for the Recognition of Business Commitment to the Sustainable Development Goals (SDGs). Aqualia, manager of municipal water services in 16 towns in Cádiz, has won the award for its "Sosteniblómetro" initiative, the citizen barometer of sustainable behaviour.

October

- **Colombia.** Communication and education

The Department for Education and the municipal library of Cereté (Colombia) recognised the company for contributing to the training of new generations in the importance of water and the sustainability of resources, through the Aqualiaeduca website. Also, Aqualia was recognised by Colombia's Ministry of Labour, in collaboration with the Organisation of Ibero-American States for Education, Science and Culture, for its outstanding participation in the Labour Inclusion Strategy, creating employment opportunities in Riohacha (La Guajira).

- **Spain.** Digitalisation

The Government of Spain approved the PERTE project for the Digitalisation of the Urban Water Cycle, granting 1.6 billion euros of funds from the European Reconstruction and Development Mechanism. Two tenders have been called, each with a grant of 200 million euros. In the first, Aqualia was awarded the project presented for Campo de Gibraltar (Cádiz). 13 bids have been submitted in different areas across the country for the second round of applications.

- **Bucharest (Romania).** Infrastructure

Completion of the modernisation and expansion project of the Glina WWTP facilities, a wastewater treatment plant in the city of Bucharest (Romania). This will enable the treatment of a water flow of up to 11.9 m^3/s, which will serve 2.4 million inhabitants in all process lines.

- **Portugal.** Water quality

Aqualia's two Portuguese concessionary companies, Cartagua and Aquamaior, were given the Exemplary Quality Seal for water for human consumption awarded by the country's regulator, ERSAR. Under the Water and Waste Services Awards and Seals initiative, the Portuguese subsidiaries have been selected, among the 227 water management entities in Portugal, as offering the best water quality in 2022.

- **Spain.** Renewable energy

Public-Private Partnership contract for 75 GWh/year of electrical energy from photovoltaic plants.

November

- **Portugal.** Equality

The Portuguese subsidiary company, Aquamaior, was given the 2023 Equal Pay Seal awarded by the Commission for Equality in Labour and Employment (CITE), for its good practices in promoting equal remuneration between women and men.

- **Global.** Diversity

The *Diversity Leading Company 2023* report, carried out by the human resources portal Equipos & Talento, classifies Aqualia as a leading company among the 83 companies given greater distinction for their commitment to diversity, equality and inclusion as values.

December

- **USA** Business

Aqualia acquired 97 % of the company Municipal District Services (MDS), whose main objective is the end-to-end management of water and sanitation infrastructure in the Municipal Utility District (MUD) around the metropolitan area of Houston (Texas, USA).

- **Czech Republic.** Renewable energy

The three central drinking water treatment plants of SmVaK Ostrava (Podhradí u Vítkova, Nová Ves u Frýdlantu nad Ostravicí and Vyšní Lhoty in the Frýdek-Místek district) produced, in 2023, 4.72 GWh of electrical energy, 30 % more than what these services consumed for their activity.

- **Spain.** Digitalisation

The company received the Impact Project/Investment of the Year 2023 award from the publication *Environmental Finance*. This recognises "the diverse and large-scale geographical impact" of the green syndicated loan of 1.1 billion euros that the company received in 2022 from ten financial institutions led by CaixaBank.

Global presence

Aqualia is the fourth water company in Europe by population served and the ninth in the world, according to the latest Global Water Intelligence ranking (December 2022). With a presence in 18 countries in Europe, America, the Middle East and North Africa, it offers service to a broad user base, close to 45.2 million. Aqualia's activity covers all stages of the water cycle, a value chain that goes from collection and treatment, purification and reuse, to distribution, customer management, sewage or infrastructure construction, with the capacity to adapt to the specific business model of each region.

Aqualia stands out internationally for its solid experience, adaptability and strategic leadership in a dynamic environment that is reinforced in the various regions where it operates.

The company is aware of the crucial role of end-to-end water management in achieving global objectives, which is why it aligns its strategy with the 2030 Agenda, and has therefore become the first company in the sector to obtain the AENOR Sustainable Strategy certification, goal-driven. This certification entails defining how throughout the different activities the company contributes to the different SDGs in all the countries in which it operates.

SDGs that have been contributed to by the 2021-2023 Strategic Plan

KPIs associated with goals

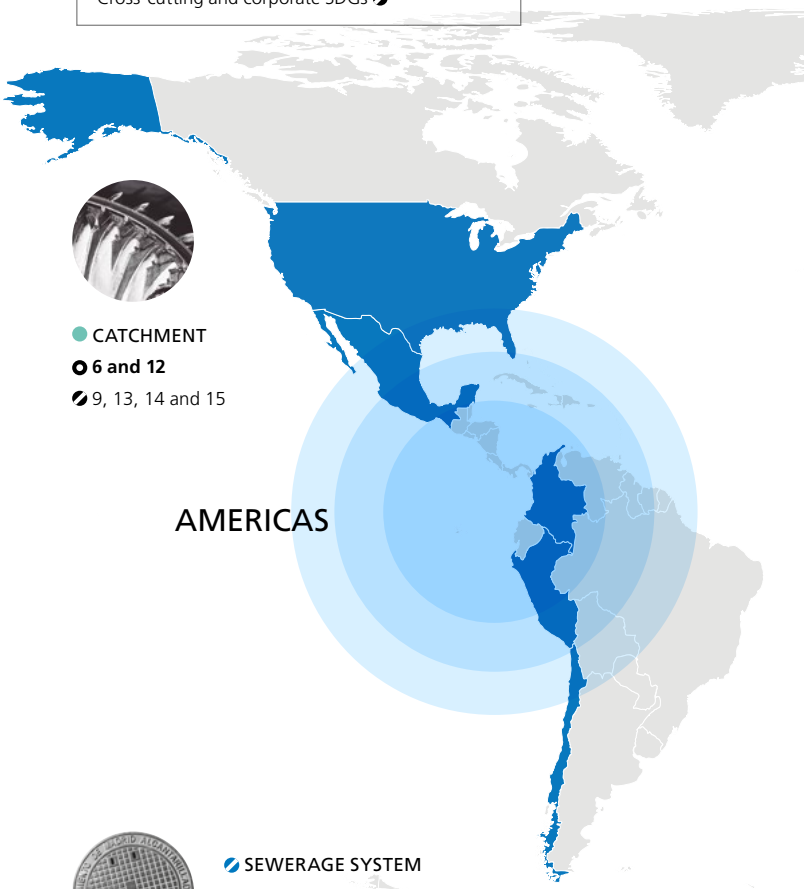
Initiatives by project and goal

ACTIVITIES UNDERTAKEN

Direct SDGs

Cross-cutting and corporate SDGs

CATCHMENT
6 and 12
9, 13, 14 and 15



SEWERAGE SYSTEM
6 and 12
9, 11, & 13

AMERICAS

US A
Mexico*
Colombia
Peru
Chili

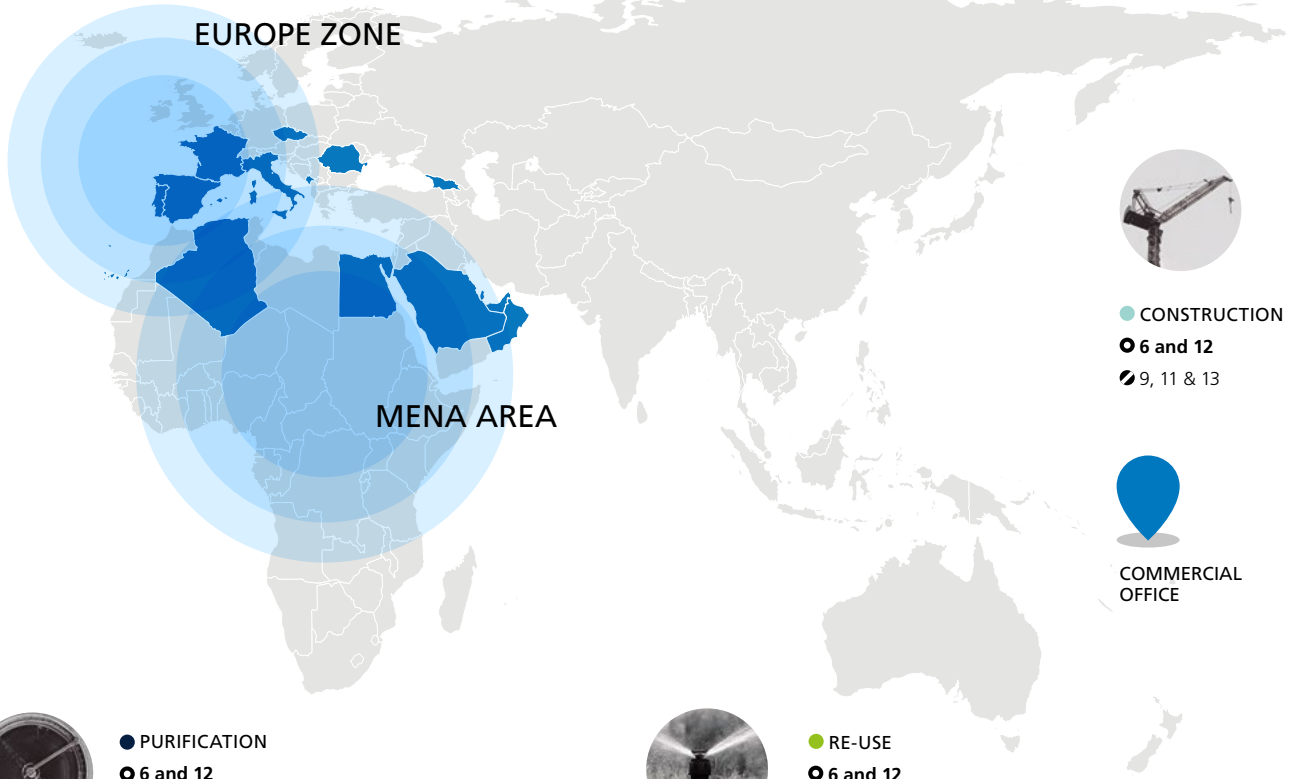
* In the specific case of Mexico, distribution does not entail customer management.

Main SDGs that impact on the different activities of Aqualia's value chain

3	5	6	7	8	9	12	13	14	15	16	17
2	1	24	3	5	6	8	9	1	1	8	3
4	4	40	8	28	26	13	13	2	2	10	9

TREATMENT / DRINKING WATER TREATMENT
3, 6 and 12
9, 13, 14 and 15

CUSTOMER DISTRIBUTION AND MANAGEMENT
3 and 6
9, 11 and 13



CONSTRUCTION
6 and 12
9, 11 & 13

COMMERCIAL OFFICE

PURIFICATION
6 and 12
7, 9, 13 and 15

RE-USE
6 and 12
9, 13, 14 and 15

EUROPE ZONE

Spain
Portugal
France
Italy
Romania
Georgia
Czech Republic

MENA AREA

Algeria
Egypt
Qatar
Oman
United Arab Emirates
Saudi Arabia

Europe

The company's performance in Europe in 2023 is characterised by a moderate reduction in consumption. This is due to several factors: greater citizen awareness of water stress has led to significant water savings; and demand has been sensitive to price increases due to the rise in operating costs of water services.

Also, the search for water resources, such as desalination and reuse, and greater control of groundwater and surface water, resulting from scarcity, have also marked the sector trends in 2023. Additionally, this year, emphasis has been placed on the control and reduction of leaks, sectorisation and digitalisation thanks to the allocation of European funds for these purposes.

In the Czech Republic, Aqualia, through the Czech subsidiary SmVak, has won the tenders for Opava, Třinec, Žabeň, Doubrava, Háj ve Slezsku and Těrlicko. In 2023, investments have been made to improve network to maintain infrastructure efficiency. And in line with the sustainability plan, the company is planning to undertake new investments aimed at improving the electrical efficiency of existing infrastructure and reducing the carbon footprint of the end-to-end management system. Finally, in the Czech Republic, system stability and service quality have consolidated the trust of stakeholders.

In France, the population served amounts to 920,000 inhabitants. The leading milestones in 2023 were the Pays de Dreux contracts, first for sanitation and later for distribution, and the renewal of Andrésy. Anticipation of water scarcity is the driving force of new opportunities given the new legislation on reuse, with a national target of 10 % by 2030.

In Italy, Aqualia's subsidiary, Acque di Caltanissetta, has successfully executed its project* for the installation of new remote reading systems for 90,000 customers.

Portugal, particularly the south, has experienced a period of extreme drought in recent years. This lack of an essential resource – in a popular tourist area, where water consumption is high – led the Portuguese authorities to consider both the optimisation of the networks and the construction of desalination plants. Therefore, desalination and water reuse projects are expected to see great development in the near future in Portugal. Aqualia's experience and knowledge, together with the R&D projects carried out in the company, position it as an important player in these areas, which indicates potential growth in the Portuguese market in the short and medium term.

Similarly, in the industrial sector, the expectations generated by the green energy corridor signed between Spain, Portugal and France make way for emerging sectors such as the production of green hydrogen that requires intensive use of water technologies to obtain quality water and, subsequently, hydrogen through electrolysis.

"Aqualia represents stability and financial strength. It has solid experience in regulated markets such as the Czech Republic."

MARECK SÍBRT,
SPOKESPERSON AND COMMUNICATIONS MANAGER OF SMVAK

In Georgia, Georgian Global Utilities (GGU) was acquired in February 2022. Currently, 57 % of the water supply provided to a population of 1.4 million inhabitants is managed. During 2023, operations were optimised in all of its processes, especially those related to the repair of breakdowns and leaks in the drinking water supply network and the reduction of energy consumption. In addition, the investment plan was established with the regulator according to priorities and timelines, as well as the future rate structure.

In Spain, Aqualia is a leader in end-to-end water management, supported by specialist human capital and a notable international presence.

* 15.5 million euro project under the REACT-EU financing programme of the Recovery and Resilience Plans.

MENA Region

In Algeria, the two desalination plants, Mostaganem and Cap Djinet, continue to operate at full capacity and without significant incidents, providing a service of critical importance to the population of the most important metropolitan areas of the country, Oran and Algiers.

In Egypt, Aqualia continues to manage the Abu Roash and New Cairo treatment plants, as well as the Alamein desalination plant, a leading plant within the government's desalination plan to reduce the country's water stress.

In Saudi Arabia, Aqualia leads two of the six regional water management contracts of the operator National Water Company, serving a total of eight million inhabitants. A new operation and maintenance contract for three floating desalination plants was signed in June for the Saudi state shipping group Bahri.

Meanwhile, **in the United Arab Emirates** (UAE) and Qatar, it operates through the subsidiary Mace and in Oman, through the subsidiary Oman Sustainable Services Company.

Americas

In the USA, at the end of December, Aqualia acquired 97 % of the company Municipal District Services (MDS), whose main objective is the end-to-end management of water and sanitation infrastructure in the Municipal Utility District (MUD) around the metropolitan area of Houston (Texas, USA). MDS currently serves 360,000 inhabitants through 136 contracts. In the USA, water scarcity, the obsolescence of hydraulic infrastructures and low penetration of private operators in the sector are the source of the main growth opportunities for Aqualia in certain states. Also, the increasingly more demanding legislation on the control and elimination of processing contaminants for the protection of aquifers and surface water is a business opportunity to be explored in the coming years.

In Mexico, Aqualia is consolidating 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 of the Cuernavaca WWTP and the Comprehensive Management Improvement project, with a BOT contract structure, in Los Cabos, Baja California Sur.

Also **in Colombia**, Aqualia is positioning itself as the second largest private operator in the country. In June, it began a significant project (in the district of Riohacha (Guajira), where services are provided to around 310,000 inhabitants for 30 years): the execution of the contract that includes management, financing, rehabilitation, design, expansion, construction, replacement and maintenance of the infrastructure of domestic public aqueduct and sanitary sewage services.

Furthermore, its involvement in management in the capital of the department of Guajira reinforces its presence in Colombia, where it reaches about 1,200,000 inhabitants 30 municipalities in 8 departments of the country. The El Salitre Bogotá Wastewater Treatment plant is expected to be completed in the first half of 2024.

The lack of water infrastructure and the search for efficiency in the existing infrastructure are two factors that strengthen Aqualia's growth possibilities in Ibero-America. This is the current situation **in Peru** where the State is immersed in a process of evaluating the efficiency of public supply services that will give way,
if certain criteria are not met, to private initiative.

Aqualia Industrial

Aqualia Industrial has experienced a notable boost in the development of water projects. The growing demand for sustainable solutions is the consequence of a new, more demanding legal climate, especially with regard to the regulation of effluents, that is, liquids emanating from industrial plants, and the need to manage water efficiently and sustainably. An example of this is that, as at 31 December 2023, Aqualia Industrial was working on 29 new projects in different industrial sectors, such as petrochemicals, energy, agri-food, canning, pharmaceuticals, paper and mining.

With more than 600 references in treatment plants and an extensive presence in Spain and Portugal, Aqualia Industrial has completed significant projects, such as the operation at AITASA in Tarragona and the construction and operation of the treatment plant for Jealsa Rianxeira, the largest canning group in Spain. It has won notable

contracts, such as the Fortune Pigs plant in Lleida and the delivery of five plants of water regenerated by reverse osmosis for the ENCE eucalyptus pulp factory in Pontevedra. In addition, it has signed expansion and maintenance contracts for industrial treatment plants with prominent companies such as Danone, Cuétara, Mahou-San Miguel, COOSUR, Repsol and Cepsa.

In 2023, its sphere of action has been expanded to Portugal, where more than ten projects are currently being managed in sectors as important as agri-food, paper and petrochemical.

Also, in the past year, a significant step has been made with Aqualia Industrial entering the mining sector with major projects like Aznalcollar from Grupo México, Mina Sotiel from the MATSA Group, Cobre Las Cruces, Nueva Tharsis from the Magtel Group and Iberpotash in Barcelona by the ICL Group. And including Aqualia Industrial's membership of AMINER, Association of Research, Extracting, Mining-Metallurgical Transforming, Auxiliary and Service companies.

The new technologies that Aqualia is developing for the industrial sector take into account respect for the environment: sustainability (reductions in operating costs and improved efficiency in pollutant elimination processes), and the reduction of 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.

Furthermore, projects such as Jealsa Rianxeira, in its canning plant in Budión (A Coruña), use ANAEROBIAS + ELAN systems (autotrophic elimination of nitrogen), a technology that helps to preserve the environment.

Its commitment to sustainability is also promoted by technologies that enable water reuse (regenerated water. For example, the projects carried out at ENCE (Pontevedra), the project in design stages at AITASA (Aguas Industriales de Tarragona) or that of Asturias with the reuse of water from the Villapérez WWTP to supply the industries of Gijón and Avilés.

HE Cheers

This EU-funded project is coordinated by the Mahou-San Miguel brewing group and has the participation of eleven partners from five European countries, including Aqualia and its subsidiary Hidrotec, the AINIA technology centre and the University of Valladolid. The project aims to revalue by-products that are underused or wasted by the brewing industry, such as bagasse, wastewater, CO_2 and methane.

Through a biorefinery approach, inspired by the biodiversity of nature (insect and microbe platforms), five innovative bio-products are generated that are competitive at a market level: insect protein, disinfectant, microbial protein, ectoin and caproic acid. The new sustainable transformation bioprocesses are validated at a demonstration scale, to achieve a 50 % reduction in the carbon footprint in each step of the value chain.

Creating value in numbers

Creating value for society: main figures 2023

Financial capital

EBITDA

€384.3 M

€350.2M in 2022 (10 % chg 22/23)

Industrial capital managed

Supply networks

55,980 km

51,295 km in 2022 (9 % chg 22/23)

Sewer networks

40,489 km

39,310 km in 2022 (3 % chg 22/23)

DWTP

288

259 in 2022 (11 % chg 22/23)

Drinking water tanks

3,142

3,092 in 2022 (2 % chg 22/23)

Drinking water pumping stations

1,584

1,507 in 2022 (5 % chg 22/23)

Treatment plants

865

867 in 2022 (-0.2 % chg 22/23)

SWDP

33

28 in 2022 (18 % chg 22/23)

Natural capital

Drinking water collected for management

1,583,722,122 m³

1,590,377,560 m³ in 2022 (0.42 % chg 22/23)

Total energy consumption

5,448,799 GJ

5,450,660 GJ in 2022 (-4 % chg 22/23)

Human capital

Employees

13,764

12,673 in 2022 (9 % chg 22/23)

Female employees

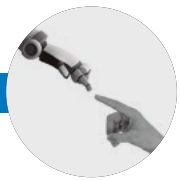
2,755

2,461 in 2022 (12 % chg 22/23)

Employees with permanent contract

11,270

10,643 in 2022 (6 % chg 22/23)



Technological capital

Investment in digital transformation

€16,800,585

16,840,368 in 2022 (0.1 % chg 22/23)*

* With a notable increase of 216 % compared to 2021.

Capital stock/relational capital

Investment in social actions in communities (social action investment and awareness raising)

€4,065,901

€4,229,580 in 2022 (-2 % chg 22/23)*

* It is worth highlighting a variation of 52 % compared to 2021.

Economic value generated and distributed

Aspect	2023	2022	Chg. 22/23
Revenue*	1,487.40	1,323.16	12 %
Other operating income	49.50	63.42	-22 %
Financial income	39.52	39.45	0 %
Direct economic value generated VEG (total consolidated group)	**1,576.41**	**1,426.02**	**11 %**
Operating costs	**786.61**	**716.60**	**9.77 %**
Supplies*	583.11	536.55	8.68 %
Other operating expenses	203.50	180.04	13.03 %
Changes in inventory of finished products and those being manufactured	-	-	-
Employee wages and benefits*	**388.84**	**345.10**	**12.67 %**
Staff expenses	388.84	345.10	12.67 %
Capital suppliers	**84.95**	**84.87**	**0.09 %**
Dividends	-	30.45	-
Financial expenses	91.39	59.22	54.32 %
Exchange differences	(6.45)	(4.80)	34.24 %
Payments to governments*	**53.25**	**57.18**	**-6.88 %**
Corporate income tax	40.76	44.52	-8.45 %
Other tax payments (except VAT)	12.42	12.614	-1.57 %
Fines and penalties	0.07	0.05	54.01 %
Investments in the community	**1.3**	**1.24**	**5.58 %**
Donations and other investments in the community	1.3	1.24	5.58 %
Economic value distributed	**1,314.95**	**1,204.99**	**9 %**
Economic value retained	**261.46**	**221.04**	**18 %**

* In Annex 6, GRI 201-1: Direct economic value generated and distributed, country breakdown.

Compliance

Implementation of good governance thanks to the Compliance Model	2023	2022	Chg. 22/23
Percentage of companies owned by Aqualia with a Compliance Model implemented. A total of 44 companies owned in 2023: 16 in Spain and 28 internationally.	100 %	88 %	12 pp
Percentage of companies controlled by Aqualia in 2023 with a business model in place, a total of 27 controlled companies: 5 in Spain, all five have a business model in place, and 22 internationally, of which 20 have a business model in place.	93 %	64 %	29 pp

Key indicators 2023

Clients, users and companies

Inhabitants served
45.2 M
43.7 M in 2022 (3 % var. 22/23)

Drinking water produced
1,283,313,324 m³
1,287,185,226 m³ in 2022 (0.3 % chg 22/23)

Drinking water quality controls
1,629,474
1,167,738 in 2022 (40 % chg 22/23)

Ratings of the service provided in Spain*
80.5 %
80.5 % in 2022 (0 % var. 22/23)

Customer service: Complaints rate
0.26 % Spain
0.27 % in 2022 (-0.01 pp chg 22/23)
1.71 % International
1.94 % in 2022 (-0.23 pp chg 22/23)

* Considered as excellent, very good or good. This study is carried out every two years.

Community access to water

Social centres that are subsidised in access to water
144
139 in 2022 (2 % chg 22/23)

Beneficiaries who are subsidized in access to water
23,127
25,500 in 2022 (-21 % chg 22/23)

Investment for this subsidy in access to water
€60,894
63,917 in 2022 (-5 % chg 22/23)

People with access to subsidised rates
4,082,496
3,173,780 in 2022 (29 % chg 22/23)

Dialogue with sector associations
73
59 in 2022 (24 % chg 22/23)

Impact on the environment

Purified water returned to its natural environment
788,835,970 m³
835,276,327 m³ in 2022 (-5.56 % chg 22/23)

Direct and indirect GHG emissions (Scopes 1, 2 and 3)
996,318 tCO_2eq
722,151 tCO_2eq in 2022 (37 % chg 22/23)

Employees

Investment in training
€1,184,190
€951,092 in 2022 (24.51 % chg 22/23)

Salary and benefits
€388.84 M
€345.10M in 2021 (12.67 % chg 22/23)

Subsidies*

For operating R&D+i projects
€3.80 M
€3.3 M in 2022 (25 % var. 22/23)

Subsidies for investments and operation and other types of relevant subsidies*
€41.37 M
€28.49M in 2021 (45 % chg 22/23)

Total subsidies**
€45.17 M
€31.49M in 2022 (43 % chg 22/23)

*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

** Accrual criteria.

We are consolidating our roadmap

Interview with Isidoro Marbán, CFO of Aqualia

Development of double materiality

We project ourselves into the future: Strategic Plan 2024-2026

Over 25,900	voices consulted in the last five years
€1,100 M	for financing green and sustainable projects

31 GOALS
SDGs impacted with Aqualia's initiatives

12 SDGs
that we contributed to in 2023

Financial management, key for a sustainable ecosystem

Isidoro Marbán | Aqualia Financial Director

The study of double materiality has stressed the importance of financial management as an essential axis for achieving sustainable policies and mitigating climate change. We focus on this work with Isidoro Marbán, CFO of Aqualia.

From the conviction that sustainability must be rooted in the core of the organisation to ensure – in the current situation – the value of the assets affected by the different ESG variables, the role of CFOs has become one of the most necessary profiles in the transition towards sustainable development. In this context, we spoke with Isidoro Marbán, CFO of Aqualia, about the main aspects that the company has undertaken in the last year, and its approach to 2030.

Balance and equilibrium

Double materiality and positive impact

Starting from the 2023 balance sheet, and taking account of the international context in which the company operates, could you tell us, from a financial perspective, what challenges Aqualia is currently facing and how it tackles them to achieve the necessary balance between competitiveness and business sustainability?

Aqualia's main activity, which represents 80 % of our total turnover, is the management of the end-to-end water cycle through concessionary models or proprietary assets that we provide through contracts with national, regional governments, municipalities, etc. to residential and non-residential users.

Like any business group with an international presence and a commitment to balanced growth, at Aqualia we face the challenge of integrating efficient practices from an economic perspective, with policies in which we guarantee environmental management committed to decarbonisation and the fight against the climate emergency, alongside responsible practices that have a positive impact on society. This is where our strongest present and future purpose lies.

In business year 2023, Aqualia, against a very turbulent international context, has taken firm steps towards the consolidation of two target markets on which we had been making a very significant commercial effort. On the one hand, in Colombia, where we already provide service to more than 1.2 million inhabitants, and are the second largest private operator in the country. And, on the other hand, we have closed the year with the acquisition of a strategic asset for our future development in the US market, by buying a majority stake in the capital of the company Municipal District Services (MDS).

Looking to the future, our greatest competitive leverage is based on the fact that all the operational actions we carry out – through the execution of investments in infrastructure, the acquisition of auxiliary means, their maintenance as well as the integration of the technological innovation in the company's processes and procedures – are aimed at meeting the objectives of economic efficiency and environmental and social sustainability.

The double materiality analysis carried out by the company has highlighted the impact of the socioeconomic and political circumstances of the countries in which it operates. Given this situation, what do you consider to be the main challenges that Aqualia faces? To what extent do you establish mechanisms for their management?

Obviously, changes in the political and economic direction can always have an impact on the development of multinational business. Factors such as the changes in fiscal policies, regulatory frameworks and, naturally, the stability of municipal, regional and state governments, can have a direct influence. Fortunately, the geographical diversification of our business allows us, in some way, to mitigate these impacts. In any case, Aqualia has proven over time its great capacity to adapt to new scenarios for which it has established contingency plans. However, the main challenge often lies in anticipating these changes in order to have and activate measures to adapt to them. However, the contractual frameworks that regulate our business tend to have a high level of protection and the jurisdictions in which we operate are quite reliable.

Among the main challenges faced by the company, those related to excellence in the provision of service and water supply stand out. Aqualia is prepared to respond to regulatory, economic, environmental and other requirements to achieve this excellence, but does the state of the infrastructure in some countries where the company operates pose a risk to achieving excellence? How does the financial strategy support infrastructure development and maintenance in countries where conditions may present additional challenges? What type of financial models have been activated to address this risk, rated as one of the most relevant in the 2023 double materiality study?

It is true that the infrastructure we manage, generally through concession models in which the infrastructure is owned by the public administration, often presents historical investment deficits and renewal needs that have not been satisfied until a private operator, like us, acquires that contractual commitment, which is what binds it as a concessionary company. In these cases, our main challenge lies in collaborating with the public administration in defining priorities and executing the most critical actions from an operational perspective. Reduction of losses in networks, efficiency in energy management, preventive maintenance work on electromechanical equipment, installation of micro-metering, etc., all of this is aimed at guaranteeing the quality of the resource and the continuity of the service as essential elements.


Isidoro Marbán | Aqualia Chief Financial Officer

"Fortunately, the geographical diversification of our business allows us to mitigate these impacts. Aqualia has proven over time its great capacity to adapt to new scenarios for which it has established contingency plans."

The execution of investment plans and their financing through PPP (public and private partnerships) models are the optimal way to redirect the investment deficits often presented by the infrastructure of the services we are given access to. This ensure compatibility between the operator's investing effort and the operation and maintenance costs, without overloading public budgets (which also have their limitations), and while providing the end user with affordable rates.

Conscious investment

Digitalisation and the fight against climate change

Aqualia has focused on the digitalisation of services to improve the efficiency of the end-to-end water cycle and move towards sustainable management as a means to mitigate scarcity and the effects of climate change. How does the financial strategy support investment in digital transformation projects? What public-private partnerships are being carried out to facilitate the implementation of these projects in different operational contexts?

Advancing the digitalisation processes in our operations is not an option. It is an obligation in order to guarantee our own survival as a leading operator in the sector. For Aqualia, continuing to progress in its digital maturation entails responsibly facing three unavoidable challenges: commercial, financial, and social and environmental sustainability challenges. From a commercial point of view, committing to technical excellence and leading the application of digital solutions throughout our value chain allows us to differentiate ourselves from our competitors and offer clients alternatives and services that not only satisfy expectations in an increasingly interconnected world, but also create barriers to entry in processes that are usually competitive. For the economic and financial aspect, digitalisation increasingly allows us to get closer to real-time management of information and be much more efficient in decision-making. Socially and environmentally speaking, our management report and the three-year sustainability plan already explicitly reference achieved objectives and, above all, goals and challenges for the future that bring the performance of our business group closer to levels of excellence in the sector and that place Aqualia at the forefront of this type of strategy.

It is also important to highlight our company's collaboration with many local administrations in promoting initiatives to make use of the resources from the European Union Next Generation programme and its specific allocation in Spain towards digitalisation in projects eligible under the Strategic Projects for Economic Recovery and Transformation (PERTE) scheme, which can be applied to all end-to-end water cycle management services.

Aqualia contributes, wherever it operates, to the mitigation of climate change with its emissions reduction targets and increased investment in renewable energy. This contribution has been recognised with the Impact project/investment of the year 2023 award, from *Environmental Finance,* due to the positive impact of its green financing. From this perspective, how is this mitigation action progressing? What long-term financial impact do you foresee coming from this? And, thinking about the positive impact that the company can have in the future, the Taxonomy has established the activities that contribute to achieving greater sustainability every day. To what extent does Aqualia consider investing in these activities to mitigate the effects of climate change in the long-term?

We seek that our initiatives, as leading operators in this sector, are aligned not only to meet financial expectations, but also aimed at mitigating the effects of climate change and contributing to the minimisation of our environmental footprint. These projects are integrated into our 2026 Strategic Sustainability Plan, which establishes

"Advancing the digitalisation processes in our activity is not an option, but an obligation in order to guarantee our own survival as a leading operator in the sector."

38 %
of our turnover comes from overseas operations

1,100 €M
loan to finance and refinance green projects

the framework that has allowed eleven financial institutions, led by CaixaBank, to grant us a loan of 1.1 billion euros to finance and refinance green projects, water and waste treatment activities, water distribution and storage, renewable energy, and sustainable transportation. This year I have had the honour of collecting two awards granted to Aqualia for recognition of the purpose of this loan, the Ofiso 2023 Award and the Impact project/investment of the year award awarded by *Environmental Finance*.

As I mentioned before, our performance is not only measurable in economic terms, but we also strive in our daily operations to materialise the seven lines that make up our sustainability strategy. The sustainable management of water resources, reducing the environmental footprint and promoting efficient practices, forms a substantial part of adequate water management for every operator. Resource conservation, efficient treatment and reuse are practices that in turn lead to reducing the demand for new water resources and the energy associated with their treatment.

Additionally, Aqualia actively participates, in collaboration with universities, technology centres, industries, suppliers and institutional clients, in many R&D+I programmes aimed at making water use and reuse more efficient, as well as the generation and development of alternative energy sources. These types of projects are financed through the company's own resources, non-refundable subsidies received and financing from public organisations or agencies under advantageous conditions.

All these initiatives and their impact can now be measurable through the application of the taxonomic standards established in the EU, which determine, with increasing rigour, the criteria that apply to sustainable financing models and which actions are eligible in order to guarantee a true transition towards a green economy. This regulation allows CFOs to establish the criteria for the preparation of taxonomic reports that provide truthful and transparent information for all interested parties, to a greater extent for investors, on how the company creates value and contributes to mitigating climate change.

Strategic plan 2024-2026

A necessary roadmap with a vision for the future

From a more general perspective and in the medium to long term, what is the future vision of the financial area regarding the great sustainability challenges listed in the 2024-2026 Strategic Sustainability Plan?

The financial area is called to contribute – from its executive role in corporate management – with the responsible assumption of the challenges and objectives that the company anticipates in that medium-long term. The strategic plan, which is updated annually, and the sustainability plan for 2024-2026, as well as the effective execution and development of the ESG, establish the main lines of action that will guide the direction of our business. We will maintain our commitment to organic growth in the countries in which we have been carrying out our activity, without foregoing unique opportunities that may arise and preserving, as essential characteristics of our identity, excellence in management, commitment, coherence in action, transparency and rigour in the criteria of good corporate governance, and striving to maintain our leadership status.

Development of double materiality

The Aqualia 2021-2023 Strategic Sustainability Plan has been a turning point in the company's path towards sustainability. After three years working to implement this corporate roadmap, there is great satisfaction for having achieved the teams' commitment to the sustainable development of the business and society.

An analysis of the Sustainable Development Goals (SDGs), and the targets that have been achieved in the 2021-2023 Strategic Sustainability Plan, shows that the company has placed a special focus on the climate emergency (SL2), on digitalisation (SL3) and on people (SL4). As for the first, as at the closing date of the 21-23 Strategic Sustainability Plan, 30.08 % of the energy consumed in the company comes from renewable sources in its own facilities, PPAs or acquisition. And the target is set to achieve 50 % of renewable energy in 2030. Regarding the integration of digitalisation and AI, from an assessment of the Strategic Plan, the implementation of the technological platform Aqualia Live for the complete digitalisation of the end-to-end water cycle contributes to the efficiency and sustainability of processes and procedures. And, with regard to people, the development of the Be Aqualia strategy in the company has marked a clear differentiation to continue advancing in work-life balance, equality and diversity, health and knowledge management necessary to consolidate the organic growth that, as a company committed to sustainability, Aqualia is pursuing.

Along with these three areas, the strategy has also contributed in areas such as partnerships, the implementation of compliance and governance or social impact. In all countries in which it operates.

The table below shows the initiatives, by target and strategic lines.

Also, the next page shows the summary of the targets and the SDGs that the 2021-2023 Strategic Plan has contributed to. Notice should be made of initiatives that have made a contribution to SDG 6 (in all its targets) as well as SDG 8, 9, 12 and 13. The breakdown of the contribution according to the strategic lines is presented below.

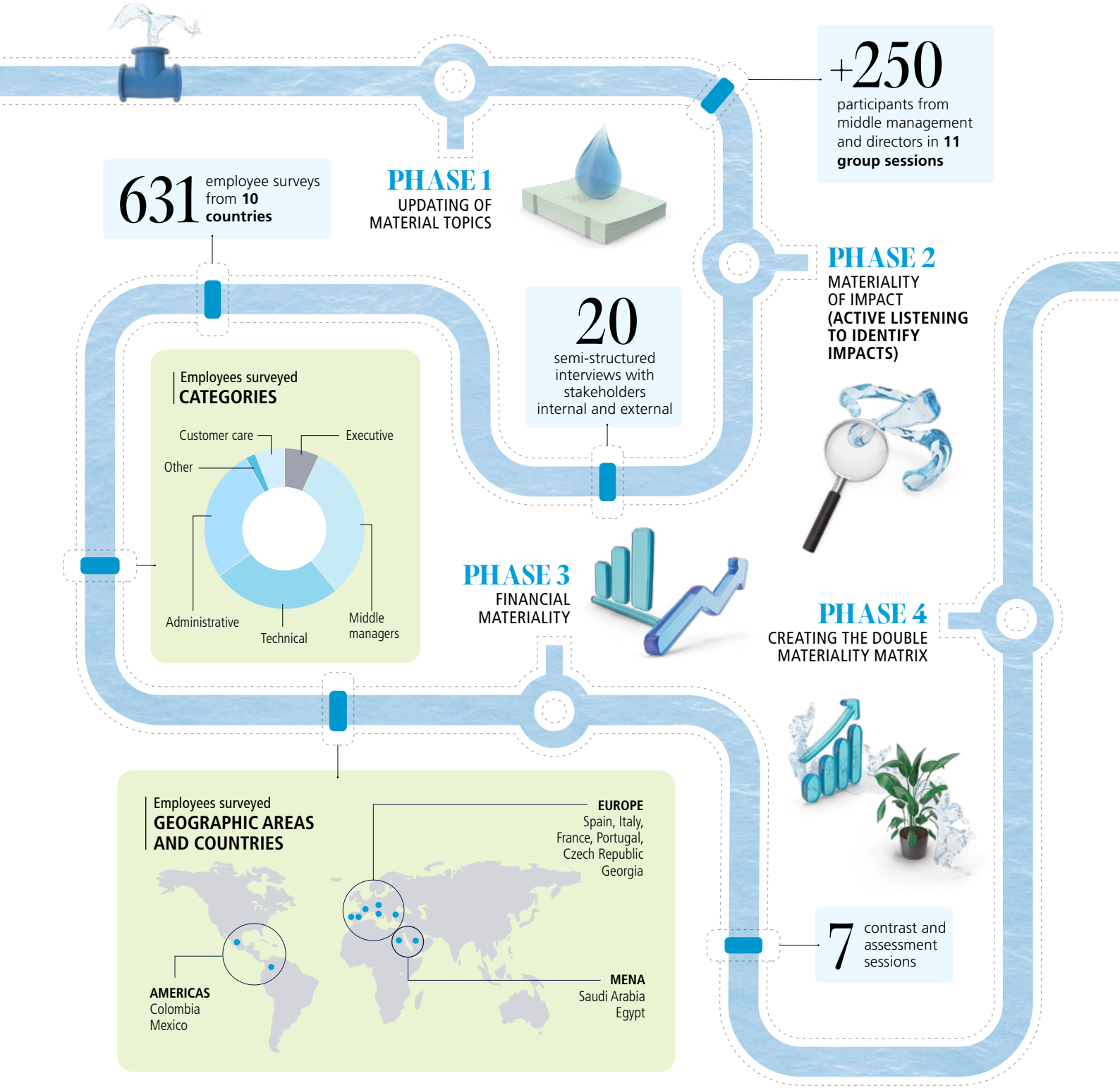
Initiatives by strategic line and by SDG target

Targets	SL1	SL2	SL3	SL4	SL5	SL6	SL7	Total Initiatives per goal
								Initiatives
Target 12.4	-	2	-	-	-	-	-	**2**
Target 12.5	-	2	-	-	-	-	-	**4**
Target 12.8	5	-	-	-	2	-	-	**7**
Target 13.1	-	2	-	-	-	-	-	**2**
Target 13.2	-	4	-	-	-	-	-	**4**
Target 13.3	5	-	-	-	2	-	-	**7**
Target 14.2	-	2	-	-	-	-	-	**2**
Target 15.5	-	2	-	-	-	-	-	**2**
Target 16.5	-	-	-	-	5	-	-	**5**
Target 16.6	-	-	-	-	5	-	-	**5**
Target 17.14	-	-	-	-	-	-	3	**3**
Target 17.16	-	-	-	-	-	-	3	**3**
Target 17.17	-	-	-	-	-	-	3	**3**
Target 5.5	-	-	-	4	-	-	-	**4**
Target 6.1	-	-	-	-	-	3	3	**6**
Target 6.2	-	-	-	-	-	3	3	**6**
Target 6.3	-	2	-	-	-	-	3	**5**
Target 6.4	-	5	7	-	-	-	3	**15**
Target 6.5	-	-	-	-	-	-	3	**3**
Target 6.6	-	2	-	-	-	-	3	**5**
Target 7.2	-	4	-	-	-	-	-	**4**
Target 7.3	-	4	-	-	-	-	-	**4**
Target 8.3	-	-	-	2	-	-	-	**2**
Target 8.5	-	-	-	5	-	-	-	**5**
Target 8.8	-	-	2	19	-	-	-	**21**
Target 9.1	-	2	10	-	-	-	-	**12**
Target 9.4	-	-	7	-	-	-	-	**7**
Target 9.5	-	-	-	-	-	-	3	**3**
Target 9.b	-	-	4	-	-	-	-	**4**
Target 3.d	-	-	-	8	-	-	-	**8**
TOTAL	**10**	**31**	**34**	**38**	**14**	**6**	**30**	

Double materiality

In 2023, the first double materiality study was carried out as a preliminary process to the development of this 2023 Sustainability Report and as an enrichment of the company's strategic lines to be able to update Aqualia's Strategic Sustainability Plan (SSP).

This social research process has been carried out in accordance with the requirements of the European CSRD directive, through an *ad-hoc* development model of strategic listening organised in phases.



Double materiality results 2023

Once the impacts arising from the material topics have been identified, they are positioned in a matrix where the axis of impact materiality and financial materiality intersect, in order to position their relevance. This information presented in this report addresses all topics whose importance is high or moderate both for stakeholders and society (impact materiality), and for the company (financial materiality).

SCALE	IMPACT MATERIALITY	FINANCIAL MATERIALITY
0% - 33%	Low	Immaterial low
34% - 66%	Medium	Moderate
67% - 100%	High	High

ENVIRONMENTAL ECONOMIC GEOPOLITICAL GOVERNANCE SOCIAL TECHNOLOGICAL

Material topics resulting from the research

1	Access to water and sanitation in the towns where Aqualia operates.
2	Management of climate objectives.
3	Pollution, circular economy, biodiversity, resource and ecosystem management.
4	Infrastructure, works and maintenance: assets for water management.
5	Processes, procedures and digitalisation.
6	Transparency and accountability.
7	Ethics and anti-corruption.
8	Customer and user management and support.
9	Employment, development and culture of belonging.
10	Safety, well-being and health (physical and mental).
11	Diversity, equity and inclusion.
12	Supplier relationships, assessment and approval.
13	Public-private collaborations.
14	Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support.
15	Economy and Finance.

Methodology

Identification of material topics

Initially, a study was carried out on secondary sources both internal to Aqualia (SSP, previous materiality studies, company risk map, etc.) and from external sources, i.e. regulations, sectoral and company information (WEF, SFRD, CSRD, TFND or B-Corp among others) with the aim of collecting information to update the material topics and identify both risks and opportunities regarding sustainability.

Analysis of impact materiality

In the subsequent phases, ad-hoc research was carried out using different information extraction techniques, such as working groups with employees from and familiar with the different lines of business and qualitative interviews.

Likewise, both internal and external stakeholders were interviewed to determine the scope of the negative impacts – current or potential risks, according to their severity and probability of occurrence – as well as the current or potential positive impacts and their opportunities, according to their magnitude and ability to be affordable in the short, medium or long term. For this purpose, prestigious employees in the company belonging to the areas subject to the study were interviewed.

Surveys were run to assess the impact of the different material topics on the stakeholders.

Financial materiality analysis

In internal sessions, all risks and opportunities were assessed, from a financial point of view, which had been identified by their impact on stakeholders, society and the environment. As well as the possibility that these may affect the company's financial performance in the short, medium or long term.

The analysis has been carried out by area. Although the globalisation in which the company is immersed entails a standardisation of material topics, these topics take on more or less importance depending on the different countries. This is why the analysis differentiates the areas in which the company operates: Europe, LATAM and MENA.

Regarding opportunities, we should mention the digitalisation of the processes involved in water management to improve the efficiency and effectiveness of the water cycle. This allows progress towards sustainable water management as a positive action to mitigate scarcity and the effects of climate change.

The commitment to the self-generation of renewable energies and the reuse of water in industrial and urban processes also gains importance in areas with water stress, where the company operates, and are aspects valued by sustainable finance, investors and European regulation.

Material topics associated with the ESRS

AND STRATEGIC LINES OF AQUALIA

The matrix (shown on previous pages) highlights the main positive and negative impacts, in the short, medium and long term that the company has identified and which match those classified according to the ESRS proposed by the European CSRD directive.

	Scope	Material topics associated with the ESRS	ESRS	Strategic line
1	**Environmental / Social**	Access to water and sanitation in the towns where Aqualia operates	ESRS E3 ESRS S3 ESRS S4	**SL2** **SL6**
2	**Environmental**	Management of climate objectives	ESRS E1	**SL2**
3	**Environmental**	Air and soil pollution, circular economy, biodiversity, resource and ecosystem management	ESRS E1 ESRS E2 ESRS E3 ESRS E4 ESRS E5	**SL2** **SL3**
4	**Environmental / Social / Technological**	Infrastructure, works and maintenance: Assets and procedures for water management	ESRS E1 ESRS S3 ESRS S4 ESRS E5 Aqualia's own	**SL3**
5	**Technological**	Processes, procedures and digitalisation	ESRS E1 ESRS S3 ESRS E4 Aqualia's own	**SL3**
6	**Governance**	Transparency and accountability	ESRS S4 ESRS G1	**SL5**
7	**Governance**	Ethics and anti-corruption	ESRS G1	**SL5**
8	**Social/ Technological**	Customer and user management and support	ESRS S4	**SL3**
9	**Social**	Employment, development and culture of belonging	ESRS S1	**SL4**
10	**Social**	Safety, health and well-being (Physical, mental and social)	ESRS S1	**SL4**
11	**Governance / Social**	Diversity, equity and inclusion	ESRS S1	**SL4**
12	**Governance/ Economic**	Relationship, evaluation and approval of suppliers	ESRS S2	**SL5**
13	**Geopolitical**	Public-private partnerships	ESRS S3	**SL7**
14	**Social**	Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support.	ESRS S3	**SL7**
15	**Economic**	Economy and Finance	Aqualia's own	**SL8**

Breakdown of material topics

ACCORDING TO ITS IMPACT

Below is the breakdown of the study of double materiality with the list of material topics and the associated positive and negative impacts derived from Aqualia's activities on stakeholder groups, society and the environment, as well as the classification according to the ESRS (European Sustainability Reporting Standards).

Environmental scope

Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Access to water and sanitation in the towns where Aqualia operates	ESRS E1	Climate change	Adaptation to climate change	
Management of climate objectives	ESRS E1	Climate change	Climate change mitigation	
Management of climate goals and Pollution/circular economy, biodiversity, resource management, and ecosystems	ESRS E1	Climate change	Energy	
Access to water and sanitation in the towns where Aqualia operates	ESRS E3	Water and marine resources	Water Marine resources	Water consumption Water discharges
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E3	Water and marine resources	Water Marine resources	Water discharges in ecosystems
			Water	Water consumption
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E4	Biodiversity and ecosystems	Impact on the state of ecosystems	
Infrastructure, works and maintenance	ESRS E4	Biodiversity and ecosystems	Impact on the state of ecosystems	
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E5	Circular economy	Waste	
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E5	Circular economy	Resource outflows	

Training "Cultural transformation towards sustainability" in Oviedo, Spain.

Positive impact (PI) Negative impact (NI)	ESG impacts
NI	**Extreme weather events, infrastructure failures, etc. that prevent the availability of water, as well as fulfilling contracts with clients, the needs of the population, etc.**
NI	**Associated with the achievement of the climate objectives set by the European Net Zero directive**
PI	**Self/Generation of renewable energies**
PI	**Reuse of water in both industrial and urban processes**
NI	**Compliance and reputational dangers associated with possible poor management of discharges and waste that could contaminate water bodies and soils**
NI	**In extreme events such as droughts, dangers of unsustainable water resource management that fails to balance water consumption demands for irrigation and human consumption**
PI	**Improve the environment through the detection, protection and management of ecosystems to support local management and impact on the community (for example: carry out actions in treatment plants and desalination plants to recover overexploited aquifers)**
NI	**Impacts on biodiversity due to extreme environmental events that may have impacts or discharges on ecosystems**
NI	**Compliance and reputational dangers associated with possible poor management of discharges and waste that could contaminate water bodies and soils**
PI	**Enhancement of the by-products derived from the management of the end-to-end water cycle (biogas, biofertilisers, revaluation of brines)**

Economic sphere

Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Supplier relationships, assessment and approval	ESRS G1	Business conduct	Supplier relationship management	
Economics and finance	Aqualia's own			

Geopolitical scope

Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Public-private collaborations	Aqualia's own			
Public-private collaborations	Aqualia's own			

Governance scope

Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Ethics and anti-corruption	ESRS G1	Business conduct	Corruption and bribery	Prevention and detection, including training
Transparency and accountability			Corporate culture	
Diversity, equality and inclusion	ESRS S1	Own staff	Equal treatment and opportunities for all	Gender equality and opportunities for work of equal value
Supplier relationships, assessment and approval	ESRS S2	Workers in the value chain	Working conditions	
			Equal treatment and opportunities for all	
			Other labor rights	
			Working conditions	Secure employment, working time, adequate wages, social dialogue, collective bargaining, work-life balance, health and safety
			Equal treatment and opportunities for all	Gender equality, training, inclusion, diversity
Transparency and accountability	ESRS S4	Consumers and end users	Incidents related to information for consumers and end users	Access to quality information

	Positive impact (PI) Negative impact (NI)	ESG impacts
	NI	**Related to the acquisition of supplies and supplier shortages due to geopolitical crises, etc.**
	NI	**Associated with the new regulatory requirements demanded by sustainability and climate change (high investments, increased costs due to requirements, legal requirements to operate, taxes, payment for emissions, fines, etc.)**

	Positive impact (PI) Negative impact (NI)	ESG impacts
	NI	**Derived from the political and socioeconomic circumstances of a country, remunicipalisation of water service, etc.**
	PI	**Opportunity for collaboration with governments, institutions, local administrations, etc.**

	Positive impact (PI) Negative impact (NI)	ESG impacts
	NI	**Reputational risks associated with the emergence of corruption cases against ethics**
	PI	**Availability of corruption prevention and mitigation systems implemented in all countries and training in ethical culture for employees and the supply chain**
	PI	**Reputational opportunity as a consequence of transparency and accountability**
	NI	**Related to failure in diversity measures in management bodies**
	NI	**Related to non-compliance by the supply chain with requirements regarding Human Rights, carbon footprint, etc. due to a lack of control in the supplier assessment and approval system**
	NI	**Related to non-compliance with requirements by the supply chain HR, HC, etc. due to a lack of control in the supplier evaluation and approval system.**
	NI	**Related to non-compliance by the supply chain with requirements regarding Human Rights, carbon footprint, etc. due to a lack of control in the supplier assessment and approval system**
	PI	**Have a supplier approval and assessment system in place that limits the risks associated with interacting with them**
	PI	**Have a supplier approval and assessment system in place that limits the risks associated with interacting with them**
	NI	**Reputational due to not having transparent information systems for interested parties**

Social scope

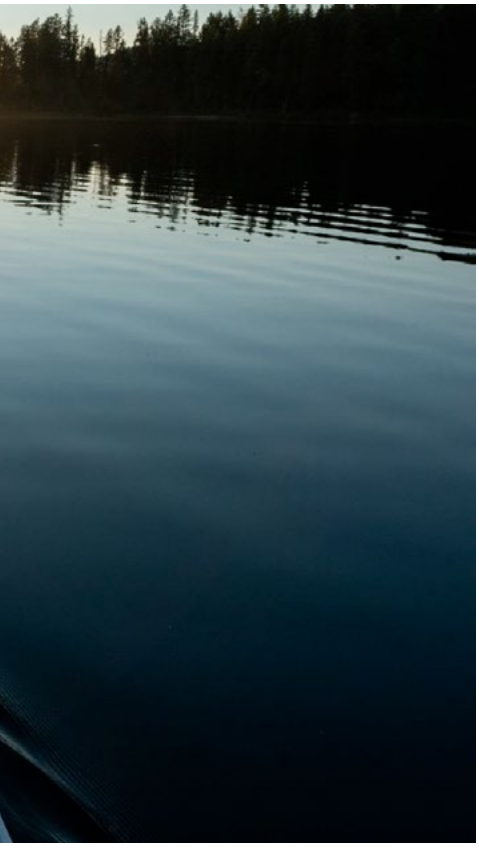
Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Employment, development and culture of belonging	ESRS G1	Business conduct	Corporate culture	
Diversity, equity and inclusion	ESRS S1	Own staff	Equal treatment and opportunities for all	Diversity Employment and inclusion of people with disabilities
				Gender equality and equal pay for work of equal value
Employment, development and culture of belonging	ESRS S1	Own staff	Equal treatment and opportunities for all	Training and skill development
Safety, health and well-being	ESRS S1	Own staff	Working conditions	Health and safety
Supplier relationships, assessment and approval	ESRS S2	Workers in the value chain	Working conditions	
			Equal treatment and opportunities for all	
Access to water and sanitation in the towns where Aqualia operates	ESRS S3	Affected groups	Economic, social and cultural rights of groups	Water and sanitation
Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support.	ESRS S3	Affected groups		
Public-private collaborations	ESRS S3	Affected groups		
Customer and user management and support	ESRS S4	Consumers and end users	Incidents related to information for consumers and end users	Access to quality information
Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support.	Aqualia's own			
Infrastructure, works and maintenance	Aqualia's own			
Access to water and sanitation in the towns where Aqualia operates	ESRS S3	Affected groups	Economic, social and cultural rights of groups	Water and sanitation

	Positive impact (PI) Negative impact (NI)	ESG impacts
	NI	**Associated with the lack of motivation, lack of employee engagement and permeability of the corporate culture leads to the inability to fill positions, higher costs due to high turnover, etc.**
	NI	**Associated with the lack of diversity in the workplace (vulnerable groups: people with disabilities, long-term jobless people, ethnic minorities, job seekers over 45 years of age, immigrants, women with problems of social integration, etc.)**
	PI	**Development of initiatives to promote equal opportunities and the advancement of women to management, middle management and operational positions**
	NI	**Associated with lack of internal training and employee development**
	PI	**Development of local training and recruitment of local employees in a way that promotes employment in the local area**
	PI	**Development of a trained workforce that acquires new (technical) knowledge, increasingly digitalised, specialised and capable of transmitting knowledge to its employees and new hires, as well as working interdepartmentally**
	NI	**Associated with health and safety at work. Physical, mental and social health**
	PI	**Extension of care for employee wellbeing to all geographical areas (countries where Aqualia operates) and professional categories, as well as having a package of work-life balance measures adapted to new challenges**
	PI	**Interaction and support: Opportunity to facilitate the adaptation of local suppliers to new requirements**
	PI	**Interaction and support: Opportunity to facilitate the adaptation of local suppliers to new requirements**
	NI	**Impacts on relationships with third parties in the handling of price increases that may be due to rising energy costs, water shortages, extreme events, or other reasons that may cause a rise in water management prices**
	PI	**Improve access to water for all by promoting tiered rates**
	PI	**Promoting local impact through social actions**
	PI	**Opportunity to listen to interest groups for the development of impact projects in the community**
	NI	**Related to failures in client services, invoice issues, incident management, user and client complaints and collections of payments, response times, etc.**
	NI	**Reputational dangers as a company with an excessively international, global image and little integration with local problems**
	NI	**Failure to comply with regulatory, environmental, economic, climate and other requirements due to the state of the infrastructures managed by the company**
	NI	**Lack of water availability due to extreme weather events, infrastructure failures, etc. that impede fulfilling contracts with clients, the needs of the population, etc.**

Technological field

Material topic	ESRS	Topic	Subtopic	Sub-subtopic
Infrastructure, works and maintenance	ESRS S3	Affected groups	Economic, social and cultural rights of communities	Incidents related to safety
Customer and user management and support	ESRS S4	Consumers and end users	Personal safety of consumers or end users	Safety of the person
			Incidents related to information for consumers and end users	
Infrastructure, works and maintenance	Aqualia's own			
Infrastructure, works and maintenance & Processes and procedures	Aqualia's own			
Processes and procedures	Aqualia's own			

	Positive impact (PI) Negative impact (NI)	ESG impacts
	NI	**Cybersecurity in plants, especially purification and desalination**
	NI	**Cybersecurity and the protection of customer and user data**
	PI	**Quick and real-time response to customer and user needs: Improving client information and developing solutions for clients based on the joint work of the construction managers with the service managers to solve customer issues**
	PI	**Develop and implement new technologies to carry out repair works on urban supply and sanitation networks with a lower impact on day-to-day life.**
	PI	**Digitisation of all processes involved in water management**
	NI	**Associated with the design and implementation of processes and procedures such as access to the necessary information by all teams to achieve excellence, the digitalisation of processes, or meeting regulatory requirements.**



"The process of double materiality and actively listening to stakeholders has allowed us to enrich our 2024-2026 Strategic Sustainability Plan with the contributions of our employees and external stakeholders in a process from the ground up designed to take into account everyone's contributions, without excluding anyone".

YOLANDA BARAHONA
HEAD OF THE CORPORATE SUSTAINABILITY AND BRAND DEPARTMENT

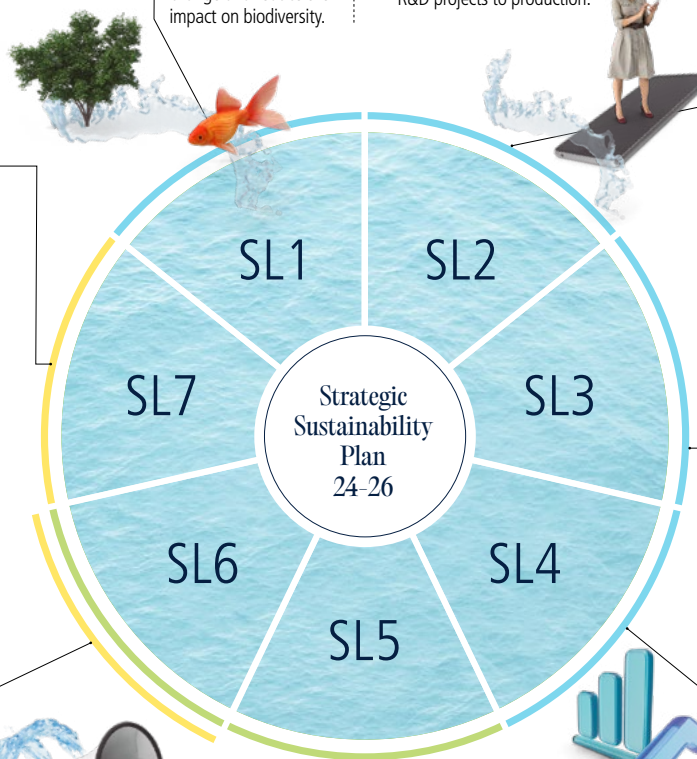
We are looking towards the future

The Strategic Sustainability Plan is a solid, cross-cutting roadmap with a positive impact that, through its seven strategic lines, guides the advancement of Aqualia's purpose and ensures the wellbeing and progress of people and communities by providing a public service: sustainable water management.

- A DYNAMIC DOCUMENT.
- THAT IDENTIFIES IMPORTANT ESG ISSUES.
- BASED ON A PROCESS OF ACTIVE LISTENING TO THE STAKEHOLDERS.
- AS AN EXPRESSION OF COMMITMENT TO THE SDGS.
- WITH AN INTEGRATING BOTTOM-UP FOCUS.
- WITH IMPACT ON AQUALIA'S DECISION-MAKING.

Aqualia's strategic lines

- Aqualia activity
- Cross-functional lines
- Driving lines



SL1 CLIMATE EMERGENCY AND CARE FOR THE PLANET

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 optimisation and reduction of emissions.
- **P3** Promotion of the circular economy.
- **P4** Ecosystem protection and restoration. Biodiversity.
- **P5** Technological transfer of solutions obtained as part of 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** App Be Aqualia.
- **P5** Cybersecurity.

SL3 PEOPLE MANAGEMENT

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

PROJECTS

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

SL4 FINANCIAL AND BUSINESS STRATEGY

Its purpose is to achieve sustainable growth, based on reasonable profitability criteria and the integration of its capabilities in the value chain.

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

SL5 ETHICS AND COMPLIANCE

From this strategic line, we seek to convey to the entire company and the supply chain the culture and values of Aqualia.

PROJECTS

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

SL6 STRATEGIC COMMUNICATION

Its development highlights the performance of Aqualia and connects the different realities and contexts of the company.

PROJECTS

- **P1** Build an annual communication plan to engage stakeholders through storytelling, across categories, that is consistent with Aqualia's purpose and the priority SDGs.
- **P2** Raise awareness, internally and externally, about the objectives of the communication plan through the pedagogical role of the brand.

SL7 PARTNERSHIPS FOR THE GENERATION OF POSITIVE IMPACT

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

PROJECTS

- **P1** Tariff mechanisms to guarantee access to water and sanitation.

Relationship and dialogue with our stakeholders

For Aqualia, active listening to stakeholders is strategic, as it forms the basis on which the main axes and commitments at a national and international level are based. This listening exercise is carried out thanks to the study of the material topics referred to, a study that is carried out every two years and in which almost 25,900 people have been involved in the last five. Their knowledge, expectations and desires have been listened to, studied and integrated into the company's strategy.

Aqualia, as an operator of an essential public service, is committed to strengthening communication. To this end, a roadmap is established to facilitate the relationship with stakeholders and sub-stakeholders according to their priorities and according to the main communication channels open with each of them. Furthermore, regarding the interaction with its surroundings and to bring the company's contribution closer to the 2030 Agenda, work has been carried out on the dissemination of the sustainability communication manual for employees and the public, who with simple messages, learn about the management of the end-to-end water cycle.

Digital communication

The Aqualia website registered 706,000 visits by 698,000 users, resulting in a low bounce rate (percentage of users who abandon the site after viewing a single page) of 31.3 %. The actions in aqualia.com include the creation of the section on responsible water use so that municipalities can endorse the company's campaigns on responsible use of water or the search engine for citizen information portals that enrich the service for citizens.

63,790 subscribers on all our networks

Aqualia has maintained its growth in social networks in 2023 compared to the previous year, both in terms of the number of followers gained and the posts made:

On YouTube, the company has 3,600 subscribers and 2,344,152 views (around 300,000 new views have been added this year).

On X (formerly Twitter), the company has gained more than 500 new followers this year, bringing the total to 7,650.

On LinkedIn, Aqualia's followers have gone from 37,854 last year to 50,270 this year, which represents an increase of more than 33 %.

Aqualia's profile on **Instagram**, launched in March 2022, already has 2,270 followers (1,170 more than at the start of 2022). This year a second profile has been opened on the network: @aquadiccionario, which was born as a didactic glossary to educate and raise awareness about sustainability through this social network.

Communication channels

WITH THE DIFFERENT GROUPS IN 2023

Stakeholder	Customers and users	Regulatory Entities
Subgroups	• National governments • Regional governments • Municipalities • Public centres • Companies and industries • Irrigation sector • Citizens	• Local, regional, district • National • International
Dialogue channels	• News on the company website (aqualia.com) • Events, meetings, breakfasts and open days • Other Aqualia websites and campaigns • News on specialised websites • Social networks • Customer service offices • Infoaqualias	• News on the company website (aqualia.com) • Events, meetings, breakfasts and open days • Other Aqualia *websites* and campaigns • News on specialised websites • Social networks

Priority issues and stakeholder expectations*

1	Access to water and sanitation in the towns where Aqualia operates	● ●	● ●
2	Management of climate objectives	●	●
3	Pollution, circular economy, biodiversity, resource and ecosystem management	●	●
4	Infrastructure, works and maintenance: Assets and procedures for water management	● ● ●	● ● ●
5	Processes, procedures and digitalisation	● ●	● ●
6	Transparency and accountability	●	●
7	Ethics and anti-corruption	●	
8	Customer and user management and support	● ●	● ●
9	Employment, development and culture of belonging	●	
10	Safety, occupational health and holistic employee well-being	●	
11	Diversity, equality and inclusion	● ●	
12	Supplier relationships, assessment and approval		● ●
13	Public-private partnerships	●	●
14	Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support	●	
15	Economy and Finance	●	●

* See pages 34 and 35 about the analysis of double materiality.

● ENVIRONMENTAL SCOPE ● GOVERNANCE AREA ● SOCIAL SCOPE
● ECONOMIC SCOPE ● GEOPOLITICAL SCOPE ● TECHNOLOGICAL SCOPE

Press/media	Suppliers	Business Partners	Shareholders	People
• Press/media • Influencers • Irrigation organisations • Sector associations • Neighbourhood associations • NGO 360° • Companies in the industry • Academic institutions	• Local suppliers • International suppliers • Strategic suppliers	• Business partners • Partners in private RD&i projects • Collaborators and agents	• Shareholders • Capital suppliers	• Executives • Middle management • Technicians • Administrative clerks • Customer service • Expats • Assignees • Trade unions
• Events, meetings, breakfasts and open days • Specialised websites • Social networks • Sustainability Report • Other Aqualia websites and campaigns • News on corporate website aqualia.com • Customer service offices	• Sustainability Report • LinkedIn • News on specialised websites • News on the company website (aqualia.com) • Other Aqualia websites and campaigns • Events, meetings, breakfasts and open days • Social networks • WhatsApp work groups in Aqualia • Email		• Corporate reports • Sustainability Report • Email: flashes, newsletters • Website • Aqualia ONE Intranet • Social networks	• Institutional dialogue and meetings with the Board/ Administration Committees • Aqualia ONE Intranet • Be Aqualia employee app • Work-related WhatsApp groups • Sustainability Report • Events, meetings, breakfasts and open days • Social networks • Email: flashes, newsletters • Customer service offices
● ●	● ●	● ●	● ●	● ●
●	●	●	●	●
●	●	●	●	●
● ● ●	● ● ●	● ● ●	● ● ●	● ● ●
● ●	● ●	● ●	● ●	● ●
	●	●	●	●
	●	●	●	●
	● ●	● ●		● ●
●	●	●		●
●	●	●	●	●
● ●	● ●	● ●	● ●	● ●
	● ●	● ●	● ●	
●	●	●	●	●
●	●	●		●
	●	●	●	●

Governance: We drive our most transformative and sustainable version

Interview with Elena Barroso, manager of the Legal Advice Department
Global structure at the service of water
Compliance Model
Transparent communication
Interview with Alberto Andérez, Purchasing Manager
Due diligence
Supplier approval process

10,754	people trained on corruption prevention policies
97.4 %	of the suppliers approved in 2023 were local
100 %	Aqualia companies with the compliance model implemented

97 %
implementation of the Aqualia Ethical Compliance Model

3,124
employees trained in ethics and anti-corruption in 12 countries in 2023 (23.4 %)

Legal Advice Department, key assistance and support throughout Aqualia's expansion

Elena Barroso | Director of Aqualia's Legal Advice Department

Aqualia's international expansion strategy entails the expansion of many of the responsibilities of its departments, including the Legal Advice Department of which Elena Barroso is the Director. We chatted to her about the performance of the Legal Advice Department, her contribution to the company's decision-making processes, about regulations and artificial intelligence, among other topics.

The legislation is a constantly changing framework, which is joined by the measures to control and drive the mitigation of the negative impacts of climate change, which are also an engine for the constant adaptation of such laws. We discuss this with Elena Barroso, Director of Aqualia's Legal Advice Department.

Attention to governance is becoming more and more important every day, partly due to the momentum of ESG factors that shed light and expand upon its importance. To what extent does the role of the Legal Advice Department facilitate governance within an organisation? What role does the Department play in corporate governance and ensuring the company's ethical values are upheld?

A company's Legal Advice Department plays an essential role in terms of governance. The Board of Directors must be the main advocate of corporate governance. Therefore, the Legal Advice Department is one of the company's basic pillars to guarantee sustainability and long-term financial stability, through its work of advising the company's Senior Management.

Moreover, our day-to-day work is seen in the participation in projects where our goal is to ensure compliance with the regulations in each country, but always in balance with the protection of the company's interests, both economically, in terms of growth, and, of course, while respecting the company's ethical values and reputation in the regions in which it operates.

From this standpoint, it is worth noting that we not only provide advice, which responds to a more technical process, but we also accompany, something that in a certain way has a more precise and profound meaning of our work. In other words, accompanying means being clear not only about where the legal red lines are, but also means providing advice to choose the optimum strategy, the optimal tools, to maximise the achievement of Aqualia's objectives and, of course, those of all of our stakeholders.

Aqualia is governed by the highest possible standards of excellence. In line with this, we ensure that the Legal Advice Department provides the necessary advice to strengthen actions, competitiveness and, above all, decisions. The Legal Advice Department establishes the legal basis that facilitates decision-making.

Conscious decisions

Essential pillar

Elena Barroso | Director of Aqualia's Legal Advice Department

This point is crucial with regard to the degree of involvement of the Department since any decision-making process in a company must be associated with an in-depth understanding of the current laws. Something that is becoming more and more relevant when we are talking about a company like Aqualia, which operates in 18 countries, in regions with their own specific laws and geopolitical idiosyncrasies. How is performance managed?

We participate in the decisions – we provide support, as mentioned above – and, although not in every single one of them, because of the many areas and departments, we participate in the key decisions in which legal aspects are of utmost importance. To a certain extent, we force ourselves to go beyond the academic aspect to focus on more practical work, something that is also an element that would add to the concept of accompaniment.

We are aware of the magnitude that our international expansion strategy entails – given that the foreign EBITDA is almost comparable to our performance in Spain –, which is a direct challenge for our Legal Advice Department. However, we have many tools to achieve these goals. For example, we hire experts in certain legal areas according to the activities we carry out in each country in which we are present. When any decision is made, we provide advice from Aqualia's point of view, and we assess the alternatives and strategies that seem most advisable, based on the risks, transferring them to the different Committees and Senior Management.

"Making conscious decisions promotes sustainability and generates long-term value".

All in all, good corporate governance is key to facilitating informed decision-making by the

management team, but it is also a job that increasingly involves areas like the Legal Advice Department. After all, making conscious decisions promotes sustainability and generates long-term value. We work hand-in-hand throughout the process.

To clarify this very interesting point regarding the Legal Advice Department's work approach and the implications of Aqualia's international expansion, could you describe this role a little more? What mechanisms does the Department have to guarantee compliance in each of the regions in which Aqualia is present?

Multinationals must learn to be flexible, understand the regions in which they operate, and adapt their decisions to the specific characteristics of each region. This demonstrates that international activity may make the business structure more complex in appearance, but it is not an obstacle to ensuring good performance, quite on the contrary, it diversifies and enriches it. This Department takes care of every detail so the impact of each matter on the company's strategic lines is optimal.

In other words, the Department studies the specific circumstances of each country, measuring the company's involvement in the legal environment. Therefore, the actions vary depending on the country in which Aqualia operates and the work approach may be different, according to the contractual relationships. For example, there is a systemic difference regarding whether the country is a member of the European Union or not. If it is not a member, a Legal Advice Department is created in most cases. In other cases, such as in the case of Georgia, where the original company already had one, we maintain and integrate this Department with our own Legal Advice Department. On the contrary, in the case of Colombia, we have created a Legal Advice Department from scratch and, as of today, the Department is already made up of eight lawyers. The Legal Advice Department in the Czech Republic has two lawyers. In addition, we have a panel of law firms that have branches across the world. That is, we adapt the requirements for personnel in our Legal Advice Departments depending on the circumstances, such as the geopolitical and regulatory risks of each region.

"We have to go beyond the theory to focus on more practical work".

In Europe, we benefit from the fact that all regulations and standards regarding procurement procedures are based on community directives. For example, in France, there was no need to create a specific department, which is managed from Madrid with specific support from experts there. However, each case is different. In Italy, which has specific projects with specific characteristics, an *ad hoc* department was created, because we felt that there was a need and demand for it to facilitate the legal management of all processes.

Regulation

Ongoing progress

How is your Department managing the considerable increase in regulations in general, and even more so in terms of everything aimed at alleviating the effects of climate change, especially those imposed by the European Union?

Increased regulation in ESG areas is here to stay. Large corporations are starting to embrace the concept of ESG by creating specific ESG committees, due to the need to provide a response to trends on these matters, increasingly strict European regulations, and the requirements of investors and financial institutions to ensure compliance with the values and principles of ESG.

It is for the above reasons that Aqualia has established the necessary procedures to anticipate to change. With regard to Spain, constant regulatory changes are a reality we are constantly handling. This also happens with European Union regulations. To address this, all of Aqualia's Departments adhere to the relevant regulations, based on their experience, which does not prevent the Legal Advice Department from providing the advice and support they need at any time.

A good understanding of the regulations is an added value for national and international institutional clients, who may receive our advice on different matters, such as water laws, to anticipate regulatory changes. Examples of this?

In fact, representatives of the Georgian government asked us for help to develop a national Water law before entering the list of applicants to become an EU member country, which would be in line with the requirements of the European Union on all matters related to the environment. Georgia has very rich water resources, but with very important environmental challenges ahead.

We were able to provide them with the necessary advice, after analysing and assessing the different criteria, based on our extensive experience and with the knowledge of Spanish experts on Water regulations, which are very technical from an environmental point of view. It is worth noting that very few professionals specialise in this area, since a good understanding of these laws requires strong technical training. This boosted the value of the support provided by Aqualia, which was highly appreciated by the Georgian bodies.

This pattern of support and regulatory knowledge also appears in other areas and is an aspect that provides quality assurance in the daily practice of customer relations.

Finally, with a more general and medium to long-term perspective, how do you see the integration of emerging technologies, such as artificial intelligence, in the legal area, especially in the context of information management?

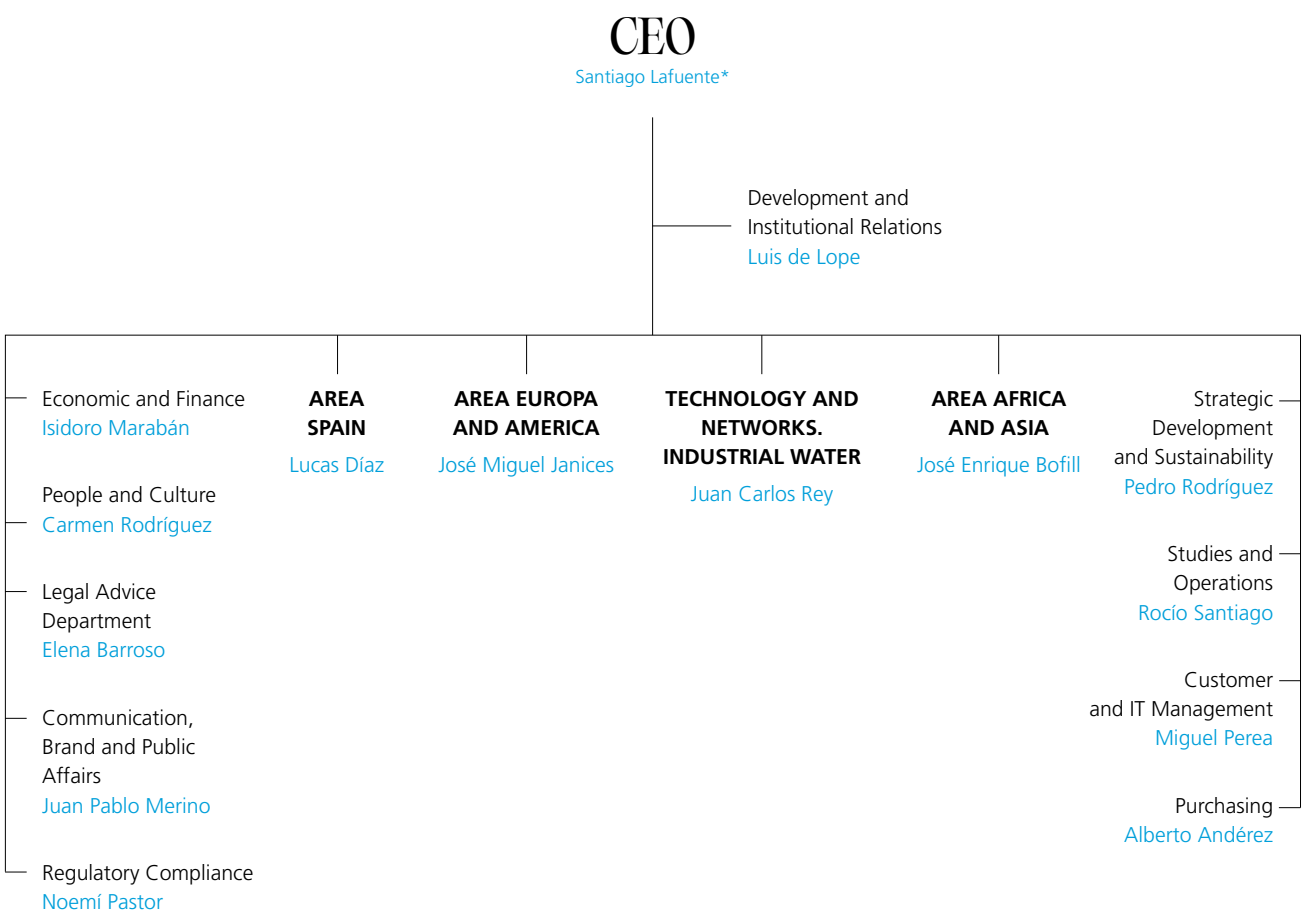
Knowledge and the associated document management procedures are key and at the core of the development and progress of Legal Advice Departments. For this reason, we are always on the lookout for the advances brought about by new technologies. In fact, we believe that artificial intelligence could be of great help, especially when it comes to dealing with the huge amount of information that we handle on a daily basis.

However, in out opinion, we have not yet found a specific tool that effectively facilitates management in this area and meets our demanding standards, which are very high. Something that does not stop us from constantly studying new possibilities. Technological innovation is constantly changing and is reformulated according to social circumstances, as in the case of legislation.

Global structure at the service of water

In Aqualia, the governing bodies are responsible for ensuring good performance of the company and for the implementation of a culture of ethics for its people and across all the countries in which it operates. Aqualia's Board of Directors is made up of Directors representing shareholdings of 51 % of FCC and 49 % of IFM.

Organisational chart



* This Organisational chart was approved on 1 May 2024; the Organisational chart for the year 2023 is included in the Annexes.

Governing bodies

C: Chairman S: Secretary V: Voting member	**Investment Committee**	**Appointments and Remuneration Committee**	**Audit and Control Committee**	**Delegate Regulatory Compliance Committee**
Members of the Board of Directors Position on the Board				
Aboumrad González, Alejandro President	V			
Amantegui Lorenzo, Javier Secretary (non-director)				
Azzouzi Maanan, Samir Second Deputy Secretary (non-director)				
Bespolka, Lars Voting Member	C	V		C
Cerro, José Fernando First Deputy Secretary (non-director)	S (non-voting member)	S (non-voting member)	S (non-voting member)	
Colio Abril, Pablo Voting Member	V		V	V
Kuri Kaufmann, Gerardo Voting Member		C		
Longhurst, Scott Voting Member		V	V	
López Barranco, Cristina Third Deputy Secretary (non-director)				
Rodriguez Torres, Juan Voting Member		V	C	V
Villén Jiménez, Nicolás Vice Chairman			V	V
Siles Fernández-Palacios, Jaime José	V			
Noemí Pastor CCO*				S (non-voting member)

* On 28 February 2024, Noemí Pastor was appointed Chief Compliance Officer, replacing Jesús Ortega.

The Board of Directors, as the highest representative and administrative body of the company, and for optimal global governance, delegates its functions to the CEO. In collaboration with the Managing Committee, the CEO manages and addresses the most specific matters through the different committees, such as the Information Technology, Management, Innovation and Coordination Committees, which transversally address the different areas of sustainability (social, environmental and good governance) in which the company is active. This integration of ESG aspects into each decision made by the teams guarantees the creation of long-term value and conscious leadership across all of the company's activities.

Aqualia's Communication Department was also the Corporate Sustainability Department until April 2024, at which time both departments were divided, giving the importance required to each one of them. Therefore, this Department unified the responsibility of involving all areas of the company in the responsible governance of the company with a view to sustainable development that is respectful of natural resources and people.

Moreover, the Regulatory Compliance Department is responsible for all matters relating to the implementation of ethics and good governance across the company.

Compliance model

Governance scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Ethics and anti-corruption	ESRS G1	Business conduct	Corruption and bribery	Prevention and detection, including training

When faced by the possible impacts on society, Aqualia develops a series of actions to implement a culture of ethics across its activities and in all the countries in which it operates, focusing on the strategic pillar of ethics and compliance.

SL5 Ethics and compliance

SDG 16

Line of work	Development of the compliance model			Ethical culture training
Action plan	Approval of policies and procedures in 100 % Aqualia companies	Approval of policies and procedures in countries with partners	Implementation of controls to mitigate corruption risks	Actions to train and raise awareness among online employees
Indicator	% of controlled companies with the compliance model implemented*			% of online employees** who have received training on the Code of Ethics and on anti-corruption
Performance 2021	96 %			76 %
Performance 2022	100 %			89 %
Performance 2023	100 % at companies owned by Aqualia 93 % in companies controlled by Aqualia			61 %
Goal	100 % in 2023			90 % in 2023
Sustainable development	Target 16.5 Target 16.6			

* Companies existing as of December 31 of the reported year.

**Employees who have a corporate e-mail account and access to the company's information systems at their workstation.

Aqualia's performance is measurable and its aim and way of doing things is validated in every region in which the company operates. Therefore, in 2023, Aqualia achieved a 97 % degree of implementation of the ethical and transparent management model across the company.

The Compliance Model covers both regulatory compliance and the principles and values that Aqualia reflects in its culture and Code of Ethics. This model, with an on-going implementation across the company since 2018, has become an ally for the achievement of the objectives set forth in the different areas of the business. Moreover, this model also helps shape fairer and more humane societies in all the countries in which Aqualia carries out its activity, based on the identification of risks and through the implementation of due diligence and due control procedures.

In addition to implementing the Compliance Model in the companies over which it has operational control, Aqualia also promotes the implementation of other Compliance Models in all the companies and JVs in which it has a stake. Aqualia has implemented preventive controls to mitigate corruption risks in these companies, among others. The following measures stand out: fight against bribery, corruption in business, influence peddling, fraud, illegal financing of political parties, embezzlement, price-fixing in tenders and auctions and money laundering.

Achievements and goals

The Compliance Model and Code of Ethics and Conduct were implemented in 2023 in the new companies of the Colombia (including the SAGRILAFT and PTEE programmes), and in Saudi Arabia and France. In addition, we have rolled out a Compliance Model in several mixed companies (public and state-run) in which Aqualia holds a stake with different Spanish public administrations.

In the specific case of the company Georgian Global Utilities JSC, after the implementation of the Compliance Model in 2023, we have appointed control and process owners who will be responsible for implementing the controls to mitigate the main compliance risks both during the activities and in its Georgian subsidiaries. In addition, a self-assessment of Aqualia's activity in Georgia was conducted through the corresponding relevant owners. This self-assessment has already been implemented in other regions in which Aqualia operates as common practice.

In the third line of defence, FCC's Internal Audit Department conducted the annual review of the Compliance Model, checking and ensuring the continuous growth of 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.

The Compliance Model covers both regulatory compliance and the principles and values that Aqualia reflects in its culture and Code of Ethics.

Policies and procedures

IN COMPLIANCE MATTERS

In response to the entry into force of Law 2/2023, of 20 February, regulating the protection of persons who report regulatory infringements and the fight against corruption in Spain, an adaptation has been made to the different rules of the Compliance Model. These adaptations respond to the requirements established by said law and were duly approved by Aqualia's Board of Directors.

In additional European jurisdictions, during 2023, similar legislation has been passed, as a result of the transposition of the corresponding Directive. In most cases, these legislations have been covered with adaptations made by Aqualia's parent company.

In addition, although there is no standard that indicates this, and as a result of the deployment of the Compliance Model in all the jurisdictions where Aqualia operates, a new procedure has been approved for the reporting of the Compliance function. This present procedure establishes clear criteria to be followed by Compliance Officers and local compliance coordinators, organised by country and region, for periodic reporting.

"Regulatory progress in Europe inevitably leads to business development and growth and has therefore become an investment driver for companies, not only in the water sector."

MARIANO BLANCO, MEMBER OF EUREAU

Risk assessment

AND CONTROL SYSTEM

The risk analysis for Aqualia's activity in Italy and Spain has been updated in response to the introduction of new crimes that could entail corporate liability. These include the use of non-cash payment instruments, as well as crimes against cultural and landscape heritage in Italy, and animal abuse in Spain. This review has been carried out to take into account the new rules and ensure that our operations comply with prevailing legal requirements.

Similarly, two self-assessments of control execution have been carried out by control and process owners, providing valuable information on the level of execution of existing controls, as well as suggestions for possible improvements. The effectiveness of the execution of the controls has been verified through monitoring. The Compliance department plays a crucial role in this process.

The second line of defence monitoring carried out by the Compliance department has acquired special relevance in risk mitigation. The processes identified in Aqualia's activity have been analysed by sampling evidence that supports the execution of controls. This approach has allowed us to evaluate the robustness of the existing evidence to mitigate the risks initially identified. Where areas for improvement are highlighted, effective action plans have been proposed to strengthen controls and work towards continuous improvement of the Compliance System.

During 2023, the execution of 44 controls carried out by more than 222 control owners has been examined, showing a strengthening both in the execution of the controls and in the evidence of their implementation. In addition, the storage of this evidence has been improved to make it more accessible to the various areas of the organisation in charge of its execution, verification, supervision and audit.

Whistleblowing Channel

Aqualia hosts a Whistleblowing Channel on its website that is accessible to any public of interest, clients, suppliers and employees (the latter can also access through Intranet One). Any type of alert or notification is received through this channel. These notifications are then assessed by the FCC Group Compliance Committee, which evaluates them and proceeds to take the necessary measures to resolve them or to file them for record keeping. All notifications corresponding to Aqualia received in the Whistleblowing Channel are transmitted to the Aqualia Regulatory Compliance Director, who is the person in change of monitoring them.

Up to 31 December 2023, a total of 68 communications have been received through the Whistleblowing Channel, addressing various labour issues (25 %), client management (19 %), conflict of interest (4 %), misuse of company resources (4 %), harassment (3 %), internal fraud (2 %), and other issues such as technical management, works management and organisational issues for a total of 6 %.

It is important to note that 37 % of the communications were considered not relevant, as they were 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 Whistleblowing Channel.

When analysing the distribution by country, 60 % of the communications refer to activity in Spain, 16 % Portugal, the Czech Republic (7 %), Mexico (6 %), Colombia (3 %), Georgia (3 %), France (3 %) and Saudi Arabia (2 %). These data show that the Whistleblowing 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 by country

60 % Spain

16 % Portugal

7 % Czech Republic

6 % Colombia

3 % Georgia

3 % France

Training

ON COMPLIANCE

In 2023, 10,754 employees were informed about the company's corruption policies and procedures (80.7 % of the total) and 3,124 employees received training on this matter (23.4 %).

The major milestone in 2023 was the launch of online training on the Code of Ethics and Conduct in the Czech Republic, Italy, Portugal, France, Colombia, Mexico, Peru, Chile, Saudi Arabia, United Arab Emirates and Egypt, following the course held the previous year in Spain. This training has been adapted and translated into the languages of these countries, to convey the ethical principles and values that must guide the conduct of Aqualia employees. In all these countries and, according to the characteristics of the positions, employees, both male and female, have been trained to identify and resolve the different types of conflicts of interest.

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 to prevent corruption crimes and their specific application in the organisation.

In Colombia, specific training has been carried out on the systems for Self-Control and Comprehensive Risk Management of Money Laundering and Terrorist Financing and on the transparency and business ethics programme, also in Saudi Arabia and France, where this led to the implementation of the Code of Ethics and Conduct and corporate policies in newly formed companies. In Italy, training was conducted on the updating of the Organisation and Management Model based on Legislative Decree 231/2001.

As part of Aqualia's commitment to continuous awareness-raising among the workforce, in 2023 we continued to disseminate Compliance Tips with messages on the culture of compliance, the new whistleblower protection regulation, the due diligence procedure with third parties, what influence peddling is, how the Whistleblowing Channel works, how to preserve the company's assets and ethical commitment in daily practice of employees.

Taxation

In tax matters, the company adheres to the Code of Good Tax Practices of the Ministry of Finance, which establishes the principles of transparency and mutual trust, as well as good faith and loyalty between the parties, ensuring a more efficient relationship without legal uncertainty. Aqualia complies with the tax regulations of all the jurisdictions of the countries in which it operates, following the same tax governance and control frameworks as those established by the FCC Group.

In addition, and with the aim of minimising the risks derived from tax non-compliance, FCC has its own Code of Tax Conduct, which is binding on all persons related to any company in the Group.

Furthermore, as indicated previously, through our Whistleblowing Channel, stakeholders can report any inappropriate practice in terms of taxation.

Transparent communication

Citizen information and information transparency

The recent European Union (EU) Directive 2020/2184 on the quality of water intended for human consumption, expands on new content and incorporates more ambitious objectives than previous versions. In Spain this rule has been transposed in Royal Decree 3/2023 published in the BOE on 11 January 2023.

The new Directive lays down rules in four areas:

1. **Water quality.**
2. **Risk assessment and control.**
3. **Materials in contact with drinking water.**
4. **Access to information, monitoring and evaluation of supply services.**

On the latter point, the regulation states that EU countries must "improve or maintain access for all to water intended for human consumption by ensuring the availability of adequate and up-to-date information on drinking water and establish data sets on the results of water quality monitoring, incidents, measures taken and risk management".

In order to analyse the new requirements set out by the new Directive and its application to all the contracts operated by the company, Aqualia set up a multidisciplinary working group. This team has been working on the inclusion of new parameters and analyses, the preparation of Water Sanitation Plans focused on the identification and management of risk in water supply infrastructures, and also on fostering the transparency of the information available to the citizen.

In 2023, Aqualia has worked together with the local councils of the towns in which it operates to redesign the Citizen Information portals and guarantee accessible and quality information for the water users of these territories. Work has also been carried out on the project to create and update the Citizen Information Portals accessible from the company's official website to foster the transparency of the information available. In 2023, 200 portals were published.

The project has been developed with the aim of providing citizens with all the information on the service in a single click, in a simple way, making the information accessible from the point of view of usability and in a language adapted to all audiences. To this end, a new resource has been implemented on the Aqualia website where we have direct access to the search engine for citizen information portals. Through this functionality, users can search for their municipality and immediately access the portal of the municipal water service in their location.

The sections which have been made available to citizens through the new portals are as follows:

Service excellence
Claims index
Customer Service Data

Billing information
Rates and regulations
Average water rate
Average consumption per inhabitant

Social action mechanisms
Information about discounted rates

What is on Aqualia's Citizen Information Portals?

Water quality
Water quality rating
Access to SINAC

Customer Service Channels
Physical office, virtual office, app, social media and telephone service.

In addition to: End-to-end water cycle, Responsible water use, Fraud prevention, Commitment to the Sustainable Development Goals...

The Responsible Water Consumption Area has also been developed on Aqualia's website, with versions in different languages to facilitate campaigns on the responsible use of water. The website has two sections: Water Sanitation and Responsible Consumption, where public administrations can find numerous communication tools and messages to raise public awareness of the importance of using water responsibly.

Sustainable purchases, one more step towards caring for the environment

Alberto Andérez | Head of Procurement at Aqualia

The Procurement department plays a key role when it comes to ESG concerns by focusing on the efficiency of purchasing management, thus promoting a circular and local economy, with a lower risk to nature, and building stronger relationships of respect and trust between employees and suppliers. We spoke to Alberto Andérez, Head of Procurement at Aqualia, about all of this.

Purchasing managers have always had a role directly related to the profitability of the company, due to the importance of efficient management in the purchase of goods and services. It is clear that, in the new regulatory context, the department is acquiring a more strategic projection, for example, in the governance of scarce resources, one of the aspects highlighted in the World Economic Forum's *Global Risks report*, as well as taking centre stage as one of the areas of reference in the new non-financial reporting directive. To find out more about the current situation of the department, we spoke to Alberto Andérez, Aqualia's Head of Procurement.

Strategic Plan

Aqualia's ethical values

Aqualia's Strategic Sustainability Plan 2021-2023 envisaged transferring ethical values and compliance to the supply chain, as well as involving suppliers in the positive impact that the company wants to have on society. What has the integration of this aspect into the company's strategic priorities meant in 2023? Furthermore, how has this translated into building stronger and more ethical relationships with Aqualia's key suppliers?

Being aligned with suppliers on ethical values generates an environment of integrity, transparency and mutual trust that not only favours professional relationships and the achievement of each party's particular objectives, but also creates a mutually beneficial environment, and allows us to contribute to achieving the objectives and commitments of our company and society as a whole.

Having suppliers embrace our values is essential. They acquire the contractual commitment to accept and comply with our Code of Ethics, anti-corruption policy and environmental liability, as well as to share this commitment with their employees, subcontractors and, in general, any third party with whom they have any kind of legal relationship, within the framework that links them to us as suppliers of goods or service providers.

The integration of these aspects into the company's strategic priorities has led to the extension of the scope of the supplier official approval system and the establishment of milestones to be achieved over the coming years, which will help us to achieve our objectives in this area. In short, we have come a long way, but we are still working on this path. An example of this will be the *ad hoc* training that is planned to start in 2024.

Moreover, and with regard to the official approval of our suppliers, they are contractually committed to environmental responsibility. However, in the next platform, suppliers will also be assessed on ESG.

We have reached a key juncture, with the transposition of the requirements of the European Environmental Due Diligence and Human Rights Directive. What is Aqualia's approach? What steps are now being taken and how do you plan to make progress along this path?

This Directive gives those of us who manage supplies a bigger role in achieving sustainable development in countries (SDGs) amid the current context. In other words, it is a fantastic tool that companies can use to spot and eradicate elements of the production process that damage the environment or breach human rights.

Fortunately, we were already well on our way to being able to adopt these new requirements in due course, as many of them are concerns that we have held for a long time now. Similarly, to make further progress along these lines, we have decided to use a new official approval platform for suppliers, which will allow us to gain a better understanding of our suppliers when it comes to their ESG performance.

We feel that we are aligned with the European Directive, and our approval platform uses it as a roadmap for preventing and mitigating potential adverse effects, or nullifying or minimising their impact. It also means setting up and running a complaints procedure while ensuring its effectiveness. Aqualia also endeavours to communicate effectively to raise awareness of due diligence processes both within the company and among its subsidiaries, paying close attention to everything related to the value chain and the commercial relationships in place.

"Having suppliers embrace our values is essential".

In line with the supplier approval protocol, to what extent has the company integrated the objective of having ESG-certified suppliers? And second, how has Procurement embraced the concept of "sustainable purchasing"?

For us, ESG criteria are not a trend, but a tide change; a new way of seeing and doing things, always looking to protect the environment, ensure social well-being and uphold ethics and transparency across all our actions and policies. In fact, this is nothing new to us. We would even say that we were born sustainable. We have always been concerned about these issues. For all of us

at the Procurement function, it is plain to see that suppliers have a very important role to play in achieving these objectives. They can help us reduce the consumption of natural resources, avoid wasting raw materials, reduce the waste generated, and so on. We care about the working conditions of their employees and promote local employment (98 % of our suppliers are local in the countries where we are present). It is also essential to promote transparency in all our dealings.

For all these reasons, for us accreditating the ESG performance of our suppliers is essential, going beyond compliance with the future European Directive on Environmental Due Diligence and Human Rights.

Procurement's involvement also happens to be key as a driver of corporate responsibility. We are aware that our purchasing decisions not only affect the organisation itself, but also the economy, the environment and society. We always strive to minimize the impact of these activities, while seeking to promote the circular and local economy, pose the lowest risk to nature, and build interpersonal relationships based on respect and trust, both with our colleagues and suppliers.

Supplier approval

Building an environment of mutual trust

More precisely, one of the territories in which supplier approval has been implemented is Colombia. How has this integration been felt within the company? What positive effects has it had on the supplier ecosystem there?

Supplier approval is very important in mitigating the risks associated with our relationships with suppliers (legal, health and safety, operational, financial, etc.). In Colombia, this system is helping us a great deal in picking the most suitable suppliers. The involvement of both our department and of Compliace in the country has helped to ensure that the projects are developing naturally. And, while we do consider the specific circumstances and needs of each place and we are flexible, we must adapt and make our work in Colombia synergistic with the quality standards we insist on at Aqualia.

"On ESG-related issues, we regularly disseminate information to educate our suppliers about the importance of sustainability".

In recent years, significant efforts have been made to cut costs, especially in terms of consumption (energy, materials and water purchases). Seeing as though these actions have led to improvements in the cost-to-income ratios in spite of the rising prices, from a Group-wide perspective, how much scope for action do the logistics centres have in optimising the company's purchasing management?

Progress has undoubtedly been made in creating logistics centres able to unlock benefits when it comes to purchasing capacity and in having warehouses provided by the suppliers. The centres work hard not only to unify the approach for running the services in terms of quality of materials, but also to unlock synergies and promote a standard approach, to work in a uniform and perfectly organised way.

This is consistent with the recommendations of sustainable procurement and is meant as a corporate objective, as a system conducive to internal procurement, in the sense of transfers of materials. It also happens to minimise the workload of the services when placing orders, optimise and control fixed assets, improve purchase prices and speed up connectivity with suppliers and transactions. Specifically, progress was made in setting up two new logistics centres in 2023. This, together with the development of the management tool for these centres, will ultimately improve the management process in 2024.

Good practices

A brighter future

Looking at the business more broadly and with a medium- to long-term perspective, how do you see the future for the Procurement area? What other challenges are on the horizon? Are there any concrete initiatives or plans to share good practices in sustainability along the supply chain, or across regions and countries?

Aside from the new supplier approval platform, which will allow us to do better job in selecting and developing our suppliers —especially in ESG-related matters—, we regularly disseminate information to our suppliers on sustainability for training purposes, while also publishing our Sustainability Report. In addition to this, we will soon be providing them with online training in sustainability to raise their awareness even more.

Broadly speaking, I would say that our main challenge is to provide the company with the goods and services needed to run the business, in each and every one of the places where we operate. Moreover, we must do so in a stable and sustainable manner, while minimising our exposure to any type of risk and procuring the best possible prices, as we act with transparency, ethics and honesty. As we are talking about sustainability, and to be a bit more specific, our main challenges in this regard are to ensure the proper approval of suppliers across all countries in which we operate and to successfully transition to an environmentally friendly vehicle fleet. This illustrates our clear commitment to supporting decarbonisation and the fight against climate change. In this sense, the digitalisation of processes will also help to mitigate the negative impact on the environment.

98.4 %

of suppliers are local

More than 16,600

suppliers across the 18 countries where Aqualia operates

97.4 %

of the suppliers approved in 2023 were local

€523.9 M*

in payments to suppliers

* This figure does not include FCC Group suppliers.

Responsible supply chain and due diligence

Governance scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Supplier relations, evaluation and approval.	ESRS S2	Workers in the value chain	Working conditions	Secure employment, working time, adequate wages, social dialogue, collective bargaining, work-life balance, health and safety
			Equal treatment and opportunities for all	Gender equality, training, inclusion, diversity
			Other work-related rights	

The impacts, both positive and negative, and the opportunities arising from the impact on the value chain help to build the roadmap for achieving the objectives. In this strategic axis, Aqualia has been working to implement good governance at suppliers all along its value chain.

IN 2023 AQUALIA HAD

16,336

local suppliers

SL5 Ethics and compliance

SDG 16

Line of work	Initiatives by project/target	
Action plan	Implementation of the supplier approval process.	Awareness-raising among supplier companies
Indicator	% NALANDA-approved suppliers (out of those eligible for approval)*	No. of awareness actions at supplier companies
Performance 2021	14.19 % of approved suppliers in Spain	0
Performance 2022	40.4 % of approved suppliers in Spain	2
Performance 2023	36 % of approved suppliers in Spain* (number: 454)	2
Goal	80 % in 2023	4 in 2023
Sustainable development	Target 16.6	

*Criteria for suppliers eligible for approval:
– Suppliers whose invoicing exceeds €50,000 (2023).
– Suppliers selected on the basis of the classification of materials considered risky by compliance... and with invoicing > €10,000 in 2023.
– Suppliers from the list of hazardous activities to have invoiced Aqualia in 2023.
This brings the list of suppliers eligible for approval to 1,250 in 2023.

All the data on suppliers disclosed in this section include our external suppliers (excluding FCC Group suppliers).

Due to the selection criteria for approval, which were not stable and failed to factor in the trend over time, the target set for the percentage of supplier approval was not achieved. Therefore, the new Strategic Plan has modified the selection and monitoring criteria.

At the end of December 2023, Aqualia had 16,608 suppliers, of whom 16,336 were local and 272 were global.

Sound management of the supply chain is becoming increasingly important in the current economic and social context, especially for a company like Aqualia, which has been gaining weight in the international arena with each year that passes. The growing importance of this issue is due to both sustainability regulations and growing demands among investors.

In response to international regulations, Aqualia is preparing to comply with the European Commission's Directive on corporate due diligence in relation to the environment and human rights.

Aqualia's sustainability strategy involves relaying the culture, ethical values and compliance along the supply chain, in addition to the impact of the company on its providers, as they build them into their strategic priorities.

Due diligence

WITH THIRD PARTIES

The due diligence process with third parties in relation to compliance was updated in 2023. As a result, the due diligence process now includes the periodic review of the risk for those third parties that have relations with Aqualia. Depending on whether the initial risk determined 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, build stronger mitigation plans for those third parties to ensure their compliance and reduce Aqualia's risk exposure.

At the end of 2023, a total of 83 internal requests had been received at the corporate level to analyse a total of 140 third parties.

According to the final assessment reports issued by the Compliance department, 12 % of third parties have been classified as high risk; 55 % 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.

Supplier approval

PROCESS

The approval process consists of a study of possible risks associated with the information provided by the supplier in question. Providers must fill in their record on the Group's platform to be considered as "suppliers eligible for approval". Once this record is complete, the provider must sign a sworn statement in relation to anti-corruption, gifts offered or received, conflicts of interest and human rights.

The supplier must answer a series of questions, including matters related to social, environmental and governance criteria.

- **Information** on their financial position.
- **Certifications** and information related to quality and environmental management systems.
- Information on their system of **ocupational health and safety.**
- Data concerning the **workforce**, including number of employees, percentage of women, etc.
- **Corporate social responsibility,** declaration of respect for human rights, anti-discrimination policy, adhesion to the Global Compact, certification of the social/ethics management system, sanctions or lawsuits due to human rights abuses, dissemination of the sustainability policy, assessment of employee satisfaction, and work-life balance policies.
- Compliance, including the supplier's own code of ethics and acceptance of the FCC Group's Code of Ethics, the crime prevention model, the whistleblowing channel, the appointment of a Compliance Officer, the anti-money laundering and counter terrorist financing policies, as well as any sanctions or convictions for corruption, bribery or influence peddling.
- **Data protection,** including the 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.
- Commitment to access and comply with the ethical clauses, including Aqualia's **Anti-Corruption Policy.**

Depending on the risk initially determined by the Compliance area, in some cases enhanced due diligence may be required to fact-check any flags that may have been raised during the approval process. Based on the conclusions obtained from the due diligence process, the Procurement department decides whether or not the supplier should be approved and under what conditions, establishing preventive or corrective measures if necessary.

% of approved suppliers by type

2.6 % Global suppliers

97.4 % Local suppliers

Suppliers

IN FIGURES

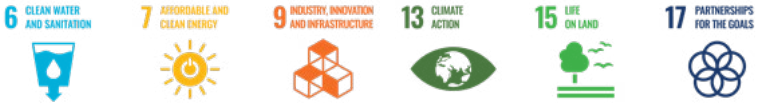
Supplier type*	No. of suppliers			% No. of suppliers	
	2023	2022	22/23	2023	2022
Global suppliers	272	348	-22 %	2%	2 %
Local suppliers	16,336	14,940	9 %	98 %	98 %
TOTAL	**16,608**	**15,288**	**9 %**	**100 %**	**100 %**

Supplier type (amount in €)*	2023	2022	2021	Chg. 22/23
	27,103,289	30,494,313	24,621,170	-11,1 %
Local suppliers	496,817,645	421,181,349	431,792,448	3.4 %
TOTAL	**523,920,934**	**445,802,519**	**464,479,442**	**2.5 %**

*This figure excludes FCC Group suppliers and where the SAP purchasing tool has not yet been implemented.

In 2023, in order to move further in the direction set by the European directive, the decision was made to use a new supplier approval platform, allowing Aqualia to gain a closer understanding the ESG performance of its suppliers.

Total amount invoiced by supplier type (€)	2023	2022	Chg, 22/23
Consultancy and general services	77,469,298	67,714,927	14 %
Supply of materials and equipment	51,749,785	49,320,399	5 %
Maintenance supplies and equipment	42,757,634	47,608,127	-10 %
Machinery and auxiliary equipment	9,545,164	6,268,081	52 %
Transport and logistics services	4,818,821	4,567,091	6 %
Energy, fuel and water	225,551,022	244,310,450	-8 %
Subcontracted services	112,029,210	91,295,574	23 %
TOTAL	**523,920,934**	**511,084,649**	**3 %**



Planet: committed to regeneration

End-to-end management and environmental focus
Efficiency and optimisation to reduce water consumption
Climate change commitment
Boost to the circular economy
Protection and recovery of the ecosystem
Water quality
Innovation to protect ecosystems

996,318 $tCO_2eq.$	Carbon footprint: Scope 1, 2 and 3
1,583,722,122 m^3	Gross volume of water abstracted for management
788,835,970 m^3	Total treated water

85% increased water savings through leak control

+30% of renewable energy from our own sources, PPAs or acquisitions

End-to-end management and environmental focus

Among the greatest global concerns is the need to stop, mitigating its causes and effects, a climate change that has already begun, and which can be seen in the increase in the planet's temperature or in extreme weather phenomena. This need to take action must necessarily go hand in hand with an adaptation to new environmental circumstances. At Aqualia we address these environmental challenges with responsibility and real active commitment, and we contribute to the well-being of society in general with the specialized management of the end-to-end water cycle, providing health and safety in this scenario of increasing risks.

"In times of drought when the demand for water exceeds supply, at Aqualia, although we are not the owners of the services (albeit we are responsible for our role as managers of these), we lead the dialogue with the parties to optimise the service of supply and sanitation".

SALVADOR SALSE,
HEAD OF CONTRACTS FOR TERRE DE L'EBRE AND L'AMETLLA DE MAR

To achieve this, the 2021-2023 Strategic Plan has opted for innovation, design, regeneration and the development of solutions to provide water in areas with limited availability of this resource, proposing projects to reduce water consumption, energy optimisation, reduction of emissions and ecosystem protection and recovery. Furthermore, after listening to the different stakeholders and employees to identify the impacts of the activity, other projects have been incorporated into the new strategy to promote the circular economy, the reuse and circularity of water.

Aqualia is committed to offering a global and effective service that uses innovation and efficiency as levers in all areas of its activity. In recent years, an Integrated Management System has been developed that has been extended and implemented in the different countries in which the company operates. Since 2005, we have been working on a management system for continuous improvement that includes both the management of the quality of processes, products and services (ISO 9001), as well as environmental management (ISO 14001), energy management (ISO 50001) and innovation management (ISO 9001). Amongst the main certification milestones achieved in 2023, the following are worth particular mention:

1. **The reorganisation of the Management Systems department,** strengthening the implementation and performance of internal audits at an international level.

2. The analysis of a **new computer program** of the Management System that allows for the improvement and integration of existing programs.

3. The **definition of the documentation** and implementation of a BIM **information management system**, according to the standards ISO 19650-1 and ISO 19650-2.

4. The implementation of an **asset management system,** according to the ISO 55001 Standard in the IDAM Abona Contract (Spain).

Aqualia's has policies in place that include a commitment to the principle of preventing pollution, which entails a risk that can be ascertained in advance so that measures can be adopted to neutralise it. The precautionary principle is addressed through the implementation of the Environmental Management System and with risk management.

Also, as part of the implementation of the Environmental Management System, we define the operational control of significant environmental aspects and legal requirements applicable via procedures and technical instructions. These aspects are identified from the risks of the company in the performance of its activity, linked to different events such as floods that impact soil contamination; spills that may impact the contamination of soils and waters; breaks in facilities that may impact greater water consumption, etc.

The Managing Committee, through the Management System Committee, establishes the global goals and milestones of the Management System, such as energy reduction and carbon footprint projects or the efficient and responsible management of the end-to-end water cycle.

As a company specialised in the design, construction and management of hydraulic infrastructures, excellence in this management allows us to meet the strategic goals that are specified in specific targets within the contracts defined and approved by the production areas.

Certified sustainable management

AQUALIA CERTIFICATIONS

AENOR GESTIÓN ENERGÉTICA ISO 50001

Energy Management System (ISO 50001)

AENOR GESTIÓN DE LA CALIDAD ISO 9001

Quality Management System (ISO 9001)

AENOR ESTRATEGIA SOSTENIBLE (ODS)

Certificate of company contribution to the SDGs

AENOR GESTIÓN DE ACTIVOS ISO 55001

Asset Management System (ISO 55001)

AENOR GESTIÓN AMBIENTAL ISO 14001

Environmental Management System (ISO 14001)

AENOR GESTIÓN I+D+i UNE 166002

R&D&I Management System (ISO 166002)

AENOR HUELLA DE CARBONO CO_2 CALCULADO

Greenhouse Gases (ISO 14064)

A-LAB (Analytical Bioclinical Laboratory accreditation)

Efficiency and optimisation

To reduce water consumption

Environmental scope

Material topic	ESRS	Material topic ESRS	Material sub-topic ESRS	Material sub-sub-topic ESRS
Access to water and sanitation in the towns where Aqualia operates	ESRS E3	Water and marine resources	Water Marine resources	Water consumption

Through its activity, Aqualia seeks to reduce water consumption. This is achieved by investing in the construction, expansion and operation of water collection, treatment and distribution systems through public-private partnerships.

Through the 2021-2023 Strategic Sustainability Plan, Aqualia has developed action plans to achieve the reduction of water consumption with the targets of 27 % of Non-Revenue Water (NRW) and 12 m^3/km/day.

SL2 Climate emergency and care for the planet

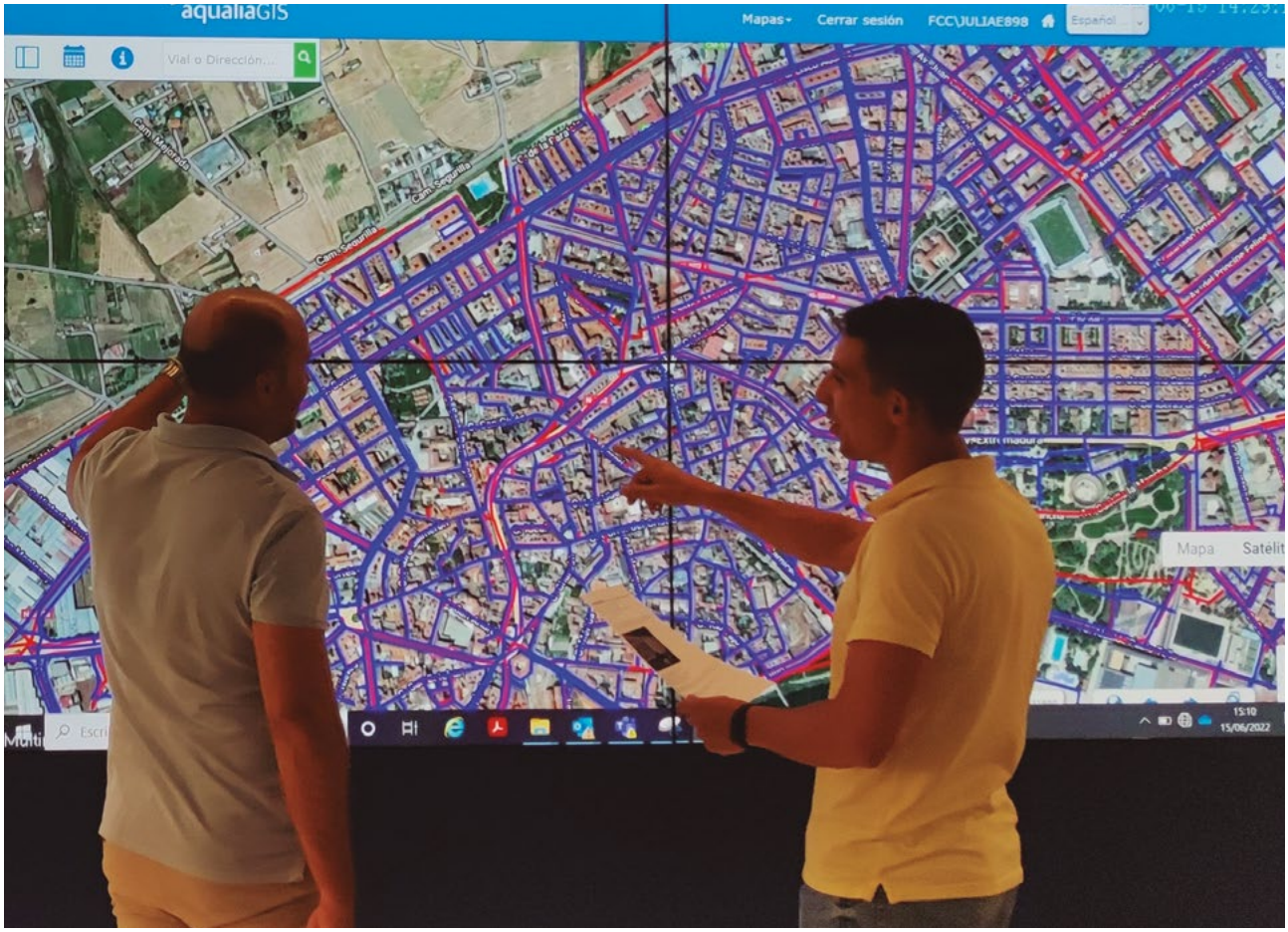
SDG 6

Line of work	Reduction of water consumption	
Action plan	Reduction of unregistered water volumes	Improvement of the efficiency of water distribution networks
Indicator	% of the volume of unregistered water divided by the total volume of water introduced into the distribution network	Volume of unregistered water per kilometre of network and day (escape coefficient)
Performance 2021	29.3 %	12.1 m^3/km/day
Performance 2022	28.29 %	12.14 m^3/km/day
Performance 2023	28.36 %*	11.84 m^3/km/day
Goal	27 % in 2023	12 m^3/km/day
Sustainable development	Target 6.4	Target 6.3

Potential impact metrics

Annual water savings	Annual volume of wastewater treated or avoided	Treatment and elimination of sludge from wastewater	Reuse of sludge from wastewater

*Data evaluated from November 1, 2022 to October 31, 2023.



Toledo End-to-end Operations Center, Spain.

Directive (EU) 2020/2184, on the quality of water intended for human consumption through water saving and water efficiency measures, sets out the problem of leakage in distribution networks and establishes a period of three years for an assessment to be made.

To respond to this requirement for communication, transparency and hydraulic audits, the use and implementation of the systems developed by Aqualia for the efficient management of the water cycle is of special importance. Among these, the most important and the basis of digitalisation is the GEO system (Geographic information System) where all the knowledge of the supply and sanitation networks resides. 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, such as GMAO and aWA.

The GMAO platform (management, maintenance of assets and work orders and readings module) allows access to operational and exploitation data at all times, focused on carrying out smart data analysis.

It also highlights Aqualia Water Analytics (aWA), an analysis platform for intelligent management of the water cycle, integrated into Aqualia Live. aWA includes all the necessary functionalities for the intelligent and efficient management of the water cycle in towns and cities: consumption analytics, hydraulic balances to detect breakages and fraud, automatic generation of notifications. By applying artificial intelligence and machine learning, the company achieves the necessary information for the pre-location of leaks and rapid detection in facilities with the aim of reducing the volume of unregistered water (NRW) out of the total injected into the distribution network to less than or equal to 27 % by 2023.

Leak detection in Jerez de la Frontera, Cádiz, Spain.

These programs are being implemented in other countries and, currently, are key tools for the company's deployment, accessible and available to administrations to offer greater control and efficiency.

Another line of action against desertification is the optimisation of water consumption. According to figures recorded by experts, millions of liters of water are lost every year. These data vary by country. For example, in Spain, according to the INE, about 650,000 million litres of water are lost/year due to leaks and breakdowns.

Given the drought that is affecting several of the regions where it operates, the implementation of remote control solutions and high technology are proposed as solutions that manage to reduce water losses.

As an example is Jerez de la Frontera which consumes about 30,000 cubic metres on average per day and has managed to increase leakage control to 85 %, losing only about 15 litres for each 100 litres. This is equivalent to saving 12 Olympic pools of water per day, 4,380 Olympic pools per year.

Also, Aqualia and the Commonwealth of the Campo de Gibraltar's municipalities, through Arcgisa, will invest 13.3 million euros in technology to digitalise the water cycle in Campo de Gibraltar, implementing a centralised water management system in eight municipalities in the area. As a result, more than 275,000 citizens will benefit from new technologies that Aqualia offers and that resolve critical situations that put water reserves at risk – water leakage checks, flood prevention, digital cartographic information systems or artificial intelligence tools. The implementation of these advanced technologies not only improves water management, but also saves energy and reduces CO_2 emissions, thus contributing to sustainable development.

Drought has been recurrent in large regions of Spain (Catalonia, Andalusia, Murcia) and has caused temporary supply restrictions, pressure reductions and strict control of user consumption. Likewise, the extraction of water from the bottom of reservoirs or from very deep wells has caused specific water quality problems.

On the other hand, the intense storms caused by DANA in central Spain in September caused a seven-day water cut in 71 municipalities in the province of Toledo, due to the fracture of a bridge that supported one of the main pipes of the Picadas supply system that carries water from the reservoir to the DWTP. This crisis was resolved with an action by Aqualia that was highly recognised by the client and stands out as an example of public-private collaboration due to the coordination and implementation work carried out by the municipal and Aqualia teams to restore the water supply. Aqualia presented this as an example of communication at the 15th National Congress of Environmental Journalism.

Given the drought that is affecting several of the regions where it operates, the implementation of remote control solutions and high technology are proposed as solutions that manage to reduce water losses.

In Georgia, the number of breakdowns in the water supply network remains very high. Operational changes and investments will improve discontinuous supply in the medium term.

Some municipalities in Colombia face various water problems, such as turbidity, colour and hardness problems and limited water supply due to the "El Niño" phenomenon. To solve these problems, measures are being adopted such as investment in new pumps, alternative water sources and desalination plants.

Bridge that supported the main supply pipeline of Picadas, Toledo, Spain, affected by DANA.

Consolidated results

Natural capital

Natural resource (m³)	2023	2022	22/23
Gross volume of water abstracted for management	1,583,722,122	1,590,377,560	-0.42 %
Drinking water produced	1,283,313,324	1,287,185,226	-0.30 %
Treated water	788,835,970	835,276,327	-5.56 %
Raw water purchased	222,795,258	220,994,447	0.81 %
Treated water purchased	277,407,135	272,142,365	1.93 %

* Data evaluated from November 1, 2022 to October 31, 2023,

Water collection by extraction sources (m³)

	2023		2022		22/23	
	All areas	Areas with water stress*	All areas	Areas with water stress*	All areas	Areas with water stress*
Municipal water supply or that of other entities	**277,407,135**	269,221,887	**272,142,365**	268,856,354	**1.93 %**	0.14 %
Surface water (total)	**994,765,843**	333,550,943	949,951,700	324,908,923	4.72 %	2.66 %
Seawater (total)	**300,628,338**	300,628,338	343,064,361	343,064,361	-12.37 %	-12.37 %
Brackish water (total)	**19,310,359**	18,733,350	13,094,152	13,094,152	47.47 %	47.47 %
Water underground (total)	**270,901,451**	254,682,692	281,229,753	242,518,957	-3.67 %	7.49 %
Undefined	**1,372,425**	-	1,094,648	-	-	-
Total water abstraction	**1,864,385,551**	**1,176,817,210**	**1,860,576,979**	**1,192,442,747**	**25.38 %**	**-0.01 %**

* Of the countries that report environmental data, those with water stress are: Saudi Arabia, Algeria, Egypt, UAE, Spain, Italy, Mexico and Portugal.
** In 2022 Georgia, Colombia and Mexico will be included in the perimeter of reporting.

Climate change commitment

Energy optimisation and emissions reduction

Environmental scope

Material topic	ESRS	Topic ESRS	Sub-topic ESRS
Access to water and sanitation in the towns where Aqualia operates	ESRS E1	Climate change	Mitigation and Adaptation to climate change
Management of climate change and Pollution/circular economy, biodiversity, resource management, and ecosystems	ESRS E1	Climate change	Energy

In this strategic axis, Aqualia develops the following action plans for energy optimisation and emissions reduction in relation to climate change mitigation.

SL2 Climate emergency and care for the planet

SDGS 7 AND 13

Line of work	**Energy optimisation and emission reduction**				
Action plan	Calculation of the individual carbon footprint per country	Transformation of the vehicle fleet	Improving energy efficiency		Use of renewable energy
Indicator	% countries where the carbon footprint is calculated out of the total number of countries where Aqualia operates	% of low CO_2 emissions vehicles over total vehicle fleet	Reduction of % of kWh/m^3 energy used in drinking water adduction, treatment and distribution compared to 2020	Reduction of % kWh/kg COD removed, energy used in wastewater treatment and purification vs. 2020.	% renewable energy used from own facilities, PPA or acquisition, over the total energy consumed
Performance 2021	90 %	7 %	-3.57 %	-7.89 %	32 %
Performance 2022	100 %	12.54 %	-9.46 %	-9.87 %	34.15 %
Performance 2023	100 %	32.2 %	-2.27 %	-5 %	30.08 %
Goal	100 % in 2023	100 % in 2023	3 % in 2023 compared to 2020	3 % in 2023 compared to 2020	50 % in 2030
Sustainable development	Goal 7.2 Goal 17	Target 13.2	Target 13.2	Target 13.2	Target 13.2

Potential impact metrics

Annual GHG emissions reduced/ avoided in tonnes of CO_2 equivalents	Annual absolute (gross) GHG emissions in tCO_2e; # of clean vehicles deployed	Capacity of renewable power plants constructed or rehabilitated in MW	Annual generation of renewable energy in MWh/GWh and GJ/TJ
Intensity of GHG emissions.	Estimated reduction in fuel consumption	Power density: W/m2	Capacity of renewable power plants constructed or rehabilitated in MW

In December 2023, the COP28 in Dubai addressed climate change from the abandonment or reduction of fossil fuels and made direct reference to the importance of leaving them behind. Based on this, measures were approved to finance the transition to renewable energies.

Against this scenario of climate emergency and decarbonisation, Aqualia works as an expert, together with governments, communities and industrial corporations to find effective solutions to the challenges related to water supply, sanitation and purification, based on models that prioritise energy optimisation, and renewable energies in response to calls from the COP. It thus recognises the potential that this current paradigm shift offers in terms of strategic alliances and resources.

Likewise, Aqualia assumes the commitment of the Framework Convention of the Paris Agreement regarding global warming and decarbonisation, and extends it to all the countries in which it operates, marking a strategy for achieving results.

Specifically, in Spain, Aqualia's performance is aligned with the Long-Term Decarbonisation Strategy issued by the MITERD (Ministry for Ecological Transition and the Demographic Challenge), which sets out a roadmap for Spanish companies to design their decarbonisation strategies with a 2030, 2040 and 2050 horizon.

In this way, the climate challenge is responded to with energy management based on optimisation through four lines of action that are framed in the different action measures of each year: Calculation of the individualized carbon footprint per country aimed at neutrality of emissions, improvement of the energy efficiency of facilities, use of renewable energy and transformation of the vehicle fleet.

Carbon footprint calculation

AND ACTION PLAN

Within its commitments to contribute to environmental sustainability, Aqualia implements strategic measures to control and reduce greenhouse gas (GHG) emissions. The balance report for the year 2023 presents these emissions concisely.

Emissions broken down by country

2023 (tCO_2e)	Spain	Algeria	Czech R.	Colombia	Egypt	Italy
Scope 1	65,768	0	7,819	1,556	6,537	715
Scope 2	79,206	172,805	10,438	8,635	6,544	3,493
Scope 3	127,958	21,887	4,6	2,994	4,524	3,187
Total	272,932	194,692	22,856	13,185	17,604	7,396
Other emissions*	19,775	0	4,245	0	0	0

* Associated with fuels of biogenic origin.

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

	2023	2022	22/23
Scope 1 emissions (tCO_2e)	**99,237**	**119,246**	**-17 %**
Fossil fuels	22,344	25,254	-12 %
Water management complexes	76,893	93,991	-18 %
Scope 2 emissions (tCO_2e)	**344,355**	**330,519**	**4 %**
Electricity or steam acquired from third parties	344,355	330,519	4 %
Scope 3 emissions (tCO_2e)	**552,726**	**272,386**	**103 %**
Purchased items and services	67,656	81,294	-17 %
Activities relating to fuel and energy that are not included in Scopes 1 and 2	39,610	43,671	-9 %
Waste generated in operations	445,460	147,421	202 %
Total	**996,318**	**722,151**	**37 %**
Other emissions (biogenic fuels)	24,021	33,378	-28 %
Turnover (thousands of €)	1,487,402	1,323,155	12 %
Ratio of emissions over turnover (tCO_2e / thousands of €)	0.67	0.55	-

It should be noted that the emissions avoided in Spain, the Czech Republic and Georgia, due to heat production (biogas burning), electricity generation in turbines, production in renewable energy generation (photovoltaic), energy recovery in pressure exchangers, during 2023, amount to 44,522 tCO_2e.

Mexico	Portugal	UAE	Saudi Arabia	France	Georgia	TOTAL
0	704	4,86	0	241	11,037	**99,237**
12,457	809	6,892	38,642	459	3,975	**344,355**
2,559	860	1,573	4,85	846	376,888	**552,726**
15,016	2,374	13,325	43,492	1,547	391,900	**996,318**
0	0	0	0	0	0	**24,021**

Avoided emissions

	tCO_2	tCH_4	tN_2O	GHG (tCO_2e)	%
Supply	121,054	0	0	121,110	40.65 %
Sewerage system	9,915	0	0	9,935	3.33 %
Purification	95,367	1,789	81	166,866	56.01 %
Miscellaneous	0	0	0	0	0.00 %
TOTAL	**226,336**	**1,789**	**81**	**297,911**	

BEST PRACTICES

Trends of emissions in Spain

A detailed study of process emissions in Spain allows us to see that the purification process is the one that has the greatest impact on GHG emissions.

The pie chart shows that the largest source of emissions in the company's activity is the consumption of electrical energy, representing approximately (31 %) of the total emissions. Other significant emissions are linked to wastewater management, either inherent to the managed infrastructure or dependent on the volume and contamination at the facility's entrance. In this context, the effective reduction of these emissions appears to be a challenge outside the company's reach.

Consequently, Aqualia's strategic plans for the control and reduction of GHG emissions have focused mainly, although not exclusively, on the reduction of those derived from electrical energy consumption. These key initiatives include plans to improve energy efficiency and to reduce the emission factor associated with the energy consumed.

Considering the source of GHG emissions, the breakdown is as follows:

Electrical power	31 %
Sludge and waste	18 %
Methane	18 %
Purchased water	12 %
Reagents	9 %
N_2O	8 %
Fuel	4 %

Improving energy efficiency

The reduction of electrical energy consumption through substantial improvements in energy efficiency is realised in our Energy Efficiency Improvement Plan, which is developed under the ISO 50001-Energy Management Systems standard. As per this management system, the contracts included within its perimeter undergo an energy review-audit every four years, according to the guidelines established in the standard. Its purpose is to see the results of the efficiency measures implemented, based on the previous review, as well as propose new measures to improve energy efficiency.

The monitoring of proposed improvements and their implementation is carried out using our Aqualia RT-BI tool.

Performance in 2023

In 2023, these audits have been expanded to contracts in Colombia and Georgia. In the latter, proposals have already been made to renovate facilities that have been included in the company's Infrastructure Plan.

Likewise, work is being done on the development and implementation of intelligent controls in water treatment. These systems use advanced technology to monitor and control production processes, saving costs, minimizing chemical consumption and ensuring 100 % compliance with quality standards.

One of the processes being worked on is aeration in the biological wastewater reactors – a unit process with the highest consumption within the WWTPs – to enable adjusting the amount of air supplied to the reactors depending on the specific needs of each process. In this way, energy consumption can be reduced, assuming energy savings of up to 20 % in the aeration process.

On the other hand, a study has been carried out on the co-digestion capacity of Aqualia facilities in Spain to detect those where the co-digestion of co-substrates external to the WWTP is viable with the aim, among others, of generating a greater quantity of biogas to co-generate more electricity or, if there is a natural gas network near the plant, transform it into biomethane and inject it into the network.

With the aim of optimising plant operation in terms of energy consumption, dosage of reagents and biogas production, simulations have been carried out through process simulation tools in the AITASA plants in Spain and Aguas de la Sabana in Colombia. The benefits that can be obtained are multiple since different process scenarios can be simulated to see the effects on the effluent without the need to carry out real tests that compromise the quality of the discharge. The main objective pursued is the optimisation of the operation of the plants in terms of energy consumption, dosage of chemical reagents and biogas production.

Energy consumption

	2023	2022	22/23
Fossil fuels	342,112	358,814	-5 %
Petrol	43,675	37,883	15 %
Diesel	284,400	290,495	-2 %
LPG	783	1,173	-33 %
Natural gas	12,526	28,264	-56 %
LNG	0	0	0 %
CNG	729	999	-27 %
Renewable energy	1,091,309	1,263,913	-0.13 %
Biogas burned in boilers without electricity generation	189,387	220,388	-14 %
Biogas burned in engines or turbines with electricity generation	266,669	360,444	-26 %
Biomethane service stations	522	532	-2 %
Self-produced photovoltaic panels	22,914	8,743	162 %
Self-produced, turbines	611,817	673,806	-9 %
Direct energy consumption	1,433,421	1,622,728	-25 %
Renewable purchased electricity	1,331,800	1,279,681	4 %
Non-renewable purchased electricity	2,683,578	2,548,251	5 %
Indirect energy consumption	4,015,378	3,827,933	5 %
TOTAL	**5,448,799**	**5,450,660**	**-4 %**
Turnover (thousands of €)	1,487,402	1,323,155	11 %
Ratio of energy over turnover (GJ/thousand €)	3.66	4.12	14 %
Ratio of renewable energy over turnover (GJ/thousand €)	1.63	1.92	-14 %

Detail of the increase in consumption of:
- fossil fuel in 2022 is due to the inclusion of Georgia and Colombia in the scope.
- self-produced energy in 2022 is due to the production of hydroelectric energy in Georgia and several projects to implement photovoltaic panels in Spain.
- energy in 2022 is due to the inclusion of Georgia and Colombia in the scope.
- renewable electricity in 2022 is due to the purchase of energy with a guarantee of origin and to the fact that in 2022 the share of renewable energy in the electricity mix of each country has been noted.

Solar panels installed at the WWTP in Jerez de la Frontera, Cadiz, Spain.

Use of renewable energy

Another measure to reduce GHG emissions we have focused on reducing the emission factor associated with the energy consumed through the consumption of renewable energy.

Our goal for 2030 is to achieve 50 % renewable energy used, generated by our own facilities, PPAs or procurement, divided by the total energy consumed[1]. And, thanks to the installation of plants for self-consumption, the use of biogas resulting from the digestion of sewage sludge for electricity generation, and for self-consumption of the plants themselves, cogeneration systems, hydraulic generation, etc., the objective has been achieved by 30.08 %.

In Spain, the number of installations stands at 39 with an installed capacity of 6,204 kWp and energy generated of 6.37 GWh. In the coming years, we expect to install 73 installations, with a power of 18,462 kWp.

Furthermore, together with seven other companies (Naturgy, Norvento, Perseo, Repsol, Redexis, Reganosa and Técnicas Reunidas) and nine research organisations, the Zeppelin Missions project (under development) will implement several innovative hydrogen production pilots in the Algeciras WWTP, managed by Aqualia, which can supply large hydrogen consumers in the area such as Acerinox, Viesco, Air Liquide, Linde, in addition to port companies.

In 2023, the Podhradí, Nová Ves and Vyšní Lhoty water treatment plants produced a total of 4.72 GWh of electrical energy in seven mini-hydro plants located on the sites of treatment plants and water tanks of the High Water System and DWTP of the Ostrava Area of the company SmVaK Ostrava. This was 30 % more than they consumed themselves.

The production of green electrical energy was several times higher than the consumption in the premises of four important water reservoirs of the High Water System and DWTP of the Ostrava Area in Ostrava-Krásné Pole, Zelinkovice, Bílov and Frýdek-Místek. In terms of electricity consumption, the Opava wastewater treatment plant is 79 % self-sufficient.

Currently, the company is working on updating the projects of mini-hydraulic plants in two locations with big water reservoirs and on the construction of photovoltaic power plants in several large areas of wastewater treatment plants in the region, which could be launched next year.

"Wastewater treatment is energy intensive, which drives the company to undertake energy self-sufficiency strategies. Currently, the implementation of renewable energies represents a wide range of opportunities."

JORDI PALATSI
PLANT MANAGER AT THE LLEIDA WWTP.

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

Projects 2024

By 2024, it is expected that 34 MW of solar photovoltaic energy will be commissioned in various projects, primarily in Spain.

Furthermore, since 2020, Aqualia has purchased 76 GWh/year of green electrical energy from photovoltaic plants through the PPA (power purchase agreement) model. In October 2023, a new contract for 75 GWh/year of electrical energy was introduced, also from photovoltaic plants. As a result, in 2023 in Spain we have managed to exceed the 50 % renewable electrical energy established in our PESA 2021-2023 objectives.

The company's energy mix for 2023 is shown in the following graph:

Electrical energy mix in Spain

Renewable kWh of the electricity mix	31 %
Renewable kWh of the electricity mix	20 %
Non-renewable kWh of the electricity mix	43 %
kWh self-consumption photovoltaic generation	2 %
kWh biogas generation in treatment	4 %

Transformation of the vehicle fleet

This year we have requested the Moves Fleet plan, which will not only minimise the administrative tasks involved in applying for electric vehicle subsidies one by one, but will also allow applicants to receive them in advance, including the installation of charging points and electric driving courses. At the same time, the development and training of the vehicle management and request tool has been completed, optimising control over the vehicles. This project has culminated after the development of single framework agreements for registration, vinyl wrapping and fleet management, unifying management.

The percentage of electric vehicles achieved in 2023 has been 32.2 %. And regarding vehicle telemetry, the implementation in industrial vehicles has evolved, controlling nearly 80 % of these vehicles, a control that will culminate in early 2024.

New electric vehicles.

As a good practice, we should mention the Life Ulises project, in Almería, to improve the energy balance, where biomethane is used as vehicle fuel supplied through a gas station fed with a tuning system ABAD Bioenergy®.

Climate change adaptation

In the current landscape of water access, in 2023, Aqualia faces critical challenges due to physical risks, such as extreme climate events or infrastructure failures that threaten to limit water availability. Faced with these events, which could affect the ability to fulfill contracts and satisfy the needs of the population, Aqualia responds by developing its activity in accordance with the commitments established in the Strategic Sustainability Plan 2021-2023. Within the line of work "Climate emergency and environmental protection: Mitigation, adaptation to climate change". During this period, important progress has been made, in line with the objectives set.

An example of this is Aqualia's commitment to the development of innovative technologies in desalination and water reuse. By 2030, 160 % of the available water is expected to be needed to satisfy the demand of the world population. Consequently, Aqualia is working together with states to look for alternative sources for long-term water abstraction. It thus becomes a reference ally of institutions to confront water crises in the coming decades.

This leadership in desalination is manifested in all the projects we maintain in the different countries where we provide our services. In Algeria, we operate in the Mostaganem and Cap Djinet desalination plant, in Saudi Arabia via three floating desalination plants, in Egypt in Abu Rawash and New Cairo, and in Mexico via Guaymas.

Furthermore, in 2023 the company has worked on desalination projects such as the expansion of the Melilla desalination plant, which will have a production capacity of 30,000 m^3/day, 50 % more, and is the main source of supply for the city. In 2024, one of the two portable desalination plants that are being built on the island of La Gomera for the Island Council is expected to be inaugurated, which will allow the production of up to 6,000 m^3 of water a day, a solution to the recent declaration of a water emergency in the area. Renovation and expansion works on desalination plants are also being carried out in Fuerteventura and Tenerife, respectively.

On the other hand, in Cabo de Gata, Almería, it is planned that Aqualia will put the Mar de Alborán desalination plant into full operation in 2024. Because it is located in the Natural Park Cabo de Gata-Níjar, the company plans to implement environmental prevention mechanisms such as the installation of diffusers with the largest possible arc to return brine to the marine environment, or the construction of a 10 MW photovoltaic plant that will provide 25 % of clean energy for its operation.

The emergency plans for episodes caused by the climate emergency would be, for example:

In San José del Valle, Cádiz, the drought led to water restrictions for four days. The only source of supply, the Tempul spring, could not meet the demand. At Aqualia we responded by providing tankers and collaborating with the media. The restrictions were overcome through emergency works that allowed more flow to be brought in from another supply point.

In Catalonia, Aqualia has not been immune to the crisis, addressing the needs of different municipalities affected by the drought, such as El Vendrell, Tarragona, and Lleida. Furthermore, in Vallirana, Barcelona, effective communication has been key when it comes to informing the population about the water being unfit for consumption.

In Vélez-Málaga, Málaga, they also faced overnight water cuts due to the drought in the Axarquía region of Malaga. The 20 % decrease in supply from the reservoir affected the coastal population. During the month of June, we worked in close collaboration with the City Council and the media, providing information on schedules and affected areas, in addition to launching a campaign to promote responsible consumption.

The role that communication with citizens plays at times of water stress is essential. An example is the campaigns on responsible use of water that Aqualia carries out during August in southern Spain due to the pressing drought. Specifically, campaigns were carried out in Jaén capital, Rota, Arcos de la Frontera, Barbate and Tarifa, in Cádiz, Alcalá de Henares, in Madrid, Berja, in Almería, and various municipalities of the Canary Islands, Miajadas, in Cáceres, Ronda and Torrox, in Málaga, Vigo, in Pontevedra, among others.

Promotion of the circular economy

Aqualia's objective is to convert WWTPs into circular stations or biofactories capable of recovering, transforming and revaluing waste into usable resources, allocating them to agricultural uses or energy recovery, for example. That is why we are pursuing lines of research aimed at the recovery and transformation of organic matter to convert it into bio by-products that can have a new life.

These great global challenges are framed by both the European Strategy for Plastics in a Circular Economy (Strasbourg, September 2018) and the Action Plan for the Circular Economy (Brussels, March 2020), as well as other specific regulations such as Regulation (EU) 2020:741, on the minimum requirements for the reuse of water in agriculture.

Our listening process carried out in 2023 to add to the new strategic plan has allowed us to identify projects to recover sludge and increase the use of recycled water with the aim of increasing by 2 %/ year the use of recycled water.

Sludge revaluation

Environmental scope				
Material topic	**ESRS**	**Topic ESRS**	**ESRS Subtopic**	**Sub-subtopic ESRS**
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E5	Circular economy	Resource outflows	-
	ESRS E5	Circular economy	Waste	-

Beyond guaranteeing controlled water spills, Aqualia has plans for possible emergencies related to spills and/or accidental spills. These plans establish preventive and response actions. Likewise, the wastewater treatment plants managed by Aqualia have discharge authorisations approved by the competent administration in water management.

All the identified treatment plants have applicable authorisations regarding the discharge of water into the natural environment. In the event that they lack these regulations, Aqualia establishes minimum discharge criteria. Furthermore, regardless of the country where a facility is built, Aqualia uses European technology, which meets high standards regarding discharge levels, ensuring that the minimum levels set by regulatory requirements are exceeded in most countries.

In 2023, there were 66 significant accidental wastewater spills, which represented an increase compared to 2022 (9 spills), partly caused by the storms (DANAS) recorded in Spain during the month of September.

Image of the Intex project located in the Talavera de la Reina WWTP, Toledo, Spain.

Water discharges in areas with water stress

	2023		2022		22/23	
Water discharge (m^3)	**All areas**	**Areas with water stress**	**All areas**	**Areas with water stress**	**All areas**	**Areas with water stress**
Freshwater*	699,394,690	619,322,243	680,014,282	594,029,366	2.85 %	4.26 %
Other waters*	296,508,749	178,033,260	300,743,788	170,157,537	-1.41 %	4.63 %
Total	**995,903,439**	**797,355,503**	**980,758,070**	**761,836,928**		

Note: Georgia is added to the perimeter.
*Total dissolved solids ≤ 1000 mg/l.

Aqualia works on the development of processes and technologies that lead to a reduction in waste generation in purification processes and in its revaluation as useful materials for different environmental applications or as raw materials for different industries. In WWTPs, energy, fertilisers, carbonaceous materials such as biochar (vegetable charcoal) or active carbon are produced for environmental uses such as soil recovery or gas treatment and water treatment, as well as water suitable for use in industry and in agriculture.

The innovation projects carried out are proof of the reach of WWTPs. With a view to converting WWTPs into biofactories, projects like H2020 BBI B-Ferst are being promoted; this specific project investigates the potential of raw materials recovered from waste and effluents. Specifically, H2020 BBI Deep Purple researches phototrophic purple bacteria in anaerobic digesters that use solar energy to treat wastewater and convert organic matter into biofuel, plastics, cellulose or other materials in the chemical and cosmetic industry; and also the Life Intext project focused on resource recovery from wastewater in small towns, which is being carried out in the Talavera de la Reina treatment plant.

Along with these, in collaboration with Aqualia Industrial and other companies, circular economy projects are also developed, e.g. HE Cheers with a brewery in Lleida or H2020 Ultimate with AITASA in Tarragona, where Aqualia has built a new industrial effluent treatment system under sustainability guidelines and with the aim of maximising the performance of contaminant removal and the quality of the water that is returned to the environment, minimising the environmental and urban impact.

Hazardous and non-hazardous waste

Hazardous waste generated and disposal

	2023			2022			Var 22/23		
Tonnes	**Disposal**	**Revaluation**	**Total**	**Disposal**	**Revaluation**	**Total**	**Disposal**	**Revaluation**	**Total**
WWTP Grease	101.2	11.3	112.5	136.7	27.5	164.2	-26 %	-59 %	-31 %
Waste containing asbestos (fiber cement)[1]	78.32	0.00	78.32	104.2	0.0	104.2	-25 %	-	-25 %
Used oils	6.90	12.48	19.39	13.9	17.8	31.7	-50 %	-30 %	-39 %
Empty contaminated containers	235.16	10.92	246.08	11.2	9.7	20.9	2007 %	13 %	1080 %
Other[2]	399.92	61.83	461.75	130.8	60.6	191.4	206 %	2 %	141 %
WWTP Sludge	4,511.83	1,134.50	5,646.33	14,691.2	0.0	14,691.2	-69 %	-	-62 %
TOTAL	**5,333.35**	**1,231.03**	**6,564.38**	**15,087.9**	**115.5**	**15,203.5**	**-65 %**	**966 %**	**-57 %**

[1] The amount of asbestos-containing waste managed depends on the number of renovated networks and whether they are made of fiber cement or not. Some years it increases a lot and other years it decreases considerably.
[2] By encompassing several types of HW, the increase or decrease can depend on many causes.

Hazardous waste generated and disposal

	2023			2022			Var 22/23		
Tonnes	**Disposal**	**Revaluation**	**Total**	**Disposal**	**Revaluation**	**Total**	**Disposal**	**Revaluation**	**Total**
WWTP Sludge	4,890.02	547,220.09	552,110.11	5,538.28	266,217.56	271,755.84	-12 %	106%	100 %
Debris and rubble	4,185.91	103 %	62,581.64	6,731.8	324,211.7	330,943.5	-38 %	-82 %	-81 %
WWTP waste (grinding +sands)	8,680.56	6,056.20	14,736.75	8,330.8	5,401.8	13,732.5	4 %	12 %	7 %
Soil	6.42	53,457.61	53,464.03	0,0	52,452.5	52,452.5	-	2 %	2 %
DWTP Sludge	3,411.14	5,124.68	8,535.82	705.9	1,979.2	2,685.1	383 %	159 %	218 %
Other	4,844.69	7,937.34	12,782.03	1,792.4	3,185.8	4,978.1	170 %	149 %	157 %
TOTAL	**26,018.74**	**678,191.64**	**704,210.38**	**23,099.1**	**653,448.5**	**676,547.6**	**13 %**	**4 %**	**4 %**

Increased use of recycled water

The regeneration and reuse of treated water is not for the near future. It belongs to our present[1]. For this reason, Aqualia creates circularity projects and technologies for better uses of water with the aim of improving the protection of the resource. These include the use of recycled water for ecosystem recovery and the transformation of effluents into water suitable for irrigation, etc.

Aqualia participates together with other partners in the Ultimate project, which develops new solutions for the purification, reuse and exploitation of resources in the food and beverage industry. Also in Tarragona, with AITASA, water reuse projects are being developed in the petrochemical industry through research into a new industrial effluent treatment system that could be used in the petrochemical hub; or in the Mahou-San Miguel company, in Lleida, Aqualia has installed a new process to purify and reuse water, also obtaining biomethane and hydrogen.

Given the critical scenario of water scarcity in some areas, Aqualia is committed to the path of utilisation. An example is the platform focused on the regeneration of wastewater for agricultural uses (Hub REUSA) that has been created in the city of Almería.

It should be noted that when the water recycled in the water stress zone coincides with the total water recycled, it is because 100 % of the countries that recycle or reuse water are in the water stress zone.

Project installed in the Mahou-San Miguel company, Lleida, Spain.

Water recycled or reused (m^3)

2023		2022		22/23	
All areas	Areas with water stress*	All areas	Areas with water stress*	All areas	Areas with water stress*
8,923,855***	8,923,855***	80,862,569	80,862,569**	-89 %	-89 %

* Water-stressed areas have been defined as per the provisions at the following link: https://www.wri.org/data/aqueduct-30-country-rankings and have been associated at the country level.
** The three countries that recycle are Spain, Egypt and the Emirates.
*** The decrease in 2023 is due to the fact that the wastewater from Egypt has stopped being reused.

[1] In the words of Manuel Sánchez, director of the Northern Delegation of Aqualia.

Regeneration and reuse of water by Aqualia

FORUMS, AWARDS, AND CONFERENCES

Aqualia participates in various sectoral forums and working groups with the aim of exchanging knowledge and good practices in the sector. An example of this is Aqualia's leadership in the multi-sector alliance StepbyWater. Driven by the UN Decade of Action, this partnership promotes integrated, holistic and cross-cutting initiatives aimed at reducing and optimising water consumption.

As for the circular economy, Aqualia was one of the winners of the 27th Andalusia Environment Awards, awarded by the Ministry for Sustainability, Environment and Blue Economy for the Life Ulises project developed in the El Bobar treatment plant in Almería, as a model to transform wastewater treatment plants into zero-discharge biofactories and for its decisive role in promoting the green economy and the fight against climate change.

In Oviedo, a significant Water Regeneration and Reuse Day was held, marked by the presence of distinguished leaders in the environmental field. The Deputy Minister of Environment and Climate Change, Nieves Roqueñí, led the opening of the event. The emphasis was on the challenges of water reuse and the promotion of the circular economy, in the context of the European H2020 ULTIMATE project, which involves Aqualia and 26 entities from 11 countries.

In Algeciras Aqualia also played a prominent role as a sponsoring company and participant in the 1st Regenerated Waters Conference. , Present and Future, organised by the Junta de Andalucía. The conference brought together professionals dedicated to sustainable wastewater reuse technologies. During the conference, the Life Phoenix project and the REUSA platform were presented, concrete examples of wastewater regeneration for agriculture.

During 2023, Aqualia has participated in various national and international forums and events in the sector, where its role as a leader in the end-to-end water cycle and its focus on innovation and sustainability have consolidated the company as a key player on these platforms, which is further enhanced by its international growth.

Stepbywater "In Our Hands" event held in Toledo, Spain.

Protection and recovery of the ecosystem

Biodiversity

Biodiversity, both within species and in ecosystems, must be protected and managed in a sustainable manner: this crisis of loss of biodiversity and degradation of natural systems can compromise up to 50 % of GDP at a global level, something that has emerged as an international challenge. Proof of this is that the notable commitments of the Kunming-Montreal Agreement, reached at COP 15, included the protection of 30 % of the planet and 30 % of ecosystems as a goal for 2030; or that the World Economic Forum lists the loss of biodiversity and the collapse of ecosystems among the top ten risks for the next ten years.

Aware of the impact of our activity on biodiversity, one of Aqualia's priorities is the management of possible discharges and waste throughout the end-to-end water cycle to avoid contamination of soils or bodies of water, as well as the minimisation of effects on the environment and biodiversity.

Environmental scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E4	Biodiversity and ecosystems	Impact on the state of ecosystems

In this strategic axis, SL2 Climate emergency and care for the planet, Aqualia develops the following action plans to protect and recover ecosystems.

SL2 Climate emergency and care for the planet

SDG 6, 15 AND 17

Line of work	Protection and recovery of the ecosystem. Biodiversity	
Action plan	Identification of protected areas (biodiversity)	Initiatives with the surrounding area to promote biodiversity
Indicator	Number of new biodiversity spaces identified	No. of new projects for biodiversity protection and ecosystem recovery
Performance 2021	2	6
Performance 2022	7	8
Performance 2023	10	5
Goal	> 5 each year	> 5 each year
Sustainable development	Target 6.6, Target 15.5	Target 6.6, Target 15.5

Aqualia manages operational centres that it owns or leases next to protected areas and areas of great biodiversity value. They operate in two main ways:

On the one hand, in accordance with ISO 14001, all actions are carried out to take care of protected spaces with initiatives such as green roofs and walls, reductions in light emissions, pruning and mowing to control vegetation, restoration of ponds, wetlands and riverbanks. In most cases, these contracts are included in Aqualia's Management System and contain information on the facilities potentially affected. In addition, all accidents that affect biodiversity are recorded from this tool.

On the other hand, Aqualia is proactive in paying special attention to protected spaces with an important role in the preservation of ecosystems and the survival of species.

The commitment to the care and conservation of these areas and their ecosystems is also materialized by promoting different initiatives together with other environmental organisations. Aqualia is a member of 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. However, Aqualia's activity, based on the end-to-end water cycle, is also integrated into the natural environment, which is why the promotion of the development of its activities always bears in mind the conservation of the natural capital, i.e. it is intrinsic to the company's philosophy.

Our performance through outstanding biodiversity projects

To fulfil this commitment, Aqualia prepares, in accordance with the LEAP Methodology (locate, evaluate, audit and prepare), a project for the identification of all environmental assets and the direct operations that impact the ecosystem, to subsequently evaluate the size and scale of these impacts in the different areas. Once these risks have been identified, the measures that should be taken into account for their mitigation and management will be defined, as well as the opportunities for action related to nature. Noteworthy examples in 2023:

Spain

Rufea Wetlands, Lleida

The Rufea wetlands are located in the municipality of Lleida, on the route of the River Path, which runs through the Huerta de Lleida and links a set of spaces of enormous natural and human value (Grenyana, the Mitjana, the urban section of the river, Rufea and Butsènit) and, therefore, become an ecological corridor of great importance. In the marshes you can find a set of river ponds and wet meadows linked to the dynamics of the river that allow the presence of extensive riverside vegetation and a good amount of fauna, especially waterfowl.

Wetlands.

Aqualia is collaborating with the Lleida City Council in the ecological restoration and landscape recovery of this natural space of ecological and social interest. It is a space that is now being recovered for citizens and, especially, for naturalistic and educational uses.

NINFA Project

Aqualia is a part, along with eight other partners, in the project financed by the Horizon Europe programme, which aims to prevent the contamination of underground and surface waters that reach the Mar Menor. In this way we want to preserve the biodiversity of the aquatic environment of that territory.

For decades and until 2015, the Mar Menor, one of the largest coastal lagoons in the Mediterranean, absorbed the entry of nutrients into its waters due to urban or farming activities. But currently its mechanisms can no longer absorb more nutrients. For this reason, the NINFA project aims to mitigate the eutrophication of the Mar Menor.

The NINFA project develops strategies to monitor and avoid contamination of groundwater and surface water using predictive methodologies and treatment and mitigation solutions. The main demonstration site of the project will be the municipality of Los Alcázares, in Murcia, where Aqualia will design and install a wetland based on bioelectrochemical technologies and woodchip wetlands for the treatment of groundwater and surface water.

Ninfa Project Presentation at the Alcázares Town Hall, Murcia, Spain.

Biodiversity recovery project in the Kozmice Bird Meadows, Czech Republic.

Europe

Since 2018, SmVaK, Aqualia's water manager in the Czech Republic, has been dealing with the problem of improving biodiversity in the locations where the company operates from a global perspective, at a country level, and strives to add elements of biodiversity to hydraulic enclosures by collaborating on these projects with experts from the area.

Thus, in collaboration with the SEMIX food company, owner of the Kozmice Bird Meadows territory, it has carried out a project to develop biodiversity and restore the appearance of the landscape close to nature by releasing two thousand specimens of fish – native species (Leucaspius delineatus and Rhodeus sericeus) – in the local wetlands. After reproducing, the fish will also serve, for example, to expand the food range of the common kingfisher or for the common redshank and the bittern, species in critical danger of extinction.

LATAM

In July 2023 and for the second consecutive year, Aqualia participated in the release of more than 1,000 river turtles in San Nicolás de Bari, in the municipality of Lorica, Colombia. These turtles were in addition to the 1,400 already collected. The goal of this project, led by the Association for Community and Environmental Development of Caño Viejo ASPRODECAVI, is to preserve and protect the native river turtle, giving hope back to a species that lives in the Sinú and Magdalena rivers.

Water quality

The network of international laboratories ensures water quality

It is Aqualia's responsibility to protect human health from the adverse effects of any contamination of water intended for human consumption, guaranteeing that it is free of any microorganism, parasite or substance that could represent a danger to human health. This is achieved thanks to the network of 13 Aqualia-LAB accredited laboratories spread across five countries: eight in Spain (Vigo, Tafalla, Oviedo, Badajoz, Adeje, Jerez de la Frontera, Lleida and Ávila), the latter six managed under the HIDROTEC brand; one in Italy, in Caltanissetta; two in the Czech Republic, in Ostrava; and one in Georgia, from an accredited laboratory in Tbilisi. In addition, the Aqualia laboratory in Villa del Rosario, Colombia, is completing the accreditation process, and will also join the Aqualia-LAB network.

The entry into force of RD 3/2023 on water quality represents a significant increase in activity in terms of analysis and parameters. The main challenge faced by the labs this year has been the adaptation to this new regulation of water for human consumption, which establishes the technical-sanitary criteria for the quality of drinking water, its control and supply. Specifically, in 2023, 461,736 parametric samples were taken from drinking water, a 40 % increase from 2022. This has led Aqualia to carry out a three-year investment plan to adapt the labs, acquire advanced analytical equipment and hire additional personnel, demonstrating greater internal efficiency compared to external laboratories. In 2023, with the Ávila laboratory already relocated, special attention will be paid to the energy efficiency of the facilities with the start-up of a photovoltaic electricity generation system.

In 2023, Aqualia-LAB staff received advanced training through 16 courses, totalling 646 hours of training, attended by 52 people.

Parametric results in drinking water

	2023	2022	2021	Change 23/22
Parametric results in drinking water	1,629,474	1,167,738	1,021,192,00	40 %
% compliant results	99.15 %	99.86 %	99.91 %	-0.007 pp
Non-compliance	13,801	1,660	874	731 %

Note: The 731 % increase is due to the increase in municipalities reporting from Colombia.

Cleaning of tanks to ensure the excellence of water

Tank cleaning is a key task to guarantee the quality of the water supplied to citizens and users. Aqualia is responsible for the management of 3,142 drinking water reservoirs or tanks around the world, which require cleaning that can take several weeks and must be carried out without affecting the supply.

Innovation to protect ecosystems and combat climate change

Environmental scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Access to water and sanitation in the towns where Aqualia operates	ESRS E1	Climate change	Adaptation to climate change	
Management of climate change and Pollution/circular economy, biodiversity, resource management, and ecosystems	ESRS E1	Climate change	Energy	
Pollution/circular economy, biodiversity and resource management and ecosystems	ESRS E1	Circular economy	Waste	

In this strategic axis, Aqualia develops the following action plans to transfer technological solutions obtained as part of R&D projects into production. With this innovation, it is possible to address the major issues of adaptation to climate change, energy and waste.

SL2 Climate emergency and care for the planet

SDG 9 AND 17

Line of work	Technological transfer of solutions obtained as part of R&D projects to production	
Action plan	Range of innovative solutions for the fight against climate change.	Technology transfer mechanisms from R&D to production.
Indicator	Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change.	Number of actions to transfer technology from R&D to production undertaken during the year.
Performance 2021	4	2
Performance 2022	4	10
Performance 2023	2	10
Goal	2 each year	2 each year
Sustainable development	SDGs 6, 12, 9, 13 Target 6.3 Target 6.4 Target 9.1 Target 12.4 Target 13.1	SDGs 6, 12, 9, 13 Target 6.3 Target 6.4 Target 9.1 Target 12.4 Target 13.1

Record	Acronym	Full name	Start	End	Sustainable purification	Reuse, drinking water production and sustainable desalination	
1802	H2020 REWATERGY	Sustainable Reactor Engineering for Applications on the Water-Energy Nexus	2019	2023	●		
1905	UFE UUSES	Upgrading Wastewater Treatment Plants towards Energy Self-Sufficiency and Zero-Waste Concept	2019	2023			
2201	RIS3 EFUENT-EX	Research on the exploitation in biowaste treatment: Sustainable source of renewable energy, mobility and bioproducts	2022	2023			
1903	BBI B-FERST	Bio-based Fertilising Products as the best practice for agricultural management Sustainability	2019	2024	●		
1904	BBI DEEP PURPLE	Conversion of diluted mixed urban bio-wastes into sustainable materials and products in flexible purple photobiorefineries	2019	2024	●		
1906	LIFE INTEXT	Innovative hybrid INTegrated EXTreme resource recovery from waste waters in small communities	2019	2024	●	●	
2003	H2020 SEAVALUE	Developing radical innovation to recover minerals and metals from seawater desalination brines	2020	2024		●	
2002	H2020 ULTIMATE	Industry water-utility symbiotic smart water society	2020	2024			
2006	UFE ZERO WASTEWATER	Positive energy waste water treatment plant for combined treatment of waste water and bio waste in small populations	2020	2024	●		
2007	UFE INFUSION	Intensive treatment of waste effluents and conversion into useful sustainable outputs: biogas, nutrients and water	2020	2024	●		
2103	ECLOSION MISSIONS	New materials, technologies and processes for the generation, storage, transport and integration of renewable hydrogen and biomethane from liquid biomes	2021	2024			
2104	ZEPPELIN MISSIONS	Research into innovative and efficient green hydrogen production and storage technologies based on the Circular economy	2021	2024			
2004	H2020 REIWASE	Resilient water innovation in smart economy	2020	2025		●	
2005	UFE PHOENIX	Innovative cost-effective multi-treatments for reusing water for agricultural irrigation	2020	2025	●	●	
2101	H2020 NICE	Innovative and enhanced nature-based solutions for sustainable urban water cycle	2021	2025	●	●	
2102	UFE RESEAU	Resilience enhancement in the Urban water sector	2021	2025	●		
2204	UMI AQUATIM	Mixed research unit: the circular, efficient, and resilient water cycle's sustainable future.	2022	2025	●		
2202	HED 4RUN OFF	Smart implementation of adaptive hybrid solutions in sewage networks for preventing and managing diffuse pollution from urban water runoff	2022	2026	●		
2205	HE CHEERS	Producing novel non-phm biomass feedstocks and bio-based products through upcycling and the cascading use of brewery side streams	2022	2026			
2203	HE NINFA	Technological prevention and mitigation of pollution of groundwater bodies	2022	2026		●	
2301	HE REURGENCE	Industrial water circularity: reuse, resource recovery and energetic efficiency for greener digitalised processes	2023	2027			

	Sustainability and energy efficiency	Circular economy and biofactory	Industrial water	Digital developments
	●			
	●	●		
	○	●		
		●		
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European policies for the transition towards a decarbonised and circular economy provide the roadmap to be followed by Aqualia in the development of innovative for sustainable water treatment, reuse, purification and sustainable desalination, circularity, eco-efficiency as well as smart management tools for the efficiency of water resources throughout the end-to-end cycle.

The Department of Innovation and Technology (DIT) develops new services and sustainable processes using smart and eco-efficient management tools. Thus, R&D projects support the company's activity to achieve the sustainable development goals (SDGs) of the United Nations with special emphasis on affordable and high-quality water and sanitation service (SDG 6), an optimised energy balance (SDG 7) without affecting the climate (SDG 13) and responsible production and consumption (SDG 12).

In 2023, the amount allocated to R&D amounted to 6,410,069 euros. An investment that reflects Aqualia's strong commitment to technology. This figure represents an increase of 22 % compared to 2022.

DIT activities can be divided into six lines of work. The attached table lists the 21 projects developed by the DIT during 2023 (and their start and completion dates) as well as the main lines of work (main in blue and secondary in grey).

Aqualia strategy and projects in R&D+i

SUSTAINABLE PURIFICATION

PROJECTS

H2020 REWATERGY · Elimination of micropollutants in drinking or wastewater through photo and electrodisinfection processes. Adsorption of ammonium from wastewater and conversion to hydrogen. **Led by the Rey Juan Carlos University. Lleida and Jerez de la Frontera.**

LIFE INTEXT · Optimisation of low-cost treatment technologies in small populations. **Led by Aqualia. Talavera de la Reina.**

LIFE ZERO WASTE WATER · Treatment of wastewater with positive energy balance through the combination of organic waste, in small populations. **Led by Aqualia. Madrid (Valdebebas) and Almería.**

LIFE INFUSION · Leachate digestion and resource recovery from municipal solid waste. **Led by Eurecat. Gijón.**

LIFE RESEAU · Increase in capacity and resilience of sanitation infrastructure in the face of climate change. **Led by Aqualia. Moaña.**

H2020 NICE · Innovative nature-based solutions for a more sustainable urban water cycle. **Led by CETIM. Algeciras and Madrid**

REUSE, DRINKING WATER PRODUCTION AND SUSTAINABLE DESALINATION

PROJECTS

H2020 SEA4VALUE · Recovery of valuable resources from desalination brines. **Led by Eurecat. Adeje.**

LIFE PHOENIX · Optimisation of tertiary treatments for agricultural reuse of wastewater**. Led by Aqualia. Almería.**

H2020 REWAISE · Implementation of solutions in sustainable desalination, recovery of materials from brines and reuse of wastewater and its transformation into byproducts. **Led by Aqualia. Asturias, Badajoz, Adeje, Denia, Salamanca and Vigo.**

SUSTAINABILITY AND ENERGY EFFICIENCY

PROJECTS

LIFE ULYSSES · Transformation of conventional WWTPs into factories for the production of energy and biofertilisers. **Led by Aqualia. Almería.**

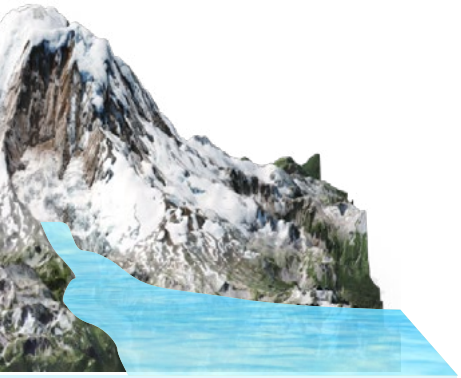
MISIONES ECLOSIÓN · Creation of materials, technologies and processes for the generation, storage and transportation of renewable gases such as hydrogen and biomethane. **Led by Aqualia. Jerez de la Frontera, Lleida and Salamanca.**

ZEPPELING MISSIONS · Green hydrogen production and storage technologies based on the use of waste and by-products (agri-food, textiles, treatment plants, and refineries). **Led by Aqualia. Algeciras.**

Aqualia's R&D&i strategy

Based on cooperation, both with companies, institutions, public administrations, universities, etc.

Collaborative context with researchers, as **a key pillar in developing the strategy.**



21
PROJECTS IN 2023

6,416,144 €
INVESTMENT IN R&D&I

6
ACTION AREAS

In **small and large** populations.

Research always oriented towards the **well-being of the people.**

Development in locations with **positive direct impact.**

CIRCULAR ECONOMY AND BIOFACTORIES

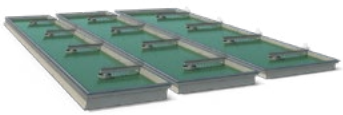
PROJECTS

RIS3 EFLUENT-EX · Promotion of clean energies and the use of agro-industrial organic waste. **Led by Aqualia. Badajoz.**

H2020 BBI B-FERST · Development of biofertilizers from urban wastewater and byproducts from agri-food industries. **Led by Fertiberia. Jerez de la Frontera.**

H2020 BBI DEEP PURPLE · Demonstrative scale biorefinery using phototrophic purple bacteria (PPB) in anaerobic carousels.**Led by Aqualia. Linares and Badajoz.**

HE CHEERS · Revaluation of by-products underused or wasted by the beer industry. **Led by Mahou-San Miguel. Lleida.**



INDUSTRIAL WATERS

PROJECTS

H2020 ULTIMATE · Sustainability and creation of economic value through synergies between the industry and water cycle management. **Led by KWR. Lleida.**

HE RESURGENCE · Management of industrial water consumption: efficient technologies, recovery of energy and raw materials, with a view to contributing to climate neutrality, circularity and the competitiveness of the European Union. **Led by CETIM**.

DIGITAL DEVELOPMENTS

PROJECTS

H2020 REWAISE* · Simulation of networks and plants to optimize service efficiency, water quality and process control.**Led by Aqualia. Asturias, Badajoz, Fonsalía, Denia, Salamanca and Vigo.**

*project with two main lines of action

UMI AQUATIM · Study and implementation of new technologies throughout the end-to-end water cycle. **In collaboration with CETIM. Santiago de Compostela.**

HE D4RUNOFF · Tools to quantify, avoid and manage diffuse pollution produced by urban runoff waters. **Led by Vand Center Syd. Algeciras, Ostrava (Czech Republic) and Cairo (Egypt).**

HE NINFA · Groundwater monitoring and protection systems to increase resilience and implement treatment and mitigation solutions. **Led by Leitat. Los Alcázares.**

Sustainable purification

EU MSCA-Rewatergy

This project focuses on scientific education, within the H2020 Marie Sklodowska Curie programme of European academic networks. Led by the Rey Juan Carlos University with Aqualia as an industrial partner, hosting two doctoral researchers to carry out technological development work in its purification plants:

Lleida WWTP

Methods for the adsorption of ammonium from wastewater and its conversion into hydrogen were developed, in cooperation with the University of Cambridge.

Jerez WWTP

Photo-disinfection and electro-disinfection processes were assessed to eliminate micro-pollutants from drinking water or wastewater, with support from the University of Ulster.

Life IntExt

The project optimizes low-cost purification technologies in small towns to minimize the energy cost, carbon footprint and purification waste. Led by Aqualia, the AIMEN and CENTA technology centres and the University of Aarhus (DK) assess sustainable solutions from an ecological and economic perspective for settlements with less than 5,000 residents, supported by specialist SMEs from Germany, Greece and France.

The Talavera WWTP operates a demonstration platform for 16 technologies that compares different systems (wetlands, algae, biofilm reactors or granular sludge). At the same time, the wetlands are also tested at the facilities of the Andalusian Environment and Water Agency, in the province of Seville, to quantify the climate effect, and compare various pretreatment options (Push, Imhoff).

Life Zero Waste Water

Aqualia, as the leader, and Canal Isabel II, as partner in this project, have installed a combined treatment unit at the Valdebebas WWTP (Madrid) for urban waste water (UWWW) and the organic fraction of municipal solid wastes (FORSU). The project seeks to achieve a purification process with a zero carbon footprint. To this end an anaerobic reactor with AnMBR membranes has been set up, which produces biogas, followed by the ELAN® process in the water line to eliminate nitrogen with low energy consumption. The management of FORSU is assessed with the transport the mixture of organic matter in a single stream in the sewerage system.

Life Infusion

This project is coordinated by Area Metropolitana de Barcelona (AMB), and arises as a continuation of the Life Methamorphosis project. At Ecoparc 2 in Barcelona, the pilots from the previous project are used to design new resource recovery plants from urban solid waste. Together with the EureCat technology centre and the operator of Ecoparc2, EBESA, the leachate digestion system was optimised with Aqualia, AnMBR and ELAN® technologies, with the addition of an ammonium stripping system from the Belgian SME Detricon. The process will be transferred to COGERSA, the waste management entity in Asturias, to assess the new leachate management solutions in its plants.

LIFE Reseau

The RESEAU project, led by Aqualia together with ITG and the Danish operator VCS, aims to improve the capacity and resilience of hydraulic sanitation infrastructure in the face of climate change. By implementing sensors in the Moaña network, Pontevedra, the aim is to monitor and model water flow for more flexible management. The project includes the construction of a 500 m^3 aerobic granular reactor at the Moaña WWTP, capable of treating 2,000 m^3/d of wastewater, significantly increasing the efficiency of biological treatment compared to conventional activated sludge. This advance makes it possible to better adapt to load variations, optimize space, reduce energy consumption and greenhouse gas emissions, contributing to a lower environmental impact.

Reuse, purification and sustainable desalination

Life Phoenix Project.

H2020 Sea4Value

The H2020 Sea4Value project, led by EureCat and funded by the EU, focuses on recovering valuable resources from desalination brines. It seeks to develop more than eight technological solutions to purify components such as lithium, cesium and rubidium, as well as critical raw materials such as magnesium and boron, to commercial levels. Aqualia has strengthened its Desalination Innovation Centre and has implemented pilot tests in desalination stations to evaluate the technical and economic feasibility of more sustainable desalination methods and achieve brine revaluation. Techniques such as solar concentration, selective magnesium precipitation, chlorine dioxide production and optimisation of remineralisation are explored to reduce CO_2 consumption and improve the efficiency of the facilities.

Life Phoenix

The project, led by Aqualia, seeks to optimise tertiary treatment to meet the standards of the new European water reuse regulation (EU 2020/741), with the support of CETIM and CIESOL. It is being carried out in collaboration with Aguas de Portugal, the Provincial Council of Almería and the Guadalquivir Hydrographic Confederation in various locations, where effluents are evaluated using technologies such as physical-chemical treatments, advanced filtration, ultra- and nanofiltration membranes, ozone and ultraviolet light for oxidation and disinfection. A MicroLan sensor is incorporated for real-time microbiological monitoring, complying with EU reuse regulations.

H2020 Rewaise

In the H2020 EU Smart Water Economy call for projects, Aqualia participates in two of the five consortia selected in the CirsEau cluster.
The Rewaise project, coordinated by Aqualia and with 25 partners, implements circular economy and digital management solutions in various locations, including Aqualia operations in Asturias, Badajoz, the Canary Islands, Denia, Salamanca and Vigo.
It focuses on strategic areas such as sustainable desalination, recovery of brine materials, wastewater reuse and transformation into energy and by-products, in addition to digital improvement in the operation and control of processes to increase efficiency and service quality.

Sustainability and energy efficiency

Life Ulises project located at the El Bobar WWTP, Almería, Spain.

EU MSCA - Rewatergy

In addition to the actions in sustainable purification already mentioned, in the Lleida WWTP, methods for adsorption of ammonium from waste water and its conversion into hydrogen were developed, in collaboration with the University of Cambridge.

Life Ulises

Three technology centres, CENTA, EnergyLab and CIESOL (University of Almería), in collaboration with Aqualia, have converted conventional wastewater treatment plants into "factories for the production of energy and biofertilisers". Anaerobic pretreatment with the PUSH reactor was successfully implemented at the El Bobar WWTP, Almería, and in Portugal. In Almería, biomethane is used as vehicle fuel supplied from a biogas station powered by ABAD Bioenergy®. Fertilizer production strategies were also developed, including struvite precipitation, enzymatic hydrolysis, and solar disinfection with a Fresnel lens.

Eclosion missions

The project, co-financed by the CDTI, aims to develop technologies to generate, store and transport renewable gases such as hydrogen and biomethane from urban and agri-food waste. The consortium of eight companies, led by Aqualia, will investigate bioelectrochemical and thermochemical processes in development centers, including treatment plants managed by Aqualia and the Valladolid Waste Treatment Center. The goal is to produce high-quality pure gases and eco-efficient optimisation tools.

Zeppelin Missions

A project funded by the CDTI, it focuses on developing technologies for the production and storage of green hydrogen from waste and by-products such as agricultural, textiles, and refinery waste. The goal is to efficiently produce hydrogen through biogas reforming, dark fermentation, microbial electrolysis, gasification and storage. This approach promotes decarbonisation and the circular economy. The consortium, led by Aqualia, includes key companies in the hydrogen chain such as Repsol, Naturgy, Redexis, Reganosa, Norvento, Perseo and Técnicas Reunidas, in collaboration with research organisations. Innovative pilots will be implemented at the Algeciras WWTP, managed by Aqualia, to supply hydrogen to large consumers in the area.

Circular economy and biofactories

RIS3 Efluent-EX

The Efluent-EX project, supported by FEDER RIS3 funds, focuses on the green circular economy in Extremadura. Aqualia works on the conversion of WWTPs into biofactories and renewable energy sources, promoting sustainable mobility with green biofuels. At the Badajoz WWTP, solar solutions were used, such as photovoltaic panels and solar drying with a Fresnel lens, to heat the digesters. The co-digestion of agroindustrial substrates was optimized to increase the production of biomethane and hydrogen and thermal processes were explored to transform waste into biochar.

H2020 BBI B-Ferst

In the H2020 BBI B-Ferst project, led by Fertiberia with the participation of Aqualia and ten international partners, biofertilisers are developed from urban wastewater and agri-food by-products. The potential of raw materials recovered from waste and effluents in Spain, Italy and the Czech Republic is investigated. At the Jerez WWTP, managed by Aqualia, a magnesium ammonium phosphate precipitation facility is operated to produce biofertilisers at the Fertiberia plant in Huelva. Compliance with regulations on phosphoric oxide and pathogen content is verified, and the resulting product is used in land recovery after forest fires. Agri-food sludge, such as waste from the Coosur WWTP in Jaén, is characterised to incorporate them into Fertiberia formulations.

H2020 BBI Deep Purple

Aqualia is leading a project with thirteen partners from six countries to implement a demonstrative biorefinery model that uses phototrophic purple bacteria (PPB) in anaerobic digesters. These bacteria harness solar energy to purify wastewater and convert it into raw material to create biofuels, plastics, cellulose and other materials for the chemical and cosmetic industries. After optimising a prototype at the Toledo-Estiviel WWTP, a reactor ten times larger was built at the Linares WWTP in 2022, and a similar installation is being finalised at the Badajoz WWTP. Additionally, a biogas purification column was installed in SmVaK, Czech Republic, to improve power generation.

HE Cheers

The project, led by Mahou-San Miguel and with the participation of Aqualia, Hidrotec, AINIA and the University of Valladolid, seeks to revaluate by-products of the brewing industry such as brewer's spent grain, wastewater, CO_2 and methane. Using a nature-inspired biorefinery approach, five market-competitive innovative bioproducts are generated, including insect protein, disinfectant, microbial protein, ectoin and caproic acid. New sustainable bioprocesses are validated on a demonstration scale with the aim of reducing the carbon footprint by 50 % in each value chain.

Presentation of the Deep Purple Project at the Toledo WWTP, Spain.

Industrial waters

H2020 Ultimate

The Ultimate project is part of the call for the H2020 Smart Water Economy and coordinated by KWR; it involves 27 partners in innovative demonstrations of synergies between water services and industries in nine living lab locations. Aqualia has implemented an anaerobic reactor at the Mahou-San Miguel WWTP in Lleida to recover biomethane and feed a fuel cell on an industrial scale. The co-digestion of residual yeast is investigated and AITASA in Tarragona is supported with a new industrial effluent treatment system that could be used in the petrochemical hub.

HE Resurgence

This project, funded by Horizon Europe and led by CETIM, has 20 partners from 11 EU countries and international cooperation from Turkey and Pakistan. Its objective is to promote circularity in industrial water consumption and the recovery of energy and raw materials to contribute to climate neutrality and the competitiveness of the EU. Four case studies will be carried out in industrial sectors such as pulp and paper, chemicals and steel, in addition to exploring synergies between urban and industrial wastewater treatment. Digital tools will also be developed to optimize water treatment technology and its operation in smart networks.

Digital developments

H2020 Rewaise

In addition to the aforementioned actions in reuse, sustainable desalination and purification, this project has a very comprehensive nature, and includes digital management solutions that are addressed in Aqualia's "living laboratories" in Asturias, Badajoz, the Canary Islands, Denia, Salamanca or Vigo. To improve the operation and control of the processes, work is under way on the simulation of networks and plants, optimising the efficiency of the service as well as water quality.

UMI Aquatim

The technology center CETIM, Aqualia and its subsidiary Trainasa make up this Joint Research Unit (UMI). Its objective is to respond to current challenges through the study and implementation of new technologies throughout the end-to-end water cycle. Innovation, the development of new circular economy models and digitalisation are key factors to obtain new sources of green energy (H2 and biogas), new natural resources and their efficient use (nutrients, metals and water). Likewise, it includes the protection of ecosystems and biodiversity through nature-based solutions (NBS), the development of new digital technologies (sensors, traceability, models and predictive systems) and the introduction of improvement actions to ensure the quality of the bodies of water.

HE D4Runoff

Led by the Vand Center Syd in Denmark and involving twelve partners from five countries, including Aqualia and Hidrotec, the ITG, the University of Cantabria and Mitiga. Its objective is to develop tools to quantify, prevent and manage diffuse pollution of urban runoff waters. This includes the development of analytical methodologies, online measurement of micropollutants and bioplastics, and preventive strategies based on multi-criteria analysis and artificial intelligence. The nature-based management solutions will be tested in several locations and their replicability will be evaluated in different locations, including Egypt.

HE Ninfa

The project focuses on the monitoring and protection of groundwater, addressing the measurement, modeling and treatment of various contaminants. The strategy includes early detection, understanding of synergistic effects, risk control and predictive methodologies. The project, coordinated by Leitat, involves nine partners from six countries, with the participation of Aqualia and its collaboration with the Alcázares City Council. Collaboration is also planned between Aqualia France and the Mines-Télécom Atlantique Institutes in Brittany. The goal is to increase resilience and apply treatment and mitigation solutions.

Patents

During 2023, the ten families of patents and trademarks that have continued to grow since 2014 have been maintained, and two patents still in force from Aqualia Industrial, summarised in the attached list.

	Protection type	Short name	Date granted	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	**OPEM national patent** **European patent EPO** **Trademark registration**	Anammox ELAN Process ELAN® ELAN® UK ARON®	10/09/2014 17/12/2014 03/09/2014	ES2466090 EP2740713 11265559 UK00911265559 12785771
3	**European patent EPO** **Trademark registration**	Optimised Algae-HRAP (LEAR) LEAR®	06/01/2016 03/09/2014	EP2875724 12785713
4	**European patent EPO** **Trademark registration**	Fluidized bed MFCs FBBR (ELSAR) ELSAR	22/04/2020 02/06/2021	EP2927196 18398327
5	**European patent EPO**	Influent distribution and Mixing Device for UASB Reactors PUSH	5/10/16	EP3090408
6	**European patent EPO** **International PCT patent** **Trademark registration**	Biogas upgrading Biogas upgrading USA and MEXICO ABAD Bioenergy ®	29/03/2017 27/02/2018 02/12/2021 22/05/2017	EP3061515 US9, 901, 864 B2 388417 016146151
7	**European patent EPO** **International PCT patent**	MDC (Microbial Desalination Cells MIDES) MDC USA	26/08/2020 23/03/2021	EP3336064 US10,954,145
8	**European patent EPO** **International PCT patent**	SAnMBR SAnMBR USA & MEXICO	20/05/2020 03/03/2020	EP3225596 US10,577,266 B2
9	**European patent EPO** **Trademark registration**	ADVANISIST (ANPHORA®) ADVANISIST/ANPHORA® COLOMBIA	10/07/2020 02/06/2021 27/03/2019	EP3454652 1389329 41631
10	**European patent EPO**	DARE	19/05/2021	EP3527538

In 2023 three new protections were requested: a patent and two trademark registrations for the DAHLIA® and CAMELLIA processes. Of the six patent applications submitted in previous years, two are in the final granting phase (AquaElan and PUSH), and a third seems probable (Estruvita). News is still awaited on four other applications listed in the pending patents table:

	Protection type	Short name	Application date	Application number	Result
1	**European patent EPO**	AQUELAN (ELAN in-line water)	10/06/2016	EP16382266.1	Patent grant announced
2	**European patent EPO**	Struvite crystallisation	26/09/2016	EP15754933.8	Patent grant likely
3	**European patent EPO**	Pressure reactor	19/10/2017	EP17382699.1	In evaluation
4	**European patent EPO**	PUSH improvement	13/10/2021	EP21382918	Patent grant announced
5	**European patent EPO**	Purasand High Recovery	30/9/22	EP2238912.8	In evaluation
6	**European patent EPO**	WETFAN	28/11/2022	EP22383139.7	In evaluation
7	**European patent EPO**	Ectoine production	03/03/2023	EP23382198.2	In evaluation

People: we manage the well-being of a global team

General lines of action
Internal communication and social dialogue
Employability and personal development for our professionals
Safety, health and well-being
Diversity, equality and inclusion

196,546	Total number of training hours received
5,529	New hires in the company
22.66 %	Women in management and middle management positions

9% increase in people in Aqualia's workforce

12% increase in women in Aqualia's workforce

General lines of action

Focused on creating a work environment of well-being and quality

Aqualia is aware of the pivotal role that its activity plays in communities. As a result, it has felt the need to align its social purpose and its commitments with concrete actions that promote job stability, professional development and social cohesion of people who are both within the company and in its environment, in the 18 countries where it is present. In fact, the company's strong international growth in 2022 and 2023 has caused greater awareness about the company's responsibility to generate a positive social impact.

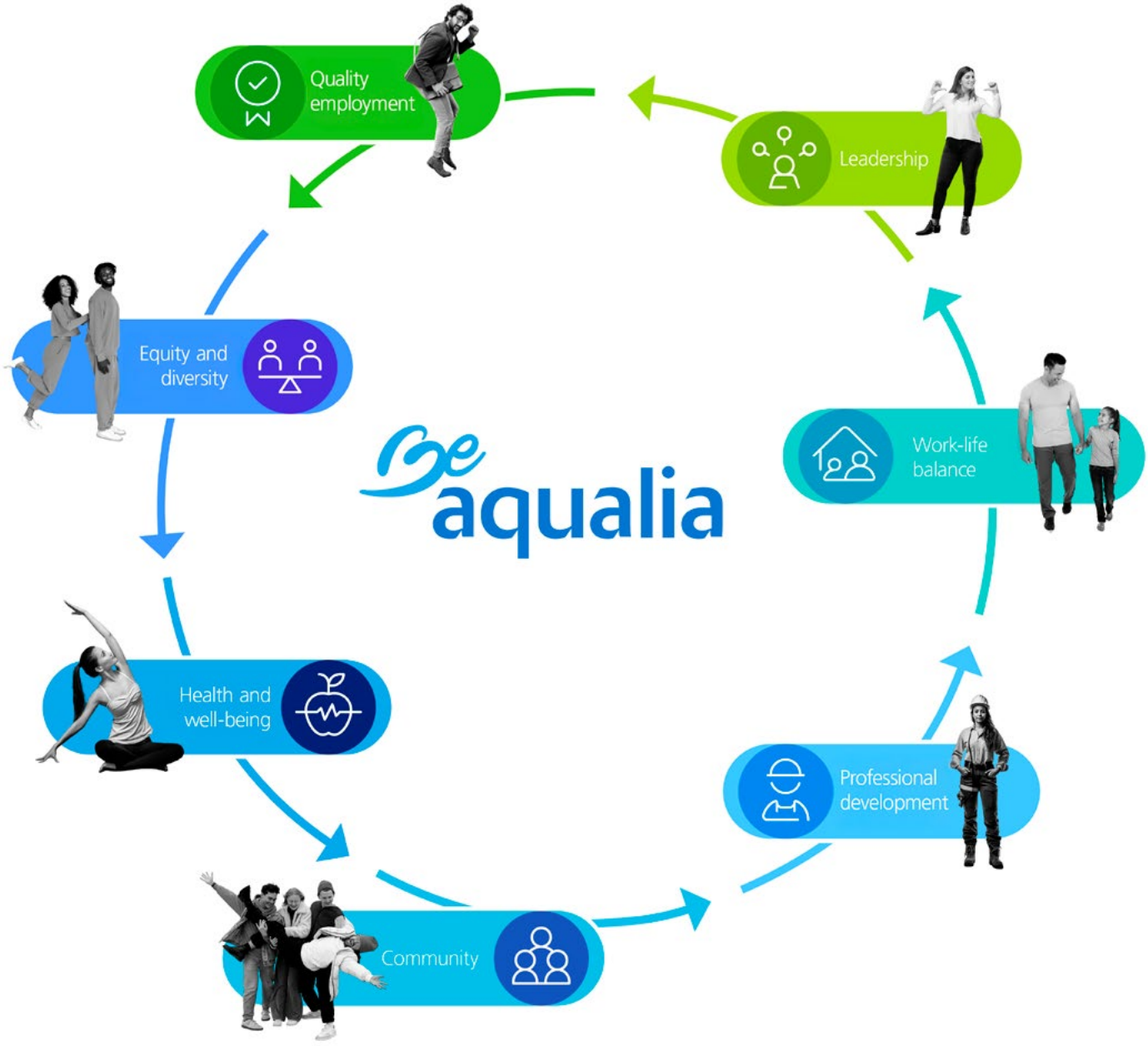
	2023			2022			22/23		
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
No. of employees	11,009	2,755	**13,764**	10,212	2,461	**12,676**	8 %	12 %	**9 %**

Aqualia works under a common purpose and motto: "People who work for people." People, their personal well-being and their career development, are the company's main goal. And the strategic project Be Aqualia revolves around them, focused on the cultural transformation of Aqualia and people management.

Be Aqualia covers seven areas of action, identified as key focal areas with which the company seeks to promote the fulfilment of the staff's responsibilities, enhance their motivation and foster positive relationships between teams. Special mention must given to the leadership block that, in accordance with the company's business vision, contributes, from an international perspective, to the achievement of the company's strategy, sustainable development and the balance between high performance and people's well-being.

Regarding quantitative data, the policy of employment stability is maintained with 82 % of indefinite contracts globally. This represents 92 % in Spain and 71.2 % internationally. Also in terms of gender, at a global level, the percentage of employed women has increased compared to 2022, reaching 20.02 % in 2023.

Currently, the average age of the workforce stands at 45 years old, and has a seniority of 9 years. Aqualia's objective is to provide stable employment and a quality work environment in which to function as professionals and also as people.



In September 2023, on the occasion of the eighth anniversary of the Sustainable Development Goals, we launched the campaign #ComprometidODS8 "Decent work and economic growth", focusing the message both internally and externally, in the different specific work areas to promote compliance with this SDG.

Internal communication and social dialogue

Internal communication continues to gain relevance in the day-to-day operations of Aqualia, as a tool to keep all the company's workers informed of its activity, positioning and other relevant facts, and it also represents a key element of internal cohesion and transmission of Aqualia's culture. Through the available channels, work continues to adapt both messages and the channels themselves to the different groups of employees. Some of them do not have corporate email, therefore, the newsletter is sent via email and the Be Aqualia app.

During 2023, more than 1,000 internal communications were sent through different formats, that is: emailing, information flash, Aqualia Global News newsletter and corporate app. The internal communication tools were also used to send the materiality survey, segmented by country and group, in addition to other information of interest to employees, such as the Be Aqualia work-life balance initiatives catalogue (efr, family-responsible company) or the Corporate Visual Identity Manual.

As for collective bargaining, the trend of reducing the number of smaller collective bargaining agreements continues and, by adhering to the Sector Agreement, the extension of the 6th State Agreement on the end-to-end water cycle as the regulatory labour reference framework continues. In Spain, province and regional agreements have been reached, such as the regional collective agreements of Murcia, Madrid and Catalonia, as well as the province agreements of Toledo and Alicante. Aqualia was a member of the negotiating committee for these agreements. At the international level, we comply with the labour regulations applicable in each country without relevant incidents in 2023.

Another forum for social dialogue with the unions is Aqualia's Occupational Health and Safety Charter. This tool acts as a working group between representatives of the majority unions and Aqualia management. And it allows collaboration and dialogue in a discussion setting on health and well-being conditions and the design of good practices to be implemented globally throughout the company. The members of this group meet periodically to work on the topics discussed in the forum that are most relevant to all parties at any given time. In 2023, topics such as the assessment of psychosocial risks or the measures to be taken when exposed to high temperatures, etc. were discussed.

Employability and personal development for our professionals

Social scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Employment, development and culture of belonging	ESRS S1	Own staff	Equal treatment and opportunities for all	Training and capacity development

In this strategic axis, Aqualia aims to continue progressing in terms of equal opportunities, training and information for employees, as well as in the creation of meeting spaces.

SL4 People management

SDGS 3, 5 AND 8

Line of work	Knowledge management	Expatriate support plan	Meeting spaces and training
Action plan	Campus training portal of the company	Expatriate communication plan	CEO visits, forums and meeting workshops
Indicator	Average hours of training per employee per year	Communication plan Be International	Internal events and workshops
Performance 2021	11 (Spain 10.45 and International 12.17)	-	-
Performance 2022	11.65 (Spain 11.62 and International 11.71)	-	-
Performance 2023	13.44 (Spain 14.05 and International 12.81)	-	-
Goal	Maintain/increase year by year	-	-
Sustainable development	Goal 8.5	Goal 8.8	

In 2023, the Standard Job Description Manual was updated to facilitate human resources processes, as well as to contribute to the optimal development of people. These manuals allow training to be aligned with strategic objectives and develop training adapted to the requirements of different positions, improving the performance and well-being of employees.

Aqualia has a training catalogue for technical courses and with trainers from its different departments: engineering, production, innovation and operations. It also encourages the accreditation of professional skills, with experts qualified in the fields of energy, water, safety and the environment. To date, since it began in 2017, 275 people have received this certificate, with which the company recognises the professional skills acquired during their working life.

There is a language policy that contributes to the international growth and expansion strategy, and training is offered through a multilingual platform where employees can study the languages of the countries in which the company operates: English, French, Portuguese, Italian and Spanish.

As part of personal development, the importance of education in emotional health is maintained, addressing issues such as stress, productivity and mental well-being, with the participation of 261 people in the courses offered in 2023. Similarly, Aqualia was recognised as Brain-Protected Space by the Fundación Freno al Ictus, training 358 employees in the identification and effective response to cases of stroke.

In addition to technical knowledge, all people are provided with cultural and ethical knowledge to understand the magnitude of the common challenge and know how to face changing environments to be able to make decisions. During 2023, training in the Aqualia Leadership Model has continued, aimed at the organisation's managers, as well as training in the Code of Ethics and Conduct, with an emphasis on training in conflicts of interest. Also, about 150 team leaders from all over Spain and some from international locations attended sessions on cultural transformation, aimed at raising awareness of committed leadership oriented towards sustainability.

2023 data

Cybersecurity was a priority, with

4,367
course participants

delivered

2,146
courses around the world

196,546
training hours

87,402
hours of training in health, safety and well-being

50,680
hours in technical training

16,673
hours of language training

Training hours by area of knowledge and gender

	2023			2022		
	Men	Women	TOTAL	Men	Women	TOTAL
Administration and finance	235	1,317	**1,552**	5,353	1,404	**5,353**
Commercial	1,734	2,780	**4,514**	5,027	1,106	**5,027**
Skills	4,338	1,315	**5,653**	7,756	1,234	**7,756**
Purchasing	217	96	**313**	859	189	**859**
Marketing and Communication	322	750	**1,072**	639	129	**639**
Digital	2,072	1,624	**3,696**	5,065	357	**5,065**
Languages	11,138	5,535	**16,673**	32,639	13,691	**32,639**
Equality and diversity	1,428	2,272	**3,700**	3,541	778	**3,541**
Legal and regulatory compliance	4,791	1,346	**6,137**	5,938	1,373	**5,938**
RC	814	374	**1,188**	1,557	290	**1,557**
HR	2,230	830	**3,060**	1,800	748	**1,800**
Safety, health and well-being	75,175	12,227	**87,402**	55,838	10,360	**55,838**
Technical	43,286	7,394	**50,680**	26,373	3,902	**26,373**
Miscellaneous	6,175	4,731	**10,906**	3,942	575	**3,942**

Main national and international training figures

	2023			2022			22/23		
	Spain	nternational	TOTAL	Spain	International	TOTAL	Spain	International	TOTAL
Courses completed	798	1,348	**2,146**	732	1,132	**1,864**	9.02 %	19.08 %	**15.13 %**
Participants trained	25,807	13,708	**39,515**	19,700	9,531	**29,231**	31.00 %	43.83 %	**35.18 %**
No. women trained	9,321	1,964	**11,285**	7,621	900	**8,521**	22.31 %	118.22 %	**32.44 %**
No. of men trained	15,766	11,747	**27,513**	12,079	8,631	**20,710**	30.52 %	36.10 %	**32.85 %**
% absenteeism	10 %	6 %	**9 %**	17 %	7 %	**14 %**	-	-	**-**
No. hours received	103,694	92,852	**196,546**	83,298	73,030	**156,328**	27.64 %	27.14 %	**25.73 %**
Average hours of training	14.05	12.81	**13.44**	11.62	11.71	**11.65**	20.91 %	9.39 %	**15.36 %**
Training costs	790,477	393,713	**1,184,190**	666,079	285,013	**951,092**	18.68 %	38.14 %	**24.51 %**

Training hours by professional category

Aspect	2023			2022			22/23		
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
Managerial training hours	701	169	**870**	2,567	637	**3,204**	-72.69 %	-73.47 %	**-72.85 %**
Middle management training hours	24,815	9,609	**34,424**	26,631	13,755	**40,386**	-6.82 %	-30.14 %	**-14.76 %**
Technician training hours	26,246	17,385	**43,631**	19,693	9,266	**28,959**	33.28 %	87.62 %	**50.66 %**
Administrative clerk training hours	9,670	11,842	**21,512**	3,348	16,978	**20,326**	188.83 %	-30.25 %	**5.83 %**
Other positions training hours	92,512	3,597	**96,109**	58,545	4,907	**63,452**	58.02 %	26.70 %	**51.47 %**
Average managerial training hours	24	56	**27**	21	64	**24**	14.29 %	-12.50 %	**4.49 %**
Average middle management training hours	26	26	**26**	24	40	**27**	8.33 %	-35.00 %	**-3.70 %**
Average technician training hours	12	18	**14**	14	12	**13**	-14.29 %	50.00 %	**7.69 %**
Average administrative clerk training hours	25	12	**16**	9	18	**16**	177.78 %	-33.33 %	**0.00 %**
Average other positions training hours	11	7	**11**	7	10	**8**	57.14 %	-30.00 %	**37.50 %**

Attracting and retaining talent

At Aqualia, the selection and retention of talent is carried out through our Employer Branding programs, which guarantees objectivity and equal opportunities in all processes. In 2023, Aqualia has invested in the most relevant national and international employment portals with greater capacity.

Also, Aqualia continues to work on attracting young talent through partnership agreements with universities and vocational training centres in different communities, onboarding technical graduates. Specifically, in Spain, this includes the higher degree in Water Management and the intermediate degree in Water Treatment Networks and Stations from the dual vocational training in the Community of Madrid, promoted by the Canal de Isabel II.

The number of new hires that have been made throughout the year 2023 is detailed below:

	2023		
	Men	Women	TOTAL
New hires Spain	629	265	**894**
New international recruitment	3,895	740	**4,635**

Another project aimed at enhancing our talent is the II I4U Innovation Awards. An internal event that promotes innovation, creativity and research among the company's talent. Professionals from four countries participated in this edition with 33 entries, focused on improving the quality, efficiency and sustainability of the end-to-end water cycle.

Winners of the second edition of the I4U Innovation Awards.

"The availability of multidisciplinary professionals and technological tools necessary to achieve excellence in customer service is one of the aspects highlighted by our teams."

FREDY DURÁND, IN CHARGE OF TECHNICAL MANAGEMENT IN COLOMBIA

Safety, health and well-being

Social scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Health, safety and well-being	ESRS S1	Own staff	Working conditions	Health and safety

In this strategic axis, Aqualia seeks to advance in the promotion of health and safety, both in physical and emotional health, through a preventive leadership approach.

SL4 People management

SDGS 3, 5 AND 8

Line of work	Healthy company, mental health and preventive leadership		
Action plan	Promotion, assessment and improvement of health	Psychosocial and mental health projects	Preventive leadership
Indicator	Health initiatives	Emotional health psychopack, service for employee families	Accident frequency index*
Performance 2021	-	-	8.5
Performance 2022	-	-	9.84
Performance 2023	-	-	7.40
Goal	-	-	9.4 in 2023
Sustainable development	Target 8.8	Target 8.8	-

* Companies existing as of December 31 of the reported year.

Aqualia has ISO 45001 to improve the management of employee health and safety, integrated into the Management System to improve its processes, systems and products that could affect the safety and well-being of employees. During 2023, progress was made in the implementation of various actions associated with the four lines of work that make up the Strategic Plan of the Department of Health and Well-being launched in 2022: zero injuries to workers, critical risk control, worker well-being and data analysis and reporting.

As for the projects aimed at achieving "zero injuries", in 2023, we drafted and shared an action plan against Aqualia's accident rate, adapting it to each area, and developing the necessary training resources to raise awareness and train the teams. The Be Aqualia app has played a key role in this communication. As a milestone in this project, we should mention Aqualia's 3rd Seminar on International Health and Safety and the celebration of Safety Week, with different activities.

Also, with a view to controlling critical risks, Aqualia updated and approved the Asbestos Work Plan, and conducted control visits, and created an improvement plan in the comprehensive control campaign of the ATEX risk installation and installations with chlorine gas.

The projects aimed at people's well-being, within the Be Aqualia project and under the framework of developing a healthy organisation, include initiatives such as the promotion of physical activity, healthy eating, health awareness and prevention through webinars and workshops or sponsorship of sports activities coordinated by the municipalities with which we operate. The Befit Campaign has been developed during the year: activities, informative talks, webinars, materials, informational pills, etc. focused on promoting healthy habits and enhancing the health of employees, with special focus on nutrition. Actions that have been carried out by professionals via email and notifications in the Be Aqualia mobile application.

For yet another year, with the help of Affor Health emotional health programmes have been offered to workers and psychosocial risks have been managed in the company, thus strengthening a cultural change in the organisation when addressing mental health. Among them are the measures included within the Be Aqualia psicopack:

- **Psychomet**: Aqualia makes available to all employees this tool that enables them to check their level of mental and emotional well-being, helping to identify early on any problems they may be experiencing to promote health and improve quality of life.

- **Employee Aid Programme (PAE):** psychological care service offered by expert psychologists who will help employees resolve any possible psychological and emotional distress that they are experiencing, both personally and professionally.

- **Emotional health prevention** through live workshops led by expert psychologists to achieve greater emotional strength.

- **Interpersonal Conflict Management Procedure:** aims to be an effective tool for the management and resolution of conflicts arising in the workplace through mediation.

During 2023, health promotion actions include: certification of corporate centres as a Company with Brain-Protected Spaces through the Fundación Freno al Ictus, and voice care initiatives for telephone operators (CSC). Furthermore, in health surveillance, 6,809 medical examinations have been carried out in Spain.

With all these campaigns and activities, Aqualia encourages the participation of staff at all levels of the organisation in the identification of situations that may pose a potential danger. To this end, along with other measures, communication channels for potential incidents that may constitute damage or danger are made available to people, as well as prevention opportunities that can be used through the *app*.

Regarding the fourth line of action (data analysis and reporting), we acquired and implemented new software for the global management of safety and health in the company. During 2023, it has been successfully implemented in Spain and Colombia, and we plan to extend its reach to the rest of the company in June 2024. This tool will allow the standardisation of management in key topics such as accident reporting and investigation, safety inspections, the identification and execution of corrective actions, etc. And of course, the consequent availability of data for analysis and periodic reporting.

Awards and recognitions

REGARDING HEALTH AND SAFETY

In the United Arab Emirates, Aqualia Mace has been recognised for its HSE performance with the HSE Towards Future 2023 Award.

In Oman the OSWS Project has received the following recognitions: British Safety Council Safety International Silver AWArd and ROSPA International Safety AWArd.

OSWS project in Oman.

Furthermore, within the FCC Group, Aqualia has obtained second prize in the V Edition of the VIVE Saludable Awards in the Category: Health Promotion, "Emotional well-being at Aqualia: Covid-19 Challenge".

Aqualia team during the awards ceremony for the 5th Edition of the VIVE Saludable awards.

Key indicators

FREQUENCY OF ACCIDENTS AND ACCIDENT RATE

An accident frequency rate of 7.40[6] has been recorded in 2023 compared to 9.84 in 2022, highlighting that no serious accidents have affected own staff.

Aspect	2023	2022	22/23
Deaths due to occupational illness or disease	0	2	-100 %
Occupational illnesses and diseases	4	5	0 %
Types of occupational illnesses and diseases	4 cases: 3 associated with a musculoskeletal disorder and 1 case related to silicosis (a risk not present in the company but has been recognised during their employment relationship with Aqualia).	2 cases due to asbestos exposure and 3 due to musculoskeletal disorders	

6. Calculation of accumulated AFR (number of accidents with sick leave/ number of hours worked) x 1000000.

Aspect	2023	2022	22/23
Employees			
Deaths	0	1	-100 %
Serious accidents*	27	28	-3.57 %
Total accidents	188	235	-21.01 %
Serious accidents*	Falls at the same level: 20.3 % Postural issues and overexertion: 19.6 % Strikes with objects: 13.2 %	Strikes with objects: 29.8 % Falls to the same or different level: 20.5 % Causes external to the company's activity: 13.2 %	
No. of hours worked	29,056,697	24,180,308	+20.1 %
Death rate	0	0,04	-100 %
Serious accident rate	1.02	-	-12 %
Total accident rate	7.14	-	-28 %
Non-employees* **			
Deaths	0	-	
Total accidents*	27	-	
No. of hours worked	2,708,654	-	-
Injury rate	9.97	-	
Total employees - non-employees			
Total accidents	215	238	-9.66 %
Total serious accident rate	0.93	1.16	-19.90 %
Total accident rate	7.40	9.84	-24.80 %

* We use the British HSE classification (organisation homologous to the INSHT – Spanish Institute of Safety and Hygiene). Serious accidents (RIDDOR 2) are fractures, serious burns, etc.) that result in more than 60 days of sick leave. None of these accidents have caused a permanent injury with functional limitations.

** Including accidents in Spain and outside Spain. However, we cannot determine whether accidents outside of Spain are serious or not.

*** This data is only available from 2023.

Diversity, equality and inclusion

Social scope				
Material topic	**ESRS**	**Topic ESRS**	**ESRS Subtopic**	**Sub-subtopic ESRS**
Diversity, equality and inclusion	ESRS S1	Own staff	Equal treatment and opportunities for all	Gender equality and equal pay for work of equal value

SL4 People management

SDGS 3, 5 AND 8

Line of work	**Continue making progress on work-life balance and diversity**	
Action plan	Raise awareness about the work-life balance culture throughout the value chain through the different communication media with each of the recipients	Awareness raising actions according to types of diversity, collaboration agreements, volunteering actions and promotion of the culture of diversity in the value chain
Indicator	Percentage of women in executive and middle management positions	Satisfaction or commitment index of the people that make up the workforce
Performance 2021	18.6 %	86.6 %
Performance 2022	22.04 %	N/A (every two years)
Performance 2023	22.66 %	63 % *
Goal	As per the 3rd Equality Plan in force	Increase this year on year
Sustainable development	Goal 5.5	Goal 8.5

* (about the overall Be Aqualia measures). Increase of 49 % compared to 2020.

Aqualia is committed to a diverse workforce and equal opportunities

At Aqualia, cultural exchange and the inclusion of different skills and abilities are facilitated, aware that diversity allows us to understand local particularities without forgetting a global perspective. This results in a firm commitment to equality, diversity and inclusion, in the most plural sense and with an international scope. The company assumes the responsibility of generating work ecosystems that facilitate the connection between increasingly different people and heterogeneous environments, as a real map of societies and collective enrichment.

Since 2020, Aqualia has been a full member of the Global Compact, with which it assumes the responsibility of defending the identity, dignity and equality of people, inside and outside the company. Furthermore, these values are promoted in all the countries where it is present, integrating this approach through the Be Aqualia project and the app, and promoting this corporate culture based on respect for people.

All companies in the Aqualia Group, with regulatory obligations, have established Equality plans in force and agreed with the social part. In 2023, Aqualia has implemented the commitments acquired in the 3rd Equality Plan, signed on 5 October 2021 for the period 2021-2025, renewing our commitment to guaranteeing gender equality (SDG 5) and the reduction of inequalities (SDG 10). Together with the Equality Plans, the EFR Certification reveals the company's desire for improvement in these areas of equality, conciliation, diversity, etc.

Aqualia team in Colombia.

Regarding the governance of diversity, equality and inclusion, in 2023 a Diversity Committee was established, where issues and projects related to diversity are analysed and the first Diversity, Equity and Inclusion Protocol has been approved, which allows for continued progress in the implementation of an inclusive culture free of bias.

Aqualia complies with the regulations regarding personnel with disabilities, maintaining the required 2 % of personnel with disabilities in its workforce that exceeds 50 employees, through the corresponding alternative measures.

Actions carried out regarding equality

In 2023, the company has renewed the Empowering Women's Talent (EWT) seal, awarded by the specialized human resources magazine Equipos & Talento for its commitment to the development of female leadership.

The Internal Female Talent Network, Aqualiawomen, has continued to promote *networking*, access to training and *coaching*. Currently, 50 women are part of this network in which they are provided with coaching, training, workshops, as well as professional networking, and 83.4 % of the participants assign a high rating to the activities developed within the initiative in its first year.

Cross Mentoring Programme within the Empowering Women's Talent (EWT). Where different companies participate and with mentor/mentee pairs. This programme provides the wealth of diversity of sectors and business models. Three mentees and three mentors from Aqualia have participated in the programme in 2023, and it will continue in 2024.

Let's talk about equality training. The aim of this training is to promote equal opportunities in the workplace, not tolerating direct or indirect discrimination based on gender, race, age, nationality, religion, sexual orientation, disability, etc. This course has been incorporated into the initial training for new hires.

Campaigns. Aqualia continues to show its commitment to gender equality, through its campaigns on 8 March, International Day of Women and Girls in Science, and especially against gender violence through the launch and participation in awareness campaigns in different municipalities with the collaboration of the staff.

Specifically, on International Women's Day, under the motto "Inspiring and real", users were encouraged to share their female role models on the aqualiaigualdad.com website and their vision of a more sustainable and egalitarian future. The initiative "Standing with them, for a more sustainable future" stands out. And, on the occasion of the World Day Against Gender Violence, celebrated on 25 November, in Aqualia, a new initiative was launched around the site aqualiacontigo.com, under the motto "In the face of gender violence, drops of solidarity."

Aqualia also maintains its partnership with the Ministry of Equality, the 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 violence", signed in November 2022.

Collaboration agreement with the Adecco Foundation in its women's programme, aimed at improving the employability of women who are in a situation of vulnerability or risk of exclusion. We carry out activities aimed at obtaining employment for women, such as the Employment Camp – a social and employment integration project aimed at women in vulnerable situations and their children – or participation in the Gender Violence and Employment Report with the aim of positioning employment as a key element for the comprehensive recovery of female victims.

Recognitions and distinctions of equality

In Portugal, Aquamaior, a subsidiary of Aqualia that manages the water cycle of the Portuguese municipality Campo Maior, has been awarded the 2023 Equal Pay Seal by the Portuguese Commission for Equality in Work and Employment, CITE, for its good practices in promoting equal pay between women and men.

Furthermore, in 2023, Aqualia has won the extension of its Equality in the Company (DIE) distinction for five more years. This distinction represents recognition by the Ministry of Health, Social Services and Equality of Spain for the company's commitment to diversity and equality for men and women.

Actions on diversity

First meeting of the Aqualia Women's Network.

Regarding the company's level of commitment, in 2023 the company has renewed its participation in the Diversity Charter, where it states that it respects current regulations on equal opportunities and anti-discrimination. Also, we continue to adhere to the #CEOPorLaDiversidad alliance, an initiative led by the Adecco Foundation and the CEOE Foundation (Spanish Confederation of Business Organisations), to unite companies and the people who run them around the values of diversity, equality and inclusion.

Aqualia collaborates in promoting employment for women at risk of exclusion within the Adecco Foundation Women's Programme. Thanks to this, a group of 26 women at risk of exclusion, some of them victims of gender violence, visited the customer service centre, Aqualia Contact, in Madrid. This activity was part of the "Women's Programme" of the Adecco Foundation, in which Aqualia participates and which aims to bring participants closer to the labour market and learn how to carry out an effective job search.

In Spain, through the agreement signed with FELGTBI+, Aqualia has joined the EMIDIS Programme in 2023, to carry out an assessment of LGBTI diversity. The initial result of 46.30 points has been positive, well above the average 30 points scored by companies that begin to implement these policies.

In 2023, Aqualia has maintained the agreement with the Business Network Association for LGBTI Diversity and Inclusion (REDI), an ecosystem of companies and professionals in Spain that works to promote safe and respectful work environments for all people, regardless of their identity, expression of gender or sexual orientation. Through REDI, awareness sessions have been held for staff.

In Spain, Diversity Week was held, with different awareness-raising and support activities for the LGTBI+ community.

Aqualia maintains its agreement with MyGWork, a global recruiting and networking platform for professionals, graduates, allies and LGBT+ organisations to promote diversity and inclusion in the workplace. A tool to attract diverse talent at Aqualia.

Furthermore, the company's commitment to diversity has been made visible through different forums such as participation in the round table of the Congress of Deputies on: *Diversity, inclusion and sustainability, business challenges* was the theme of the roundtable held on 2 June.

It is worth highlighting the training in diversity and equality with courses on sexual violence, DE&I LGBTI+, inclusive language, unconscious biases and cycles of gender violence.

Actions regarding social inclusion

Aqualia contributes to creating respectful and inclusive work spaces. In Spain, together with the Adecco Foundation, we continue to develop the Family Plan aimed at the children of employees with a certified disability equal to or greater than 33 %. This year, together with the Adecco Foundation, we have 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 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. We also maintain the collaboration agreement with the Down Syndrome Foundation and with FSC Inserta de la Once.

In Ciudad Real and Huelva, – together with other entities, the Association of Special Youth of Moguer-Abriendo Puertas and the Cadisla Foundation – people with disabilities have been hired to carry out the distribution of municipal water service bills. These types of actions promote the inclusion of these individuals into the workforce, with recognition of their value and ability to perform work tasks.

In partnership with its shareholders, IFM Investors, and through its Community Grants Programme, we have been able to support projects that generate positive impacts on employment, offering two people with Asperger's syndrome scholarships to carry out a review and energy optimisation of Aqualia's water management facilities. Programme carried out in collaboration with the Galician Asperger Association, and subsidised with €29,400.

Also noteworthy are the initiatives promoted in the International Network of Laboratories where a successful integration plan for people with disabilities has been promoted. Started as a pilot in the Jerez lab in 2022, after a year, two new workers were hired in Jerez and Badajoz, demonstrating a satisfactory adaptation to technological environments.

In Colombia, the #AguaParaBrindar campaign was launched during Christmas 2023. A total of 23 students with intellectual disabilities from the Best Buddies School in Bogotá benefited from 3,328 hours of training thanks to the challenge launched by Aqualia, and with the involvement from hundreds of company professionals around the world. The challenge was developed from the website aguaparabrindar.com. These hours were the result of two solidarity offers made in the launched challenge. With this, Aqualia offered them the opportunity to develop socio-emotional skills and define their professional profile. The focus was on training them so that they can develop successfully in the workplace.

Awards and recognitions in Diversity

Equipos y Talento, a leading medium in Human Resources, has recognised Aqualia as one of the 70 leading companies in diversity, thus renewing the Diversity Leading Company seal, with 600 points, up from previous year's score (556).

Actions on work-life balance

Currently, personal life-work life balance, new ways of working or flexibility have become requirements highly valued by employees, and are key for the company in terms of commitment to talent. For this reason, Aqualia works to find the right balance between professional and personal life. The EFR certification (family-responsible company) for the management of work-life balance is proof of this, establishing a system of continuous improvement in a series of measures that ensure the well-being of employees. Since obtaining the certification in 2017, and its renewal until 2023, Aqualia has increased its score to become a C+ company.

With the aim of raising awareness of the benefits of balance and promoting well-being among employees, Aqualia informs about these work-life balance measures through all communication channels with its employees, corporate intranet, notice boards in work centres, email, Be Aqualia app, etc.

"Aqualia has expert and specialized human capital, with the necessary know-how and adequate resources to solve the problems that arise from the comprehensive management of the water cycle."

MARINA SUÁREZ,
MANAGER OF OVIEDO'S WATER SERVICE

In 2023, the Employee Voice survey was carried out to analyse the effectiveness of the Be Aqualia measures. The results indicate that the top rated measures are related to the flexibility of the working day, with an overall rating of 91 % and average applicability of 62 %, as well as those related to health with an average rating of 80 % and an applicability of 80 %.

Technology and digitalisation for an excellent service

Towards water management based on real-time data
Cybersecurity for connected and global operations

347,416	Smart meters deployed to facilitate management
507	Number of services that use the CMMS app
144,858	Interactions in the virtual office

1.5 M
of contracts with e-invoicing

16.8 €M
invested in digital transformation

Towards real-time data-driven water management

Technology/social scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Processes and procedures	ESRS S4	Consumers and end users	Related to information to consumers and end users	Access to quality information
Infrastructure, works, maintenance, processes and procedures	Aqualia's own	-	-	-

Aqualia assumes the inescapable commitment to the digital transformation and towards sustainability. Digitalisation is a pivotal factor in Aqualia's present and future and is closely linked to sustainability by optimising and improving the management of the end-to-end water cycle. But, above all, it reflects the company's value, making it clear that change can be more than just green and digital. Aqualia asserts that it is also blue, since one of the most transversal elements of the 2030 Agenda is given its due importance: water.

For this reason, there is a firm commitment to digitalisation through the Aqualia Live platform, designed and created by Aqualia experts with know-how of the end-to-end water cycle as well as technology. Aqualia Live covers all the processes of the end-to-end cycle, from collection, to purification, distribution, customer relations, to water's treatment and reuse. It is designed by people "of the water and for the water."

Data processing in the end-to-end water cycle

Aqualia Live integrates big data, cloud computing and smart management. These innovative technologies enhance traditional computing capacity, facilitating the processing of large volumes of information for smart management.

- The management and storage of data in big data systems leads to the reduction of response and information access times, and to the integration of a single database that brings together all the information to which the different programs and management modules have access.

- Cloud processing allows for better scaling of solutions that can increase the capacity with a flexible approach to increased demands.

- Smart management, artificial intelligence and machine learning (AI/ML) promote the automation of processes, as well as the prediction and prevention of risks thanks to the short time needed by these algorithms to analyse a huge amount of data, and the lessons derived from these analyses.

Finally, controlled access via the internet to some of Aqualia Live's features is also made available to institutional and/or external clients, thus facilitating access and consultation of data directly, complying, as is usual in our management, with transparency in the management and status of its assets.

Aqualia assumes the inescapable commitment to the digital transformation and towards sustainability.

All services in a single system

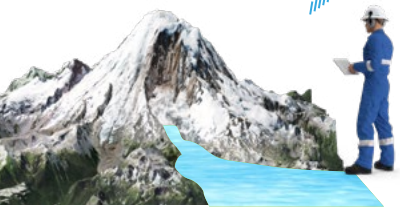
The platform is made up of specific tools that exchange data on a permanent basis. This global interconnection enables a better understanding of service operation and thus achieve much more efficient and integrated management of the water cycle in each of its areas. It is made up of a series of modules 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.

- Control, Operation and Information Center (COI.)
- Geographic Environment Organisation (GEO.)
- Supervision, control and acquisition of data (SCA.)
- Aqualia Water Analytics (aWA.)
- Assets Management (GMAO).
- Quality of water (LAB.)
- Customer Aqualia Contact (CAC.)
- Data Discovery and Insights (AQ360).

Smart, integrated management

Intake

1



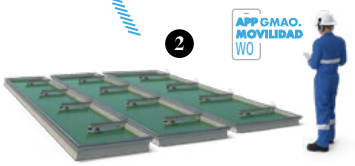
SCA. GEO. aWA.
Updated network information on their mobile devices before carrying out a field operation.

RESERVOIR
GMAO. aWA.

LAB.
WATER QUALITY

Treatment and purification

2



DWTP
GMAO. GEO. aWA.

3

Storage

GEO. aWA. CAC.

MIXED REALITY GOGGLES
to advise workers in field work.

COI.

360° SUPERVISION
The COI supervises everything. It facilitates an overview of the jobs in real time.

I send my reading from the app, and avoid unnecessary trips.

Network leak detected. Enter work order.

GMAO.
WO

GMAO. GEO. aWA.

EARLY LEAK DETECTION
Modelling. supply network and sewerage

4

Distribution and consumption

Yes, yes, I sent a photo of the leak to the Aqualia app and they came to fix it quickly. You can't waste water!

Oh!, I received an SMS from Aqualia. Oops! Tomorrow there will be a water supply interruption. Well, I can plan accordingly!

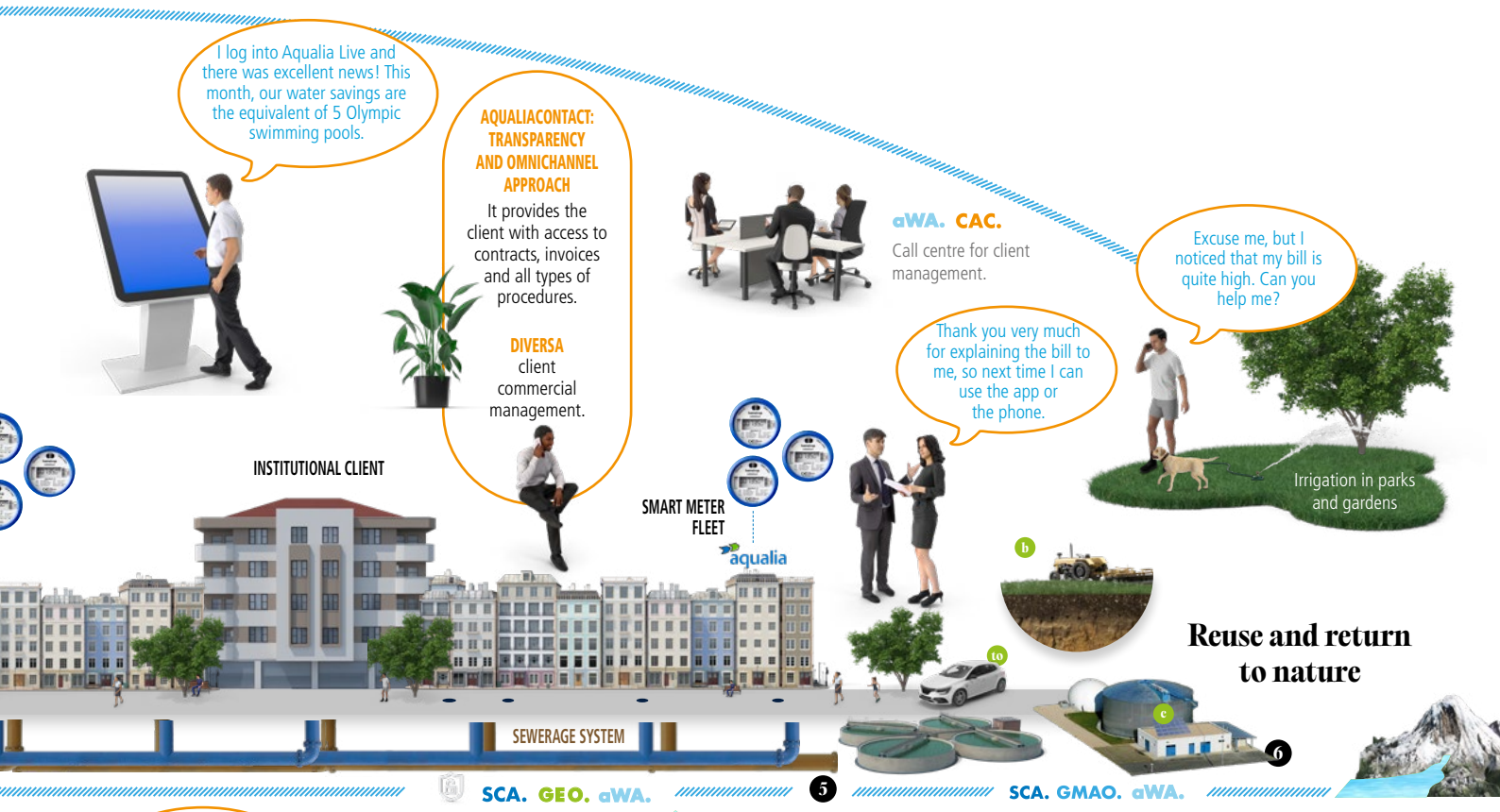
Cybersecurity:
prevention, thorough control and automation mechanisms that cover the entire Aqualia Live ecosystem

aqualia live

ADVANTAGES PROVIDED BY AQUALIA LIVE:

● Administrations ● People

- ● Operational efficiency and effectiveness are increased.
- ● Customer satisfaction is greater, thanks to personalized service.
- ● Customer and employee data is secured.
- ● Operator travel is minimized and work routes are optimized.
- ● There is an increase in work efficiency.
- ● Greater care for the environment is guaranteed thanks to the efficient use of water and energy.
- ● ● Omnichannel allows communication, with clients and employees and suppliers, from any place and device.
- ● Infrastructure supervision is made possible through remote control.
- ● Using demand forecast models, water production is adjusted.
- ● Network leaks can be detected and unauthorised consumption can be controlled.
- ● It allows you to know and analyse consumption patterns to adapt processes and guarantee supply.
- ● Ensures accurate billing.
- ● In-depth knowledge of the infrastructure, the consumption pattern and the environment, for design of master plans.



Main pillars of digitalisation

Network control at all times

GEO.

The GEO geographic information system enables a survey of georeferenced network elements with the aim of identifying them and conducting a more precise hydraulic modelling of the network. This, combined with data on the volumes of distributed water, flow rates, and pressures, helps reduce network failures. It also allows us to understand the water flow and ensure the city has the necessary water at all times, optimising consumption to the fullest extent despite scarcity in some areas.

- Maintain a constant simulated network.
- Graphically identify service breakdowns.
- Cartographic description of networks and optimised management of installations.
- Communication between different tools with the Diversa commercial management software to monitor metered consumption.
- Integration with the SCADA system to track historical and current data of the installations.
- Remote monitoring tool to analyse the water network and consumption, land surfaces and land uses through satellites.
- Theoretically simulate operations before carrying them out, guaranteeing success.

This system has two operating methods, GEO-Desktop and GEO-WEB, aimed at different user profiles, but with the same objective: have access to asset information. The GEO-Desktop is aimed at a highly specialised technical profile in GIS, while the GEO-WEB is aimed at the use and querying of information by other users, such as the person in charge of the service, office staff and workers.

Aqualia makes the necessary technological tools available to the company's employees to carry out their daily work in the most efficient way and thus guarantee people access to water.

Using remote sensing and artificial intelligence systems, work is being done to automatically obtain urban elements such as swimming pools and green areas with the aim of improving the volume of unregistered water, through data processing.

Mobility solutions for fast and efficient service

GMAO.

The applied technologies aimed at achieving management efficiency include the field service application GMAO. This is the tool in charge of maintaining and managing the service's assets and is integrated with the rest of the systems. Through its modules you can manage assets, plan and manage maintenance tasks, control warehouse stock, make material purchases or inventory them.
A modular application integrated with the rest of the service systems that consists of the following modules:

- Asset Management. Responsible for the management and planning of preventive, predictive and corrective maintenance.

Aqualia workers with the Aqualia Live platform.

- Work order management. Module in charge of managing the different types of work orders by asset type, capable of adapting to simple or complex situations to manage them.

- Purchasing/warehouse management. Module that manages stock, the intake and outflow of materials, and purchases to suppliers.

- Module adapted to mobile terminals used by network operators for telematic management of generated work orders.

This mobile version for service personnel allows GMAO to run in a friendly, homogeneous and logical environment to carry out daily operations efficiently and easily. In addition, it has allowed us to transfer business operations to the field (from the complete management of work orders, through the reading of our meters to the collection of our inventory of network elements in the field), gaining efficiency and guaranteeing the direct flow of information from its point of origin to our central systems, feeding back into it.

It should be noted that the dynamic assignment of work orders to the nearest trained operator allows movements to be reduced or eliminated, which results in fuel savings and fewer CO_2 emissions, eliminating paper, which is more sustainable, and improving response time and quality of information, therefore, increasing operational efficiency, and improving service. In addition, the implemented system provides continuous geopositioning of the vehicle fleet, which involves the optimisation of routes and the assignment of orders.

Our Asset Management GMAO technology is being implemented in France, Colombia, Italy and Spain. Likewise, GMAO Work Orders is implemented in Spain with a very high usage rate among clients, 91 % and 88 % in work orders for networks and facilities. During 2023, relevant training has been delivered to the rest of the contractors in Colombia and two in Portugal, whose implementation begins in the first quarter of 2024.

Through the strategic axis "Technology for integrated management", Aqualia sets objectives to achieve in terms of GMAO and GEO.

SL3 Technology for integrated management

SDG 6, 9 AND 11

Line of work	**GEO and CMMS (Aqualia Live)**		
Action plan	Provide workers in the field with a mobile app with all of the features they need for their daily work. (CMMS, Management and maintenance of assets and work orders)	Implement a tool that plans and optimises facility maintenance, both plants and networks. (GEO)	Design, planning and construction of infrastructures with BIM methodology
Indicator	Services using the mobility application		
Performance 2021	451		
Performance 2022	502		
Performance 2023	507		
Goal	519 in 2023		
Sustainable development	Target 9.4		

Water analysis for smart management

aWA.

Aqualia Water Analytics aWA is the brain of the analytical platform that collects and analyses large volumes of information to transform it into knowledge for smart decision-making.

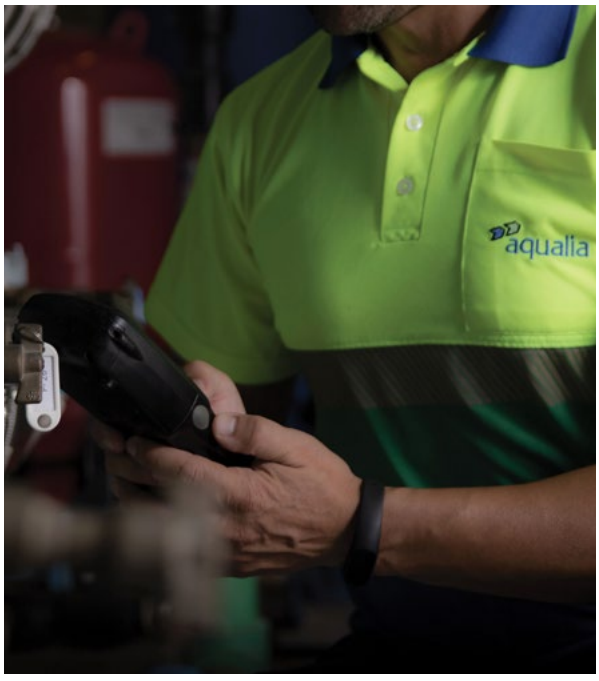
This platform encompasses the entire data cycle, from the acquisition device in real-time processing, enrichment and transformation, and the generation of business intelligence, allowing process automation and integration with other Aqualia technological solutions. In addition, the technical services of institutional clients have access to the aWA tool through the Aqualia Live platform.

In 2023, early detection of leaks has been consolidated thanks to the information from Scada's real-time supply network, which, together with local weather, network sectorisation, and other external factors, allows us to identify possible leak points and send them to GMAO for verification in the field. This early detection makes it possible to avoid unnecessary water losses and further damage to the network. Furthermore, a reduction in escapes means that this water has not had to be treated, resulting in reduced use of electrical energy and reagents. This is a clear example of how technology is a great ally of sustainability. Its implementation will begin in different pilots in 2024.

The main thematic blocks of aWA respond to the main features of the platform:

Block 1: WaterNetwork	Block 2: WaterQuality	Block 3: SmartMeters	Block 4: HydraulicBalance	Block 5: LeakDetetion
Consumption analysis based on data provided by SCADA (IoT) based on the sectorisation defined by GEO	Real-time information on the quality of the water supplied. Offers this data to the user who can analyse the behaviour of parameters	Information from remote reading of meters. Analyses meter data and detects consumption alerts in clients, which it communicates to aqualiacontact Integrated with GEO and CSC	Hydraulic balances for leak detection. Allows you to analyse efficiency with regard to performance and quantification of unrecorded water (ANR)	The application of AI and Machine Learning allows the use of GEO, SCADA and GMAO information for early leak detection by generating predictive models.

With GMAO data, the location of incidents and the criticality of the networks, aWA plans an investment plan to apply to the municipality.



Reader from Almería, Spain.

Also, during 2023 the plan to deploy telemetry meters in clients, with almost 400,000 units installed, has been maintained. This figure has exceeded our objective set in the 2021-2023 Strategic Plan by 34.27 %. All telemeters are consolidated in aWA and this has made it possible to analyse millions of data thanks to big data, machine learning and artificial intelligence, and detect a series of patterns generating early alerts to end customers, such as leaks, absence of consumption, consumption in unidentified periods (squatter alert), etc. Thus, by offering clients more information, we manage to be more sustainable and transparent in management.

Through the strategic axis "Technology for integrated management", Aqualia sets objectives to achieve in terms of aWa.

SL3 Technology for integrated management

SDG 6, 9 AND 11

Line of work	**Aqualia Live (aWA, Aqualia Water Analytics)**			
Action plan	Use a platform for intelligent management of the end-to-end water cycle	Capture and normalize data from different devices (GPRS, LoraWAn, NarrowBand...)	Use big data, cloud computing, machine learning and artificial intelligence technologies	Applied to early leak detection, hydraulic balancing in real time, smartmeters, energy efficiency, digital twin.
Indicator	No. of digital remotely read meters	-	No. of services working with *big data* and artificial intelligence (aWA)	-
Performance 2021	136,945		39	
Performance 2022	207,529 digital remotely read meters 52 % increase 2022 goal: 172,500	-	8 % growth in services working with *big data* and artificial intelligence (aWA). Total 42 services Goal for 2022: Increase by 15 %	-
Performance 2023	347.416	-	45	-
Goal	258,750 in 2023	-	51 in 2023	-
Sustainable development	Target 11.b			

During 2024, the same strategy will continue, consolidating Aqualia's technological position and seeking public-private alliances to help develop these digitalisation projects in collaboration with institutional clients, governments, and city councils.

In December, 12 digitalisation projects were presented through the Next Generation funds, covering 596 municipalities with about 3,000,000 inhabitants, including the RealWater digitalisation project to digitalise the water cycle throughout the province of Ciudad Real. With an investment of 7.87 million euros, of which approximately 90 % will come from PERTE. This project seeks, to promote knowledge of the state of the water bodies of Ciudad Real and improve their management in the face of an adverse climate context, and, to intensify the digitalisation of the end-to-end water cycle, becoming an example. It focuses on digitalisation through the evolution of the current management

system to the concept of aWA. The project includes 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.

DIGITISATION PROJECTS THROUGH NEXT GENERATION FUNDS

Alca
Strategic Control of Plants and Discharges through AI

realwater
Digitisation of Ciudad Real

aquabalearic
Comprehensive island management

aquarcgisa
Digitisation of the water cycle of the Campo de Gibraltar

HUBalicant
Alicante Technology Hub

596
municipalities

3,000,212
inhabitants

€105,484,825
budgeted

€91,563,907.08
requested (86.80 %)

salamancareserve
Improvement and control of water catchment

indaloefficiency
Sewerage Control and Improvement of Water Efficiency in Almería

cantabricontrol
Control of and improvement of own resources and Ebro water transfer

COIcastillalamancha
Toledo Integrated Operations Center

vigwater
Digital hub for water in Galicia

digital island
Hydraulic Balances, Optimisation of Resources and Reserves of the Canary Islands

valenwater
Improvement of action plan and control of water volumes captured and discharged

"Aqualia is immersed in a digital transformation that involves the adaptation of processes and their digitalisation to achieve efficiency, resilience and management capacity, and this entails resources, investment and new procedures."

JOSÉ GABRIEL LUMBRERAS, DIRECTOR OF OPERATIONS AND TECHNOLOGICAL TRANSFORMATION

With the public company Arcgisa, a comprehensive project is underway to digitalise the water cycle in eight municipalities in Campo de Gibraltar. The approval of this water PERTE project of the Ministry for the Ecological Transition and Demographic Challenge (MITERD), which uses artificial intelligence, will mean saving water and energy in eight municipalities in Campo de Gibraltar.

SCADA for a connected world

SCA.

Aqualia has developed a SCADA (Supervisory Control and Data Acquisition) platform to offer solutions to the needs of the end-to-end water cycle, providing its users with the necessary tools for the operation of networks and any part of the end-to-end water cycle. This tool allows users to customise the operating environment to adapt it to the particular management of each service. It implements the best cybersecurity standards to achieve a secure industrial environment and integrates with aWA to harness the analytical environment.

The main features of SCADA system include the comparison of consumption curves and minimum nighttime flows of the same periods of days/weeks/quarters or previous years, as well as the inclusion of alarms in cases of potential overflow of tanks or low tanks (with the option to automate activation systems for certain alarms).

Customer Service Center, Aqualia Contact.

Technology to connect customers

CAC.

Aqualia's commitment to excellence in customer service leads it to develop its own innovative solutions in all processes and procedures, adapted to the needs of its users and following the 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.

- Client and contract management
- Customer service
- Reading and consumption management
- Invoicing
- Collections and management of unpaid bills
- Irregularity management
- Electronic signature
- Operational reports

Along with the development of this tool that facilitates procedures with clients, actions aimed at promoting the use of electronic invoices among Aqualia clients stand out as one of the priority objectives of the 2021-2023 Strategic Sustainability Plan. In 2023, they have led to an increase in electronic invoices issued globally by 15 %, reaching 10.7 million electronic invoices issued, 3.68 in Spain and 7.05 internationally. And the number of clients has also increased by 18.8 %, reaching 1.52 million clients. Of them, 0.84 million are from Spain and 0.68 million from international.

10.7 M of electronic invoices issued

15 % increase in electronic invoices issued

38.72 % electronic billing of total billing

In 2023, we also worked on this tool to further develop information on production pending invoicing, including values in adjusted and total cubic metres; on the profitability of meters replaced, incorporating the type of client and the dates of installation of meters that have been replaced; the type of fraud and the final status of the case, etc.

Likewise, the generation of reading and billing anomalies was automated. As a result of the checks prior to the closing of periodic billing, anomalies are generated that allow the identification of possible rare situations that are used to control and monitor the billing process.

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Likewise, the generation of reading and billing anomalies was automated. As a result of the checks prior to the closing of periodic billing, anomalies are generated that allow the identification of possible rare situations that are used to control and monitor the billing process.

In the Diversa tool, in 2024 digitisation will be developed to improve client management processes such as electronic document signing. A SaaS platform integrated with the commercial system is in the construction phase and will allow the electronic signature of documentation that will include the functionalities of biometric signature and OTP *(One-Time-Password) signature*. This solution is integrated with all customer service channels (face-to-face office, call centre, mobile application, virtual office).

Aqualia Contact

Module that develops communication with clients based on the omnichannel principle to offer greater quality of information and autonomy when carrying out procedures. The main communication channels of this module are:

Genesys Cloud telephony platform	Aqualiacontact mobile application	Aqualiacontact virtual office	Twitter @aqualiacontact
Contact Centre that unifies the different channels* and guarantees 24/7 service availability	Tool integrated with commercial systems that provides the client with a global vision of their contracts		Clients can carry out different procedures

* Currently work is being done on the implementation of a contact centre platform in the cloud to incorporate major improvements to customer service provided by phone.

With the objective set on excellence in the Omnichannel customer experience, the company monitors the complaints rate, which in 2023 has remained at 0.26 % in Spain and has decreased to 1.71 % internationally, with a maximum average time response to complaints established in eleven calendar days both in Spain and internationally, and a maximum average time for installing the meter (from the registration request), established in six calendar days. Also, it monitors and assesses for continuous improvement by listening to client in quality of care surveys from Aqualiacontact, which in 2023 reached 95.45 %, down 0.83 percentage points from 2022.

364,115 clients using the Virtual Office

95.4 % clients satisfied with Aqualia Contact service

Aqualia continues to encourage its clients to implement integrated management through aWA, which allows all processes to be unified and results in 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. Regarding the notifications received by clients with telemetering meters, in 2023 improvements were deployed for the effective control of water use through the following alerts:

- Alert for possible leak. Notifies the client of the detection of possible anomalous consumption through the Aqualia Contact mobile application.
- Unexpected consumption alert. This notification is generated when consumption is detected based on the criteria defined by the client.
- No consumption in 24 hours alert. This notification is generated when no type of consumption is detected in a period of 24 hours.
- Alert for consumption exceeding the set limit. In the mobile application, the customer can configure the generation of a warning alert when their daily consumption exceeds the limit they have set.

These notifications are sent through the Aqualia Contact mobile application and via SMS, thus facilitating the early detection of possible problems and contributing to increased transparency and ease of access to various types of information.

Aqualia's commitment to excellence in customer service is integrated into the Strategic Sustainability Plan through the following action plans, indicators and objectives:

SL3 Technology for integrated management

SDG 6, 9 AND 11

Line of work	**Omnichannel customer service (Aqualia Live)**			
Action plan	Consistent client relationship through the different channels.	New virtual office for clients with more information and giving them more autonomy to carry out procedures.	Give the client the option of signing their contracts digitally.	Promote the use of e-invoicing.
Indicator	Customers using the virtual office		-	Contracts with e-billing
Performance 2021	308,144		-	638,507
Performance 2022	336,110 clients using the new Virtual Office aqualiacontact 2022 goal: 330,000		-	1,284,495 contracts with e-billing 2022 goal: 650,000
Performance 2023	364,115		-	1,526,887
Goal	339,900 in 2023		-	680,000 in 2023
Sustainable development	Target 9.9.b			

Billing reach is Spain, Portugal, Czech Republic, Italy and Georgia.

The actions aimed at increasing the number of clients who use the Virtual Office led to exceeding the goal proposed in the Strategic Plan 2021-2023 by 7.1 %, and also greatly surpassed the goal of increasing the number of clients with electronic invoices.

In turn, the main performance indicators of Aqualia Contact in 2023:

Aqualia Contact

Customer service centre
(first remote customer service channel)
1,065,085 calls in 2023 | +8 % vs 2022

Appointment management service
for faster and more effective face-to-face service
33,621 prior appointments handled

- Virtual office
(second non-face-to-face customer service channel)
144,858 interactions in 2023 | -5 % vs 2022

Application for mobile devices
87,692 interactions (Spain users)

X (formerly Twitter)
@Aqualiacontact
918 interactions (users Spain)

Electronic billing
Billing reach is Spain, Portugal, Czech Republic, Italy and Georgia.
1,526,887 clients with electronic billing | +19 % vs 2022

32.30 % data modification

20.83 % electronic billing

23.91 % payment via bank card

Aqualia is implementing the Integrated Operations Centres (IOC) project from which they will manage the water networks, incidents, issuance of work orders, assets, legal maintenance and meters in an integrated manner.

In 2024, digitalisation will be further developed to improve relationships with clients 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.

Along with this, it is planned to launch a new virtual office, *web* that will replace the current one and will be aimed at the end client, with global coverage and adapted to each country and jurisdiction. With the aim of improving service levels, it will provide new functionalities, ease of use and agility in the different procedures to be carried out. This solution will be integrated with commercial management systems, allowing consultations and interactions to take place online.

Integrated operations centers for real-time insight

COI.

Aqualia has the Integrated Operations Centres (IOC) project to manage water networks, incidents, issuance of work orders, assets, legal obligations and meters in an integrated manner, increasing network sensing and plant control. Thanks to them, the company aims to know what is happening in real time, in each municipality, and identify alerts and act immediately. These centers also allow leaks to be detected early, improving network performance. The characteristics of these integrated centers are:

- Real-time monitoring
- View
- Analysis
- Automation
- Communication
- Alerts and notifications
- Data integration
- Decision-making
- Automation and actions.

They are capable of capitalising on the data generated by the different platforms to improve operational efficiency, strategic decision-making and real-time responsiveness. This will lead to greater competitiveness and efficiency in Aqualia's operations.

All this is possible due to the integration of the different platforms in Aqualia Live (SCADA – IoT–, GEO, LABS, GMAO, aWA), which involves interlinking them and, therefore, the devices and sensors over the network, allowing real-time data collection from various points.

As an international company, this digital transformation, currently being implemented in Spain, is expected to be extended to other countries.

The service of an increasingly connected and global workforce

Aqualia encourages communication and listening not only in the external sphere, but also internally through the *app* Be Aqualia, application for mobile devices intended for all company employees, especially those who do not have a corporate email account. In this way, both the integration of all employees and two-way communication are achieved.

Employees can use this app to keep up to date with everything that is happening in the company, take part in surveys, give their opinion and join in new campaigns and challenges offered by the company.

Indicators	SDG	Completed 2021	Completed 2022	Completed 2023	Variation 2023 vs 2022
Staff members who have downloaded the Be Aqualia app	SDG 8	6,697	7,280	8,033	10 %

In 2023, Aqualia increased its investment in digitalisation by 215 % compared to 2021. This data supports our commitment to intelligent management of the water cycle.

In 2023, the following concepts were reclassified: IoT (Aqualia Live) and Aqua Live that come together in a single Aqualia Live project – entails the deployment of Firewalls in Aqualia plants to provide security to the work order environment, monitoring services and centralized management of these Firewalls as well as IoT devices for the operation and control of distribution networks, sanitation and any installation of the integral water cycle. In addition, new projects such as Aq 360 – a comprehensive dashboard with the main executive business indicators for decision making – are incorporated. Water quality – platform whose main objective is the constant monitoring of water quality at sampling points and treatment systems, to guarantee that it complies with quality and safety standards, and remote reading, the evolution of which is planned to the extent that subsidies are received for PERTE.

In Spain, work has been done on the creation of twelve new projects to participate in the second PERTE call with the aim of integrating new technologies into the integral water cycle. The scope of these would cover 596 municipalities with a budget of 100 million euros.

Furthermore, throughout the year and to prepare the projects for the Next Generation funds, the digitalisation needs of all the services operated by Aqualia have been analyzed to determine the approximate cost of their digitalisation.

Investment in digital transformation (in €)

Classification	2021	2022
GEO	212,379	265,831
CMMS (NOW)	871,990	1,322,064
aWA	484,367	1,581,509
TIK	218,954	334,566
CAC	1,883,596	2,157,540
IOT (AQUALIA LIVE)	206,873	328,573
AQUA LIVE	194,601	275,182
BE AQUALIA	52,602	37,206
OTHERS	57,644	144,709
IOT (SCADA)	1,145,693	10,393,190
Total	**5,328,700**	**16,840,370**

Reclassification	2023
GEO	353,625
CMMS (NOW)	1,518,407
AWA	1,415,328
TIK	586,776
CAC	2,928,776
AQUALIALIVE	442,595
WATER QUALITY	274,070
AQ-360	58,421
BEAQUALIA	144,584
OTHERS	140,460
REMOTE READING	8,995,964
Total	**16,859,006**

Cybersecurity for a connected and global activity

Technology/social scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Customer and user management and support	ESRS S4	Consumers and end users	Incidents related to information for consumers and end users	-
			Personal safety of consumers or end users	People safety
Infrastructure, works and maintenance	ESRS S3	Affected groups	Economic, social and cultural rights of communities	Incidents related to security

Cybersecurity

For Aqualia, it is important to ensure the safety of both tangible and intangible assets, which is why comprehensive cybersecurity plays a relevant role, its management improves trust and availability of all areas of the corporation's business and the services offered to clients.

Knowing the most common daily cyberattacks (man-in-the-middle attack, denial of service, SQL injection, malware, phishing, ransomware, spyware and identity theft), we must try to understand the systems, components and technological and industrial elements and the communications that take place between them; identify what has value and what is most vulnerable to protect it with effective and efficient controls and measures that are coordinated throughout the organisation; analysing, assessing, managing and mitigating risks by bringing them to an acceptable level is essential for everything to run smoothly.

Currently, there is a cybersecurity model and a regulatory framework, which defines the basic principles and requirements for its development. The objective is to protect, in a proportionate manner, the confidentiality, integrity and availability of the information. To achieve this, it is essential to raise awareness among all technical and management users of co-responsibility in the processing of customer data, given that this is also an institutional requirement.

Aqualia has certifications such as ISO 27001 Data Security for its customer service centre, where mechanisms are established to monitor the state of cybersecurity in the different areas of the company, and guarantee compliance with applicable internal and external regulations; and ISO 27017 or 27110. In addition, standards, methodologies, guides and good practices in cybersecurity are implemented, set by regulatory agents, institutions, organisations and non-governmental organisations, both national

and international, that have a worldwide reputation, for example: AEPD (Spanish Data Protection Agency), ISO (The International Organization for Standardization), Electrotechnical Commission, International Electrotechnical Commission, ENISA (European Union Agency For Cybersecurity), CNPIC (National Centre for the Protection of Critical Infrastructure, Spanish), CCN-CERT (National Cryptological Centre) and INCIBE (National Cybersecurity Institute, Spanish).

Cybersecurity emerges and prevails in the general principles of the organisation and helps to reinforce the platforms through which water management tools run; So that everything is available and safe, control mechanisms are established such as: two-factor authentication, backups, user management, event monitoring and incident detection, security policies and computer security procedures. It is also supported by technical guides, IT (information technology) and OT (operational technology) cybersecurity market studies, and technical and executive training in computer security to provide the entire organisation with security controls and prevention and response measures for a better cyber defence against cyber attacks.

Personal data protection

With the entry into application on 25 May 2018 of EU Regulation 2016/679, GDPR, as well as the entry into force on 5 December 2018 of Organic Law 3/2018, on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD), Aqualia began the process of regulatory adaptation in terms of data protection. Thus, a continuous review of compliance and adaptation to current legislation is carried out in all entities, as it applies to all affected areas in the following aspects:

- Employee scope
- Client scope
- Supplier scope
- FCC Group contractual relations scope
- Public administrations contractual relations scope
- Documentation and internal management
- Information technology and information security scope
- Technical and organisational measures

With respect to all these areas, risk maps are created on the different personal data processing activities carried out by the company and how much 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. Accordingly, the necessary mechanisms are established to prevent them.

In 2023, some aspects related to binding corporate rules, with the updating and implementation of contractual clauses for employees, clients and suppliers, were included in this risk analysis; the review of the data processing activity register or the Econtrols privacy governance project.

A continuous review is carried out for the implementation and compliance with the principles of the regulation through the management, review and response of emails received in the departmental data protection mailbox.

- Review and analysis of new suppliers, contracts and systems before their implementation.
- Management of rights of data subjects.
- Carrying out face-to-face visits nationwide to supervise regulatory compliance in the offices.
- Regulatory compliance supervision management via a questionnaire and a meeting via Microsoft Teams in the international area.

Social impact and alliances: we generate trust-based relationships

Access to water and sanitation
Communication with impact

€367,717.94	Investment in sports initiatives in 2023
€138,769.66	Investment in awareness and education in 2023
+12.5 %	Knowledge transmission actions
23,127	People benefited thanks to the alliance with Cáritas

110,499 total clients who receive rate reductions and subsidies

4.1 in investment in social action

Access to water and sanitation

Social scope

Material topic	ESRS	Topic ESRS	ESRS Subtopic	Sub-subtopic ESRS
Access to water and sanitation in the towns where Aqualia operates	ESRS S3	Affected groups	Economic, social and cultural rights of communities	Water and sanitation
Customer and user management and support	ESRS S4	Consumers and end users	Incidents related to information for consumers and end users	Access to quality information

The water sector is essential for the quality of life of citizens, which is why it must guarantee stable and safe access to water and sanitation for the entire population. The quality and price of this service must be adequate and citizens must have access to this basic good.

According to the United Nations, despite notable progress in expanding access to drinking water and sanitation, millions of people continue to lack these basic services. In a world where water scarcity and lack of sanitation facilities continue to be a reality for a significant part of the population, the urgency of addressing these challenges comprehensively is evident. Although efforts have been made, the figures reveal a substantial gap: One in three people in the world do not have access to safe drinking water, and more than two billion lack safely managed drinking water services.

How to manage to close this gap and guarantee access

In 2023, despite the continued high prices of energy, fuel and raw materials, Aqualia kept acting with a marked social character, collaborating with the municipalities and assuming, as far as possible, the increases, compensating for it with policies to contain the spending and special rates for large families and solidarity funds.

Aqualia's mechanisms to close this gap include the efforts it makes in the strategic social impact axis to guarantee access to water and strengthen the link with the communities.

At Aqualia, we work to improve our collaboration with the social services of municipalities, public institutions and governments of all countries where we provide services, to protect the most disadvantaged clients or those who are at risk of social exclusion. This aid is embodied in the Strategic Plan and materialises in the countries where we operate through rate reductions, social tariffs and solidarity funds, as in the case of Spain.

SL6 Social impact through rate reductions and tariffs

PRICING SYSTEMS TO GUARANTEE ACCESS TO WATER AND SANITATION

Line of work	Social action projects linked to: - Rate reductions and subsidies - Identification of vulnerable clients					
Action plan	Classification and monitoring of clients based on the pricing systems, Clients in vulnerable situations who are guaranteed access to water and sanitation depending on different pricing systems, (Spain, Italy, Portugal, France and Georgia)					
Indicator	No, of clients in Spain who have access to subsidised rates for the water and sanitation service,	Customers in Spain receiving benefits via rate reductions and subsidies,	No, of customers in Italy, Portugal, France and the Czech Republic who have access to subsidised rates for the water and sanitation service,	Customers in Italy, Portugal and France receiving rate reductions and subsidies,	No, of clients in Georgia who have access to subsidised rates for the water and sanitation service	No, of clients in Georgia who receive rate reductions and subsidies
Performance 2021	2,217,238	45,616	177,027	6,938		
Performance 2022	2,304,325	48,727	210,067	4,453	659,388	56,607
Performance 2023	3,127,451	55,937	221,521	4,759	733,524	49,803
Goal	2,400,000 in 2023	60,000 in 2023	199,000 in 2023	3,085 in 2023	659,000	24,315
Sustainable development	Targets 6.1					

Information on rate reductions and social tariffs is published on Aqualia's website and are available to all users. Likewise, Aqualia informs in the notifications sent to clients of the possibility of establishing deferred payment plans. During 2023, more than 55,900 clients in Spain benefited from payment plans – via discounts and subsidies – in accordance with the needs of each client, 7,200 more than in 2022, and 3,127,451 users have had access to subsidised rates. In the rest of the countries, the number of those who have access exceeds one million users, with a total of 221,521 beneficiaries in Italy, Portugal and France in 2023.

Additionally, and as an example within its commitments to ESG criteria, Aqualia Spain has been renewing its partnership agreement with Cáritas since 2015, subsidising the total water consumption of all Cáritas facilities where Aqualia provides services. To date, thanks to the agreement, more than €466,788 were subsidised (€60,894 in 2023 and 20,061 people benefited). Through this agreement, access to water has been guaranteed to any person in a vulnerable situation. The alliance between both organisations was articulated through 143 centers that the institution has in 42 locations. Aqualia and Cáritas have maintained this collaboration agreement since 2016 to support Cáritas initiatives.

Solidarity funds for families in collaboration with public institutions

Collaboration with municipalities to create solidarity funds that help guarantee access to water and sanitation for the entire population has led Aqualia to maintain and renew some agreements throughout 2023. Some examples of municipalities with which Aqualia maintains funds are: In Cádiz, with Jerez de la Frontera and Chipiona; in Valencia, with Albal; in Alicante, with Novelda and Alcoi; in Murcia, with Mazarrón and San Pedro del Pinatar, and in Girona, with Llagostera.

The aim of these funds is to guarantee access to drinking water to families who cannot afford to pay the bill and to offer time coverage to people who are in a serious economic situation.

AQUALIA AND CÁRITAS PARTNERSHIP

144 collaboration centres

23,127 beneficiaries

Line of work	Projects and partnerships with third parties in the field of the SDGs		
Action plan	Alliance with Cáritas in the area of social action for access to water		
Indicator	Social centres subsidised in water access.	Beneficiaries subsidised in access to water.	Investment for this grant in access to water.
Performance 2021	139	22,066	56,315€
Performance 2022	139	25,500	63,917€
Performance 2023	144	23,127	60,894.10€
Goal	168 in 2023	26,700 in 2023	€62,087 in 2023

Communication with impact

SL1 Communication

SDGS 12 AND 13

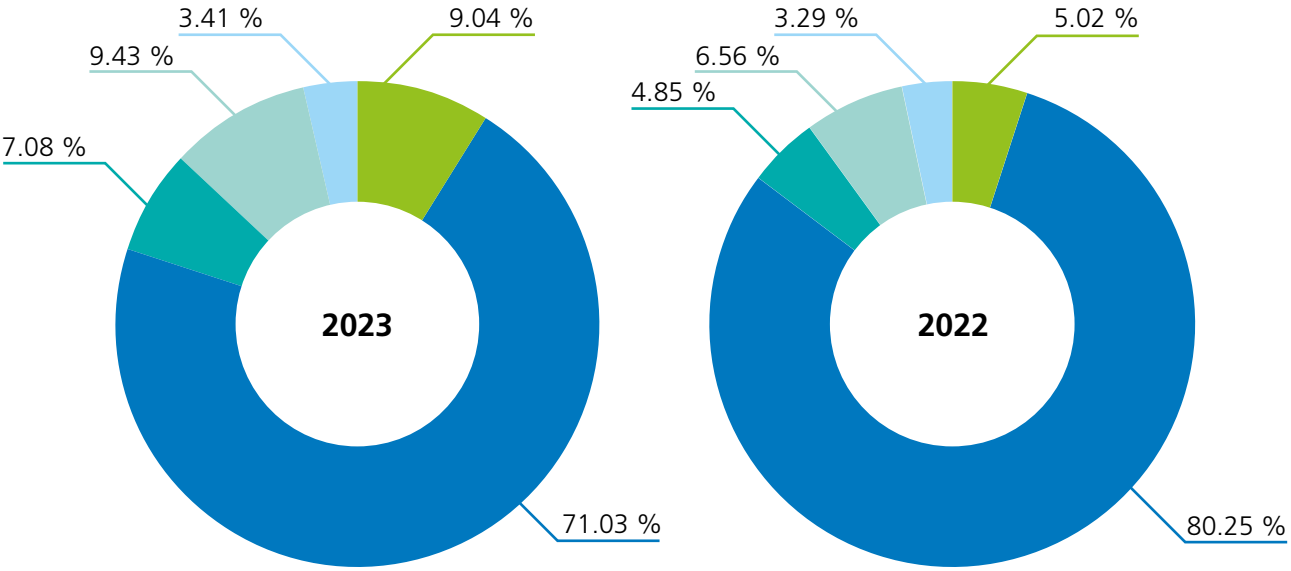
Line of work	**Social action projects linked to:** **• Build an Annual Communications Plan. Standardise strategic storytelling on the corporate website** **• Raise awareness, both internally and externally, about the objectives of the Communication Plan**
Action plan	• Roll out communication actions that confirm the company's leading position with the ability to influence the sector (social licence). • Roll out communication actions that highlight the company's technological developments and adaptation to climate change with a focus on sustainability education and awareness. • Deploy communication actions that convey that the company contributes real value to municipalities/countries through its activity in the management of the integral water cycle. • Align the different websites in a content aggregator that aligns the Communication Plan strategic storytelling and corporate visual identity. • Activate internal and external training lines with topics on corporate communication/storytelling, spokesmanship, reputation, sustainability and SDGs.

Indicator	Degree of compliance. % communication actions carried out by stakeholders that correspond to lines P1.1, P1.2 and P1.3.	NPS (end customer)	% of content on the same web platform that covers the messages necessary to comply with the actions of lines P1.1, P1.2 and P1.3, the company's general purpose and its values/attributes.	No. of informative meetings	% degree of satisfaction regarding the usefulness of the tools and content offered
Performance 2021	74 %	5.3	50 %	2	100 %
Performance 2022	76 %	-4.5	100 %	9	81.5 %
Performance 2023	87 %	-4.5	100 %	7	89 %
Goal	90 % in 2023	5 in 2023	100 % in 2023	6 in 2023	80 % in 2023
Sustainable development	Goals 12.8 and 13.3				

As an international operator that provides efficient solutions to the supply and sanitation needs of the communities in which we operate, we also have an impact by contributing to social cohesion and caring for people's well-being.

Investment in social action

- SPORTS
- Image, COMMUNICATION AND DIALOGUE WITH STAKEHOLDERS
- CULTURE
- SOCIAL (INCLUDES DONATIONS)
- AWARENESS AND EDUCATION



This investment is channelled through consistent and coherent communication with the company's Strategic Sustainability Plan. The main axes of Aqualia's communication are aimed at positioning the company's role as a specialised leader in the end-to-end water management sector, through alliances and the promotion of specialist events, as well as conveying the real value that it contributes to communities, both from a social perspective and from the role of a company committed to sustainable, digital and responsible consumption.

Specialized leaders

Aqualia, as a leading company in the water sector, has the social legitimacy for partnerships and to lead public-private partnerships projects. For this reason, along with participation in specialised events in the sector, it promotes strategic partnerships that highlight the benefits and advantages of concessions in the water sector, both for the administration and for the general population.

Public-private partnerships to guarantee access to water for everybody

At Aqualia, public-private partnership is key to sustainable water management. For this reason, it cooperates with different institutions, organisations and associations in terms of organisation, management and development of projects to transform cities into smart and sustainable spaces. Thus, in the different countries in which it operates, the company becomes a strategic ally in water management and the consistency of these contracts allows business relations to remain firm in various political-economic circumstances.

Furthermore, Aqualia is a guarantee of compliance with human rights in the countries in which it operates. Aqualia is a full member of the United Nations Global Compact and has signed up to the 10 universal principles on human rights, occupational standards, the environment and the fight against corruption. This accession represents for Aqualia the ratification of its commitment to ESG (environmental, social and governance) criteria.

In Georgia, the companies GWP (Georgian Water and Power) and RWC (Rustavi Water Company) have had partnerships agreements in force for years to guarantee access to water for nursing homes and children's homes as part of their commitment to social responsibility. With the aim of helping these people – children and elderly people in need – in 2023, partnership agreements have been signed with 12 new group homes.

In addition to the agreement with Cáritas Spain, already mentioned and in collaboration with the University of Huelva, Aqualia also guarantees access to water for 500 inhabitants of a village in Senegal. This project is developed in Dindefelo, an agricultural and livestock community with difficult access and limited electricity and water supply. The initiative seeks to improve food sovereignty and diversify the population's income, with emphasis on agriculture and tourism. To do this, the company financed a deep hydraulic borehole with an electric pumping system powered by solar panels to supply water to the community.

Visit to the project developed in Senegal in collaboration with the University of Huelva.

We promote good water governance through StepbyWater

For the fourth consecutive year and as part of its 2021-2023 Sustainability Plan, Aqualia maintains leadership in the StepbyWater Alliance as a founding partner, to achieve its foundational objectives, and under the presidency of the CEO of Aqualia.

This alliance is a pioneer in Europe, created to respond to the United Nations International Decade for Action on Water for Sustainable Development. At the supranational level, this alliance brings together, fosters and drives in an integrated, holistic and transversal way a framework of alliances and key initiatives, including the 2030 Agenda, the Decade of Action on Water and the Climate Summit Agreements.

In January 2023, Aqualia left its mark at the 2nd Meeting of the StepByWater alliance, held at the headquarters of the Spanish Federation of Municipalities and Provinces (FEMP) in Madrid. During the month of September, another meeting of the Alliance took place, in which Aqualia presented the work "In our hands" in the Calzada de Oropesa lagoon (Toledo). The action, created by the international artist SAYPE, aimed to raise awareness about the importance of protecting water. Juan Pablo Merino, director of Communication and Corporate Sustainability, participated on behalf of Aqualia.

Other social alliances

Caltaqua collaborates with the organisation zeroCO_2, which manages social impact projects, in a project in Tanzania that consists of planting 200 trees in the district of Monduli, mainly inhabited by rural Maasai communities. These trees, considered an effective tool against climate change, will absorb up to 36,000 kilos of carbon dioxide, counteracting the loss of biodiversity and soil erosion in an area affected by climate change. This initiative involves women, providing them with food security and economic support, promoting their empowerment through sustainable agricultural practices.

Another example of collaboration is the Community Scholarship Program of the IFM Investors fund, which selected two projects promoted by Aqualia together with local NGOs in Spain and Colombia. One promotes the employment of people with Asperger's syndrome in Galicia, in collaboration with ASPERGA, while the other provides filters to purify the water for 1,800 people in rural communities in Colombia in collaboration with Rotary E-Club. These projects have been subsidised with a total of €58,900, and highlight Aqualia and IFM Investors' commitment to positive impact on local communities.

Aqualia has initiated a collaboration with the Recover Foundation to implement a cervical cancer prevention campaign in Cameroon. Thanks to the EOI's Development Programme for High-Potential Women, this initiative was launched and is already producing results. Recover has begun to install information booths for early detection of the disease. Aqualia has contributed with a donation obtained through the SedSolidarios.com campaign, in which employees actively participated. In addition, the charity concert offered by the group Soul Track, which features an Aqualia employee, was essential in raising funds, with 250 tickets sold in less than two weeks and 116 additional fundraising tickets.

Leadership in the transfer of knowledge: events, awards and recognitions

Aqualia's participation in sector events to share knowledge, new technologies and good practices in the management of the end-to-end water cycle makes it possible to enrich the company's processes and procedures from design to implementation and project execution. As well as accessing the necessary information by all the teams to achieve excellence in their processes and procedures and maintain their leadership position in the sector.

In global data, the efforts of Aqualia's innovation team achieved a total of 305 actions in 2023, reaching 185 appearances in the general press and 62 in the specialized press. Likewise, members of the team participated in 28 national and 21 international events and published 10 scientific articles. In short, we are talking about one event per business day in 2023 and an increase of 12.5 % compared to 2022 in an effort to boost knowledge transfer.

Project developed in Tanzania by Caltaqua, in collaboration with the zeroCO2 organisation.

Among the mentions, activities and events of recent years, it is worth highlighting the launch of the MARadentro project coinciding with World Biodiversity Day. This project seeks to inject regenerated water into the aquifer to improve the quantity and quality of groundwater. The presentation took place at the Wastewater Treatment Plant, in Medina del Campo, Valladolid, consolidating Aqualia's vision as a promoter of environmental and sustainable initiatives.

In Spain, the company participated in the Quality Water Summit, a leading event in water treatment where issues of interest such as the energy transition in the water cycle, biofactories, and efficiency against rising costs were addressed; and at the 2nd Spanish Economic Forum of Castilla-La Mancha where the efficient use of water resources was presented, and Aqualia's Industrial business area raised the potential of water for the future of the regional economy.

Likewise, Aqualia participated in the IWA Digital Water Summit organised by the International Water Association (IWA) in Bilbao, with the collaboration of the Bilbao Bizkaia Water Consortium and AEAS, to talk about digitalisation of the water sector.

Aqualia also played a prominent role in the 13th edition of the International Congress of the Spanish Association for Desalination and Reuse (AEDYR), held in Granada, in June. During the event, Aqualia representatives offered high-level presentations in various areas. Lyvia Mendes, R&D researcher at

Winners of the 7th edition of the Journalism Aqualia Awards.

Aqualia, received the award for the Most Popular Presentation for her talk on *Innovative Filter Media as Pretreatment of Reverse Osmosis Systems*.

The 15th National Congress of Environmental Journalism, organised by the Association of Environmental Journalists (APIA), which was held in Madrid under the motto "Water matters", was attended by the company. Practical cases of communication in relation to the efficient use of water were presented.

Another good practice in knowledge transfer, the company organised the 7th edition of the Aqualia Journalism Award, one of the milestones of the Communication and Corporate Sustainability department, held on 7 June at the headquarters of the Madrid Press Association (APM). In the contest, 41 journalists from Spain and Colombia presented a total of 60 journalistic pieces that reflect the importance of managing the end-to-end water cycle and increase awareness of this valuable and scarce resource.

In Abu Dhabi, we participated in the Smart Water Utilities event, where Aqualia Live's IT tools were showcased to potential clients – companies responsible for supply in Dubai, Al Ain and Abu Dhabi, respectively.

In Berlin, Aqualia was a Global Partner in the 2023 edition of the Global Water Summit, in addition to being the official offsetter of the event's carbon footprint. The participation of Félix Parra stands out, addressing sustainability issues in the sector and presenting Aqualia's vision in terms of sustainability and achievement of climate objectives.

The company sponsored the Arab Water Convention, which took place in Dubai, and participated with presentations providing its knowledge on water regeneration. This event focuses on non-conventional resources, with the involvement of the *Government Supporting Partner.*

Also, in 2023, Marina Jiménez, Aqualia engineer, was appointed president of Young Water

Isidoro Marbán, CFO of Aqualia, collecting the Ofiso 2023 award for the best sustainable loan of 2022.

Professional Spain, the water sector knowledge network for those under 35 years of age. The association, promoted by the IWA and AEAS, brings together professionals in the sector who will be key to the future of water management. It is a knowledge network, a networking space for very diverse profiles. Currently, its members hold more than 25 different degrees.

Awards and recognitions that reinforce our leadership

During the Global Water Summit in Berlin, Aqualia stood out as one of the main actors of the event and received the Water Company of the Year award at the Global Water AWards 2023. The recognition also highlights its financial, commercial and sustainability achievements. This award includes initiatives such as CaixaBank's green credit, the comprehensive energy efficiency plan and the reduction of emissions within the framework of its Strategic Sustainability Plan or the renewal of more than 90 % of its concessions. As well as the development of the company in the international market, with new contracts and acquisitions in Georgia, France, Colombia and Saudi Arabia.

Aqualia also received, in 2023, the Best Sustainable Loan Award of 2022 from OFISO. In the presence of 250 experts and financial operators, this recognition was received, which highlights the company's commitment to sustainable financial projects.

The Confederation of Entrepreneurs of the province of Cádiz recognised Aqualia in its 3rd Awards for Recognition of Business Commitment to the Sustainable Development Goals. Aqualia was awarded for its "Sosteniblómetro" initiative, a barometer of sustainable behaviors.

Also, at the Andalusia Environment Awards, the Ministry of Sustainability awarded the Life Ulises project at the El Bobar wastewater treatment plant in Almería, highlighting its approach towards zero discharges.

Local commitment

FOR GLOBAL BENEFIT

Aqualia's national and international reach is based on the passion for solving water access needs in all the countries in which it operates. But the company's local commitment also drives it to offer, along with excellent service, a series of social and cultural actions that impact the civil society of the municipalities where it works, thus contributing to the wellbeing of people.

Examples: the support for the Diada de Sant Jordi in Lleida, in Catalonia, where hundreds of people were able to enjoy the events organised on the occasion of the World Book Day celebration that the city council organised on the Rambla of Ferrán. The company placed nearly 80 banners with the motto "Water and culture, essential", showing its support for this day dedicated to culture.

Aqualia's national and international reach is based on its passion for solving water access needs in all the countries in which it operates.

In Colombia, Aqualia brightened Christmas for children from vulnerable sectors in the district of Riohacha by delivering more than 1,200 gifts. The donations were handed out at the Aqualia facilities, where community leaders received the gifts intended for children from different communities.

A gesture that reflects Aqualia's commitment as a positive agent of change in the communities, in parallel with the management of water and sewage services in the town. The initiative benefits specific sectors of the child population, selected in collaboration with community leaders, promoting Sustainable Development Goals 10 (Reduction of inequalities) and 17 (Partnerships to achieve the objectives).

CHILDREN'S CHRISTMAS

1,200

gifts delivered in Colombia

Through the company's social work professionals, strategic meetings are also held with various communities in Colombia. The focus is to provide comprehensive support, in order to listen, educate and inform on topics of general interest, such as understanding invoices or maintaining an adequate supply and sanitation network.

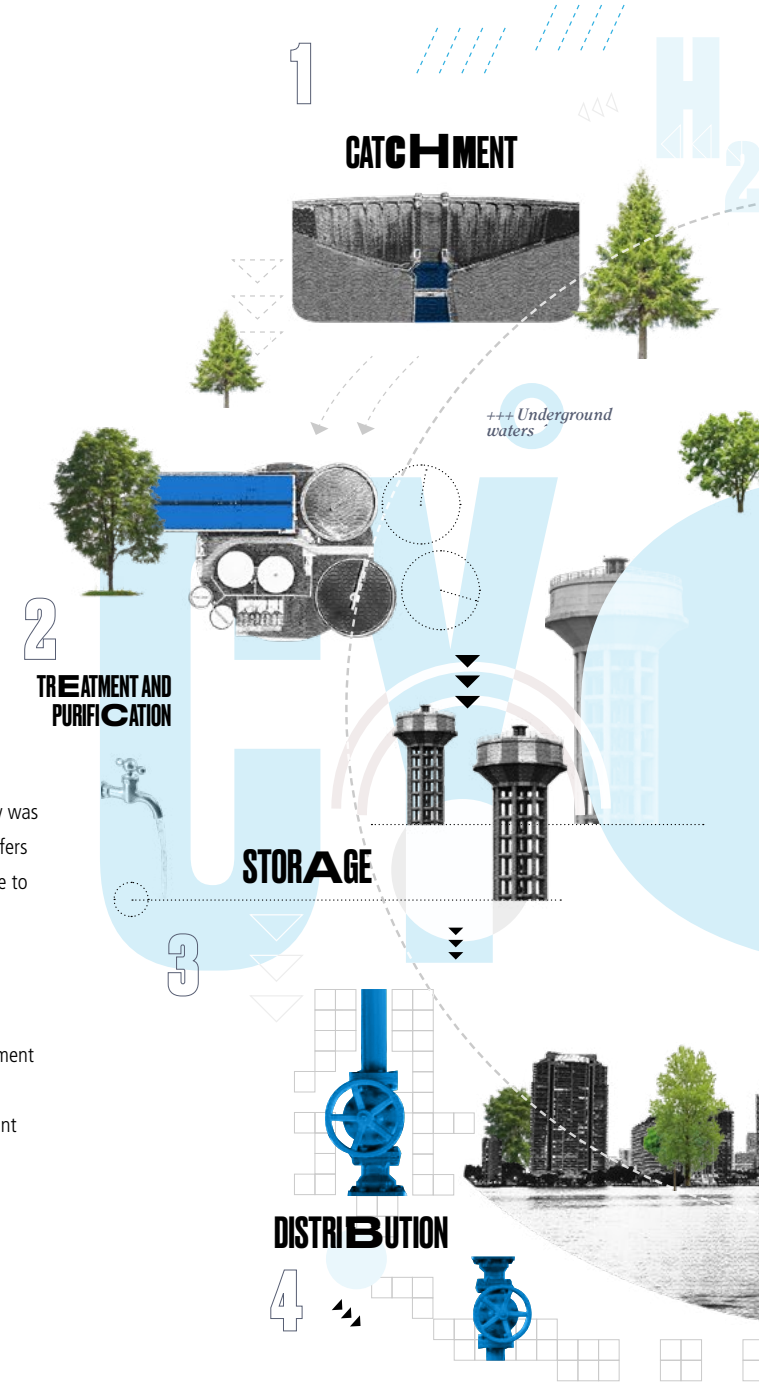
During the year 2023, a total of 980 meetings and training sessions were held in Colombia. These activities are of great importance,since they often help to prevent or resolve conflict situations, such as the closure of inter-municipal roads, public protests and other similar events.

In Puerto de la Cruz, Santa Cruz de Tenerife, Aqualia sponsored the 21st edition of the Mueca International Street Art Festival, which merges culture, art and history. Aqualia joined institutional representatives, thus highlighting the company's commitment to local art and culture.

Environmental awareness

A GLOBAL PATH

Aqualia works to transmit, through communication and awareness actions, its commitment to disseminating the importance of caring for the environment and sustainable management of the end-to-end water cycle. Therefore, Aqualia seeks to bring knowledge to citizens so that they become aware of how vital this service is for the wellbeing and development of people and communities, as well as for the protection of biodiversity. As an example of this, some of the campaigns launched during 2023 are shown:



SDGs 4, 6, 7, 11, 12, 13, 14, 15, 17

PROMOTION OF SUSTAINABILITY

• 21ST EDITION OF THE INTERNATIONAL CHILDREN'S DRAWING CONTEST

Launched by Aqualia, in Spain and Colombia, to celebrate the World Environmental Education Day, on 26 January, and to focus on the care for biodiversity.

• SOSTENIBLÓMETRO

This initiative, by Aqualia, seeks to know which sustainable habits are most and least instilled in citizens through a barometer. At the end of the year, the conclusions of the 4th Barometer of Sustainable Behaviours were presented.

• PHOTOGRAPHY CONTEST "BIODIVERSITY IS NEAR YOU"

Contest with a high number of participants, almost 300 children, nephews and grandchildren of Aqualia employees around the world. Intended for them to learn to observe the world in a more sustainable way.

• @aquadictionary

This educational profile on sustainability was presented on Instagram. The glossary offers sustainable terms in accessible language to promote awareness.

• aqualiaeduca.com

On this website, Aqualia offers a free educational resource on water management for families, adapted for children and young people. Provides access to different educational tools about water.

SDG 6, 11, 12, 13, 14, 15, 17

AQUALIA JOINS THE UN WORLD DAYS

SDG 6, 7, 11, 12, 13, 14, 15, 17

WE PROMOTE RESPONSIBLE CONSUMPTION

• COMMUNICATION PLAN

Due to the new price structure in Tbilisi, GWP, the Georgian subsidiary of Aqualia, took actions to inform citizens about relevant data on water management, through interviews with ordinary citizens.

• IBIZA 2023 MULTISPORT WORLD CHAMPIONSHIP

Sponsored and led in terms of sustainability by Aqualia, it was the first triathlon championship in the world to achieve zero waste.

• CITY OF HELLÍN HALF MARATHON

Aqualia distributed cardboard cups and tap water for one of the most sustainable races in Spain.

• EXCAVATIONS OF ATAPUERCA

The company donated 350 reusable water bottles this year so that researchers can quench thirst and beat the heat in a sustainable way.

• "LONG LIVE THE ISLAND, TAKE CARE OF THE WATER' CAMPAIGN"

Motto of the Alliance for Water Management of Ibiza and Formentera aimed at tourists during the summer season. A campaign in which Aqualia assumes the production cost of the promotional materials.

• WORLD WATER DAY

22 March. Aqualia launched the message to more than 30 media outlets about the key role that specialist companies play in management.

• WITH THE CLAIM "YOUR ROLE..."

November 19th. With the *claim* "Your role is essential", pointing out the harmful effects of not taking care of the sanitation network. Aqualia continued its initiative actuaconaqualia.com

• WORLD ENVIRONMENT DAY

5 June, Aqualia was present at the EcoUc fair organised by the Santa Eulària City Council (Ibiza) making a call towards the care for biodiversity and sustainable consumption.

Annexes

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Annexe 1: About this report

Aqualia prepares the Sustainability Report annually, since 2006, in response to the requirements and expectations of the different interest groups and in line with the company's commitment. These commitments establish basic pillars of sustainability on which to work and internalise the culture of reporting, transparency and corporate social responsibility management.

This publication is due to the need to communicate said Strategic Sustainability Plan 2021-2023 and its performance in 2023 to the entire Aqualia staff and all stakeholders. It includes the organisation's management and commitments in the relevant financial and non-financial aspects of 2023 and, in line with 2022, incorporates and develops the progress made by the company in its Strategic Sustainability Plan in terms of the implementation of policies, commitments and actions set out in the plan.

It has been prepared in accordance with the GRI Standards in their 2021 version. In *Annex 2: Index of material topics* indicates the years of the thematic standards used. In addition, it has been verified by an independent external entity, AENOR.

In follow-up for the guidelines established by GRI the following principles were complied with, so the requirements demanded by the standard are guaranteed:

- **Sustainability context:** This report is conceived as an instrument that reflects the activity and performance of the company, integrating the three main axes of sustainability: economic development, social justice and environmental balance.

- **Materiality:** In 2023, a double materiality analysis has been prepared with global participation, as indicated in the European CSRD Directive and in the corresponding chapter. The results of the impacts have been linked to the ESRS and the corresponding GRIs. Throughout the chapters, a response is given to the positive and negative impacts identified.

- **Completeness:** in the preparation of 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.

The application of the GRI principles that determine the quality of the report were also taken into count: accuracy, balance, clarity, comparability, reliability and timeliness.

In line with the past two years, the reporting methodology has been enriched by applying the methodology proposed by the International Integrated Reporting Council (IRC) to prepare integrated reports from the perspective of identifying the capital that the organisation has or manages and using them to explain how value is created for society.

Aqualia makes great efforts to report on its performance in the different countries it operates in, providing activity indicators for all of them. Even more so in 2023, when almost 40 % of its turnover came from international sources. This is reflected throughout the document, which provides Aqualia's total consolidated data regarding the different standards and the details by country.

The quantitative information provided in the different areas include 100 % of the consolidated information for dependent entities, for joint-venture operations (only JVs and EIGs) in proportion to the shareholding and do not include information for those companies in which there is no control. Changes in calculations and the scope of the information are commented on in each particular case.

Additionally, the table of compliance with the Principles of the Global Compact has been kept. Aqualia is a full member of the Compact and presents its progress report every year. Reference has been made to the specific chapters and sections in which information can be found.

Other considerations about the information reported:

For the calculation of the environmental indicators associated with energy, water and carbon footprint, data has been reported from November 2022 to October 2023 (both included).

Additional Aqualia activity indicators are included for both the economic sphere (EA), specifically EA1 is the amount invoiced by type of supplier, EA2 is the investment in digital transformation and EA4 is the relational social capital; as well as for the environmental sphere (MA3), parametric determinations in drinking water.

Comparative tables for three years are established that allow greater transparency of information and shed light on evaluating the results of the Strategic Sustainability Plan 2021-2023. The variation in 2023 compared to 2022 is reported in percentages. In cases where the indicator itself is expressed in percentages, the variation is expressed in percentage points and is indicated as pp.

Annex 2: GRI index

In 2023, the most significant issues for stakeholders were as follows:

Environmental — Governance — Labou — Social

Declaration of use

Aqualia has presented the information cited in this GRI content index for the period between January 1, 2023 and December 31, 2023 using the GRI Standards as a reference.

GRI 1 used

GRI 1: Fundamentals 2021

Applicable sector standards

Not applicable

Ref.	Description	Location/observations	ESRS	SDG
Material topic: The organisation and its reporting practices				
GRI 2: General contents 2021				
2.1	Details of the organisation	FCC Aqualia S.A. In the document, the Aqualia trademark will be used The company's head office is located at Avda. del Camino de Santiago 40, 28050, Madrid. Spain 1.2. Business model and company strategy		
2.2	Entities included in the organisation's sustainability report	https://www.aqualia.com/es/informacion-financiera/informes-periodicos/cuentas-anuales-		
2.3	Reporting period, frequency and point of contact	Annual Annex 1. About this report www.aqualia.com		
2.4	Restatements of information	Changes in calculations and the scope of the information are commented on in each particular case.		
2.5	External guarantee	Annex 1. About this report		

Ref.	Description	Location/observations	ESRS	SDG
Activities and workers				
GRI 2: General contents 2021				
2.6	Activities, value chain and other business relationships	1.2. Business model and company strategy		
2.7	Employees	5.1. General lines of action: Focused on creating a work environment of quality and well-being		8.5 10.3
2.8	Subcontracted workers	In approximately 90 % of activities related to civil works, which require specialized machinery, it is necessary to subcontract labor		8.5
Governance				
GRI 2: General contents 2021				
2.9	Governance structure and members	3.1. Governing bodies: Global structure at the service of water.		5.5 16.7
2.10	Appointment and selection of the highest governing body	"The by-laws in force at FCC Aqualia have been entered into the Mercantile Registry and are in the public domain".		5.5 16.6
2.11	President of the highest government body	3.1. Governing bodies: global structure at the service of water		
2.12	Role of the highest governing body in the supervision of impact management	"The by-laws in force at FCC Aqualia have been entered into the Mercantile Registry and are in the public domain."		16.7
2.13	Delegation of responsibility for impact management	1. We are Aqualia 2. 1. Development of double materiality. Material topics		
2.14	Role of the highest governing body in sustainability reporting	1. We are Aqualia 2. 1. Development of double materiality. Material issues		
2.15	Conflicts of interest	3.2. Compliance Model "The statement made by the secretary of the board in accordance with article 229 of the Capital Companies Law informs about the identification of the conflicts of interest reported in relation to points i and ii. This statement is included in the annual financial report. As regards cases ii and iii, the conflicts of interest detected are reported internally to those responsible for managing them."		16.6
2.16	Communication of critical concerns	1. We are Aqualia 1.1. A world in constant transformation 2.1. Development of double materiality. Main results. Material topics.		
2.17	Collective knowledge of the highest governing body	1. We are Aqualia 1.1. A world in constant transformation 2. We are consolidating our roadmap Annex 6. Breakdown of complementary data GRI 205-2.		
2.18	Assessment of the highest governing body's actions	"The by-laws in force at FCC Aqualia have been entered into the Mercantile Registry and are in the public domain."		
2.19	Remuneration policies	Article 22, Aqualia Statutes: Directors do not receive any remuneration for their management activities		
2.20	Process for determining remuneration	Article 22: Aqualia's by-laws: Directors do not receive any remuneration for their management activities.		
2.21	Ratio of total annual remuneration	This information has not been provided as by publishing this ratio, it would be possible to calculate the salary of the company's CEO, which is currently confidential.		

Ref.	Description	Location/observations	ESRS	SDG
Strategy, policies and practices				
GRI 2: General contents 2021				
2.22	Declaration on the sustainable development strategy	1. WE ARE AQUALIA 2. We consolidate our roadmap. 2.2. We look towards the future with a vibrant and dynamic strategy		
2.23	Commitments and policies	2. We are consolidating our roadmap 2.2. We look towards the future with a vibrant and dynamic strategy 3. Governance. We drive our most transformative and sustainable version		16.3
2.24	Inclusion of policy commitments	2.2. We look towards the future with a vibrant and dynamic strategy		
2.25	Processes for remediating negative impacts	2. Development of double materiality. Material issues		
		6.1. Management approach: Towards water management based on real-time data		
2.26	Mechanisms for requesting advice and expressing concerns	3.2. Compliance Model In 2022: €28,625 in environmental fines. In 2023: Environmental sanctions/fines: €56.176.83	ESRS G1	16.3
2.27	Compliance with the laws and regulations	In 2022: €18,759 in health and social care fines In 2023: Health and social care fines/penalties: €16.625		
2.28	Membership of associations	Annex 6. Data breakdown by country		
Participation of the interested parties				
GRI 2: General contents 2021				
2.29	Approach to stakeholder engagement	2.1. Development of double materiality	ESRS 1	
2.30	Collective bargaining agreements	5.2. Internal communication and social dialogue		8.8
Material topics				
GRI 3: Material topics 2021				
3.1	Process to determine material topics	2.1. Development of double materiality	ESRS 1	
3.2	List of material topics	2.1. Development of double materiality	ESRS 1	
Material topic: Access to water and sanitation in the towns where Aqualia operates (social and environmental)				
GRI 3: Material topics 2021				
3.3	Management of material topics	4.1. Comprehensive management and environmental focus 4.2. Efficiency and optimisation for the reduction of water consumption 4.7. Innovation to protect ecosystems and combat climate change 3.3. Transparent communication: Citizen information and information transparency 7.1. Access to water and sanitation 7.2. Communication with impact	ESRS E3 ESRS S3 ESRS S4	6.1 6.2

Ref.	Description	Location/observations	ESRS	SDG
GRI 303 - Water and effluents 2018				
303-1	Interactions with water as a shared resource	4.2. Efficiency and optimisation for the reduction of water consumption	ESRS E3	6.3 6.4 6.a 6.b
303-2	Management of impacts relating to water discharges	4.2. Efficiency and optimisation for the reduction of water consumption	ESRS E3	6.3
303-3	Water abstraction	4.2. Efficiency and optimisation for the reduction of water consumption Annex 6. Breakdown of complementary data Supplementary data breakdown Data breakdown by country	ESRS E3	
GRI 413 - Local communities 2016				
413-1	Operations with local community engagement, impact assessments and development programmes	3.3. Transparent communication: Public information and information transparency 7.1. Access to water and sanitation 8.3. Public-private partnerships to guarantee water for everybody	ESRS S3 ESRS S4	2.3
413-2	Operations with significant negative impacts – actual or potential – on local communities	There are no operations centers that have or could have significant negative impacts on local communities.	ESRS S3 ESRS S4	
Aqualia's own				
MA3	Parametric results in drinking water	4.6. Water quality	ESRS S4	6.1 6.3
Aqualia Strategic Sustainability Plan. Strategic line 2				
SL2P1.1	% of the volume of unregistered water divided by the total volume of water introduced into the distribution network	4.2. Efficiency and optimisation for the reduction of water consumption		6.4
SL2P1.2	Volume of unregistered water per kilometre of network and day	4.2. Efficiency and optimisation for the reduction of water consumption		6.3
SL2P4.1	Number of new R&D projects launched during the year that include the development of innovative solutions to combat climate change	4.7. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
SL2P4.2	No. of technology transfer actions from R&D to Production carried out during the year	4.7. Innovation to protect ecosystems and combat climate change		6.3 6.4 9.1 12.4 13.1
Aqualia Strategic Sustainability Plan, Strategic Line 6				
SL6P1.1.1	No. of clients in Spain who have access to subsidised rates for the water and sanitation service	3.3. Transparent communication: Public information and information transparency		6.1 6.2
SL6P1.2.1	Customers in Spain receiving benefits via rate discounts and subsidies	3.3. Transparent communication: Public information and information transparency		6.1 6.2

Ref.	Description	Location/observations	ESRS	SDG
SL6P1.2.2	Customers in Italy, Portugal and France with access to subsidised water and wastewater rates	3.3. Transparent communication: Public information and information transparency		6.1 6.2
SL6P1.2.3	Customers in Italy, Portugal and France receiving rate discounts and subsidies	3.3. Transparent communication: Public information and information transparency		6.1 6.2
Material topic: Management of climate goals/air and soil pollution, circular economy, biodiversity, resource management, and ecosystems				
GRI 3: Material topics 2021				
3-3	Management of material topics	4.1. Comprehensive management and environmental focus 4.2. Efficiency and optimisation to reduce water consumption 4.3 Climate change commitment: Energy optimisation and emissions reduction 4.4. Boost to the circular economy 4.5. Protection and recovery of the ecosystem. Biodiversity 4.7. Innovation to protect ecosystems and combat climate change	ESRS E1 ESRS E2 ESRS E3 ESRS E4 ESRS E5	
GRI 302: 2016 energy				
302-1	Energy consumption within the organisation	4.3 Climate change commitment: Energy optimisation and emissions reduction Annex 6. Breakdown of complementary data. Power Consumption Breakdown Data by country	ESRS E1	7.2 7.3 8.4 12.2 13.1
302-2	Energy consumption outside the organisation	4.3 Climate change commitment: energy optimisation and emissions reduction. Emissions broken down by country	ESRS E1	
302-3	Energy intensity	4.3 Climate change commitment: Energy optimisation and emissions reduction	ESRS E1	7.3 8.4 12.2 13.1
302-4	Reduction of energy consumption	4.3 Climate change commitment: energy optimisation and emissions reduction. b) Improvement of energy efficiency	ESRS E1	7.3 8.4 12.2
302-5	Reduction in energy requirements for products and services	4.3 Climate change commitment: energy optimisation and emissions reduction. b) Improvement of energy efficiency	ESRS E1	7.3 8.4 12.2
GRI 305: 2016 emissions				
305-1	Direct GHG emissions (scope 1)	4.3 Climate change commitment: Energy optimisation and emissions reduction Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS E1	3.9 12.4 13.1
305-2	Indirect GHG emissions when generating energy (scope 2)	4.3 Climate change commitment: Energy optimisation and emissions reduction Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS E1	3.9 12.4 13.1
305-3	Other indirect GHG emissions (scope 3)	4.3 Climate change commitment: Energy optimisation and emissions reduction Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS E1	3.9 12.4 13.1

Ref.	Description	Location/observations	ESRS	SDG
305-4	GHG emissions intensity	4.3 Climate change commitment: Energy optimisation and emissions reduction	ESRS E1	
305-5	Reduction of GHG emissions	4.3 Climate change commitment: Energy optimisation and emissions reduction	ESRS E1	
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant emissions to the air	Annex 6. Breakdown of complementary data. Breakdown by country. Atmospheric emissions	ESRS E1	3.9 12.4 13.1
Aqualia Strategic Sustainability Plan				
SL2P2.1	% countries where the carbon footprint is calculated divided by the total countries in which Aqualia operates	4.3 Climate change commitment: Energy optimisation and emissions reduction		7.2 17
SL2P2.2	% renewable energy used from our own facilities. PPAs or acquisition, in relation to the total energy consumed	4.3 Climate change commitment: Energy optimisation and emissions reduction		13.2
SL2P2.3	Reduction of the % of kWh/m3 of energy used in drinking water adduction, treatment and distribution processes	4.3 Climate change commitment: Energy optimisation and emissions reduction		13.2
SL2P2.4	Reduction of the % of kWh/g COD eliminated for the energy used in wastewater treatment processes	4.3 Climate change commitment: Energy optimisation and emissions reduction		13.2
SL2P2.5	% vehicles with low CO_2 emissions divided by the total vehicle fleet and light passenger cars.	4.3 Climate change commitment: Energy optimisation and emissions reduction		13.2
GRI 303: Water and effluents 2018				
303-1	Interactions with water as a shared resource	4.2. Efficiency and optimisation for the reduction of water consumption 1.2. Business model and company strategy 2.1. Development of double materiality	ESRS E3	6.3 6.4 6.a 6.b
303-2	Management of impacts relating to water discharges	4.2. Efficiency and optimisation for the reduction of water consumption	ESRS E3	6.3
303-3	Water abstraction	4.2. Efficiency and optimisation for the reduction of water consumption Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS E3	
303-4	Water discharge	4.2. Efficiency and optimisation to reduce water consumption 4.4. Promotion of the circular economy Annex 6. Breakdown of complementary data.	ESRS E2 ESRS E5	6.3
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.	4.5. Protection and recovery of the ecosystem. Biodiversity Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS E4	6.6 15.1 15.5
304-2	Significant impacts of activities, products and services on biodiversity.	4.5. Protection and recovery of the ecosystem. Biodiversity	ESRS E4	6.6 14.2 15.1 15.5

Ref.	Description	Location/observations	ESRS	SDG
304-3	Protected and restored habitats	4.5. Protection and recovery of the ecosystem. Biodiversity	ESRS E4	6.6 14.2 15.1 15.5
Material topic: Infrastructure, works and maintenance / Processes, procedures and digitalisation				
GRI 3: Material topics 2022				
3.3	Management of material topics	4. Planet: Committed to regeneration 6. Technology and digitalisation for excellent service	ESRS S4 ESRS E1 ESRS E5	
EA2				
EA2	Investment in digital transformation	6.1. Towards water management based on real-time data 6.2. Cybersecurity for a connected and global activity		
GRI 201: Economic Performance 2016				
201-4	Financial assistance received from the government	1.6 Value creation and main figures		
GRI 418: Customer privacy 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	6.2. Cybersecurity for a connected and global activity	ESRS S4	
Aqualia Strategic Sustainability Plan				
SL2P4.1	No. of new R&D projects started during the year that include the development of innovative solutions to combat climate change.	4.7. Innovation to protect ecosystems and combat climate change	ESRS E1 ESRS E5	6.3 6.4 9.1 12.4 13.1
SL2P4.2	Number of actions to transfer technology from R&D to production undertaken during the year.	4.7. Innovation to protect ecosystems and combat climate change	ESRS E1 ESRS E5	6.3 6.4 9.1 12.4 13.1
SL3P2.1	No. of services that use the mobility app (NOW)	6.1. Towards water management based on real-time data		9.4 6.4
SL3P3.1	No. of services working with Big Data and Artificial Intelligence aWa	6.1. Towards water management based on real-time data		9.4 6.4
SL3P3.2	No. of digital remotely read meters	6.1. Towards water management based on real-time data		6.4 11.b
SL3P5.1	Staff members who have downloaded the Be Aqualia app	6.1. Towards water management based on real-time data		9.4

Ref.	Description	Location/observations	ESRS	SDG
Material topic: Transparency and accountability				
GRI 3: Material topics 2021				
3.3	Management of material topics	1.3. Purpose, values and culture 3.2. Compliance Model 3.3. Transparent communication 2. We are consolidating our roadmap. Relationship and dialogue with our stakeholders	ESRS G1	12.8 13.3 16.6
GRI 201: Economic Performance 2016				
201-1	Direct economic value generated (VEG) and distributed (VED)	1.6 Value creation and main figures Annex 6. Data breakdown by country.		8.1 8.2 9.1 9.4 9.5
GRI 207: Tax 2019				
207-1	Tax approach	3.2. Compliance Model. Special care must be paid with payments and collections from 0, whose destination is bank accounts, persons or entities domiciled in tax havens (Aqualia's Code of Ethics)	ESRS G1	10.4
207-2	Tax governance, risk control and management	3.2. Compliance Model FCC Group's senior management reviews relevant decisions on tax matters and promotes transparency	ESRS G1	10.4
207-3	Stakeholder engagement and management of concerns related to tax	3.2. Compliance Model	ESRS G1	10.4
Material topic: Ethics and anti-corruption				
GRI 3: Material topics 2021				
3.3	Management of material topics	3.2. Compliance Model	ESRS G1	16.5 16.6
GRI 205: Anti-corruption 2016				
205-1	Operations assessed for risks relating to corruption	3.2. Compliance Model	ESRS G1	16.5
205-2	Communication and training on anti-corruption policies and procedures	3.2. Compliance Model Annex 6. Breakdown of complementary data. Data breakdown by country	ESRS G1	16.5
205-3	Confirmed cases of corruption and the action taken	In 2023, no cases relating to corruption were reported via the Whistleblowing Channel	ESRS G1	16.5
Aqualia Strategic Sustainability Plan				
SL5P.1.1	% of controlled companies with the compliance model implemented*	3.2. Compliance Model	ESRS G1	16.5 16.6

Ref.	Description	Location/observations	ESRS	SDG
Material topic: Customer and user management and support				
GRI 3: Material topics 2021				
3.3	Management of material topics	6.1. Management approach: towards real-time data-driven water management 4.6. Water quality	ESRS S4	16.3 9.9.b
GRI 416 – Customer health and safety 2016				
416-1	Assessment of health and safety impacts in the product and service categories	100 %	ESRS S4	16.3 9.9.b
416-2	Incidents of noncompliance concerning health and safety impacts on products and services	4.6. Water quality	ESRS S4	16.3
GRI 418 - Customer privacy - 2016				
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data.	In 2023 the number of identified cases of leaks, theft or loss of customer data was: 13, none required notification to the agency or interested parties. There were also no complaints from regulatory authorities for violations of customer privacy, nor complaints received from third parties.	ESRS S4	16.3 16.10
Aqualia Strategic Sustainability Plan				
SL3P1.1	Customers using the virtual office	6.1. Towards real-time data-driven water management. Technology to connect customers		
SL3P1.2	Contracts with e-billing	6.1. Towards real-time data-driven water management. Technology to connect customers		12.5
Material topic: Employment, development and culture of belonging				
GRI 3: Material topics 2021				
3.3	Management of material topics	1.3. Purpose, values and culture 5. People: We manage the well-being of a global team 5.1. Action guidelines: Focused on generating a quality work environment and wellbeing 5.2. Internal communication and social dialogue 5.3. Employability and personal development for our professionals 5.5. Diversity, equality and inclusion	ESRS S1 ESRS S2	8.5
GRI 401: Employment 2016				
401-1	New employee recruitment and staff turnover	5.3. Employability and personal development for our professionals 5.1. General lines of action: Focused on generating a quality work environment and wellbeing	ESRS S1	5.1 8.5 8.6 10.3
401-2	Benefits enjoyed by full-time employees that are not given to temporary or part-time employees	Benefits are independent of the employment arrangement and include the following: Subsidised loans, life insurance, accident insurance and family aid	ESRS S1	3.2
401-3	Parental leave	Annex 6. Breakdown of complementary data. Data breakdown, Spain	ESRS S1	5.1

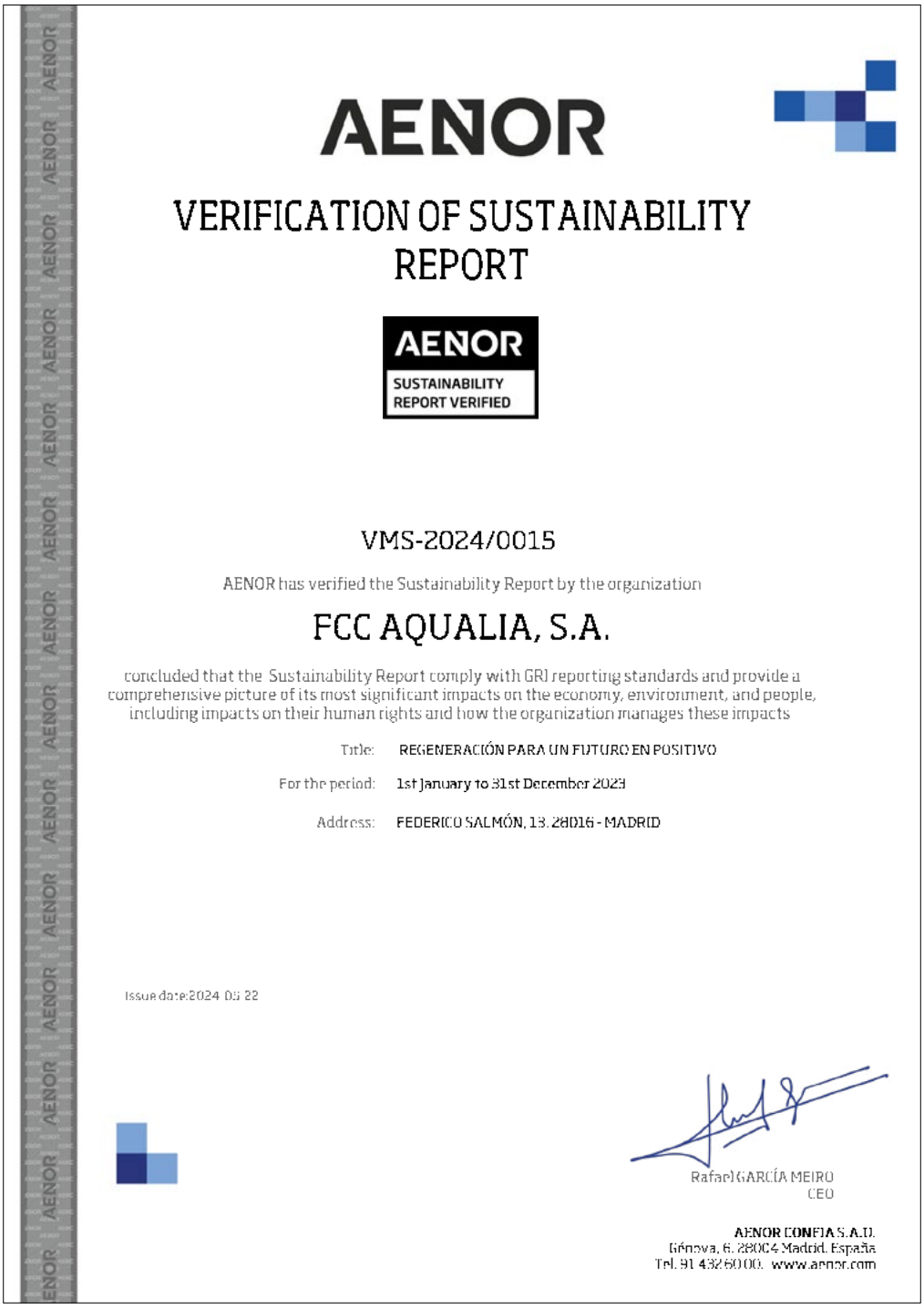
Ref.	Description	Location/observations	ESRS	SDG
GRI 404 - Training and Education 2016				
404-1	Average hours of training per year per employee	5.3. Employability and personal development for our professionals	ESRS S1	4.3 4.5 8.2
404-2	Programmes for improving employee aptitudes and transition aid programmes	5.3. Employability and personal development for our professionals	ESRS S1	8.2 8.5
Aqualia Strategic Sustainability Plan				
SL4P4.1	Average hours of training per employee per year	5.3. Employability and personal development for our professionals	ESRS S1	8.6
Material topic: Safety, health and well-being (Physical, mental and social)				
GRI 3: Material topics 2021				
3.3	Management of material topics	5.4. Safety, health and well-being 6.6. Preventive leadership	ESRS S1	
GRI 403: Occupational Health and Safety 2018				
403-1	Occupational health and safety management system	5.4. Health, safety and wellbeing	ESRS S1	8.8
403-2	Hazard identification, risk assessment and the investigation of incidents	5.4. Health, safety and wellbeing	ESRS S1	8.8
403-3	Occupational health service	5.4. Health, safety and wellbeing	ESRS S1	3.3 3.7 8.8
403-4	Worker participation, consultation and communication regarding occupational health and safety	5.4. Health, safety and wellbeing	ESRS S1	3.3 3.7 8.8
403-5	Training of workers on occupational health and safety	5.4. Health, safety and wellbeing	ESRS S1	8.8
403-6	Promoting the health of workers	5.4. Health, safety and wellbeing	ESRS S1	3.8
403-7	Prevention and mitigation of impacts on the health and safety of workers directly linked through commercial relationships	5.4. Health, safety and wellbeing	ESRS S1	8.8
403-8	Workers covered by a occupational risk prevention system	5.4. Health, safety and wellbeing	ESRS S1	8.8
403-9	Work-related injuries	5.4. Health, safety and wellbeing	ESRS S1	3.9 8.8 16.1
403-10	Occupational illnesses and diseases	5.4. Health, safety and wellbeing	ESRS S1	3.9
Aqualia Strategic Sustainability Plan				
SL4P3.2	Accident frequency index	5.4. Health, safety and wellbeing		8.8

Ref.	Description	Location/observations	ESRS	SDG
Material topic: Diversity, equality and inclusion				
GRI 3: Material topics 2021				
3.3	Management of material topics	5.5. Diversity, equality and inclusion 5.2. Internal communication and social dialogue 5.3. Employability and personal development for our professionals 3.2. Compliance Model	ESRS S1	5.1 5.5 8.5
GRI 405: Diversity and equal opportunities 2016				
405-1	Diversity in governance bodies and employees	5.5. Diversity, equality and inclusion 5.1. General lines of action: Focused on creating a work environment of quality and well-being	ESRS S1	5.1 5.5 8.5
405-2	Ratio of basic salary and remuneration	Annex 6. Breakdown of complementary data. Data breakdown, Spain	ESRS S1	5.1 8.5 10.3
GRI 406: Non-discrimination 2016				
406-1	Incidents of discrimination and corrective actions taken	3.2. Compliance Model	ESRS S1	5.1 8.8
Aqualia Strategic Sustainability Plan				
SL4P2.1	Percentage of women in executive/ middle management positions	5.5. Diversity, equality and inclusion	ESRS S1	5.5
SL4P3.1	Satisfaction or commitment index of the people who make up the workforce	5.5. Diversity, equality and inclusion	ESRS S1	8.5
Material topic: Supplier relationships, assessment and approval				
GRI 3: Material topics 2021				
3.3	Management of material topics	3.4. Responsible supply chain and due diligence	ESRS S2	8.3 16.6
GRI 204: Procurement Practices 2016				
204-1	Proportion of spending on local suppliers	3.4. Responsible supply chain and due diligence		8.3
GRI 308: Supplier Environmental Assessment 2016				
308-1	New suppliers that were screened using environmental criteria	3.4. Responsible supply chain and due diligence 3.5. Suppliers in figures Since all suppliers must be approved each year on the platform and all must go through the same process, we consider all of them as new In 2023, the following have been evaluated for approval: 814 of which 576 have been approved in Nalanda In 2023, 454 suppliers were evaluated in relation to environmental impacts	ESRS S2	

Ref.	Description	Location/observations	ESRS	SDG
GRI 414: Supplier Social Assessment 2016				
414-1	New suppliers that were screened using social criteria	3.4. Responsible supply chain and due diligence 3.5. Suppliers in figures Since all suppliers must be approved each year on the platform and all must go through the same process, we consider all of them as new: In 2023, 814 have been evaluated for approval, of which 576 have been approved in Nalanda.	ESRS S2	16.6
Own indicator				
EA1	Total amount invoiced by supplier type			
Aqualia Strategic Sustainability Plan				
SL5P3.1	% NALANDA-approved suppliers (out of those eligible for approval).	3.4. Responsible supply chain and due diligence	ESRS S2	16.6
SL5P3.3	Awareness actions in supplier companies	3.4. Responsible supply chain and due diligence	ESRS S2	17
Material topic: Collaboration and public-private alliances (social)				
GRI 3: Material topics 2021				
3.3	Management of material topics	4.7. Innovation to protect ecosystems and combat climate change 3.3. Transparent communication: Public information and information transparency 7.1. Access to water and sanitation 5.5. Environmental awareness	ESRS S2 ESRS S3	
GRI 413: Local communities 2016				
413-1	Operations with local community engagement, impact assessments and development programmes	3.3. Transparent communication: Citizen information and information transparency 7.1. Access to water and sanitation 8.3. Public-private partnerships to guarantee water for everybody	ESRS E3	2.3
413-2	Operations with significant, actual or potential, negative impacts on local communities	There are no operating centres that have or could have significant negative impacts on local communities.		1.4 2.3
Aqualia Strategic Sustainability Plan				
SL7P1.1	Social centres subsidised in water access	6. Technology and digitalisation for excellent service	ESRS S3	6.1 6.2
SL7P1.2	Beneficiaries subsidised in access to water	6. Technology and digitalisation for excellent service	ESRS S3	6.1 6.2
SL7P1.3	Investment for this grant in access to water	6. Technology and digitalisation for excellent service	ESRS S3	6.1 6.2
SL7P2.1	Satisfaction with the summer course organised by Cátedra Aqualia. University of Almeria	8.4 Public-private partnerships to guarantee water for everybody		6 9.5
SL7P2.2	Bachelor's and master's final degree projects in the Aqualia Chair	8.4 Public-private partnerships to guarantee water for everybody		6 9.5
SL7P3.1	Companies that have signed the StepbyWater Decalogue	7.2. Communication with impact		6 17.1

Ref.	Description	Location/observations	ESRS	SDG
SL7P3.2	Actions promoted in relation to the objectives of the partnership	7.2. Communication with impact		6 17.1
SL7P3.3		7.2. Communication with impact		6 17.1
SL7P3.4	Conferences held	7.2.1 Specialized leaders		6 17.1
SL7P3.5	Events conducted	7.2.1 Specialized leaders		6 17.1
Material topics: social actions such as donations, sponsorship of cultural or sporting activities or any kind of community support				
GRI 3: Material topics 2021				
3.3	Management of material topics	3.3. Transparent communication: Public information and information transparency 7.1. Access to water and sanitation 7.2. Communication with impact 7.2.1 Specialized leaders	ESRS S1	17.5 17.7 17.17
GRI 413: Local communities 2016				
413-1	413-1 Operations with local community engagement, impact assessments and development programmes	7.1. Access to water and sanitation 7.2 Communication with impact	ESRS S4 ESRS S3	9.1 11.2
Own indicator				
EA4	Social/Relational Capital. Investment in social actions in communities (social action and awareness raising)	7.2. Communication with impact	ESRS S3	17.14
Aqualia Strategic Sustainability Plan				
SL7P1.1	Social centres subsidised in water access	7.1. Access to water and sanitation	ESRSS 4	6.1 6.2
SL7P1.2	Beneficiaries subsidised in access to water	7.1. Access to water and sanitation	ESRSS 4	6.1 6.2
SL7P1.3	Investment for this grant in access to water	7.1. Access to water and sanitation		6.1 6.2

Annex 3: Verification report



AENOR

VERIFICATION OF SUSTAINABILITY REPORT

AENOR
SUSTAINABILITY REPORT VERIFIED

VMS-2024/0015

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: REGENERACIÓN PARA UN FUTURO EN POSITIVO

For the period: 1st January to 31st December 2023

Address: FEDERICO SALMÓN, 13. 28016 - MADRID

Issue date:2024-05-22

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 Organization of its responsibility for compliance with applicable legislation.

Annex 4: GRI-SASB references

SASB for the Water Services and Supplies sector.

Topic	Indicator	Description	GRI
Inherent to activity	IF-WU-000.B	Total water obtained, percentage by source	303-3
Inherent to activity	IF-WU-000.E	Length of (1) water pipelines and (2) sewerage pipes	N/A, own
Energy management	IF-WU-130a.1	(1) Total energy consumed, (2) network electricity percentage, (3) percentage of renewable energy	302-1 302-2
Distribution network efficiency	IF-WU-140a.2	Volume of real, non-remunerated water losses	N/A, own
Effluent quality management	IF-WU-140b.1	Number of non-compliance incidents relating to water quality permits, standards and regulations	GRI 2-27 GRI 416
Effluent quality management	IF-WU-140b.2	Analysis of emerging interest effluent management strategies	GRI 303-2
Affordability and access to 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	GRI 303-1
Quality of drinking water	IF-WU-250a.1	Number of infractions in relation to drinking water that are (1) major in relation to health (2) minor in relation to health and (3) unrelated to health4	GRI 416
Quality of drinking water	IF-WU-250a.2	Analysis of emerging interest drinking water pollutant management strategies	GRI 303-2
Efficient end use	IF-WU-420a.1	Percentage income from water services related to tariff structures designed to promote conservation and the recovery capacity of income	GRI 413
Resilience of water supply	IF-WU-440a.1	Total water from regions with high or extremely high initial water stress, percentage acquired externally	GRI 303-3
Resilience of water supply	IF-WU-440a.2	Volume of recycled water supplied to clients	GRI 303-3
Resilience of water supply	IF-WU-440a.3	Analysis of quality-related risk management strategies and availability of water resources	GRI 303-1
Network resilience and 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 infrastructures	GRI 303-1

Annex 5: Global Compact (QR)

Topic	Principles of the Global Compact	Chapter for the
Human Rights	Protection of Human Rights	3.3. Transparent communication: Citizen information and information transparency 7.2. Communication with impact: Public-private partnerships to guarantee water for everybody
	Non complicity in the violation of Human Rights	3. Governance: We drive our most transformative and sustainable version
Labor standards	Freedom of affiliation and right to collective bargaining	5.4. Health, safety and wellbeing
	Elimination of forced labour	3. Governance: We drive our most transformative and sustainable version 5.4. Health, safety and wellbeing
	Eradication of child labour	3. Governance: We drive our most transformative and sustainable version 5.4. Health, safety and wellbeing
	Fight against discrimination in employment	5.5. Diversity, equality and inclusion
Environment	Preventive approach	4.1. Comprehensive management and environmental focus
	Environmental responsibility	2. We are consolidating our roadmap 4.1. Comprehensive management and environmental focus
	Environmentally friendly technologies	4.7. Innovation to protect ecosystems and combat climate change 6. Technology and digitalisation for excellent service
Anti-corruption	Fight against corruption, extortion and bribery	3. Governance: We drive our most transformative and sustainable version

Annex 6: Breakdown of complementary data (QR)

GRI 2-7: Classification by working day and gender 2023

	2023			2022			variation 22/23 (%)		
Aspect	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**
Permanent employees	9,004	2,266	**11,270**	8,486	2,157	**10,643**	6 %	5 %	**6 %**
Temporary employees	1,991	480	**2471**	1,715	298	**2013**	16 %	61 %	**23 %**
Employees with a fixed-term contract	13	10	**23**	11	7	**18**	18 %	43 %	**28 %**
TOTAL	**11,009**	**2,755**	**13,764**	**10,212**	**2,461**	**12,673**	**8 %**	**12 %**	**9 %**

Classification by working day and gender in 2023 (by country)

NO. OF EMPLOYEES:
- With a permanent contract
- With a temporary contract
- With a permanent, seasonal contract

CZECH R,	UAE	EGYPT	SPAIN
907	370	165	6,430
132	1	23	518
-	-	-	23
TOTAL: 1,039	**TOTAL: 371**	**TOTAL: 188**	**TOTAL: 6,971**

ITALY	PORTUGAL	FRANCE	ALGERIA	COLOMBIA	SAUDI ARABIA
222	95	159	52	782	201
66	12	5	8	301	38
-	-	-	-	-	-
TOTAL: 288	**TOTAL: 107**	**TOTAL: 164**	**TOTAL: 60**	**TOTAL: 1,083**	**TOTAL: 239**

MEXICO	CHILE	MONTENEGRO	USA	PERU	ROMANIA
31	10	1	3	4	4
55		-	-	-	3
-	-	-	-	-	-
TOTAL: 86	**TOTAL: 10**	**TOTAL: 1**	**TOTAL: 3**	**TOTAL: 4**	**TOTAL: 7**

OMAN	QATAR	GEORGIA	TUNISIA	ABU RAWASH	PANAMA
1	34	1,798	-	-	1
-	-	1,299	1	10	-
-	-	-	-	-	-
TOTAL: 1	**TOTAL: 34**	**TOTAL: 3,097**	**TOTAL: 1**	**TOTAL: 10**	**TOTAL: 1**

TOTAL employees:

13,764 = **11,270** with permanent contract + **2,471** with temporary contract + **23** with a contract permanent seasonal

GRI 2-7: Classification by type of contract and sex

	2023			2022			change 22/23 (%)		
Aspect	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**
Full-time employees	10,695	2,418	**13,113**	9,902	2,137	**12,039**	8 %	13 %	**9 %**
Part-time employees	313	337	**651**	310	324	**634**	1 %	4 %	**3 %**
Employees with unallocated working hours	-	-	**-**	-	-	**-**	-	-	**-**
TOTAL	**11,009**	**2,755**	**13,764**	**10,212**	**2,461**	**12,673**	**8 %**	**12 %**	**9 %**

GRI 2-28: Members in associations

Association or professional group	Scope	0DS
Association of collection, elevation, channelling, treatment, purification and distribution of drinking and wastewater industries of the province of Toledo	Spain	
Andalusia Water Supply and Sanitation (ASA)	Spain	6, 17
ADEPUREMO (Association of Wastewater Treatment Companies in Madrid)	Spain	
AGEAS (Association of Collection Companies,	Spain	
Agrupació de Serveis D'Aigua de Catalunya (ASAC)		6, 17
Wastewater - Spanish-speaking community of water treatment professionals	Spain	
Ibiza and Formentera Water Alliance	Spain	17
ASINAL	Spain	4, 17
Canarian Association of Urban Water Distribution and Treatment Entrepreneurs of the Province of Las Palmas (ADITRAGUA)	Spain	17
Czech Association for No-Excavation Technologies (CZSTT)	Spain	9, 17
Axidega Association (Association of Managers of Sporting Facilities in Galicia)	International	
Association of Employers of the Water Industry in the Balearic Islands (ASAIB)	Spain	17
Association of Merchants and Entrepreneurs of Benalmádena (ACEB)	Spain	17
Infrastructure Construction and Concessionary Company Association (SEOPAN-AGUA)	Spain	
Association of Research, Extraction, Mining-Metallurgy, Auxiliary and Service Companies	Spain	17

Association or professional group	Scope	0DS
Association of Water Supply and Sanitation Operators of the Czech Republic (APROVAK)	Spain	6, 17
Association of Public Services of International (ANDESCO)	International	6, 17
Association of the Supply and Sanitation Sector in the Czech Republic (SOVAK)	International	6, 17
Association of Communication Executives (DIRCOM)	International	17
Spanish Water Supply and Sanitation Association (AEAS)	Spain	6, 17
Spanish Association for Desalination and Re-use (AEDyR)	Spain	6, 12, 17
Spanish Association of Sustainability Executives (DIRSE)	Spain	17
Spanish Standardisation Association (UNE)	Spain	
Spanish Association of Urban Water Services (AGA)	Spain	17
Latin American Association of Desalination and Water Reuse (ALADYR)	Spain	6, 9, 17
National Association of Water and Sanitation Utilities in Mexico (ANEAS)	Spain	6, 17
Association for the Development of the Moravian-Silesian Region (SRMSK)	Mexico	17
Spanish Association for the Defence of Water Quality (ADECAGUA)	International	9, 17
Water Resources Association of the Czech Republic (SVH)	Spain	6, 17
PROVINCIAL ASSOCIATION OF WATER SECTOR COMPANIES IN ALICANTE	International	6, 17
Members of the International Federation of Private Water Operators (AquaFed)	Spain	6, 17
Association of Portuguese Companies for the Environment Sector (AEPSA)	Spain	13, 17
Portuguese Association for Water Distribution and Drainage (APDA)	International	6, 9,17
Associació Abastaments Aigua (AAA)	International	6,17
Associació Industrial Per La Producció Neta (AIPN)	Spain	9, 17
Association Scientifique et Technique pour L'Eau et L'Environnement	Spain	6, 9, 17
Business Council EU-International	International	17
Business Council EU-International	International	17
Almeria Chamber of Commerce	International	17
Spanish Chamber of Commerce	Spain	17
Catalan Water Partnership (CWP)	Spain	17
Centre for New Water Technologies (CENTA Foundation)	Spain	6, 9, 17
CEOE	Spain	
Ditchley Foundation Water Advisory Committee (UK)	Spain	17
Confederation of business organisations in the province of Badajoz (COEBA)	Spain	17
Business Confederation of the province of Almeria	Spain	17

Association or professional group	Scope	0DS
Confederation of Industry of the CR (SP CR)	Spain	17
National Water Council	International	17
Czech Chamber of Commerce (HK CR)	Spain	17
General Directorate of the Circular Economy (CLM)	International	6, 12, 17
Distribution, Treatment and Management of Potable and Wastewater in the Murcia region	Spain	6, 17
Economic Business Council Spain/Egypt	Spain	
European Federation of Water and Sanitation Associations (EUREAU)	Spain	17
Fédération Des Distributeurs D'Eau Indépendants	International	6, 17
ASAFédération Professionnelles Des Entreprises De L'Eau (FP2E)	International	6, 17
Federazione Internacionalna Delle Imprese Dei Servizi Idrici, Energetici e Vari (UTILINTERNACIONAL)	International	
Canary Islands Water Centre Foundation (FCCA)	Spain	6, 9, 17
Global Water Partnership (GWP)- Georgia	International	9, 17
IMDEA - AGUA	International	6, 9, 17
International Laboratory Association (GELAB) - Georgia		9, 17
International Desalination Association (IDA)	Spain	6, 9, 17
International Water Association (IWA)	Spain	6, 17
Isle Utilities TAG (Technology Approval Group), World Water Innovation Fund (WWIF) and Water Action Platform	Spain	6, 9, 17
Madrid World Capital of Construction, Engineering and Architecture Association (MWCC)	Spain	
Committee for the Assessment of the Urban Water Cycle	Spain	6, 17
PRL INNOVACIÓN	Spain	
Sentiatech	Spain	
Spanish Business Council of the United Arab Emirates	International	17
Stepbywater	Spain	6, 17
Water Environment Federation (WEF)	International	6, 9, 17
Water Positive Think Tank	International	
World Compliance Association	Spain	16, 17
Young Water Professionals (YWP)	Spain	
ZINNAE Urban Cluster for the Efficient Use of Water	Spain	6, 9, 17

GRI 201-1: Direct economic value generated and distributed

Country (thousand €)	2023 Revenue	2023 Pre-tax profit	2023 Payments to governments	2023 Operating costs (supplies)	2023 Wages and salaries	2022 Revenue	2022 Pre-tax profit	2022 Payments to governments
Saudi Arabia	55,149	2,044	1,120	17,000	11,659	32,956	1,974	797
Algeria	48,413	27,536	4,294	11,914	1,969	41,739	23,218	4,353
Bosnia	-	-6	-	-	-	-	-	-
Colombia	64,953	4,755	5,683	15,905	9,990	30,462	-6,908	2,410
Ecuador	-	-54	-	-	-	-	41	-
Egypt	6,262	3,203	414	-	1,028	21,843	8,279	221
United Arab Emirates	16,752	1,619	-	6,507	5,148	15,639	1,301	4
Spain	919,170	94,946	28,931	400,223	283,138	861,401	103,745	36,059
United States of America	-	-373	-	-4	1,531	-	-21	-
France	34,199	-426	1,678	13,719	10,758	26,525	1,516	1,695
India		3						
Italy	59,661	2,969	1,668	21,985	12,220	50,876	14,215	3,662
Mexico	25,565	2,418	-	9,431	2,191	17,170	2,500	215
Montenegro	-	-215	551	-	22	-358	-216	2
Oman	514	1,032	7	-	190	725	1,088	-
Panama	-	-46	-	-	9	-	-105	-
Netherlands		-210	1	-	-	-	-181	-
Portugal	15,639	941	355	6,710	2,808	14,905	1,518	322
Qatar	7,577	400	342	4,182	977	17,791	1,771	118
Czech Republic	148,048	21,635	233	64,570	33,193	120,364	19,193	4,909
Romania	5,502	-1,102	4,899	-	605	4,735	-1,569	7
Serbia	-	-130	15	2	-	-	-30	-
Tunisia	-	55	-	-	8	405	-63	1
Uruguay	-	-	-	-	-	-	11	-
Peru	-	-202	-	-	283		-475	-
Chile	758	-44	-	-	380	686	175	-
Georgia	79,240	11,491	3,396	10,895	10,685	65,292	20,837	2,358
TOTAL	**1,487,402**	**172,239**	**53,245**	**583,111**	**388,842**	**1,323,155**	**191,814**	**57,133**

GRI: 205-2 - In Government Bodies

Country	Persons informed about policies and procedures at the organisation to combat corruption	People trained on organisational policies and procedures to fight corruption	No. of members of the governing body	% of members of the governing body who have received communications	Percentage that has received training
Spain	27	27	27	100 %	100 %
2023	35	35	35	100 %	100 %
2022	27	3	27	100 %	11 %
2021	27	27	27	100 %	100 %
22/23	30 %	* 1067 %	30 %	0 %	** 809 pp

* The percentage change from 2022 to 2023 is approximately 1066.67 %. This means that the value has increased more than 10 times from 2022 to 2023.
** The percentage change from 2022 to 2023 is approximately 809.09 %. This means that the percentage of members of the governing body who have received training to fight corruption has increased more than 8 times from 2022 to 2023.

GRI 205-2: In employees

Country	No. of people informed about anti-corruption policies	No. of people trained in anti-corruption policies	Total employees	% receiving information	% who have received training
Spain	6,428	2294	6,935	93 %	33 %
Saudi Arabia	16	38	221	7 %	17 %
Czech Republic	1,039	465	1,029	101 %	45 %
Chile	-	2	10	0 %	20 %
Colombia	242	81	895	0 %	9 %
Egypt	-	2	95	0 %	2 %
United Arab Emirates	367	3	367	100 %	1 %
USA	-	-	1	0 %	0 %
France	-	77	161	0 %	48 %
Italy	288	107	288	100 %	37 %
Mexico	67	5	82	82 %	6 %
Montenegro	-	-	1	0 %	0 %
Panama	-	-	1	0 %	0 %
Peru	4	4	4	100 %	100 %
Portugal	107	46	107	100 %	43 %
Romania	7	-	7	0 %	0 %
Qatar	33	-	33	0 %	0 %
Georgia	2,438	-	3,089	79 %	0 %
2023	**10,754**	**3,124**	**13,326**	**81 %**	**23 %**
2022	**4,281**	**3,180**	**12,673**	**34 %**	**25 %**
2021	**4,731**	**3,672**	**9,981**	**47 %**	**37 %**
22/23	**151 %**	**-2 %**	**5 %**	**139 pp**	**-7 pp**

GRI 205-2: In executives

Country	No, of people informed about anti-corruption policies	No, of people trained in anti-corruption policies	Total persons in the category	% receiving information	% who have received training
Spain	29	33	33	88 %	100 %
2023	42	50	61	69 %	82 %
2022	33	33	33	100 %	100 %
2021	48	48	48	100 %	100 %
Var 22/23	**27 %**	**52 %**	**85 %**	**-31 %**	**-18 pp**

GRI 205-2: In middle management

Country	No, of people informed about anti-corruption policies	No, of people trained in anti-corruption policies	Total persons in the category	% receiving information	% who have received training
Spain	1,034	880	1,104	94 %	80 %
Saudi Arabia	5	13	52	10 %	25 %
Czech Republic	110	102	100	110 %	102 %
Chile	-	1	3	0 %	33 %
Colombia	-	24	127	0 %	19 %
Egypt	-	2	16	0 %	13 %
United Arab Emirates	22	1	22	1	5 %
US A	-	-	-	-	-
France	0	28	49	0 %	57 %
Italy	27	8	27	100 %	30 %
Mexico	11	3	12	92 %	3 %
Montenegro	-	-	-	-	-
Panama	-	-	-	-	-
Peru	2	2	2	100 %	100 %
Portugal	23	17	23	100 %	74 %
Romania	-	-	1	0 %	0 %
Qatar	-	-	7	0 %	0 %
Georgia	206	-	238	87 %	0
2023	**1,440**	**1,081**	**1,783**	**81 %**	**61 %**
2022	**1,482**	**949**	**1,568**	**95 %**	**61 %**
2021	**1,053**	**1,024**	**1,239**	**84.99 %**	**82.65 %**
22/23	**-3 %**	**14 %**	**14 %**	**-14 pp**	**0 pp**

GRI 205-2: In technicians

Country	No, of people informed about anti-corruption policies	No, of people trained in anti-corruption policies	Total persons in the category	% receiving information	% who have received training
Spain	933	612	962	97 %	64 %
Saudi Arabia	6	19	53	11 %	36 %
Czech Republic	99	84	99	100 %	85 %
Chile	-	-	-	0 %	0 %
Colombia	-	26	167	0 %	16 %
Egypt	-	-	-	-	0 %
United Arab Emirates	37	1	37	100 %	3 %
USA	-	-	-	-	-
France	-	16	31	0 %	52 %
Italy	50	48	50	100 %	96 %
Mexico	11	1	13	85 %	8 %
Montenegro	-	-	-	-	-
Panama	-	-	-	-	-
Peru	1	1	100 %	100 %	100 %
Portugal	22	13	22	100 %	59 %
Romania	-	-	4	0 %	0 %
Qatar	-	-	19	0 %	0 %
Georgia	668	-	781	86 %	0 %
2023	**1,827**	**821**	**2,244**	**81 %**	**37 %**
2022	**1,298**	**589**	**1,528**	**85 %**	**39 %**
2021	**1,162**	**886**	**1,914**	**60.71 %**	**46.29 %**
22/23	**41 %**	**39 %**	**47 %**	**-4 pp**	**-2 pp**

GRI 205-2: In administrative clerks

Country	No. of people informed about anti-corruption policies	No. of people trained in anti-corruption policies	Total persons in the category	% receiving information	% who have received training
Spain	836	768	895	93 %	86 %
Saudi Arabia	1	5	20	5 %	25 %
Czech Republic	129	116	129	100 %	90 %
Chile	-	-	-	-	-
Colombia	-	27	102	0 %	26 %
Egypt	-	-	8	0 %	0 %
United Arab Emirates	15	1	15	100 %	7 %
USA	0 %	0 %	0 %	0 %	0 %
France	-	6	8	0 %	75 %
Italy	33	30	33	100 %	91 %
Mexico	6	1	7	86 %	14 %
Montenegro	-	-	1	0 %	0 %
Panama	-	-	1	0 %	0 %
Peru	-	-	-	-	-
Portugal	8	8	8	100 %	100 %
Romania	-	-	1	0 %	0 %
Qatar	-	-	2	0 %	0 %
Georgia	22	-	23	96 %	0 %
2023	**1,050**	**962**	**1,253**	**84 %**	**77 %**
2022	**1,253**	**783**	**1357**	**92 %**	**58 %**
2021	**1,140**	**1,138**	**1,320**	**86.36 %**	**86.21 %**
22/23	**-16 %**	**23 %**	**-8 %**	**-9 pp**	**32 pp**

GRI 205-2: In other positions

Country	No. of people informed about anti-corruption policies	"No. of people trained in anti-corruption policies"	Total persons in the category	% receiving information	% who have received training
Spain	3,596	1	3,941	91 %	0 %
Saudi Arabia	4	1	96	4 %	1 %
Czech Republic	693	155	693	100 %	22 %
Chile	-	1	6	0 %	17 %
Colombia	-	1	488	0 %	0 %
Egypt	-	-	67	0 %	0 %
United Arab Emirates	293	-	293	100 %	0 %
USA	-	-	-	-	-
France	-	25	71	0 %	35 %
Italy	176	19	176	100 %	11 %
Mexico	39	-	50	78 %	0 %
Montenegro	-	-	-	-	-
Panama	-	-	-	-	-
Peru	-	-	-	-	-
Portugal	53	7	53	100 %	13 %
Romania	-	-	-	-	-
Qatar	-	-	5	0 %	0 %
Georgia	1541	-	-	-	0 %
2023	**6,395**	**210**	**7,985**	**80 %**	**3 %**
2022	**215**	**673**	**6,664**	**3 %**	**10 %**
2021	**1,328**	**586**	**5,442**	**24.40 %**	**10.77 %**
22/23	**2,874 %**	**-69 %**	**20 %**	**2,570 pp**	**-74 pp**

GRI 205-2: Business partners

Country	Partners informed of anti-corruption policies of the organisation	Agent	Industrial client	Collabora-tion	Provider not included in Nalanda	Partner	R&D partner	Leading partner
2023	**51**	**4**	**16**	**2**	**13**	**11**	**5**	**0**
2022	**89**	**2**	**3**	**1**	**66**	**15**	**0**	**2**
2021	**52**	**5**	**1**	**0**	**11**	**26**	**3**	**6**
22/23								

GRI 302 - 1a,

2023 (gj)	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Fossil fuels	**0**	**0**	**24,397**	**15,511**	**0**	**52**
Petrol	0	0	4,438	7,340	0	52
Diesel	0	0	16,390	8,146	0	0
LPG	0	0	0	25	0	0
Natural gas	0	0	3,500	0	0	0
LNG						
CNG	0	0	68	0	0	0
Renewables	**0**	**0**	**92,823**	**0**	**0**	**0**
Biogas burned in boilers without electricity generation	0	0	30,715	0	0	0
Biogas burned in engines or turbines with electricity generation	0	0	62,108	0	0	0
Biomethane service stations.	0	0	0	0	0	0
Self-produced, photovoltaic panels	0	0	0	0	0	0
Self-produced, turbines	0	0	0	19	0	0
Direct energy consumption	**0**	**0**	**117,220**	**15,530**	**0**	**52**
Renewable purchased electricity	476	10,238	10,576	155,926	0	6,561
Non-renewable purchased electricity	227,126	1,209,798	75,099	48,715	0	51,909
Indirect energy consumption	**227,602**	**1,220,036**	**85,675**	**204,641**	**0**	**58,469**
TOTAL	**227,602**	**1,220,036**	**202,895**	**220,171**	**0**	**58,521**

b, c, and energy

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
61,811	**146,898**	**3,097**	**83,046**	**5,031**	**0**	**2,269**	**342,112**
1,496	8,735	0	21,553	0	0	60	43,675
60,216	127,819	3,097	61,493	5,031	0	2,208	284,400
0	758	0	0	0	0	0	783
100	8,926	0	0	0	0	0	12,526
0	660	0	0	0	0	0	729
0	**363,754**	**0**	**0**	**0**	**0**	**0**	**456,577**
0	158,672	0	0	0	0	0	189,387
0	204,561	0	0	0	0	0	266,669
0	522	0	0	0	0	0	522
0	22,914	0	0	0	0	0	22,914
0	0,04680	0	611,798	0	0	0	611,817
61,811	**533,567**	**3,097**	**694,844**	**5,031**	**0**	**2,269**	**1,433,421**
2,357	957,273	6,196	133,913	12,969	24,204	11,111	1,331,800
49,979	877,954	19,051	11,512	22,882	82,015	7,538	2,683,578
52,337	**1,835,228**	**25,247**	**145,424**	**35,851**	**106,219**	**18,649**	**4,015,378**
114,148	**2,368,795**	**28,344**	**840,269**	**40,882**	**106,219**	**20,918**	**5,448,799**

GRI 303-3: Wat

2023	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Municipal water supply or that of other "entities"	0	0	0	4,770,063		0
Surface waters (wetlands, rivers, lakes, captured rainwater and other water streams)	0	0	56,345,569	62,929,887		0
Sea water	36,416,632	248,154,549	0	0		0
Brackish waters	0	0	0	577,009		0
Groundwater	0	0	1,695,837	2,108,277		0
"Undefined"	0	0	1,024,021	0		0
Total water abstraction	36,416,632	248,154,549	59,065,427	70,385,236	0	0

2022	Saudi Arabia	Algeria	Czech Republic	Colombia	Egypt
Municipal water supply or that of other "entities"	0	0	0	712,806	0
Surface waters (wetlands, rivers, lakes, captured rainwater and other water currents)	0	0	56,306,013	39,314,648	0
Sea water	34,538,260	241,473,922	0	0	0
Brackish waters	0	0	0	0	0
Groundwater	0	0	1,663,121	0	0
"Undefined"	0	0	1,094,648	0	0
Total water abstraction	34,538,260	241,473,922	59,063,782	40,027,454	0

GRI 303-3: Water r

	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
2023	-	-	-	-	-	
2022	-	-	-	-	-	**72,655,330**
2021	-	-	-	-	-	**55,917,293**
2020	-	-	-	-	-	**52,828,829**

er abstraction (m^3)

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	250,764,381	3,415,185	0	14,625,005	0	3,832,501	**277,407,135**
0	333,550,943	0	541,939,444	0	0	0	**994,765,843**
0	16,057,157	0	0	0	0	0	**300,628,338**
0	18,733,350	0	0	0	0	0	**19,310,359**
0	239,884,194	8,516,265	3,898,380	3,868,952	8,652,428	2,277,118	**270,901,451**
0	0	348,404	0	0	0	0	**1,372,425**
0	858,990,025	12,279,854	545,837,824	18,493,95	8,652,428	6,109,619	**1,864,385,551**

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	249,907,571	2,573,205		15,203,943	0	3,744,840	**272,142,365**
0	315,904,322	0	529,422,116	0	9,004,601	0	**949,951,700**
0	67,052,179	0	0	0	0	0	**343,064,361**
0	13,094,152	0	0	0	0	0	**13,094,152**
0	236,517,073	4,943,207	32,104,468	3,812,532	0	2,189,352	**281,229,753**
0	0	0	0	0	0	0	**1,094,648**
0	882,475,297	7,516,412	561,526,584	19,016,475	9,004,601	5,934,192	**1,860,576,979**

ecycled or re-used (m^3)

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
5,496,166	**3,427,689**	-	-	-	-	-	**8,923,855**
5,137,647	**3,069,592**	-	-	-	-	-	**80,862,569**
4,394,661	**3,852,232**	-	-	-	-	-	**64,164,186**
-	**3,595,617**	-	-	-	-	-	**56,424,446**

GRI 303-3c Water a

2023	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Fresh water (total dissolved solids ≤ 1000 mg/l)	0	0	59,065,427	69,808,227	0	0
Other waters (total dissolved solids > 1000 mg/l)	36,416,632	248,154,549	0	577,009	0	0
TOTAL	**36,416,632**	**248,154,549**	**59,065,427**	**70,385,236**	**0**	**0**

2022	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Fresh water (total dissolved solids ≤ 1000 mg/l)	0	0	59,063,782	40,027,454	0	0
Other waters (total dissolved solids > 1000 mg/l)	34,538,260	241,473,922	0	0	0	0
TOTAL	**34,538,260**	**241,473,922**	**59,063,782**	**40,027,454**	**0**	**0**

GRI 303-4a Water disch

2023	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Surface water	0	0	45,782,430	6,994,056		68,518,349
Sea water	20,353,134	140,616,620	0	3,110,669		0
Third-party water (total): municipal network and treatment plants	0	0	2,170,258	3,397,695	0	0
TOTAL	**20,353,134**	**140,616,620**	**47,952,688**	**13,502,420**	**0**	**68,518,349**
Total water discharged in DWTPs and desalination plants	20,353,134	140,616,620	2,170,258	3,409,067		0
Total water discharged desalination plants	20,353,134	140,616,620	0	11,372		0
Total water discharged WWTP	0	0	45,782,430	10,093,353		68,518,349
TOTAL	**40,706,268**	**281,233,240**	**47,952,688**	**13,513,792**	**0**	**68,518,349**

2022	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Surface water	0	0	43,337,361	3,972,576	0	0
Sea water	18,900,680	136,988,502	0	1,248,421	0	0
Third-party water (total): municipal network and treatment plants	0	0	0	0	0	0
TOTAL	**18,900,680**	**136,988,502**	**43,337,361**	**5,220,997**	**0**	**0**
Total water discharged in DWTPs and desalination plants	18,900,680	136,988,502	2,040,885	2,937,658		0
Total water discharged desalination plants	18,900,680	136,988,502	0	0		0
Total water discharged WWTP	0	0	43,337,361	5,220,997		0
TOTAL	**37,801,360**	**273,977,004**	**45,378,246**	**8,158,655**	**0**	**0**

abstraction by source

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	824,199,518	12,279,854	545,837,824	18,493,957	8,652,428	6,109,619	**1,544,446,854**
0	34,790,507	0	0	0	0	0	**319,938,697**
0	**858,990,025**	**12,279,854**	**545,837,824**	**18,493,957**	**8,652,428**	**6,109,619**	**1,864,385,551**

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	802,328,966	7,516,412	561,526,584	19,016,475	9,004,601	5,934,192	**1,504,418,466**
0	80,146,331	0	0	0	0	0	**356,158,513**
0	**882,475,297**	**7,516,412**	**561,526,584**	**19,016,475**	**9,004,601**	**5,934,192**	**1,860,576,979**

harges by destination (m^3)

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
40,516	396,535,040	364,705	119,464,117	7,566,993	0	3,579,434	**648,845,640**
0	145,030,684	0	0	0	0	0	**309,111,107**
0	15,114,733	0	18,264,006	0	0	0	**38,946,692**
40,516	**556,680,457**	**364,705**	**137,728,123**	**7,566,993**	**0**	**357,999,434**	**996,903,439**
0	32,178,239	0	18,264,006	0	0	0	**216,991,324**
0	17,063,506	0	0	0	0	0	**178,044,632**
40,516	524,502,218	364,705	118,464,117	7,566,993		3,579,434	**778,912,115**
40,516	**573,743,963**	**364,705**	**136,728,123**	**7,566,993**	**0**	**3,579,434**	**1,173,948,071**

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
347,747	431,442,457	324,764	162,690,719	8,985,573	0	2,626,802	**653,727,999**
3,748	146,431,988	0	0	0	0	0	**303,573,339**
0	0	0	0	0	0	0	**0**
351,495	**577,874,445**	**324,764**	**162,690,719**	**8,985,573**		**2,626,802**	**957,301,338**
0	30,417,946	18,783	32,104,468	0	0	0	**223,408,922**
0	14,268,355	0	0	0	0	0	**170,157,537**
378,495	565,888,905	324,764	130,586,251	8,985,573	0	2,626,802	**757,349,148**
378,495	**610,575,206**	**343,547**	**162,690,719**	**8,985,573**	**0**	**2,626,802**	**1,150,915,607**

Natural ca

2023	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Gross volume of water abstracted for management	33,171,432	248,145,459	59,065,427	65,615,173		0
Drinking water produced	12,818,298	107,528,839	56,895,169	62,206,106		0
Treated water	0	0	45,782,430	10,093,353		68,518,349
Raw water purchased	0	0	59,065,427	160,287		0
Treated water purchased	0	0	0	4,770,063		0
Total water consumed in purification and desalination processes	20,353,134	140,616,620	2,170,258	3,409,067		0
Volume of water distributed	0	0	35,349,541	57,439,354		0
WWTP input water	0	0	45,786,834	4,280,574		74,393,671

2022	Saudi Arabia	Algeria	Czech Republic	Colombia	Chile	Egypt
Gross volume of water abstracted for management	34,538,260	241,473,922	59,063,782	39,314,648		0
Drinking water produced	15,637,580	104,485,420	57,022,897	36,376,990		0
Treated water	0	0	43,337,361	5,220,997		69,719,940
Raw water purchased	0	0	59,063,782	0		0
Treated water purchased	0	0	0	712,806		0
Total water consumed in purification and desalination processes	18,900,680	136,988,502	2,040,885	2,937,658		0
Volume of water distributed	0	0	36,173,808	32,321,735		0
WWTP input water	0	0	43,337,361	5,220,997		70,033,128

apital: *input*

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	608,225,644	8,864,669	545,835,824	3,868,952	8,652,428	2,277,114	**1,583,722,122**
0	492,802,134	8,864,669	527,571,818	3,696,749	8,652,428	2,277,114	**1,283,313,324**
5,536,682	527,929,907	364,705	119,464,117	7,566,993	0	3,579,434	**788,835,970**
0	163,221,140	348,404	0	0	0	0	**222,795,258**
0	250,764,381	3,415,185	0	14,625,005	0	3,832,501	**277,407,135**
0	32,178,239	0	18,264,006	0	0	0	**216,991,324**
0	564,056,898	13,619,036	527,571,818	17,583,783	0	5,909,695	**1,221,530,125**
5,729,545	612,398,462	332,084	138,454,254	8,046,356	0	3,686,147	**893,107,927**

United Arab Emirates	Spain	France	Georgia	Italy	Mexico	Portugal	TOTAL
0	632,567,726	5,085,229	561,526,584	3,812,532	10,805,521	2,189,356	**1,590,377,560**
0	522,496,314	5,066,446	529,422,116	3,682,586	10,805,521	2,189,356	**1,287,185,226**
5,516,142	568,958,497	324,764	130,586,251	8,985,573	0	2,626,802	**835,276,327**
0	161,930,665	0	0	0	0	0	**220,994,447**
0	249,907,571	2,573,205	0	15,203,943	0	3,744,840	**272,142,365**
0	30,417,946	18,783	32,104,468	0	0	0	**223,408,922**
0	584,829,968	8,899,299	529,422,116	18,355,848	0	5,787,813	**1,215,790,587**
5,785,966	590,643,404	323,090	130,586,251	9,463,283	0	3,044,013	**858,437,493**

GRI 304-1 - List of

Contract/Work	Region/Country	Installation name	Affected areas/species
ÁVILA	Ávila	*WWTP*	ES4110103: Holm oak woods of the Rivers Adaja and Voltoya / ES0000190: Holm oak woods of the Rivers Adaja and Voltoya
LA BAÑEZA	Leon	*LA BAÑEZA BOMBEO WASTEWATER POL. VILLAADELA*	ES0000366: Valdería-Jamuz
RÁBADE	Lugo	*RÁBADE WWTP*	ES1120003: Parga - Ladra - Támoga
			ES1120015: Serra do Xistral
MONFORTE DE LEMOS	Lugo	*DWTP RIBASALTAS + DWPS*	ES1120016: River Cabe
MONFORTE DE LEMOS	Lugo	*WWTP URBANA PIÑEIRA (+ FRINGE PUMPING)*	ES1120016: River Cabe
MONFORTE DE LEMOS	Lugo	*MALECÓN WWPP*	ES1120016: River Cabe
LOURO	Pontevedra	*PUMPING ORBENLLE - PORRIÑO*	ES1140011: Gándaras de Budiño
LOURO	Pontevedra	*PUMPING A GRANXA - PORRIÑO*	ES1140011: Gándaras de Budiño
LOURO	Pontevedra	*PUMPING AREAS II (O ATRIO) - TUI*	ES0000375: Esteiro do Miño
LOURO	Pontevedra	*PUMPING REMESAL - TUI*	ES1140005: Monte Aloia
JONT VENTURE REDONDELA	Pontevedra	*WWPP RANDE*	ES1140016: Enseada de San Simón
JONT VENTURE REDONDELA	Pontevedra	*WWPP PUERTO CESANTES*	ES1140016: Enseada de San Simón
JONT VENTURE REDONDELA	Pontevedra	*WWPP ELEVATION 1*	ES1140016: Enseada de San Simón
JONT VENTURE REDONDELA	Pontevedra	*WWPP ELEVATION 2*	ES1140016: Enseada de San Simón
JONT VENTURE REDONDELA	Pontevedra	*WWPP ELEVATION 3*	ES1140016: Enseada de San Simón
JONT VENTURE REDONDELA	Pontevedra	*WWTP REDONDELA + OFFICE*	ES1140016: Enseada de San Simón
COSMA	La Coruña	*WWPP Malde Vizoso*	ES1110013: Xubia - Castro
COSMA	La Coruña	*WWPP O VAL*	ES1110002: Costa Ártabra
COSMA	La Coruña	*Pedroso WWTP*	ES1110013: Xubia - Castro
NIGRAN_FCC AQUALIA, SA (NIGRÁN)	Pontevedra	*NIGRAN_EBAR FOZ*	ES1140003: A Ramallosa
NIGRAN_FCC AQUALIA, SA (NIGRÁN)	Pontevedra	*NIGRAN_EBAR RAMALLOSA*	ES1140003: A Ramallosa
MATALASCAÑAS / EL ROCÍO / ALMONTE / POLÍGONO INDUSTRIAL MATALAGRANA	Huelva	*WWTP EL ROCÍO*	ES0000024: Doñana

f biodiversity areas

Contract/Work	Region/Country	Installation name	Affected areas/species
MATALASCAÑAS / EL ROCÍO / ALMONTE / POLÍGONO INDUSTRIAL MATALAGRANA	Huelva	*WWPP BOCA DEL LOBO EL ROCÍO*	ES0000024: Doñana
MATALASCAÑAS / EL ROCÍO / ALMONTE / POLÍGONO INDUSTRIAL MATALAGRANA	Huelva	*TAMBORILERO EL ROCÍO WWPP*	ES0000024: Doñana
MATALASCAÑAS / EL ROCÍO / ALMONTE / POLÍGONO INDUSTRIAL MATALAGRANA	Huelva	*WWPP EL TORUÑO EL ROCÍO*	ES0000024: Doñana
CABEZA DEL TORCÓN COMMUNITY OF MUNICIPALITIES	Toledo	*TORCÓN DWTP*	ES4250005: Montes de Toledo / ES0000093: Montes de Toledo
UTE GESTIÓN CANGAS	Pontevedra	*WWPP NERGA PLAYA*	ES1140010: Costa da Vela
UTE GESTIÓN CANGAS	Pontevedra	*EBAR VIÑÓ N.º1*	ES1140010: Costa da Vela
UTE GESTIÓN CANGAS	Pontevedra	*EBAR VIÑÓ N.º2*	ES1140010: Costa da Vela
LA ADRADA	Ávila	*DWTP LA ADRADA*	ES4110115: Valle del Tiétar / ES0000184: Tietar Valley
PIEDRALAVES	Ávila	*DWTP PIEDRALAVES*	ES4110115: Valle del Tiétar / ES0000184: Tietar Valley
PIEDRALAVES	Ávila	*WWTP PIEDRALAVES*	ES4110115: Valle del Tiétar / ES0000184: Valle del Tiétar
ALGECIRAS	Cadiz	*DWTP BUJEO*	ES0000337: Estrecho
ALGECIRAS WATER TREATMENT	Cadiz	*WWTP EL FARO*	ES0000337: Estrecho
VALDÉS	Asturias	*WWTP BRIEVES*	ES1200027: River Esva
MOGUER	Huelva		ES6150014: Tinto Riverbanks and Marshes
HINOJOS CONTRACT	Huelva	*WWPP LAS DUEÑAS*	ES6150009: Doñana North and West
HINOJOS CONTRACT	Huelva	*WWTP HINOJOS*	ES6150009: Doñana North and West
HINOJOS CONTRACT	Huelva	*WWTP TREBEJIL*	ES6150009: Doñana North and West
SAN JUAN DEL PUERTO	Huelva	*WWPP EL PUENTE*	ES6150014: Tinto Riverbanks and Marshes
SAN JUAN DEL PUERTO	Huelva	*WWPP EL RECINTO FERIAL*	ES6150014: Tinto Riverbanks and Marshes
SAN JUAN DEL PUERTO	Huelva	*INTERMEDIATE WWPP*	ES6150014: Tinto Riverbanks and Marshes
SAN JUAN DEL PUERTO	Huelva		ES6150014: Tinto Riverbanks and Marshes
SAN JUAN DEL PUERTO	Huelva	*WWPP P.I. DOMINICANO*	ES6150014: Tinto Riverbanks and Marshes
LEVINCO DWTP	Asturias	*LEVINCO DWTP*	ES1200054: River Negro and River Aller
FCC-AQUALIA-OVIEDO JV	Asturias	*BARRIO CATALUÑA - TRUBIA*	ES1200052: River Trubia
DEPURTERUEL	Teruel	*WWTP ALBARRACÍN*	ES2420142: Sabinar de Monterde de Albarracín

Contract/Work	Region/Country	Installation name	Affected areas/species
DEPURTERUEL	Teruel	*WWPP MANZANERA LOS CEREZOS*	ES2420129: Sierra de Javalambre II
CARTAYA	Huelva	*WWTP EL ROMPIDO*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP CAÑO LA CULATA*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP LAS DUNAS*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP SAN MIGUEL*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP URANO*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP EMBARCADERO*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP PASEO MARITIMO*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP EL FARO*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP H. FUERTE*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP MARINA*	ES6150006: River Piedras wetlands and Flecha del Rompido
CARTAYA	Huelva	*WWPP P.I. LA BARCA*	ES6150028: River Piedras Statuary
CARTAYA	Huelva	*WWPP EL CORCHUELO*	ES6150028: River Piedras Statuary
CARTAYA	Huelva	*WWPP LA RIBERA*	ES6150028: River Piedras Statuary
Danone	Madrid	*WWTP DANONE*	ES3110004: Manzanares River basin
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP LOS ABRIGOS*	ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP LA ROCA*	ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP SOTAVENTO*	ES7020049: Montaña Roja / ES7020116: Seagrass meadows of the south of Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP LA TEJITA*	ES7020049: Montaña Roja
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP LOS BALOS*	ES7020049: Montaña Roja / ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP EL MUELLE*	ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP LOS MARTÍNEZ*	ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP MÉDANO BEACH I*	ES7020116: Sebadales del Sur de Tenerife
GRANADILLA DE ABONA	Santa Cruz de Tenerife	*WWPP MÉDANO BEACH II*	ES7020116: Sebadales del Sur de Tenerife

Contract/Work	Region/Country	Installation name	Affected areas/species
Municipal Water Service of Lena Town Council	Asturias	*WWTP Jomezana*	ES1200011: Peña Ubiña
Municipal Water Service of the Lena City Council	Asturias	*WWTP and discharge pit Espinedo*	ES1200011: Peña Ubiña
Cañón del Río Lobos	Soria	*TALVEILA WWTP*	ES4170135: Cañón del Río Lobos
Madrigal de las Altas Torres - Sergio	Ávila	*Moraña-EDAR MADRIGAL*	ES0000204: Tierra de Campiñas
Cañón del Río Lobos	Soria	*WWTP CASAREJOS-VADILLO*	ES4170135: Cañón del Río Lobos
Louro	Pontevedra	*PUMPING O CERQUIDO-SALCEDA*	ES1140011: Gándaras de Budiño
Monforte de Lemos	Lugo	*WWPP Levamos*	ES1120016: River Cabe
Aguas de Langreo S.L.	Asturias	*DWTP Lorenzo Velasco (Entralgo)*	ES1200039: Cuencas Mineras
Santa Cruz de Bezana	Cantabria	*WWPP SAN JUAN DE LA CANAL*	ES1300004: Liencres dunes and River Pas estuary
Santa Cruz de Bezana	Cantabria	*WWPP SAN JUAN DE LA CANAL BEACH*	ES1300004: Liencres dunes and River Pas estuary
Santa Cruz de Bezana	Cantabria	*COVACHOS WWPP (Decommissioned, becomes the responsibility of MARE)*	ES1300004: Liencres dunes and River Pas estuary
Water supply and sewerage service contract in Formentera	Balearic Islands	*WWPP Estany Pudent Petit*	ES0000084: Ses Salines d'Eivissa i Formentera
WATER SUPPLY AND SEWERAGE SERVICE CONTRACT IN FORMENTERA	Balearic Islands	*Estany Pudent Gros WWPP*	ES0000084: Ses Salines d'Eivissa i Formentera
WATER SUPPLY AND SEWERAGE SERVICE CONTRACT IN FORMENTERA	Balearic Islands	*Estany des Peix WWPP*	ES0000084: Ses Salines d'Eivissa i Formentera
Frigiliana Contract	Malaga	*F_WWPP OLD SOURCE*	ES6170007: Sierras de Tejeda, Almijara and Alhama
MANCOMUNIDAD RIO ALGODOR	Toledo	*DWTP ALGODOR*	ES4250009: Yesares del valle del Tajo
WWTP Luarca	Asturias	*WWTP Luarca*	ES1200026: Río Negro
ALGECIRAS	Cadiz	*WWPP Faro IV*	ES0000337: Estrecho
ALGECIRAS	Cadiz	*WWPP Faro II*	ES0000337: Estrecho
ALGECIRAS	Cadiz	*WWPP Faro III*	ES0000337: Estrecho
UTE GESTIÓN CANGAS	Pontevedra	*EBAR VIÑÓ N.º3*	ES1140010: Costa da Vela
VILLAMARTIN contract	Cadiz	*WWTP CHAPARRAL*	ES6120002: Cola del Embalse de Bornos
VILLAMARTIN contract	Cadiz	*WWTP VILLAMARTIN*	ES6120002: Cola del Embalse de Bornos

Contract/Work	Region/Country	Installation name	Affected areas/species
La Palma del Condado contract	Huelva	*WWPP Polig Dehesa*	ES0000024: Doñana
WWTP GUADALETE (Jerez de la Frontera)	Cadiz	*WWTP Guadalete*	ES6120021: Guadalete River
NILSA TUDELA AND SOUTHWEST NAVARRE	Navarre	*WWTP TUDELA*	ES2200040: Ebro River
Moguer	Huelva	*WWTP MOGUER*	ES6150014: Marismas y Riberas del Tinto / ES6150021: Tinto River Ecological Corridor / ES6150029: Tinto River Estuary
VILLENA CONTRACT	Alicante	*WWTP Las Virtues*	ES5212007: Salero y Cabecicos de Villena
Rioja Alta Treatment	La Rioja	*WWTP VINIEGRA DE ARRIBA*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Rioja Alta Treatment	La Rioja	*WWTP VILLAVELAYO*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Rioja Alta Treatment	La Rioja	*WWTP VINIEGRA DE ABAJO*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Rioja Alta Treatment	La Rioja	*WWTP VENTROSA*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Rioja Alta Treatment	La Rioja	*WWTP BRIEVA*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Rioja Alta Treatment	La Rioja	*WWTP ANGUIANO*	ES0000067: Sierra de Demanda, Urbión, Cebollera and Cameros
Tarifa	Cadiz	*WWTP Bolonia*	ES0000337: Estrecho
COSMA	La Coruña	*WWPP A Pedra*	ES1110013: Xubia - Castro
COSMA	La Coruña	*WWPP Faxin*	ES1110013: Xubia - Castro
COSMA	La Coruña	*WWPP Calliqueira*	ES1110002: Costa Ártabra
Tarifa	Cadiz	*WWPP Bolonia*	ES0000337: Estrecho
OUTEIRO DE REI	Lugo	*WWTP OUTEIRO DE REI*	ES1120003: Parga - Ladra - Támoga
OUTEIRO DE REI	Lugo	*DWTP OUTEIRO DE REI*	ES1120003: Parga - Ladra - Támoga
WWTPS RIBERA ALTA DE NAVARRA	Navarre	*WWPP PERALTA*	ES2200035: Lower sections of Aragón and Arga
WWTPS RIBERA ALTA DE NAVARRA	Navarre	*WWPP FUNES*	ES2200035: Lower sections of Aragón and Arga
Mutxamell Desalination Plant	Alicante	*SWDP MUTXAMEL*	ESZZ16008: Marine area of Cape de les Hortes
WWTPS RIBERA ALTA DE NAVARRA	Navarre	*PETROL STATION FALCES WWPP*	ES2200035: Lower sections of Aragón and Arga
EMASER	Ciudad Real	*FUENCALIENTE. DWTP FUENCALIENTE*	ES0000090: Sierra Morena

Contract/Work	Region/Country	Installation name	Affected areas/species
EMASER	Ciudad Real	*SOLANA DEL PINO. SOLANA DEL PINO DWTP*	ES0000090: Sierra Morena
WWTP Navalcán - Parrillas	Toledo	*WWTP Navalcán - Parrillas.*	ES4250001: Sierra de San Vicente and valleys of Tiétar and Alberche
Talavera Region (SyB)	Toledo	*Montesclaros DWTP*	ES4250001: Sierra de San Vicente and valleys of Tiétar and Alberche
Talavera Region (SyB)	Toledo	*Sartajada DWTP*	ES4250001: Sierra de San Vicente and valleys of Tiétar and Alberche
Mondoñedo	Lugo	*WWTP Mondoñedo + WWPP*	ES1120015: Serra do Xistral
WWTP SAN ROMAN	Cantabria	*BOO 1*	ES1300004: Liencres dunes and River Pas estuary
WWTP SAN ROMAN	Cantabria	*LIENCRES*	ES1300004: Liencres dunes and River Pas estuary
WWTP SAN ROMAN	Cantabria	*SAN JUAN DE LA CANAL*	ES1300004: Liencres dunes and River Pas estuary
Depuradoras Lote 1 JV	Toledo	*ANCHURAS WWTP*	ES4220003: Rivers of the middle basin of the Guadiana and slopes
Depuradoras Lote 1 JV	Toledo	*WWTP CAMARENILLA-CAMARENA-ARCICOLLAR*	ES0000435: Steppe area on the right bank of the Guadarrama River
WWTP SAN ROMAN	Cantabria		ES1300004: Liencres dunes and River Pas estuary
WWTP SAN ROMAN	Cantabria	*Covachos*	ES1300004: Liencres dunes and River Pas estuary
		Adaptation of the Pluvial Network P.I. de Martos – phase I	
WWTP's Grado, Trubia and Olloniego and San Claudio Collector System	Asturias	*ALIVIADERO PEÑAFLOR II*	ES1200029: Nalon River
Depuradoras Lote 1 JV	Toledo	*WWTP RIELVES-HUECAS*	ES0000435: Steppe area on the right bank of the Guadarrama River
Alcoy Sewer System	Alicante	*WWTP DOG SHELTER*	ES0000213: Serres de Mariola and Carrascal de la Font Roja
Alcoy Sewer System	Alicante	*WWTP RED FONT*	ES0000213: Serres de Mariola and Carrascal de la Font Roja
Municipal WWTP Cantabria Lot 1	Cantabria	*BUSTABLADO WWPP*	ES1300002: Eastern Mountain / ES1300011: Ason River
Municipal WWTP Cantabria Lot 1	Cantabria	*ARREDONDO WWTP*	ES1300002: Eastern Mountain / ES1300011: Ason River
Municipal WWTP Cantabria Lot 1	Cantabria	*BUSTABLADO WWTP*	ES1300002: Eastern Mountain / ES1300011: Ason River
Municipal WWTP Cantabria Lot 1	Cantabria	*LA CABAÑA-CLUB DE CAMPO URB NUEVA CANTABRIA WWTP*	ES1300015: Miera River
Municipal WWTP Cantabria Lot 1	Cantabria	*OMOÑO WWTP*	ES1300015: Miera River
Municipal WWTP Cantabria Lot 1	Cantabria	*WWTP RADA*	ES0000143: Marismas de Santoña, Victoria y Joyel and Ría de Ajo / ES1300007: Santoña, Victoria and Joyel marshes
Caltaqua	Italy - Sicily	*Gela - Sollevamento Acropoli*	ITA050011: Torre Manfria
Caltaqua	Italy - Sicily	*Serradifalco - Sollevamento Largo San Giuseppe*	ITA050003: Lago Soprano

GRI 305-1, 305-2 and 305-3

2023 (tCO_2e)	Spain	Algeria	Czech Republic	Colombia	Chile	Egypt
Scope 1	**65,768**	**0**	**7,819**	**1,556**	**0**	**6,537**
Fossil fuels	9,594.4	0,0	1,455.2	906.4		3.6
Water management complexes	5,6173.6	0.0	6,363.5	649.4		6,533.5
Scope 2	**79,206**	**172,805**	**10,438**	**8,635**		**6,544**
Electricity or steam acquired from third parties	79,206	172,805	10,438	8,635		6,544
Scope 3	**127,958**	**21,887**	**4,600**	**2,994**	**0**	**4,524**
Purchased items and services	56,226,0	1,180,6	1,999,8	1,785,2		199,2
Activities linked to fuel and energy outside scope 1 and 2	7,863,3	20,706,7	760,2	746,9		1,162,2
Waste generated in operations	63,868.8	0.0	1,839.6	462.3		3,162.1
TOTAL	**272,932**	**194,692**	**22,856**	**13,185**		**17,604**
Other emissions*	19,775	0	4,245	0		0

2022 (tCO_2e)	Spain	Algeria	Czech Republic	Colombia	Chile	Egypt
Scope 1	**85,409**	**0**	**7,342**	**419**	**0**	**6,466**
Fossil fuels	10,204	0	1,533	419		4
Water management complexes	75,205	0	5,809	0		6,462
Scope 2	**101,440**	**147,146**	**10,356**	**3,190**	**0**	**5,139**
Electricity or steam acquired from third parties	101,440	147,146	10,356	3,190		5,139
Scope 3	**135,664**	**19,755**	**6,332**	**1,622**	**0**	**3,981**
Purchased items and services	64,622	1,071	2,333	730		171
Activities linked to fuel and energy outside scope 1 and 2,	13,986	18,684	860	506		916
Waste generated in operations	57,056	0	3,139	386		2,895
TOTAL	**322,513**	**166,901**	**24,031**	**5,231**	**0**	**15,585**
Other emissions*	28,633	0	4,699	0		0

GRI 305-7: Atmo

2023	Spain	Algeria	Czech Republic	Colombia	Chile	Egypt
T NOx	42.2	0.00	6.17	3.58		0.01
T SOx	0.02	0.00	0.003	0.002		0.00
2022						
T NOx	21.5	0.0	6.5	1.6		0.0
T SOx	0.021	0.00	0.004	0.001		0.00

* Associated with fuels of biogenic origin,

: Scope 1. 2 and 3 emissions

Italy	Mexico	Portugal	United Arab Emirates	Saudi Arabia	France	Georgia	TOTAL
715	**0**	**704**	**4,860**	**0**	**241**	**11,037**	94,476
351.6	0.0	158.6	4300.6	0.0	216.4	5,357.5	22,344
363.5	0.0	545.8	559.1	0.0	24.9	918.7	72,132
3,493	**12,457**	**809**	**6,892**	**38,642**	**459**	**3,975**	344,355
3,493	12,457	809	6,892	38,642	459	3,975	344,355
3,187	**2,559**	**860**	**1,573**	**4,850**	**846**	**376,888**	552,726
2,524,6	1,207,3	558,3	4,7	1,183,1	547,4	240	67,656
249,9	1,351,3	104,5	1,400,1	3,666,9	78,6	1,519,1	39,610
412.7	0.0	197.5	167.9	0.0	219.8	375,129.0	445,460
7,396	**15,016**	**2,374**	**13,325**	**43,492**	**1,547**	**387,139**	996,318
0	0	0	0	0	0	0	24,021

Italy	Mexico	Portugal	United Arab Emirates	Saudi Arabia	France	Georgia	TOTAL
720	**0**	**482**	**6,615**	**0**	**807**	**10,985**	**119,246**
353	0	131	6,073	0	784	5,753	25,254
366	0	351	542	0	23	5,232	93,991
2,531	**10,919**	**724**	**8,765**	**36,934**	**222**	**3,153**	**330,519**
2,531	10,919	724	8,765	36,934	222	3,153	330,519
6,898	**2,839**	**2,856**	**1,772**	**4,708**	**1,025**	**84,937**	**272,386**
6,284	1,482	2,456	3	1,211	775	158	81,294
229	1,357	102	1,560	3,497	211	1,764	43,671
385	0	298	209	0	39	83,015	147,421
10,148	**13,758**	**4,062**	**17,152**	**41,642**	**2,053**	**99,076**	722,151
47	0	0	0	0	0	0	33,378

spheric emissions

Italy	Mexico	Portugal	United Arab Emirates	Saudi Arabia	Mexico	Portugal	TOTAL
1.59	0.00	0.68	21.24	0.00	0.94	21.34	97.8
0.001	0.00	0.00	0.009	0.00	0.00	0.012	0.047
1.6	0.0	0.6	21.5	0.0	3.4	22.7	56.7
0.001	0.00	0.003	0.009	0.00	0.002	0.014	0.040

GRI 306-4 and 5: Hazardous wa

2023 Hazardous Waste generated and their disposal in Tons

Country	Scope	WWTP Grease	Waste with asbestos content
Spain	Disposal	101.2	78.10
	Revaluation	11.3	0.00
	TOTAL	112.50	78.10
Portugal	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
France	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Italy	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Mexico	Disposal	0.00	0.22
	Revaluation	0.00	0.00
	TOTAL	0.02	0.22
United Arab Emirates	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Arabia	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Oman	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Egypt	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Czech R,	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
Algeria	Disposal	0.00	0.00
	Revaluation	0.00	0.00
	TOTAL	0.00	0.00
TOTAL	**Disposal**	**101.2**	**78.32**
	Revaluation	**11.3**	**0.00**
	TOTAL	**112.50**	**78.32**

stes generated and their disposal

Used oils	Empty contaminated containers	Other	WWTP Sludge	TOTAL
4.17	9.30	391.90	2,466.70	**3,051.37**
11.50	10.90	59.1	88.60	**181.40**
15.67	20.20	451.00	2,555.30	**3,232.77**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.07	0.50	0.00	0.00	**0.57**
0.00	0.00	2.65	0.00	**2.65**
0.07	0.50	2.65	0.00	**3.22**
0.00	0.00	0.02	0.15	**0.17**
0.00	0.00	0.00	0.00	**0.00**
0.00	0.00	0.02	0.15	**0.17**
0.52	0.45	2.15	0.00	**3.35**
0.12	0.02	0.08	0.00	**0.22**
0.64	0.47	2.23	0.00	**3.57**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.76	222.70	0.00	0.00	**223.46**
0.00	0.00	0.00	0.00	**0**
0.76	222.70	0.00	0.00	**223.46**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.00	0.00	**0**
0.00	0.00	0.06	2,044.98	**2,045.04**
0.00	0.00	0.00	1,045.90	**1,045.90**
0.00	0.00	0.06	3,090.88	**3,090.94**
0.00	1.31	1.37	0.00	**2.68**
0.86	0.00	0.00	0.00	**0.86**
0.86	1.31	1.37	0.00	**3.54**
1.38	0.90	4.43	0.00	**6.71**
0.00	0.00	0.00	0.00	**0**
1.38	0.90	4.43	0.00	**6.71**
6.90	**235.16**	**399.92**	**4,511.83**	**5,333.35**
12.48	**10.90**	**61.83**	**1,134.50**	**1,231.03**
19.39	**246.08**	**461.75**	**5,645.33**	**6,564.38**

GRI 401-1: New hi

Aspect	Spain			Saudi Arabia			Algeria			Czech R,	
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women
New hires	629	265	**894**	51	5	**56**	5	4	**9**	69	32
Up to 35 years	264	132	**396**	17	4	**21**	5	3	**8**	20	8
Between 35 and 55	317	124	**441**	33	1	**34**	-	1	**1**	44	21
Over 55	48	9	**57**	1	-	**1**	-	-	**-**	5	3

Aspect	France			Italy			Mexico			Oman	
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women
New hires	59	22	**81**	30	2	**32**	14	6	**20**	15	6
Up to 35 years	23	11	**34**	9	2	**11**	9	2	**11**	11	5
Between 35 and 55	32	10	**42**	18		**18**	5	4	**9**	4	1
Over 55	4	1	**5**	3		**3**			**-**		

GRI 401-1: New hires

Aspect	2023			2022			2021			Chg, 22/23	
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Wome
New hires	4,525	1,005	**5,530**	1,160	353	**1,513**	820	277	**1,097**	290 %	185 %
Up to 35 years	1,539	462	**2,001**	490	189	**680**	401	177	**578**	214 %	144 %
Between 35 and 55	1,894	455	**2,349**	573	151	**723**	383	95	**478**	231 %	202 %
Over 55	1,092	88	**1,180**	97	13	**110**	36	5	**41**	1,026 %	577 %
New hire rate up to 35 years old	67 %	66 %	**67 %**	25 %	33 %	**27 %**	34 %	43 %	**36 %**	43 %	34 %
New hire rate between 35 and 55	31 %	27 %	**30 %**	10 %	10 %	**10 %**	7 %	7 %	**7 %**	21 %	17 %
Total new hires aged over 55	43 %	23 %	**41 %**	4 %	4 %	**4 %**	2 %	2 %	**2 %**	39 %	20 %
Total new hires rate	**41 %**	**36 %**	**40 %**	**11 %**	**14 %**	**12 %**	**10 %**	**14 %**	**11 %**	**30 %**	**22 %**

res by country and age

023

	Georgia			Colombia			Egypt			United Arab Emirates		
TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
101	2,989	561	**3,45**	251	190	**441**	331		**331**	50	-	**50**
28	831	183	**1,014**	143	105	**248**	177		**177**	16		**16**
65	1,151	205	**1,356**	94	83	**177**	147		**147**	31		**31**
8	1,007	73	**1,08**	14	2	**16**	7		**7**	3		**3**

023

	Portugal			Qatar			Romania			TOTAL		
TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
21	13	9	**22**	18	2	**20**	1	1	**2**	**4,525**	**1,105**	**5,630**
16	8	5	**13**	8	1	**9**	1	1	**2**	**1,542**	**462**	**2,004**
5	5	4	**9**	10	1	**11**				**1,891**	**455**	**2,346**
-			**-**			**-**				**1,092**	**88**	**1,180**

n	TOTAL
%	**266 %**
%	**194 %**
%	**225 %**
%	**973 %**
%	**41 %**
%	**20 %**
%	**37 %**
%	**28 %**

GRI 401-1: Staff turno

Aspect	Spain			Saudi Arabia			Algeria			Czech Republic	
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women
Staff turnover	173	94	**267**	15	1	**16**	1	1	**2**	22	11
Up to 35 years	75	48	**123**	3	1	**4**	-	1	**1**	4	2
Between 35 and 55	88	40	**128**	8	-	**8**	1	-	**1**	12	7
Over 55	10	6	**16**	4	-	**4**	-	-	**-**	6	2

Aspect	France			Italy			Mexico			Oman	
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women
Staff turnover	8	5	**13**	5	-	**5**	2	3	**5**	8	1
Up to 35 years	6	4	**10**	-		**-**	1	2	**3**	4	1
Between 35 and 55	2	1	**3**	2		**2**	1	1	**2**	3	-
Over 55	-	-	**-**	3		**3**	-	-	**-**	1	-

GRI 401-1: Staff turnover

Aspect	2023			2022			Var.22/23		
	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
Voluntary turnover rate	511	179	**690**	250	112	**362**	**104 %**	**60 %**	**91 %**
Up to 35 years	218	94	**312**	116	58	**174**	**88 %**	**62 %**	**79 %**
Between 35 and 55	224	76	**300**	111	44	**155**	**102 %**	**73 %**	**94 %**
Over 55	69	9	**78**	23	10	**33**	**200 %**	**-10 %**	**136 %**
Turnover rate up to 35 years	10 %	14 %	**10 %**	6 %	10 %	**7 %**	**4 pp**	**4 pp**	**4 pp**
Turnover rate between 35 and 55	4 %	5 %	**4 %**	2 %	3 %	**2 %**	**2 pp**	**2 pp**	**2 pp**
Turnover rate over 55	3 %	2 %	**3 %**	1 %	3 %	**1 %**	**2 pp**	**-1 pp**	**-1 pp**
Total turnover rate	**5 %**	**6 %**	**5 %**	**2 %**	**5 %**	**3 %**	**2 pp**	**2 pp**	**2 pp**

ver by country and age

Georgia			Colombia			Egypt			United Arab Emirates		
TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
33	230	35	**265**	28	25	**53**	6	-	**6**	4	1	**5**
6	104	22	**126**	16	12	**28**	1	-	**1**	2	-	**2**
19	85	12	**97**	9	13	**22**	5	-	**5**	2	1	**3**
8	41	1	**42**	3	-	**3**	-	-	**-**	-	-	**-**

Portugal			Qatar			Romania			TOTAL		
TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
9	7	2	**9**	1	-	**1**	1	-	**1**	**511**	**179**	**690**
5	2	1	**3**	-	-	**-**	-	-	**-**	**218**	**94**	**312**
3	4	1	**5**	1	-	**1**	1	-	**1**	**224**	**76**	**300**
1	1	-	**1**	-	-	**-**	-	-	**-**	**69**	**9**	**78**

GRI 401-3: Number of employees with right to parental leave by gender

	2023			2022			% change 22/23		
Aspect	Men	Women	TOTAL	Men	Women	TOTAL	Men	Women	TOTAL
Employees who have had right to parental leave	207	43	**250**	180	42	**222**	**23 %**	**-33 %**	**13 %**
Employees who have taken parental leave	207	43	**250**	180	42	**222**	**23 %**	**-33 %**	**13 %**
Employees returning to work after taking parental leave	204	43	**247**	180	41	**221**	**13 %**	**5 %**	**12 %**
Employees who have returned to work after parental leave and remain employed 12 months after returning	96	27	**123**	172	36	**208**	**-44 %**	**-25 %**	**-41 %**
Return rate	99 %	100 %	**99 %**	100 %	98 %	**100 %**	**-1 %**	**2 %**	**-1 %**
Retention rate	46 %	63 %	**49 %**	96 %	86 %	**94 %**	**-49 %**	**-23 %**	**-44 %**

GRI 405-1: Percentage of people in the organisation's governance structures

	2023			2022			change 22/23		
Aspect	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**
No, of directors	126	10	136	121	10	131	**5 %**	**2 %**	**4 %**
Percentage of the total	0.92 %	0.07 %	0.99 %	0.95 %	0.07 %	1.03 %	-	-	-
Up to 35 years	1	-	1	-	-	-	-	-	-
Between 35 and 55	81	8	88	85	8	93	**-5 %**	**3 %**	**-5 %**
Over 55	45	2	47	36	2	38	**25 %**	**0 %**	**24 %**
Middle managers	1,339	427	1,766	1,064	325	1,389	**26 %**	**31 %**	**27 %**
Percentage of the total	9.37 %	3.107 %	12.83 %	8.39 %	2.57 %	10.96 %	-	-	-
Up to 35 years	223	103	326	121	68	189	**84 %**	**52 %**	**72 %**
Between 35 and 55	825	277	1,101	710	226	937	**16 %**	**22 %**	**18 %**
Over 55	292	47	339	232	31	263	**26 %**	**52 %**	**29 %**
No, of technicians	1,464	866	2,330	1,296	751	2,047	**13 %**	**15 %**	**14 %**
Percentage of the total	10.63 %	6.29 %	16.96 %	10.23 %	5.93 %	16.16 %	-	-	-
Up to 35 years	506	300	806	428	238	665	**18 %**	**26 %**	**21 %**
Between 35 and 55	694	487	1,180	607	449	1,056	**14 %**	**8 %**	**12 %**
Over 55	264	80	343	261	65	326	**1 %**	**23 %**	**5 %**
Administrative clerks	348	931	1,280	328	885	1,213	**6 %**	**5 %**	**5 %**
Percentage of the total	2.53 %	6.77 %	9.30 %	2.59 %	6.99 %	9.57 %	-	-	-
Up to 35 years	88	160	248	82	143	225	**7 %**	**12 %**	**10 %**
Between 35 and 55	182	627	809	168	608	776	**8 %**	**3 %**	**4 %**
Over 55	79	144	223	78	134	212	**1 %**	**7 %**	**5 %**
Other positions	7,731	521	8,253	7,403	490	7,893	**4 %**	**6 %**	**5 %**
Percentage of the total	56.17 %	3.79 %	59.96 %	58.42 %	3.86 %	62.28 %	-	-	-
Up to 35 years	1,466	132	1,598	1,349	130	1,479	**9 %**	**1 %**	**8 %**
Between 35 and 55	4,416	287	4,703	4,300	257	4,557	**3 %**	**12 %**	**3 %**
Over 55	1,849	103	1,952	1,754	102	1,857	**5 %**	-	**5 %**
TOTAL	**11,008**	**2,755**	**13,764**	**10,212**	**2,461**	**12,673**	**8 %**	**12 %**	**9 %**
	79.98 %	**20.02 %**	**100,00 %**	**80,58 %**	**19,42 %**	**100,00 %**			

GRI 405-2: Ratio of base salary

	2023			2022		
Aspect	**Men**	**Women**	**TOTAL**	**Men**	**Women**	**TOTAL**
Average remuneration of directors/managers	€137,284	€146,136	**6 %**	€141,381	€140,218	**-1 %**
Average remuneration for middle managers	€47,643	€40,87	**-14 %**	€46,20	€40,272	**-13 %**
Average remuneration of technicians	€34,547	€29,716	**-14 %**	€32,863	€28,479	**-13 %**
Average remuneration of administrative clerks	€27,805	€24,989	**-10 %**	€27,382	€24,231	**-12 %**
Average remuneration for various trades	€27,253	€18,939	**-31 %**	€26,343	€18,161	**-31 %**

*Spain data

Note: The calculation of the wage gap is as follows: (average remuneration for women – average remuneration for men) / average remuneration for men, The pay difference is due to the perception of supplements associated with the provision of work. such as availability. night shifts. on-call services. guards. etc,. which are carried out mainly by men, The % employment by gender in water activities. according to data from the National Statistics Institute. is correlative to the % distribution by gender and performance of these tasks by men vs, women,

Coverage of Management Systems by Countries

Standard	ISO 9001	ISO 14001	ISO 50001
Spain	66.5 %	66.5 %	48.49 %
Portugal	100 %	100 %	0 %
France	100 %	100 %	0 %
Italy	100 %	100 %	0 %
Czech Republic	100 %	100 %	100 %
Georgia*	94.23 %	94.23 %	-
Algeria*	86.86 %	86.86 %	-
Egypt	58.14 %	58.14 %	-
UAE	100 %	100 %	-
Oman	100 %	100 %	-
Arabia*	13.93 %	13.93 %	-
Qatar	-	-	-
Mexico*	52.32 %	52.32 %	-
Colombia	20.60 %	-	-
Chile	100 %	100 %	-

*In 2023, the contracts for the HAAISCO desalination plant (Saudi Arabia), and UTE O&M Mostaganem (Algeria), the GWP CIA (Georgia), the El Realito DWTP (Mexico) and UTE Depuración LOTE I (Spain) were included.

Organisational chart in force during the year 2023

CEO
FÉLIX PARRA

TERRITORIAL DIVISIONS

SPAIN

Director
Santiago Lafuente

Zone I
Juan Carlos Rey

Zone II
Juan Luis Castillo

Zone III
Lucas Díaz

INTERNATIONAL

Director
Luis de Lope

Europe region
Guillermo Moya

MENA region
José Enrique Bofill

Americas region
José Miguel Janices

CORPORATE DIVISIONS

Legal Advice Department Director
Elena Barroso

Purchasing Director
Alberto Andérez

Communication and Corporate Sustainability Director
Juan Pablo Merino

Regulatory Compliance Director
Jesús Ortega

Economic and Finance Director
Isidoro Marbán

Operations and Technology Director
Pedro Rodriguez

Deputy Director
Javier Santiago

Customer and IT Management Director
Miguel Perea

People and Culture Director
Carmen Rodríguez