



# REGENERATION

for a positive future

2023 Sustainability Report

# Main purposes and challenges Aqualia addresses with solutions

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Aqualia's main activity, which represents 80 % of its total turnover, is the management of the end-to-end water cycle through concessionary models or proprietary assets that it provides 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,

Aqualia faces the challenge of integrating efficient practices from an economic perspective, with policies in which it guarantees environmental management committed to decarbonisation and the fight against the climate emergency, alongside responsible practices that have a positive impact on society. This is the basis for its strong current purpose and its environmental, social and economic performance and values:



## Environmental

Working on measures to mitigate climate change and its negative environmental and social impact.

Promoting biodiversity protection measures where it operates.

Promoting R&D, digital transformation and access to renewables.



## Social

Searching for solutions for access to water by vulnerable groups and against water stress.

Promoting social education to raise awareness regarding the care for and quality of water.

Achieving Aqualia's digital transformation and applying sustainable and effective technological solutions.



## Economic

Prioritising the circular economy where it operates.

Consolidating good practices with the Whistleblowing Channel and Compliance Model.

Optimising management of the water cycle, its quality and availability to allow for the development and wellbeing of millions of people.

# Aqualia Strategic Sustainability Plan (24-26 SSP)

The 2024-2026 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 well-being 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.

## Main SDGs with an impact on the different activities in Aqualia's value chain



## Aqualia's strategic lines

- Aqualia activity
- Cross-functional lines
- Driving lines

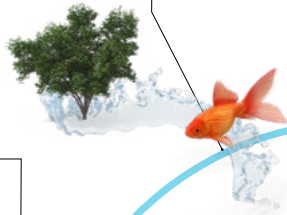
### SL7 PARTNERSHIPS FOR THE GENERATION OF POSITIVE IMPACT

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



### SL1 CLIMATE EMERGENCY AND CARE FOR THE PLANET

**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

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



### SL3 PEOPLE MANAGEMENT

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

## Strategic Sustainability Plan 24-26

SL7

SL1

SL2

SL3

SL6

SL5

SL4

### SL6 STRATEGIC COMMUNICATION

**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 both internally and externally about the goals of the communication plan, fulfilling the brand's educational role.



### SL5 ETHICS AND COMPLIANCE

**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.



### SL4 FINANCIAL AND BUSINESS STRATEGY

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

# Creating value for society: main figures 2023

**31** TARGETS  
SDGs impacted with  
Aqualia's initiatives

**12** SDGs  
that it contributed  
to in 2023

## Financial capital

An essential axis for sustainable policies.

EBITDA

€384.3 M

Turnover

€1,487.40 M

Inhabitants served

€45.2 M

€1,100 M

for financing green and sustainable projects



## Industrial capital managed

Effective management for millions of people.

Supply networks

55,980 km

Sewage network

40,489 km

DWTP

288

Drinking water produced

1,283,313,324 m<sup>3</sup>

Drinking water tanks

3,142

Drinking water pumping stations

1,584

Treatment plants

865

SWDP

33



## Natural capital

Planet, committed to regeneration.

Drinking water collected for management

1,583,722,122 m<sup>3</sup>

Total energy consumption

5,448,799 GJ

Purified water returned to its natural environment

788,835,970 m<sup>3</sup>

Direct and indirect GHG emissions  
(scopes 1, 2 and 3)

996,318 tCO<sub>2</sub>eq

Drinking water quality controls

1,629,474

Ratio of energy over turnover  
(GJ/thousand €)

3.66



## Human capital



Guaranteeing the well-being of a global team.

Employees

13,764

Employees women

2,755

Employees with indefinite contract

11,270

Investment in training

€1,184,190

Salary and benefits

€388.84 M

Training hours received

196,546

(13.44 hours/employee)

Women in executive and middle management positions

22.66 %

Accident frequency index

7.40

Employees trained in ethics and anti-corruption

3,124

## Technological capital



Technology and digitalisation for an excellent service.

Investment in digital transformation

€16,800,585

R&D+I operating subsidies

€3.80 M

Subsidies for investments and operation and other types of relevant subsidies\*

€41.37 M

Total subsidies\*\*

€45.17 M

Telemeters deployed to facilitate smart management

347,416

\*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.

## Capital stock/relational capital



Search for positive impact where it operates.

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

€4,065,901

Social centres that are subsidised in access to water

144

Beneficiaries who are subsidised in access to water

23,127

Investment for grant in access to water

€60,894

People with access to subsidised rates

4,082,496

Dialogue with sector associations

73

Companies owned by Aqualia that have a compliance model in place

100 %

Local suppliers

98.4 %

Ratings of the service provided in Spain\*

80.5 %

Customer service: complaints index

0.26 % Spain

1.71 % International

Local suppliers in 2023

16,336

Payments to suppliers

€496,817,645

Local approved suppliers in 2023

97.4 %

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

# Integrated and smart management

# aqualia live

## ADVANTAGES PROVIDED BY AQUALIA LIVE:

- Administrations
- People

- Operational efficiency and effectiveness are increased.
- Customer satisfaction is greater, thanks to personalised service.
- Customer and employee data is secured.
- Operator travel is minimised and work routes are optimised.
- 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.
- Determine 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.





[www.aqualia.com](http://www.aqualia.com)



Discover our  
2023 Sustainability Report

