

Corporate Social  
Responsibility Report

**2015**

People who work  
for people



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## Message from the General Manager

### All that matters

One of the great challenges now facing society is millions of people's lack of access to water and sanitation around different parts of the world, which the United Nations has again included among the Sustainable Development Goals for our world.

Managing water resources is a strategic activity in social and economic development, creating an environment conducive to all kinds of activities and enabling the sustainable growth of urban centres. In this way, our activity also helps generate wealth and produces a positive impact on society as a whole.

With that being said, it is also a highly specialised sector that requires expert involvement at all stages of the comprehensive water cycle. This calls for adequate infrastructure and facilities, not to mention professionals who have been specifically trained for this purpose. In this regard, and thanks to our high degree of innovation and professionalism, Aqualia has successfully implemented major international projects. In 2015, we were awarded the biggest contract in our history; the design, construction and operation of the Abu Rawash treatment plant located in Cairo (Egypt). This plant will serve over five and a half million people, making it one of the biggest plants of its kind in the world. In 2015 we were also awarded our third largest contract in Arabia, which entails the management of the two wastewater treatment plants in Mecca.

It is important to note that we approach each and every one of our projects with clear environmental awareness. Upholding our commitment to protect the environment and tackle climate change

comes first in our activities. Aqualia has measured its carbon footprint for all its activities worldwide, making it the first operator in Spain to undertake such a challenge. Another major feat from last year was the calculation of Cantabria's water footprint, which was the first of its kind to be carried out in Spain. This activity was the result of Aqualia's collaboration with the Botín Foundation, the Department of the Environment of the Regional Government of Cantabria, the University of Cantabria and the Complutense and Polytechnic Universities of Madrid.

We translate this dedicated commitment to the environment to the work we do in every single municipality. This can be demonstrated by our participation in the underwater clean-up of the Estany des Peix, a lagoon located to the north of Formentera in the Ses Salines Natural Park.

We care about the environment and we care about the citizens, the people. We have created, and continue to create, mechanisms in partnership with different municipalities to ensure access to drinking water and sanitation to those who genuinely cannot afford these services. We have supported different local organisations nationwide to commemorate the International Day of Persons with Disabilities. We are also concerned about the employment prospects of young people in the areas we work in; this is why we have joined the Alianza para la Formación Profesional Dual [Partnership for Dual Vocational Training], offering our expertise to facilitate their insertion into the job market.



Being a specialised company operating in very varied countries gives us unique experience, which allows us to provide the best solutions, technology and service in each particular municipality, for the specific infrastructure involved. Each one of our actions is translated into a more comprehensive citizen service, which Aqualia fosters to ensure it is approachable, transparent and adaptable. And to do this, we work all year round on contributing to the development of the towns in which we operate, involving our people in local social causes through sporting, cultural and training activities. In addition, we include our dedicated social commitment in all our business decisions.

We have also taken a stand against gender-based violence. All Aqualia employees in Spain have joined the "Yo-Contigo" [I'm With You] campaign to raise awareness of this social scourge. Our bottom-up approach to educating children on responsible water consumption has remained one of our concerns. The latest International Children's Contest, (our 13th!) on the occasion of World Water Day once again proved a success in terms of participation and, most importantly, it enabled us to demonstrate to thousands of children the importance of taking care of water, explaining why and how water reaches their homes, as well as the enormous work lying behind their taps and drains; our work.

I wanted to give the presentation of Aqualia's tenth CSR Report the title of the moving story by Jan Goldstein, which calls for a reflection on the value of life and the little things and minor details that make living worthwhile. And I have highlighted just some of

the different actions we have been carrying out with citizens, with people, who are what matters to us. We are aware that we still have a long way to go. In these pages, we wanted to show the effort that Aqualia makes every day with its activities to contribute to minimising or solving the problems facing citizens. It's the small things in our day-to-day lives, the everyday effort to try to improve our surroundings... those are all that matter.

**Félix Parra Mediavilla,**  
General Manager of Aqualia

People who work  
for people



# 02

## COMPANY

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## Aqualia: a unique, people-centred company

Aqualia is the leading company in end-to-end water management in Spain, third in Europe and sixth worldwide, \* in terms of efficiency and protection of natural resources. It has a solid know-how in end-to-end water management, as well as in the design, construction and operation of urban and industrial water facilities.



\*According to Global Water Intelligence report.

The social objective of Aqualia focuses on the collection of water, its adaptation for human consumption, distribution and after-treatment, to ultimately return it to nature in adequate volume and quality, carrying out an efficient and sustainable usage of the resources and materials used in the process.

In a short time the company has secured its position as a benchmark brand in the sector on account of its high level of innovation and specialisation thanks to an experienced and committed team that seeks ultimate efficiency in production processes.

Aqualia is present in more than 1,100 municipalities in 21 countries and serves a population of over 23.5 million people worldwide.\*

The high degree of specialisation and experience enables the company to offer the best technology solutions and provide an approachable, transparent and adaptable service to citizens.

The company's responsibility to society does not falter either; this is why we work to develop the towns in which we operate, involving employees in solidarity initiatives through sporting, cultural and training activities, and mainstreaming our social commitment into all business strategies.

In Spain, Aqualia provides a service to over 850 municipalities and more than 12 million people (36% of the national market).

\*According to 2014 Global Water Intelligence report.





<b>Aqualia's main financial indicators*</b> (*Figures in million euros)	2013	2014		2015
<b>Economic sustainability</b>				
Direct financial value generated	2,542.3	2,559.7	↑	<b>2,587.1</b>
Economic value distributed	851.0	863.6	↑	<b>987.4</b>
Operating costs	512.0	503.8	↑	<b>552.1</b>
Personnel expenses	241.9	246.8	↑	<b>249.9</b>
Payments to governments -taxes-	37.2	42.3	↑	<b>55.1</b>
Payments to capital suppliers	37.3	47.1	↑	<b>102.35</b>
Grants	8.4	12.2	↑	<b>26.1</b>
Infrastructure investment	22.5	23.1	↑	<b>27.5</b>
Investment in R&D&I	3.0	3.1	↓	<b>2.8</b>
<b>Service</b>				
Managed network length (km) <sup>1</sup>	65,489	69,522	↓	<b>66,387</b>
Water collected-bought (mill. m <sup>3</sup> ) <sup>1</sup>	763.8	653.9	↓	<b>618.8</b>
Number of Water Treatment Centres (WTC) <sup>1</sup>	215	203	↑	<b>209</b>
Number of Water Repumping Centres (WRC) <sup>1</sup>	892	892	↑	<b>1,080</b>
Drinking water tanks <sup>1</sup>	2,606	2,595	↑	<b>2,709</b>
Number of Seawater Desalination facilities (SDF)	6	6		<b>6</b>
New contracts awarded (Spain)	155	151	↑	<b>216</b>
New contracts awarded (International)	5	12	↓	<b>6</b>
<b>Staff</b>				
Total payroll (employees)	7,125	7,639	↑	<b>7,764</b>
% of women on payroll	22.42%	22.80%	↓	<b>21.72%</b>
Permanent contracts <sup>2</sup>	2,014	2,175	↑	<b>5,065</b>
Turnover rate <sup>2</sup>	0.94%	1.29%	↓	<b>1.08%</b>
Training hours per employee <sup>2</sup>	9.79	10.23	↓	<b>9.65</b>
Investment in training (euros) <sup>2</sup>	503,911	538,250	↓	<b>518,279</b>
<b>Society</b>				
Investment in social action (euros)	387,968	416,700	↑	<b>333,649</b>
<b>Environment</b>				
Energy consumption (GJ)	1,955,051	2,018,449	↓	<b>1,957,178</b>
Direct CO <sub>2</sub> emissions (TEQ) <sup>3</sup>	9,191.70	21,487	↑	<b>21,165</b>
Indirect CO <sub>2</sub> emissions (TEQ) <sup>3</sup>	127,601.50	82,335	↓	<b>127,683</b>

**7,475,077 m<sup>3</sup>** of drinking water produced.

**45,498 km** of managed networks.

**27.5 million euros** of investment in infrastructure.

**More than 1,100 municipalities** serviced and over 760 wastewater treatment plants managed.

**840,446 water quality determinations** conducted in labs.

**7,764 people** hired.

<sup>1</sup> Data from Aqualia GIA and SmVak

<sup>2</sup> Data only for Spain

<sup>3</sup> Emissions related to activities carried out by Aqualia GIA

## Service quality and close relationship with clients

Aqualia's strategy is guided towards the end consumer with a particular emphasis on the quality of the supplied product. This is why the company focuses on making sure that the water reaches the user with maximum quality by conducting thorough analyses in the company's laboratories.

Another strategic pillar is the close relationship we have with our clients. For this purpose, Aqualia has set up a multi-channel system that offers completely interactive communication channels (face-to-face, telephone and online).

Aqualia has 29 certified laboratories, including 5 that have obtained accreditations: Oviedo, Ávila, Jerez de la Frontera, Canary Islands and Lleida.

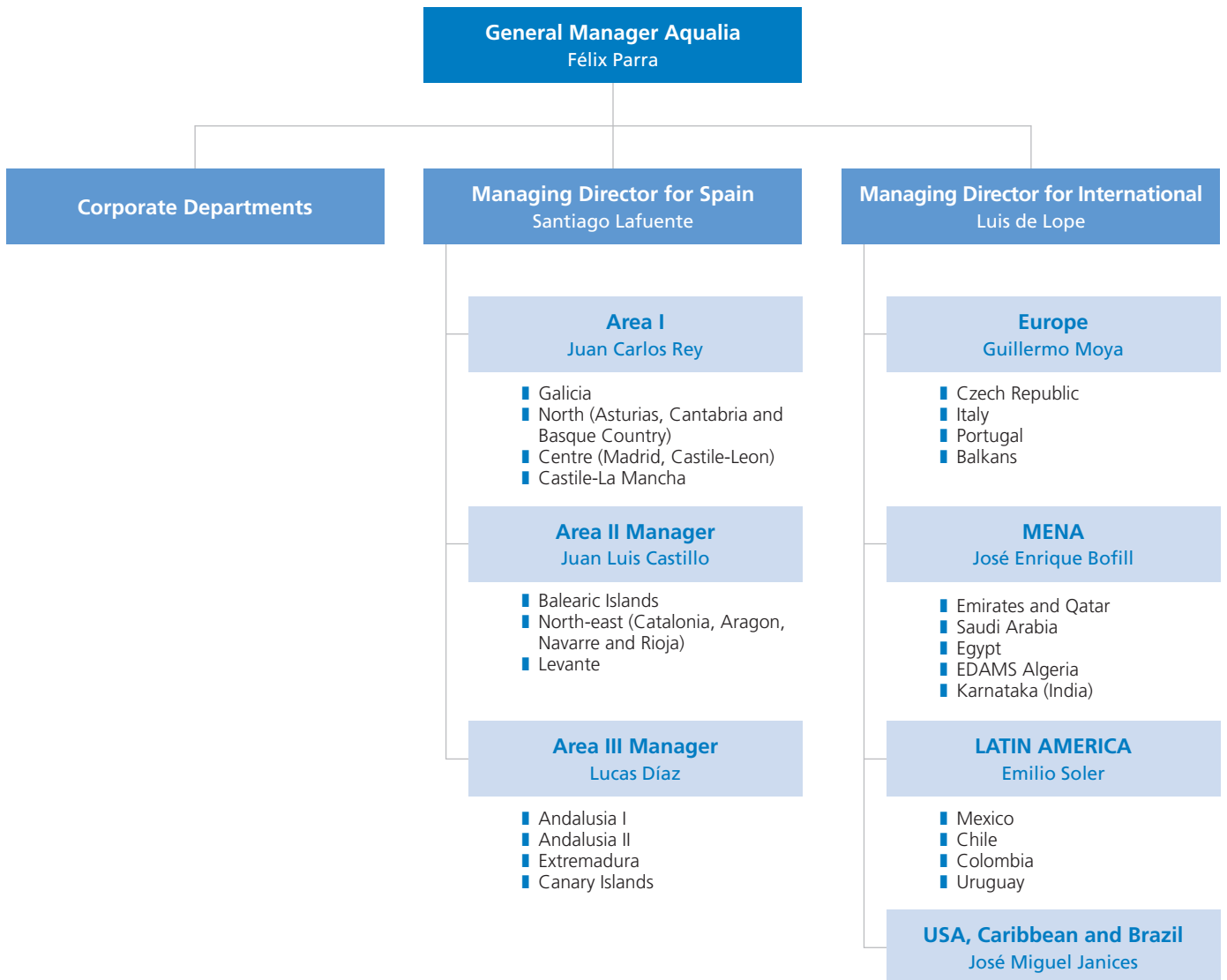
## New organisational structure

Throughout 2015, Aqualia adapted its organisational structure to meet new needs primarily due to the company's significant international growth. This new structure helps consolidate the company's national leadership position and boosts its expansion into uncharted markets.

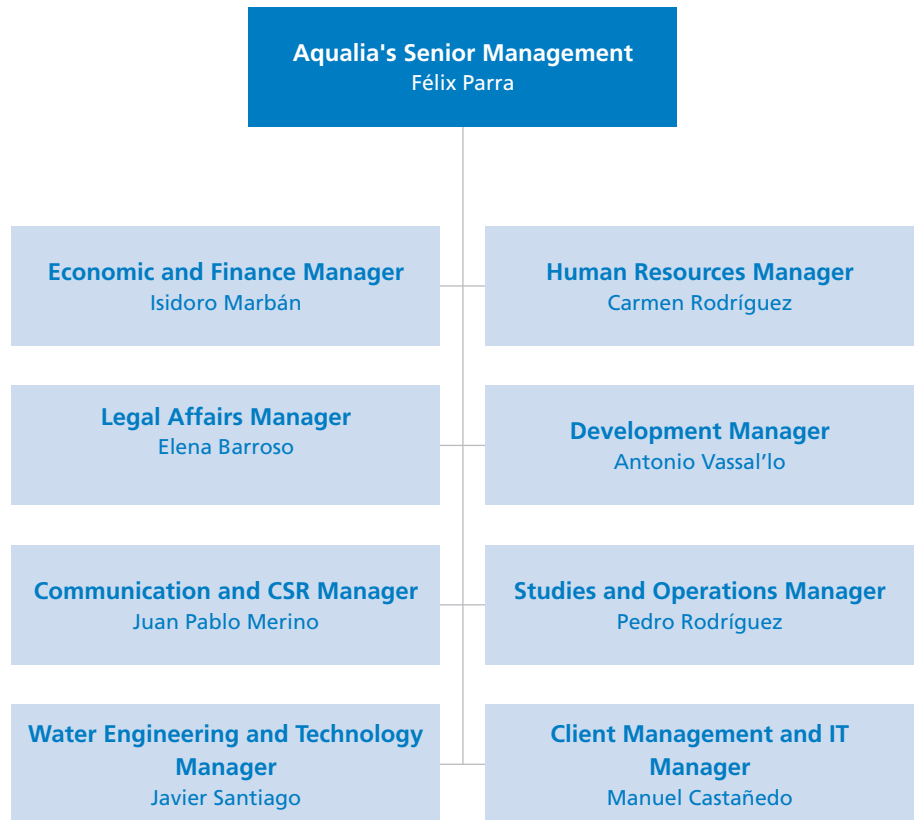
All of Aqualia's activity is streamlined into one single production line for all business models.



Senior managers of Aqualia's new organisational structure.



With regard to the new structure of Corporate Departments, it is worth highlighting the creation of the Water Engineering and Technology Management division, which is responsible for designing urban and industrial water treatment systems, as well as planning and implementing individual projects, in coordination with territorial organisation, both nationally and internationally.



## Aqualia: covering all stages of the water cycle

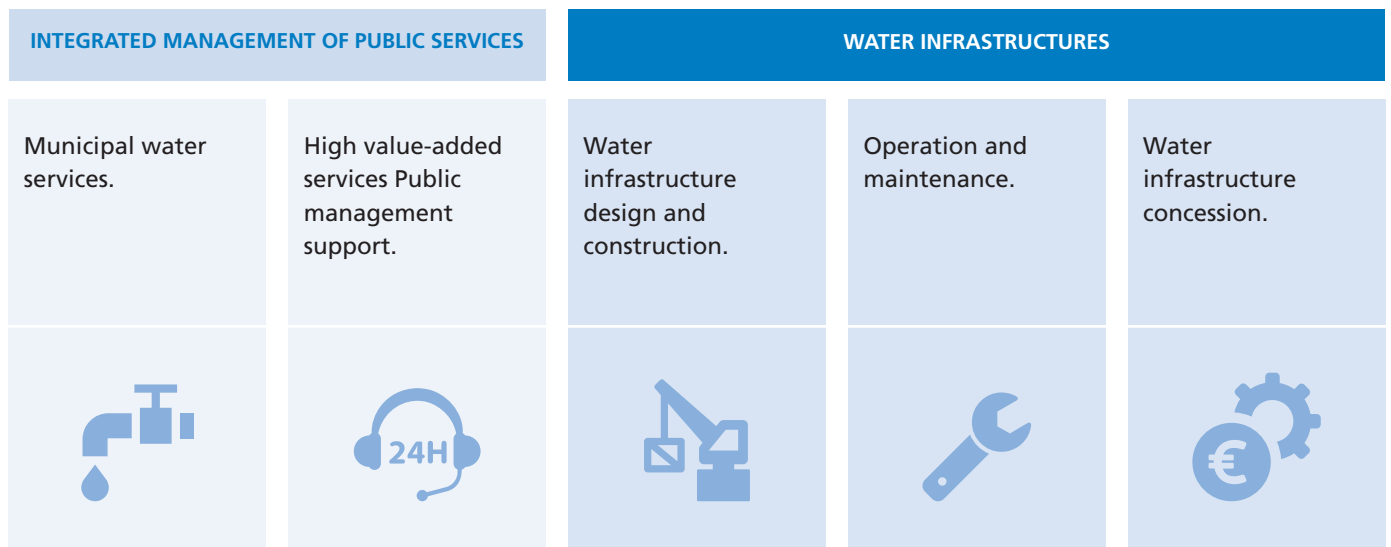
Aqualia primarily engages in the management of municipal water services and the operation of major Building, Operate and Transfer projects.

The company has also opted for diversification, becoming the only company in Spain, and one of the few in the world, capable of providing any service related to the different uses of water.

These services include the design and construction of wastewater and desalination treatment plants, where due to our technological development, experience on project management and excellent service quality Aqualia is regarded as one of the global benchmark companies, with major projects over the length and breadth of Spain as well as in other countries such as Algeria, Egypt, Czech Republic or Mexico.

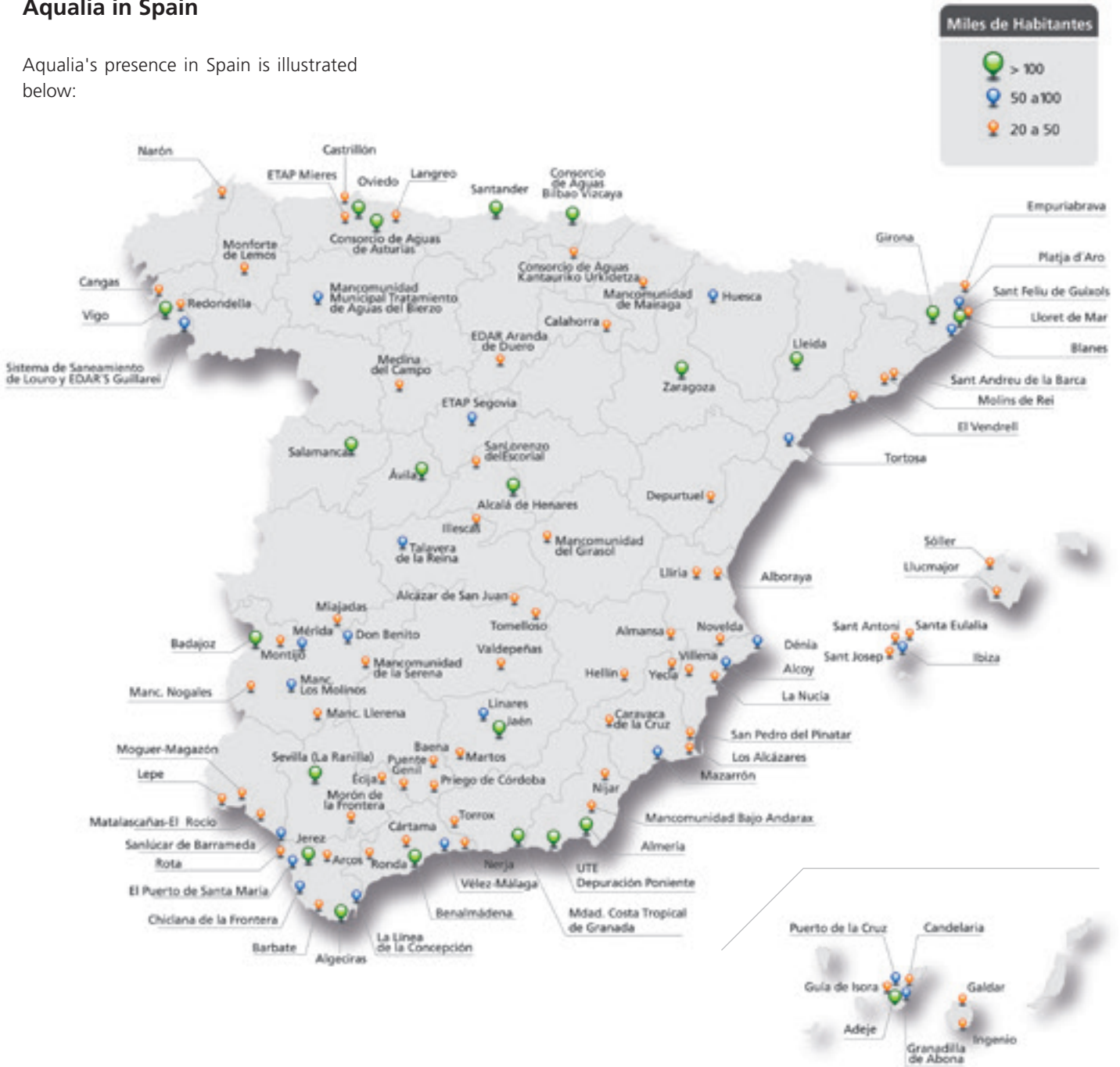
Aqualia also offers global solutions and operational capacity to design, develop and manage turnkey projects and facilities, whilst adapting them to the needs and requirements of each client and country.

Aqualia provides a service to more than 23.5 million people.



## Aqualia in Spain

Aqualia's presence in Spain is illustrated below:



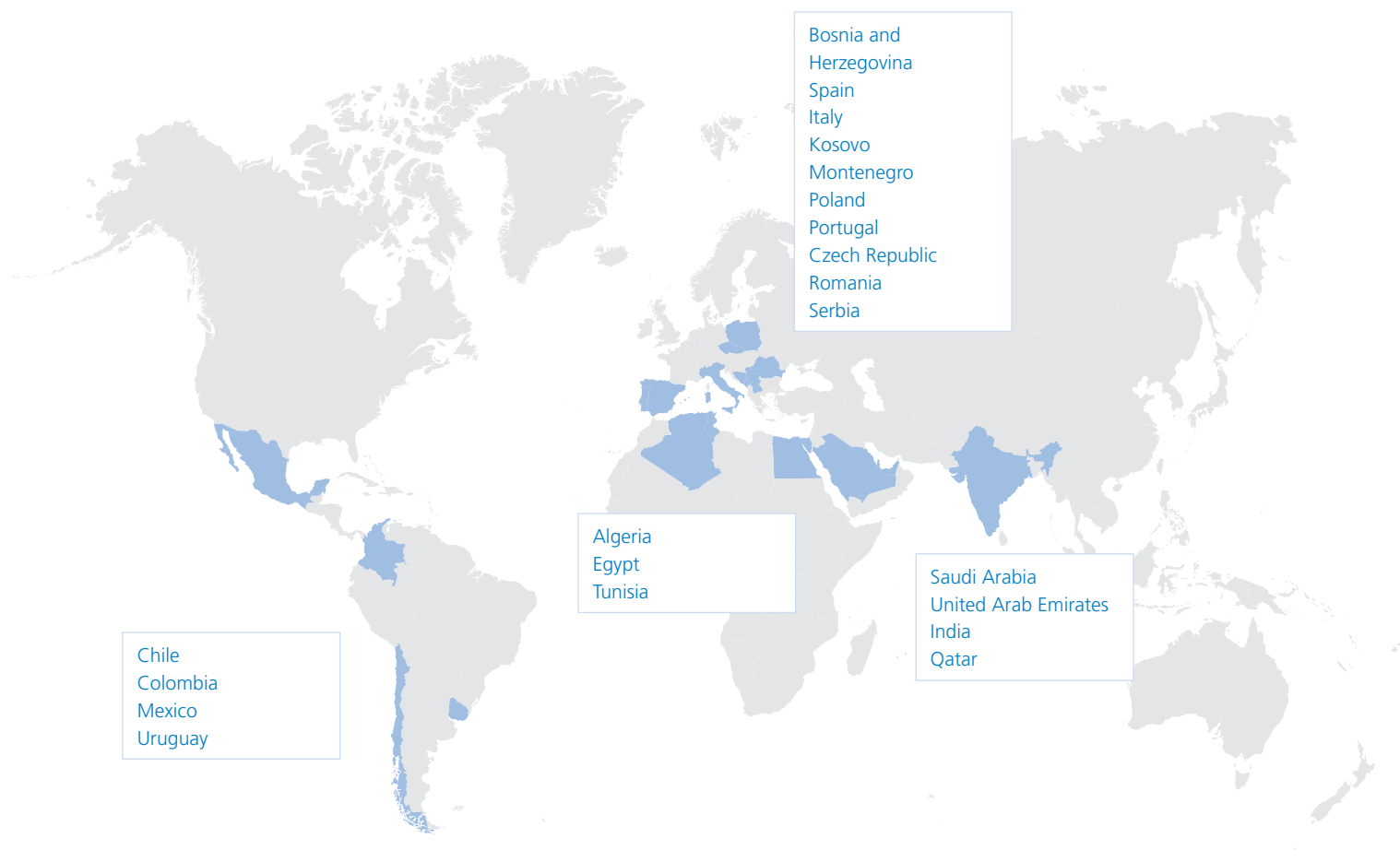
## Aqualia worldwide

Aqualia currently provides a service to around 23.5 million users in 21 countries: Spain, Italy, Portugal, Czech Republic, Poland, Romania, Montenegro, Bosnia, Mexico, Chile, Uruguay, Algeria, Egypt, the United Arab Emirates, Saudi Arabia, Serbia, Kosovo, Tunisia, India and Colombia.

*Thanks to our high degree of innovation and professionalism, Aqualia has successfully implemented major international projects.*

As a company specialised in the design, construction and operation of all types of sanitation infrastructure, Aqualia manages more than 700 wastewater treatment plants over four continents.

## Aqualia worldwide



## Europe

The company has a strong presence in countries such as Spain, Italy, Portugal or the Czech Republic thanks to the concession of public water services and has been consolidated as the third largest private end-to-end water management company in Europe.

In its endeavours to secure a greater presence in other European countries, Aqualia works on new innovative projects. This was the case in France, where in 2015 it began business activity and took part in the first tender for the public service delegation of water supply and sanitation in Arles.



## Main projects and activities at European level



SmVak employee.

### Czech Republic

- As a sign of trust from Aqualia's international development investors, SmVak (the Czech subsidiary of Aqualia) has launched a 7-year bond issue, exclusively in the Czech Republic and in the international water market.
- SmVak has secured two new 10-year contracts in its area of influence: VelkeLosiny and Vratimov.

SmVak invested close to 20 million euros in the end-to-end water management service in 2015.

### Italy

- The Sicilian company Caltaqua, a subsidiary of Aqualia, provides service to 22 municipalities in the province of Caltanissetta, covering more than 270,000 people. It has 4 treatment plants and 20 wastewater treatment plants.
- Caltaqua has made a record investment in its integral water service for 12 million euros.

## Portugal

- Aqualia launched in Portugal in 2007. It is currently in charge of the end-to-end water management in the municipalities of Abrantes, Campo Maior, Elvas, Cartaxo and Fundao, providing services to more than 120,000 citizens and managing over 770 km of a water distribution network, 81 reservoirs, 36 water treatment plants, 12 water pumping stations, 24 wastewater pumping stations and 40 wastewater plants.
- In 2015, the Aqualia-led services in Campo Maior and Cartaxo were awarded the Quality Seal for Public Water Supply for the second year running.

Aqualia took part in the Eurocity event in Lisbon where it made reference to the Eurocity citizen services collaboration model between Badajoz and Elvas, two cities in which Aqualia manages the water cycle.

Insofar as Aqualia's progress throughout the rest of Europe is concerned, it is worth pointing out the implementation of 7 contracts for the construction of treatment plants in the Balkans.

Aqualia's International Client Manager was appointed as the Spanish representative for the EurEau General Assembly, an association with European scope that rallies water management operators, both public and private, and the national associations in the sector.

## America

Aqualia runs important operations in some of the major South American countries. Throughout 2015, it invested heavily in the expansion of this market, possibly leading to a significant boost in the company's development in the medium to long term.

The company has strengthened its position in the main countries of this continent by participating in water infrastructure design and construction tenders in Mexico, Panama, Colombia and Ecuador, as well as exploring and taking part in industrial-use water projects in Chile, Mexico and Peru.

Aqualia has been awarded two new contracts for mining activity and wastewater treatment worth 27 million euros.



## Main projects and activities in America



Aqueduct and Aqueduct II treatment plant, Mexico

### Chile

- Aqualia has been awarded the contract worth more than 10 million euros to perform groundwater treatment services for the Ovejería hydraulic barrier in Huechún, Metropolitan Region. The project entails the engineering, construction and commissioning of a nanofiltration plant with a production capacity of 100 litres per second, as well as its operation and maintenance for a 12-year period. The aim is to ensure quality water intake with a low dissolved salt content.
- Meanwhile, the Colina and Batuco communities, to the north of the Santiago de Chile metropolitan area, will benefit from the construction of the new Cadellada wastewater treatment plant to be built by Aqualia. The new plant, with a treatment capacity of 330 litres per second, will handle the needs of nearly 150,000 residents. This turnkey project, valued at 15 million euros, includes the design, equipment, construction, commissioning and temporary operation to take place over a year and a half.

### Mexico

- Aqualia has secured two new contracts worth 81 million euros for the supply of water to Mexico City and the petrochemical plant of Pemex:
  - The Cutzamala project faces the challenge of expanding their supply grid with another line in order to guarantee the supply of drinking water to areas on the outskirts of Mexico City. **The project is considered one of the largest civil engineering works worldwide.**
  - The Mexican corporation Pemex has awarded Aqualia the contract to modernize the intake system in the Mezcalpa River, which is used to supply water to the Cactus and Nuevo Pemex gas processing centres. A budget of 15 million euros has been allocated to this project, which involves completely renovating the mechanical, electrical and automation systems.



With respect to Aqualia's operations in the USA and Brazil, it is worth mentioning the beginning of market research, exploring and detecting new business opportunities.

To this end, a sales office has been opened in Miami and an Aqualia subsidiary set up in America.

## Middle East

The Middle East is a strategic pillar for Aqualia's activity. In addition to the company's experience in Saudi Arabia and the United Arab Emirates, it secured a contract in Qatar to manage the Al Dhakhira sanitation network.



### Main projects and activities in the Middle East



Wastewater treatment plant in Mecca.

## Saudi Arabia

- The National Water Company (NWC) of Saudi Arabia has continued to collaborate with Aqualia by extending the Riyadh contract to cover the sectioning of the DMZ (District Metric Zones) as well as flow and pressure control. The project consists of using insertion flowmeters and pressure recorders that obtain real-time data to be able to control the sectors making up Riyadh. When Aqualia finishes the works, the Saudi capital will have a continuous flow distribution system along a 15,000 km-long network.
- For a period of three years, Aqualia will also be in charge of operating and maintaining the two main wastewater treatment plants in Mecca that each produce 250,000 m<sup>3</sup> per day. *Alkhorayef Water and Power Company* and Aqualia will be responsible for the management of facilities and their treatment units.
- Aqualia was also awarded the corresponding contracts in 2015 for the water and sanitation services of lines 4 and 5 of Riyadh Metro.

Aqualia was awarded the **prize for best water company of 2015 at the Water and Energy Summit held in Saudi Arabia.**

## United Arab Emirates

- Aqualia has been operating in Abu Dhabi for more than three years thanks to being awarded the contract for the sanitation system and water purification management in the area. The contract has a term of seven years, until 2019, and is worth 76.3 million euros.

## Qatar

- Aqualia is continuing to work on the 10-year construction and operation project of the Al-Dhakhira wastewater treatment plant. This contract involves the design, construction, operation and maintenance of wastewater treatment facilities, wastewater pumping stations, transfer pumping stations and associated collectors of the city. The new plant will treat an average water flow of 56,200 m<sup>3</sup> per day and will serve a population of more than 200,000 people.

## Aqualia's presence in other countries

### Egypt

An Aqualia-led consortium has been awarded the tender for the design, construction and operation of the Abu Rawash treatment plant located in El Cairo (Egypt). **The Abu Rawash plant will be one of the largest worldwide,** will treat 1.6 million m<sup>3</sup> daily

and will provide service to more than 5.5 million people. It is the largest contract awarded in Aqualia's history, considering that it will involve a business portfolio for the consortium worth 2.4 billion euros.

**The Abu Rawash treatment plant is the largest contract in the history of Aqualia and the second PPP tender in the country.**

## India

Aqualia, in collaboration with the company SPML, one of the leading water companies in India, will manage the residential water distribution in five towns in the state of Karnataka. The contracts are worth a total of 65 million euros and are effective for a period of 5 years.

With the arrival of Aqualia, the cities of Bellary, Hospet, Raichur, Haveri and Gadag, with a total population of 1.2 million people, will benefit from a project that aims to guarantee the continuous supply of water.

This contract secures Aqualia's position in one of the largest global economies, the third with the largest Gross Domestic Product (GDP), according to the International Monetary Fund.

## Participation in international events

One more year, and thanks to Aqualia's recognition both nationally and internationally, the company was invited to participate in the most important international events on water management where it has been able to share its experience with all interested parties.

Aqualia once again had a strong presence in the 2015 **International Water Summit (IWS)**, one of the largest events held in the Middle East. Organised by the publication MEED, the event is a fantastic platform to showcase and exchange sustainable technologies and identify new opportunities.

Aqualia's participation in the IWS in Abu Dhabi reaffirms its interest and positioning in the Middle East.

The company was also given the chance to present its efficient solutions with a stand and the presentation "*Water Management Efficiency Increase Solutions for the Kingdom*" in the **Saudi Water Power Forum**, held in Riyadh (Saudi Arabia), which is the country's most prominent water and energy conference that connects professionals and key players from the Saudi government. During the sessions, the company presented some of the milestones reached in recent years and disclosed its future plans in these two key sectors, water and energy.

The company's aim is to "strengthen our position on major projects and grow on other medium-sized projects for the private and industrial sector".



Representatives of the company in the corporate stand at the International Water Summit held in Abu Dhabi.



José Enrique Bofill during his speech at the Saudi Water Power Forum held in Saudi Arabia.

At the 12th edition of the **IWA Conference (Leading Edge Technology)** of Hong Kong, which gathered 300 experts in water technology, Aqualia presented developments on the implementation of the ELAN® process (Autotrophic Nitrogen Removal) on the industrial effluents of the Galician canning company Friscos.

There were subsequently another two conferences organised by the **WEF (Water Environment Federation)** in Washington DC, one on waste and biosolids and the other on water and energy. More than 1,500 people gathered to analyse the method to avoid the generation of waste and maximise resource recovery from wastewater. Aqualia played a prominent role, which included coordinating a workshop on the production of biomethane with anaerobic membrane reactors, which will be part of the project *Life Memory*.

Meanwhile, for the first time, the company took part in the **American Water Summit (AWS)**, held in the city of Denver (Colorado), which is considered by many as the main event in the water sector calendar in North America.

Also in the USA, Aqualia's International Development Manager gave a speech at the breakfast meeting organised by the Spanish Trade Commission of Chicago for responsible Spanish water management companies in the American public sector.



XXIX ANEAS Annual Convention and Expo 2015 (Chihuahua, Mexico).

In terms of the company's participation in conferences and forums in Latin America, it is worth mentioning the stand that the company set up in the **XXIX edition of the ANEAS Annual Convention and Expo**, which took place in Mexico and gathered specialists, academics, entrepreneurs and professionals from the drinking water and sanitation sector in Europe and America. The stand received many delegates and visitors who were interested in finding out about the company's comprehensive solutions for the integral water cycle for public and private companies and bodies.

Aqualia's participation in this events reaffirms its solid commitment to the American market.

In 2015, Aqualia also took part in **Exponor, the International Trade Fair for Mining Industry**, setting up a stand where it displayed some of the significant projects it has implemented in Latin America.

Meanwhile, the **European Federation of National Associations of Water Services** held its 40th anniversary in 2015. Among other commemorative activities, it held a set of conferences discussing the most burning issues faced by the sector. The international client manager at Aqualia engaged in the round table on "*Water matters for cities and tourism*".

Last but not least, the manager of the Balkans local office recently participated in the **conference "Western Balkans Regional Conference"** on Public Procurement. The conference, which took place in Sarajevo, was organised by the European Bank for Reconstruction and Development and Aqualia seized the opportunity to talk about its experience with public tender bidding.



International Water Association Leading Edge Technology 2015 (Hong Kong).

In a national context, the Spanish Association of Water Supply and Sanitation (AEAS) held the thirty-third edition of its Technical Conferences which, as usual, paired up with an exhibition space, in this case the Salón Tecnológico del Agua [Water Technological Showroom]. Aqualia once again set up a corporate stand. These conferences, which took place in Burgos, had participation from various water management companies, suppliers and institutional clients, making it the premier forum for the urban water sector in Spain.

As leader of the water management sector in Spain, Aqualia had a strong overall presence, organising significant and innovative activities in all aspects of the conferences (speeches, stand, recreational events, etc.). For example, as part of the program this year, Aqualia gave presentations on the water footprint; European regulation; and the implementation of R&D&I projects in production.



At Aqualia's stand, representatives from the company alongside Fernando Morcillo, chairman of AEAS; José Carbonell, secretary of AEAS; Javier la Calle, Mayor of Burgos; Juan Antonio de Miguel, Agua de Burgos manager; and Carline Blanco, Agua de Burgos president.

## Aqualia involvement in business associations

International associations	National associations
International Desalination Association (IDA)	Spanish Association of Water Supply and Sanitation (AEAS)
International Water Association (IWA)	Water and Sanitation Supply of Andalusia (ASA)
EUREAU	Water Services Group of Catalonia (ASAC)
Smart Water Networks Forum (SWAN)	Spanish Desalination and Reuse Association (AEDyR)
Association of the Water Supply and Sanitation Sector in the Czech Republic (SOVAK)	Spanish Association of Water Services to Populations (AGA)
Association for Water Management in the Czech Republic (SVH)	SEOPAN-AGUA
Czech Society for Trenchless Technology (CZSTT)	Spanish Association for the Defence of Water Quality (ADECAGUA)
Czech-Polish Chamber of Commerce	National Association of Manufacturers of Capital Goods (SERCOBE)
Association for the Development of the Moravia and Silesia Region	IMDEA-AGUA
Operators Association of Supply and Sanitation in the Czech Republic	Cooperation Fund for Water and Sanitation
Power and Water Forum Arabia Advisory Committee (Saudi Arabia)	Business Association of the Water Sector of Andalusia (AESA)
Water Advisory Committee Ditchley Foundation (UK)	Association of Employers of the Water Industry in the Balearic Islands (ASAIB)
National Association of Water and Sanitation of Mexico (ANEAS)	Association of Water Supply and Sanitation in the Community of Valencia (AVAS)
National Chamber of the Construction Industry (CMIC)	Company Association of Urban Water Management in the Canary Islands (ACEGUA)
Latin American Association of Desalination and Water Reuse (ALADYR)	Canary Islands Water Centre Foundation (FCCA)
Federazione Italiana delle imprese dei servizi idrici, Energetici e Vari (FEDERUTILITY)	Basque Country's Environmental Industry's Cluster Association (ACLIMA)
Associação Portuguesa de Distribuição e Drenagem de Águas (APDA)	Modern Foundation
Associação das Empresas Portuguesas para o Sector do Ambiente (AEPESA)	Spanish Biomass Technology Platform (BIOPLAT)
	Urban Cluster ZINNAE for Efficient Water Use
	Centre of New Water Technologies (CENTA Foundation)

# Corporate Social Responsibility

## Our vision

- Ensuring complete, honest and transparent behaviour.
- Extending corporate values to the entire value chain.

Aqualia regards Corporate Responsibility (CR) as the implementation of a business model that, as well as adding value to the company and guaranteeing the necessary profitability and competitiveness, actively boosts the company's progress, and instils trust and drums up support among its main stakeholders: Public administrations, organisations, media, users, suppliers, employees and society in general.

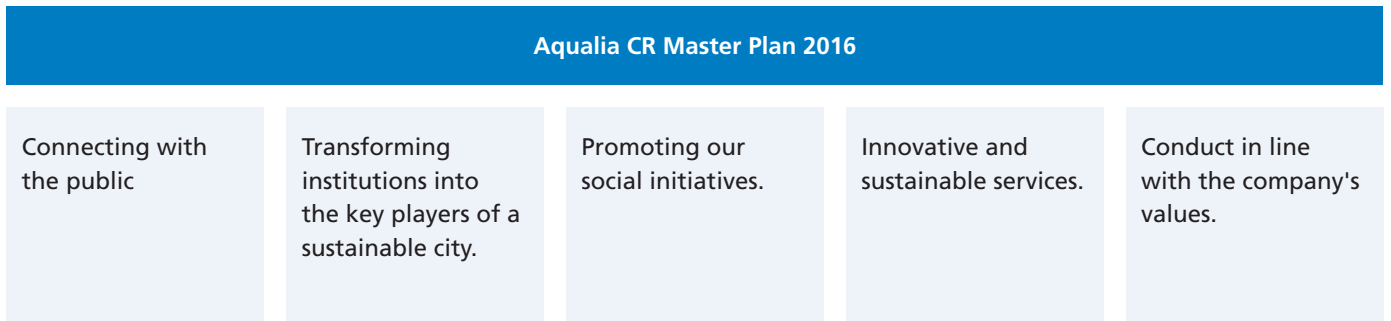
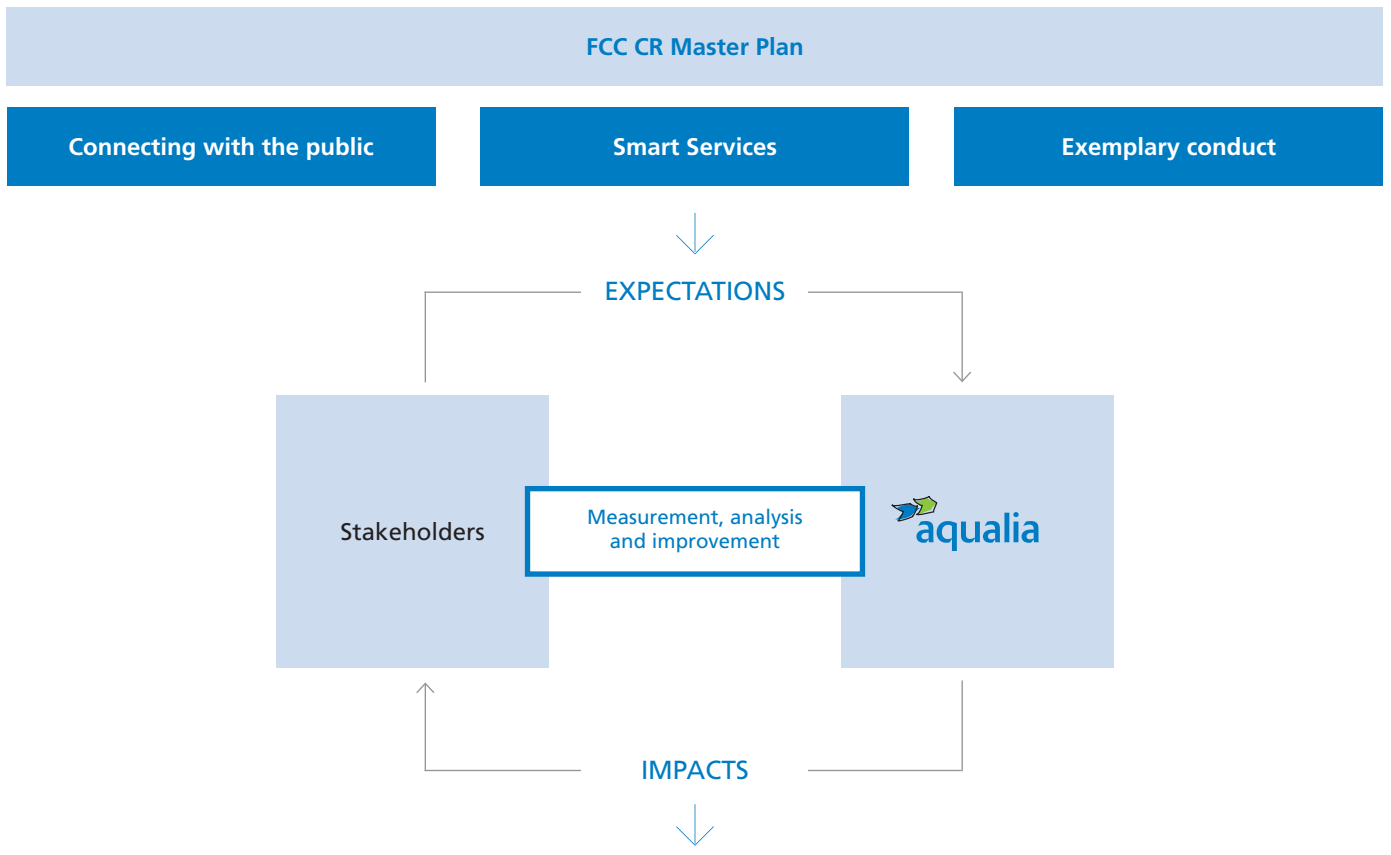
- Maintaining an active dialogue and responding to stakeholders.

The company defines its model based on the principles of action of the FCC Group to which it belongs: **connecting with the public, implementing intelligent services and engaging in exemplary conduct** by the company and all of its employees.

Based on these commitments and in conjunction with the needs and expectations analysis of stakeholders, Aqualia has established its own lines of action that are incorporated to the company's operations:



1. Connecting with the public
2. Transforming institutions into the key players of a sustainable city.
3. Promoting our social initiatives.
4. Innovative and sustainable services.
5. Conduct in line with the company's values.



The identified stakeholders are the individuals, organisations and institutions that influence or become influenced by the

company's decisions, ranging from Public Administrations to employees.

Public authorities	Consumer organisations and NGOs	Media	Users	Suppliers	Employees
Municipal, Regional, National and European	Consumer Organisations	Local, National and International	Irrigation Associations	Strategic and Local	Operating Structure
Prices Commission	Communities and Irrigation Associations	Town Council Communication Offices	Neighbourhood Associations		Functional Structure
	Ecologist Organisation Associations	News Agencies	Public Centres		Production Personnel (Middle management)
		Citizens	Industries		Production Personnel (Contract personnel)
			Town Councils		

Aqualia implements its Corporate Responsibility principles on all activities it carries out with the aim of securing

sustainable management and guaranteeing a positive impact on society. To this end, it requires its employees to comply with its

**Ethical Code** and its suppliers to know about and understand it.

### Active dialogue with stakeholders

With the aim of identifying the most significant economic, social and environmental aspects for stakeholders, Aqualia regularly conducts studies on each one of them.

The latest study involved issuing all employees with a survey and organising several *focus groups* where the representatives of the external stakeholders were given the chance to freely express their concerns and interests.

The issues identified form part of the company's Corporate Responsibility strategy and are incorporated to its plans of action.

	External stakeholders	Employees
MOST RELEVANT ASPECTS	<ul style="list-style-type: none"> <li>Setting Aqualia's strategy.</li> <li>Dialogue with stakeholders:</li> <li>Objectives and degree of compliance.</li> <li>Definition of the company's activity.</li> <li>Information on social performance.</li> </ul>	<ul style="list-style-type: none"> <li>Initiatives to improve water quality.</li> <li>Actions to facilitate professional development.</li> <li>Improvements in customer service.</li> <li>Measures to ensure equality and diversity.</li> <li>Actions to improve occupational health.</li> </ul>
LESS RELEVANT ASPECTS	<ul style="list-style-type: none"> <li>Information on corporate governance.</li> <li>Information on financial performance.</li> <li>Information on performance in managing the team.</li> </ul>	<ul style="list-style-type: none"> <li>Actions to promote the sport.</li> <li>Collaborative efforts with universities and promotion of culture.</li> <li>Initiatives to improve transparent billing and monitoring of consumption.</li> </ul>

People who work  
for people





# 03

## **AQUALIA MOMENTS**

26 Aqualia moments 2015



## January

The Portuguese regulator recognises the quality of the services provided by the company in Campo Maior and Cartaxo.



Launch of One, the new corporate intranet.

## February

Eurocity as an example of collaboration on citizen services.



Training workshops for journalists in collaboration with APIA.

## March

Launch of the "Fill your world with life" competition. We celebrate World Water Day.



Presentation of the Water Footprint and Virtual Water study in Cantabria.

## April

The desalination plant in Ibiza is the place chosen to present the campaign to raise awareness of the consumption of drugs and alcohol, launched by the Health and Safety Department, to the heads of service, plant staff and foremen on the Balearic island.



XXXIII AEAS Conferences in Burgos.

## May

Clean-up of the Estany des Peix in Formentera, an example of the company's commitment to the environment and society.



Caltaqua distributes the "Aqualia Educational Booklet" to children at the walk-in workshop held in Caltanissetta (Italy).

## June

1st Mentoring Program comes to a close.



Launch of the SMART Green Gas project, which researches the energy value of waste and effluents by obtaining biomethane.

## July

New contract for the two main wastewater treatment plans in Mecca, third largest contract in Arabia.



Pityuses together for water. Aqualia gathered councillors in charge of the municipal water services it manages on the island to analyse the water and present a responsible consumption campaign.

## August

Awarded the contract for the Abu Rawash treatment plant, Egypt. Largest contract in the history of the company.



Students from the UNESCO master's degree interested in our management.

## September

SmVak launches an ambitious project to encourage people to drink tap water and promote restaurants that offer it.



Boosting youth employment by signing up to the Partnership for Dual Vocational Training.

## October

The Municipal Council of Molins de Rei and Aqualia set up a Solidarity Fund to guarantee access to services like water and sanitation to all citizens.



For three days, Jerez de la Frontera hosts the European Benchmarking Cooperation Workshop (EBC), a comparison and improvement activity of the water cycle management models, which gathers representatives from 21 countries.

## November

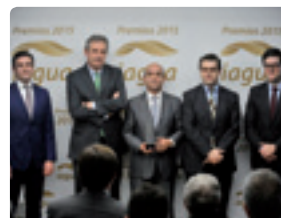
Remotely Piloted Aircraft System (RPAs) technology now being used on various activities in Oviedo related to the municipal water service provided by Aqualia.



Everybody united against gender-based violence.

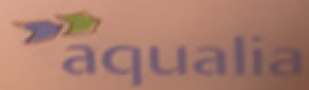
## December

International Day of Persons with Disabilities. Aqualia collaborated with five organisations operating in Oviedo, Segovia, Jerez, Villena and Formentera/Ibiza in favour of disabled persons.



Aqualia is recognised by the publication iAgua as the most influential company in the ranking of the 100 main organisations in the water sector.

People who work  
for people



# 04

## SERVICE

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- 51 Challenges 2016



## Innovation and close relationship with clients

### Our vision

- Providing the best service according to the needs of citizens.
- Ensuring maximum quality of the water and service provided.
- Betting for transparency in the information provided to users.
- Maintaining the commitment to innovation and new technologies.

Main figures	2013	2014		2015	
Home water supply*	7,296,656	7,436,343	↑	<b>7,475,077</b>	people
Sanitation*	2,896,980	2,915,643	↓	<b>2,850,401</b>	clients
Drinking water produced*	752,507,106	615,463,970	↓	<b>607,837,297</b>	m <sup>3</sup>
Supply network*	45,259	48,537	↓	<b>45,498</b>	km
Sewage system*	20,230	20,985	↓	<b>20,889</b>	km
Water quality determinations	1,194,432	1,085,781	↓	<b>840,446</b>	

\*Data for Spain and SmVaK.

### Compliance with 2015 challenges

	2015 Commitment	Level of compliance	Remarks
CLIENTS	Development of a client support virtual office in an app.	<b>100%</b>	Entirely developed in 2015. Roll-out took place in February 2016.
	Promoting and participating in new Smart Water projects.	<b>100%</b>	The Santander Smart Water Project has been expanded by 1,172 meters (Phase II).
	Continuing to participate in international projects.	<b>100%</b>	The Urban Water Project in Almeria was launched with a range of 1,000 reading points.
INNOVATION	Having a car running on biomethane from waste water.	<b>100%</b>	The first NGV car by Volkswagen arrived at Chiclana on 17/11/2015.
	Ensuring operation of the first ELAN industrial facility.	<b>100%</b>	The ELAN process in the Guillareí plant kicked off with a 115 m <sup>3</sup> reactor in September 2015.
	Having a smart project management area outside Spain.	<b>100%</b>	A smart management system has been launched in Janovice (Czech Republic) with 570 meters.

# Lines of Action 2015

The actions carried out by Aqualia in 2015 were geared towards the end client with a particular emphasis on the quality of communication channels. The completely interactive nature of these channels (face-to-face, telephone, online) allows the client to communicate through whichever means

and have their needs attended to in real time.

The company also upholds a solid commitment to citizens to continually improve the quality of service provided, comprehensively monitoring all activities and working

towards improving the quality of supplied water and towards implementing innovative projects that represent considerable progress in the service and its sustainability.



# Water quality

Aqualia's main aim is to make sure that a sufficient volume of quality water reaches the client, ensuring environment sustainability throughout the whole cycle. To achieve this aim, Aqualia has drawn up a Strategic Quality Plan that seeks to provide a service to clients with the maximum

levels of quality and efficiency. This plan includes several lines of action that fall into four categories: **quality of water supplied, efficiency of service, technical performance of the network and level of client support.**



## Certified quality

In order to guarantee a water supply with maximum quality, the Aqualia team adheres to the regulations and controls established by public administrations and applicable to this activity. With this approach the company has ensured that 98.3% of its facilities in Spain are certified according to the standards UNE-EN ISO 9001:2008 of quality management, and UNE-EN ISO 14001:2004 of environmental management, exceeding the 70% in the case of international facilities.



% certified facilities	ISO 9001	ISO 14001
Aqualia Spain	98.3%	98.3%
Aqualia (worldwide, Spain included)	79.3%	74.1%

Aqualia's management system marked its 18th anniversary on World Quality Day. Since 1997, the Management System has been evolving, adapting to meet the organisation's needs and steering towards a single, integrated and efficient system.

The water quality is verified through comprehensive analyses conducted by AqualiaLAB (Aqualia's laboratories), which play a prominent role in the control and follow-up of water quality. The quality of supplied water is guaranteed in these labs by carrying out annual inspections through 840,446 parametric determinations, 99.7% of which were compliant. These labs are accredited according to standard UNE-EN- ISO 17025 on testing and calibration laboratories.

In addition, like all players involved in the supply of water for human consumption in Spain, Aqualia reports water management data to the **Spanish National Drinking Water Information System (SINAC)**, an agency under the Ministry of Health, Social Services and Equality, which collects data on the characteristics of supply and quality of drinking water provided to the Spanish population.

The aim of this system is to store information on the water collection, treatment and storage infrastructures, as well as laboratories for water quality control, for the purpose of identifying the quality of drinking water that is supplied to the Spanish public. This helps to detect possible failures and risks associated with drinking water that may affect the population, providing basic information to citizens

concerning supply areas and the quality of the water in the same areas.

By doing so, citizens have public information on controls on SINAC's website (<http://sinac.msn.es>) and local websites where Aqualia offers its services (also available on [www.aqualia.com](http://www.aqualia.com)).



## Commitment to quality throughout the value chain.

Aqualia understands that responsible management is only possible with the collaboration from all stakeholders and, particularly, those most affected by the company: **suppliers**.

As a result, Aqualia involves its suppliers in the company's mission, vision and values and implicates them in the shared aim of improving sustainability and quality throughout the entire value chain. To this end, Aqualia has established a monitoring

and evaluation procedure of suppliers that ensures compliance with the requirements deriving from the company's values and policies.

### Criteria for evaluation and monitoring of suppliers

#### Technical quality

- Necessary to be able to assess the offer.

#### Compliance with minimal environmental impact

- Environmental compliance in all of its activities.

#### Compliance with risk prevention

- Control and monitoring of the suppliers' compliance with the legislation on prevention and safety in the workplace.

#### Compliance with labour regulations

- Procurement procedures according to the legislative framework and provision of occupational insurance.

#### Code of Ethics

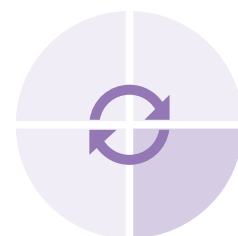
- To be aware of and understand Aqualia's ethical code and comply with the ten principles of the Global Compact promoted by the United Nations.

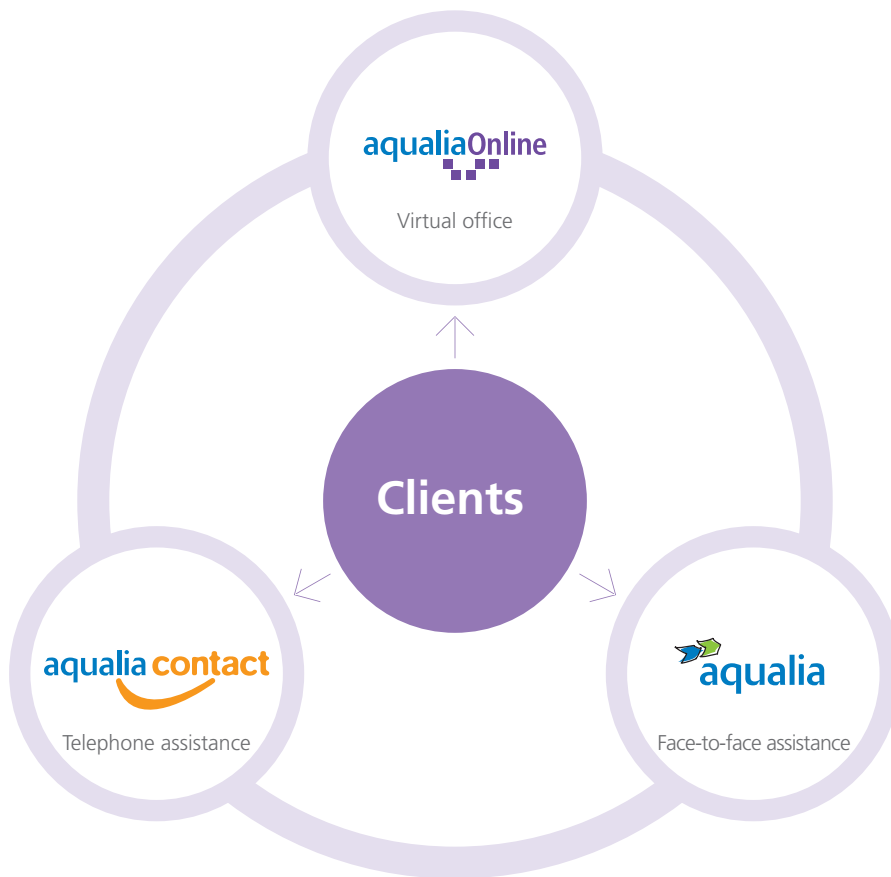
## Clients: multi-channel system

The clients are the company's greatest asset and increasing their satisfaction and loyalty is the aim. To this end, Aqualia runs an **accessible and personalised** client support service that listens to their concerns, responds and offers solutions in a flexible, quick, simple and effective manner.

The company offers a comprehensive multi-channel service that meets all of its client needs. The face-to-face, telephone and online channels allow the client to choose their preferred method to get in touch and seek a solution to their needs.

The multi-channel system offers the best service, shorter response times, better relationship with the client in turn enhancing their trust, flexibility in the resolution of incidents and an increased value of communication.





Clients can find about the Aqualia Client Support channels at:  
<http://www.aqualia.com/aqualia/atencion-al-cliente/index.html>

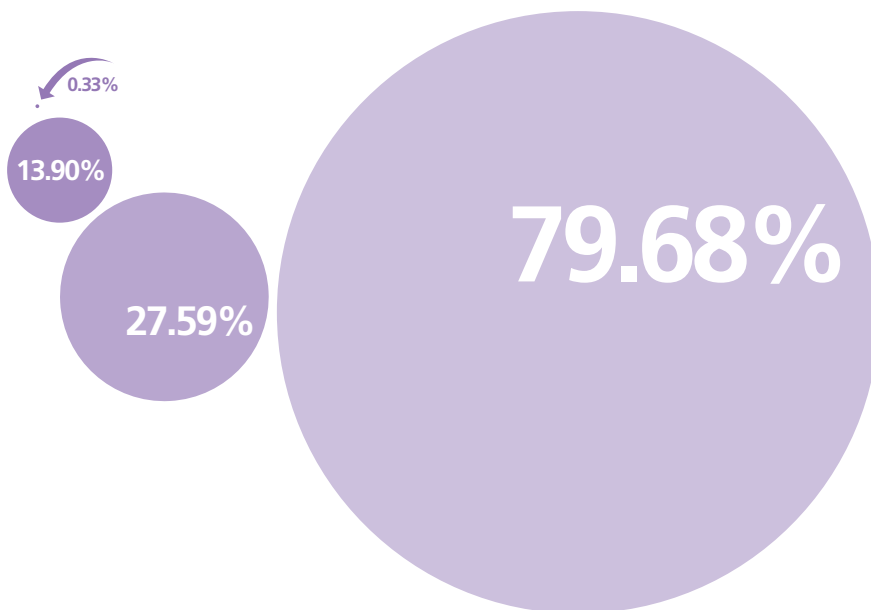
Aqualia's client support centre **avoided more than 747.000 visits** in 2015

The telephone service, via the Client Support Centre (Aqualia contact), gives clients the opportunity to carry out all formalities without having to travel to the offices. It is also open 24 hours a day, 365 days a year, reducing the maximum response time to resolve breakdowns in

distribution networks with subsequent savings on water. A reduced waiting time to notify about a breakdown facilitates a quick and effective resolution for all types of incidents in the network, which leads to an improved performance of water distribution.

This client support service received around 750,000 calls last year and provided assistance in 6 different languages: Castilian, Galician, Catalan, English, German and French.

Calls received in 2015



Only 0.33% were claims, 38.69% of which concerned billing issues.

- Queries 79.68%
- Requests 27.59%
- Breakdowns 13.90%
- Claims 0.33%



**80,254 cases** were handled in 2015 without the need to travel or make phone calls, at the time and place chosen by the clients.

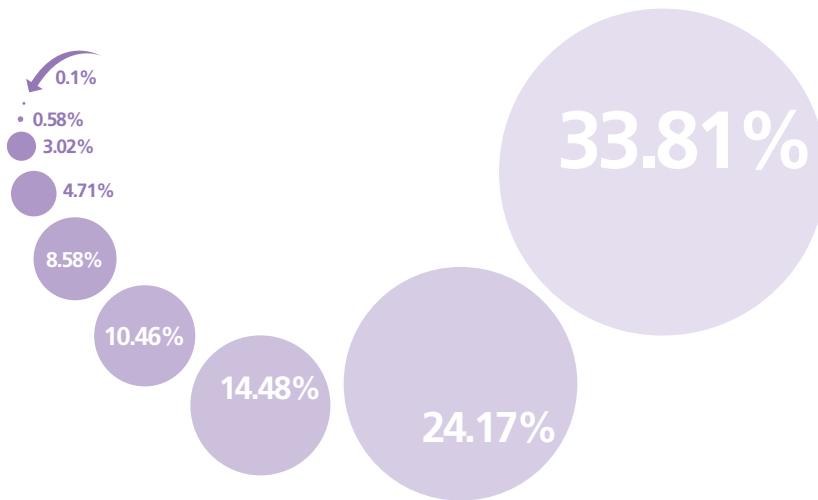
Aqualia has a corporate website available in 5 languages that offers general information about the company. There are also different local websites for municipalities where Aqualia provides service. These include more precise and localised information

about the company's services in the specific area.

These Aqualia websites, both corporate and local, offer access to the virtual office, AqualiaOnline, where clients can carry

out the same tasks concerning the service that can be done face-to-face or over the telephone.

Requests via AqualiaOnline in 2015



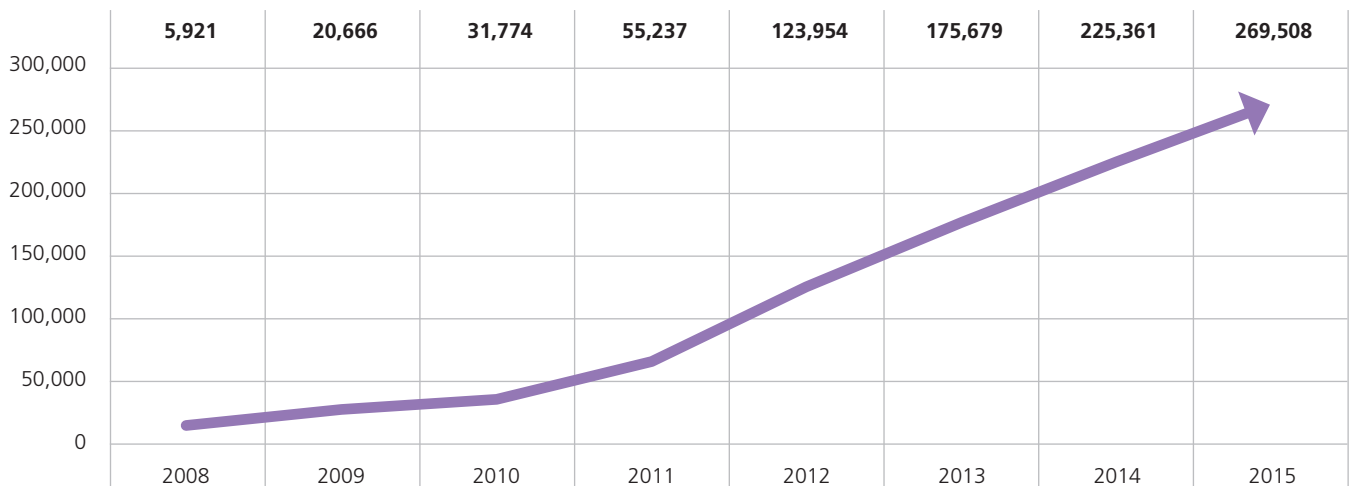
Only 3.02% were claims

Amending data	33.81%
Online payment	24.17%
Electronic billing	14.48%
Readings	10.46%
Questions and suggestions	8.58%
Change of name	4.71%
Claims	3.02%
New contracts taken out	0.58%
Connections	0.1%

The use of new technologies on client support channels is crucial for Aqualia's communication with its clients.



## Evolution of registered contracts on AqualiaOnline



The efficiency of these communication channels has once again reduced the number of claims from clients.

For the purpose of supporting and even improving this service, more than 300 employees from the client support department were trained on data protection throughout 2015.

Since 2011, the Aqualia contact and AqualiaOnline channels have been certified according the standard UNE 27001 on "Information Security Management Systems", protecting the security of client data, as well as their integrity, availability and confidentiality.

## Face-to-face assistance

Aqualia's client support office is a comfortable and modern space designed to offer individual assistance and facilitate client management.

In addition to telephone and internet support, clients can visit the company's offices to carry out their formalities or submit queries.

In 2015, with the aim of providing excellent client support, 650 employees responsible for office, telephone and online assistance received specific training.



New client support offices were set up in 2015 in Salobreña (Granada) and Guareña (Badajoz). It is worth mentioning the express reopening of the Vélez-Málaga office after suffering fire damage. In only five days the Aqualia employees were able to get the face-to-face client support service back up and running, illustrating a clear example of the public service mission that defines the organisation's activity.

## 20 years "At the service of citizens" in Benalmádena

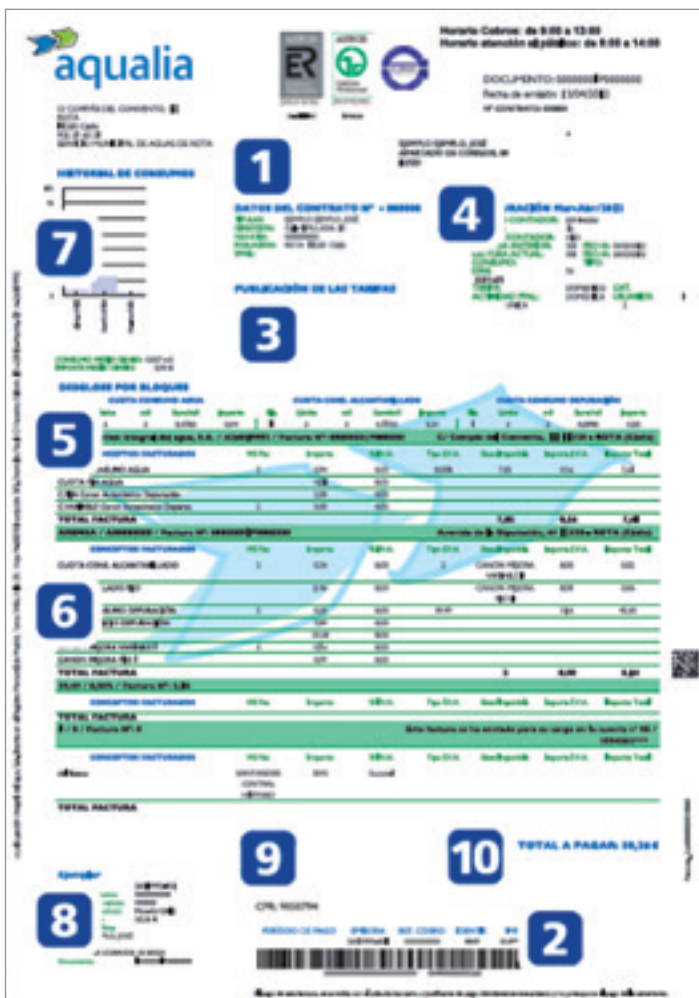
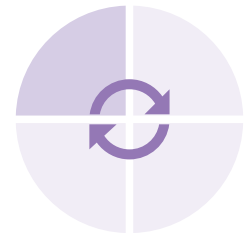
The Sailing Club of the Benalmádena Marina hosted the 20th anniversary of Emabesa, joint venture for the water management of Benalmádena (Málaga) to which Aqualia belongs. The ceremony, inaugurated by the Mayoress of Benalmádena and Chairperson of Emabesa, paid recognition and tribute to the company's employees who have provided a basic service with maximum quality to the citizens of the town in Málaga.

The workshop's program included two speeches: "Communication, key factor in citizen service", given by the head of communication and marketing at Aqualia, and "The supply aquifer at Benalmádena", presented by Bartolomé Andreo, professor of hydrology at the University of Málaga.

# Transparent bill

Aqualia understands that a quality service must entail a clear and customised bill for clients. Along these lines, the company has maintained a full yet simple bill design that can be easily understood by all clients. The designs have been customised for each type of user, with the information displayed to facilitate easy understanding.

As part of Aqualia's social commitment, bills are used as a way to spread social and environmental awareness messages related to the public nature of water and which aim to secure more efficient and sustainable public or private management (in financial and social terms), whilst enhancing the attributes of approachability, involvement and professionalism.



Aqualia's bills come with a side explanation and contain the following information:

- 1 Contract holder.
- 2 Relevant data.
- 3 Publication of rates.
- 4 Billing details.
- 5 Description of consumption blocks and prices
- 6 Detail of billed items and amount
- 7 Consumption histogram.
- 8 Details for controlling data collection
- 9 Payment deadline.
- 10 Total amount.



## DOES AQUALIA SET THE WATER PRICING?

*No. Only the local council can set and amend the water tariffs according to what is established by Law.*

#12verdadesSobreAgua

## Types of bill at Aqualia

The company issues three types of bills, according to the preferences of each customer:

### Normal itemised bill

This bill provides a comprehensive breakdown of all charges. It includes a detailed table of consumption and a list of services with their respective costs. The total amount to be paid is highlighted in green at the bottom.

All relevant information given in detail.

### Summarised bill

This bill provides a summary of the charges. It lists the main categories of services and their total amounts. The total amount to be paid is highlighted in green at the bottom.

Summary of items and total amount highlighted.

### Summarised bill by concepts

This bill provides a summary of the charges, grouped by concept. It lists the main categories of services and their respective amounts. The total amount to be paid is highlighted in green at the bottom.

Amount summarised for each item.



## WHAT ITEMS ARE INCLUDED ON THE WATER BILL?

The cost of the end-to-end water management cycle (supply, sewerage and purification). At certain times, also local or regional taxes and charges that have nothing to do with the water service.

#12verdadesSobreAgua

## Electronic bill

Our clients become part of our environmental commitment.

Aspect	2013	2014		2015
No. of electronic bills issued	532,260	650,000	↑	<b>675,000</b>
No. of clients with electronic bill	132,000	132,600	↑	<b>174,500</b>
Remote access to meter reading	52,600	55,000	↑	<b>57,600</b>
No. of channels available to expand the reading	111,000	113,400	↑	<b>117,300</b>
No. of monitored high consumption clients	1,200	1,200	=	<b>1,200</b>
No. of regulated irregular situations of uncontrolled consumption	7,000	5,907	↑	<b>6,369</b>

The number of electronic bills issued in 2015 increased by 3.85% against 2014, which equates to a 31.60% growth of clients with this type of bill.





## Quality meters

Aqualia chooses the most reliable meters to make sure that its clients are billed for what they have consumed. In order to choose the meters, the company works alongside three accredited metrological laboratories that carry out tests to check the

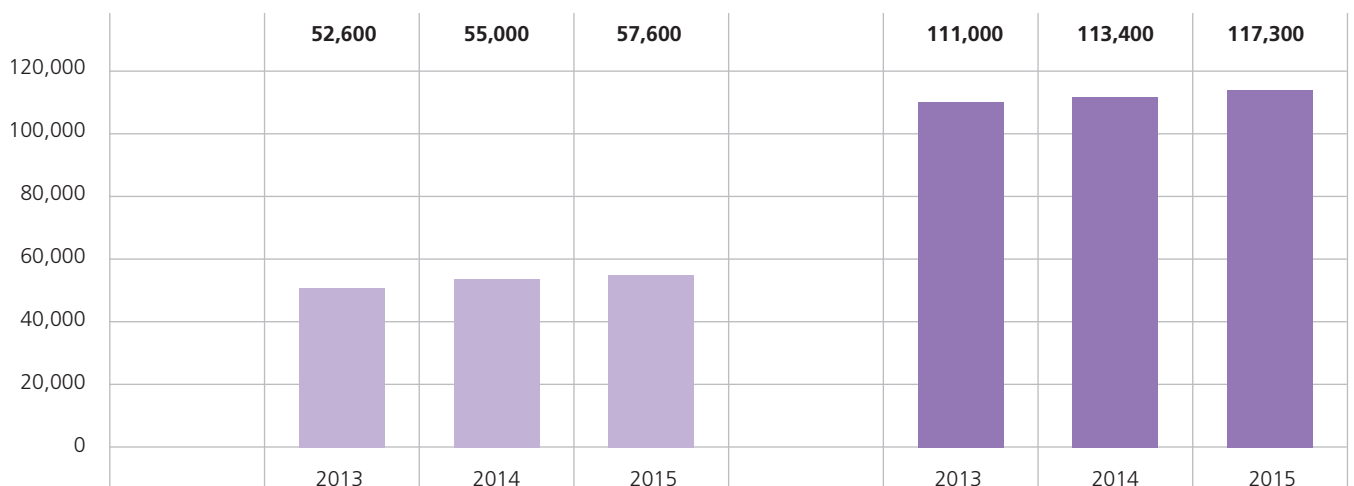
quality of the equipment. Meanwhile, new suppliers must undergo audits by Aqualia to check the quality and capacity of supply. By doing so, before a new type of meter can be installed, these tests and controls must be passed. After this first phase, a

certain number of meters is installed for end clients, conducting a follow-up and analysis of their performance.

## Remote meter reading

Working with meter readings directly benefits users, as they receive bills that reflect their exact consumption. To this end, Aqualia has installed another 2,600 remote meters in 2015 against the previous year, and there are 3,900 more channels to expand the reading to other users in the future.

In 2015, remote meter readings have increased by 4.73% and the channels available to expand the reading by 3.44% compared to 2014.



The company continued to thoroughly monitor more than 1,200 high consumption clients to adapt supply to their actual consumption and report any potential incidents.

In 2015, 6,369 cases of fraud and uncontrolled consumption were regulated, which corresponds to a 7.82% increase as opposed to 2014.

Remote access to meter reading  
No. of channels available to expand the reading

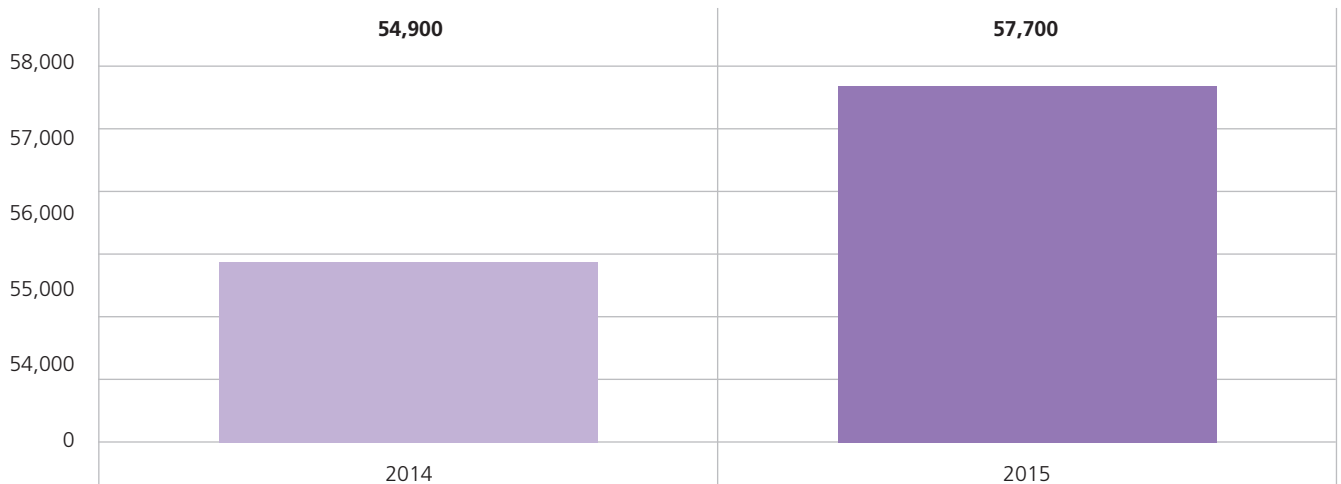
## Smart meters

The installation of smart readers provides Aqualia with accurate data and consumption trends for each client. These smart devices have a cutting-edge electronic system that allows Aqualia to check daily consumption patterns, rates and network

data services at all times, which can generate suggestions for improving the consumption habits for each client through personalised advice.

Aqualia installed 57,700 smart meters in 2015, 5.10% more than the previous year.

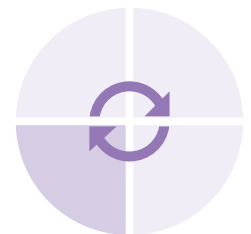
### Smart meters



## Innovation in the water cycle



Group of employees from the innovation and technology department of Aqualia.

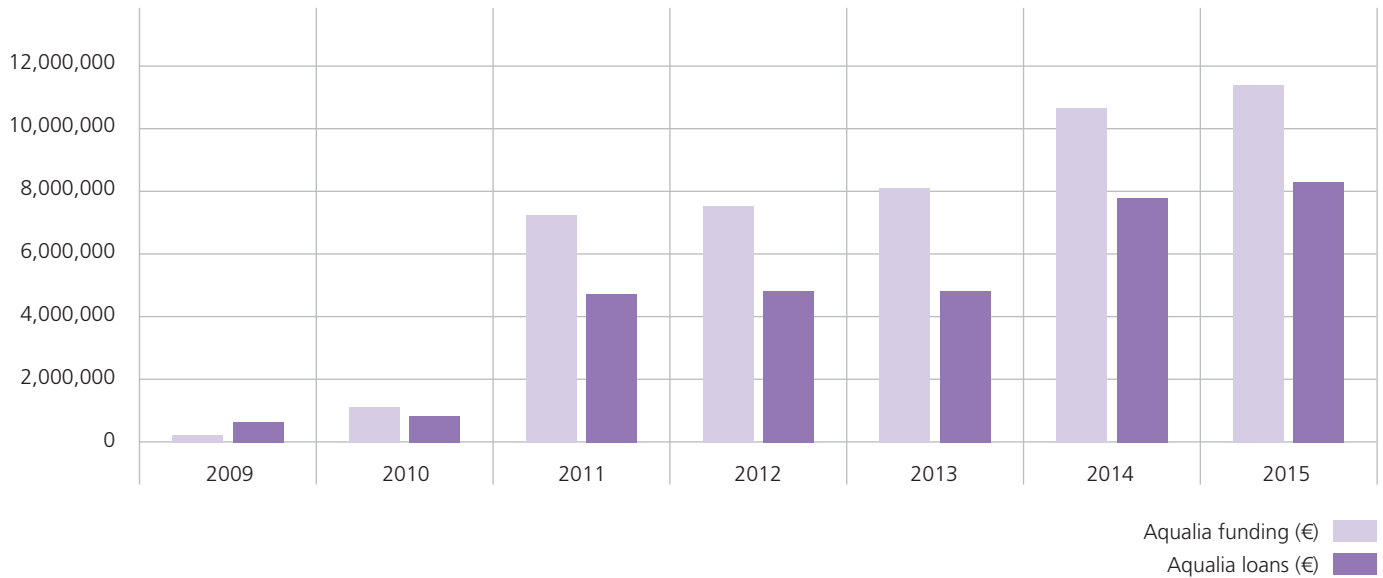


Aqualia meets its social and environmental responsibility by developing an R&D&I strategy that looks after water, an asset that is vital for life.

For Aqualia, innovation is the main tool to guarantee sustainability, efficiency and competitiveness. The company focuses its

R&D&I efforts on improving the quality of supply, optimising operating conditions and minimising the environmental impact, aims which are linked to the business model and value chain. Through innovation, Aqualia also seeks new business opportunities that could arise in the water sector.

To implement these projects, Aqualia has resorted to own funding and grants from different organisations to promote R&D&I.



From 2009, Aqualia's projects have been allocated a total budget of more than 100 million euros.

The company's R&D&I activity is carried out by a highly skilled team that works alongside the production team and has support from national and international research centres and universities.

In line with its strategic planning, Aqualia's activity during the 2015 financial year gained momentum through the addition of new European R&D&I projects related to water management in each one of the three development areas: **Sustainability, Quality and Intelligent Management.**

Aqualia has an innovative management system in place that has been certified according to standard UNE 166002.

### Strategic lines

#### Quality

- Control of emerging contaminants
- Wastewater treatment for small population clusters.
- New treatment processes using membranes.
- Advanced anaerobic processes
- Advanced seawater desalination processes.
- Wastewater reuse processes.
- Technology for industrial water treatment.

#### Sustainability

- Energy efficiency in catchments and distribution networks.
- Energy efficiency in wastewater treatment processes.
- Improving biogas production
- Biofuel and biofertiliser production.
- Wastewater purification with microalgae.
- Optimisation of the water, energy, carbon footprint assessment nexus.
- Renewable energy use in treatment processes.
- Sustainable underground water extraction.

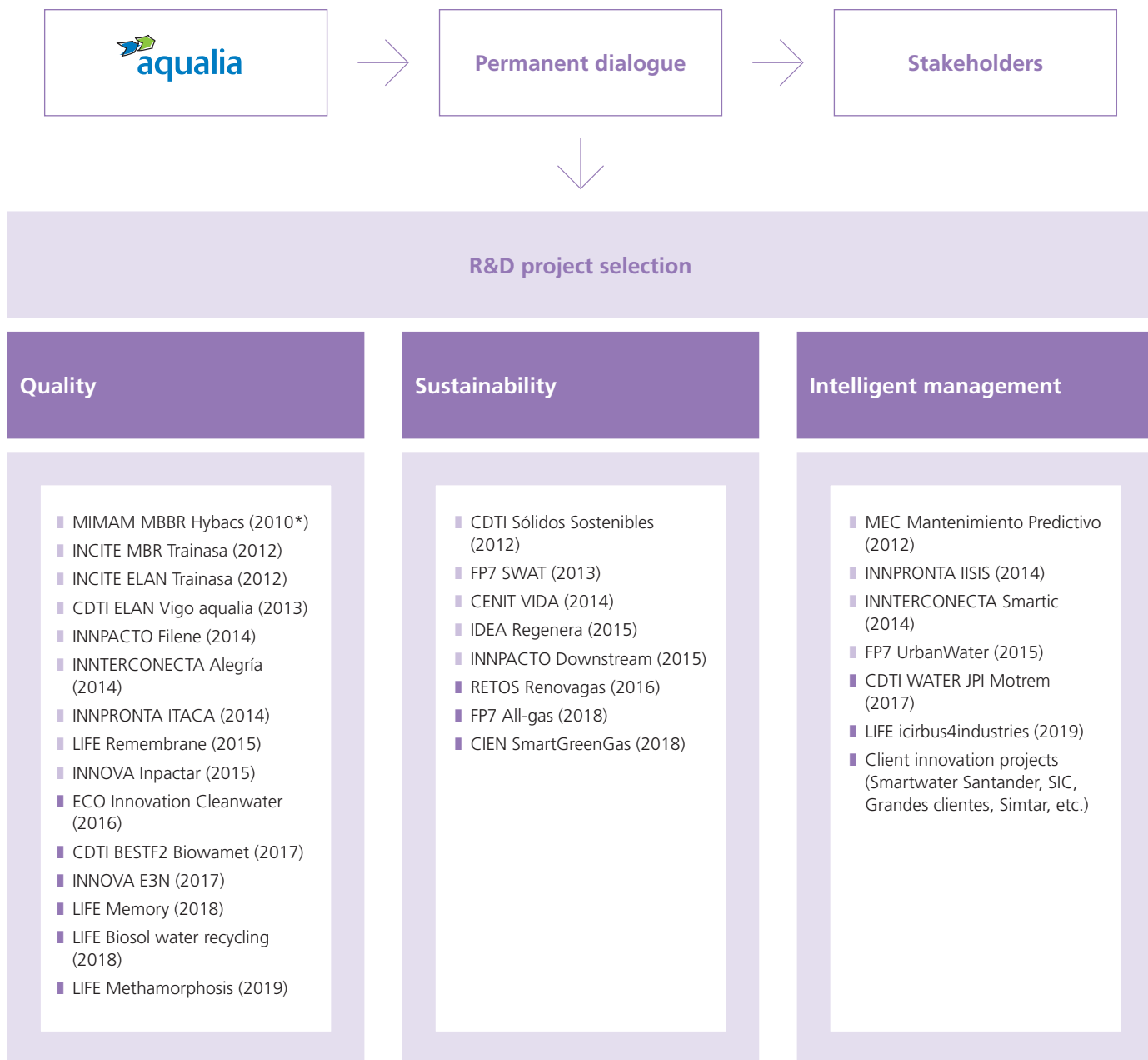
#### Intelligent management

- Useful life models for infrastructure.
- Predictive systems of intelligent network management.
- Water meter reading
- Data management integration in municipal platforms.
- Support systems for making decisions in treatment plants.
- Predictive systems for consumption curve behaviour.
- Integration of citizen participation in water management.
- Risk management in providing water services.

Aqualia maintains permanent contact with the different stakeholders to enhance and improve its R&D&I activity. These innovation projects involve the participation and involvement of the entire organisation,

from identifying opportunities to their final implementation, and are designed to improve three specific areas: quality, sustainability and intelligent management.

## R&D&I Activities



( ) completion date or expected completion date.

Completed ■  
Ongoing ■

## R&D&I projects in 2015: international consolidation

Aqualia's innovative activity has gained international momentum by expanding the European scope of its projects, not only by securing grants from international bodies

but also by collaborating with European research centres and companies.

## Sustainability

- ▲ **FP7 Swat (2013\*)**  
IGV - Germany
- **FP7 All-gas (2018)**  
Fraunhofer Gesellschaft Umsicht - Germany  
Southampton University- United Kingdom

## Quality

- ◆ **CDTI BESTF2 Biowamet (2017)**  
Southampton University- United Kingdom  
TU Delft - Netherlands

## Intelligent management

- **FP7 UrbanWater (2015\*)**  
U. Zagreb - Croatia
- ★ **Water JPI Motrem (2017)**  
U. Helsinki - Finland  
U. Stuttgart - Germany  
U. Torino - Italy



(\*) Completed projects ( ) Scheduled completion date.

Improving water management efficiency is essential due to the growing exposure of European countries to water shortage and periods of drought.

Among the European projects implemented in 2015, the following stand out for their innovative capacity and

implementation possibilities: *FP7 UrbanWater, Eco Innovation CleanWater, Life Remembrance and Life Methamorphosis.*

## FP7 UrbanWater



*UrbanWater*, international project with backing from the EU and lead by Aqualia, proposes the development of a platform based on information and communication technology that helps to optimise water management through innovative systems aimed at detecting leaks, decision support systems, consumption predictions and water availability.

The project uses advanced remote reading and measuring solutions, which are made available to users on the *UrbanWater* website, allowing them to check their water consumption in real-time and change their habits to achieve a more optimised and mindful use of water. This platform benefits both citizens and public services by helping to reduce water loss in the distribution network, dropping energy and maintenance costs, and optimising the end-to-end water management service by adjusting the supply to the demand.

The project has been tried and tested in Almeria and Janovice (Czech Republic), and has been implemented by a consortium made up of 11 companies and universities from Spain, Czech Republic, France, Denmark, UK, Portugal and Croatia.

Location: Almeria (Spain) and Janovice (Czech Republic)  
Duration: 01/12/2012 to 30/11/2015  
Budget: €4,806,216 (Aqualia: €349,674; OVOD: €387,812)  
Participants:

- Leader: Aqualia (Spain)
- SagemcomEnergy& Telecom (France)
- Hydrometeorological Innovative Solutions (Spain)
- University of Zagreb (Croatia)
- Red Skies Limited (UK)
- RedkneeGmbH (Germany)
- Serious Games Interactive (Denmark)
- Aqualogus (Portugal)
- Taviraverde - Empresa Municipal De Ambiente (Portugal)
- AtekneaSolutionsCatalonia (Spain)
- OvodSpol (Czech Republic)



*UrbanWater* is Aqualia's most international project with participation from research centres, companies and organisations from 8 European countries.

## Eco Innovation CleanWater



*CleanWater*, a project implemented through the EU's Eco-Innovation program, is a system for safe water disinfection by an innovative ion exchange membrane.

The project entails an industrial-scale demonstration of a new water disinfection system with three applications: water for human consumption, water reuse and desalination plants.

The system, which was designed by the French SME CeramHyd, offers an alternative method to the current chlorination systems.

Aqualia, as a Spanish company that offers end-to-end water cycle management, takes part in the project as the end user of the technology, offering CeramHyd its experience, support and facilities for laboratory and industrial tests.

*Location: EDAR El Toyo, Almeria (Reuse)  
EDAR Racons-Denia, Alicante (Desalination)  
ETAP La Fresneda-Valdepeñas, Ciudad Real (Water consumption)  
Duration: 01/07/2014 to 31/12/2016  
Budget: €1,666,901 (Aqualia: €684,773)  
Participants: Aqualia – CeramHyd (leader)*

## Life Remembrance



Project to recover reverse osmosis membrane modules at the end of their life cycle, supported by the EU's Life program.

The objective of the *Remembrance* project is to extend the life of membranes used in the reverse osmosis process, giving value to what are now waste products by reusing them in other applications, such as osmosis processes for water treatment.

It is expected that the results of the *Remembrance* project will lead to significant progress in the operating of large desalination and drinking water conditioning plants, as well as in reducing the investment and operating costs of tertiary water reuse systems.

*Location: Denia (Alicante) and Talavera de la Reina (Toledo)  
Duration: 01/09/2012 to 30/06/2015  
Budget: €1,903,767  
Participants: Aqualia (leader) – LEITAT– TECNOMA– AMBICAT– Agencia de Residuos de Cataluña*

## LifeMethamorphosis



Supported by the EU's Life Program, Life Methamorphosis is a project to recover energy from organic solid waste from both urban and agricultural livestock sources to obtain alternative and sustainable fuels.

The application of this innovative treatment line in the ECOPARC2 plant in Barcelona will maximise energy recovery from municipal waste and provide significant environmental improvements in its treatment. The expectations are for a 70% reduction in energy demand by the treatment process and an 80% reduction in CO2 emissions associated with the process, compared to the aerobic membrane technology currently installed at the plant.

The project will contribute to the overall objective of moving towards a resource-efficient economy and the protection and improvement of environmental quality.

*Location: Denia (Alicante) and Talavera de la Reina (Toledo)  
Location: Ecoparc2 in Barcelona  
Duration: 16/07/2015 to 30/06/2019  
Budget: €3,642,167  
Participants: Aqualia (leader) – FCC Medio Ambiente – AMB – Gas Natural – ICAEN – SEAT*

## List of R&D&I projects carried out in 2015

PROJECTS	OBJECTIVES	PARTNERS
<b>SUSTAINABILITY</b>		
<b>Idea Regenera (2015*)</b>	New method of creating value from algal biomass by way of biofertilizers.	Leader: Aqualia. Other partners: Biorizon, Biotech S.L.
<b>InnpactoDownstream (2015*)</b>	Improvement of the separation, processing and use of algal biomass as a source of energy.	Leader: Aqualia. Other partners: University of Cadiz, Tecnalia, Technological Institute of the Canary Islands.
<b>Renovagas (2016)</b>	Biomethane production from renewable CO <sub>2</sub> and H <sub>2</sub> (power2gas) in the production of biogas.	Leader: ENAGAS. Other partners: Gas Natural SDG S.A., Aqualia S.A., Abengoa Hidrógeno S.A., Fundación TECNALIA RESEARCH & INNOVATION, Agencia Estatal Consejo Superior De Investigaciones Científicas (CSIC), Centro Nacional De Experimentación En Tecnologías Del Hidrógeno y Las Pilas De Combustible (CNH).
<b>All-gas (2018)</b>	Bioenergy production from wastewater treatment. Large-scale demonstration.	Leader: Aqualia. Other partners: BDI Bioenergy International AG, Hygear BV, University of Southampton, Fraunhofer, Volkswagen
<b>CIEN SmartGreenGas (2018)</b>	Development of an efficient biomethane production and management network infrastructure.	Leader: Aqualia. Other partners: Gas Natural, Naturgas, Ros Roca, BFC, Ecobiogas and Dimwater.
<b>QUALITY</b>		
<b>Innova Inpactar (2015*)</b>	New integrated and compact hybrid biological reactors as decentralised and automatic solutions for small plants.	Leader: Aqualia.
<b>LifeRemembrance (2015*)</b>	Recovery of reverse osmosis membrane modules from desalination to transform waste into a resource (for example, in water reuse applications).	Leader: Aqualia. Other partners: LEITAT Technological Center, TECNOMA S.A., AMBICAT Consulting S.L.L., Agencia de Residuos de Catalunya.
<b>Innterconecta Galicia ALEGRIA (2015*)</b>	Algae and energy for the recovery of effluents from the Galician food industry.	Leader: Trainasa. Other partners: Otto, ASM, Frinova, Gestión del Valor y Soluciones.
<b>LifeMemory (2016)</b>	Demonstration of an industrial prototype and the technical and financial viability of an innovative piece of technology - the Anaerobic Membrane Bioreactor - which allows for organic matter in wastewater to be converted into biogas.	Leader: Aqualia. Other partners: UPV, UV, Kochmembrane.
<b>LifeBiosol (2016)</b>	Demonstration of an advanced treatment plant with microalgae for water reuse and energy use.	Leader: HPT. Other partners: Aqualia, CENTA, COLDEP.
<b>CIP Cleanwater (2016)</b>	On-site assessment of a new hypochlorite generator with ceramic membranes used for three different purposes (purification, reuse and disinfection/desalination).	Leader: CeramHyd S.A. Other partners: Aqualia.
<b>Innova E3N (2017)</b>	Energy efficient nitrogen removal. As a continuation of the Innova Impactar, the pilot implemented in the Santander sewage system will be optimised to demonstrate compact and decentralised treatment systems.	Leader: Aqualia.
<b>Biowamet BESTF2 (2017)</b>	Synergy creation with the LifeMemory project on anaerobic reactors with membranes, which allow bioenergy to be obtained from wastewater.	Leader: Aqualia. Other partners: TU Delft, University of Southampton, Fairfield Control Systems Ltd
<b>LifeMethamorphosis (2019)</b>	Implementation of three developed technologies in the Ecoparque de Besós: the AnMBR, ELAN (autotrophic Nitrogen removal) and a biogas cleaning system. The product will be a biomethane that is fed into the natural gas network or used as car fuel.	Leader: Aqualia. Other partners: Área Metropolitana de Barcelona (AMB) [Metropolitan Area of Barcelona], FCC, Gas Natural, SGS SA Instituto Catalán de Energía [Catalan Energy Institute], SEAT technical centre.
<b>INTELLIGENT MANAGEMENT</b>		
<b>UrbanWater (2015*)</b>	An innovative interactive platform with intelligent technology, integrating models for decision-making, real-time data management, and leak detection to improve comprehensive water management in urban areas, which has been incorporated to Aqualia operations in Almeria and Janovice (the Czech Republic).	Leader: Aqualia. Other partners: Hydrometeorological Innovative Solutions, University of Zagreb, Red Skies Orga Systems, Serious Games Interactive, Aqualogus, Taviraverde, Aqualia, Ovod Spol, Ateknea Solutions Catalonia Sagemcom.
<b>Innterconnecta Extremadura SMARTIC (2015*)</b>	Real-time Water Monitoring System with Intelligent Technology	Leader: Aqualia. Other partners: ADASA Sistemas SAU, Homería Open Solutions S.L., Coveless Ingeniería SL, Gabinete de Gestión Integral de Recursos S.L., Enrique Muñoz S.A.
<b>JPI Motrem (2017)</b>	Development of integrated processes for monitoring and removing emerging contaminants, especially for water reuse.	Leader: URJC. Other partners: Aqualia, University of Helsinki, University of Torino, Bruker Española S.A.
<b>Lifelcirbus (2020)</b>	Reusing treatment plant waste as construction materials and biofertilizer production.	Leader: Intromac. Other partners: Aqualia, Agenex, Ctaex, Disaim, Ence, Gestiona, GM.

\* (\*) Project completed on date given. ( ) Expected completion date.

## Smart Cities

The smart city must be capable of adequately addressing the basic needs of institutions, companies and the citizens themselves, both in economic terms, as well as in operating, social and environmental aspects.



### Smart Water

SMARTWATER

The Smart Water project came about with the aim of creating an intelligent water management service in urban settings where citizens can engage in its management via their tablet, PC or smartphone. With this aim, Smart Water currently allows citizens to access a mobile application, developed on the am+ platform, with which they are able to know their consumption in real time, inform or be informed of any incident in the service, detect fraud, optimize energy management, access news on supply and sanitation, in addition to monitoring sanitation networks for possible flooding.

Following the first phase implemented in the Nueva Montaña area in Santander, the Smart Water project rolled out a second phase in the city centre in 2015, adding improvements to the system and the development of its mobile application. This new phase has involved the installation of around 1,300 sensors that have benefited 4,000 citizens in the area. The positive level of acceptance and success has meant that the City Council, the University of Cantabria and Aqualia signed an extension of the agreement in April 2015. This will help draw up a Comprehensive "Smart Water" Plan to ensure the project reaches the whole city, providing a service to its 178,500 inhabitants.

## Participation in congresses and scientific events.

The Aqualia research team becomes more prominent each year in relevant national and international scientific events. The team was heavily active at congresses in

2015 both in terms of attendance and participation, in turn enhancing its international presence. This will be given a boost in the 13th IWA Leading Edge Technology

Conference to be held in Jerez de la Frontera in June 2016, in which Aqualia is one of the organisers and sponsors.



### XXXIII AEAS Conferences in Burgos (Spain)

Aqualia presented ELAN (autotrophic nitrogen removal system), and Microbial Desalination Cell, a desalination system via microbial cells.



### 12th IWA Leading Edge Technology 2015 in Hong Kong

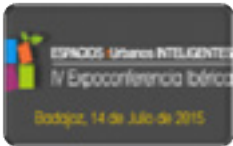
Presentation of the work by Friscos (ELAN in terms of industrial water). The IWA Leading Edge Technology 2016 will be held in Jerez de la Frontera (Spain) with Aqualia as co-organiser.





## Washington DC

WEF (Water Environment Federation) held two events in Washington DC, one on waste and biosolids and another on water and energy, in which 5 presentations by Aqualia were chosen about the cultivation and digestion of algae, and the AnMBR bioreactors. Aqualia was also selected to organise a workshop on AnMBR, and lead the session about Anammox.



## SMARTURBAN CONFERENCE in Badajoz (IV Iberian Expo-Conference)

The speech on "Smart water management for the development of cities" was presented alongside companies and research centres such as Iberdrola, Cellnex, CIEMAT and the City Council of Badajoz.



## 14th World Congress on Anaerobic Digestion in Viña del Mar (Chile)

Results were presented from the three European projects LifeMemory, LifeBiosol and FP 7 All-gas.



## WATEC Conference in Tel Aviv (Israel)

Speeches were given in the Spain-Israel Seminar "Building Water Innovation Partnerships" and in the Infoday "Bringing Israel's WATER Innovation to the EU".



**The 13<sup>th</sup> IWA Leading Edge Conference on Water and Wastewater Technologies**  
**Evaluating Impacts of Innovation**  
 13 - 16 June 2016 | Jerez de la Frontera, Spain

**IWA**  
 the international water association  
 english | español

## Specific actions to improve the service

The professionals at Aqualia, committed to citizens and the environment, work daily to

improve the quality of the service provided. It is worth highlighting the following

improvement actions:



Construction of a roof for the filtration system of the La Montaña tank at Puerto de la Cruz in Tenerife in July 2015 with the aim of improving the quality of water for citizens.



In May 2015, Aqualia optimised the infrastructures of El Rocío so that 800,000 visitors could enjoy the pilgrimage. In just one weekend, 52 million litres of drinking water were consumed. Aqualia tuned the water infrastructures of the municipality that witnesses its population increase by almost 800 in several days.



In January, new active carbon filters were installed in the treatment plant to enhance the water quality, which required an investment of 754,000 euros. The aim of these filters was to improve the organoleptic properties of the water and to prevent the possible presence of pesticides in the supplied water, which at times are used on olive groves.



Aguas de Alcázar, company that manages the municipal service of Alcázar de San Juan in Ciudad Real, presented its Sustainable Management Plan that was launched with the general aim of optimising the volumes of supplied water. This plan includes three line of action: improve the infrastructures, systematic monitoring of the networks, and citizen awareness.



Improved water quality in San Lorenzo del Escorial thanks to the expansion of the Water Treatment Centre (WTC) that was designed, built and is managed by Aqualia. The project involves increasing the treatment, decantation and filtration capacity for a flow of 4,000 m<sup>3</sup> a day to guarantee an excellent quality flow for a nearby population of 20,000 people and a large transient population.



Aqualia presented the local authorities of Lluçmajor (Mallorca) with the new sewage tanker that will help improve the municipal water service. It will work daily on scheduled cleaning and preventive maintenance works of the 103 kilometres of drainage and rainwater networks and their 20 wastewater pumping stations. The new vehicle will also be used to attend and resolve incidents that may arise along the sanitation network.



In Ávila, Aqualia has carried out complex re-floating and improvement works on the anchorage of the floating intake located on the Voltoya reservoir, where the water supply from Ávila is collected. The floating intake is a mechanism used to collect surface water in reservoirs, designed to be able to operate at different heights for the purpose of collecting better quality water.



Aqualia has been improving the water service in Sóller (Mallorca) for 10 years. During this time, more than 6 million euros have been invested in improving the water infrastructures and in renewing the supply and sanitation network of the municipality. The supply has decreased from 1,832,694 m<sup>3</sup> to 967,012 m<sup>3</sup>, which means a 47% reduction in the water required for the service. In addition, performance has increased from 40% in 2005 to currently 84%, and electricity consumption has been reduced by 63%.



The mayor of Puente Genil inaugurated the new San Pancraccio deposit built by Aqualia. This deposit has two vessels, each with a storage capacity of 4,500 m<sup>3</sup>, something that is justified both by technical regulations and maintenance to avoid the absence of flow. This increase in capacity helps to avoid supply disruptions by solving pressure problems and it could have the potential to supply a population of more than 30,000 people for a few days.

Meanwhile, the following measures will be carried out:



**Aqualia is to build the new wastewater treatment plant at Albuñol in the Costa Tropical of Granada.**

The project to build the sewer mains and the new treatment plant, which will provide a service to the 14,645 people living in Albuñol in the Costa Tropical of Granada, has been awarded by the Council for the Environment and Territorial Planning to the joint venture made up of Aqualia and FCC Construcción. The project, due to be completed in the next 2 years, is worth 3.6 million euros.

The works will entail building a WWTP that will treat wastewater from the towns of Albuñol, La Rábita and Pozuelo. It also includes the construction of new pumping stations in El Pozuelo and La Rábita and their corresponding impulsion pipelines and a WPS to which the pipes from the towns will be connected and that will send the wastewater to the treatment plant.



**WHAT ADVANTAGES DOES PUBLIC-PRIVATE COLLABORATION HAVE FOR THE WATER CYCLE?**

*It enables projects to be carried out in a shorter space of time and with cost savings, taking advantage of the technical knowledge and experience of companies.*

#12verdadesSobreAgua

**Challenges 2016**

CLIENTS	Roll-out of client support app.
	Analysis of multi-channel tools and training of client support personnel.
	Redesign bills to enhance transparency.
	Promote the use of electronic billing as a sustainability tool.
	Improve transparency with citizens by improving access to the tax regulations and ordinances website (transparency in rates).
	New Smart Water projects and expansion of the current ones.
INNOVATION	Sustainability: first cars with biomethane from wastewater.
	Quality: first AnMBR demonstrator in operation.
	Intelligent management: establish agreements / implement pilot development of network optimisation tools, leak detection, monitoring, metering and software development.

People who work  
for people



# 05

## HR

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## People: our greatest asset

### Our vision

- Encouraging the development of human potential.
- Strengthening a culture that encourages appropriate measures to improve the organisational climate based on mutual respect and teamwork conditions.
- Ensuring commitment to diversity and gender equality.
- Ensuring a safe and healthy workplace.

Main figures	2013	2014		2015	
Number of employees	7,125	7,639	↑	7,764	Employees
% of permanent contracts*	28.26	28.47	↑	79.29	%
Voluntary turnover*	0.94	1.29	↓	1.08	%
% of women on payroll*	22.42	22.80	↓	21.72	%
Total hours of training*	60,670	63,003	↓	60,108	Hours
Training hours per employee*	9.79	10.23	↓	9.65	Hours
Investment in training*	503,911	538,250.20	↓	518,279	€
Accident frequency rate	8.87	11.07	↑	11.56	
Incident severity rate	0.42	0.35	↑	0.39	

\*Data for Spain.

Throughout 2015, Aqualia sought to meet the challenges it set to continue making progress in the professional development of its employees, prevention and equal opportunities. The level of compliance of each one is set out below:



Aqualia workers in Ávila.

## Compliance with 2015 challenges

Challenges 2015	Level of compliance	Remarks
Performance evaluation of the degree of effectiveness of the activities and responsibilities of workers.	50%	In 2015, it was carried out on levels up to middle management.
Redefinition of the training process.	50%	As it stands today, the process to detect training changes has been changed.
Organisation and selection of training options and career paths of heads of service.	50%	In 2015, the critical training areas were determined.
Eliminating the wage gap between men and women.	20%	In 2015, the wage gap between men and women was analysed and a report was drawn up.
Reduction of temporary contract workers in the water division.	100%	The percentage of permanent contracts has increased significantly to 65.23%.
Diagnosis and evaluation of the company's safety culture, as well as the implementation of improvements with the active participation of the "Charter for Occupational Health in Aqualia" internal body.	100%	The second phase of the Preventive Culture project was completed, designing an Action Plan for improvement to be implemented over the next three years.

Note: throughout 2016, we will continue to work on the challenges that we did not complete in 2015.

## Lines of Action 2015

Aqualia has developed four main lines of action in the area of Human Resources: professional development, internal

communication, occupational health, and equality and diversity.



## Staff

In 2015, Aqualia secured its position as the main national company specialised in the comprehensive water cycle, which led to a 1.6% increase in staff to reach 7,764 employees.

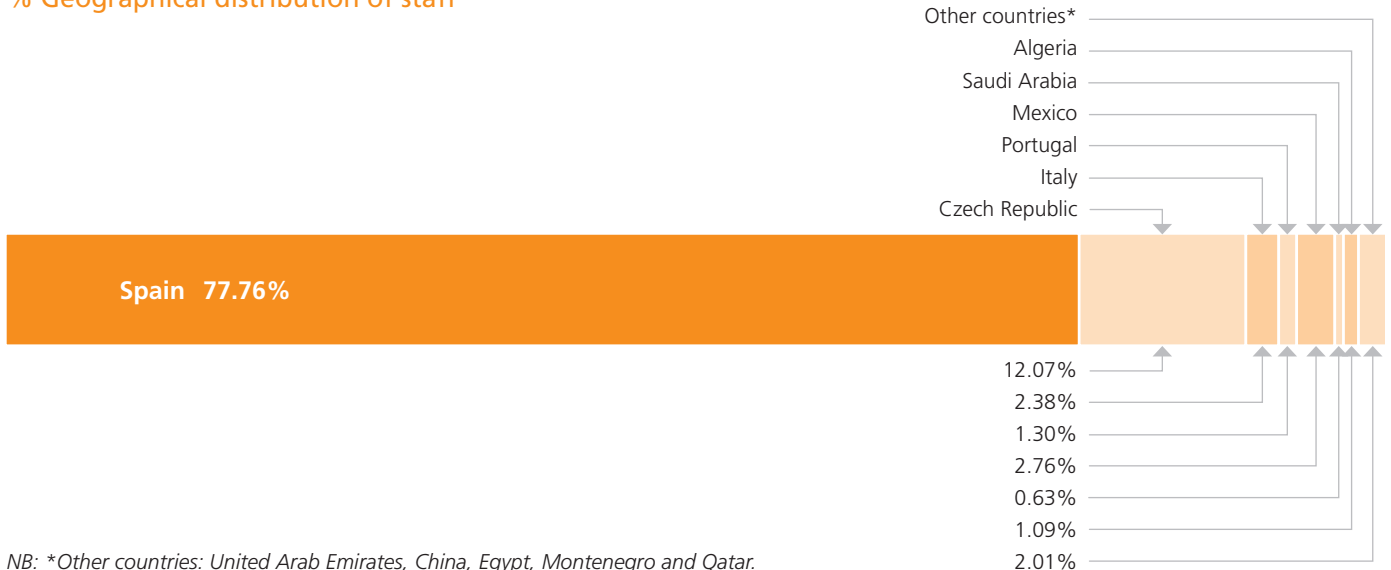
This consolidation is demonstrated in the company's presence in the international market, which has increased the percentage of workers in other countries, namely in Mexico which noted a 290% increase against the previous year.

The average age of employees is 44 years, with an average length of service in the company of 12 years.



Group of Aqualia employees in Riyadh, Saudi Arabia.

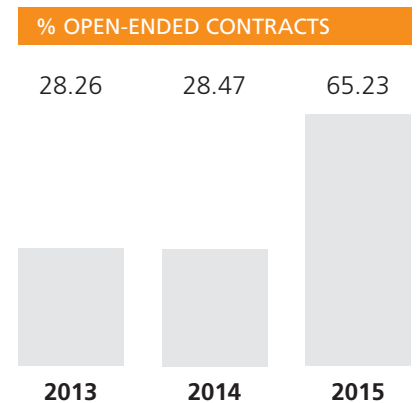
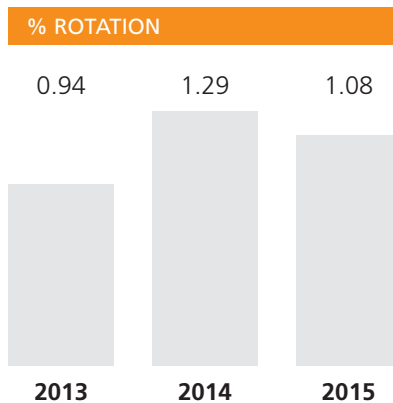
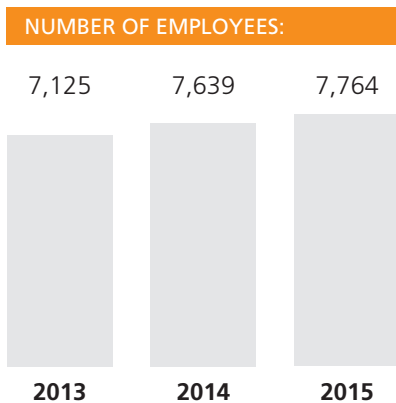
### % Geographical distribution of staff



NB: \*Other countries: United Arab Emirates, China, Egypt, Montenegro and Qatar.

In addition, throughout 2015 and as a result of the commitment undertaken by the company to reduce the number of temporary contracts, a total of 5,056

permanent contracts for employees were created, which equates to 65.23% of payroll.



Staff turnover is calculated with leave statistics for Spain in relation to the total number of staff, including international.

Note: \*Data for Spain



I have always loved to travel, to discover new cultures and come face-to-face with new settings; this is why I signed up as soon as I heard about the launch of Aqualia's international mobility project, as I had been waiting some time for a similar opportunity.

My international experience began in 2009, and after spending three years in Algeria I have been working in the Balkans area for the last four.

When you embark on an expat project like this you face hurdles at the beginning. In my case, the main challenge was the language considering that, despite being able to carry out my work in English or in French, I could not speak the official language of the countries where I worked. During the first few weeks, you also compare the experiences you are having with your life back in Spain, but as you get used to the country you start living by the saying "when in Rome, do as the Romans do". Each country is different, and adjusting to the same situation in different countries makes you grow on both a personal and professional level.

I think that an international experience like this is a fantastic work opportunity to personally develop and I would love to be able to keep doing it. Every region that I visit preserves its national identity, which enriches you by having the opportunity to experience new ways of thinking, living and facing daily life. This makes you more flexible when tackling situations you are faced with, acquiring new knowledge in many professional fields. Nowadays, thanks to new technology, we can also stay in touch with our family and friends at all times, which makes us feel less isolated.

I would without a doubt recommend this experience to other people, because on top of developing personally and professionally, when you return to Spain, in my case for holidays, you appreciate things that in the past you took for granted.

“ ”

**Juan José Jiménez Díaz**  
Balkans Head of Administration  
7 years living abroad



My international experience began when the company offered me the position of Italy country manager.

After having worked for different companies belonging to the group for 19 years, a proposal like this meant starting over again, but the person who asked me and the team that I was going to be working with made me decide to go for it. If you are needed, you are needed.

Luckily I have not been faced with many challenges to adapt to the new country; Italian is very similar to Spanish, so with a little bit of effort it is easy to get better.

The Sicilian and Andalusian characters are also slightly similar, which significantly helped me adjust. It is a family and personal sacrifice, as well as a career risk, but it tends to make you grow on a professional level and this is valued by companies.

Despite hoping to return to Spain in the future to continue offering the company my professional best, I currently live each day as it comes and tackle the important task we are given.

I think that an international experience like this is an exciting work opportunity that is full of challenges to overcome and I urge other colleagues to try it out.

“ ”

**Antonio Gavira**  
Country Manager Italy  
6 months living abroad



## Equality and diversity

Staff diversity and equal opportunities are the basic principles of Aqualia's Human Resource Policy which, through commitment from the whole company and support from senior management, enable this message to spread to and penetrate all areas within the company.

This endeavour is recognised by the Ministry of Health, Social Affairs and Equality, which granted an extension to Aqualia, until 2016, of the Equality in the Workplace accolade (DIE), first awarded in 2011.



In 2015, the equality policy was illustrated through a set of actions to back staff diversity and, in particular, to promote gender equality within the company.

### Equality Plan

Aqualia and the two main national trade unions (UGT and CCOO) have signed their **II Equality Plan** until 2018. This plan includes a range of specific measures regarding access to work, promotion, training, salaries, conciliation, prevention of harassment and other informative actions, which intend to raise awareness and incorporate equal opportunities into the company's policies.

The **negotiating table** of this Equality Plan was also set up, whereby the groundwork was laid to reinforce measures to promote equality in job opportunities, training and promotion. These negotiations had involvement from representatives from the company, the Federation of Industry and Agricultural Workers (FITAG – UGT), the Federation of Citizen Services (comprehensive water cycle) and Trade Union Confederation of Workers' Commissions (CCOO – FSC – CIA).

By doing so, the company reaffirms its commitment to fight against gender-based inequality.

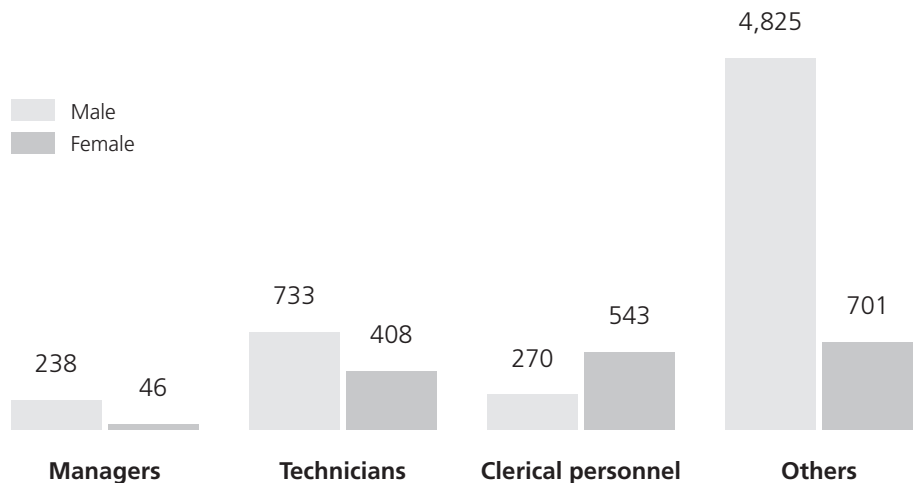


From left to right, signing parties of the II Equality Plan Mayte Sola, María Ángeles Polo, Fernando Antón, Gustavo Vargas, Carmen Rodríguez and Diana Junquera.

### Support for female talent

In line with its Equality Plan, Aqualia has implemented measures with the aim of promoting and improving female access to positions of responsibility by reducing inequalities and imbalances that may be present within the company.

#### 2015 GENDER DISTRIBUTION BY PROFESSIONAL CATEGORY



\*Data for Spain.

## Executive development programme for women with high potential



The **Executive development program for women with high potential** by the EOI Business School aims to offer comprehensive and structured training to women with "high potential" in the organisation to take on executive responsibilities.

Three female employees of Aqualia took part in the 2015 edition, which will give them the chance in the near future to assume greater management responsibilities in the company and thus contribute, in equal terms, to the development of Aqualia.

## I Mentoring Program

The **Mentoring Program**, which launched in 2014, is a program aimed at promoting female talent by providing advice, training and guides from people with more experience, the designated mentors, to each one of the participants (mentees). With this initiative, Aqualia seeks to achieve a cultural shift in the company in favour of gender equality, guiding and furthering the professional career of its female employees. The program also recognises the talent of mentors who share their experience and knowledge with the mentees.

With this initiative, Aqualia seeks to contribute to a cultural shift in the company in favour of gender equality, guiding and furthering the professional career of female employees with high potential.



## Executive Program for Women in Senior Management Positions



Another initiative that has been implemented to reinforce the company's equality policy is the participation of Aqualia managers in the **Promote Project** (Executive Program for Women in Senior Management Positions). This initiative, launched by the Ministry of Health, Social Services and Equality, aims to improve female access to executive positions, management committees and Boards of Directors in companies, and to continue fostering progress towards joint leadership.

No to gender-based violence



Balloon launch in Oviedo.

Aqualia has collaborated in promoting the "Speak up. There is a way out of gender-based violence" campaign that received the **prize for the best campaign in the Advertising – Public Services** category from the Internet Users Association. The campaign, which focuses on detecting the first signs of abuse and the importance of a supportive environment, is aimed at preventing gender-based violence among the adolescent population.

The company remains committed to spreading messages among its employees and clients which seek to raise awareness and stand up to gender-based violence.

On the International Day for the Elimination of Violence against Women, Aqualia launched a new edition of the **"Yo, con-tigo"** campaign, which aims to raise

awareness of this social scourge amongst employees and society. The campaign was promoted on Twitter using the hashtag **#AqualiadiceNoaLaViolenciadeGénero**. Over the course of the week in which the campaign was implemented, close to 150 photos and videos were received from 60 services and were used for the campaign's poster and messages against gender-based violence.

As part of this initiative, various activities were implemented in different cities to raise awareness: in Archidona, primary six pupils took part by writing messages that were displayed on a huge mural; in Denia, Ronda and Oviedo, they stuck hearts with messages around offices and launched purple balloons to promote awareness.



Ávila staff along with Santiago Lafuente and Carmen Rodríguez holding the campaign's image.

In Ávila, Santiago Lafuente, national manager of Aqualia; and Carmen Rodríguez, human resources manager of Aqualia, took part in a round table in which, under the general topic "What can we do to avoid this scourge?", they discussed initiatives that companies, schools and institutions in general can implement to tackle this issue. The debate was part of a full day of activities that kicked off by launching balloons in the city's main square.

Aqualia has also promoted the participation of its staff in the **II edition of the race "There is a way out of gender-based violence"**, which took place in Retiro Park in Madrid on 28 June. The 6 km race aims to spread the message that a society free of gender-based violence is only possible if each and every one of us gets involved.



## Professional development

Aqualia encourages the professional and personal development of its staff by making a solid commitment to employee training.



### Training

The training program is structured into two levels: Transversal training plan, at FCC Group level, and a business-specific training plan.

The training for executives and staff with high potential, implemented through the FCC Group training plan, is transversal and multi-disciplinary (corporate values and processes, skills, languages and office software). Meanwhile, Aqualia manages its own specific training plan that focuses mainly on concrete technical training on the water sector.



During one of the training sessions.

#### TRANSVERSAL TRAINING PLAN

Corporate values

IT

Abilities

Languages

Corporate processes

#### BUSINESS-SPECIFIC TRAINING PLAN

Construction

Environment

Water

Industrial Waste

Energy

Cement

Real estate

Concessions

Included among the courses given in 2015 was the second edition of the **Ciclo Otto Walter**, a program intended for middle management aimed at transforming Aqualia's leadership style towards a more interactive people management model that catalyses talent and which reinforces team cohesion using a common language shared by all.

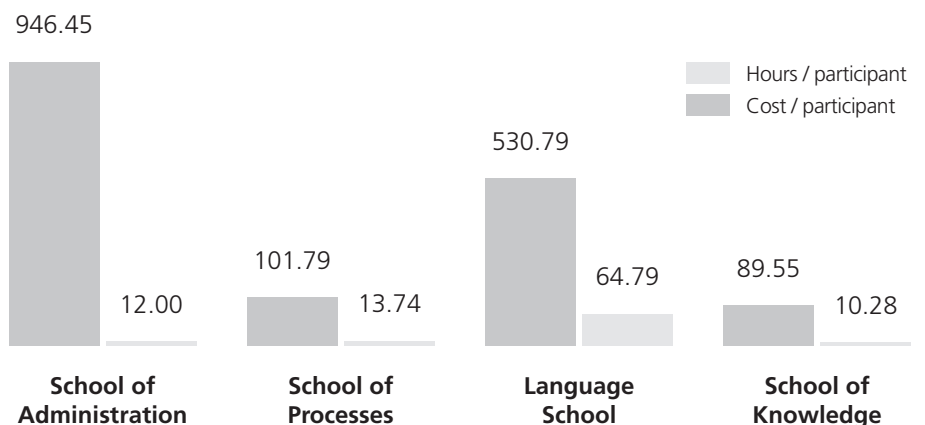
General data from the 2015 Aqualia Training Plan are as follows:

	2013	2014	2015
No. of courses given	353	398	384
No. of participants on the courses	4,287	5,372	5,326
Total hours of training	60,670	63,003	60,108
Hours of training/participant	14.15	11.72	11.22
Hours of training/employee	9.79	10.23	9.65
Investment in training (€)	503,911	538,250	519,245

NB: Data for Spain.

Due to changes to the legislation on training systems at work, with the publication of Royal Decree-Law 4/2010 in March 2015, it has been necessary to adapt the training processes and procedures, which in turn has affected the planning and implementation of some courses and thus a drop in ratios in relation to previous years.

TRAINING BREAKDOWN BY THEMES 2015 (IN €)



Training by category and gender 2015	Hours		No. employees trained		Hours/employee	
	Female	Male	Female	Male	Female	Male
Managers	1,432	3,705	6	119	238.67	31.13
Middle management	2,073	9,088	98	284	21.15	32.00
Technicians	1,359	5,043	76	287	17.88	17.57
Skilled workers	6,836	11,642	310	713	22.05	16.33
Low-skilled workers	5,806	13,124	334	1,118	17.38	11.74
<b>Total</b>	<b>17,506</b>	<b>42,602</b>	<b>824</b>	<b>2,521</b>	<b>21.25</b>	<b>16.90</b>

NB: Data for Spain.

In addition to the courses given internally, external courses were also organised with the Technological Water Institute (ITA) of the Polytechnic University of Valencia to train employees in the technical area.

The ITA has professors and lecturers from the university who are specialised in the water sector.

## Logra Program

In 2015, executives at Aqualia took part in the **Logra Program**, which aims to provide the knowledge and tools to work towards the growth and development of company employees. The program also intends to raise awareness, encourage reflection and

provide the appropriate action tools to first-level executives, who are considered as the necessary lever to propel the company towards tackling the challenges arising in coming years.

The Logra Program was lead by internationally prestigious specialists in leadership, self management and conflict management.

## Competence-based selection

With the aim of guaranteeing equal opportunities, the company implemented the skills-based selection method in the staff hiring process throughout 2015. This procedure helps measure and compare the suitability of different candidates on equal terms.

The skills and level required for the job are identified for each process. Afterwards, a questionnaire is drawn up for the purpose of measuring the candidates' level of compliance with each one of the requirements. All candidates answer the same questions, **making it possible to compare their**

**suitability for the position through graphs and in a non-complicated way**, as well as to easily identify who is best fitted to the post.

## Support for Dual Vocational Training



I Forum of the Partnership for Dual Vocational Training.

Partnership for Dual Vocational Training is made up of a state network of institutions and companies that are committed to developing quality dual vocational training in Spain.

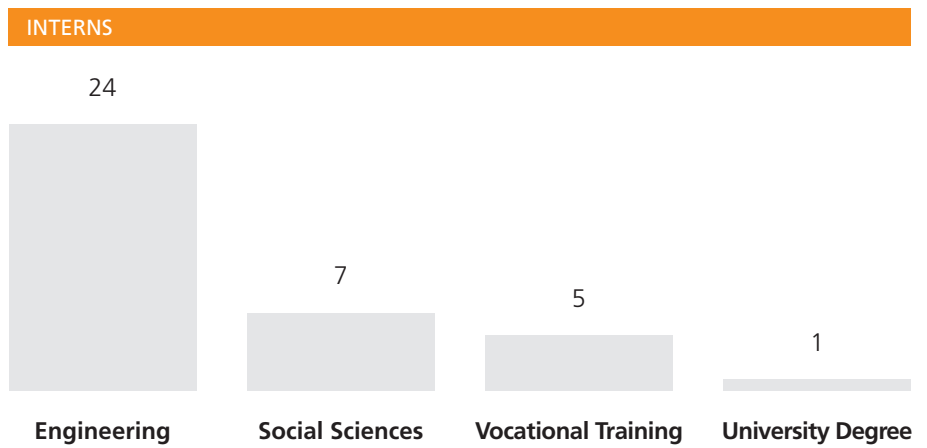
In 2015, Aqualia signed up to **join the Partnership for Dual Vocational Training**, which involves direct support from the company on initiatives that promote a new learning system that helps improve young people's chances to enter the job market and reduce the high youth unemployment rate.

As part of this partnership, the company has signed a collaboration agreement with the Pere Martell Institute of Tarragona to promote, propel and develop, in an alternating scheme and with dual vocational training, the **Vocational Training Program in Water Networks, Installations and Treatment Stations**.

Aqualia also took part in the **I Partnership Forum** in Palma de Mallorca, which was organised under the title "Dual Vocational Training in Spain: Cooperating to Train". During the forum, issues were discussed such as quality, system regulation, return of investment in apprentices, the importance of collaborating with PYMES, international success stories or the role of company tutor.

## Support for employment

Aqualia signs professional internship agreements with more than thirty national and international universities for the purpose of providing students with an employment opportunity, promoting job training and fostering the future entry of new graduates into the job market. Throughout 2015, these internship programs helped 37 young people take advantage of their first professional job opportunity.



## Internal communication

With the aim of ensuring all Aqualia employees have up-to-date information on the company and its projects, different internal communication initiatives were implemented throughout 2015.



### Aqualia ONE

In January 2015, Aqualia launched its new intranet Aqualia ONE, an internal communication tool that contains all current information on the company, its special characteristics and services. The new intranet replaced the former version that launched in 2002.

### News flash

Established as one of the main communication tools within the company, the internal News Flash gives a brief account of the key developments and projects being carried out. 210 flashes were released in 2015, the highest amount so far, making sure that Aqualia staff stay well informed.

### "Your Flash" Newsletter

"Your Flash" was created to inform employees who do not have a corporate email address. It is a printed monthly newsletter that provides an overview of the company's most relevant events and is handed over to every employee along with their payslip.

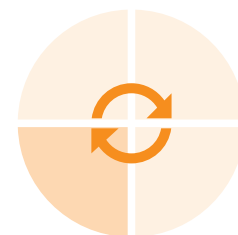




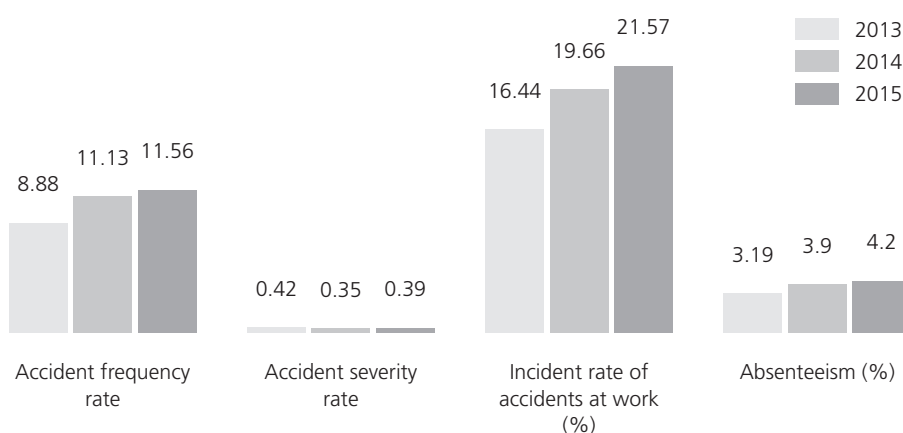
## Health at work

One of the company's aims is to create a work environment that protects, promotes and supports the physical, mental and social well-being of its employees. In addition, employees are made aware of and are trained on occupational safety, ensuring compliance with current legislation. To this end, throughout 2015, various measures were adopted to reduce the most significant rates; however, despite these efforts, a slight increase was noted for all

of them. When interpreting the data it is important to take into account that the figures given are within the confidence intervals of a statistical trend, therefore, it would not be correct to discuss improvements or downturns. Meanwhile, absenteeism in Spain increased in 2015 as a result of the socio-economic conditions and as a counterbalance to the sharp decline recorded in the last 5 years.

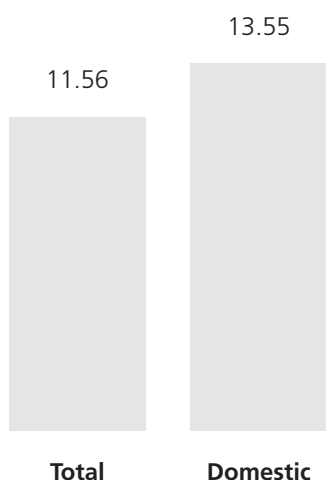


### ACCIDENT AND ABSENTEEISM RATE

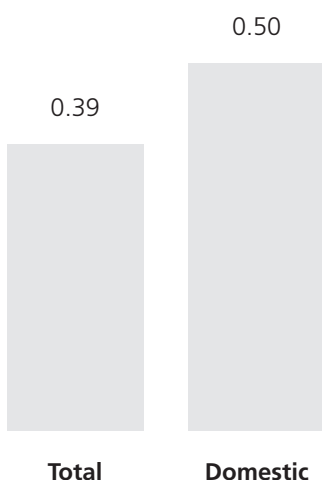


- Accident frequency rate: number of work accidents occurring per million hours worked a year.
- Accident severity rate: number of working days lost due to accidents per thousand hours worked a year.
- Incidence rate of accidents at work: number of accidents per thousand people exposed.
- Absenteeism: total hours lost in relation to the total hours worked a year.

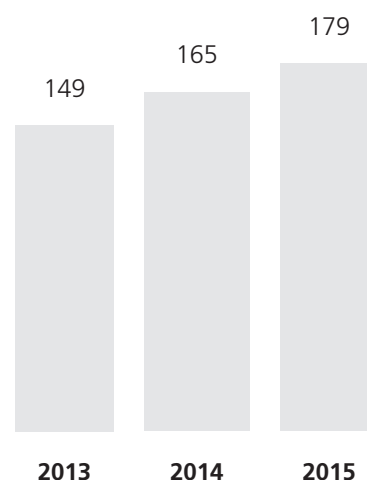
### ACCIDENT FREQUENCY RATE



### ACCIDENT SEVERITY RATE



### NO. OF INCIDENTS OF LEAVE DUE TO WORK ACCIDENTS



With the aim of improving risk prevention at work management, various actions were implemented over the course of 2015, involving different departments within the company.

## Drop in work-related absenteeism

The company has taken different measures to improve the work-related absenteeism rate, including:

### Visit schedule to contracts with high accident rate

After a thorough study of the frequency rates, a visit schedule to contracts with high accident rate has been drawn up. It will provide a detailed insight into the conditions

that could be causing the accidents in order to establish a series of measures to be adopted.

Visits were paid to a total of 19 national contracts as part of the schedule and a specific plan was launched in Italy.

### "Preventive Culture" Action Plan

The second phase of the Preventive Culture project, which launched in 2014, was completed in the last quarter of 2015 through the implementation of a range of actions. These measures are aimed at detecting the critical points that are most likely to increase employee risks. Identifying and treating the risks helps raise employee's awareness on a personal and collective level of the guidelines to carry out a safe task under whichever circumstances.

The strategic aims of the Action Plan are:

- To clearly illustrate the company's commitment to prevention.
- To promote greater operational involvement in prevention.
- To reduce the prominence of unsafe practice.
- To assess and monitor preventive action.
- To uphold the Continuous Improvement policy by learning from errors and applying fairness in behavioural assessment.

Several measures were adopted in 2015: Aqualia drafted a Communication Plan, a Safety Visit Plan by managers and middle management, weekly 5 minute safety meetings and refresher training, all of which will be implemented over the course of 2016.

### Implementation of Road Safety Campaign

Proper prevention management of road safety risks at work creates social and economic benefits for workers in general and especially the company. This management helps reduce the number of accidents, cut direct and indirect costs, and promote safe driving practices that enhance safety at work.

To this end, several measures were adopted in 2015 with the aim of implementing a **Road Safety Campaign**. These measures included drawing up a comprehensive record of road accidents at work to identify the risk groups, primary causes and recurring working groups in order to prioritise actions and establish measures to be taken.

A **Road Accident Prevention Guide** was drawn up and a vehicle inspection campaign was designed as well.



Operarios EDAR Lleida.

## Health and Safety at Work Management System

In addition to renewing the Health and Safety at Work Management System in Spain, for the first time Aqualia has

obtained the international certification, in compliance with standard OHSAS 18001, for almost all company locations, including

Mexico, Uruguay, Chile, Montenegro, Portugal, Italy, Czech Republic, Algeria and Saudi Arabia.

## Implementation of preventive management

Likewise, in 2015, the department of health and safety's IT application to enhance preventive management at Aqualia was made fully operational. A module has

been developed that can be used by the entire company via the web application, managing to computerise a considerable percentage of preventive management,

which leads to more effective and efficient control and follow-up by the department of health and safety.

## Recognition

Throughout 2015, Aqualia received various awards and acknowledgements that recognise the efforts made by the company to

reduce the number of workplace accidents.



The project **"Reduction at source of the formation of hydrogen sulphide in wastewater facilities"** was awarded second prize in the "Best Practice for Risk Management" category in the **3rd Edition of the Asepeyo awards** for Best Preventive Practices. It was also awarded by the **Valencian Institute of Occupational Health and Safety (INVASSAT)**.



The mutual insurance company Asepeyo, together with the Directorate General of Health and Safety at Work, awarded a diploma certificate for **zero accidents** to Codeisa, the consortium responsible for desalination in Ibiza made up of Aqualia and Acciona. This certificate honours its exemplary business track record after **two years without any work-related accidents** with leave or occupational diseases. The success of this zero rate is based on good management and the collective effort made by employees, both through the implementation of preventive measures, policies and practices, as well as training and research on accidents.



The consortium made up of Aqualia and the local United Arab Emirates construction company MACE was put forward as a candidate for the **Daman Health & Safety Awards**. The Aqualia-Mace option was based on specific actions carried out to achieve the aim of **"zero accidents"**.

## Challenges 2016

Starting to roll out the Road Safety Campaign designed in 2015.

Undertaking the Psychosocial Risk Assessment project for the entire company.

Implementing the first phase of the Action Plan to improve the Preventive Culture project.

Designing a comprehensive plan of action to create a healthy company.

Designing and implementing the new selection and grants procedure.

Campaigns to raise awareness of diversity and co-responsibility.

People who work  
for people



# 06

## ENVIRONMENT

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# Sustainable Environmental Management

## Our vision

- Upholding our commitment to protect the environment and combat climate change.
- Striving to achieve sustainable development with measures to reduce the environmental impact.
- Efficiently managing all natural resources, especially water.
- Sensitize the public about the importance of responsible water use.

Main figures	2013	2014		2015	
Direct CO <sub>2</sub> emissions	-	21,486.80	↓	<b>21,165.5</b>	teq
Indirect CO <sub>2</sub> emissions	-	82,335.50	↑	<b>127,682.70</b>	teq
Reagent consumption	28,005	30,257	↓	<b>27,933</b>	t
Energy consumption	1,955,051	2,018,449	↓	<b>1,957,178</b>	GJ
Renewable energy consumed	134,141	106,825	↓	<b>57,225</b>	GJ

Note 1: Since 2014, the emission value has been obtained from the AENOR Carbon Footprint verification, both for Aqualia GIA and SmVak. For this reason, the emission value for 2013 is not given.

Note 2: The emission value concerns activities carried out by Aqualia GIA. The other values correspond to the activities carried out by Aqualia GIA and SmVak.

Note 3: The drop in renewable energy consumption is because Aqualia stopped managing the biogas-run treatment plant in Añarbe (Guipúzcoa) in 2015.

## Compliance with 2015 challenges

2015 Commitment	Level of compliance	Remarks
Calculating and verifying the carbon footprint in all of Aqualia's activities.	<b>100%</b>	In 2015, Aqualia measured its carbon footprint on all of its activities worldwide.
Implementation and certification of an Energy Efficiency System, based on the UNE-EN ISO 5000: 2011, in all areas of Aqualia.	<b>20%</b>	In 2015, 15 contracts were certified and another 30 are expected to be certified in 2016.

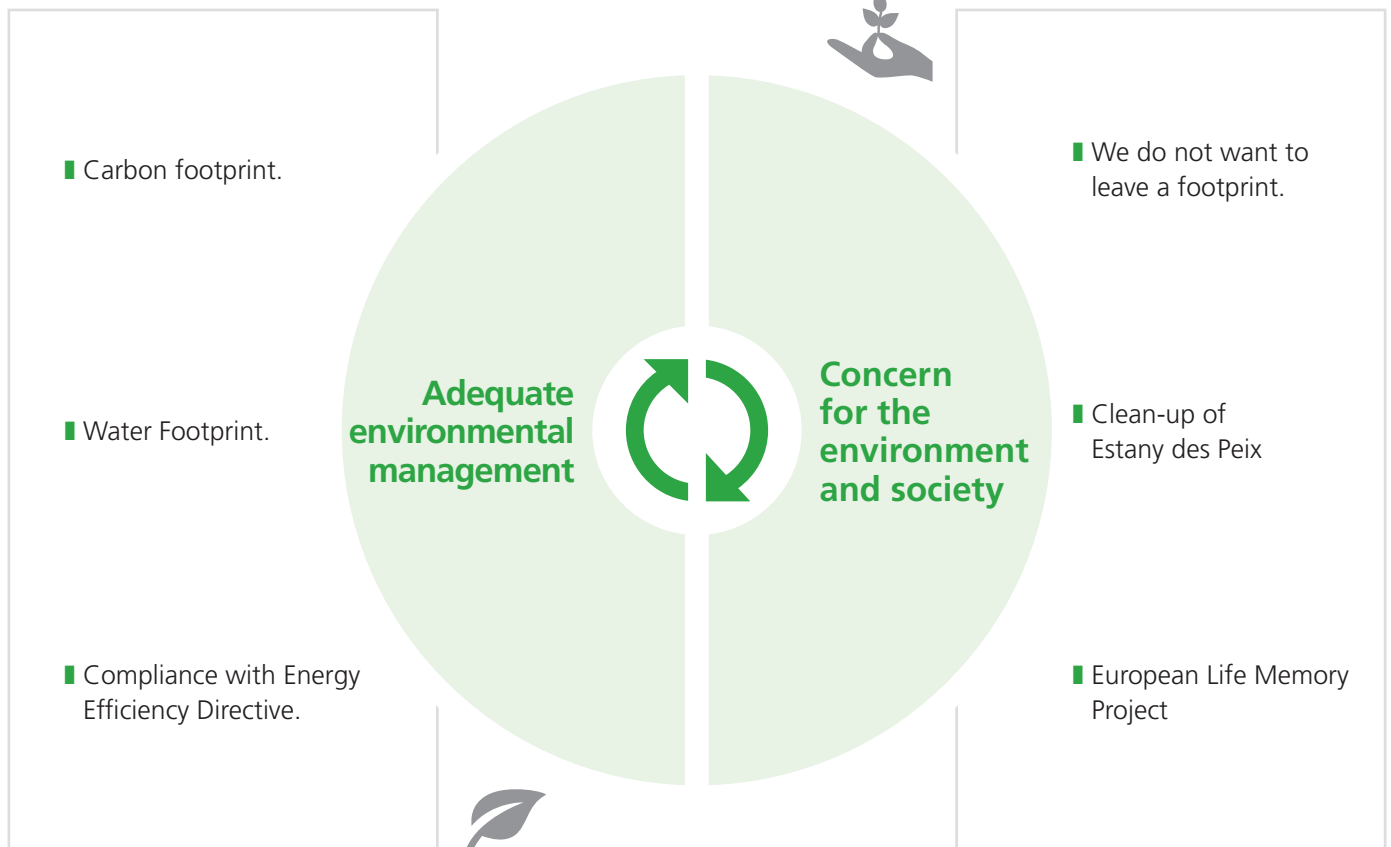


Aerial view of the WWTP in Ávila.

# Lines of Action 2015

Aqualia recognises the economic, social and, above all, environmental value of water, the element at the core of the company's activity; this is why one of its main aims is to ensure this resource is managed with special **care and respect for the environment** in order to achieve sustainability.

To make sure this aim is met, the company strategically implements best environmental practices in its daily work, and develops actions aimed at adequately protecting the environment while carrying out its activity, such as the **offsetting of the carbon footprint, monitoring energy consumption and promoting the importance of the water footprint**, among others.



## Environmental Management System

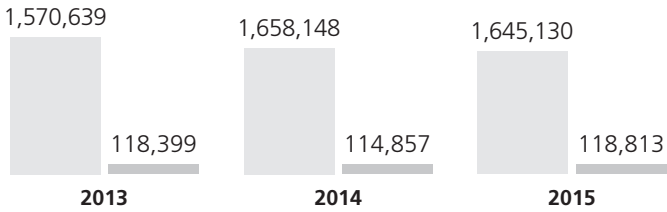
Through the Integrated Management System implemented in Aqualia, which includes environmental management according to standard ISO 14001, continuous improvement of activity is sought.

In order to properly monitor management it is crucial to measure and control the most significant environmental aspects so that important variations or deviations can be identified. The development of these aspects over the last 3 years is as follows:

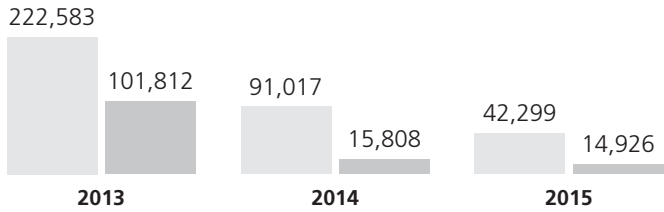
98% of Aqualia's activity in Spain and more than 74% worldwide is carried out with the Environmental Management System that has been certified according to standard ISO 14001.

**ENERGY (GJ)**

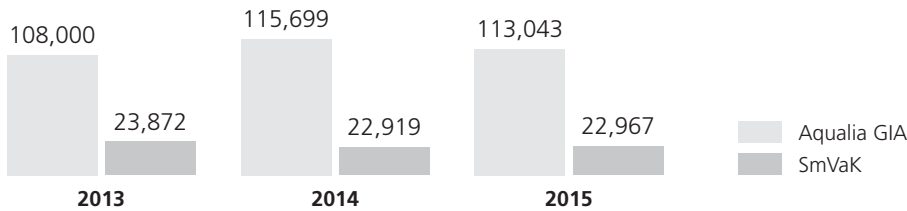
**INDIRECT CONSUMPTION**



**RENEWABLE DIRECT CONSUMPTION**

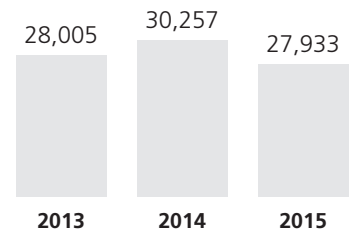


**FUEL DIRECT CONSUMPTION**



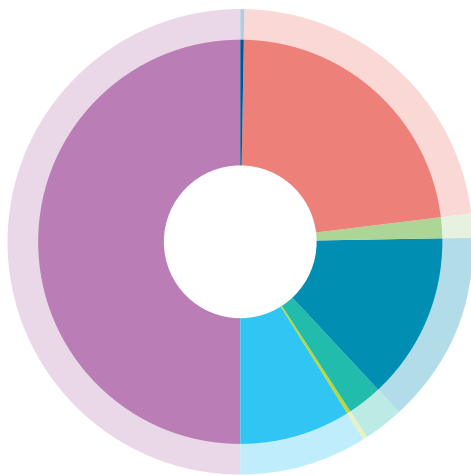
**REAGENTS (t)**

(GIA Aqualia and SmVaK)



**Note 1.** Indirect energy consumption: electricity, steam or other forms of energy purchased from third parties.

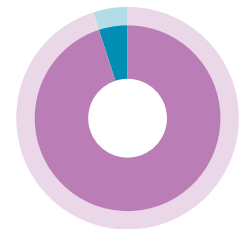
**COLLECTION**



GIA  
**553,608,859 m<sup>3</sup>**

TOTAL  
**620,962,859 m<sup>3</sup>**

SmVak  
**67,354,000 m<sup>3</sup>**

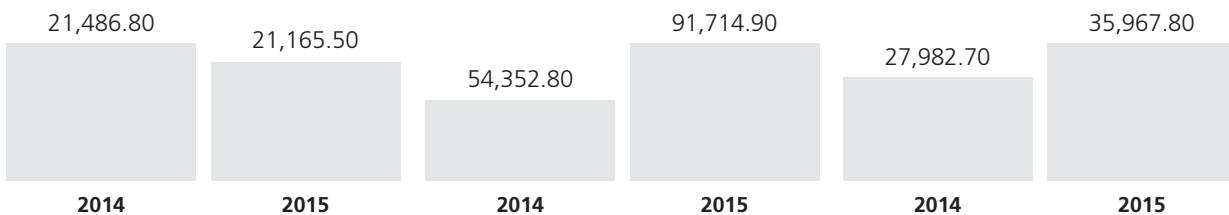


**Note 2.** The different types of collection are linked to the managed facility, therefore their selection does not depend on Aqualia.

**EMISSIONS (teq CO<sub>2</sub>)**

(GIA Aqualia)

**DIRECT EMISSIONS (SCOPE 1)      INDIRECT EMISSIONS (SCOPE 2)      INDIRECT EMISSIONS (SCOPE 3)**



**Note 3.** The direct and indirect emissions are derived from the activities carried out by Aqualia GIA, and were obtained from the carbon footprint verification report.

**Note 4.** The variation that occurred in the emissions of Scope 3 are due to the change of the electric service provider's emission factor (which went from 0.12 to 0.21 kg CO<sub>2</sub>/kWh). This factor change is common in all electric service providers in Spain. There are no changes regarding production or electricity consumption that influence this scope.

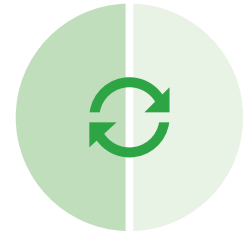
**Note 5.** The variation that occurred in Scope 3 is due to the N<sub>2</sub>O emissions in the discharge of treated water, and particularly to the change in value of the concentration of nitrogen in the discharged effluent (which rose from 13.8 to 22.8 mg/l), considering that the changes to the discharge flow are not relevant.



## Adequate environmental management

Aqualia wants to position itself as a **socially and environmentally responsible company** that carries out its work with the aim of improving the quality of life in towns where it operates.

The company has carried out several actions to reduce the impact and optimise resource management at all stages of the comprehensive water cycle, from its collection to the moment it is returned to nature.



### Carbon Footprint

In 2015, the project to calculate GHG emissions with the **calculation of the carbon footprint for the "end-to-end water management" activity** carried out by Aqualia (conveyance, distribution, client management, sewerage and purification) was completed.

In addition, the carbon footprint was calculated for activity related to the design and construction of water treatment, purification and desalination plants conducted by the company.

By obtaining the certification in both companies, Aqualia takes on the challenge of informing its different partners about the importance of reducing emissions.

The aims that are sought through this initiative are:

- To be aware of and assess the company's GHG emissions to identify opportunities to reduce and/or offset the carbon footprint.
- To participate in voluntary GHG programs.
- To ensure corporate GHG information is available.
- To improve the position with stakeholders, upholding the responsible commitment to continuous improvement.

Aqualia is the first operator to calculate its carbon footprint for the whole company and all of its activities.



### PIONEROS EN EL CÁLCULO GLOBAL DE LA HUELLA DE CARBONO

### Water Footprint

One of the major feats from last year was the calculation of the water footprint of Cantabria, which was the first of its kind to be carried out in Spain. The activity was the result of Aqualia's collaboration with the Botín Foundation, the Department of the Environment of the Regional Government of Cantabria, the University of Cantabria and the Complutense and Polytechnic Universities of Madrid.

The water footprint study was presented in the head office of the Botín Foundation, highlighting Cantabria's status as a net exporter of virtual water.



Santiago Lafuente, manager of Aqualia in Spain, during the presentation of the water footprint study in the Botín Foundation.

This study analysed the water footprint of the community (considered as the volume of freshwater consumed in human activity), establishing **the impact of using water resources** and identifying the trends. It also sought to quantify the impact of consuming water incorporated in the goods and services produced and traded by Cantabria, and to determine the water footprint generated in the area. This will help identify and boost activity sectors with optimal social, environmental and economic profitability.

This activity serves as a useful tool to **link the water uses with the economic activity and the social and geographic reality** of Cantabria, and it highlights the importance of considering *green water* (rainwater stored in the soil in the form of humidity and freely absorbed by vegetation) as a crucial resource to help alleviate water shortage.

Since 2007, when Aqualia began operating in Santander, water supplied to the network has dropped by 23%, installed electric power by 28% and the CO<sub>2</sub> emission to the atmosphere by 23%.

## Energy Management Systems

Aqualia has set itself an ambitious 3-year plan to **certify the whole organisation with standard ISO 50001 on energy efficiency**. To this end, 15 contracts were certified in 2015, another 30 are expected to be certified in 2016 and some more in 2017. The contracts chosen were those with a consumption higher than 1,300,000 kWh/year, which make up 80% of the overall consumption. This project complies with EU Directive 2012/27/EU of December 2015 on energy efficiency.

This plan involves **thoroughly monitoring the energy**, controlling the installed power and the evolution of the power consumption in the production facilities. To this end, actions have been geared towards:

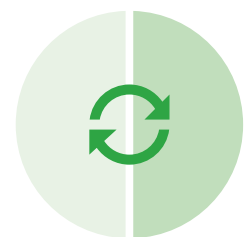
- Improving measurement by purchasing process, energy and maintenance equipment.
- Calculating the energy performance of pumps.
- Optimising and improving processes, facilities and production equipment.

- Purchasing equipment with higher energy efficiency, namely those related to RD 187/2011 on establishing the ecological design requirements applicable to energy-related products.
- Optimising and centralising the purchase of energy.
- Adequately maintaining infrastructures.
- Improving the hydraulic performance of the network, which will lead to less consumption of water and thus power.
- Developing innovative projects.

## Concern for the environment and society

Part of Aqualia's business strategy is to offer solutions that contribute to a **more sustainable use of water**. To this end, it must encourage users to utilise all means within their reach.

For this purpose, the organisation took part in various activities throughout 2015, which enabled the message about the importance of sustainable resources to directly reach clients, workers and society in general.



### We do not want to leave a footprint.

In conjunction with the **United Nations Climate Change Conference in Paris (COP21)**, Aqualia has drawn up a report with the key concepts on climate change and the carbon footprint to raise awareness among the general public and staff within the company.

Furthermore, by joining the initiative **"One million commitments for the climate"**, launched by the Ministry of Agriculture,

Food and Environment (MAGRAMA) and the Ecology and Development Foundation (ECODES), Aqualia has made a commitment to log and reduce the carbon footprint of all activities it carries out. This involves measuring and reducing the total amount of CO<sub>2</sub> and other greenhouse gas (GHG) emissions caused directly or indirectly by the company.



## Clean-up of Estany des Peix



In line with its environmental and social policy, the company carried out an **underwater clean-up of the Estany des Peix**, a lagoon located to the north of Formentera in the Ses Salines Natural Park. Over the three days of clean-up, a large amount of plastic, sailcloths, bottles, tyres and wreckage were retrieved.

On this island, Aqualia also implements other environmental awareness initiatives, such as the International Children's Drawing Contest and collaboration with the local radio to spread messages that encourage responsible water consumption.

Initiatives like this demonstrate that public-private collaboration is essential to promote action geared towards raising awareness among citizens of the importance of looking after the environment.

## Pityuses together for water



With the aim of raising awareness among the entire population of Ibiza and Formentera of the problems caused by drought, the overexploitation of lagoons, the increase of consumption and restriction of drinking water production, Aqualia launched a **campaign on responsible consumption** by distributing an advice leaflet to users.

This campaign was presented to local media in a ceremony which had participation from Aqualia managers and representatives from the municipalities managed on the islands: Ibiza, Sant Joan, Santa Eulària, Formentera and Sant Antoni.

With this initiative the company once again demonstrates its **eagerness to work towards improving the service** it offers on the Pityusic Islands via its technical, training and informative solutions.

## European Life Memory Project



The first follow-up meeting of the Life Memory project took place in 2015 and was led by Aqualia, alongside the German company Koch Membrane Systems, the University of Valencia and the Polytechnic University of Valencia.

This project, which will be industrially implemented in a treatment plant run by Aqualia, assesses the technical and economic viability of an innovative technology: the **Immersed Anaerobic Membrane Bioreactor (SAnMBR)** to convert urban wastewater into energy.

The SAnMBR technology combines anaerobic digestion with membrane ultrafiltration, enabling the organic matter contained in wastewater to be converted into biogas. Furthermore, the final effluent produced is 100% suitable for reuse as irrigation or industrial refrigeration water.

It is anticipated that Life Memory will: **reduce power consumption** capitalising on the biogas produced, **reduce CO<sub>2</sub> emissions by up to 80%** and **sludge production by 50%**, and **reduce the space taken up** by the facility by 25% compared to a conventional WWTP.

More information on the Life Memory Project can be found in the section on R&D&I projects.

## Challenges 2016

Adaptation of ISO 14001 to the 2015 version.

Carbon footprint offsetting project.

Business continuity project (simulation as critical operator)

PIMA projects (Environmental Promotion Plans)

People who work  
for people



# 07

## SOCIETY

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## Serving society

### Our vision

- Incorporating social commitment into all company decisions.
- Contributing to the development of municipalities where the company operates.
- Ensuring citizens see us as company that provides value to their town.
- Involving employees in social causes through participation in sporting, cultural and educational activities.

Main figures	2013	2014		2015	
Investment in social activities*	387,968	416,700	↓	333,649	€
Collaborations on sporting activities	31,940	71,105	↓	52,108	€
Collaborations with universities	8,200	8,200	↓	2,440	€

\* Corresponds to sponsors and collaborations, always in line with the company's sponsor policy. Does not include donations or costs of materials used to organise social activities.

The United Nations estimates that 66% of the global population will live in cities by 2050, 12% more than the current scenario. This growth will lead to a 55% increase in the global demand for water.

Aqualia, aware of its role in water management, works to mitigate the supply problems that may occur as a result of this increase in demand, focusing efforts on improving the infrastructures and technological innovation. Management

companies of such a valuable and essential resource have a significant responsibility to help enhance society's sensitivity to and awareness of responsible consumption and use of water.

In 2015, Aqualia set several objectives geared towards improving its social commitment; their level of compliance is as follows:

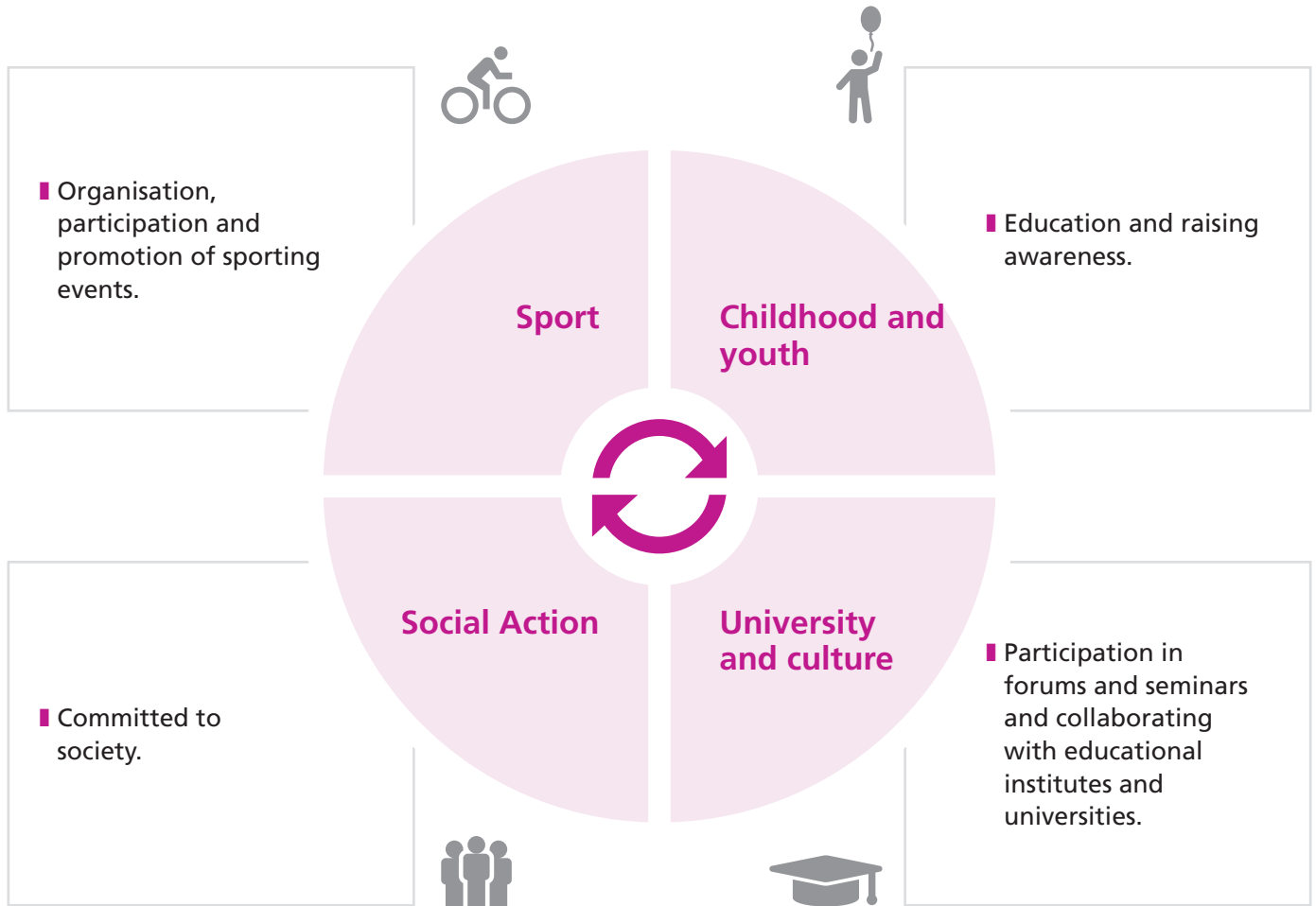
### Compliance with 2015 challenges

2015 Commitment	Level of compliance	Remarks
To back new social projects (NGOs, associations, etc.) in response to stakeholders.	100%	Throughout 2015, Aqualia increased its involvement in social action, which is demonstrated through donations, co-funding of projects, solidarity funds for destitute families, etc.
To strengthen the support and collaboration with universities.	100%	Aqualia continued to collaborate with universities and on the Master's Degree.
To strengthen support for sporting activities.	100%	Throughout 2015, Aqualia continued to support sport in the municipalities where it operates.

# Lines of Action 2015

Beyond end-to-end water management, in 2015 Aqualia launched actions geared towards connecting with the citizen-centred population, creating value and addressing the needs of today's society and anticipating the needs of society in the future.

Activities that raise awareness among the general population and the youngest generations in particular with the aim of guaranteeing the sustainability of such a valuable resource. The company has also focused its attention on supporting sport and the most vulnerable and needy groups. Some of the lines of action implemented throughout 2015 include:



## IS THE RIGHT TO WATER GUARANTEED?

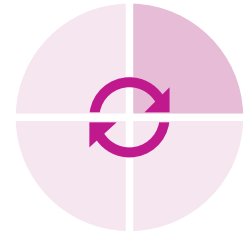
*Aqualia guarantees the Human Right to Water in line with what is stated by the UN: water must be sufficient, safe, acceptable, accessible and affordable.*

#12verdadesSobreAgua

## Childhood and youth: education and raising awareness

The children and young people of today are the adults of the future; for this reason, Aqualia has been sharing knowledge and raising awareness among kids for more than 34 years so that they acquire responsible habits in the proper use of water,

both with regard to its consumption and its return to the natural environment via treatment processes. In order to sustain this commitment, the company organises and takes part in a range of activities in which children play the leading role.



### Drawing contests

To mark World Water Day in March 2015, Aqualia organised the **XIII International Drawing Contest with the slogan "Fill your world with life"**. The contest asks primary 3 and 4 pupils in Spain and Portugal to depict how efficient water management contributes to environmental sustainability in their surroundings.

With the intention of enhancing children's grasp of new technology, the contest was organised through the website [www.llenatumundodevida.es](http://www.llenatumundodevida.es). This tool allows teachers and pupils to participate in and gain access to not only the creative activities but also the Teaching Area, which offers a range of learning content that helps enhance knowledge of the management and responsible use of water. As a new feature of this edition, the school children were given bookmarks and cut-outs related to the theme so that they could "bring" the contest home and share it with their families.

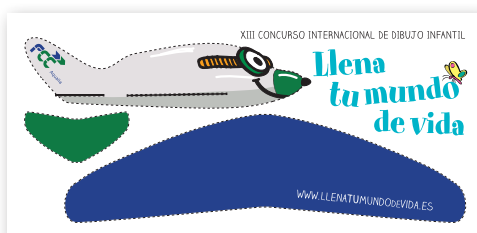
The Colegio San Real in Ibiza was the winner in the group category and received 1,000 euros worth of educational materials. The 10 winners in the individual category all received a tablet.

In summer 2015, Aqualia organised the 6th Edition of the Internal Drawing Contest "Little Artists", which was aimed at the children and grandchildren of Aqualia employees in Spain, Portugal, Italy, Czech Republic, Mexico, Chile, Uruguay, United Arab Emirates and Saudi Arabia. On the website [www.llenatumundodevidaenaqualia.com](http://www.llenatumundodevidaenaqualia.com), the little artists were able to provide water to people, animals and plants, demonstrating what their parents' or grandparents' company does on a daily basis.

This edition, which had participation from around 8,500 school children, was organised through the website [www.llenatumundodevida.es](http://www.llenatumundodevida.es) and the twitter account @ConcursoDMA.



\* Llena tu mundo de vida \*



XIII CONCURSO INTERNACIONAL DE DIBUJO INFANTIL

\* Llena tu mundo de vida \*

PARTICIPAR ES MUY FÁCIL

HOLA PEQUE:  
CON TU GRAN IMAGINACIÓN PUEDES CREAR EL LUGAR MÁS BONITO DEL MUNDO Y DARLE VIDA LLENANDO DE AGUA A LAS PERSONAS, A LOS ANIMALES Y A LAS PLANTAS, COMO LO HACE CADA DÍA TU COMPAÑÍA DEL AGUA.

¡ANÍMATE A CREAR UN LUGAR LLENO DE ALEGRÍA Y OÍTA A GRANDES PREMIOS!

PARIS/MAMIS:  
DISFRUTAD JUNTO A VUESTROS PEQUEÑOS DE UNA ACTIVIDAD DIDÁCTICA Y CREATIVA PARA QUE DEMUESTREN TODO LO QUE VALEN Y COMPARTAN SU VISIÓN OPTIMISTA DEL MUNDO.

¡UNA AUTORIZACIÓN VÍA EMAIL O EN LA OFICINA DE AQUALIA ES FUNDAMENTAL PARA LA PARTICIPACIÓN DEL PEQUE!

PROFES:  
PONEMOS A VUESTRA DISPOSICIÓN CONTENIDOS EDUCATIVOS EN RELACIÓN CON LA GESTIÓN EFICIENTE DEL AGUA Y EL CUIDADO DEL ENTORNO, PARA QUE LOS ALUMNOS APRENDAN MUCHO MIENTRAS PASAN UN DÍA DIVERTIDO.

¡UNA ACTIVIDAD ESTUPENDA PARA REALIZAR EN CLASE!

¡Llena tu mundo de regalos!

- 10 TABLET SAMSUNG GALAXY TAB 4 7" UNA PARA CADA GANADOR CATEGORÍA INDIVIDUAL
- 1000 € CHEQUE INA MATERIAL EDUCATIVO PARA EL COLEGIO GANADOR CATEGORÍA COLECTIVA
- 300 JUEGOS "MI PRIMER HUERTO" UNO PARA CADA FAMILIA

WWW.LLENATUMUNDODEVIDA.ES

WWW.AQUALIA.ES



## Summer schools

Aqualia worked with the **XVI Campus Mista de fútbol y fútbol sala [football and futsal] in Caravaca de la Cruz**, well established in the region of Murcia due to its quality teaching method and recreational activities program, in which a hundred kids between the ages of 5 and 15 took part. The activity is intended to promote grassroots sport and the values of friendship and team spirit. The campus has an experienced team of instructors made up of trainers, practising footballers, physical education teachers and physiotherapists, all working under the guidance of the trainer and local ex-footballer Miguel Ángel Ferrer "Mista" and coordination from Pepe Tudela.



Aqualia also organised for ten children at risk of exclusion to participate in the Summer School at the Cabezo de Torres Sports Centre, thanks to the agreement signed between Aqualia and the **Fundación Secretariado Gitano in Murcia**.

In conjunction with the Fundación Caja Canarias, Aqualia took part in the campaign **"Ningún niño sin saber nadar"** [All children to know how to swim], which gave children from underprivileged families the chance to learn how to swim.

This initiative once more illustrates Aqualia's engagement with society and its responsibility when it comes to addressing social needs, especially those of the most underprivileged, far beyond the simple management of water infrastructures.

## Education

More than 100 open-door workshops were organised in Aqualia's facilities in 2015 with different collectives (housewives, retirees, journalists, etc.) as well as 50 visits from 15,000 school children. Attendees were given information on how a company like Aqualia carries out its end-to-end water management and were trained on the correct use of the resource: responsible consumption, proper toilet use, oil management, etc. The aim of these workshops was to encourage participants to nurture their surroundings and to make a clear commitment to the environment.

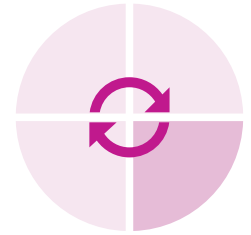


Furthermore, with the intention of raising awareness among little kids and thus their parents, a new communication tool was designed in 2015: **Aqualia Educational Handbook**. In a simple and fun manner, the booklet describes the water process from its collection to the moment it is returned to the natural environment. This tool, which came about as a result of an initiative by Caltaqua, a subsidiary of Aqualia on the island of Sicily, has been adopted in other countries, Spain included, as an ideal means to interact with young kids.

## University and culture

Aqualia is aware of the importance of sharing the knowledge of water management acquired on its projects; this explains its rapidly growing participation in courses

and workshops organised by universities and associations in the sector.



### University and training

Over the course of 2015, Aqualia took part in various courses and a Master's Degree with a focus on the water cycle and its management.



During the 3rd URJC Human Rights meeting, organised under the slogan "The Human Right to Water and Sanitation".



A group of students from the UNESCO-IHE Institute for Water Education Master's Degree visiting the Aqualia facilities in Almeria.

**UNESCO Master's Degree:** Ten students from different countries visited the facilities used to manage the supply services offered by Aqualia to the City Council of Almeria and the Community of Bajo Andarax.

**Summer course in the University of Cantabria:** As part of the course "Sustainable Development and Wastewater: Experiences and New Challenges in Water Management", Aqualia took part in two sessions on the Smart Water Santander project and R&D in water management.

**Advanced Course in Public Procurement:** The company played a prominent role in the course organised by IFAES in Madrid. Participants included major companies in the water and construction sectors, both public and private, as well as companies in the field of concessions.

**Vocational Course "PPP Opportunities in the Water Sector":** The treatment plant in New Cairo was highlighted in Barcelona as a success story in terms of PPP projects. At the time, it became the first contract tendered out in Egypt for a public-private partnership project in the water management sector and was a worthy recipient of several awards from the prestigious international magazine Global Water International (GWI).

**Third Universidad Rey Juan Carlos Human Rights meeting**, which was held under the theme "The Human Right to Water and Sanitation". The event, co-sponsored by Aqualia, was divided into two sessions that addressed the issue from both an international and localised perspective. Aqualia collaborated with the URJC Human Rights Program (the event organisers) to facilitate the debate attended by more than fifty students and lecturers from the university.

### Congresses and forums

Aqualia also attended and had greater involvement in more forums and professional conferences.



Official launch of the European Benchmarking Cooperation Workshop held in Jerez.



During the I Catalan Water Congress.



Participation in the XI APIA Congress. Aqualia presented its environmental endeavours at the table "Corporate policies for the environment".

On top of other events in 2015, Aqualia notably took part in the **XXII AEAS Conference** (Spanish Association of Water Supply and Sanitation), the main forum in the industry, where the company had a strong overall presence, organising significant and innovative activities in all aspects of the conference, and with presentations on the water footprint, European regulation or the implementation of R&D&I projects in production.

It is also worth highlighting the company's presence in the **I Catalan Water Congress**, a debate forum to analyse the global water problems that dominate current concerns. Organised by the Amics de l'Aigua, the congress gathered representatives from governments, universities, researchers, social players and companies specialised in water management.

Aqualia also actively participated in the **European Benchmarking Cooperation Workshop (EBC)** in Jerez, through work groups and presentations in which the company explained the Spanish concession model using the Aquajerez service as an example.

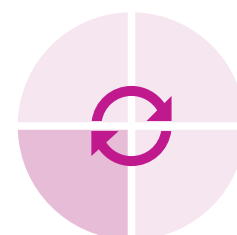
The company also collaborated with the Professional Association of Civil Engineers of Madrid on several technical workshops: **The Present and Future of Remote Control Solutions in the Water Sector** and the **II Materials Workshop** "Use of New Products and Materials in Desalination and Reuse".

In 2015, Aqualia took part in the conference **Boosting efficiency and quality of water management**, organised by the Department of Environment, Territorial and Urban Planning of the Regional Government of Cantabria and MARE, where they addressed issues including the differences between public and private management or the need for a regulatory body in the sector.

Meanwhile, Aqualia took part in forums that primarily intended to explain the comprehensive water cycle and how it should be managed to a range of collectives including politicians and media representatives. These included the **II Responsible Planet Conference** in which Aqualia took part under the theme "The Miracle of Water", explaining the important work behind the action of turning on a water tap; the **XI APIA Congress** (Association of Environmental Information Journalists) where journalists, politicians, universities, NGOs and companies gathered to discuss the treatment of environmental issues in the media; and lastly the **Encuentro Territorio.es**, collaborating under the slogan "A new management, a new city model", which had participation from representatives from municipalities, universities, media, citizen associations and companies.

## Social action: committed to society

In 2015, among its responsibilities, Aqualia took on the obligation to address the social needs of the most underprivileged by taking part in different initiatives.



## Support for disabled persons



Handing over the cheque to the Association of Cerebral Palsy and Similar Disabilities of Segovia.



The young athletes of Caltanissetta who took part in the therapy swimming activity.

**Donations:** as part of its CSR and HR policies, Aqualia works all year round with the Ministry of Health, Social Services and Equality. This collaboration takes the form of donations to entities that operate in municipalities where the company provides a service and which work with disabled persons to enhance their quality of life.

In 2015, the company donated 10,000 euros to the **Association of Cerebral Palsy and Similar Disabilities of Segovia (ASPACE)** to buy different play equipment adapted for disabled children. The **Association for People with Special Needs of Ibiza and Formentera (APNEEF)** also received 12,000 euros from the company to help implement their projects.

It is also worth mentioning the donation of 3,000 euros to the **Asturian Association of Multiple Sclerosis (AADEM)** in Oviedo.

In Jerez, Aqualia collaborated on the purchase of a special mobility vehicle for the **Association of people with physical disabilities (ADIFI)**.

Furthermore, as part of Aqualia's general policy of supporting small projects with a social and/or educational spirit, Caltaqua delivered customised sports equipment to a group of **young disabled sports enthusiasts**, from the ages of 4 to 16 years, who practice swimming as a form of therapy.

SmVaK, Aqualia's subsidiary that operates in the Czech Republic and Poland, co-financed a vehicle designed especially to be used by children and adults with mental and/or physical disabilities, which was donated to the **social services in the province of Karviná** (SociálnislužbyKarviná).

Aqualia is strongly committed to the municipalities where it operates in order to provide both technical and social solutions.

## Respect for diversity

### Reflection forum on indigenous towns and Spanish companies:

a forum was held on February 2015 in order to present best practices for companies that implement projects in indigenous areas of Latin America. Aqualia was the only representative from the water sector.

Two tools were presented in the forum: firstly, the Interactive Case Study Map for prior consultations, and secondly, the Observatory of Actions of Spanish Organisations in the Indigenous World. Both tools will provide information on the experiences of organisations that have complied with the international and local legal framework of protecting and promoting the rights of indigenous towns.



## Social awareness

**International Breast Cancer Day:** for the second year running, the City Council of Oviedo and Aqualia joined the initiative implemented by the Spanish Association against Cancer by dyeing the main fountains in the city pink. The action aimed to raise awareness of the disease and raise funds for research.

**International Day for the Elimination of Violence against Women:** Aqualia organised its most successful mobilisation of staff on 25 November last year. The campaign, which launched under the slogan "Yo, con-tigo", saw hundreds of employees playing a part and proved hugely successful thanks to the participation and involvement of everyone.

**"Dreams beyond the end of the world":** Joan Lara, manager of Aqualia's sports centres in El Vendrell (Tarragona), walked 1,250 km in 15 days as part of the Camino de Santiago pilgrim route to deliver the dreams of children suffering from cancer in the Hospital de la Vall d'Hebron to Finiesterre.

The challenge consisted of collecting the hospitalised children's dreams written down on paper and carrying them to the end of the world, and once there, dropping the dreams in the sea to let them take their course. In doing so, Joan Lara raised 3,751 euros for the AFANOC (Association of Relatives and Friends of Children with Cancer of Catalonia).



## Committed to the community

**Collaboration with groups at risk of exclusion:** Aqualia signed an agreement with **Cáritas española** whereby it commits to helping vulnerable people or those at risk of exclusion on issues concerning the water cycle and in collaboration with municipal social services. It also commits to making an annual donation to cover the cost of water services in the Cáritas centres in cities where the company operates.



**Solidarity fund for destitute families:** Aqualia, in collaboration with the councils of several towns where it operates, has created a solidarity fund to guarantee access to drinking water and sanitation to all citizens who are unable to pay for the service.



**Banco de Alimentos (Spanish food bank charity):** employees at Aqualia donated thousands of kilos of food to the Banco de Alimentos as part of the "Operation Kilo" campaign.

**Girl Power Program in Talavera de la Reina (Toledo):** Aqualia collaborated on a work day in which a total of 35 female entrepreneurs took part. The aim was to help the women create and develop their own business ideas by capitalising on new technology.



## IS WATER CUT OFF FOR FAMILIES AT RISK OF EXCLUSION?

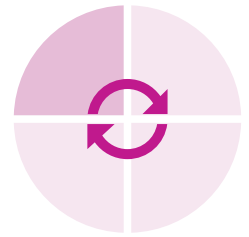
*Water is not cut off for anyone who genuinely cannot pay for it. Aqualia and the local councils have different mechanisms in place to help destitute families.*

#12verdadesSobreAgua

## Sport

Sport is a perfect tool to inform people that effort, work and a healthy life are core aspects for creating a better society.

Promoting values education through sport is one of the aims sought through Aqualia's collaborations in the municipalities where it operates. The company helps organise sporting events by providing funds, materials or through the active participation of employees as well as their promotion.



### Collaboration on sporting events

Aqualia collaborated on the **"III Swimming Crossing in the Sea at Denia"**, in which more than 200 swimmers tread 1,500 metres in open waters. The child category had participation from 17 children from the Denia Sports Centre race team, which was runner-up last season.

In 2015, the San Pedro del Pinatar and Los Alcázares sports centres in Murcia organised, alongside the Municipal Sports Association of San Javier, the **1st School Swimming League of the Mar Menor**, which over the course of three days had participation from more than 650 swimmers.

Along these same lines, in June 2015, over 250 swimmers from the sports centres that Aqualia manages in Levante competed in the **Inter-centre Swimming Championship**, held in Los Alcázares (Murcia). The winning centre of this edition was from Denia (Alicante). The centre celebrated its 5 year anniversary in April with an event that was attended by more than 300 people.



### Basketball Tournament in Memory of Juan José Gómez and Luis Cestero

Of particular note was Aqualia's sponsorship for the eleventh year running of the Basketball Tournament in Memory of Juan José Gómez and Luis Cestero in Badajoz, in which four of the most important teams from Spain and Portugal competed. During the semi-final, there was a tribute paid to Juan José Gómez and Luis Cestero, player and trainer respectively of the club in Badajoz, who both died in a road accident.



"For Aqualia it is a pleasure to have been involved in organising this event since it first began. As a company connected to Extremadura and in particular Badajoz, we are thrilled to support projects that foster values like the development of culture and sport amongst the youngest generations".

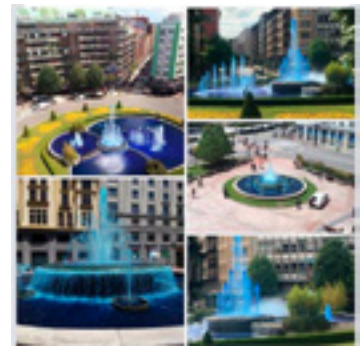
### TranspyrEst Mountain Bike Race

The head of service for Roda de Tur and Anglès, Jesús Coma, competed in TranspyrEst on behalf of the Aqualia corporate team. It is a mountain bike race through the Catalan Pyrenees covering 360 kilometres and more than 7,500 metres of total vertical gain, known as one of the most exciting worldwide.



### Supporting the Asturian capital's football team

The main ornamental fountains in Oviedo, managed by Aqualia, were died blue to show support for the Oviedo football team in their promotion play-off. With this symbolic action, the City Council and the company join the list of initiatives that have been carried out in the city.



## Challenges 2016

Ensuring citizens see Aqualia as a company that adds value to their town.

Supporting social projects locally and worldwide.

Collaboration with universities.

Enhance educational activities.

People who work  
for people





# 08

## **ABOUT THIS REPORT**

90 About the Corporate Responsibility Report



# About the Corporate Responsibility Report

## Coverage and scope

This is the tenth year in which Aqualia releases its Corporate Responsibility Report to provide information on its sustainability commitments from an economic, social and environmental perspective.

For more than three years, this report has been following the criteria defined by the Global Reporting Initiative G4 guide in accordance with the GRI G4 guidelines in the comprehensive option, and it has been checked by an external and independent body (AENOR).

All variations in the scope and coverage of information are given in the report in the corresponding section. Where applicable, all changes to the formulas used to calculate the data provided are explained.

The contents of this report correspond to the period between 1 January 2015 and 31 December of the same year, and cover all Aqualia activities prioritising material information, without omitting any relevant information.

## Substance:

The substance or relevance of the contents of this report have been determined from Aqualia's studies and information received from stakeholders through different established channels of communication as set out in the 'Corporate Social Responsibility' section of the report.

Each relevant substantial aspect has been analysed to identify its correspondence with the content and specific indicators of the GRI G4 Guide, and those sections that address the expectations of stakeholders and Aqualia's strategy have been selected. Additionally, other G4 sections have been voluntarily addressed which, although not crucial to the organisation, contribute to greater transparency and understanding of the company's activity.



Corporate Social Responsibility Reports for Aqualia

## GRI G4 CORRESPONDENCE

## MOST RELEVANT ASPECTS

## Aspect

## Section

## EXTERNAL STAKEHOLDERS

<b>Setting Aqualia's strategy.</b>	STRATEGY AND ANALYSIS	G4-1, G4-2
<b>Dialogue with stakeholders:</b>	PARTICIPATION OF STAKEHOLDERS	G4-17 – G4-23
<b>Objectives and degree of compliance.</b>	STRATEGY AND ANALYSIS	G4-1, G4-2
	FINANCIAL: financial performance.	G4 EC1, EC4
<b>Definition of the company's activity.</b>	ORGANISATION PROFILE	G4-3 –G4-10
<b>Information on social performance.</b>	SOCIETY: local communities.	G4 S01
	FINANCIAL: indirect financial consequences.	G4 EC7

## EMPLOYEES

<b>Initiatives to improve water quality.</b>	ENVIRONMENTAL: water.	G4 EN8, EN9, EN10
<b>Actions to facilitate professional development.</b>	WORK PRACTICE: training and education.	G4 LA9-LA11
<b>Improvements in customer service.</b>	PRODUCT	G4 PR5
<b>Measures to ensure equality and diversity.</b>	WORK PRACTICE: diversity and equality.	G4 LA12
<b>Actions to improve occupational health.</b>	WORK PRACTICE: health and safety.	G4 LA6

G4's selected parameters can be identified by blue colours in the GRI's index to this report.

People who work  
for people



# 09

## GRI ANNEXES

- 94 GRI Index
- 109 Verification report
- 110 Facts about Aqualia



## STRATEGY AND ANALYSIS

G4-1	Statement by the main decision-maker of the organisation about the importance of sustainability for the organisation and its strategy in order to address it.
G4-2	Description of key impacts, risks and opportunities

## ORGANISATION PROFILE

G4-3	Organisation name.
G4-4	Most important brands, products and services.
G4-5	Location of the organisation's headquarters.
G4-6	Indicate in how many countries the organisation operates and name the countries where the organisation conducts significant operations or operations which have any specific relevance to sustainability issues addressed in the report.
G4-7	Describe the nature of ownership and legal form.
G4-8	Indicate what markets it is served from (with a geographical breakdown by sectors and types of customers and recipients).
G4-9	Determine the size of the organisation, including: number of employees; number of operations; net sales; capitalisation, broken down in terms of debt and equity and quantity of products or services offered.
G4-10	<ul style="list-style-type: none"> <li>▪ Number of employees by work contract and gender.</li> <li>▪ Number of permanent personnel by type of contract and gender.</li> <li>▪ Size of workforce by employees, external workers and gender.</li> <li>▪ Size of the workforce by region and gender.</li> <li>▪ Indicate whether a substantial part of the work of the organisation is carried out by legally recognised self-employed workers, or people who are not employees or external workers, such as the employees and subcontracted workers of contractors.</li> <li>▪ Communicate any significant change in the number of workers.</li> </ul>
G4-11	Percentage of employees covered by collective agreements.
G4-12	Describe the organisation's supply chain.
G4-13	Report any significant changes that may have taken place during the reporting period regarding size, structure, shareholding ownership or supply chain of the organisation.
G4-14	Indicate how the organisation approaches, where appropriate, the precautionary principle.
G4-15	Make a list of letters, principles or other external initiatives of financial, environmental and social nature that the organisation has subscribed to or adopted.
G4-16	Make a list of national or international promotion associations and organisations to which the company belongs and in which it holds a position, participates in projects or committees, makes a significant fund contribution or believes that membership is a strategic decision.

## MATERIAL ASPECTS AND COVERAGE

G4-17	<ul style="list-style-type: none"> <li>▪ Make a list of the entities included in the consolidated financial statements of the company and other equivalent documents.</li> <li>▪ Indicate if any of the entities included in the consolidated financial statements of the organisation and other equivalent documents are not listed in the report.</li> </ul>
G4-18	<ul style="list-style-type: none"> <li>▪ Describe the process followed to determine the contents of the report and the coverage of each aspect.</li> <li>▪ Explain how the organisation has applied the Principles of preparation of reports to determine the contents of the report.</li> </ul>
G4-19	Make a list of the material aspects that were identified during the process of defining the contents of the report.
G4-20	Indicate the coverage of each material aspect within the organisation.
G4-21	Indicate the limit of each material aspect outside the organisation.
G4-22	Describe the consequences of the restatements of information provided in earlier reports and their causes.
G4-23	Indicate any significant changes in the scope and coverage of every aspect compared to previous reports.

## PARTICIPATION OF STAKEHOLDERS

G4-24	Make a list of stakeholders linked to the organisation.
G4-25	Indicate the basis for the selection of stakeholders with whom we work.
G4-26	Describe the focus of the organisation on the participation of stakeholders; or indicate whether the participation of a group specifically occurred in the process of preparing the report.
G4-27	Point out what key issues and problems have arisen from the participation of stakeholders and describe the assessment made by the organisation, among other things, throughout its report. Specify which stakeholders raised each of the key issues and problems.

## REPORT PROFILE

G4-28	Period covered by the report.
G4-29	Date of last report.
G4-30	Reporting cycle.
G4-31	Provide a point of contact to resolve any doubts that may arise regarding the report's contents.
G4-32	<ul style="list-style-type: none"> <li>▪ Indicate which option "in accordance" with the Guide has the organisation chosen.</li> <li>▪ Facilitate GRI index of the selected option and the reference to the External Verification Report.</li> </ul>
G4-33	<ul style="list-style-type: none"> <li>▪ Describe the policy and practices of the organisation with respect to the external verification of the report.</li> <li>▪ If not mentioned in the verification report accompanying the sustainability report, indicate the scope and rationale for external verification.</li> <li>▪ Describe the relationship between the organisation and verification suppliers.</li> <li>▪ Indicate whether the highest governing body or senior management have been involved in seeking external assurance for the organisation's sustainability reports.</li> </ul>

PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
4-5, 22 3rd RC's Master Plan <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		YES, 109
4, 5 Corporate Governance Report 2015, 31-35, 62-65 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf</a>		YES, 109
PAGE/ANSWER	OMISSION	EXTERNAL VERIFICATION, PAGE
The company has been called FCC Aqualia since early 2014.		YES, 109
8-12		YES, 109
Av. del Camino de Santiago, 40 28050 Madrid, España.		YES, 109
12-20		YES, 109
FCC Aqualia S.A. is 100% owned by the FCC Group.		YES, 109
8-20		YES, 109
Consolidated Financial Statements September 2015 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf</a>		YES, 109
54, 56, 58 There are no significant differences in the type of recruitment by gender. External and self-employed workers do not represent a significant part of the company, so a control that allows the breakdown by gender is not established.		YES, 109
All employees are subject to collective agreement.		YES, 109
33		YES, 109
No significant change has taken place in 2015.		YES, 109
Corporate Governance Report 2015, 31-35, 62-65 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf</a>		YES, 109
FCC Annual Report <a href="http://www.fcc.es">www.fcc.es</a> 3rd RC Master Plan and Ethical code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		YES, 109
19 -20 21 47 82-83		YES, 109
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11 All entities included in the consolidated financial statements contained in the report. Corporate Governance Report 2015 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf</a> Pg. 9		YES, 109
90		YES, 109
23, 90-91		YES, 109
23, 91 The identified material aspects have been considered for all FCC Aqualia.		YES, 109
23, 91 Aspects identified as material aspects have been considered by all external stakeholders and for all FCC Aqualia.		YES, 109
90		YES, 109
90 The changes are explained in every corresponding section.		YES, 109
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23		YES, 109
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23, 90		YES, 109
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90, 2015.		YES, 109
90, 2014.		YES, 109
90, Annual.		YES, 109
FCC Aqualia Av. del Camino de Santiago, 40 28050 Madrid, España <a href="http://www.aqualia.com">www.aqualia.com</a>		YES, 109
90, 94, 109. This report has been verified by AENOR with Comprehensive level.		YES, 109
This report has been verified by AENOR with Comprehensive level. FCC Aqualia, declares its independence from AENOR. This report is also sent to the Plenary of the National Council of Corporate Social Responsibility (CERSE). The FCC Aqualia's CSR Committee approves the decisions regarding the report, including verification.		YES, 109

## GOVERNANCE

G4-34	Describe the organisation's governance structure, mentioning also the highest governing body committees. Indicate which committees are responsible for making decisions on financial, environmental and social issues.
G4-35	Describe the process by which the highest governing body delegates its authority on senior management and certain employees regarding financial, environmental and social issues.
G4-36	Indicate whether there are executive or responsible positions in the organisation regarding financial, environmental and social issues, and if their holders are directly accountable to the highest governing body.
G4-37	Describe the consultation process between stakeholders and the highest governing body on financial, environmental and social issues. If such consultation is delegated, please state to whom it is delegated and describe the processes for exchanging information with the highest governing body.
G4-38	Describe the composition of the supreme governing body and its committees: both executive and non-executive; independence; seniority in the position; number of other significant positions and activities, gender; members from under-represented social groups; skills related to financial, environmental and social effects and representation of stakeholders.
G4-39	Indicate if the person who presides over the highest governing body is also in an executive position. If so, describe their executive duties and the reasons for this arrangement.
G4-40	Describe the nomination and selection process of the highest governing body and its committees, as well as the criteria the nomination and selection of members of the former is based upon; among others: if diversity is taking into account; the independence; the expertise and experience in the financial, environmental and social spheres and if stakeholders are involved and how.
G4-41	Describe the process by which the highest governing body prevents and manages potential conflicts of interest. Indicate whether conflicts of interest are communicated to stakeholders. Indicate at least membership of various boards; shareholding of suppliers and other stakeholders; existence of a controlling shareholder and information to disclose about related parties.
G4-42	Describe the functions of the highest governing body and senior management in the development, approval and updating of the purpose, values or mission statements, strategies, policies and objectives relating to financial, environmental and social impacts of the organisation.
G4-43	Indicate what measures have been taken to develop and improve the collective knowledge of the highest governing body in relation to financial, environmental and social issues.
G4-44	<ul style="list-style-type: none"> <li>Describe the process of evaluating the performance of the highest governing body in relation to the governance of financial, environmental and social issues. Indicate whether the assessment is independent and how often it is performed. Indicate whether it is a self-assessment.</li> <li>Describe the measures taken as a result of the performance assessment of the highest governing body in relation to the management of financial, environmental and social issues; among other things, indicate at least whether there have been changes among the members or organisational practices.</li> </ul>
G4-45	<ul style="list-style-type: none"> <li>Describe the function of the highest governing body in the identification and management of impacts, risks and financial, environmental and social opportunities. Also indicate what is the role of the highest governing body in the application of due diligence processes.</li> <li>Indicate if consultations are carried out with the stakeholders in order to use the work of the highest governing body in identifying and managing impacts, risks and financial, environmental and social opportunities.</li> </ul>
G4-46	Describe the function of the highest governing body in the analysis of the effectiveness of risk management processes of the organisation with regard to financial, environmental and social issues.
G4-47	Indicate how often the highest governing body analyses financial, environmental and social impacts, risks and opportunities.
G4-48	Indicate which is the committee or the position of greatest importance which reviews and approves the organisation's sustainability report and ensures that all material aspects are represented.
G4-49	Describe the process for transmitting important concerns to the highest governing body.
G4-50	Indicate the nature and number of important concerns that were transmitted to the highest governing body; also describe the mechanisms used to address and evaluate them.
G4-51	<ul style="list-style-type: none"> <li>Describe the compensation policies for the highest governing body and senior management, according to the following types of remuneration: fixed remuneration and variable remuneration; remuneration in shares; bonuses; deferred share units or transferred shares; bonuses or incentives to recruitment; severance pay; refunds; pensions, taking into account the difference between benefit schemes and types of remuneration of the highest governing body, senior management and all other employees.</li> <li>Match the performance criteria affecting the remuneration policy with financial, environmental and social objectives of the highest governing body and senior management.</li> </ul>
G4-52	Describe the processes for determining remuneration. Indicate whether consultants are used to determine remuneration and if they are independent from the management. Indicate any other relationship that such consultants on remuneration may have with the organisation.
G4-53	Explain how it is requested and if the opinion of the stakeholders with regard to the remuneration is taken into account, including, where appropriate, the results of voting on policies and proposals related to this issue.
G4-54	Calculate the relationship between the total annual remuneration of the highest paid person in the organisation in each country where they carry out significant transactions with the average annual remuneration of all personnel (not counting the best paid person) in the pertinent country.
G4-55	Calculate the percentage increase ratio between the total annual remuneration of the highest paid person in the organisation in each country where they carry out significant transactions with the percentage increase of the average annual remuneration of all personnel (not counting the best paid person) in the pertinent country.

## ETHICS AND INTEGRITY

G4-56	Describe the values, principles, standards and rules of the organisation, such as codes of conduct or ethical codes.
G4-57	Describe the internal and external advisory mechanisms towards ethical and lawful conduct, and issues related to the integrity of the organisation, such as helplines or consultation.
G4-58	Describe internal and external complaint mechanisms of unethical or illegal conduct and matters relating to the integrity of the organisation, such as stepped notification to managers, whistleblowing mechanisms or hotlines.

## INFORMATION ON MANAGEMENT APPROACH

G4-DMA	<ul style="list-style-type: none"> <li>State why the issue is material. Point out what impacts make this aspect material.</li> <li>Describe how the organisation manages the material aspect or its effects.</li> <li>Facilitate the assessment of management approach, including other mechanisms for evaluating the effectiveness, the results of the evaluation and any related change to the management approach.</li> </ul>
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## G4-EC FINANCIAL PERFORMANCE

### MANAGEMENT APPROACH: FINANCIAL PERFORMANCE

G4-EC1	<ul style="list-style-type: none"> <li>Indicate the direct financial value generated and distributed under the accrual basis, taking into account inter alia the basic elements for the international operations of the organisation listed below. If the data are presented on cash basis, justify and describe the following basic components: direct financial value generated (income); financial value distributed (operating expenses); salaries and employee benefits; payments to capital suppliers; payments to government (by country, see instructions below); and investments in communities and retained financial value (according to the "Direct financial value generated" minus "Distributed financial value" formula).</li> <li>To better assess local financial impacts, expand the direct generated and distributed financial value by country, region or market, where significant. Explain the criteria that have been used to determine its significance.</li> </ul>
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Corporate Governance Report 2015 9-11. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Corporate Governance Report 2015, 9-11, 18-19. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Corporate Governance Report 2015, 9-11, 18-19. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Shareholders: The General Shareholders' Meeting. Employees: channel of communication with HR and the CEO Blog. Page 64		YES, 109
Corporate Governance Report 2015, 9-11, 15-17, 18-19, 25-29. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
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Corporate Governance Report 2015 15-17. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Corporate Governance Report 2015, 15-17, 54-55. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Corporate Governance Report 2015, 18-19, 25-29 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a> 3rd RC's Master Plan <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a> pp. 22-23		YES, 109
Corporate Governance Report 2015, 18-19, 25-29 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a> / 3rd RC's Master Plan <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a> pp. 22-23		YES, 109
Corporate Governance Report 2015, 17, 25-29. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
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Corporate Governance Report 2015, 31-32 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
Corporate Governance Report 2015, 25-29, 31-32. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
President of Aqualia.		YES, 109
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Corporate Governance Report 2015, 25-29 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a> p. 23		YES, 109
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Corporate Governance Report 2015, 15-16 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a> Annual report on the directors' remuneration FCC Group 2-8. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101574.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101574.pdf</a>		YES, 109
Corporate Governance Report 2015, 15-16 <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a> The General Shareholders' Meeting approves the budget. p. 22-23		YES, 109
Relationship between the average salary of the FCC Group senior management and the average spending on FCC Aqualia's personnel: 12.3		YES, 109
In 2015 there were no salary increases.		YES, 109
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FCC Ethics Channel and Ethics Code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		YES, 109
FCC Ethics Channel and Ethics Code <a href="http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html">http://www.fcc.es/fccweb/responsabilidad-corporativa/index.html</a>		YES, 109
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4-5, 8-9		YES, 109
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G4-EC2	<p>Point out what risks and opportunities from climate change could cause significant changes in operations, revenues or expenses. Among others:</p> <ul style="list-style-type: none"> <li>▪ a description of the risk or opportunity and its classification as physical, regulatory or otherwise;</li> <li>▪ a description of the effect related to the risk or opportunity;</li> <li>▪ financial consequences of the risk or opportunity before any action is taken;</li> <li>▪ the methods applied to manage the risk or opportunity; and</li> <li>▪ the cost of the measures taken to manage the risk or opportunity.</li> </ul>
G4-EC3	<ul style="list-style-type: none"> <li>▪ If the obligations are covered by the organisation's regular resources, indicate the estimated value thereof.</li> <li>▪ If there is a separate fund to meet the obligations of the benefit plan, indicate: <ul style="list-style-type: none"> <li>• what percentage of the obligations is estimated to cover assets that have been reserved for this purpose;</li> <li>• what is the calculation based on; and when was the calculation made.</li> </ul> </li> <li>▪ If the outsourced fund does not provide complete coverage of obligations, describe the strategy, if any, that the company has taken to move towards complete coverage, and the term, if known, in which the company expects to reach it.</li> <li>▪ Indicate what percentage of salary the employee and company provides.</li> <li>▪ Indicate the level of participation in retirement plans (e.g., participation in mandatory or voluntary schemes, regional or national programs or those with a financial impact).</li> </ul>
G4-EC4	<p>Identify the total monetary value of financial assistance that the organisation has received from government authorities during the period covered by the report, with information concerning at least: relief and tax credits; subsidies; investment aid, grants for research and development and other relevant types of grants; prize awards; royalty exemptions; exportation financial aid from credit agencies; financial incentives and other financial benefits received or receivable from any government entity in connection with any transaction.</p> <ul style="list-style-type: none"> <li>▪ Breakdown of the above information by country.</li> <li>▪ Indicate if governments are part of the organisation's shareholding structure, and to what degree.</li> </ul>
MANAGEMENT APPROACH: MARKET PRESENCE	
G4-EC5	<ul style="list-style-type: none"> <li>▪ Where the remuneration of a significant percentage of the workforce is based on the minimum wage rules, indicating the relationship between the initial wage by gender compared to local minimum wage in places where significant operations are carried out.</li> <li>▪ Indicate if there is no local minimum wage somewhere with significant operations or if this is variable, by gender. If different minimum wages can be used as a reference, indicate which is being used.</li> <li>▪ Provide the definition used to establish "places with significant operations".</li> </ul>
G4-EC6	<ul style="list-style-type: none"> <li>▪ Indicate what percentage of senior managers in places where significant operations are carried out come from the local community.</li> </ul>
MANAGEMENT APPROACH: INDIRECT FINANCIAL IMPACT	
G4-EC7	<ul style="list-style-type: none"> <li>▪ Indicate to what extent significant investments have been made in infrastructures and the organisation's types of services.</li> <li>▪ Point out what impacts have taken place, or are expected to take place in the local communities and economies. Where appropriate, describe the positive and negative consequences.</li> <li>▪ Indicate whether such investments or such services are commercial, pro bono or in kind.</li> </ul>
G4-EC8	<ul style="list-style-type: none"> <li>▪ Give examples of the significant financial impacts of the organisation, both positive and negative.</li> <li>▪ Describe the importance of such impacts from external references and priorities of stakeholders, such as standards, protocols and national and international political agendas.</li> </ul>
MANAGEMENT APPROACH: PROCUREMENT PRACTICES	
G4-EC9	<ul style="list-style-type: none"> <li>▪ Indicate what percentage of the budget for acquisitions in areas with significant operations are intended for local suppliers (e.g., percentage of products and services purchased locally).</li> </ul>
G4-EN	<b>ENVIRONMENTAL PERFORMANCE</b>
MANAGEMENT APPROACH: MATERIALS	
G4-EN1	Indicate the total weight or volume of materials used to produce and pack the main products and services of the organisation during the period covered by the report.
G4-EN2	Indicate what percentage of recycled materials was used to manufacture the main products and services of the organisation.
MANAGEMENT APPROACH: POWER	
G4-EN3	<ul style="list-style-type: none"> <li>▪ Indicate the total fuel consumption of non-renewable sources, in joules or multiples of joule, and specify the type of fuel.</li> <li>▪ Indicate the total fuel consumption of renewable sources, in joules or multiples of joule, and specify the type of fuel.</li> <li>▪ Give details, in joules, watt-hours or multiples of the following: electricity consumption; heating; refrigeration and steam.</li> <li>▪ Give details, in joules, watt-hours or multiples of the following: electricity, heating, refrigeration and steam sales.</li> </ul>
G4-EN4	<ul style="list-style-type: none"> <li>▪ Indicate the energy consumption outside the organisation in joules or multiples of joule.</li> </ul>
G4-EN5	<ul style="list-style-type: none"> <li>▪ Indicate energy intensity.</li> <li>▪ Explain what measurement (the denominator of the fraction) has the organisation used to calculate the ratio.</li> <li>▪ Indicate what types of energy are included in the intensity ratio: fuel, electricity, heating, cooling, steam or all of the above.</li> <li>▪ Explain if in the relationship one considers the internal energy, external energy or both.</li> </ul>
G4-EN6	<ul style="list-style-type: none"> <li>▪ Indicate which energy consumption cuts are a direct result of initiatives for conservation and efficiency (in joules or multiples of joule).</li> <li>▪ Indicate what types of energy are included in the reductions - fuel, electricity, heating, cooling or steam.</li> </ul>
G4-EN7	<ul style="list-style-type: none"> <li>▪ Indicate which cuts in the energy requirements of products and services sold have been achieved in the period covered by the report (in joules or multiples of joule).</li> </ul>
MANAGEMENT APPROACH: WATER	
G4-EN8	<ul style="list-style-type: none"> <li>▪ Indicate the total volume of water collection from the following sources: surface water, including water from wetlands, rivers, lakes and oceans; groundwater; rainwater collected and stored directly by the organisation; wastewater from another organisation; and municipal water supplies or other water companies.</li> </ul>
G4-EN9	<ul style="list-style-type: none"> <li>▪ Indicate the number of water sources that have been affected by collection and break them down by type: source size; if the water source is classified or not as a protected area (national or international); value in terms of biodiversity (species diversity and endemism, number of protected species); and value or importance of the source of water for local communities and indigenous peoples.</li> </ul>
G4-EN10	<ul style="list-style-type: none"> <li>▪ Indicate the total volume of water that the organisation has recycled or reused, in terms of percentage of total collected water in accordance with the G4-EN8 Indicator.</li> </ul>
MANAGEMENT APPROACH: BIODIVERSITY	
G4-EN11	<p>Provide the following information for operational sites owned, leased, managed, which are adjacent, contain or are located in protected areas and unprotected areas of high biodiversity value: geographic location; subsoil or subsurface soils owned, leased or managed by the organisation; location in relation to the protected area (inside, adjacent to or including sections of the protected area) or unprotected area of great value for biodiversity; type of operation (office, manufacturing or production, mining); size of operational site in km<sup>2</sup> and biodiversity value based on:</p> <ul style="list-style-type: none"> <li>▪ the attribute of the protected area or the area of high biodiversity value outside the protected area (terrestrial, freshwater or marine water ecosystems); and</li> <li>▪ lists of area protection (for example, IUCN67 management categories of protected areas, Ramsar78 Convention, national laws).</li> </ul>
G4-EN12	<p>Describe the nature of the direct and indirect impacts on biodiversity, referring to at least one of the following: construction or utilization of factories, mines and transport infrastructures; pollution (introduction of substances that do not occur naturally in the habitat from specific and diffuse sources); introduction of invasive species, pests and pathogens; reduction of the number of species; habitat conversion; changes in ecological processes outside the natural range of variation (e.g., salinity or changes in groundwater levels).</p> <p>Indicate the direct and indirect, positive and negative significant impacts, referring to the following aspects: affected species; surface of the affected areas; impact duration; and reversible or irreversible nature of those impacts.</p>

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No pension plans available.		YES, 109
Consolidated Financial Statements 2015 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf</a> 8-9		YES, 109
8, 12-19		YES, 109
The starting salary is set by collective agreement for each company in the group without gender differences and is higher than the statutory minimum wage.		YES, 109
100% of senior managers are Spanish. Corporate Governance Report 2015, 9-11. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101576.pdf</a>		YES, 109
4-5, 78		YES, 109
Consolidated Financial Statements 2015 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/~edisp/cscp101570.pdf</a> 9, 78		YES, 109
9, 23, 78		YES, 109
33		YES, 109
FCC Aqualia does not have a local procurement policy, although whenever possible, 100% of the hiring is from domestic suppliers.		YES, 109
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
70		YES, 109
70, 72		YES, 109
Given the nature of FCC Aqualia's business, the collected or bought water is considered to come from a renewable source. Other consumption is comparatively insignificant. p. 72		YES, 109
70		YES, 109
72		YES, 109
70, 72		YES, 109
Energy intensity (GJ/employee) is given by dividing the internal consumption by the number of workers ■ Indirect consumption: 227.20 ■ Renewable Direct Consumption: 7.37 ■ Fuel Direct Consumption: 17.52		YES, 109
70, 72-75		YES, 109
72-75		YES, 109
72-75		YES, 109
72		YES, 109
72		YES, 109
■ Given the nature of business of FCC Aqualia, the water it recycles is not for the organisation's internal use but rather for discharge and use by third parties (see indicator G4-EN22)		YES, 109
72-75		YES, 109
NOT APPLICABLE		
71-75		YES, 109

G4-EN13	<ul style="list-style-type: none"> <li>Indicate the size and location of all protected or restored habitat areas and indicate whether the success of restoration actions was or is being verified by independent external professionals.</li> <li>Indicate whether partnerships exist with third parties to protect or restore habitat areas other than those where the organisation has overseen or implemented restoration or protection measures.</li> <li>Describe the state of the area at the end of the period covered by the report.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> </ul>
G4-EN14	<p>Indicate the number of species on the IUCN Red List and national conservation lists with habitats in areas affected by operations, by level of endangered species:</p> <ul style="list-style-type: none"> <li>critically endangered; endangered; vulnerable; near threatened or least concern.</li> </ul>
<b>MANAGEMENT APPROACH: EMISSIONS</b>	
G4-EN15	<ul style="list-style-type: none"> <li>Indicate gross direct GHG emissions (Scope 1) in metric tons of CO2 equivalent, excluding emission trading, i.e., purchase, sale or transfer of rights and compensation.</li> <li>Indicate which gases are included in the calculation (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 or all of them).</li> <li>Indicate biogenic CO2 emissions in metric tons of CO2 equivalent, regardless of gross direct GHG emissions (Scope 1).</li> </ul>
G4-EN16	<ul style="list-style-type: none"> <li>Indicate gross indirect GHG emissions (Scope 2) in metric tons of CO2 equivalent, excluding emission trading, that is, purchase, sale or transfer of rights and compensation.</li> </ul>
G4-EN17	<ul style="list-style-type: none"> <li>Indicate any other gross indirect GHG emissions (Scope 3) in metric tons of CO2 equivalent, excluding indirect emissions from electricity generation, heating, cooling and steam that the organisation acquires and consumes (these indirect emissions are contained in the G4-EN16 Indicator). Trade allowances should not be considered, in other words, the purchase, sale or transfer of rights and compensation.</li> <li>If possible, indicate which gases have been included in the calculation.</li> <li>Indicate biogenic CO2 emissions in metric tons of CO2 equivalent, regardless of other gross indirect GHG emissions (Scope 3).</li> <li>Indicate which other categories of indirect emissions (Scope 3) and activities are included in the calculation.</li> </ul>
G4-EN18	<ul style="list-style-type: none"> <li>Indicate the intensity of GHG emissions.</li> <li>Explain what measurement (the denominator of the fraction) has the organisation used to calculate the ratio.</li> <li>Indicate what types of GHG emissions are included in the calculation of the intensity - direct (Scope 1), indirect for power generation (Scope 2) and other indirect emissions (Scope 3).</li> <li>Indicate which gases have been included in the calculation.</li> </ul>
G4-EN19	<ul style="list-style-type: none"> <li>Point out what reductions of GHG emissions are a direct result of initiatives to that end (in metric tons of CO2 equivalent).</li> <li>Indicate which gases are included in the calculation (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 or all of them).</li> <li>Indicate what base year or benchmark has been used and why.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> <li>Indicate whether the reductions occurred in the direct GHG emissions (Scope 1), indirect emissions for power generation (Scope 2) or other indirect emissions (Scope 3).</li> </ul>
G4-EN20	<ul style="list-style-type: none"> <li>State the production, imports and exports of ozone-depleting substances (ODS) in metric tons of CFC-11 equivalent.</li> <li>Indicate which substances have been included in the calculation.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> <li>Indicate which source has been used to calculate emission factors.</li> </ul>
G4-EN21	<ul style="list-style-type: none"> <li>Indicate the number of significant air emissions in kilograms or multiples of kilogram of: NOX; SOX; persistent organic pollutants (POPs); volatile organic compounds (VOCs); hazardous air pollutants (HAP); particulate matter (PM) and other standardized categories of air emissions identified in the relevant legislation.</li> <li>Explain what standards, methods and assumptions were applied in the calculation. Indicate which source has been used to calculate emission factors.</li> </ul>
<b>MANAGEMENT APPROACH: EFFLUENTS AND WASTE</b>	
G4-EN22	<ul style="list-style-type: none"> <li>Indicate the total volume of water discharges, foreseen and unforeseen, broken down by: destination; water quality, including the method of treatment and whether it was reused by another organisation.</li> <li>Explain what standards, methods and assumptions were applied in the calculation.</li> </ul>
G4-EN23	<ul style="list-style-type: none"> <li>Enter the total weight of hazardous and non-hazardous waste, according to the methods of disposal: reuse; recycling; composting; recovery, including energy recovery; incineration (mass burning); deep well injection; landfill; storage site; and others (which must be specified by the reporting organisation).</li> <li>Explain how the disposal method was determined: <ul style="list-style-type: none"> <li>the reporting organisation took over directly, or directly confirmed;</li> <li>the contractor in charge of the waste removal provided the information;</li> <li>default procedures from the waste removal contractor.</li> </ul> </li> </ul>
G4-EN24	<ul style="list-style-type: none"> <li>Indicate the number and total volume of recorded significant spills. For each of the spills included in the financial statements of the organisation, provide the following information: location of the spill; volume of the spill; material spilled into the following categories: oil spills (soil or water surfaces); fuel spills (soil or water surfaces); waste spills (soil or water surfaces); chemical spills (mainly soil or water surfaces) and others (which must be specified by the reporting organisation).</li> <li>Describe the consequences of significant spills.</li> </ul>
G4-EN25	<ul style="list-style-type: none"> <li>Provide the total weight of: transported hazardous waste; imported hazardous waste; exported hazardous waste and treated hazardous waste.</li> <li>Indicate the percentage of hazardous waste transported internationally.</li> </ul>
G4-EN26	<p>Indicate which water bodies and related habitats have been significantly affected by water discharges, according to the criteria described in the Compilation (below) section and provide data on:</p> <ul style="list-style-type: none"> <li>size of the body of water and related habitat; if the mass of water and related habitats are classified as (national or international) protected areas and value in terms of biodiversity (e.g., number of protected species).</li> </ul>
<b>MANAGEMENT APPROACH: PRODUCTS AND SERVICES</b>	
G4-EN27	<ul style="list-style-type: none"> <li>Report quantitatively the degree of mitigation of the environmental impacts of products and services during the period covered by the report.</li> <li>If use-oriented figures are given, indicate the underlying assumptions regarding consumption patterns or normalization factors.</li> </ul>
G4-EN28	<ul style="list-style-type: none"> <li>Indicate what percentage of the products and their packaging materials is regenerated in each product category.</li> <li>Explain how the data for this indicator were obtained.</li> </ul>
<b>MANAGEMENT APPROACH: REGULATORY COMPLIANCE</b>	
G4-EN29	<ul style="list-style-type: none"> <li>State significant fines and non-monetary sanctions in terms of: total monetary value of significant sanctions; number of non-monetary sanctions and procedures brought before arbitration institutions.</li> <li>If the reporting organisation has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> </ul>
<b>MANAGEMENT APPROACH: TRANSPORTATION</b>	
G4-EN30	<ul style="list-style-type: none"> <li>Describe the significant environmental impacts of transporting products and other goods and materials used for the activities of the organisation as well as the transport of personnel. If quantitative data are not provided, explain why.</li> <li>Explain how the environmental impacts of transporting products, members of personnel of the organisation and other goods and materials are being mitigated.</li> <li>Describe the criteria and methods that have been used to determine which environmental impacts are significant.</li> </ul>
<b>MANAGEMENT APPROACH: GENERAL</b>	
G4-EN31	<p>Report on environmental protection expenditures broken down by: costs of waste treatment and emission treatment and restoration, and prevention and environmental management costs.</p>
<b>MANAGEMENT APPROACH: ENVIRONMENTAL ASSESSMENT OF SUPPLIERS</b>	
G4-EN32	<p>Percentage of new suppliers that were examined based on environmental criteria.</p>

FCC Aqualia does not undertake habitat restoration.		YES, 109																		
NOT APPLICABLE																				
70		YES, 109																		
70, 72		YES, 109																		
70, 72		YES, 109																		
Emissions due to the transport of employees are not considered significant.		YES, 109																		
Emission intensity (t CO2e/employee) is obtained by dividing the emissions between the number of employees (6,037) <ul style="list-style-type: none"> <li>▪ -Direct Emissions (Scope 1): Aqualia (Spain): 3.51</li> <li>▪ -Indirect Emissions (Scope 2): Aqualia (Spain): 15.19</li> <li>▪ -Indirect Emissions (Scope 3): Aqualia (Spain): 5.96</li> </ul>		YES, 109																		
GHG emissions are set out on pages 70-73.	MATERIAL is not considered	YES, 109																		
NOT APPLICABLE	MATERIAL is not considered	YES, 109																		
NOT APPLICABLE	MATERIAL is not considered	YES, 109																		
70		YES, 109																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2"></th> <th>2014</th> <th>2015</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Treated water m<sup>3</sup></td> <td>GIA</td> <td>489,163,096</td> <td>442,556,973</td> </tr> <tr> <td>SmVak</td> <td>49,641,000</td> <td>45,864,460</td> </tr> <tr> <td rowspan="2">Reused water m<sup>3</sup></td> <td>GIA</td> <td>9,667,027</td> <td>36,400,210</td> </tr> <tr> <td>SmVak</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			2014	2015	Treated water m <sup>3</sup>	GIA	489,163,096	442,556,973	SmVak	49,641,000	45,864,460	Reused water m <sup>3</sup>	GIA	9,667,027	36,400,210	SmVak	0	0	The volumes of treated water and reused water do not depend on the organisation but rather the type of concession that it is managing.	YES, 109
		2014	2015																	
Treated water m <sup>3</sup>	GIA	489,163,096	442,556,973																	
	SmVak	49,641,000	45,864,460																	
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<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">Waste</th> <th>2015</th> </tr> </thead> <tbody> <tr> <td colspan="2">Hazardous (kg)</td> <td>210,934</td> </tr> <tr> <td colspan="2">Non-hazardous (kg)</td> <td>369,872,133</td> </tr> </tbody> </table>	Waste		2015	Hazardous (kg)		210,934	Non-hazardous (kg)		369,872,133		YES, 109									
Waste		2015																		
Hazardous (kg)		210,934																		
Non-hazardous (kg)		369,872,133																		
There have been no spills.		YES, 109																		
FCC Aqualia does not import, export or treat hazardous waste as outlined in the Basel Convention.		YES, 109																		
There has been no water bodies and habitats affected by discharges.		YES, 109																		
70		YES, 109																		
72-75		YES, 109																		
Water, the product marketed by FCC Aqualia has no packaging.		YES, 109																		
70		YES, 109																		
€20,981.33 Of which, €13,981,33 are sanitary and €7,000 from environmental performance.		YES, 109																		
70		YES, 109																		
FCC Aqualia activity does not produce significant environmental impacts from transportation.		YES, 109																		
70		YES, 109																		
Consolidated Financial Statements 2015 FCC Group <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101570.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101570.pdf</a>																				
33		YES, 109																		
100%		YES, 109																		

G4-EN33	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose environmental impact has been assessed.</li> <li>Indicate how many suppliers have been determined to have a real significant negative impact on the environment.</li> <li>Indicate what real and potential significant negative environmental impacts have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative environmental impacts and which improvements have been agreed on after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative environmental impacts and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: MECHANISMS FOR ENVIRONMENTAL CLAIMS	
G4-EN34	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about environmental impacts that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about environmental impacts that occurred before the period covered by the report and resolved in that period.</li> </ul>
G4-LA	<b>SOCIAL PERFORMANCE: WORK PRACTICES AND DECENT WORK</b>
MANAGEMENT APPROACH: EMPLOYMENT	
G4-LA1	<ul style="list-style-type: none"> <li>Indicate the number and rate of new work contracts in the period covered by the report, broken down by age, gender and region.</li> <li>Indicate the number and rate of employee turnover in the period covered by the report, broken down by age, gender and region.</li> </ul>
G4-LA2	<ul style="list-style-type: none"> <li>Detail which of the following benefits are offered to all employees in full-time work but not to part-time or temporary employees, broken down by relevant activity locations. At the very least, please include the following benefits: life insurance; health insurance; disability or invalidity coverage; maternity or paternity coverage; pension fund; shares and others.</li> <li>Provide the definition used to establish "places with significant operations".</li> </ul>
G4-LA3	<ul style="list-style-type: none"> <li>Indicate the number of employees, broken down by gender, which were entitled to maternity or paternity leave.</li> <li>Indicate the number of employees, by gender, exercising their right to maternity or paternity leave.</li> <li>Indicate the number of employees who returned to work after the end of their maternity leave or paternity leave, by gender.</li> <li>Indicate the number of employees who returned to work after the end of their maternity or paternity leave and retained their jobs twelve months following their return, broken down by gender.</li> <li>Provide the return to work rates and retention of employees who exercised maternity or paternity leave, broken down by gender.</li> </ul>
MANAGEMENT APPROACH: RELATIONSHIP BETWEEN WORKERS AND MANAGEMENT	
G4-LA4	<ul style="list-style-type: none"> <li>Indicate the minimum number of weeks notice for workers and their elected representatives that is commonly used before implementing significant operational changes that could substantially affect them.</li> <li>If the organisation has a collective agreement, indicate whether this period of notice and the provisions for possible consultation and negotiation are specified.</li> </ul>
MANAGEMENT APPROACH: HEALTH AND SAFETY AT WORK	
G4-LA5	<ul style="list-style-type: none"> <li>Indicate at what level each of the formal joint health and safety committees for management and employees usually operate.</li> <li>Indicate the percentage of workers who are represented in formal joint health and safety committees.</li> </ul>
G4-LA6	<ul style="list-style-type: none"> <li>Indicate the type of injury, the rate of accidents with injuries, the rate of occupational diseases, lost day rate, the rate of absenteeism and fatalities related to the work carried out by all workers (i.e. employees and workers hired), broken down by: region and gender.</li> <li>Specify the types of injury, injury accident rate (IR), rate of occupational diseases (ODR), lost day rate (LDR), absenteeism rate (AR) and fatalities (M) related the work of independent contractors working on site for whose general overall safety the organisation is responsible, broken down by region and gender.</li> <li>Indicate which regulatory system is applied for recording and reporting accidents.</li> </ul>
G4-LA7	Indicate whether there are workers who perform professional activities with a high risk or incidence of certain diseases.
G4-LA8	<ul style="list-style-type: none"> <li>Indicate whether local or international formal agreements with unions cover issues related to health and safety.</li> <li>If so, indicate what percentage of issues related to health and safety is covered in such formal agreements.</li> </ul>
MANAGEMENT APPROACH: TRAINING AND EDUCATION	
G4-LA9	Indicate the average hours of training that employees in the organisation received during the period covered by the report, broken down by: gender and job category.
G4-LA10	<ul style="list-style-type: none"> <li>Indicate the type and scope of the programs that have been carried out and the assistance provided to enhance the skills of employees.</li> <li>Describe transition assistance programs aimed at promoting the employability of workers and management of the end of their careers, either through retirement or termination of employment.</li> </ul>
G4-LA11	Indicate what percentage of employees has received a regular assessment of their performance and the evolution of their career during the period covered by the report, broken down by gender and professional category.
MANAGEMENT APPROACH: DIVERSITY AND EQUAL OPPORTUNITIES	
G4-LA12	<ul style="list-style-type: none"> <li>Indicate what percentage of people belonging to the following diversity categories is part of the governing bodies of the organisation: gender, age: under 30, between 30 to 50, over 50;</li> <li>minority groups and other diversity indicators, as appropriate.</li> <li>Indicate what percentage of employees belong to the following categories of diversity by employee category: gender, age: under 30, 30 to 50, over 50; minority groups and</li> <li>other indicators of diversity as appropriate.</li> </ul>
MANAGEMENT APPROACH: EQUAL PAY FOR MEN AND WOMEN	
G4-LA13	<ul style="list-style-type: none"> <li>Indicate the relationship between base salary and remuneration of women in comparison to men for each job category, by significant locations of operation.</li> <li>Provide the definition used to establish "places with significant operations".</li> </ul>
MANAGEMENT APPROACH: EVALUATION OF SUPPLIER WORK PRACTICES	
G4-LA14	Percentage of new suppliers that were examined in accordance with criteria relating to work practices.
G4-LA15	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on work practices has been evaluated.</li> <li>Indicate how many suppliers have real or potential negative impacts on work practices.</li> <li>Indicate what real and potential significant negative impacts have been discovered in the work practices of the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts in the work practices and which improvements have been agreed on after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts on work practices and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: GRIEVANCE MECHANISMS ON WORK PRACTICES	
G4-LA16	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about work practices that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about work practices that occurred before the period covered by the report and resolved in that period.</li> </ul>
G4-HR	<b>HUMAN RIGHTS INDICATORS</b>
MANAGEMENT APPROACH: INVESTMENT	

FCC Aqualia suppliers, given their activity, do not have significant environmental impacts, however 100% compliance with environmental criteria is required when they apply. p. 33		YES, 109
71		YES, 109
There have been no claims of an environmental nature referred to in this section.		YES, 109
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
54		
54, 56, 58	The breakdown in the turnover rate by age and gender is not considered to be MATERIAL as there are no significant differences for FCC Aqualia.	YES, 109
The social benefits are independent from the working hours and they include: subsidized loans, life insurances and accident and family benefits.		YES, 109
Number of employees with maternity leave: 43 Number of employees with paternity leave: 153 72% were reincorporated to work after their maternity leave finished; the rest apply for a leave of absence to look after their children, following which they return to work. 100% were reincorporated to work after their paternity leave finished (only 1 employee took a leave of absence following paternity leave). 100% of those reincorporated to work after their maternity/paternity finishes remain in their jobs for 12 months after their return to work.	All calculations are based only on staff in Spain.	YES, 109
56		YES, 109
Notice periods are defined in the agreement. Collective agreements include conditions for consultation and negotiation.		YES, 109
65		YES, 109
41% of Aqualia employees in Spain are represented in Health and Safety Committees. H&S Committees are mainly constituted in FCC Aqualia services.		YES, 109
p. 65 ■ A fatal accident took place in 2015 (heart attack). ■ Law 31/1995 on Occupational Risk Prevention.		YES, 109
There is only a residual risk of occupational disease, although there was no case in 2015 thanks to preventive actions.		YES, 109
100%		YES, 109
61		YES, 109
62	Data from outside Spain were not included as a result of the lack of related information systems	YES, 109
61-64		YES, 109
There have been no performance evaluations.		YES, 109
58		YES, 109
58—60 Corporate Governance Report 2015 9-11. <a href="http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf">http://www.fcc.es/fccweb/wcm/idc/groups/public/documents/document/mdaw/mdgz/-edisp/cscp101576.pdf</a>		YES, 109
58		YES, 109
Base salaries are set by collective agreements and there are no differences between men and women.		YES, 109
33		YES, 109
33 100%		YES, 109
FCC Aqualia suppliers, taking into account their activity, have no relevant actual or potential impacts on work practices.		YES, 109
54		YES, 109
In 2015, a communication regarding work practices was received from FCC Aqualia through the Ethics Channel, which has subsequently been settled.		YES, 109
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
33		YES, 109

G4-HR1	<ul style="list-style-type: none"> <li>Indicate the number and percentage of contracts and significant investment agreements that include human rights clauses or that have undergone an analysis regarding human rights.</li> <li>Facilitate the definition used to establish the "significant investment agreements."</li> </ul>
G4-HR2	<ul style="list-style-type: none"> <li>Indicate the number of hours spent during the reporting period on training on policies and procedures concerning aspects of human rights relevant to the operations of the organisation.</li> <li>Indicate the percentage of employees trained during the period covered by the report on policies and procedures concerning aspects of human rights relevant to the organisation's operations.</li> </ul>
MANAGEMENT APPROACH: NO DISCRIMINATION	
G4-HR3	<ul style="list-style-type: none"> <li>Indicate the number of discrimination cases that occurred during the period covered by the report.</li> <li>Describe the current situation and the measures undertaken, noting if the organisation has analysed the case; whether a corrective plan has been implemented and whether the results have been implemented and reviewed through routine internal management process or the case is no longer subject to any action.</li> </ul>
MANAGEMENT APPROACH: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	
G4-HR4	<ul style="list-style-type: none"> <li>Identify the significant centres and suppliers in which freedom of association and the right to collective bargaining of employees may be infringed or threatened, in terms of: type of facility (e.g. a factory) and supplier; and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Describe the measures taken by the organisation during the period covered by the report seeking to defend freedom of association and the right to collective bargaining.</li> </ul>
MANAGEMENT APPROACH: CHILD LABOUR	
G4-HR5	<ul style="list-style-type: none"> <li>Indicate centres and suppliers with a significant risk of incidents of child labour and young workers exposed to hazardous work.</li> <li>Indicate centres and suppliers with a significant risk of incidents of child labour, in terms of type of institution (e.g. a factory) and supplier and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Describe the measures taken by the organisation in order to contribute to the abolition of child labour in the period covered by the report.</li> </ul>
MANAGEMENT APPROACH: FORCED LABOUR	
G4-HR6	<ul style="list-style-type: none"> <li>Indicate centres and suppliers with a significant risk of incidents of forced labour, in terms of type of institution (e.g. a factory) and supplier and countries or regions where it is considered that the activities present a risk of this nature.</li> <li>Indicate the measures taken by the organisation during the period covered by the report aimed to contribute to the elimination of forced labour.</li> </ul>
MANAGEMENT APPROACH: SAFETY MEASURES	
G4-HR7	<ul style="list-style-type: none"> <li>Indicate what percentage of security personnel has received formal training on specific policies or procedures of the organisation on human rights and their application to safety.</li> <li>Indicate whether training requirements are also required from other organisations from which security personnel is hired.</li> </ul>
MANAGEMENT APPROACH: RIGHTS OF INDIGENOUS PEOPLE	
G4-HR8	<ul style="list-style-type: none"> <li>Indicate the number of cases of violation of the rights of indigenous peoples that have been identified in the period covered by the report.</li> <li>Describe the current situation and the measures undertaken, noting if the organisation has analysed the case; a corrective plan has been implemented and whether the results have been implemented and reviewed through routine internal management process or the case is no longer subject to any action.</li> </ul>
MANAGEMENT APPROACH: EVALUATION	
G4-HR9	Indicate the number and percentage of centres that have been examined regarding human rights or in which the impact on human rights have been assessed, broken down by country.
MANAGEMENT APPROACH: EVALUATION OF SUPPLIERS IN THE FIELD OF HUMAN RIGHTS	
G4-HR10	Indicate the percentage of new suppliers that were examined in accordance with criteria relating to human rights.
G4-HR11	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose impact on human rights has been evaluated.</li> <li>Indicate how many suppliers have real significant negative impacts on the real field of human rights.</li> <li>Indicate which actual and potential significant negative impacts on human rights have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts regarding human rights and which improvements have been agreed after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative impacts regarding human rights and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: CLAIM MECHANISMS IN THE FIELD OF HUMAN RIGHTS	
G4-HR12	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about human rights that have occurred through formal grievance mechanisms in the period covered by the report.</li> <li>Indicate how many of the claims: were addressed in the period under the report and how many were resolved in the period covered by the report.</li> <li>Indicate the number of complaints about human rights that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-S0</b>	<b>SOCIAL PERFORMANCE: SOCIETY</b>
MANAGEMENT APPROACH: LOCAL COMMUNITIES	
G4-S01	<p>Indicate the percentage of centres with implemented development programs, impact assessments, and participation in local communities using, inter alia:</p> <ul style="list-style-type: none"> <li>Social impact assessments, such as impact assessments with a gender perspective, based on participatory processes.</li> <li>Evaluation and constant monitoring of the environmental impact.</li> <li>Publication of the results of the evaluations of the environmental and social impacts.</li> <li>Development programs of local communities based on their needs.</li> <li>Stakeholders' participation plans based on their geographical distribution.</li> <li>Processes and advisory committees with the local community involving vulnerable groups.</li> <li>Company committees, occupational health and safety committees and other bodies representing employees to manage the impacts.</li> <li>Formal grievance processes from local communities.</li> </ul>
G4-S02	Indicate which operations centres have had or can have significant negative impacts on local communities, referring to the location of the centres and the centres' significant actual and potential impacts.
MANAGEMENT APPROACH: FIGHT AGAINST CORRUPTION	
G4-S03	<ul style="list-style-type: none"> <li>Indicate the number and percentage of centres that have evaluated the risks related to corruption.</li> <li>Describe the significant risks related to corruption detected in the evaluations.</li> </ul>
G4-S04	<ul style="list-style-type: none"> <li>Indicate the number and percentage of members of the governing body who have been informed about the policies and procedures of the organisation to fight corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have been informed about the policies and procedures of the organisation to fight corruption by employee, broken down by category and region.</li> <li>Indicate the number and percentage of business partners who have been informed about the policies and procedures of the organisation to fight corruption by employee, broken down by business partner and region.</li> <li>Indicate the number and percentage of members of the governing body who have received training on the fight against corruption, broken down by region.</li> <li>Indicate the number and percentage of employees who have received training on fighting corruption by employee category and region.</li> </ul>
G4-S05	<ul style="list-style-type: none"> <li>Indicate the number and nature of confirmed cases of corruption.</li> <li>Indicate the number of confirmed cases of corruption for which an employee has received a warning or has been fired.</li> <li>Indicate the number of confirmed cases in which a contract has been terminated or not renewed with a business partner due to violations related to corruption.</li> <li>Indicate the corruption lawsuits that have been filed against the organisation or its employees in the period covered by the report and the outcome of each case.</li> </ul>
MANAGEMENT APPROACH: PUBLIC POLICY	



There have been no investment agreements which have been required to include clauses on human rights.		YES, 109
84 As it is not considered a material aspect for FCC Aqualia given its activity, no training related to human rights has been carried out.		YES, 109
47-48		YES, 109
There have been no cases of discrimination.		YES, 109
GRI Index		YES, 109
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations applicable to them, are not at risk of freedom of association and the right to collective bargaining of employees may be infringed or threatened.		YES, 109
GRI Index		YES, 109
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations that apply, do not have a significant risk for incidents of child labour and young workers exposed to hazardous work.		YES, 109
GRI Index		YES, 109
FCC Aqualia and its suppliers, taking into account their activity and internal and external regulations, have no risk of forced labour.		YES, 109
GRI Index		YES, 109
FCC Aqualia has no security personnel on its payroll and the subcontracted personnel receives 100% related training.		YES, 109
GRI Index		YES, 109
There have been no cases of violation of the rights of indigenous peoples due to the activity of FCC Aqualia or its suppliers.		YES, 109
GRI Index		YES, 109
FCC Aqualia, taking into account their activity and internal and external regulations, do not consider there is a risk of non-compliance with human rights, so no assessments are conducted.		YES, 109
33		
FCC Aqualia believes that its suppliers have no risk of human rights non-compliance so no assessments are made, although they are obliged to comply with an Ethics Code. p. 33		YES, 109
FCC Aqualia believes that its suppliers have no risk of human rights non-compliance so no assessments are made.		YES, 109
GRI Index		YES, 109
In those countries where local legislation does not ensure human rights such as the right of association or the prevention of child labour and forced labour, FCC Aqualia always respects the principles defined in the Universal Declaration of Human Rights, the provisions of the International Labour Organization, as well as the Tripartite Declaration, on the Guidelines for Multinational Enterprises of the OECD and the United Nations Global Compact. FCC Aqualia complies with current legislation in each of the places where it operates, and always under the Group's Ethics Code.		YES, 109
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
78		YES, 109
74-75, 80-87		YES, 109
There are operation hubs that have or can have significant negative impacts on local communities.		YES, 109
FCC Group Ethics Code.		YES, 109
FCC Aqualia CSR Report 2011, page 47 <a href="http://www.aqualia.com/aqualia/wcm/idc/groups/public/documents/document/mdaw/mdq4/~edisp/cscp063401.pdf">http://www.aqualia.com/aqualia/wcm/idc/groups/public/documents/document/mdaw/mdq4/~edisp/cscp063401.pdf</a>		YES, 109
100%		SI, 85
There have been no cases of corruption or lawsuits.		YES, 109
GRI Index		YES, 109

G4-S06	<ul style="list-style-type: none"> <li>Indicate the financial value of the monetary or in kind political contributions directly or indirectly carried out by the organisation, broken down by country and recipient.</li> <li>Explain, if applicable, how the monetary value of contributions in kind has been calculated.</li> </ul>
MANAGEMENT APPROACH: UNFAIR COMPETITION PRACTICES	
G4-S07	<ul style="list-style-type: none"> <li>Indicate any pending or completed claims in the period covered by the report issued due to unfair competition-related cases and violations of the legislation on anti-competitive and monopolistic practices, in which the involvement of the organisation has been revealed.</li> <li>Indicate the main results of such complaints, including rulings or decisions.</li> </ul>
MANAGEMENT APPROACH: REGULATORY COMPLIANCE	
G4-S08	<ul style="list-style-type: none"> <li>State significant fines and non-monetary sanctions in terms of: total monetary value of significant sanctions; number of non-monetary sanctions and procedures brought before arbitration institutions.</li> <li>If the organisation has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> <li>Describe the context in which significant monetary fines or penalties were received.</li> </ul>
MANAGEMENT APPROACH: SOCIAL IMPACT ASSESSMENT OF SUPPLIERS	
G4-S09	Indicate what percentage of the new suppliers were examined in terms of social impact-related criteria.
G4-S010	<ul style="list-style-type: none"> <li>Indicate the number of suppliers whose social impact has been assessed.</li> <li>Indicate how many suppliers have real significant negative social impacts.</li> <li>Indicate which significant actual and potential negative impacts on society have been discovered in the supply chain.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative social impacts and which improvements have been agreed on after evaluation.</li> <li>Indicate the percentage of suppliers with significant actual and potential negative social impacts and with which the relationship has been terminated as a result of the evaluation, and explain the reasons.</li> </ul>
MANAGEMENT APPROACH: SOCIAL IMPACT CLAIM MECHANISMS	
G4-S011	<ul style="list-style-type: none"> <li>Indicate the total number of complaints about social impacts that have occurred through formal grievance mechanisms during the period covered by the report.</li> <li>Indicate how many of the claims: were addressed and how many were resolved in the period covered by the report.</li> <li>Indicate the total number of complaints about social impacts that occurred before the period covered by the report and resolved in that period.</li> </ul>
<b>G4-PR</b>	<b>PRODUCT LIABILITY INDICATORS</b>
MANAGEMENT APPROACH: HEALTH AND SAFETY OF CLIENTS	
G4-PR1	Indicate the percentage of categories of significant products and services whose impacts on health and safety have been evaluated in order to promote improvements.
G4-PR2	<ul style="list-style-type: none"> <li>Indicate the number of incidents arising from non-compliance with regulations and voluntary codes concerning health and safety of products and services in the period covered by the report, broken down by breaches of the regulations which led to a fine or punishment; breaches of the regulations which led to a warning; and breaches of voluntary codes.</li> <li>If the organisation has not identified any breach of regulations or voluntary codes, just a brief statement to this effect will be enough.</li> </ul>
MANAGEMENT APPROACH: LABELING OF PRODUCTS AND SERVICES	
G4-PR3	<ul style="list-style-type: none"> <li>Indicate whether the organisation's procedures concerning information and labelling of their products require the following information: Source of the components of the product or service; content, especially with regard to substances which may have some environmental or social impacts; safety instructions on the product or service; product disposal and environmental or social impact or other (explain)</li> <li>Indicate what percentage of categories of significant products and services are subject to procedures for assessing compliance with such procedures.</li> </ul>
G4-PR4	Indicate the number of breaches of regulation and voluntary codes concerning information and labelling of products and services, broken down by: breaches of the regulations which led to a fine or punishment; which led to a reprimand and breaches of voluntary codes.
G4-PR5	Provide the results or key conclusions of client satisfaction surveys (based on statistically relevant samples) which have been carried out during the period covered by the report on: the organisation as a whole; a major category of goods or services and significant operations centres.
MANAGEMENT APPROACH: MARKETING COMMUNICATIONS	
G4-PR6	<ul style="list-style-type: none"> <li>Indicate whether the organisation sells products banned in certain markets and/or questioned by stakeholders or which are the subject of public debate.</li> <li>Indicate how the organisation has responded to questions or reservations about these products.</li> </ul>
G4-PR7	<ul style="list-style-type: none"> <li>Indicate the number of cases of non-compliance or voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, broken down by: breaches of the regulations which led to a fine or punishment and regulations which lead to a warning and breaches of voluntary codes.</li> </ul>
MANAGEMENT APPROACH: CUSTOMER PRIVACY	
G4-PR8	<ul style="list-style-type: none"> <li>Number of founded complaints about the violation of privacy and loss of customer data, divided into: claims from external parties substantiated by the organisation and claims of regulatory bodies.</li> <li>Indicate the number of leaks, theft or loss of personal data that have been detected.</li> <li>If the reporting organisation has not identified any substantiated complaints, a brief statement to this effect will be enough.</li> </ul>
MANAGEMENT APPROACH: REGULATORY COMPLIANCE	
G4-PR9	<ul style="list-style-type: none"> <li>Indicate the monetary value of significant fines for breaking the rules or legislation concerning the provision and use of products and services.</li> <li>If the organisation has not identified any breach of legislation or regulations, just a brief statement to this effect will be enough.</li> </ul>

FCC Aqualia does not make contributions of this type.		YES, 109
FCC Group Ethics Code.		YES, 109
FCC Aqualia has not received claims related to unfair competition behaviour or similar.		YES, 109
FCC Group Ethics Code.		YES, 109
FCC Aqualia has not received regulatory fines or penalties due to non-compliance.		YES, 109
33		YES, 109
FCC Aqualia believes that its suppliers do not have negative social impact risks, so there were no assessments.		YES, 109
FCC Aqualia believes that its suppliers do not have negative social impact risks, so there were no assessments.		YES, 109
78		YES, 109
There have been no social impact claims referred to in this section.		YES, 109
<b>PAGE</b>	<b>OMISSION</b>	<b>EXTERNAL VERIFICATION, PAGE</b>
32-33		YES, 109
100%		YES, 109
There have been no incidents of non-compliance with regulations and voluntary codes concerning health and safety of products and services.		YES, 109
32		YES, 109
32		YES, 109
There have been no breaches of the rules relating to service information.		YES, 109
FCC Aqualia conducts client satisfaction surveys every 2 years. In the 2014 version (see CSR Report 2014), the institutions gave the provided service a score of 3.91 out of 5 and 69.8% of end clients are satisfied with the quality of service		YES, 109
33		YES, 109
FCC Aqualia does not sell products banned or challenged by stakeholders. While certain concessions in the previous process have been questioned in the Spanish municipalities, once FCC Aqualia started operations, there has been no problem.		YES, 109
There have been no defaults relating to marketing.		YES, 109
38		YES, 109
There have been no complaints about the violation of privacy and loss of customer data.		YES, 109
Code of Ethics		YES, 109
There have been no fines due to regulatory or legislative non-compliance.		YES, 109

People who work  
for people



**AENOR** Asociación Española de  
Normalización y Certificación

## SUSTAINABLE VERIFICATION REPORT

**VMS-Nº 019/16**

The Spanish Association for Standardisation and Certification (AENOR) has verified that the Report of the following firm:

**FCC AQUALIA**

Entitled: ***CORPORATE SOCIAL RESPONSIBILITY REPORT 2015. PEOPLE WHO WORK FOR PEOPLE***

Legal deposit number: M-23108-2016

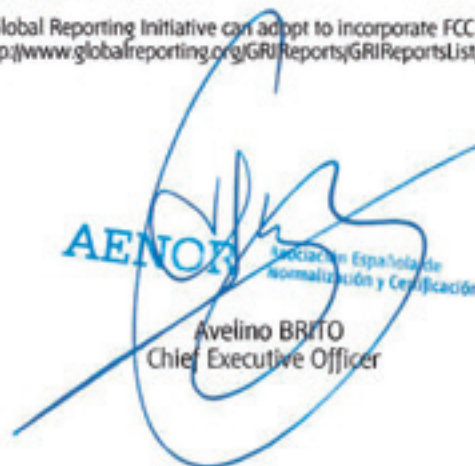
Provides a reasonable image and a balanced view of its performance, taking into account not only the data veracity but also the general content of the report.

This external assurance is in accordance with the **Exhaustive Option** of the G4 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 16<sup>th</sup> June, 2016 and no subsequent performances can be considered.

The present verification will be in force, unless it is cancelled or withdrawn upon AENOR's written notification and according to specific terms of the contract-application nº 2015/04187R1 2016 dated 23<sup>th</sup> February, 2016 and to the General Regulation of January 2007, which require, amongst other commitments, the permission to visit the installations by the technical services of AENOR to verify the veracity of stated data.

This declaration does not condition the decision that Global Reporting Initiative can adopt to incorporate FCC AQUALIA, in the "GRI Reports List" which is published in its Web <http://www.globalreporting.org/GRIReports/GRIReportsList/>.

Issued on: 5<sup>th</sup> July 2016

  
**AENOR** Asociación Española de  
Normalización y Certificación  
Avelino BRITO  
Chief Executive Officer

**Edited by:**

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FCC Aqualia S.A.  
[www.aqualia.com](http://www.aqualia.com)

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**For further information:**

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Aqualia  
Communication, Marketing and CSR Management  
Av. del Camino de Santiago, 40.  
28050-Madrid (España).

More information about Aqualia and a digital version of this report can be found at:

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

**Information about the FCC Group**

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[www.fcc.es](http://www.fcc.es)

**Information on the Global Reporting Initiative:**

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[www.globalreporting.org](http://www.globalreporting.org)

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