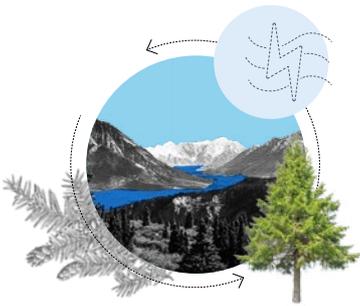aqualia

If there is magic on this planet,
it is contained in water.
[Loren Eiseley, anthropologist]

2022 SUSTAINABILITY REPORT

MAIN PURPOSES AND CHALLENGES
WE ADDRESS WITH SOLUTIONS

Environmental

- Adaptation to the climate emergency and water stress
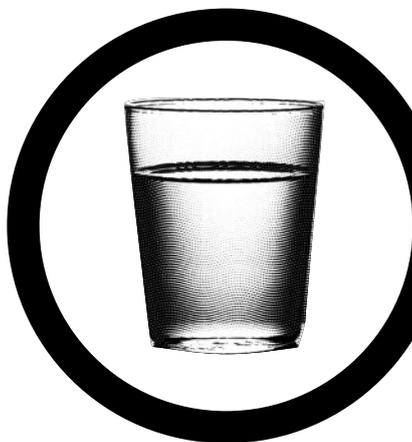
- Protecting biodiversity

- Access to renewable energies

Social

- Water accessibility for vulnerable individuals and families

- Social awareness regarding the care and quality of water

Economic

- Optimising water cycle management, water quality and availability to ensure the development and quality of life of millions of people

DID YOU KNOW?
The United Nations reports that more than one in six people in the world are affected by water stress, i.e. they have no access to safe drinking water.

Creating value

Financial capital

EBITDA
350.2 M€
298.9 M€ in 2021 (17% chg)

Natural capital

Drinking water collected for management
1,590,377,560 m³
988,938,615 m³ in 2021 (61% chg)

Energy consumed
5,450,660 GJ
4,263,768 GJ in 2021 (28% chg)

Human capital

Employees
12,673
9,818 in 2021 (29% chg)

Employees - women
2,461
1,982 in 2021 (24% chg)

Employees with indefinite contract
10,643
8,174 in 2021 (30% chg)

Technological capital

Total investment in technology
16,840,368 €
€5,328,700 in 2021 (216% chg)

Share capital

25,500
beneficiaries through the Caritas partnership

Investment in social actions in communities (social action investment and awareness raising)
4,229,580 €
€2,670,687 in 2021 (58% chg)

Industrial capital managed

Supply networks
51,295 km
45,399 km in 2021 (13% chg)

Sewage network
39,310 km
35,753 km in 2021 (10% chg)

DWTPs
259
239 in 2021 (8% chg)

Drinking water tanks
2,092
2,867 in 2021 (8% chg)

SWTPs
28
28 in 2021 (0% chg)

Treatment plants
867
866 in 2021 (0% chg)

Drinking water pumping stations
1,507
1.194 in 2021 (26% chg)

Customer management

1,284,945
e-invoice customers

336,110
customers using the Virtual Office

0.71%
complaint rate through efficient customer relationship channels

Good governance

Implementation of good governance as a result of the Compliance Model

At companies owned by Aqualia
88%

In investee companies at the international level
64%

Caring for nature

We believe in an end-to-end and circular water cycle, capable of turning cities into respectful spaces and balancing the relationship between the environment and people.

As experts, we want to transmit our feeling of responsibility, bringing knowledge about water management to citizens so that they are informed and become aware of the vitality of the service and environmental problems.

TAKING ACTION TO REDUCE WATER CONSUMPTION

- Aqualia has developed its own digitalisation programmes for smart metering in 2022. One of these programmes is Aqualia Water Analytics (AWA), the analytical platform for smart water cycle management integrated into Aqualia Live, was conceived at this headquarters. By applying artificial intelligence and machine learning, the company achieves the necessary information for the pre-location of leaks and rapid detection in facilities with the aim of reducing the volume of non-revenue water (NRW) out of the total injected into the distribution network to less than or equal to 27% by 2023.

Reduction in the volume of non-revenue water planned for 2023
27%

OPTIMISING ENERGY USE TO REDUCE EMISSIONS

- We calculate the individual carbon footprint per country.
- We are in the fourth phase of the plans to install photovoltaic energy in the water treatment and water purification plants in which we operate.
- We completed a power purchase agreement (PPA) and the closing of rates in the fixed and futures markets.
- We have commissioned 15 photovoltaic power plants in Spain.
- We are in the process of installing a further 17 plants with a planned annual production of 25.8 GWh.

Emission reductions in 2022
15,846 t

PROTECTING AND RECOVERING ECOSYSTEMS

- We adhere to the Spanish Business and Biodiversity Initiative (IEEB) and the Pact for Biodiversity.
- In 2022, we identified 7 new protected spaces to develop projects that will allow us to recover ecosystems.

7
new protected areas

RAISING AWARENESS IN THE CIVILIAN SECTOR

- We carry out numerous local and global awareness-raising initiatives to convey our firm commitment to responsible management, bringing knowledge about the end-to-end water cycle closer to citizens so that they are informed and aware of how vital this service is for their well-being and development, as well as for the protection of the environment.

+6,200 h
training through the Children's Digital Drawing Contest

INNOVATING AND BRINGING TECHNOLOGICAL TO PRODUCTION

- European policies for the transition to a decarbonised economy mark our roadmap in the development of innovative circular economy and eco-efficiency solutions and smart management tools for water resource efficiency.

The total R&D investment figure for 2022 was
5,266,738 €

We are committed to end-to-end and smart management

END-TO-END CYCLE WATER

aqualialive

IoT.

Internet of Things

INTERNET OF THINGS
Global platform for the operation of industrial water cycle facilities:
- Integration of market technologies
- Standardisation of industrial communications
- Cybersecurity
- Transversal synergies in water operation
- Knowledge of the water cycle

GEO.

Geographic Environment Organization

GEOGRAPHICAL INFORMATION SYSTEM
Geospatial information on the supply network:
- Sectorisation
- Cut-off areas
- Water modelling

TIK.

Transform Information into Knowledge

BUSINESS INTELLIGENCE
Platform for knowledge management of the water cycle, observatory and transparency portal with customers, city councils, confederations, etc.
- KPIs for monitoring the main figures
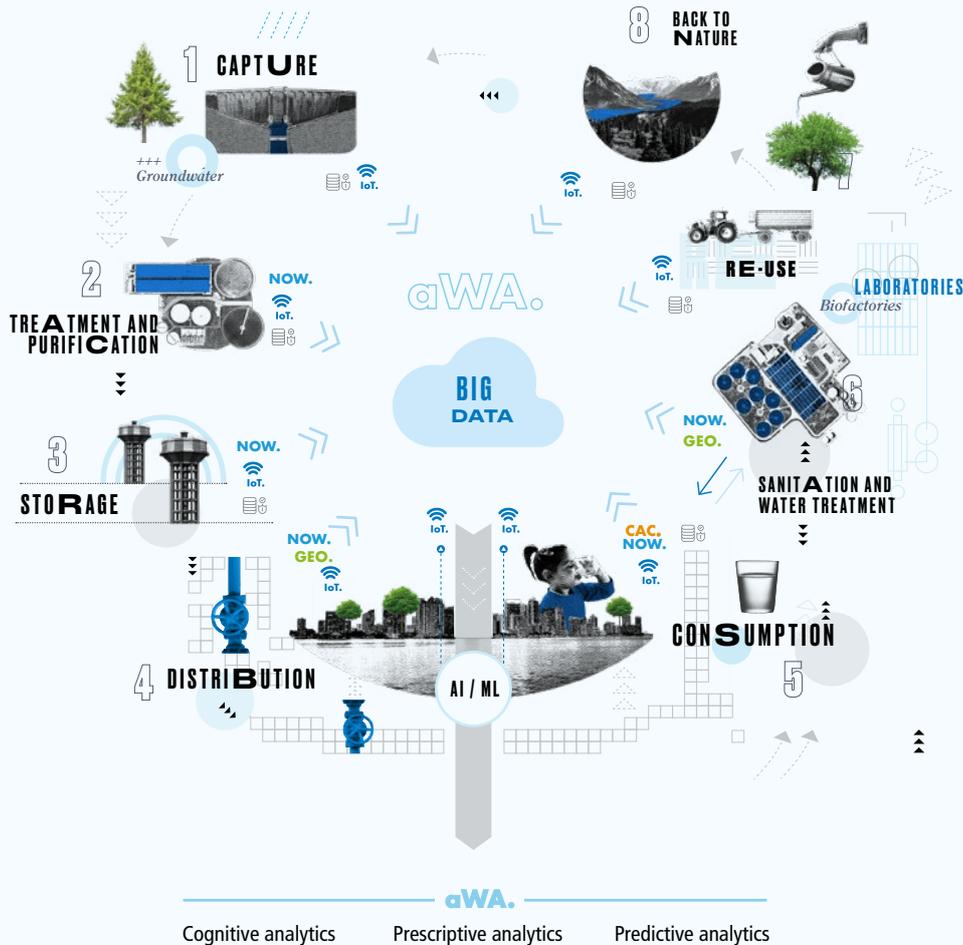- Dashboards for decision-making

GEO.

Geographic Environment Organization

GEOGRAPHICAL INFORMATION SYSTEM
Geospatial information on the sanitation network:
- Sewerage basins
- Water modelling

Water cycle diagram

1 CAPT**U**RE
+++ Groundwater
NOW. IoT.

2 TRE**A**TMENT AND PURIFI**C**ATION
NOW. IoT.

3 STO**R**AGE
NOW. IoT.

4 DISTRI**B**UTION
NOW. GEO. IoT.

8 BACK TO **N**ATURE
IoT.

7 RE·USE
IoT.

6 SANIT**A**TION AND WATER TREATMENT
LABORATORIES Biofactories
NOW. GEO.

5 CON**S**UMPTION
CAC. NOW. IoT.

aWA.

BIG DATA

AI / ML

aWA.
Cognitive analytics · Prescriptive analytics · Predictive analytics

CAC.

Costumer Aqualia Contact

CUSTOMER SERVICE CENTRE
Omnichannel for efficiency in customer service:
- In-person customer service
- Call centre remote service
- Virtual Office
- Mobile App
- E-mail, SMS
- Social media

aWA.

Aqualia Water Analytics

FULL INTEGRATION

ANALYTICAL PLATFORM FOR SMART WATER CYCLE MANAGEMENT
Integrates information from IoT devices through the use of big data and cloud computing technologies, to generate intelligent tools based on machine learning and AI:
- Smart monitoring
- Smart alerting
- Network leakage detection
- Prescription of linear asset replenishments

NOW.

Next Order at Work

NEXT ORDER AT WORK
Platform for the efficient management of linear assets and industrial assets:
- Warehouse management
- Work orders and mobility
- Corrective, preventive and predictive maintenance of industrial assets of the water cycle

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CYBERSECURITY · **AI** ARTIFICIAL INTELLIGENCE · **ML** MACHINE LEARNING · **IoT.** INTERNET OF THINGS

We are people committed to citizens

We are people who work for the well-being of others. Our mission as professionals drives us to train to seek new horizons. We demonstrate our great vocation for public service every day by facing the challenges of the present and the future of water.

For this reason, we are there when they need us, we solve and generate trust. We are talent committed to the health of people and the planet.

COMMITTED TO A DIVERSE, EQUAL-OPPORTUNITY WORKING POPULATION

- We are a full member of the Global Compact and take responsibility for upholding the identity, dignity and equality of people, both inside and outside the company.
- We also renewed our participation in the Diversity Charter and maintained our membership of the #CEOPorLaDiversidad alliance.
- Throughout 2022, we implemented the commitments made in the 3rd Equality Plan, which we signed for the period 2021–2025.

Women in executive and middle management positions

22.04%

PROMOTING EMPLOYABILITY AND PROFESSIONAL DEVELOPMENT

Training hours

Health, safety and well-being
55,838

Languages
32,639

Technical training
26,373

+100
professionals participated in face-to-face training
Cultural transformation towards sustainability at Aqualia

860
new hires

132
internships

Permanent contracts in Spain
93%
87% in 2021

ENGAGING OUR STAFF

- During 2022, we sent 334 internal communications in various formats and languages and launched Aqualia Global News, a company-wide newsletter.

AqualiaGlobalNews
N.º 02 – 24/11/22

Protagonistas

Santiago Lafuente: "Nuestra vocación son las personas"

WITH HEALTH, SAFETY AND WELLBEING

- We approved the 2nd Edition of the Strategic Plan for Health and Well-being for 2022–2024, whose basic pillars are:
  > Putting people at the centre.
  > Achieving an increasingly healthy working environment.
  > Improving health and well-being.

Accident frequency index in 2022
9.84

Our sustainable and transparent governance

We are private managers of a public asset. We owe it to the citizens and that is why we operate under the highest standards of integrity, ethics and business transparency.

The company works to maintain relationships of respect, trust and equal opportunities with each of our collaborators and different publics.

TO THE HIGHEST STANDARDS

- We work on the implementation of our Compliance Model in all companies over which we have operational control.
- We have approved the appointment of local Compliance Officers to ensure its successful international expansion.
- We share tips on ethical culture through Compliance Tips.

In 2022, we assessed the
100%
processes related
to corruption risks

4,281
employees informed about
Aqualia's policies and
procedures on corruption

2,610
employees were trained
on the Code of Ethics and
Conduct

RESPONSIBLE SUPPLY CHAIN AND DUE DILIGENCE

- The 2021-2023 Strategic Sustainability Plan aims to transfer Aqualia's culture, ethical values and compliance to the supply chain.

Assessments by
type of supplier*

5%
global suppliers

15,288
suppliers
(local: 14,940)

40.4%
approved
suppliers
in Spain

95%
local suppliers

*Supplier criteria for approval:
  - Suppliers whose turnover exceeds €50,000 (2022).
  - Suppliers selected on the basis of the classification of materials considered risky by compliance with turnover > €10,000.
  - Suppliers from the list of hazardous activities with invoicing in 2022.
This brings the list of suppliers eligible for approval to 911 (2022).

**Discover our 2022
Sustainability Report**

www.aqualia.com