



Aigües de  
Barcelona

With the force of water,  
we change the future.  
We work for people,  
making cities a better  
place to live.

2025



Aigües de  
Barcelona



Environmental

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Social

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Governance

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Customers

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Employees

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Suppliers

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Double materiality

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Water resilience

ASG

# Environmental

**€91.9 M** allocated to actions for the environment

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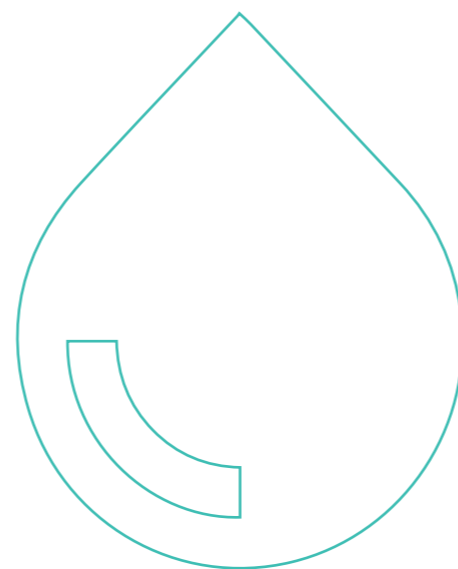
Our carbon footprint was **131,405.88 tonnes of CO<sub>2</sub> eq** (scopes 1, 2 and 3)

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**97.75%** of waste valorised (98.11% from WWTPs and 78.41% from DWTPs)

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Implementation of the **PERTE Ressona**, a flagship project with an €18 M budget that drives **improvements in sustainability and resilience across all stages of the urban water cycle** in the Barcelona metropolitan area through digital transformation\*



(\* ) Project funded by the Ministry for Ecological Transition (MITERD) with EU Next Generation funds, and co-financed by the AMB in coordination with the ACA.

ASG

# Social

**€3.26 M** allocated to social contribution

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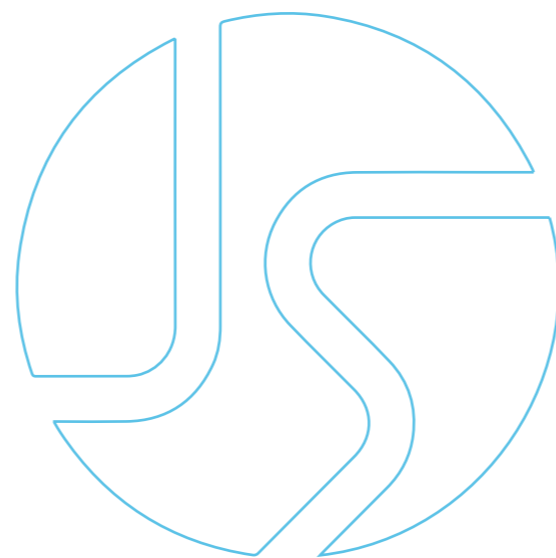
**257 initiatives** aimed at more than  
**500,000 citizens**

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We collaborate with **201 cultural, social and  
neighbourhood organisations**

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**41,885 children and young people** have participated in the  
school education programme of the Museum of Water (**26,829** in  
person and **15,026** digitally)



ASG

# Governance

**42 co-creation processes**  
with stakeholder groups

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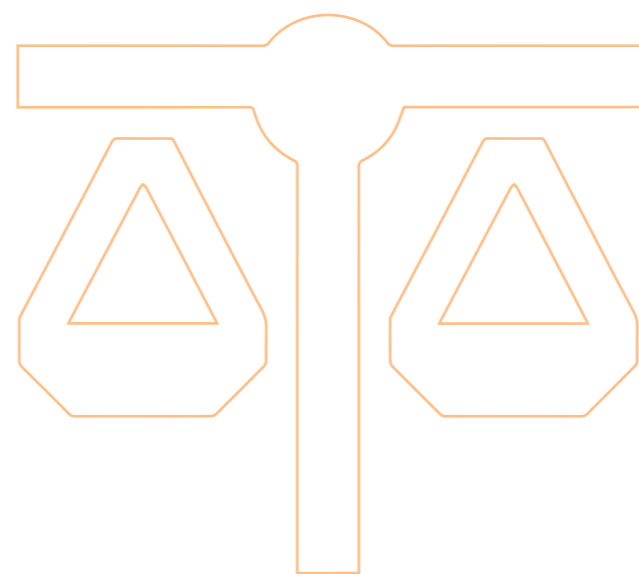
**43.75% women** on the Board of Directors

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Integrated management system based on  
**13 national and international standards**

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**IA360 Project** to **lead the ecological transformation linked to the water cycle**, generating solutions and services through data activation and the integration of artificial intelligence across all areas of the company



# Customers

Satisfaction index: **7.72**  
Net Satisfaction Score (NSS):\* **65.54%**

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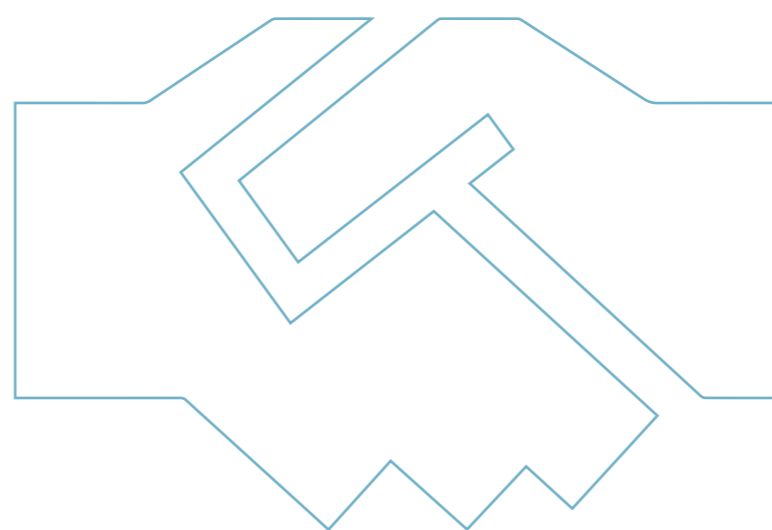
**68,043 families** with social tariff (**€13.1 M**)

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New **Salesforce**, tool, which will enable progress towards omnichannel capabilities, implement a 360° view of customers and streamline processes

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**Customer Service of the Year Award by Sotto Tempo**, recognising our commitment to providing an accessible service, breaking digital barriers related to language comprehension, accessibility or economic factors



(\*) Number of people who are very satisfied with the experience (score 9 to 10) minus the number of dissatisfied or very dissatisfied people (score 0 to 6) as a percentage of the total.

# Employees

**94.24%** of the workforce with permanent contracts

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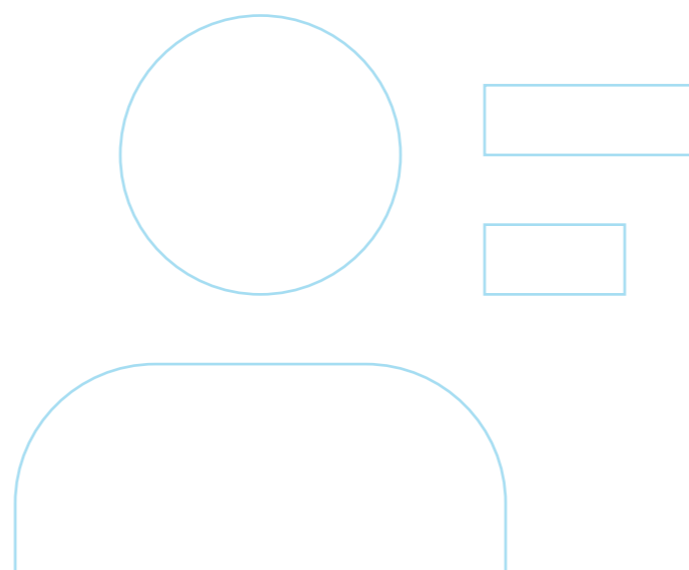
**Gender pay gap of 3.24%**

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**38,879 training hours**  
in 2025 (31.20 hours per person)

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New **wellbeing and health portal** integrating seven key areas – Ergonomics, Emotional Health, Health Surveillance, Health Promotion, Work-life balance and equality, Health and environment, and Art and health– following the recommendations of the European Agency for Safety and Health at Work



# Suppliers

**74.2%** local procurement  
(Barcelona province)

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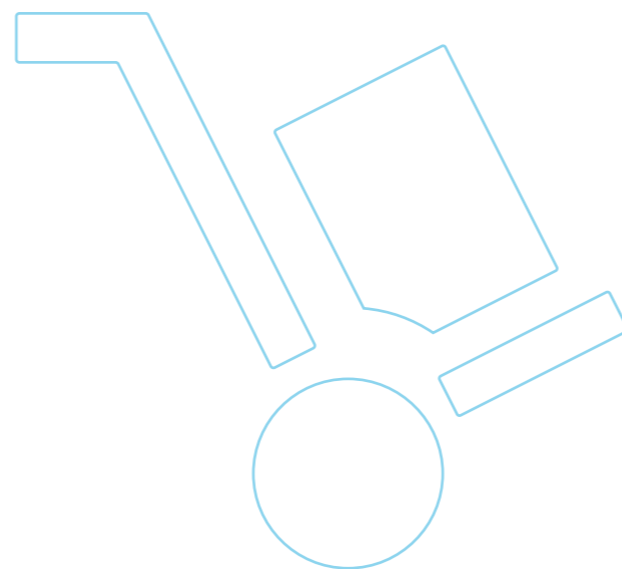
Average payment period to suppliers of **41 days**  
(99% of payments made within the legal period)

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**99 tenders** with sustainability criteria

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Adhesion to the **United Nations Global Compact Sustainable Suppliers Programme**, to which we have invited 237 suppliers



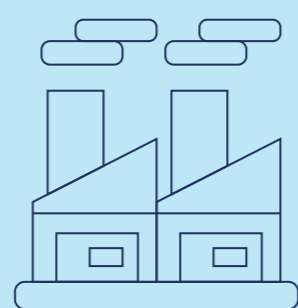
# Double materiality

During 2025 we carried out a comprehensive assessment process to identify and prioritise **MATERIAL ESG topics, that is, the most relevant for Aigües de Barcelona and its stakeholder groups.**

The objective is to align the company's strategy with the Material topics, taking into account impacts, risks and opportunities (IROs), for transversal management, from **two perspectives:**

## Impact materiality (OUT)

Consultation with stakeholder groups



**Organisation**

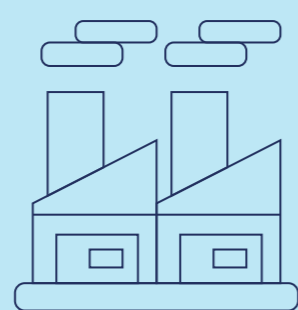
How the organisation impacts its environment



**Environment**  
**Social environment**

## Financial materiality (IN)

Assessment with expert stakeholder groups



**Organisation**

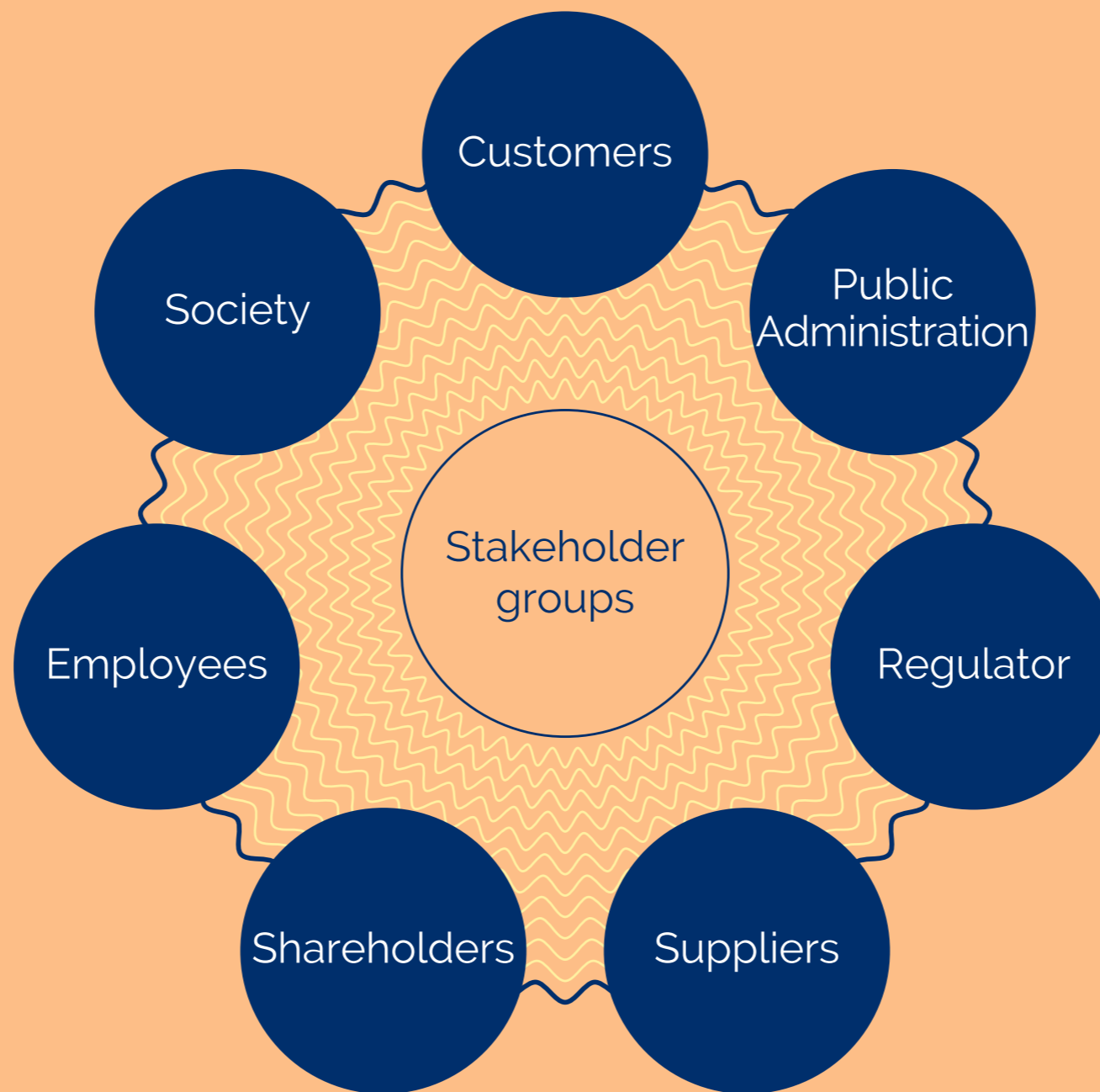
How the environment impacts the company from an economic and financial perspective



**Environment**  
**Economic environment**



**Participating stakeholder groups**



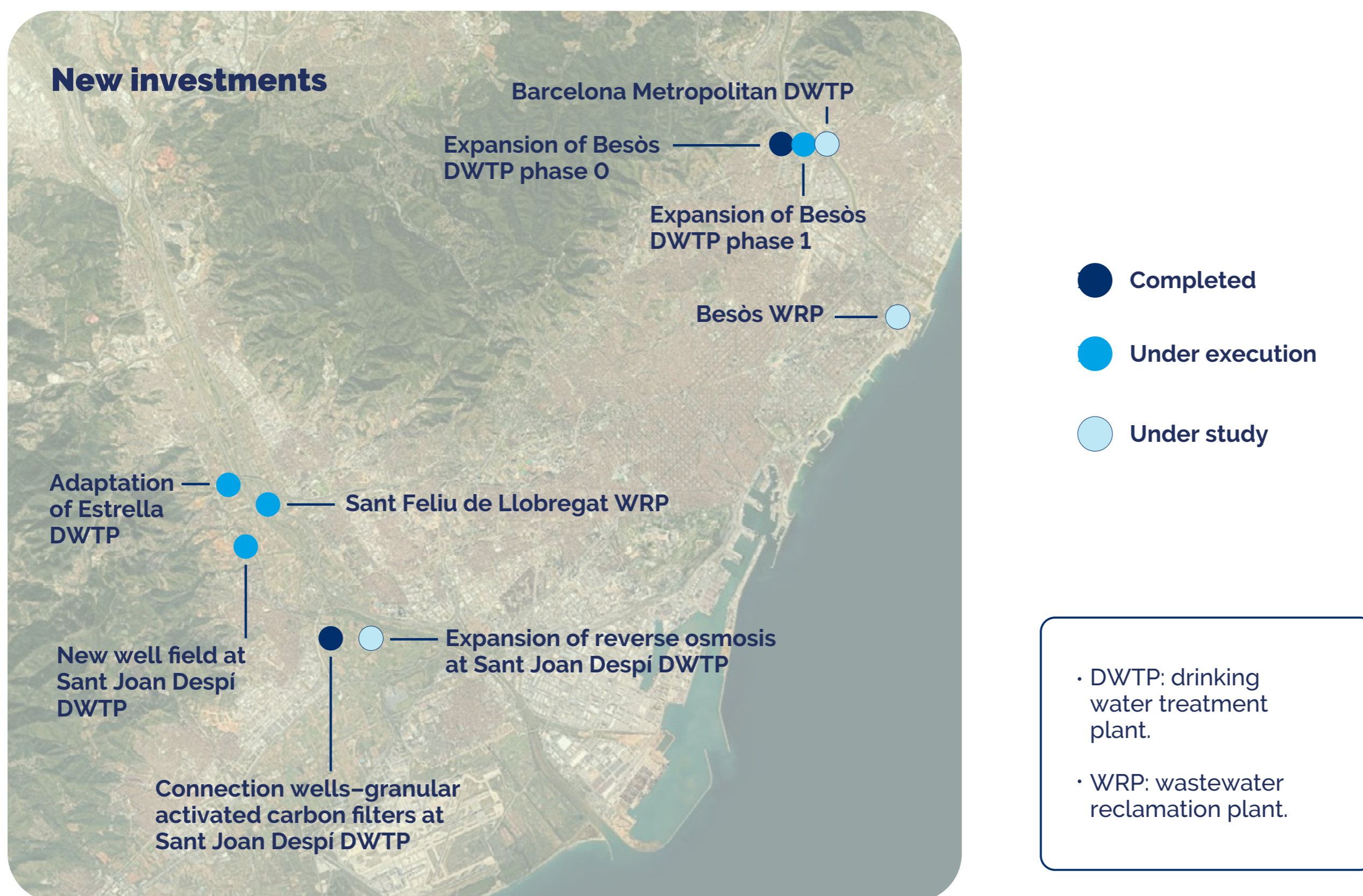
**Double materiality matrix 2025**



# Water resilience

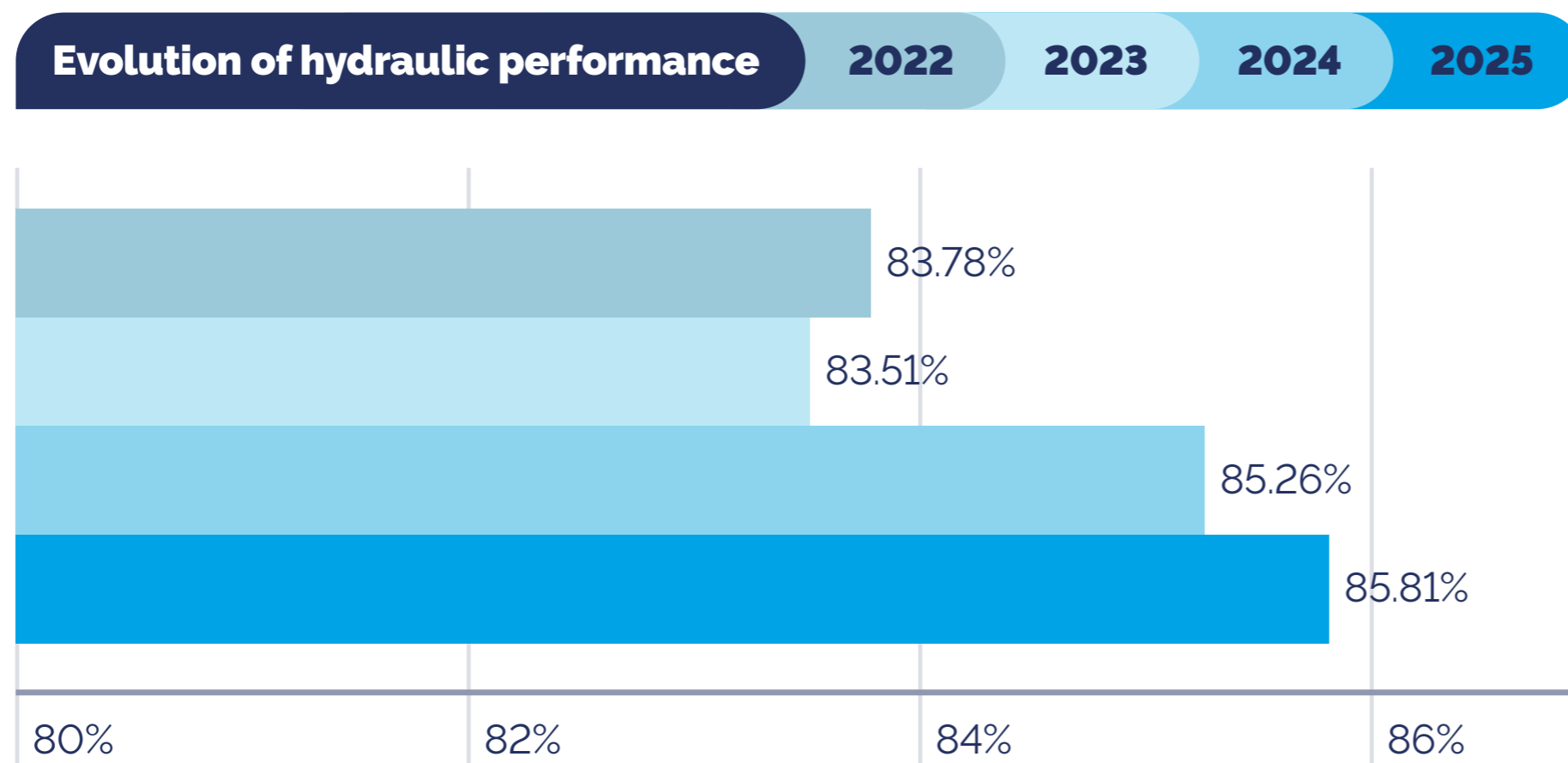
We are in a context of structural water scarcity where drought episodes will become increasingly intense and recurrent. To address this situation and guarantee water supply under any circumstances, Aigües de Barcelona has long been adapting its daily operations, from transforming its facilities to investing in alternative water resources such as reclaimed water.

With this commitment, the company executes various actions, included in the drought plan of the Catalan government, aimed at making use of all available water resources and increasing the resilience of the infrastructure of the integrated water cycle.



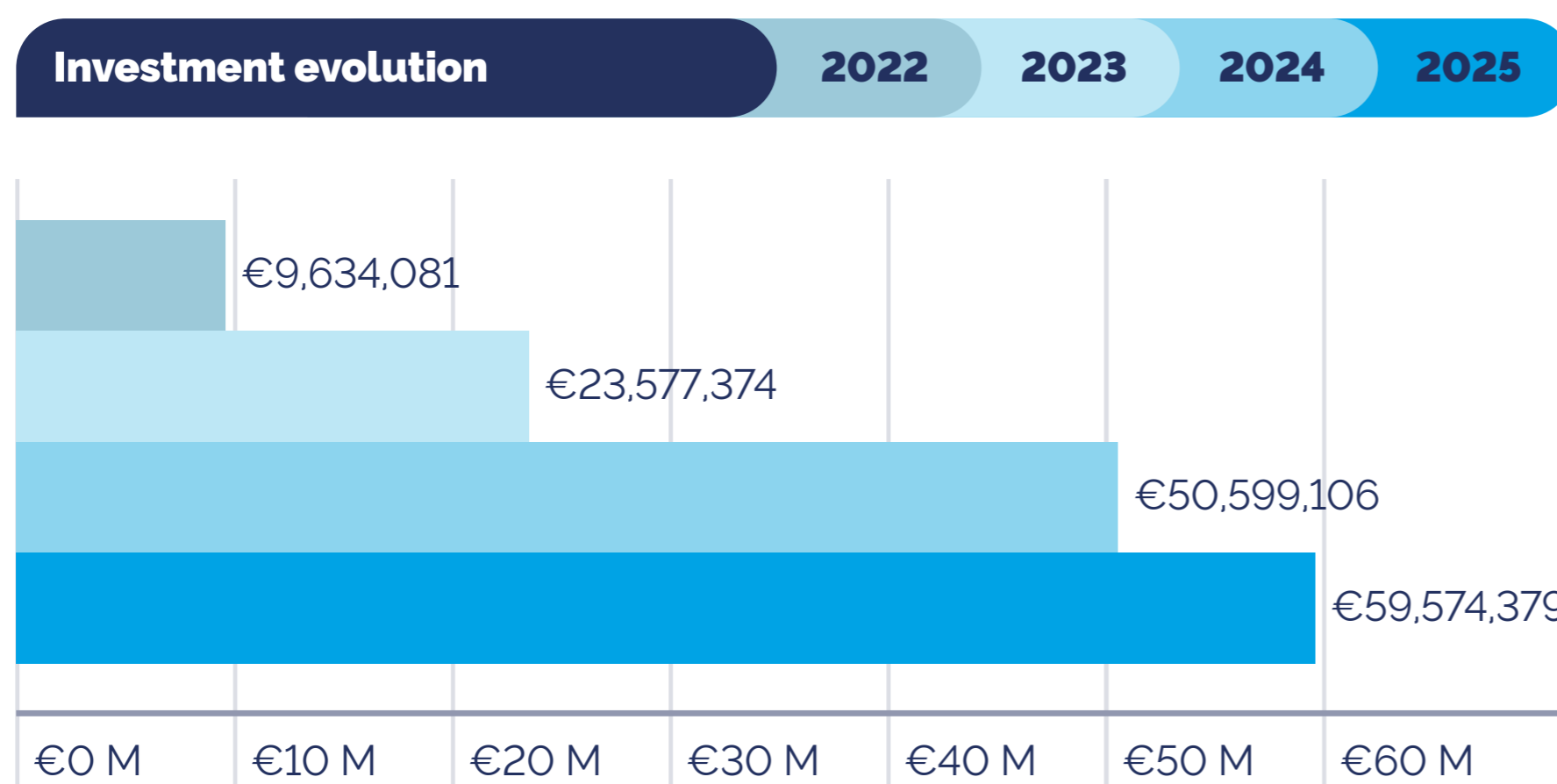
## Hydraulic efficiency

After the drinking water treatment process, water is transported through an efficient distribution network that guarantees the supply with adequate pressure to all homes and facilities, 24 hours a day, every day of the year. The efficiency of the distribution network is essential to manage this resource sustainably, avoiding unnecessary losses and ensuring responsible water management.



## Environmental investments

Environmental sustainability is a fundamental pillar in Aigües de Barcelona's strategy, which aims to achieve climate neutrality and minimise its environmental footprint. We invest annually in actions aimed at preserving the environment and incur various expenses with the objective of improving in this area.





**Aigües de  
Barcelona**

La gestió responsable