

By driving water,  
we can change  
the future.  
We work for  
people, making our  
cities a better place  
to live



***Interact!***



**Outstanding Projects**

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**Awards and Recognition**

 **Environmental**

 **Social**

 **Governance**

**Customers**

**Employees**

**Suppliers**



**€33.3 M** in environmental  
actions

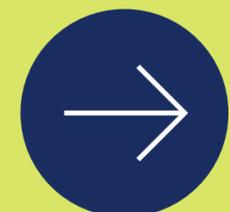
**32.4%** of increase in the production of  
**reclaimed** water in comparison to 2021

**31.2%** of reduction in scope 1 and 2  
CO<sub>2</sub> emission compared  
to 2019 (base year)

**72.74%** of recovered waste through DWTPs and  
**97.14%** of recovered waste through WWTPs



**Environmental**





**€2.8 M** invested in **social actions**

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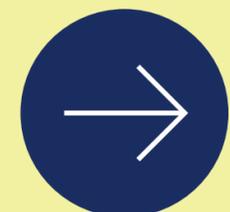
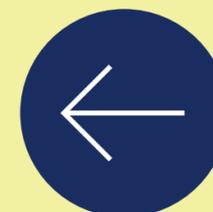
**212 initiatives** aimed at more than  
**215,000 citizens**

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**ONA programme** to improve employability and  
job insertion in 6 towns

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More than **103,000 participants**  
in digital educational programmes





**42 co-creation processes**  
with stakeholders

**43% are women**  
in our Board of Directors

Implementation of a  
**Transparency Policy**

An integrated management system based on  
**9 international standards**





# Customers

Satisfaction index: **7.42**

**56,757 families** with a subsidized rate (**€8.1 m**)

An omni-channel approach:  
**7 customer service channels**

Inclusion and diversity:  
**6 languages and several mechanisms**  
to facilitate services for people  
with disabilities





# Employees

**94%** of our employees are on an  
**indefinite contract**

**89 measures** aimed to facilitate  
a work/life **balance**

**More than 35,000 training hours** in 2022

Firm commitment with the culture of  
**Health and Safety prevention**





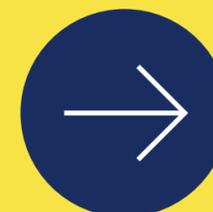
# Suppliers

Local procurement: **75.20%**

**43.7%** of all purchases subject  
to sustainability criteria

More than **83%** of all suppliers are  
ISO 9001 and 14001 certified

**Ongoing dialogue** with our value chain: supplier  
conferences, surveys and annual assessments





## Outstanding Projects

### Environmental

A

#### Reclaimed water, water for the future:

driving the use of alternative water resources, particularly in the current drought context, for use when drinking water quality is not required.

### Social

S

#### Transparency programme, dialogue and proximity:

generating trust among our stakeholders, accountability reporting through transparency in addition to co-creating with them through dialogue to anticipate risks.

### Governance

G

#### Procurement based on sustainability criteria:

defining environmental and social criteria so all procurement and contracts include them.

## Awards and Recognition

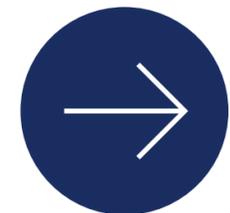
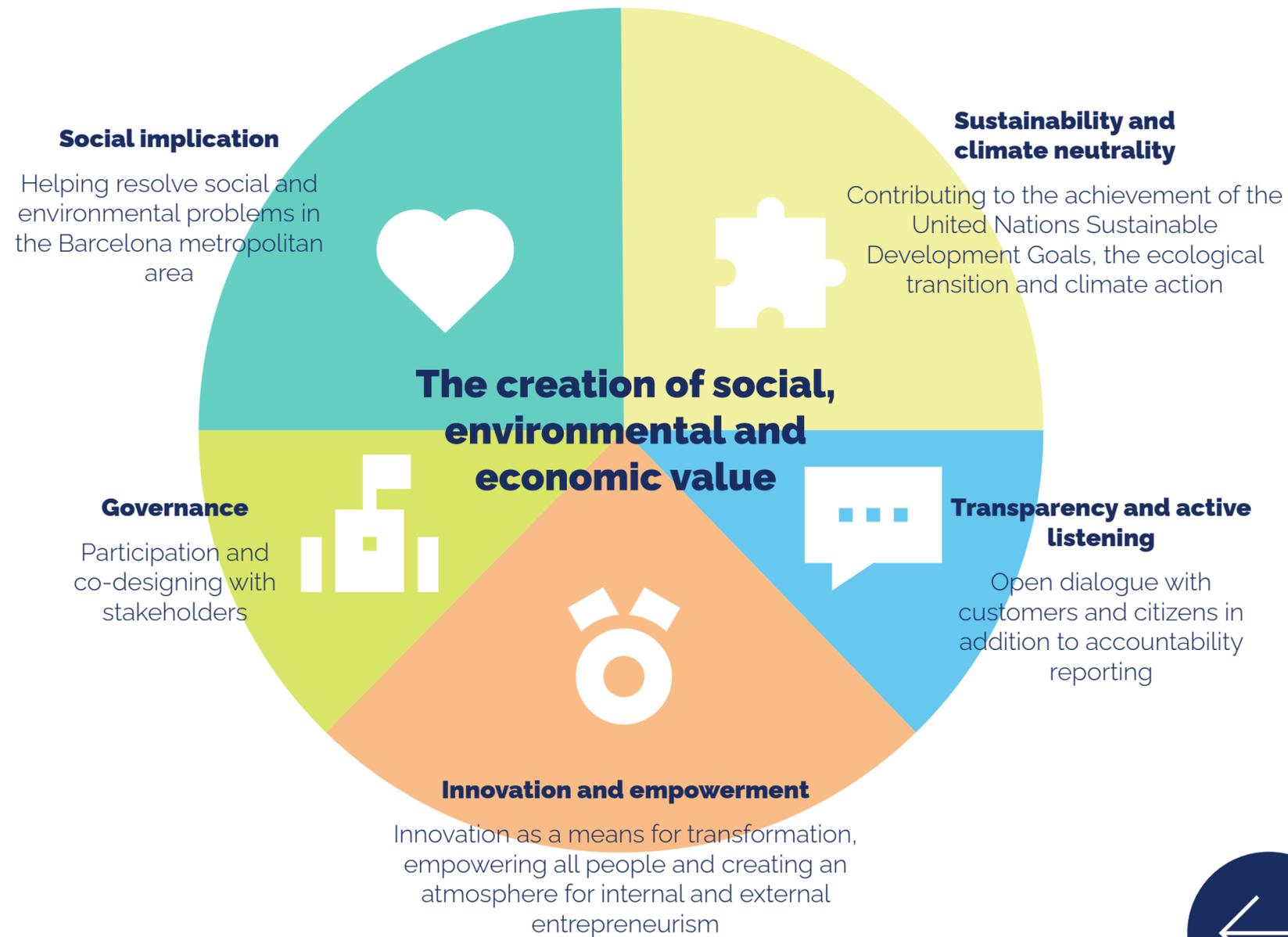
1. Received recognition for best business practices through the **Respon.cat 2021 Corporate Social Responsibility Awards** for having turned our volunteering programme into a social transformation tool.
2. The first Catalan company to receive global recognition from the **International Water Association (IWA) as a 'Climate Smart Utility'** for our strategy and actions to fight the climate emergency.
3. **The highest valued company of the year** for our customer service in the water supply company category at the event promoted by **Sotto Tempo**.
4. **SERES Award for the VulnerABILITY project**, for its contribution to the early detection of people in situations of vulnerability.
5. **Agenda 2030 BCN Award for the Climate Action Hub**, granted by the City of Barcelona for its contributions to the fight against the climate emergency.





# Aigües de Barcelona Agenda 2030 Guiding Principles

*By putting people at  
the centre, we can  
build a better planet  
to live on.*





# **A management model with added value for all stakeholders and the planet**

The Aigües de Barcelona management model aims to be a driver for the ecological and social transformation towards a more sustainable, fair, charitable and inclusive model.

Despite all the environmental, economic and social difficulties in 2022, we've continued providing services of the highest quality.

