



**Aigües de  
Barcelona**

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

**2024**



**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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**Drought**

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**1**

**Outstanding milestones in 2024**



# A Environmental

**€78.8 M** in  
environmental actions

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Our carbon footprint was calculated at  
**107,529.18 tonnes CO2 eq** (scope 1, 2 and 3)  
Emissions prevented: 14,525.30 t CO2 eq

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**64.96%** recovered waste through DWTPs  
and **97.54%** recovered waste through WWTPs

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Absolute quality guaranteed:  
**more than 500,000 analytical controls a year**



# Social

**€2.7 M** invested in social actions

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**209 initiatives** aimed at more than  
**300,000 citizens**

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**We collaborate with 187** cultural,  
social and neighbourhood **organisations**

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**41,759 children and young people** have participated  
in the Museu de les Aigües school-based educational  
programme (**27,021** face-to-face and **14,738** online)



# Governance

**734 people** among our stakeholders have been surveyed with regard to the most relevant issues (an exercise in double materiality)

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**50% women**  
on our Board of Directors

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An integrated management system based on  
**14 national and international standards**

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An **ongoing improvement process in Due Diligence** has been implemented in accordance with the United Nations Guiding Principles on Human Rights



# Customers

Satisfaction survey: **7.72**  
Net Satisfaction Score (NSS)\*: **65.07%**

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**64.637 families** with social tariff (**€11.1 M**)

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

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Inclusion and diversity: **6 languages and a number of mechanisms** to facilitate services for the functionally diverse

(\* Calculated as the number of people who are highly satisfied with the experience (giving a score of 9 out of 10) less the number of unsatisfied or highly unsatisfied people (giving a score of 0 to 6) in a percentage of the total.



# Employees

**46%** of our **new hires** are **young people** under the age of 30

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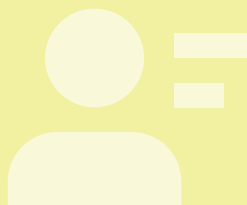
We've **reduced the pay gap to 2.89%**, with a drop of 10.25% since 2023

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**Over 43,000 hours of training** in 2024 (36.18 hours per person)

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**A 47% decrease** in the workplace accident frequency rate (**2.58**) as a result of our firm commitment to **Occupational Health and Safety** with a culture of prevention



# Suppliers

Local procurement: **72.0%**

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**65.18%** of all purchases  
subject to sustainability criteria

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**94 tenders under sustainability criteria,**  
81% more than in 2023

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





# Drought

Management in recent years has been strongly impacted by challenges deriving from **adaptation to climate change** given the context of water scarcity.

With a **forward-looking** vision, we're committed to structural solutions that increase the territory's water resilience.



## Reclaimed water



Reclaimed water is the most sustainable solution for handling drought, as it brings down both economic and environmental costs with respect to desalination.

We've multiplied production since 2020 **three and a half times**.

## Encouraging new investments, namely:



- Various actions aimed at increasing the use of available resources.
- Replicating the reclaimed water model at the Llobregat and Besòs poles in order to increase reclaimed water production even more.

## Excellence in hydraulic efficiency

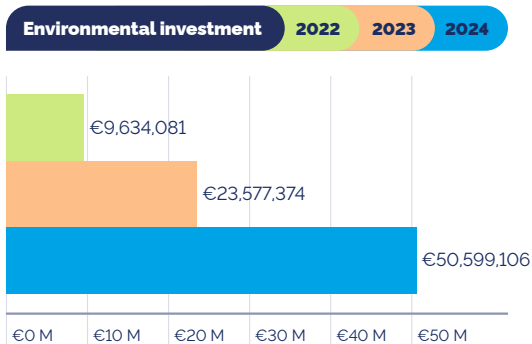


We boast high network performance at **84.93%**, as a result of investments and ongoing improvements in how we manage our processes.

## City guidance plan



Actions have been implemented to offer support and guidance to towns and cities facing the various phases of drought, in coordination with the competent authorities (ACA, AMB and town halls) and major consumers.



The volume of investment has increased significantly, mainly due to actions deriving from the drought situation.



# Outstanding milestones in 2024

We received **two go!SDG awards from the Spanish Global Compact Network** for two innovative initiatives contributing to the United Nations Sustainable Development Goals:

- Our Regreen urban vegetable patch
- ICT Point Literacy as part of the Digitalizate H6.0 programme

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2

Named **Company of the Year 2023** by the newspaper *El Periódico de Catalunya* in recognition for our **contributions to more circular, just and resilient cities** through public-private alliances.

3

We were recognised with an **Asepeyo Award** for our **Batec project** for occupational health and safety innovation practices.

4

We were pioneers as a water sector company in **gaining approval for our greenhouse gas emission reduction goals by SBTi** near-term and net-zero.

5

We earned **Universal Accessibility certification for our customer service offices**.

Our website was also Double A accessibility certified, pursuant to standard UNE EN 301549:2020.





**Aigües de  
Barcelona**

La gestió responsable