

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



Interact!



Outstanding Projects

Awards and Recognition

 **Environmental**

 **Social**

 **Governance**

Customers

Employees

Suppliers



€33.3 M in environmental
actions

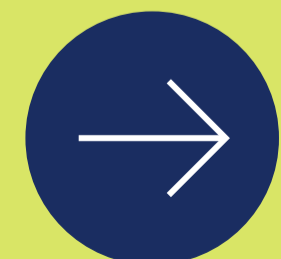
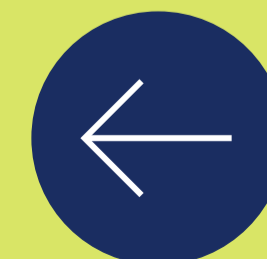
32.4% of increase in the production of
reclaimed water in comparison to 2021

31.2% of reduction in scope 1 and 2
CO₂ emission compared
to 2019 (base year)

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



Environmental



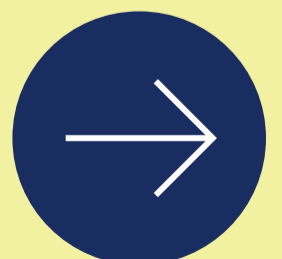
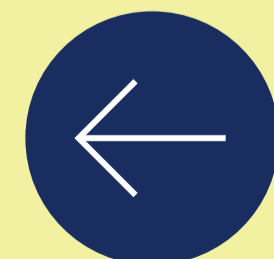


€2.8 M invested in **social actions**

212 initiatives aimed at more than
215,000 citizens

ONA programme to improve employability and
job insertion in 6 towns

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



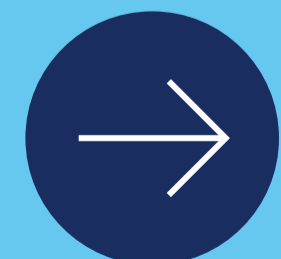
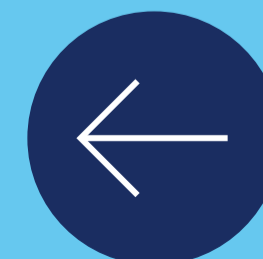


42 co-creation processes
with stakeholders

43% are women
in our Board of Directors

Implementation of a
Transparency Policy

An integrated management system based on
9 international standards





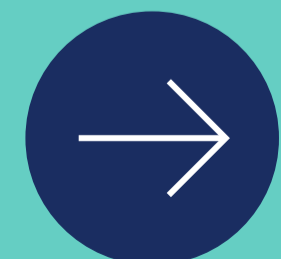
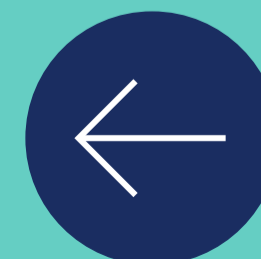
Customers

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





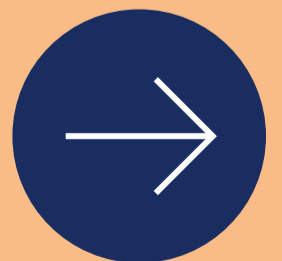
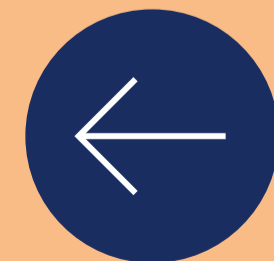
Employees

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





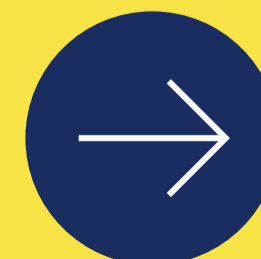
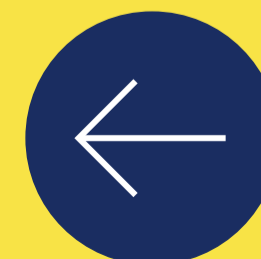
Suppliers

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

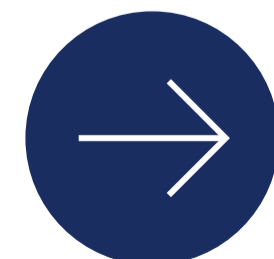
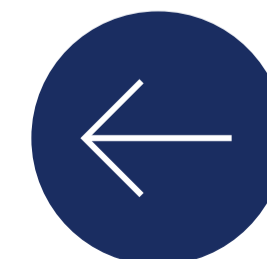
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Procurement based on sustainability criteria:

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

Awards and Recognition

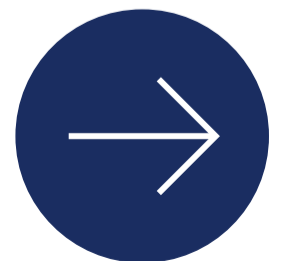
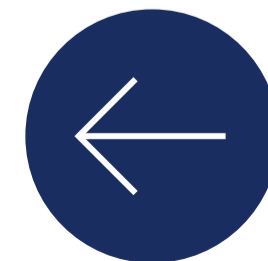
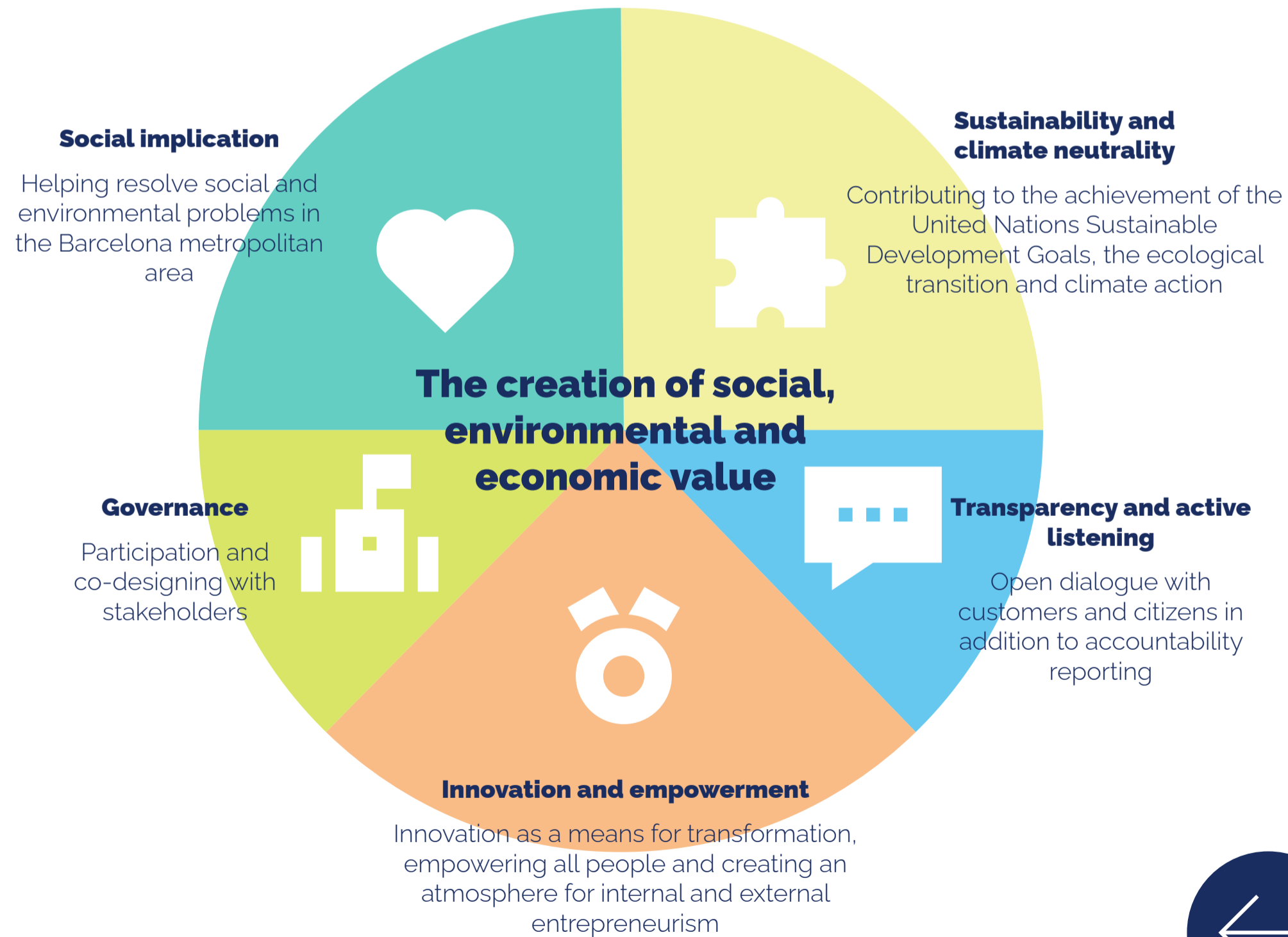
1. Received recognition for best business practices through the **Respon.cat 2021 Corporate Social Responsibility Awards** for having turned our volunteering programme into a social transformation tool.
2. The first Catalan company to receive global recognition from the **International Water Association (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.

