

BY DRIVING WATER,
WE CAN CHANGE THE
FUTURE. WE WORK
FOR PEOPLE, MAKING
OUR CITIES A BETTER
PLACE TO LIVE

ENVIRONMENTAL 

SOCIAL 

GOVERNANCE 

CUSTOMERS 

EMPLOYEES 

SUPPLIERS 

DROUGHT 

GUIDING PRINCIPLES

OUTSTANDING MILESTONES IN 2023



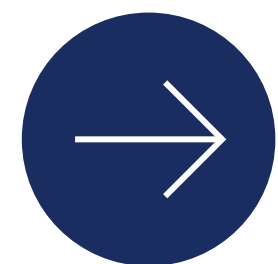
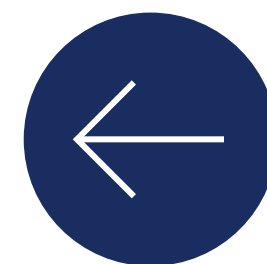
ENVIRONMENTAL

€53 M in environmental actions

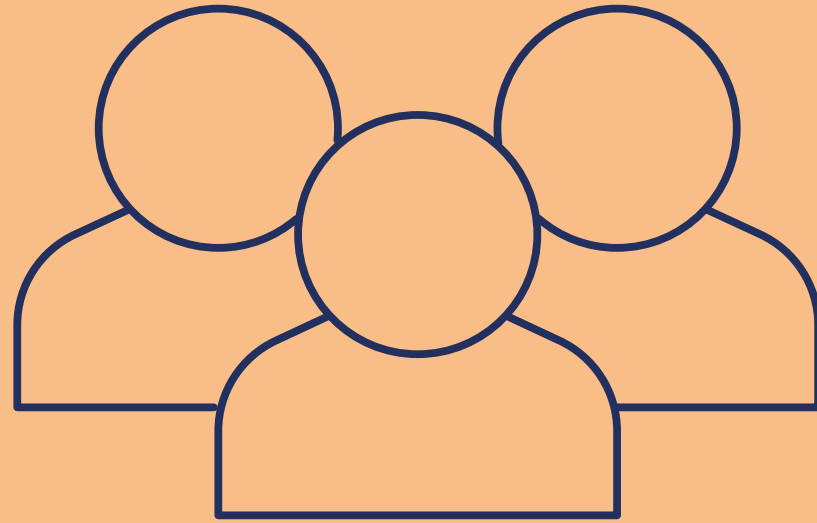
A **15.1%** increase in the production
of reclaimed water in comparison to 2022

The generation of **8,294 water-positive credits**
from the reclaimed water produced

65.73% recovered waste through DWTPs and
97.07% reclaimed waste through WWTPs



S



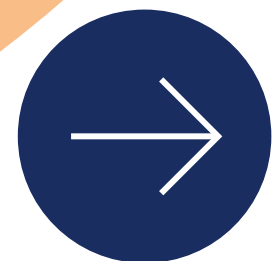
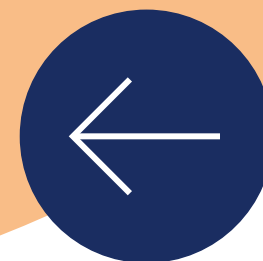
SOCIAL

€2.5 M invested in social actions

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

ONA programme to improve employability
and job insertion in 6 towns

An agreement signed with the Spanish Ministry of
Equality as part of the **Companies for a gender
violence-free society** initiative



G



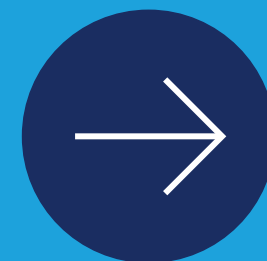
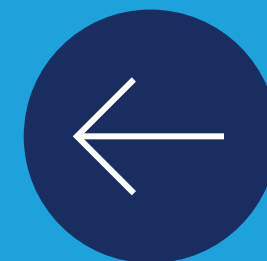
GOVERNANCE

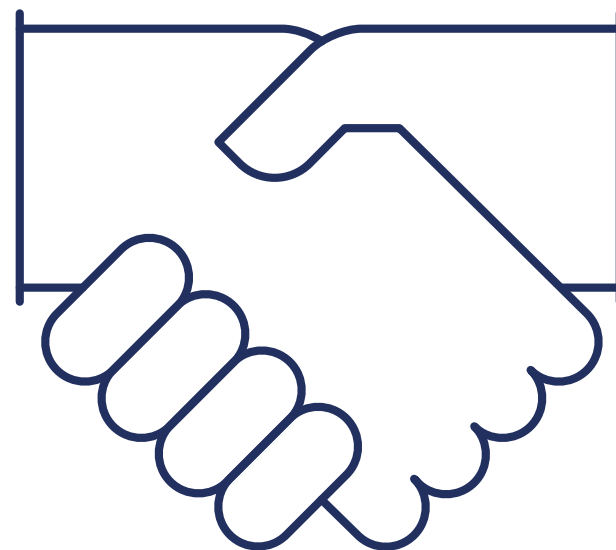
36 co-creation process
with stakeholders

50% women
on our Board of Directors

Classification of the company's risks
as **E, S and G**

An integrated management system based on
9 international standards





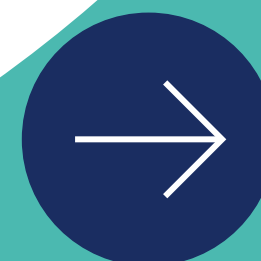
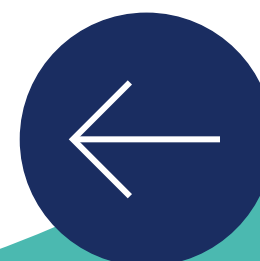
CUSTOMERS

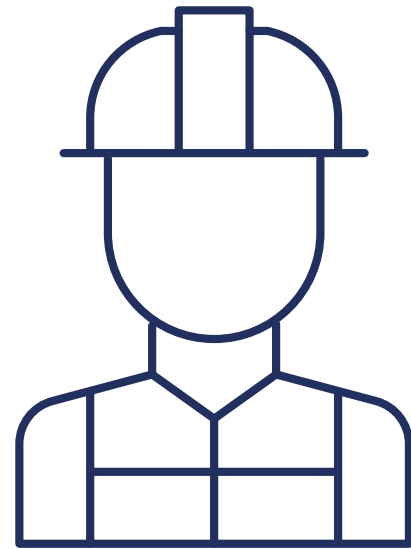
Satisfaction index: **7.55**

60,987 families with a subsidized rate (**€8.8 M**)

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

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





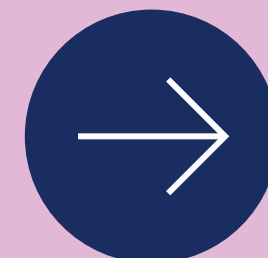
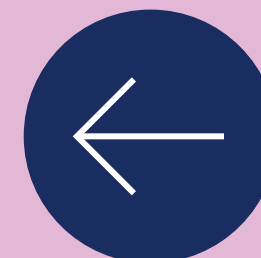
EMPLOYEES

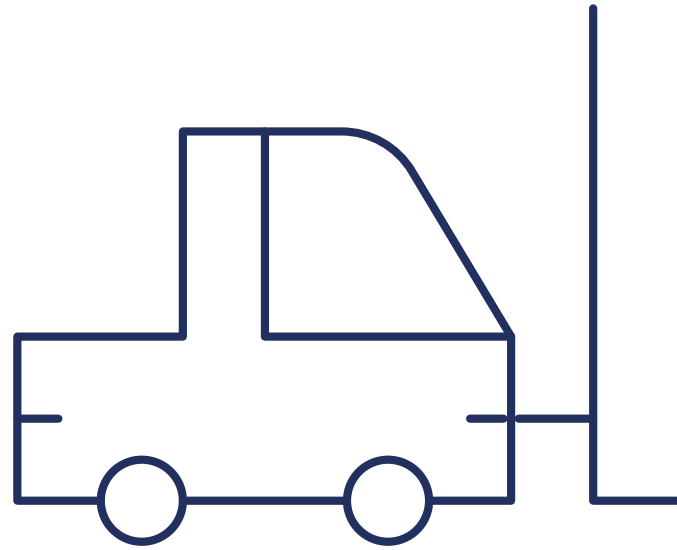
94.7% of our workforce is on an indefinite contract

89 measures aimed at facilitating
a work/life balance

More than 38,000 training hours in 2023

A firm commitment to **Occupational Health
and Safety** with a culture of prevention





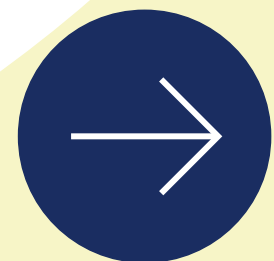
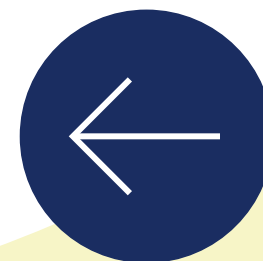
SUPPLIERS

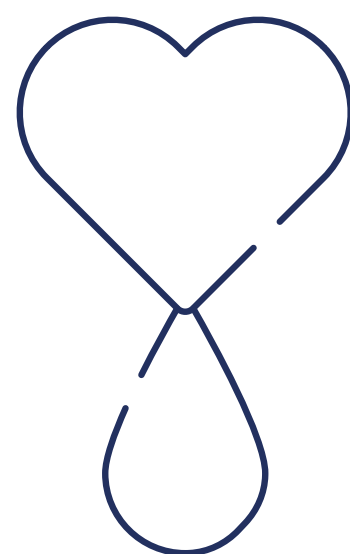
Local procurement: **71.6%**

49.4% of all purchases subject to
sustainability criteria

More than **71%** of all suppliers are ISO 9001
and 14001 certified

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

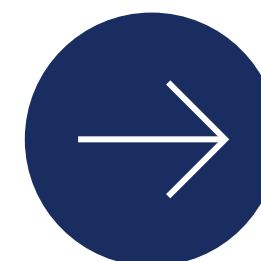
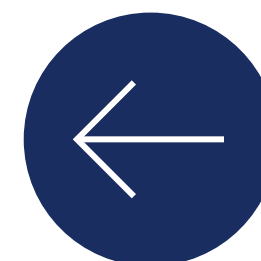




DROUGHT

With a **forward-looking** vision, we're committed to structural solutions that increase the territory's water resilience. That's why we've been committed to **reclaimed water** for some time now. In fact, it currently accounts for 25% of the water supplied in the Barcelona metropolitan area. Moreover, the work planned to overcome drought conditions is one of our priorities.

**We're the expert voice in
integrated water cycle
management**





Sustainability and climate neutrality

Contributing to the success of the United Nations Sustainable Development Goals (SDGs), the ecological transition and climate action



Transparency and active listening

Open dialogue with customers and citizens in addition to accountability reporting



Governance

Participation and co-designing with stakeholders



Social implication

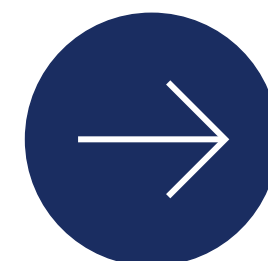
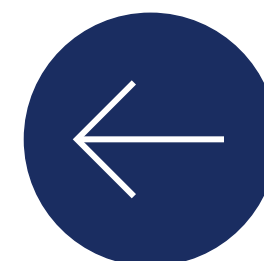
Helping resolve social and environmental problems in the Barcelona metropolitan area



Innovation and empowerment

Innovation as a means for transformation, empowering all people and creating an atmosphere for internal and external entrepreneurship

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



- 1.** Recognition by the Financial Times and Statista as **one of the top 500 companies in the EU and United Kingdom in GHG scope 1 and 2 emissions reduction over the last 5 years.**
- 2. Honourable mention at the Spanish Association of Accounting and Business Administration (AECA) Awards for Business Transparency**, in recognition of our efforts and results in transparency and information dissemination.
- 3.** We became **certified by AENOR** (Spanish Association for Standardisation and Certification) as an Organisation that is Committed to the Elderly.
- 4.** We sponsored 11 athletics races, which **saved 4,245 kg in plastic and 15,120.4 kg of CO₂ eq.**
- 5.** The REGREEN urban vegetable patch, **which is supplied with reclaimed water**, stopped in Cornellà, Gavà, L'Hospitalet de Llobregat and Sant Feliu to spread awareness for the importance of using reclaimed water.

OUTSTANDING
MILESTONES
IN 2023

