

A person with dark curly hair, wearing a dark jacket, dark leggings, and a backpack, is walking away from the camera across a wooden suspension bridge. The bridge has blue ropes and is set against a backdrop of dense green trees and a body of water.

The **blue** thread that **connects us**

2024 SUSTAINABILITY REPORT
EXECUTIVE SUMMARY

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Sustainability Report • Executive summary
2024

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The BLUE thread

A thread that connects civilisations and culture throughout history. An element that unites the whole planet and all its inhabitants. Water is that blue thread, invisible, liquid and essential to life.

This document is an **executive summary** of Aqualia's 2024 Sustainability Report, which is available here.



You can also explore:

A conversation with Santiago Lafuente, CEO of Aqualia.



Interviews, infographics and more on the 2024 Sustainability Report website.





1. Aqualia today

A WAY OF BEING AND MAKING OUR MARK IN THE WORLD

As one of the world’s leading operators, we deliver technical solutions and high-quality service across all phases of the end-to-end water cycle. Our aim is to enhance the well-being of the people and communities where we operate.

Our management approach is based on a business model rooted in public-private collaboration, with the goal of achieving sustainable and long-term growth.

We strive to ensure reasonable profitability across all areas of the water cycle value chain, while maintaining a firm commitment to sustainability across the three pillars of our business model:



Sustainability

Our activities contribute to several of the goals outlined in the 2030 Agenda, particularly those related to the responsible use of water as a scarce resource, and the fight against environmental pollution, climate change, and their social and ecological impacts. Innovation in sustainability and a key role in the circular economy are top priorities.



Digitalisation and technology

Digital transformation and the integration of technological solutions into our processes are shaping both our present and future. These developments optimise the end-to-end management of the water cycle, reduce or prevent losses in distribution networks, and improve internal operations and customer service.



Internationalisation

Our actions are closely tied to sustainable growth and international expansion, as we address clean water and sanitation needs around the world, especially across Europe, the Americas, Africa, and Asia.

Value creation in numbers

Financial capital

€1,674,657,360
turnover

€425.4 M
EBITDA

44.8
million inhabitants served

1,246,224,141 m³
drinking water produced



Industrial capital

53,498 km
of supply networks

1,721
drinking water pumping stations



38,907 km
of sewerage networks

48
seawater desalination plants (SWDPs)

996
wastewater treatment plants

3,353
drinking water reservoirs

291
drinking water treatment plants (DWTPs)

Intellectual capital

€102.45 M
total subsidies*



€3.50 M
in R&D+i operational subsidies

€18,647,051
invested in digital transformation

€98.95 M
in investment and operational subsidies and other relevant subsidies**

Natural capital



958,985 tCO₂e
GHG emissions (Scopes 1, 2 and 3)

2,065,839,327 m³
of drinking water collected for management

1,532,941,125 m³
of purified water returned to the natural environment

+45 %
of energy consumed from renewable sources

Human capital

14,040
employees (20% women – 80% men)



11,880
permanent staff

€1,490,690
investment in training

232,374
hours of employee training

Social and relational capital

0.69 %
Aqualia Contact claims ratio

€5,564,393
in social investment



92 %
increase in positive service ratings in Spain (excellent, very good or good)

351,336
customers benefitted from discounts and subsidies

* Based on accrual criteria.
** Includes training subsidies (subsidised training courses, which are considered staff expenses), capital subsidies for non-R&D projects, and operating subsidies for non-R&D projects.

2. Strategy

MOVING FORWARD ON OUR ROADMAP TO DELIVER A POSITIVE IMPACT

Sustainability Policy

One of the 2024 milestones is the approval of the Sustainability Policy. This document embodies our commitment to the environment, efficient water management and the well-being of communities. It outlines our way of acting, detailing our actions in the ESG realm which are further specified in other documents, including Aqualia's Strategic Sustainability Plan 2024-2026.

WHY OUR SUSTAINABILITY POLICY IS IMPORTANT

It outlines and explains the principles that guide Aqualia's activities

- People-centric approach
- Efficient service
- Financial consistency
- Innovation
- Environmental commitment
- Social awareness and involvement
- Ethics and transparency
- Business integrity
- Compliance



It standardizes our approach across the regions where we operate



It defines our current governance model within the framework of our Integrated Management System

- Monitoring and analysis of data
- Management of communication and access to information
- Identification of risks
- Prevention, mitigation and assessment of potential impacts
- Participation and dialogue with internal and external stakeholders



Its commitments shape our relationships with both internal and external stakeholders



ESTABLISHES THE ACTION PLANS FOR SUSTAINABLE DEVELOPMENT IN SEVEN AREAS, IN ACCORDANCE WITH THE STRATEGIC SUSTAINABILITY PLAN

1. Climate emergency and planet preservation

We believe in a fully end-to-end water cycle that helps transform cities into environmentally responsible spaces.



2. Technology for integrated management

We adapt our technologies to meet the sector's current needs and apply our expertise in every country where we operate.



3. People management

We work for the well-being of people and challenge ourselves to offer the best service possible.



4. Financial and business strategy

Our approach is to achieve a reasonable profit while integrating all our capabilities into every stage of the value chain.



5. Ethics and compliance

We uphold the highest standards of business integrity, ethics, and transparency.



6. Strategic communication

Listening to and engaging with our stakeholders is key to effectively communicating about the management of the end-to-end water cycle.



7. Partnerships for the generation of positive impact

We are part of the communities we serve and contribute to building a fairer, more diverse, and inclusive society.



OUR SUSTAINABILITY POLICY CONTAINS THE COMMITMENTS OF OUR MANAGEMENT SYSTEMS:

**PREVENTION**

**CONTINUOUS IMPROVEMENT**

**COMPLIANCE WITH REQUIREMENTS**

The scope of the management system is:

- Asset management and maintenance
- Competence of testing laboratories
- Innovation

- Environmental and energy management
- Occupational health and wellbeing
- BIM methodology

- Management of information security.

For the following activities: Management of the end-to-end water cycle, water-quality laboratories, design and construction of treatment plants for all types of water and effluents, and concessions for water works.

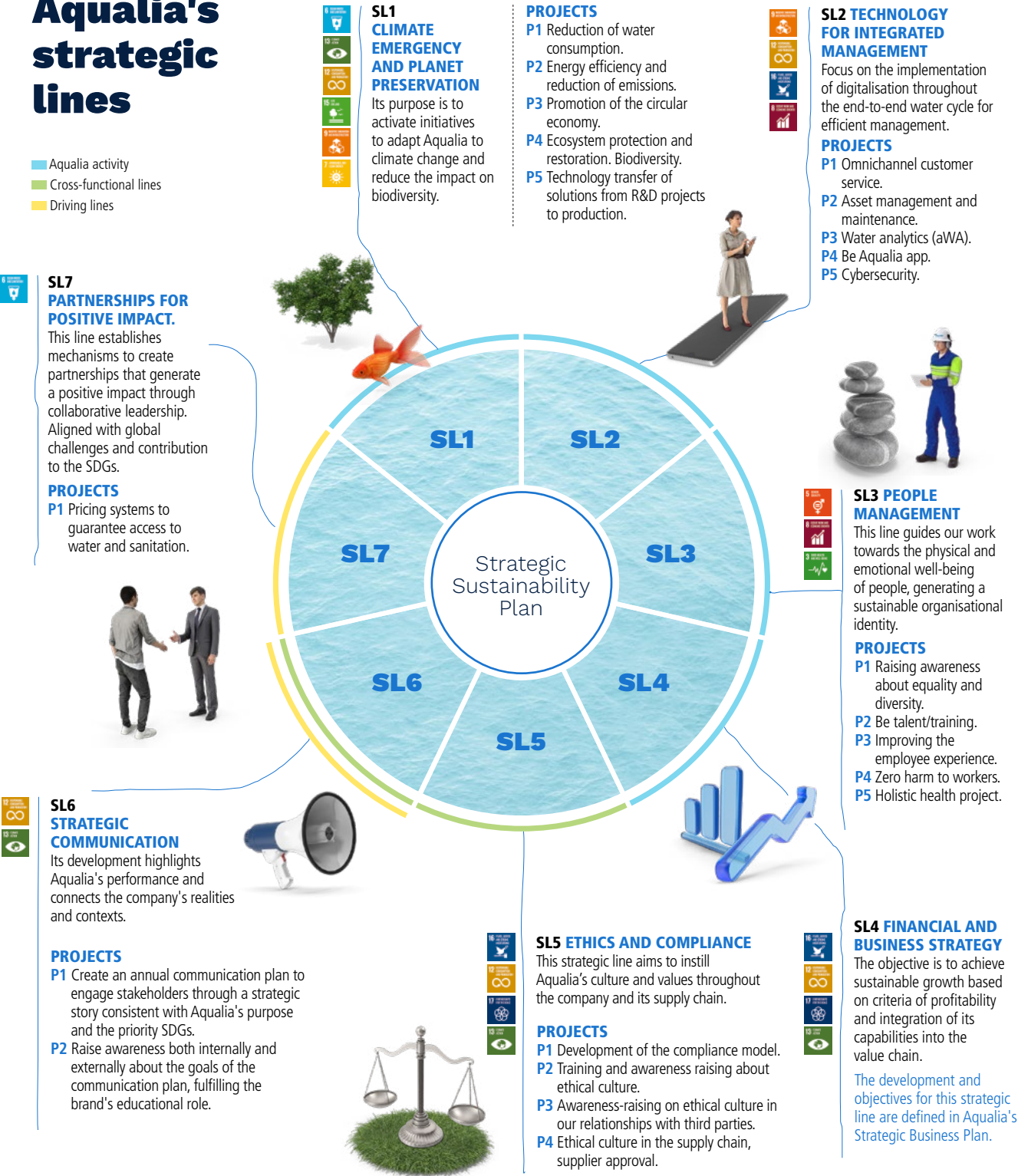
 [See Sustainability Policy](#)

Strategic Sustainability Plan

We are advancing the strategic lines and projects of the [2024-2026 ASSP \(Aqualia's Strategic Sustainability Plan\)](#), the roadmap that guides our decision-making and shapes our future. At the same time, we are working to activate it in all the countries where we operate.

Aqualia's strategic lines

- Aqualia activity
- Cross-functional lines
- Driving lines

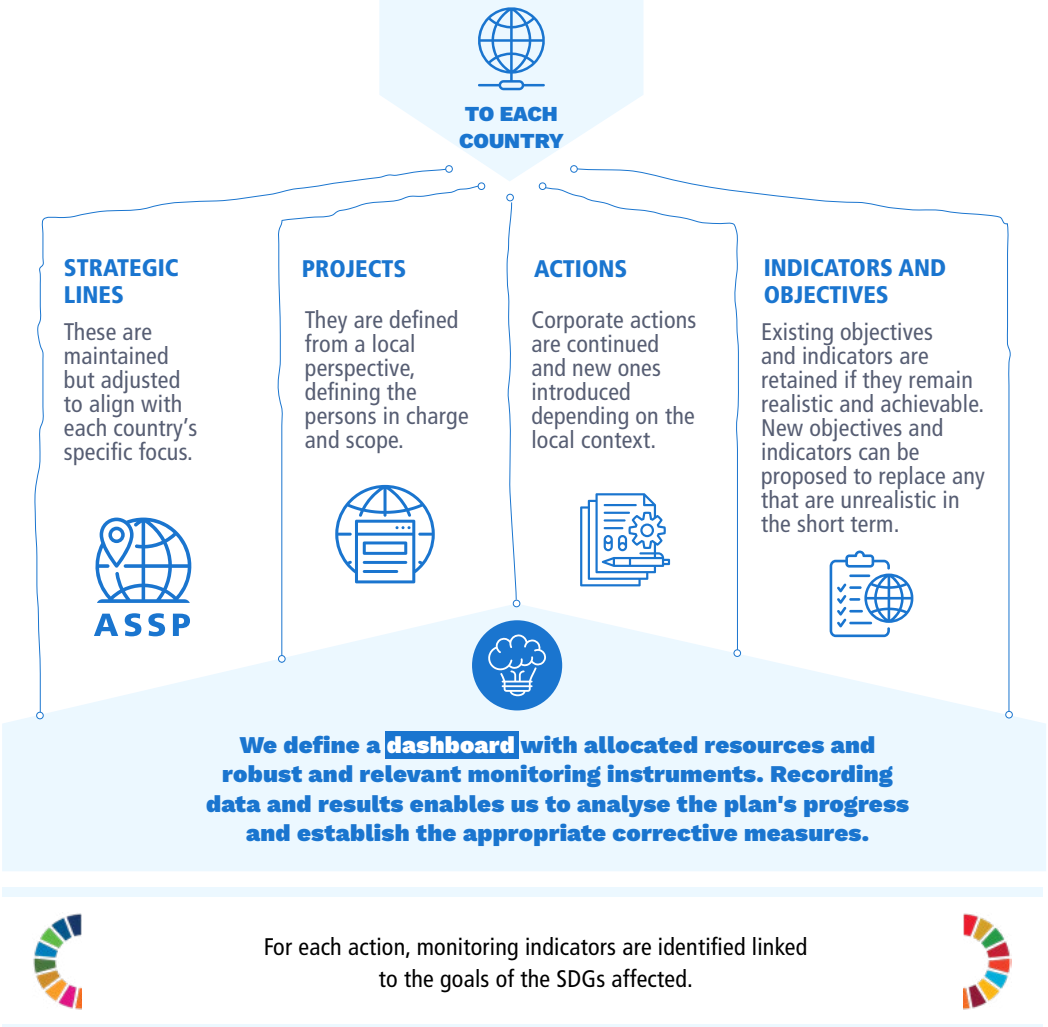


Spread by country

Colombia has already taken the first steps to adapt the ASSP to its reality. We aim to replicate this approach in all the countries where we operate. Our approach:



Strategic Sustainability Plan adapted



3. Environmental information

WE CARE FOR AND REGENERATE THE NATURAL ENVIRONMENT

At Aqualia, we understand that the health of the planet is intrinsically linked to the health of all its inhabitants. These are two interdependent and inseparable realities. This awareness is reflected in all our actions and in our clear commitment to leaving a positive environmental footprint—beyond our own operations—through emissions reduction, efficient water use, biodiversity protection, and the promotion of the circular economy.

Pledge to combat the climate emergency

958,985 tCO₂e

Carbon footprint: Scopes 1, 2 and 3
(-1.44 % versus 2023)

45.97 %

of energy consumed was from renewable sources, either self-generated, through PPAs, or other procurement methods
(+50 % versus 2023)

33 %

of the vehicle fleet now comprises low CO₂ emission vehicles
(+3 % versus 2023)

Enhancing Efficiency and Optimisation to Reduce Water Consumption

2,065,839,327 m³

of water abstracted for management
(+30 % versus 2023)

1,532,941,125 m³

of water treated
(+94 % versus 2023)

Aqualia-LAB

network of 22 international laboratories to ensure water quality

Protecting and Restoring Ecosystems

Analysis

of nature-related risks and opportunities

817

facilities analysed

8

new projects launched to protect biodiversity and restore ecosystems



Championing the circular economy

88,844,350 m³

of water was recycled or reused

Life Ulysses project

A flagship initiative that transforms wastewater treatment plants (WWTPs) into zero-waste biofactories

98.10 %

of recovered sludge

Innovation to care for the planet

€6,260,473

invested in R&D

3

new R&D projects launched in 2024, focused on developing innovative environmental solutions

6

new R&D processes implemented at facilities managed by the company

23

projects carried out by the Department of Innovation and Technology (DIT)

R&D+i strategy: innovation and cooperation to meet our challenges

Our R&D+i strategy focuses on identifying opportunities and developing and implementing **solutions** to meet the environmental, social, technological and legislative challenges associated with the management of the end-to-end water cycle. **Internal and external collaboration** is key to the effective transfer of knowledge that drives innovation at Aqualia and its contribution to sustainable development.

We work in six **areas of action** with multiple projects



Sustainable wastewater

These solutions based on nature (aerobic technologies) offer low-cost options with excellent performance in line with European regulations on treatment of urban wastewater.



Circular economy, eco and bio-factories

Solutions for the use of waste and the transformation of WWTP into eco and bio-factories that minimise consumption of energy and reagents, reduce waste production and generate new products



Reuse, drinkability and desalination

Faced with the problem of water stress, purification and reuse of wastewater solutions adapted to the size of the population and the water quality required by regulations.



23

Ongoing projects managed by Innovation and Technology



29

Collaborating research centres



24

Current patents



48

Universities partnerships



Industrial water

Industrial activity must be increasingly sustainable: we provide solutions so that our industrial clients can adapt the use of water in their processes and optimise the treatment of their effluents.



Energy efficiency

Harnessing wastewater as an energy source and exploring other renewable alternatives, such as transformation of organic matter into bioenergy (biomethane, hydrogen) in WWTPs.



Digital developments

Advanced technology to improve management of the water cycle: Internet of Things, interconnection of multiple sensors, data analysis and AI. This combination enables early detection of problems, rapid response and process optimisation.

2024 HIGHLIGHTS



INTEXT HUB

Wastewater treatment project for small population centres.



END-TO-END WATER CYCLE INNOVATION CENTRE AT THE SALAMANCA WWTP

Coordinates national and international activities to develop innovative solutions.



REUSA HUB

Platform for regeneration and advanced reuse of urban wastewater.



ELSAR® TECHNOLOGY IN BREWING

Bioelectrically stimulated reactor that optimises the purification process and makes it possible to obtain energy and resources from industrial wastewater.



INNOVATION IN PHOTOVOLTAIC AND WIND ENERGY

Installation of innovative solutions to generate photovoltaic and wind energy at the Linares WWTP.



LIFE RESEAU

Development of our own granular technology to treat larger volumes of water in a smaller space. This has been put into practice at the Moaña WWTP.

4. Social information

WE CREATE SHARED WELL-BEING

At Aqualia, we are people working for the well-being of people. We care for every individual across the organisation, both professionally and personally. Beyond this, we generate a direct impact on society through our operations and the development of digital and technological solutions to improve service. We also promote social investment in the communities where we operate.

A company that attracts, nurtures and empowers talent

Work-life balance

Renewal of our Family-Responsible Company (EFR) certification until 2027
Ongoing promotion of work-life balance for our staff

AqualiaYoung

A new network to connect, inspire and empower young talent within the company

I4U Awards

3rd edition of the Aqualia I4U Innovation Awards, encouraging creativity and research among employees

Be Aqualia 360

A new people and culture management project

Inclusion

Training in Healthy and Inclusive Leadership for team leaders in Spain

Be Aqualia Awards

2nd edition of the Be Aqualia Awards, recognising best practices in health and well-being

AqualiaWomen

Internal network to support and promote female talent

Diversity

Renewal of our commitment to the 10 principles of the Diversity Charter
Promotion of diverse and egalitarian workplaces

€1,490,690

invested in training in 2024



Technology and digitalisation: Key drivers of Aqualia's transformation

Ecosystem

Aqualia Contact

Omnichannel customer service 24 hours a day, 365 days a year

4 PERTE

contracts for digitalisation of the water cycle awarded

Aqualia informa

the public service podcast that keeps customers informed

1.7 M

contracts with e-bills (electronic billing)

€18,647,051

invested in digital transformation

45 %

e-invoicing as a percentage of total invoicing

Integrated and smart management



Advantages for

- People
- Administrations

- Operational efficiency and effectiveness are increased.
- Customer satisfaction is greater, thanks to personalised service.
- Customer and employee data are secured.
- Operator travel is reduced, and work routes are optimised.
- Greater care for the environment is guaranteed thanks to the efficient use of water and energy.
- Omnichannel approach enables communication with clients, employees and suppliers from any place and device.
- Supervision of infrastructure is enabled through remote control.
- Water production is adjusted using demand forecast models.
- Network leaks can be detected and unauthorised consumption can be controlled.
- Enables knowledge and analysis of consumption patterns to adapt processes and guarantee supply.
- Ensures accurate billing.
- In-depth knowledge of the infrastructure, the consumption pattern and the environment enables design of master plans for towns.



aWA.	GEO.	SCA.	GMAO.	CSC.	IOC.	LAB.	AQ360.
Aqualia Water Analytics	Geographic Environment Organization	Data supervision, control and acquisition	Asset management and maintenance and WO	Customer Aqualia Contact	Integrated Operations Centre	Constant monitoring of water quality	Reporting systems and descriptive business analytics
Advanced data analytics	Geolocation of assets	Real time monitoring	Predictive and preventive maintenance.	Global commercial management		Water quality monitoring	Water data observatory for decision-making.

Impactful partnerships and strategic communication to transform the environment

Communication and awareness are key tools in conveying the importance of sustainable water cycle management to society. Every communication campaign and educational initiative reinforces our core message: the importance of preserving this essential resource for the planet's future and the well-being of its inhabitants.

Mobilising for sustainability



22ND CHILDREN'S DIGITAL DRAWING CONTEST

Included on the educational platform www.aqualiayods6.com, this educational initiative launched in Spain and Colombia on World Environmental Education Day focussed on raising awareness of environmental sustainability and the proper use of water.

SUSTAINABILITY METER

This initiative aims to identify which sustainable habits are most and least ingrained in the public. At the end of the year, we shared the findings of the 6th Sustainable Behaviour Barometer.

"BIODIVERSITY IS ALL AROUND YOU" PHOTOGRAPHY CONTEST

Contest with a high number of participants: almost 300 children, nephews and grandchildren of Aqualia employees around the world. Encouraging them to observe the world with a sustainability-focused perspective.

"WE SAVE THE PLANET" COMPETITION

Five schools in Ibiza presented projects to save water in this competition organised by Aqualia and the local council of this town in the Balearic Islands as part of the "Take care of every drop, Ibiza needs it" campaign.

AQUALIA EDUCATIONAL NOTEBOOK

An educational tool designed to raise awareness among children and young people about the importance of proper water use and sanitation. This initiative was set up in Caltagua, an Aqualia subsidiary in the Sicilian province of Caltanissetta and has spread to various countries.

OPEN DOORS AND LOCAL EVENTS

Events designed to engage children and the public in the complete management of the water cycle, its stages, and responsible usage.

INTERACTIVE WATER QUALITY MAP

A new tool for users of the Czech subsidiary SmVaK with water quality information on a virtual map of the Moravia-Silesia region.

@AQUALIADICCIONARIO

This Instagram profile explains concepts relating to sustainability in accessible and friendly language to raise awareness in society.

AQUALIAEDUCA.COM

This website offers educational resources on water management tailored for families and schools. It provides tools tailored to children and young people to improve usage of this valuable resource.



We promote responsible consumption



COMMUNICATION AND RAISING AWARENESS ON THE GROUND

In Colombia, we met community leaders to raise awareness about responsible water use and sanitation. We are launching specific campaigns about this in Colombia and locations in Spain and Italy. And we launched a corporate campaign through our website and social networks.

SPANISH MEDIUM AND LONG-DISTANCE CHAMPIONSHIP TRIATHLON AND THE T100 IN IBIZA

We partnered with this competition for the second consecutive year. We set up water refill stations and 1,000-litre tanks to minimize plastic waste.

MOST SUSTAINABLE RACE

The Ciudad de Hellín half marathon received the award for the most sustainable race from the Provincial Council of Albacete. This year, we again distributed tap water and paper cups among the participants.

ATAPUERCA EXCAVATIONS

This year, we donated 350 reusable water bottles to help researchers stay hydrated and cope with the heat sustainably.

'LONG LIVE THE ISLAND, TAKE CARE OF THE WATER' CAMPAIGN

Motto of the Ibiza and Formentera Water Management Alliance aimed at tourists during the summer. This year, we took care of the production costs for the promotional materials.

WATER TASTING

An initiative run in various municipalities to promote and raise awareness about drinking tap water.

DROP BY DROP

Campaign for responsible consumption in Caltanissetta, an area in Sicily that suffers from extreme drought, informing users in real time through a WhatsApp's channel.

We join the UN World Days



WORLD WATER DAY

We highlight the role of companies specialising in water management for the media.

WORLD SANITATION DAY

'Don't get tangled up' campaign to raise awareness of the damage done to sanitation systems by flushing hair down the toilet.

WORLD ENVIRONMENT DAY

We shared the results of the 6th Sustainable Behaviour Barometer based on our 'Sustainability Meter', which tests the public's day-to-day habits. The results from the Barometer indicate an improvement in water-use habits.

5. Governance information

LEADING THE WAY WITH A CULTURE OF ETHICS AND COMPLIANCE

As private operator of a public good, Aqualia has built a corporate culture grounded in integrity, ethics, and transparency. These principles guide our decisions and actions across all regions and in our relationships with partners and suppliers, helping to establish a responsible supply chain.

Compliance Model

98 %

of Aqualia-owned companies have implemented a Compliance Model*

Responsible supply chain

GoSupply

A new platform for supplier screening and official approval

94 %

of Aqualia-controlled companies have a business model in place**

ESG Assessment Model

Applied to strategic and critical suppliers

Economy and finances

€300 M

Value of green bond issued in 2024 to support sustainable initiatives

ESG Training

Courses provided to suppliers to align with sustainability standards



www.aqualia.com



Discover our
2024 Sustainability Report

* 40 companies owned in 2024, considering only active companies with staff.
** 28 companies controlled.

