

2021 SUSTAINABILITY REPORT



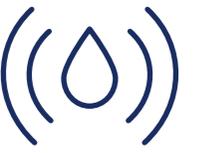


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LETTER FROM THE CHAIRMAN OF AGBAR

(102-14)

*Water must play a
leading role on
the new public agenda*



The financial year we have just completed – 2021 – has allowed us to see, for the second consecutive year, the resilience and adaptability of society as a whole in the face of the health crisis. COVID-19 has put our health care system to the test, not to mention the operation of our entire economy and production system. Protecting people and service has been a maxim at all times. The water supply has continued to operate at the same level of excellence, once again demonstrating our desire to provide service, our professionalism and our strong commitment to the public.

We are at a key moment for humanity, with many complex challenges. The health challenge, which I am convinced we will be able to overcome thanks to the ability of human beings to find solutions, and the challenge posed by climate change force us to redouble our drive for knowledge, science and innovation. This drive will surely help us transform our production system, move towards a circular economy and take better care of people's health and the planet.

Water is bound to play a leading role on the new public agenda. The United Nations Climate Change Conference (COP26), which closed in November 2021 in Glasgow, made the urgent need to reach a consensus on this issue very clear. The challenge cannot be tackled without real determination to act and the involvement of all actors: both public and private. The climate emergency, which has a direct impact on water management, requires the establishment of a broad consensus so that

our vital actions now will be favourably judged by future generations.

The roadmap for transforming ourselves and society is provided by the Sustainable Development Goals (SDGs) adopted by the United Nations, together with the ambitious 2030 Agenda to develop them. For this reason, we have visibly and decisively renewed our commitment to the SDGs through Aigües de Barcelona's 2030 Agenda strategy, launched in 2021. This will allow us to assess the sustainability of each of our actions using Environmental, Social and Governance (ESG) criteria and make progress in achieving these global objectives, which include efficient water management and universal sanitation reaching every corner of the planet.

All forecasts agree that 2022 will be a key year for driving forwards a true economic and social recovery. Businesses, with responsibility and involvement that have been made clear throughout the health crisis, can contribute with effective actions and by giving greater impetus to innovation and digitisation – essential drivers for the ecological transition. Water is a strategic resource to support green reconstruction and increase cities' resilience in the face of new climatic conditions. For this reason, Aigües de Barcelona has adopted an active, transforming role by promoting a Social Compact in 17 municipalities in the metropolitan area of Barcelona, together with the local authorities. This proposed Social Compact is based on three key points: solidarity, to reduce inequalities; quality employment, to combat job insecurity; and green reconstruction, to contribute to ecological transition.

Improving people's quality of life and contributing to a fairer, more sustainable and prosperous world: this is our commitment. Just as important as acting and making progress in achieving goals is explaining the path taken, the vision for the future and being accountable for commitments. The truth is that no-one – no organisation – will be able to shape these targets alone. As a company and as a team, it is now more necessary than ever to work together, coordinated and united in the face of common challenges, taking our relationship groups into account at all times and clearly coordinating with the public authorities, which have an essential role in mobilising and channelling the Next Generation funds from the European Union. The current crisis has shown the need to continue strengthening public-private collaboration, because this is the only way we will be able to deal with the challenges we face, with a clear vision and based on strong alliances.

It is time to lay the foundations for a more sustainable future in all areas: economic model, climate action and social integration. From the crisis, we must learn the lessons that will allow us to articulate a new form of growth, based on the circular economy, decarbonisation and a new vision of natural resources. In this way, we will emerge stronger, and, driven by water, we will change the future.



Àngel Simon
Chairman of the Board,
Aigües de Barcelona

INTERVIEW WITH THE MANAGING DIRECTOR OF AIGÜES DE BARCELONA

(102-14)

1. 2021 has been a year full of challenges and uncertainties resulting from the health crisis. How has Aigües de Barcelona dealt with it?

Although vaccination was a turning point in the fight against the COVID-19 pandemic, during 2021 we have continued to work to meet the challenges resulting from the health crisis, intending to be resilient and anticipate uncertainty, always based on dialogue and alliances. At Aigües de Barcelona, we have continued to fulfil our responsibility as an essential service, adapting ourselves to the different stages of the pandemic and ensuring the safety of our professionals at all times, while still providing an excellent service to users.

In this context, we have strengthened our commitment to a fair and sustainable economic recovery, promoting the Social Compact in 17 municipalities in the metropolitan area of Barcelona. The compact is based on solidarity and quality employment as the cornerstones of social transformation, as well as on true and inclusive reconstruction. Public-private collaboration, active listening and continuous dialogue have been fundamental in developing projects with a positive environmental and social impact that contribute to the Sustainable Development Goals.

2. In this scenario, what outstanding projects has the company carried out during the last year? And what has their implementation entailed?

Among all the initiatives undertaken in 2021, I would like to highlight the consolidation of the Transformation Plan, a project whose main aim is to turn Aigües de Barcelona into a more agile, flexible, digital company by the end of 2023. This plan focuses on three areas of action – clients, operations and data management – and implies a complete change in the organisation, specifically corporate culture.

Meanwhile, strongly determined to contribute to the fight against the climate emergency, we have

designed and approved our Climate Action Policy, with ambitious commitments aimed, fundamentally, at achieving climate neutrality by 2050 and implementing actions to adapt to climate change. On a more social level, the company has promoted the Social Action Plan, which is especially relevant in a context of an increase in the number of people in vulnerable situations.

3. During 2020, a new stage began in Aigües de Barcelona's 2030 Agenda and the company's new purpose, based on ESG (Environment, Social and Governance) criteria. What are Aigües de Barcelona's main objectives in this respect?

We continue to make progress in deploying and implementing the 2030 Agenda projects, the plan that is guiding and will continue to guide our activity for 10 years, in line with the Sustainable Development Goals. Our purpose, linked to the 2030 Agenda strategy, is clear: driven by water, we are changing the future, working to make cities a better place to live. And, with this commitment, we work every day to promote ecological and social transformation towards a fairer and more sustainable, supportive and inclusive model, with the aim of improving the quality of life and the future of people and the planet.

4. Moving on to climate action and the health of the planet, what would be the most important goals achieved in 2021?

The major milestone reached at the end of 2021 was the approval of the Climate Action Policy, which includes the roadmap to reach climate neutrality by 2050. Important institutions including the AMB, the Secretariat for Climate Action, the Catalan Office of Climate Change, the Catalan Water Agency (ACA) and companies committed to sustainability have taken part in the process of drafting the policy. This has allowed us to work on the road map solidly to ensure a collaborative collective transition.



Rubén Ruiz
Chief Executive Officer,
Aigües de Barcelona

Aigües de Barcelona has also reinforced the reclamation of treated water as an immediate measure to respond to the water emergency. Through innovation and alliances, the company has designed projects aimed at promoting circular models such as Recaigua, a smart way of replenishing groundwater for irrigation and street cleaning in Gavà; the plan to reduce sludge and use it to generate energy; and energy generation at the Baix Llobregat WWTP. Even so, we can only carry out this kind of initiative with the involvement of the public authorities.

5. Customers are a strategic relationship group for Aigües de Barcelona. How have you worked in a context as complex in social and economic terms as the current one for continuing to improve relationships and dialogue with the company's customers?

Last year, Aigües de Barcelona began a process of transforming its customer base to place customers at the centre of its activities and decisions. In this sense, we are promoting a more inclusive, plural service, incorporating a video interpreting service in sign language, telephone and face-to-face customer service in other languages such as Mandarin Chinese, Arabic, Urdu or English; and the use of reusable hygienic masks with transparent windows in customer service offices to make communication easier with people with hearing disabilities.

Similarly, for situations of economic vulnerability, the aim is to ensure that everyone requiring any of the available grants are aware of them and can apply for them in a simple, flexible way. Aigües de Barcelona has promoted a new social tariff as a structural mechanism with the same purpose as the Solidarity Fund: to make it easier for vulnerable households to pay their water bills.

We have also strengthened continuous dialogue as a way of getting to know the needs and expectations

of all relationship groups, incorporating them in the design of the company's strategic plans. An example of this is the Dialogue Forum, held in November with more than 40 associations and local organisations, with the aim of promoting active listening and closeness to these bodies to find common ground and move forward with social and economic recovery.

6. What are the main measures adopted last year in the fight against the COVID-19 pandemic?

At Aigües de Barcelona, we have continued to activate all the necessary preventive measures to deal with COVID-19. In fact, we periodically monitor the accumulated incidence indices to adapt our operations to the different scenarios. As an essential service, we have to be very careful with the way we manage the pandemic and, for this reason, we have tried to go one step further in terms of virus control measures.

As a result of the health crisis, the work model has been transformed to ensure the safety, health and welfare of the workers, with measures such as the remote working agreement, flexibility and the strengthening of digitisation.

(102-14)



We have strengthened continuous dialogue as a way of finding out about the needs and expectations of all relationship groups, incorporating them into the design of the company's strategic plans

EDITORIAL BY THE CHAIRMAN OF THE SUSTAINABILITY COMMITTEE OF THE BOARD OF DIRECTORS OF AIGÜES DE BARCELONA

(102-14)

Uncertainty and change: two concepts that set the pace for countries, governments, companies and citizens. The need to innovate and regenerate to achieve a positive impact on our society is reaffirmed as a core principle.

This is the starting point for Aigües de Barcelona's commitment to base its strategy on ESG (Environmental, Social and Governance) criteria. Our purpose therefore drives the company's behaviour and decision-making based on the organisational culture. Aigües de Barcelona is a pioneer in incorporating these indicators, which are essential for evaluating the efficient results of each of our actions, and which become a dashboard for strengthening trust with our relationship groups. The ESG strategic framework also focuses on management based on global risk analysis. The system homogenises, prioritises and provides traceability for actions, while strengthening governance criteria.

This strategic proposal is aligned with the new regulatory framework of the European Union, and in particular, with the so-called Green Deal, which aims to achieve climate neutrality by 2050. This pact is complemented by the new European Green Taxonomy (and the Social Taxonomy, under

development), a system for classifying activities and services that offers investors a clear definition of all companies that have a positive impact on the planet. At Aigües de Barcelona, we have been advancing with this and we are analysing how to integrate it into our activities.

Precisely in order to respond to the new European framework and to a context marked by the climate emergency, in 2021 Aigües de Barcelona has implemented its new Climate Action Policy, which takes into account the challenges cities will have to face in the climate change scenario. A firm commitment to protect ecosystems with solutions based on nature itself, such as the naturalisation of infrastructures, and of course, using water reclamation, giving new life to water using a circular approach and recovering all resources.

Ours is also a commitment linked to people's health. With this aim, we try to bring positive value to all our relationship groups, forging alliances and backing dialogue with local actors to improve everyone's quality of life



In 2021, Aigües de Barcelona has put in place its new Climate Action Policy, which takes into account the challenges cities will have to face in the climate change scenario



Narciso Berberana

Chairman of the Sustainability Committee of the Board of Directors, Aigües de Barcelona



A management model that creates value for all relationship groups and for the planet

(102-14)

Our purpose is to work, with water as our driving force, to make cities better places to live, focusing on people especially the most vulnerable, and preserving the health of the planet.

Aigües de Barcelona is the mixed company responsible for managing the entire water cycle in the metropolitan area of Barcelona. It was established on 30 July 2013. We are the operator that carries out the policies laid down by the governing and regulatory bodies of the Barcelona Metropolitan Area (AMB) and the Catalan Water Agency (ACA).

We are committed to the development and progress of the city of Barcelona and its metropolitan area, guaranteeing access to healthy, quality water at all times and ensuring the sustainable management of water resources. Our dedication, knowledge and experience in the management of an essential and scarce commodity like water also allow us to guarantee the excellence of our service.

A MANAGEMENT MODEL THAT CREATES VALUE FOR ALL RELATIONSHIP GROUPS AND THE PLANET

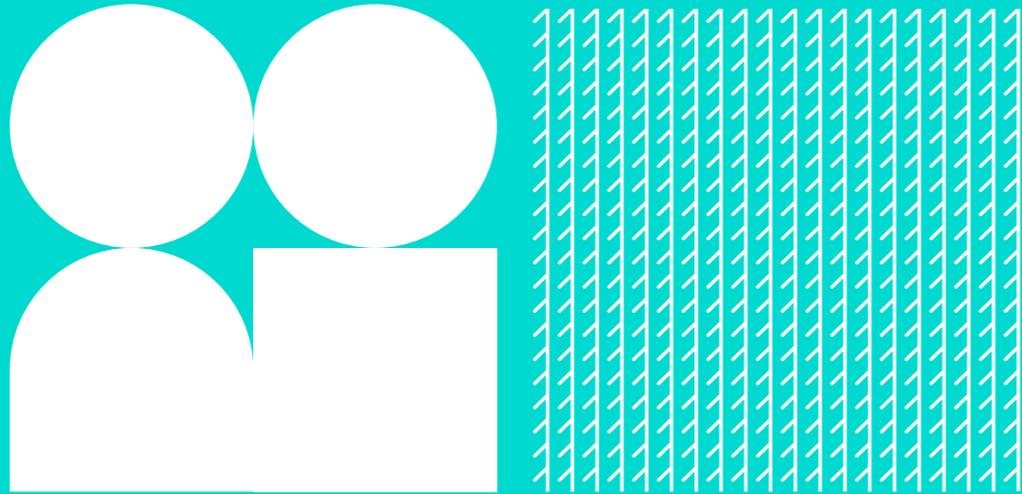
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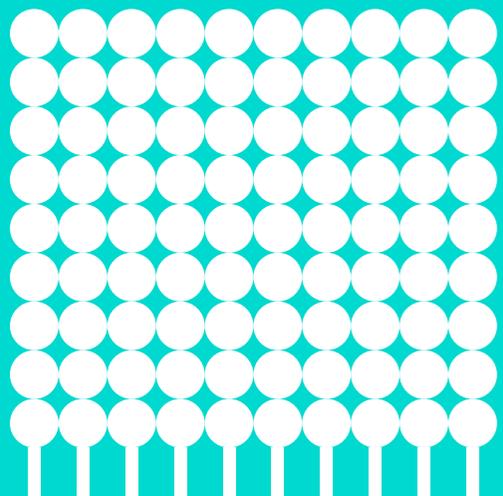
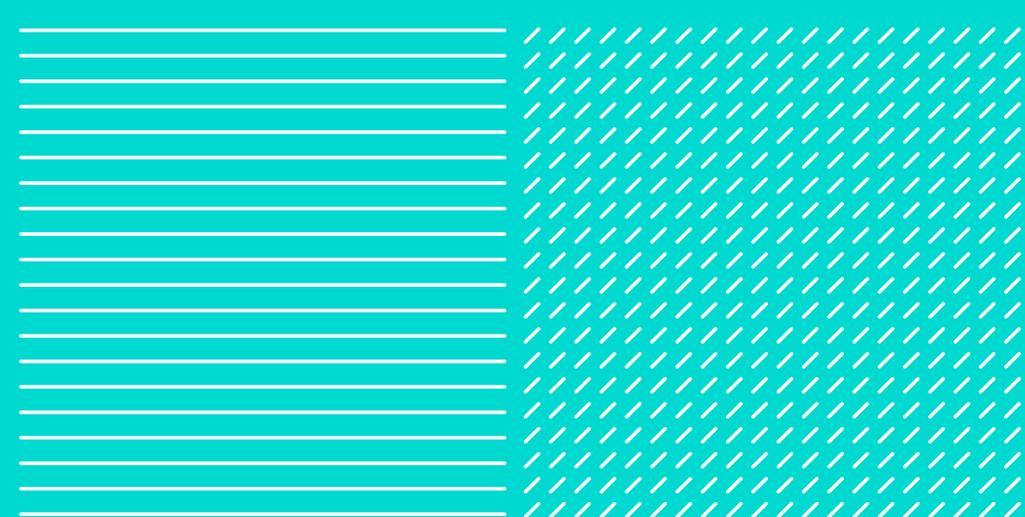
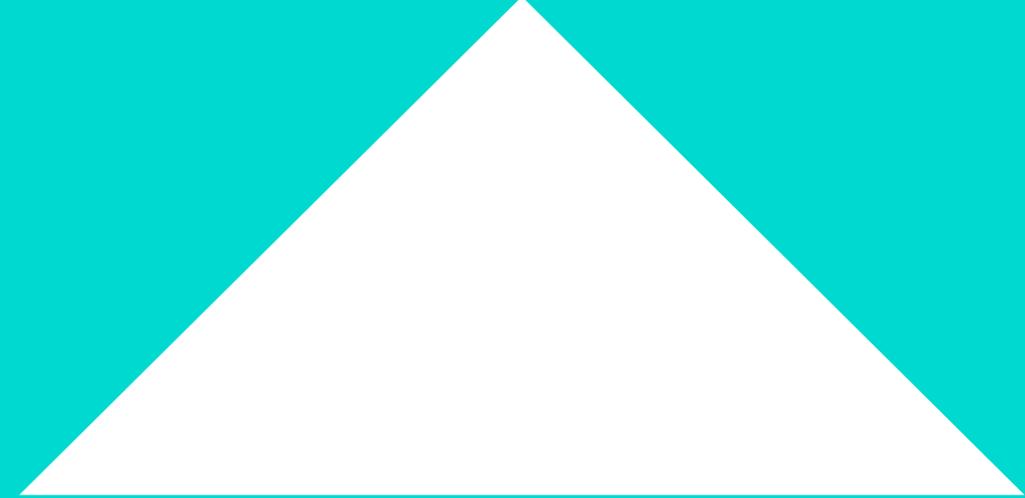
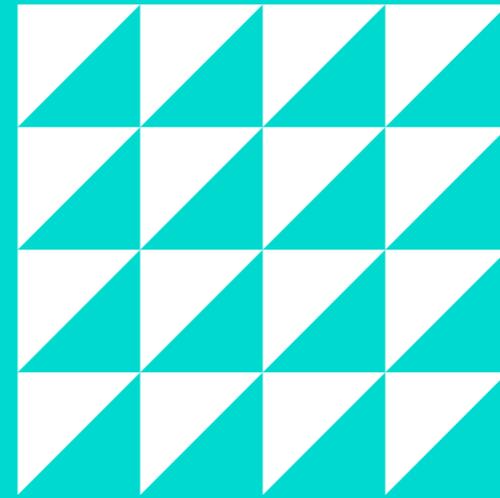
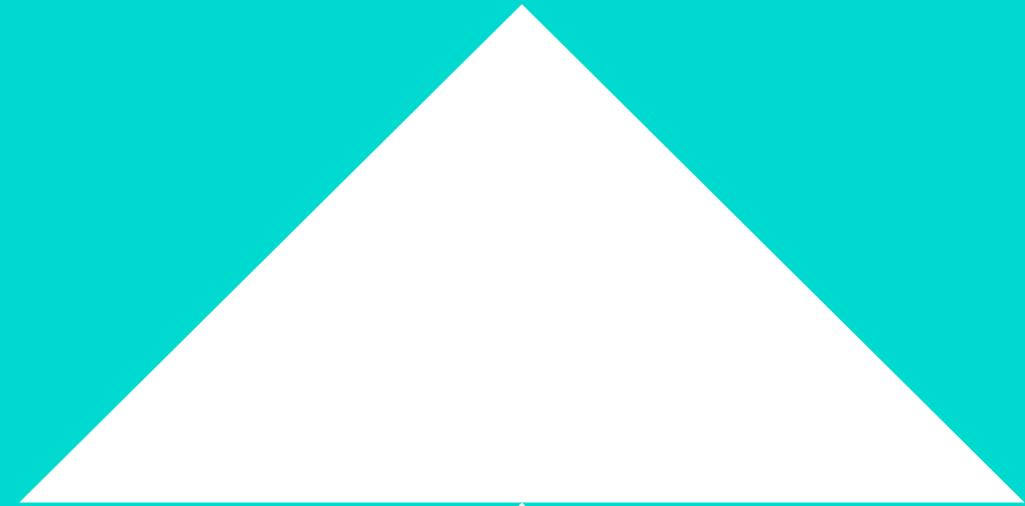
Aigües de Barcelona is taking part in the implementation of the 17 SDGs. Specifically, the company plays an important role in SDGs 1, 3, 6, 11, 13 and 17, where the challenges are directly transversal to its purpose.



01



CREATING A POSITIVE IMPACT



Every day, Aigües de Barcelona contributes to the sustainable development of the Barcelona metropolitan area and, globally, to the United Nations Sustainable Development Goals

(SDGs). Because we are committed to creating city models focused on people that are capable of facing the challenges of the present and the future.

 <p>Committed water</p> <p>We accept our responsibility towards local and global challenges and towards society.</p>	 <p>Safe, healthy water</p> <p>We guarantee the best quality water for human consumption.</p>	 <p>Local water</p> <p>We encourage participation and interaction with relationship groups and the public.</p>
 <p>Water with talent.</p> <p>We encourage professional and personal development.</p>	 <p>Smart water</p> <p>We contribute to the development of the smart city inhabited by smart citizens.</p>	 <p>Water with 1,000 lives</p> <p>We break the cycle through circular economy strategies, minimising resource consumption and the impact on the environment.</p>
 <p>Water resilient to climate change</p> <p>We provide expertise and resources for the consolidation of a green and blue metropolitan infrastructure adapted to future climate scenarios.</p>	 <p>Innovative water</p> <p>We lead an ecosystem of R&D&I activity, with the aim of consolidating Barcelona as a benchmark in innovation and efficient management of the water cycle.</p>	 <p>Ecosystemic water</p> <p>We work for the conservation and improvement of the natural habitats involved in the water cycle – rivers, coastal, marine, wetlands – and their biodiversity, as well as to minimise our climate footprint.</p>
 <p>Inclusive and social water.</p>		

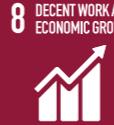
The Sustainable Development Goals, within our roadmap

(102-12, 102-16)

Direct contribution

Complementary contribution

In 2015, the United Nations defined 17 SDGs, broken down into 169 goals to be achieved by 2030. This common framework addresses the major challenges of humanity from a global, interdisciplinary perspective. This requires the active involvement of businesses, among many other actors.

We have defined our contribution through three lines of action that have an impact on various SDGs:

- **Think global, act local:** priority strategies for Aigües de Barcelona that address global challenges based on local problems.
- **Specific solutions:** strategies forming part of the AB2030 Agenda action plan developing specific, replicable solutions to address specific challenges.
- **Alliances as a driving force:** working with other actors to multiply impact and respond directly or indirectly to various SDGs.

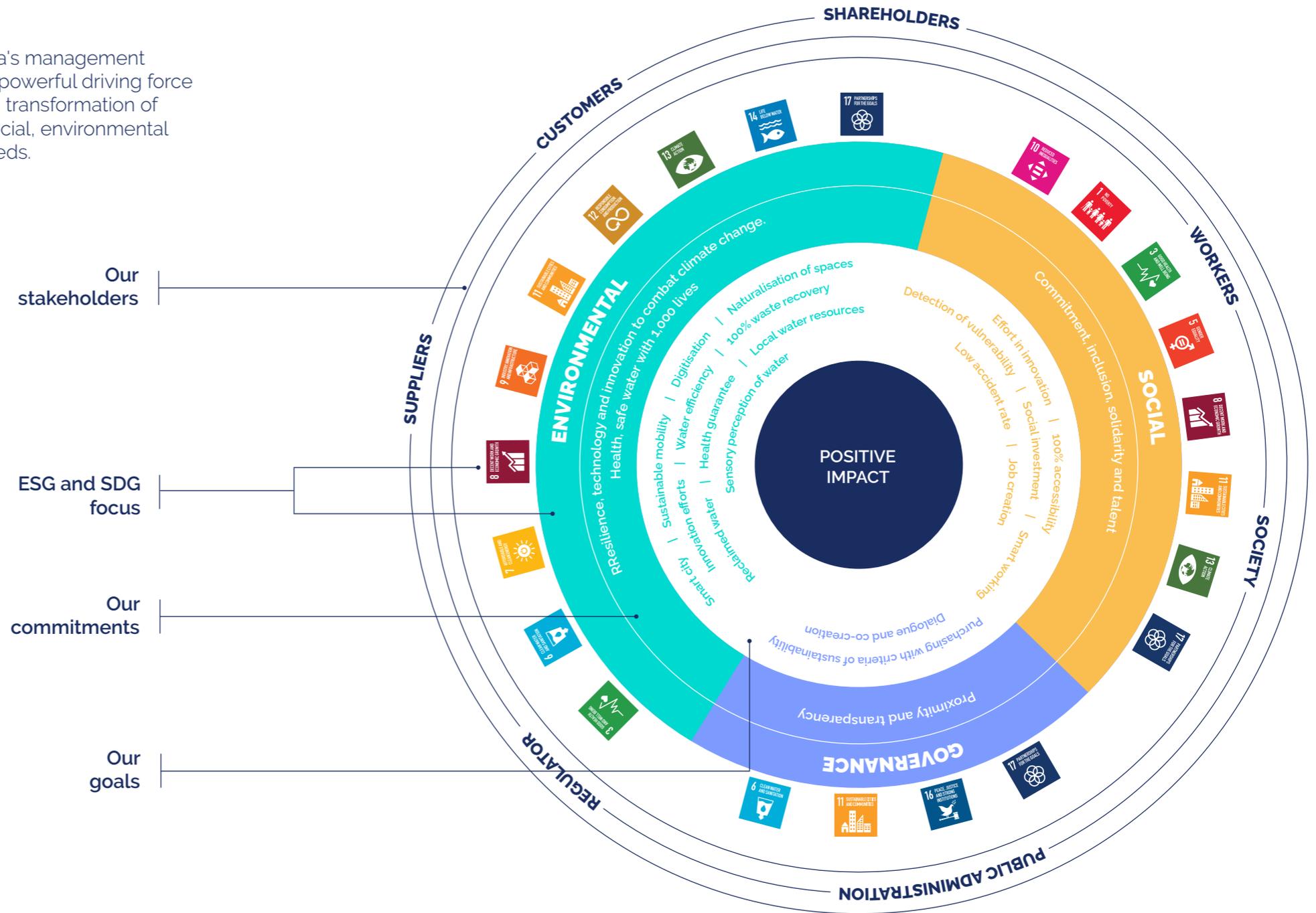
(*) The AB2030 agenda is developed in chapter 10, A look to the future, page 137.



A multipurpose management model

(102-12, 102-16)

Aigües de Barcelona's management model aims to be a powerful driving force for the recovery and transformation of cities, adapted to social, environmental and governance needs.





A MODEL THAT GOES BEYOND MANAGING AN ESSENTIAL SERVICE

As a company that manages a good such as water and sanitation, **there is more that unites us with our relationship groups** – public authorities, regulators, internal and external collaborators and society in general – than separates us from them.



Positive impact inside and outside the company

In 2021, Aigües de Barcelona will generate **a gross integrated social value** of 672.26 million euros, an amount **much higher than the direct economic value generated by the organisation**, which will be of 404.5 million euros.

Socio-economic impact: generating wealth and jobs

To analyse the socioeconomic impact of Aigües de Barcelona on the Spanish and Catalan economy, represented via the generation of wealth and the contribution to job creation, we have used Input-Output methodology.

This methodology analyses the **impacts generated** by the company's activity **on the territory**, broken down as follows:

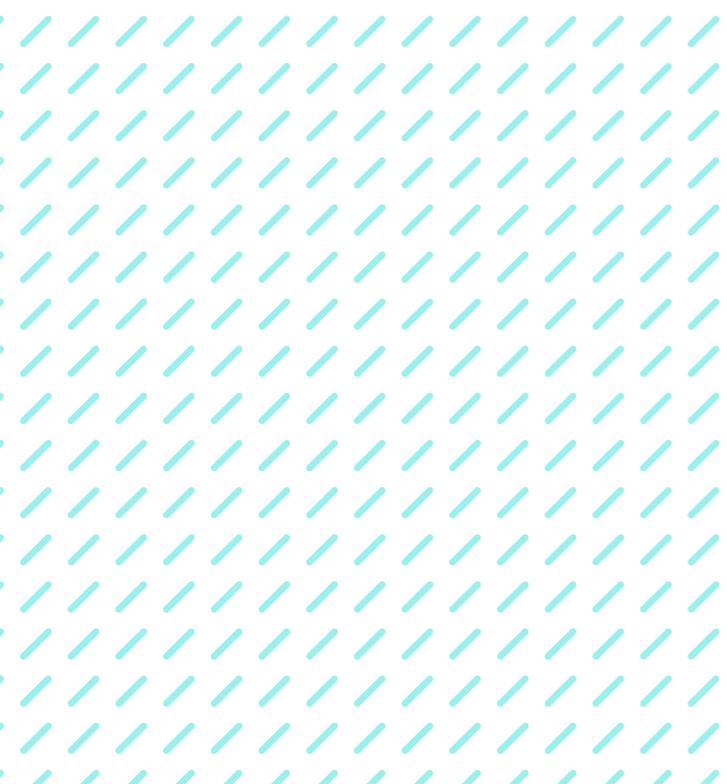
- **Direct:** economic value generated by the company's direct operations: purchases, wages, taxes, etc.
- **Indirect:** value generated along the supply chain of our suppliers, as a consequence of capital flows
- **Induced:** generated by the consumption of goods and services through increased yields along the entire value chain

The sum of these impacts results in the total impact generated by the activity of Aigües de Barcelona with respect to GDP, except in the case of the metropolitan area of Barcelona, for which statistical data are not available.

Total impact that the activity of Aigües de Barcelona generates on the Gross Domestic Product of Spain, Catalonia and the metropolitan area of Barcelona



For every 280 litres of water delivered, we contribute to generate 1 euro of wealth in society

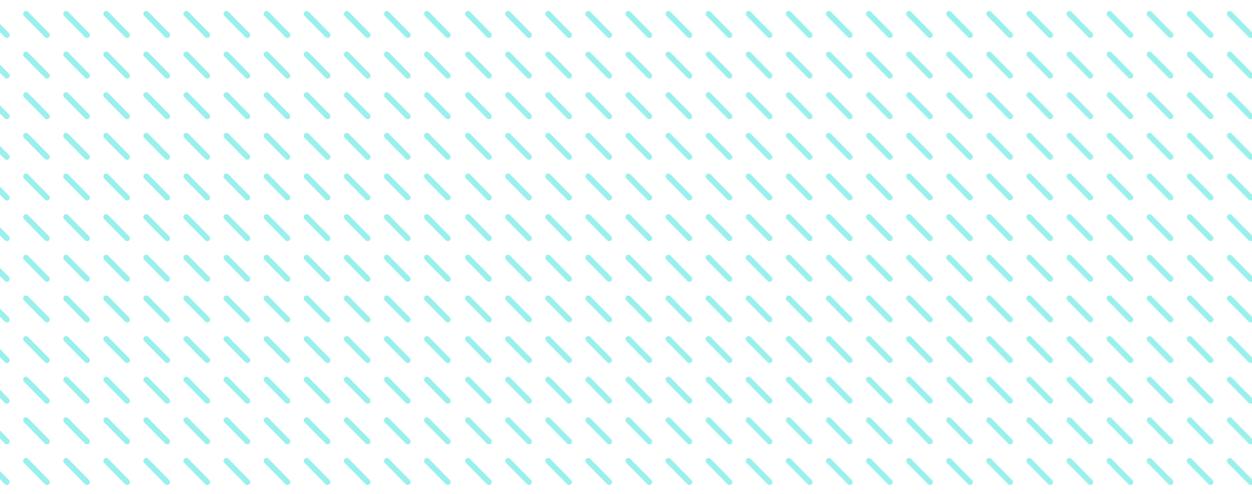
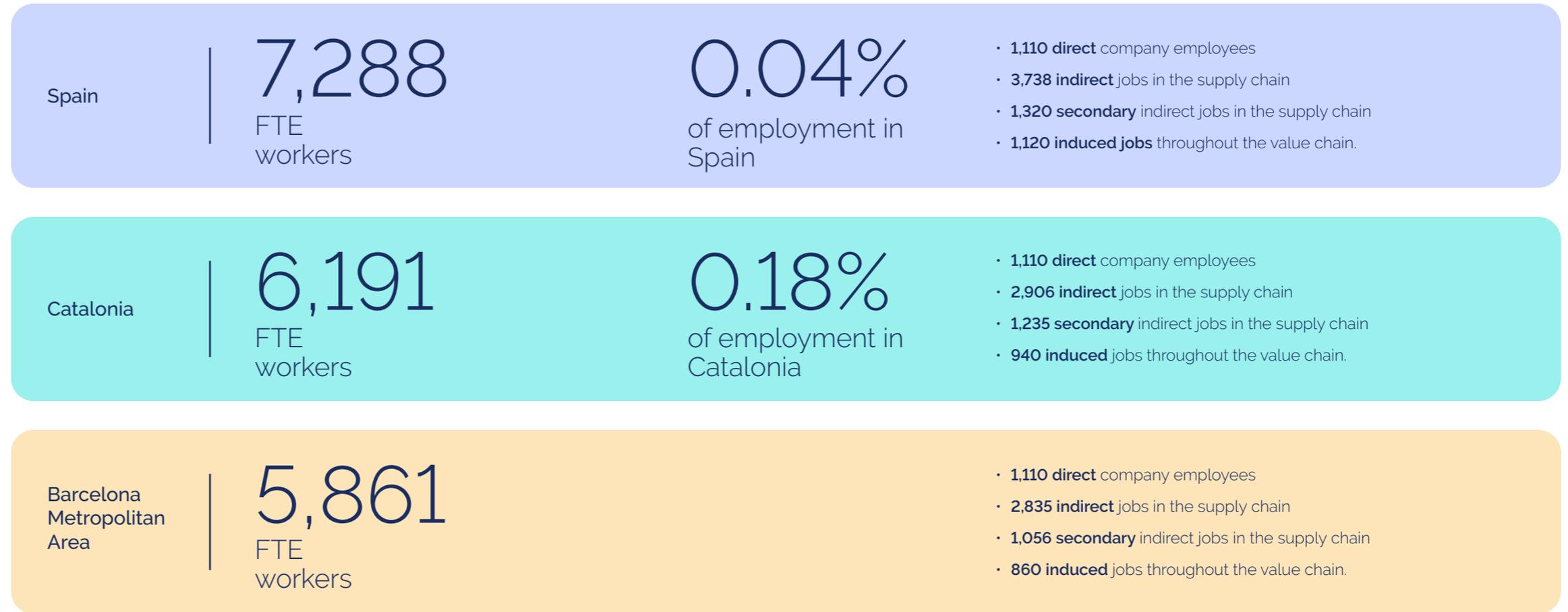




Meanwhile, the **impacts generated** by the company's activity **on jobs** are analysed, broken down into:

- **Direct:** company employees
- **Indirect:** generated by the company's supply chain as a result of the products and services offered
- **Secondary indirect:** generated by the company's suppliers and supply chain
- **Induced:** generated throughout the company's value chain

The sum of these impacts results in the total impact generated by the activity of Aigües de Barcelona on jobs, in terms of full-time equivalent workers.



1 hm³ of water delivered is equivalent to 39 full-time workers

Impact of investment on social action

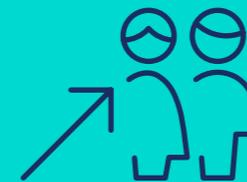
Aigües de Barcelona's Social Action Plan aims to support the most vulnerable groups and, at the same time, to educate and raise awareness about the importance of responsible water consumption and the effects of climate change in the metropolitan area of Barcelona.

Aigües de Barcelona's social investment is mainly focused on social impact projects linked to raising awareness, education and improving citizens' quality of life.

Similarly, during 2021, a significant contribution of 1.8 million euros was made to the Solidarity Fund, and tariff reductions of 4.9 million euros were granted to groups with social needs.



The collaboration of Aigües de Barcelona, through the contribution destined to social investment, generates a total impact on GDP of 2.28 million euros



The employment generated by social action programmes amounts to 43 full-time-equivalent workers



Impact of environmental development

Beyond the necessary costs related to activities that have a direct impact on environmental development, Aigües de Barcelona carries out specific actions to improve its compliance and have a positive impact on the environment.

For this reason, actions directly linked to energy efficiency are promoted by improving equipment, optimising installations or direct energy savings.

We are also working on information systems that allow us to prevent outages and optimise repairs, as well as better data reading, boosting the efficiency of the activity and reducing the possible environmental impacts.



The activity of Aigües de Barcelona promotes a sustainable transformation in the natural environment and access to a basic resource: water



Through the environmental costs incurred in its activity and the investments it makes to promote compliance, Aigües de Barcelona, generates a total impact of 40.79 million euros



The employment generated by the company's activity in environment-related activities is equivalent to 327 full-time employees



OUTSTANDING MILESTONES OF THE YEAR

Sustainability and climate neutrality

2021



Beginning of the **Aigües de Barcelona AB2030 Agenda**, with the beginning of 10 cross-departmental, multidisciplinary projects with the participation of more than 90 people. These projects are intended to make it possible to meet the company's 2030 challenges and target.

New Sustainability Policy, with social and environmental targets.



The company's adherence to the **Generalitat's Climate Action Commitments**, where it undertakes to present its roadmap with quantitative targets and an emission reduction schedule to achieve neutrality by 2050.



New Climate Action Policy with ambitious objectives that respond both to the contents of the Paris Agreement and the global climate agenda and to the Climate Action Commitments of the Generalitat de Catalunya, contrasted with 18 institutions, relevant entities in sustainability, agents of socio-environmental activism and municipalities.



The company has recovered **97.26%** of the waste managed at the Waste Water Treatment Plants (WWTP) and **62.01%** of the waste managed at the Drinking Water Treatment Plants (DWTP).

Recaigua: reclaimed water at Gavà, with the aim of demonstrating the viability of reusing water for municipal uses, watering and road or vehicle cleaning. An automated water dispenser has been installed, with a total estimated volume of 11,000 m³ a year.



In 2021, Aigües de Barcelona's **carbon footprint** has been 81,105.82 tonnes of CO₂ equivalent.

During the 2021 financial year, the company has invested **7.6 million euros in actions aimed at the environment**. It has also incurred various costs in relation to protection and improvement in this area amounting to a total of 11.7 million euros.



"Understanding to act for the climate" virtual workshops: 122 workers have been trained in the cause-effect links of climate change and links to be able to generate mitigation and adaptation actions both as individuals and groups.



New calculation of the full social value of Aigües de Barcelona, which has made it possible to make clear the impact of Aigües de Barcelona on generating wealth and jobs in the Barcelona metropolitan area, in Catalonia and in Spain as a whole.





Social involvement and empowerment

Internal
Actions aimed at equality of opportunity and the improvement of workers' working conditions.

2.50% of the workforce with functional diversity 

3.52% wage gap between men and women (2 points less than in 2020) 

New equality plan ensuring non-discriminatory, fair, impartial treatment in all areas of the organisation: 

- 40% women on the Board of Directors
- 50% women on the Executive Committee
- 39.15% women in management and supervisory posts

New working model: smart working based on a redefinition of spaces, organisational culture and processes with the umbrella of technology adapted to the new model. 

- 92 measures aimed at facilitating a work-life balance.
- 67.41% of the staff in remote working mode.

External
Actions aimed at providing access to water and sanitation to all citizens and creating value for society in general.

 **New Social Tariff**, providing structural aid for people in situations of vulnerability and involving an increase in the discount, which moves from 50% to 100% of the service charge and the "water supply" items in tranches 1 and 2.

Inclusion and diversity in customer service: Aigües de Barcelona is expanding its customer service languages. Instead of just Catalan and Spanish, we are adding English, Mandarin, Arabic and Urdu, as well as sign language, so we can reach more people. 

 During 2021, Aigües de Barcelona has given **1.9 million euros** to society and has given support to **199 initiatives** that have reached more than 600,000 citizens via our awareness-raising campaigns and educational programmes.*

(* According to methodology from the London Benchmarking Group (LBG))

ONA project in cooperation with the Red Cross to empower vulnerable people, combining stable coverage of basic needs with a specific programme to improve employability and the development of competences so that people can find jobs. Currently four programmes have been started, with 120 people signed up. 

 **6th Young Talent Grants** programme, with 25 pupils with brilliant academic records but serious economic difficulties. 

A-porta project, in collaboration with CONFAVC, which aims to empower and train residents in the municipalities of Viladecans (Montserratina district), Gavà (Can Espinós and Ausiàs March districts) and Sant Feliu de Llobregat (Can Calders district) to publicise the aid for the supply of basic services among fellow residents. 

Innovation and transformation

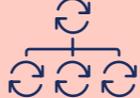
 **ABancem Project:** transforming the organisation with three core areas: Digital, Cultural and Organisational

 **Fair Culture Project** to promote trust to report risk situations related to the safety of people, the facilities and the environment throughout the company::

- Implementation of the integrated management tool **Pro safety**, making it possible to manage action plans, preventive/corrective actions, work permits, safety visits, etc.
- **BatecZS:** mobile phone app offering workers different occupational health and safety functions: immobility alarm, voluntary alerts and emergency monitoring tool allowing the app to send instant messages with specific emergency content.

 Innovation effort by Aigües de Barcelona: **€4.6M** (0.9M via the company and 3.7M via Cetaqua).

Governance

Management restructuring with the aim of facing new challenges raised by the AB2030 Agenda aimed at improving the quality of life of people and the environment. 

 Implementation of the **Archer tool** for detecting, classifying and monitoring risks.

Sustainable finance: in its commitment to sustainability, Aigües de Barcelona has signed a new bank funding deal under ESG criteria. Its cost is conditional on environmental, social and governance commitments. 

 Establishment of Aigües de Barcelona's **guiding principles** concerning Human Rights: employment practices, environmental practices with social impact, access to water and sewerage and ethical practices.

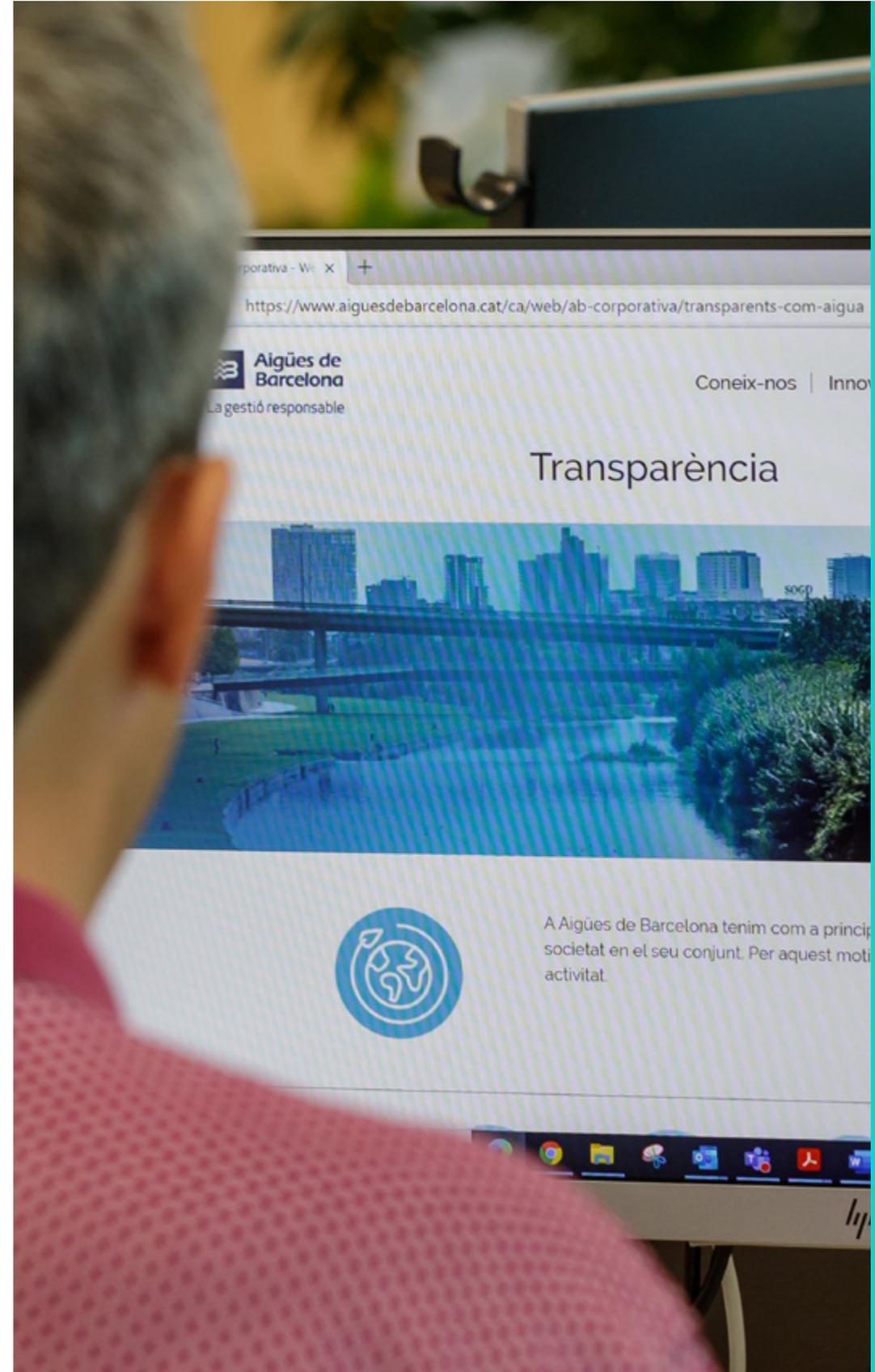
Integration of a new document management tool, **NEODOC**, which makes it possible to guarantee control over documents from the different management systems. It will also ensure the drafting, checking and approval of all documents, as well as distribution of them and effective access. 

Transparency and active listening

 The **Transparency Portal** has been externally audited on a voluntary basis by the Ethos Professorial Chair at Ramon Llull University with a result of HIGH++ (72%). The audit report acknowledges and values the communication effort and the availability of a specific transparency portal for all the company's relationship groups with well-organised, clear, intuitively accessible information and with a proper logic gradually going into depth.

New **dialogue and reflection** strategy and redefinition of the company's relationship groups. 

 **Dialogue and cocreation process.** 28 dialogue processes have been carried out with the relationship groups that have helped develop the materiality analysis carried out in 2020. Cocreation processes have also been integrated into the transformation and AB2030 Agenda projects that have enriched their development and made it easier to get them up and running.





02

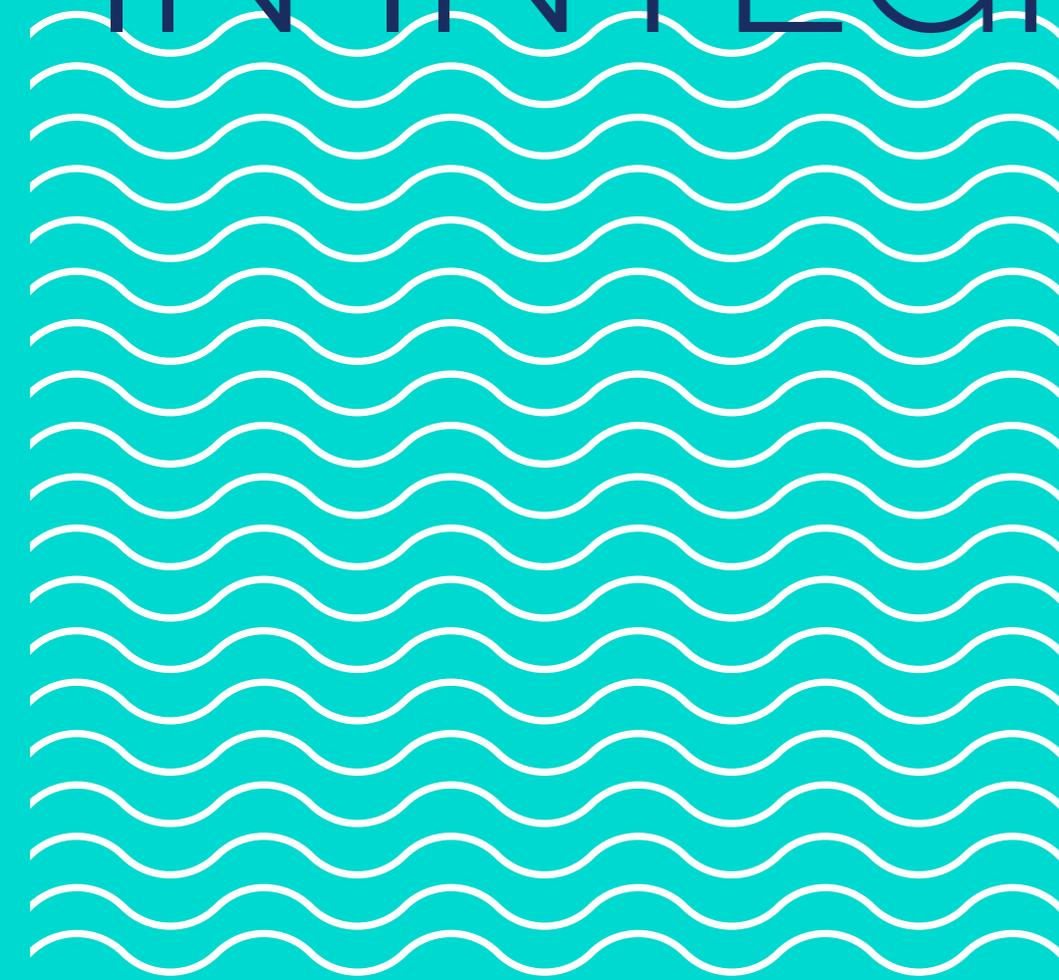
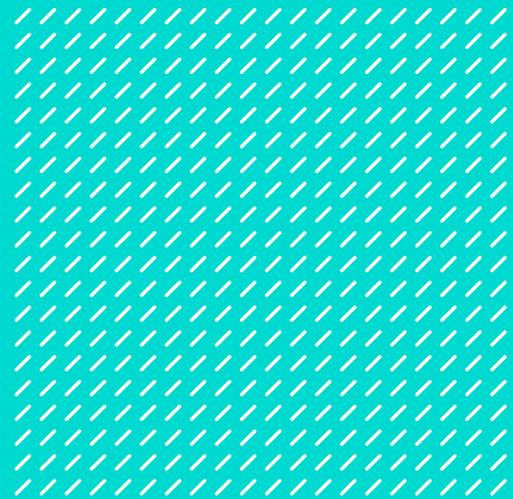
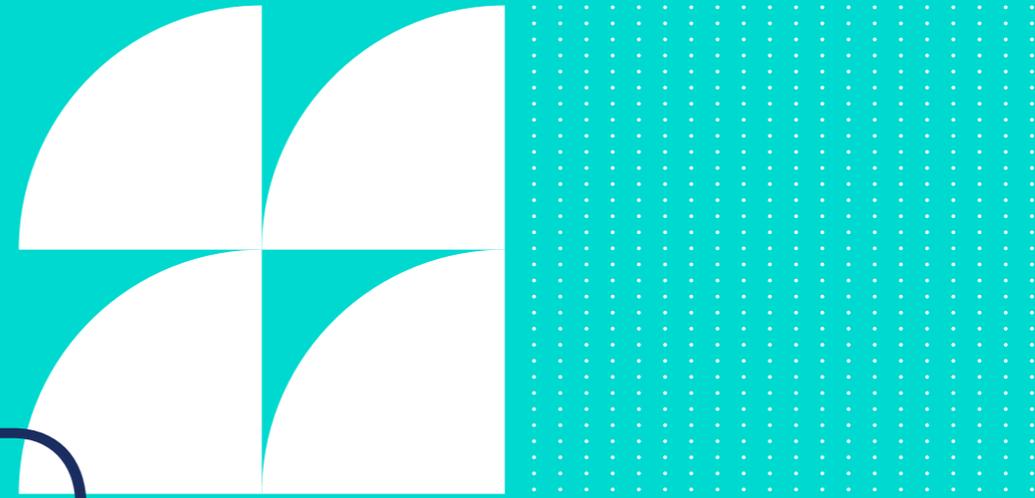
EXPERTS

IN INTEGRATED

WATER

CYCLE

MANAGEMENT





Jordi Fontana
Operations Manager of
Aigües de Barcelona



Aigües de Barcelona has a very complex network, mainly due to the land relief of the region. Despite this difficulty, the efficiency values of the system have improved considerably during the last decade, reaching figures close to 85%, which places us at very competent management levels.

However, we are still working on continuous improvement in this area and, aware of the challenge posed by the development of this parameter, in 2021 we will restructure the Operations Department so we can have an area responsible for the overall management of this process and can promote a qualitative leap in the efficient management of the network.

From this new area, the strategic objectives and action plan are defined and all the areas involved in the efficiency of the network are coordinated across departments: operations, asset management, customers, etc. Among many other things, this action plan includes the prioritisation of investments in pipes and the transport network; the installation of more accurate meters in the network; the more efficient management of pressure regulation allowing a reduction in leaks; greater energy efficiency and less fatigue in network elements to extend their useful life; the prioritisation of the renovation of the stock of meters and the search for new technologies to detect leaks and unauthorised consumption.



OUR ACTIVITY

(102-2)

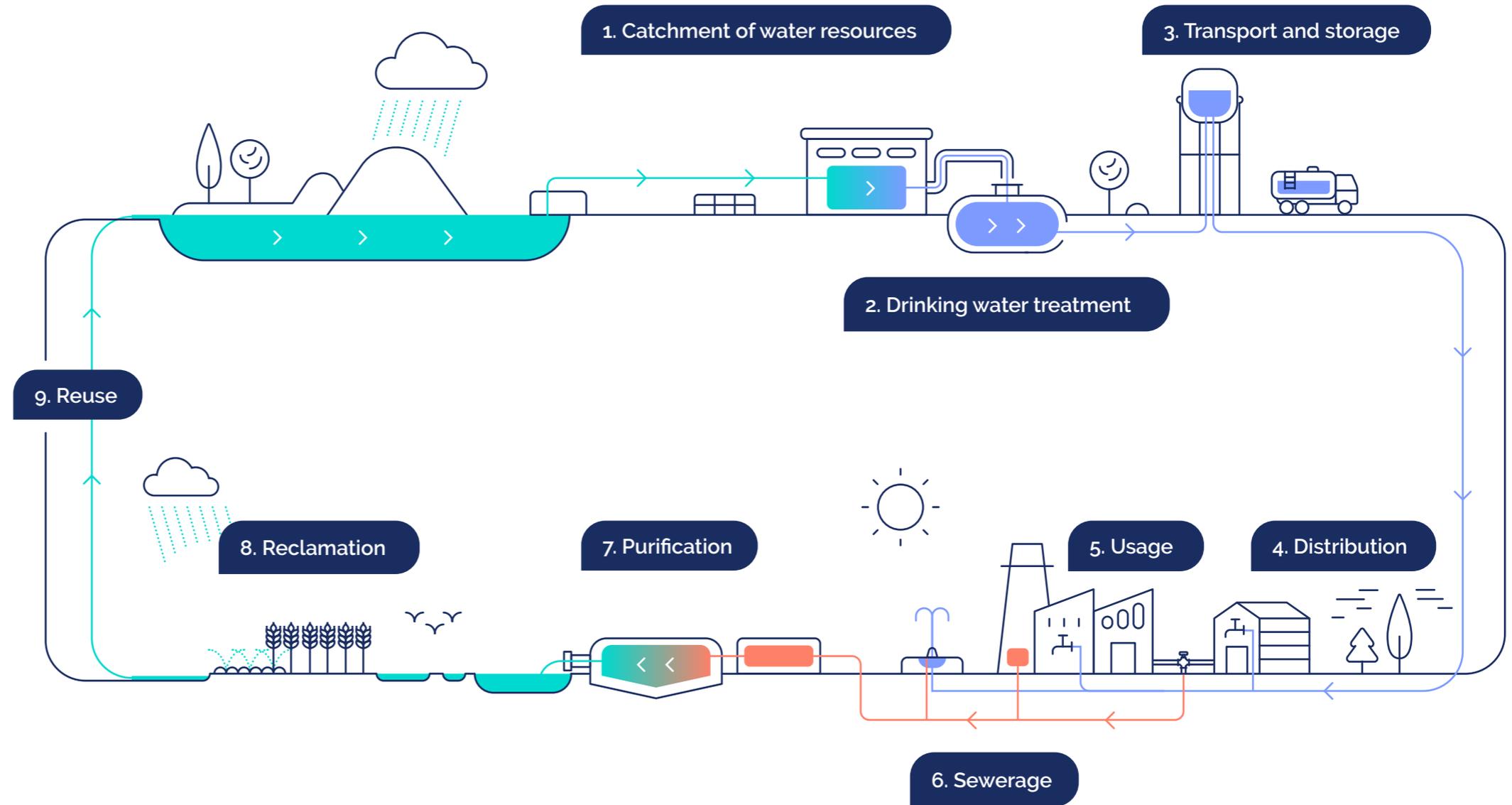
At Aigües de Barcelona, we manage the water cycle based on excellent service and constant innovation, from the moment the water is collected and purified to its treatment and return to the natural environment. We are now also making progress in the reuse of treated water to complete the cycle and increase the volume of available water resources.



WE MANAGE THE COMPLETE WATER CYCLE

Our public-private management model, through which we provide healthy water to almost 3 million people in the Barcelona metropolitan area, is an international benchmark.

(102-2, 103-2 Water and effluents)



Aigües de Barcelona is committed to reclaimed water

Applications

Environmental

Cities
(irrigation of streets, parks...)

Agricultural

Industrial

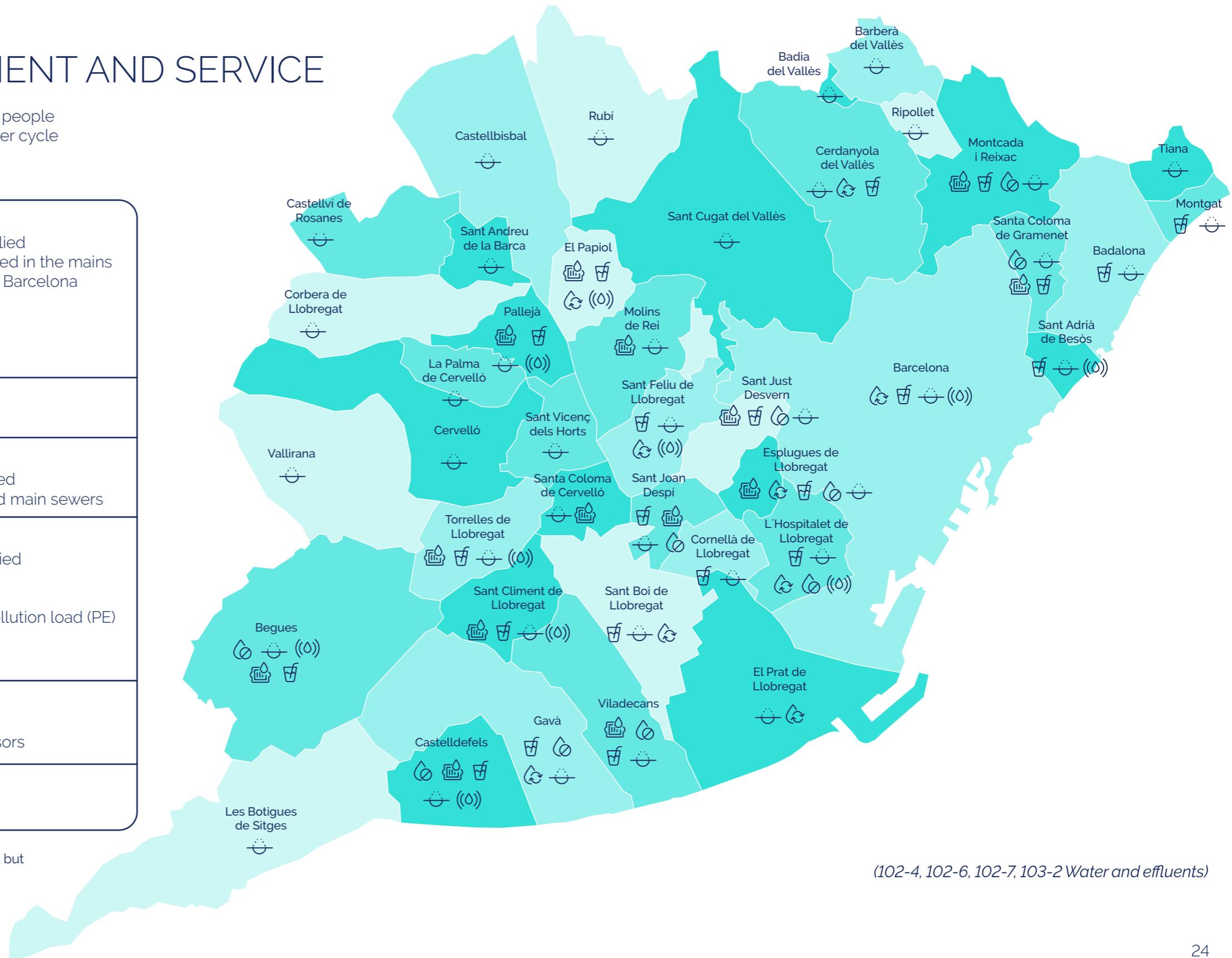


OUR ACTIVITY: MANAGEMENT AND SERVICE

At Aigües de Barcelona, we provide water to almost 3 million people in the city of Barcelona and its metropolitan area via a full water cycle management system that is a world leader.

	Drinking water	23 municipalities supplied 2,964,777 inhabitants supplied 188.21 hm³ of water delivered in the mains 6 DWTPs run by Aigües de Barcelona 4,716.85 km of mains 83 tanks 73 pumping stations 129 control valves
	Water for non-drinking use	9 municipalities supplied
	Sewerage	14 municipalities supplied 456,908 inhabitants supplied 1,298.82 km of network and main sewers
	Water treated	40 municipalities supplied* 3,435,115 inhabitants supplied 7 treatment plants 39 pumping stations 3,898,416.84 equivalent pollution load (PE) 249.49 hm³
	Remote monitoring	1.5 million daily records 109 remote stations 5,600 supply network sensors
	Reclaimed water	37.99 hm³

(* Includes municipalities not belonging to the Barcelona Metropolitan Area but which are connected to the metropolitan mains sewerage network.



(102-4, 102-6, 102-7, 103-2 Water and effluents)

CATCHMENT

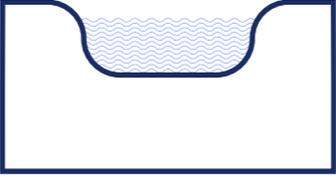
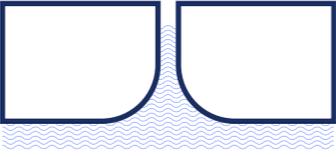
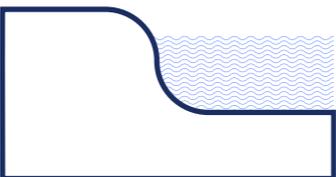
(303-1)

A fundamental aspect of water management is the surveillance, monitoring and control of the quantity and quality of water. At Aigües de Barcelona, we supply almost 3 million people with resources of different origin (surface water, underground water and desalinated water). The current water situation in Catalonia, with periods of irregular rainfall and limited reserves of water in the inland basins, as well as growing demand for water for domestic and industrial purposes, means that we are clearly committed to reclamation and reuse as the best sustainable alternatives to guarantee drinking

water supply in the Barcelona metropolitan area in the future.

Every day in Barcelona and its metropolitan area, 530 million litres of drinking water are consumed, the equivalent of more than 200 Olympic swimming pools. At Aigües de Barcelona we respond to this need by obtaining resources from surface water sources (rivers and reservoirs), underground sources (aquifers and wells) and, to a lesser extent, the sea.



<p>Surface water sources</p> 	<p>River Llobregat basin: the water captured from this source is highly mineralised and contains organic and inorganic micropollutants. Through intensive, sophisticated treatment in drinking water treatment plants (DWTP) at Sant Joan Despí and Abrera, it is transformed into drinking water.</p> <ul style="list-style-type: none"> • River Ter basin: this is made fit for drinking at the Cardedeu DWTP. It has moderate salt concentration, a slight presence of bacteria and little organic pollution thanks to the natural self-treatment that takes place in reservoirs.
<p>Underground sources</p> 	<p>Besòs treatment plant: from this river we capture water from a small aquifer. It is made fit for drinking at the Besòs DWTP using innovative nanofiltration and inverse osmosis techniques which are most appropriate for treating this kind of underground water with high salt content and the presence of organic pollution.</p> <ul style="list-style-type: none"> • River Llobregat delta aquifer: the water captured from this aquifer is treated at the Sant Joan Despí DWTP, where the latest treatments and technologies are applied, such as ozone, active carbon and inverse osmosis, guaranteeing the best possible quality. This plant also applies other innovative processes for managing residual sludges, improving energy efficiency or preventing waste generation..
<p>Marine sources</p> 	<p>Llobregat Sea Water Treatment Plant (SWTP). In order to meet demand when water reserves are low in the reservoirs, this facility carries out a desalination process on sea water. The intake is gradually increased as reservoir levels fall and it works at full capacity when the reserves stored in the Ter-Llobregat system fall below 40%.</p>

DRINKING WATER TREATMENT

The water coming into the treatment plants supplying drinking water to the Barcelona metropolitan area (Sant Joan Despi, central Besòs, El Papiol, La Llagosta and the Les Estrelles double plant) has highly variable chemical composition and has to be treated with sophisticated techniques.

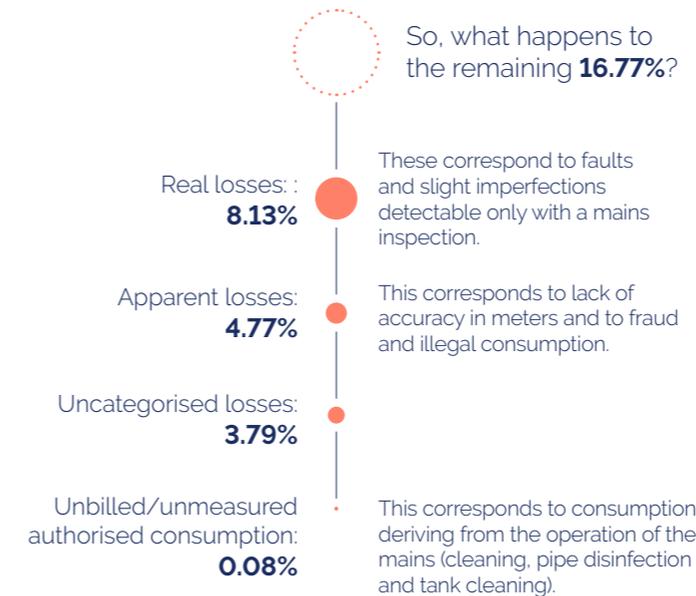
Water managed



TRANSPORT AND STORAGE

Once it has been made fit for drinking, we distribute the water in the quantities necessary so it can be received with sufficient pressure 24 hours a day, 365 days a year. Transport is via an extensive mains distribution network and pumping stations. For storage, we use large tanks at different high points in the region.

However, the efficiency of the network also becomes a key aspect for ensuring that water resources are managed as responsibly as possible and that as much waste as possible is avoided.



INTELLIGENT DISTRIBUTION

To optimise water distribution and ensure responsible management of its full cycle, we have the Operational Control Centre, which supervises the key parameters of the supply service round the clock, 365 days a year. Quality control is carried out at all stages of the water cycle, all the way from catchment to the point of supplying it to homes with full health guarantees.

We optimise the hydraulic efficiency of the network and reduce water losses thanks to the specific annual programme which includes various lines of action, such as early leak diagnosis using information from sectorisation, the application of models for prioritising renovation actions in the network, and the installation of elements to measure consumption.



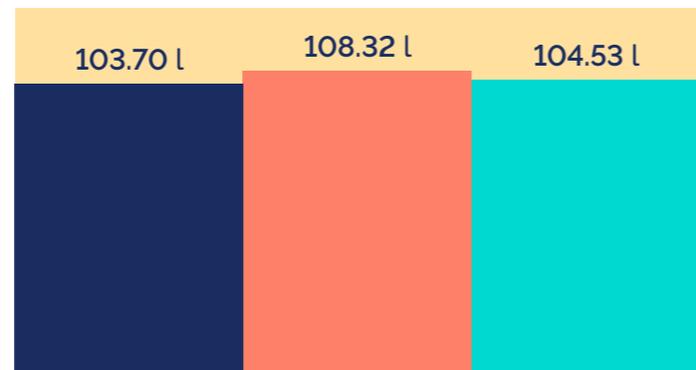


CONSUMPTION (303-5)

Regardless of the water's origin or the process applied, the water coming to houses is much better than the strictest health standards established by the World Health Organization, the European Union and the health authorities in each country.



Per person per day in the Barcelona metropolitan area:

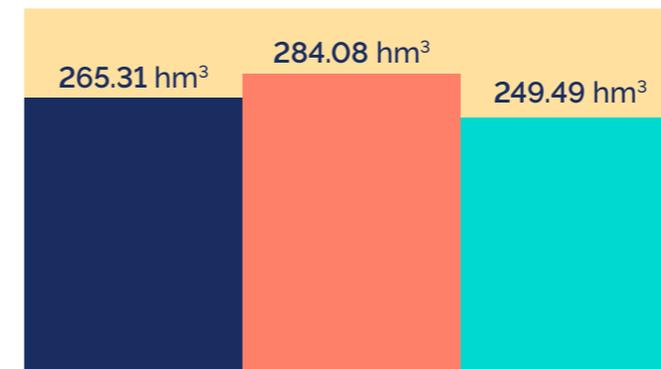


SEWEREAGE

The waste water from thousands of consumption points ends up in the sewerage network, which also collects rainwater. This network takes the water to treatment stations.

TREATMENT

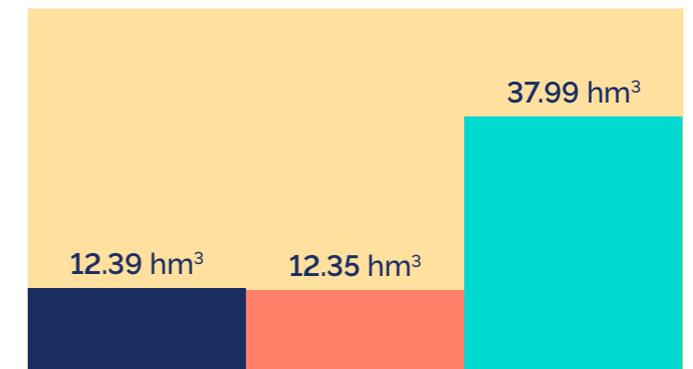
This consists of eliminating the impurities and waste from used water. It is the step before returning it into the environment or utilise it for secondary uses.



REUSE FOR VARIOUS USES OR RETURN TO THE ENVIRONMENT

(303-2, 303-5)

Reclamation water means subjecting it to new treatment so it can be reused in line with a circular model. Once reclaimed, the water can be returned in the best possible condition to rivers and aquifers to being the catchment cycle ones again or to be supplied direct to industry, cities and agriculture for different uses.

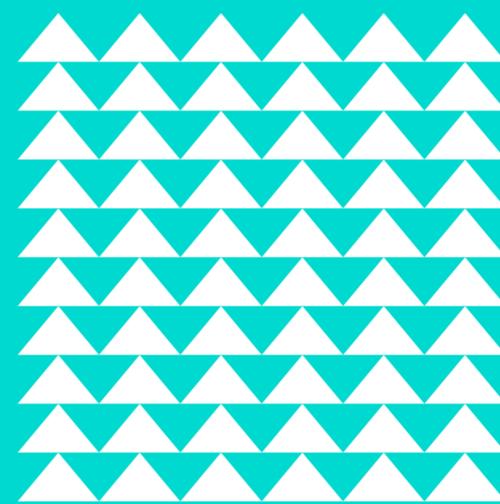
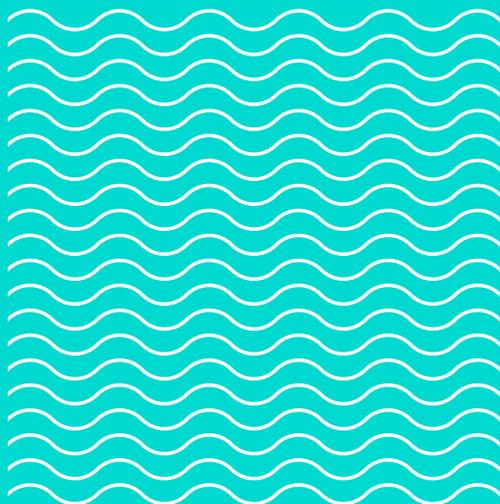
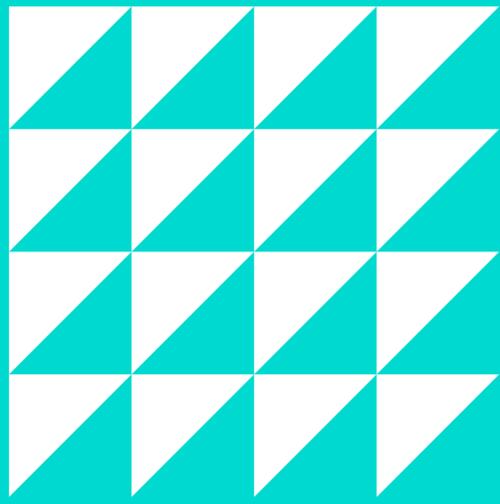
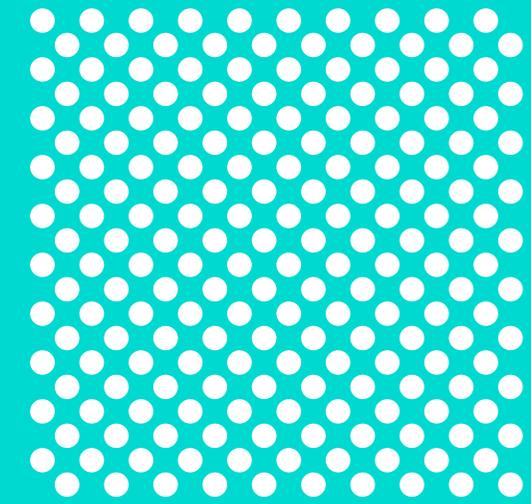


Our public-private management model with which we take water to nearly 3 million people is an international leader



03

LISTEN TO IMPROVE





Meritxell Farré

Dialogue and Participation Manager,
Aigües de Barcelona



The world is undergoing constant transformation and relationship groups are increasingly demanding an active role from companies, not only in terms of co-responsibility, but also in creating positive value for society and the planet.

In the same way that we influence the relationship groups with our activity, they influence us. It is therefore necessary to involve them in the definition and constant construction of our strategy. If we want to continue managing the urban water cycle and serve as a lever for transformation, we have to do this hand in hand with our relationship groups.

Active listening and continuous dialogue are part of the way we get things done: they for a tool that helps to make our activities transparent. The health crisis we have experienced has shown, even more than ever, the need to talk and cooperate with our environment to provide flexible, appropriate responses to the needs of society, workers, clients, suppliers, the administration, etc.

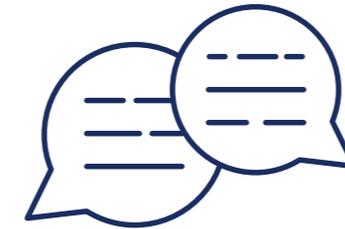
In the past year, we have redefined our relationship groups and have intensified dialogue processes with them, not only with the aim of listening to them and understanding what they expect from us, but also with the purpose of building joint solutions to the new challenges they pose to us.



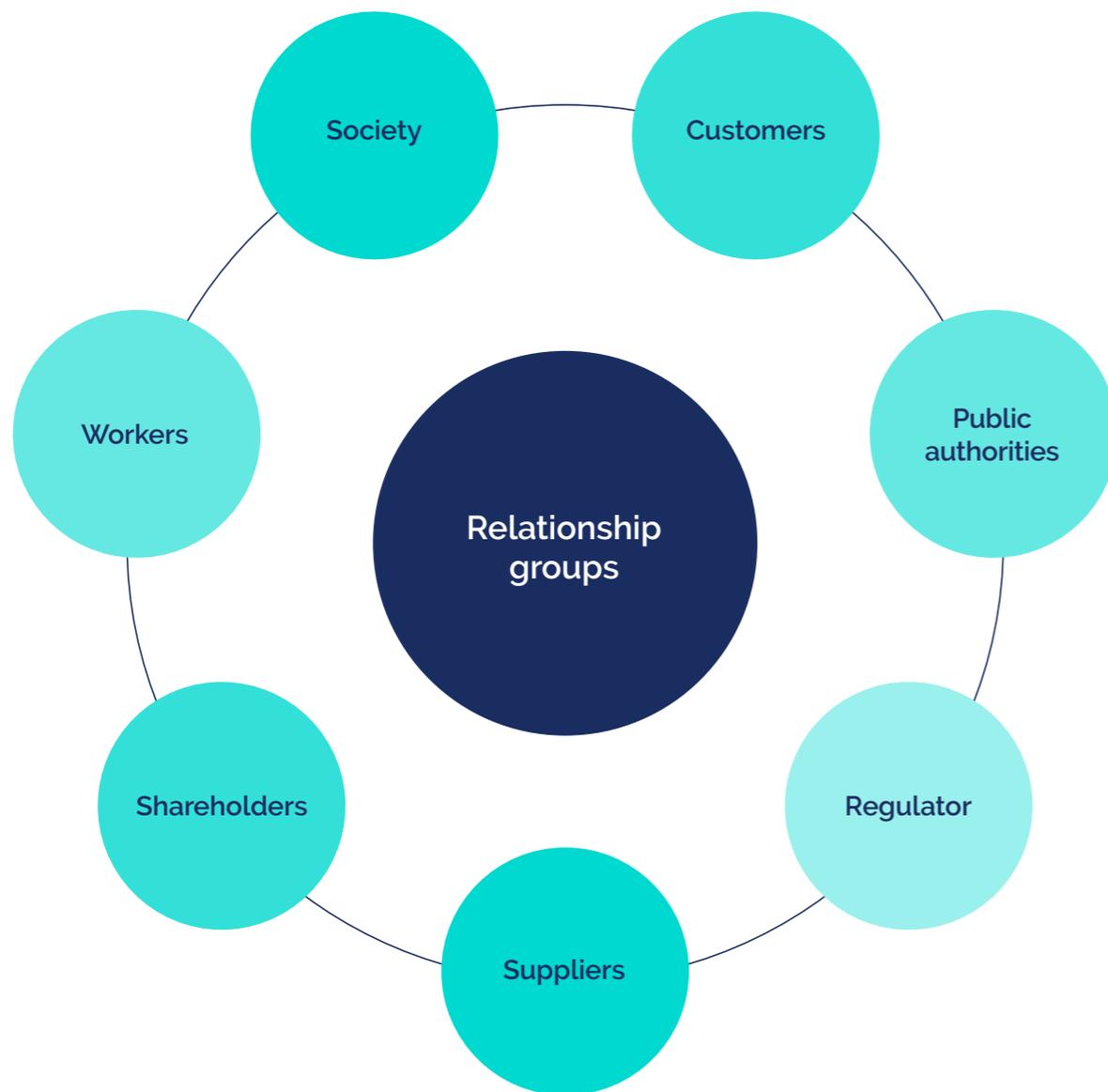
We encourage dialogue with our relationship groups with the aim of generating value for all of them. This is our strategy to achieve shared value. The level of participation is closely related to the level of trust, and this will be achieved through communication, respect and tolerance.

Our strategy is based on the active listening of the different relationship groups, one of the foundations for the continuity and sustainability of the excellence of our service. For this reason, it is crucial for us to incorporate the needs and expectations of the relationship groups into the design of strategic plans.

(102-40, 102-42, 102-43, 102-44)



We establish a direct, continuous dialogue with our relationship groups, convinced that this is the only way to generate shared value for the benefit of society as a whole.



Goals

To promote their participation in specific projects.

To take significant qualitative steps to increase their closeness, relations and trust. In this way, they take part, assuming a role, responsibility and commitment for the development of actions.

To promote respect and tolerance among people of different beliefs, ideas, values, nationalities, etc.

To make thought and reflection easier.

To promote agreements and build relationships of trust.

To raise awareness of the value of water and its management.

To increase awareness and sensitivity, without which it is difficult to promote the participation of our relationship groups in specific projects and actions.

Development of dialogue

(102-43)

people

1,400
1,200
1,000
800
600
400
200
0

4 surveys

- Suppliers
- Customers
- Public authorities

40 people

2015

6 focus groups

1 survey

- Suppliers
- Customers
- Innovation agents
- Educators
- Workers
- Trade unions
- Public authorities

52 people

2017

5 focus groups

5 interviews

1 survey

- Customers
- Innovation agents
- Educators
- Workers
- Trade unions
- Public authorities
- Regulator
- Network of associations
- Media

106 people

2019

5 focus groups

9 interviews

5 surveys

- Customers/public
- Health ecosystem
- Education ecosystem
- Ecosystem of associations
- Workers
- Trade unions
- Public authorities
- Regulator
- Shareholders
- Suppliers
- Media

800 people

2020

28 dialogue and co-creation processes

Dialogue, participation and co-creation integrated into the company's everyday routine beyond materiality

2021



Tools for dialogue

Materiality analysis

Materiality allows us to identify the most important economic, social, environmental and governance sustainability issues for the relationship groups and for the organisation in general.

At Aigües de Barcelona, we carry out a review of material issues for the company every two years. The last materiality analysis was carried out in 2020, so the conclusions derived from it have remained valid throughout this financial year.

Materiality matrix

(102-43, 102-44, 102-46, 102-47, 102-49, 103-1)



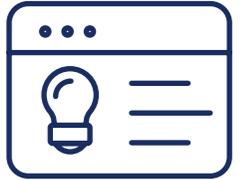
- HIGH**
- 12 Reuse of treated water
- 26 Guaranteed water supply to users in situations of vulnerability
- 8 Drinking water quality
- 13 Availability of water
- 14 Management of the impacts of weather phenomena deriving from climate change and adaptation
- 23 Preventive management of impacts deriving from discharges into the sea
- 19 Mitigation of the effects of climate change, reduction and compensation of CO₂ emissions
- 34 Diversity and quality
- 2 Risk management and continuity of the service
- 17 Sustainability of investment
- 39 Employability
- 35 Occupational health and safety
- 25 Clear bills
- MEDIUM-HIGH**
- 5 Long-term financial viability
- 40 Development of the local community
- 9 Sensory properties of water
- 10 Smart technologies
- 6 Training and development of our professionals
- 32 Transparency in managing the service
- 21 Waste and the circular economy
- 28 User satisfaction
- 15 Consciousness and awareness-raising over sustainable use of water
- 33 Recruiting talent
- 3 Communication and reputation management
- 4 Ethics and compliance
- 18 Energy efficiency
- 1 Good governance and transparency
- 7 Public and private water management
- 36 Dialogue and relationships with workers
- MEDIUM**
- 24 Preserving biodiversity
- 29 Data management and cybersecurity
- 22 Cooperation in identifying COVID-19 and other indicators in wastewater
- 16 Knowledge and innovation transfer
- 27 Flexible working hours and remote working
- 38 Alliances and cooperation
- 31 Work-life balance measures aimed at employees
- 20 Minimising the impact of operations
- 11 Efficiency in the water distribution networks
- 30 Remuneration and benefits for employees
- 37 Relations with suppliers and responsible purchasing management

However, **throughout 2021**, we have continued to look closely at the needs and expectations of our relationship groups and we have carried out various dialogue processes with them that have helped us to develop the materiality analysis and to continue identifying issues to be taken into account for future revisions. Similarly, **co-creation processes have been integrated into the AB2030 Agenda and transformation projects, which have enriched their development and facilitated their implementation.**

Dialogue and co-creation processes

(102-43, 102-44)

	<p>With society</p>	<ul style="list-style-type: none"> • Dialogue forum with more than 40 representatives of associations • Design of pilot test for the Markets campaign with La Boqueria • Design of the bars and restaurants campaign with the bars and restaurants guild • Dialogue forum with the third sector
	<p>With the public authorities</p>	<ul style="list-style-type: none"> • 74 working groups as part of the social compact with the different local councils in the Barcelona metropolitan area • 10 co-creation sessions with local councils to update the municipal portals <ul style="list-style-type: none"> » 10 external sessions » More than 15 municipal officers taking an active part in the process » 5 local councils (Gavà, El Papiol, L'Hospitalet de Llobregat, Sant Climent, Sant Feliu) » 2 co-creation sessions as part of the Social Territory project with · Montcada i Reixac and Sant Boi councils
	<p>With suppliers</p>	<ul style="list-style-type: none"> • Design thinking dynamics to raise needs in a neutral atmosphere with 5 suppliers
	<p>With customers</p>	<ul style="list-style-type: none"> • Co-creation sessions in the new bill project, with customers, organisations and local associations • Interviews with end users to test the new website home page design • Co-creation sessions with the domestic appliances, property, insurance and health sectors
	<p>With the regulator</p>	<ul style="list-style-type: none"> • Co-creation sessions with the Barcelona Metropolitan Area to agree new framework agreement indicators



In 2021, 28 brainstorming and co-creation processes were carried out with the relationship groups

In order to improve governance and monitor dialogue and participation, work has been done to design a new tool – called the Dialogue Observatory – which will make it possible to gather the contacts and projects Aigües de Barcelona maintains with the relationship groups on a single platform. The aim is that the new tool will be implemented at the beginning of 2022.

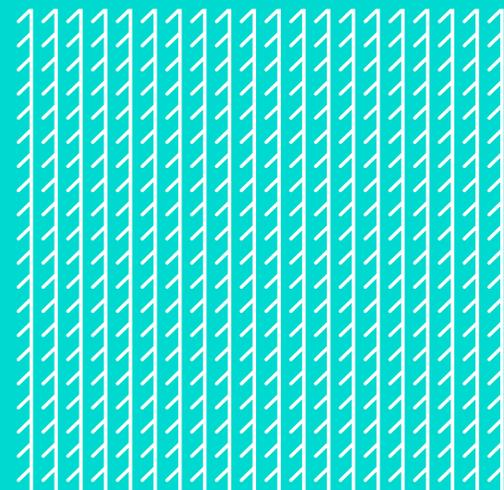
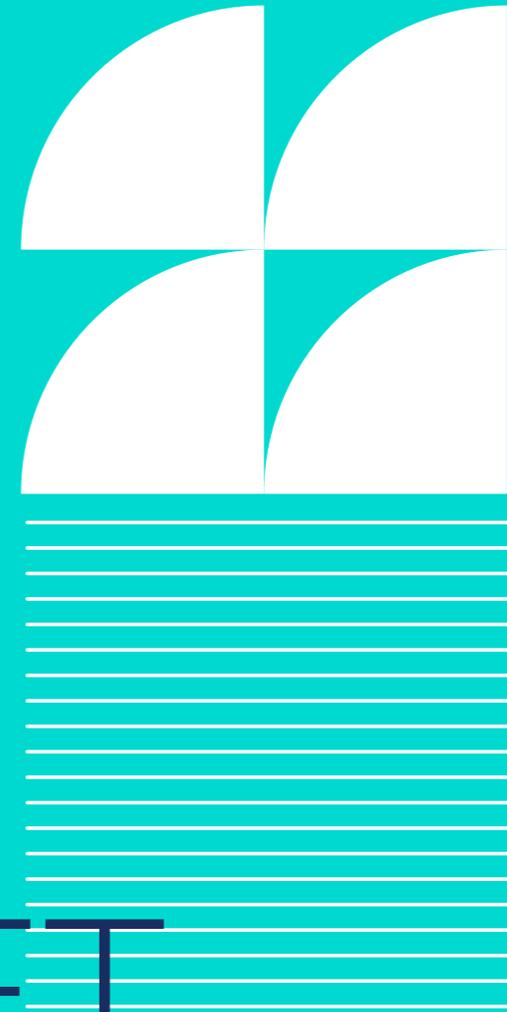
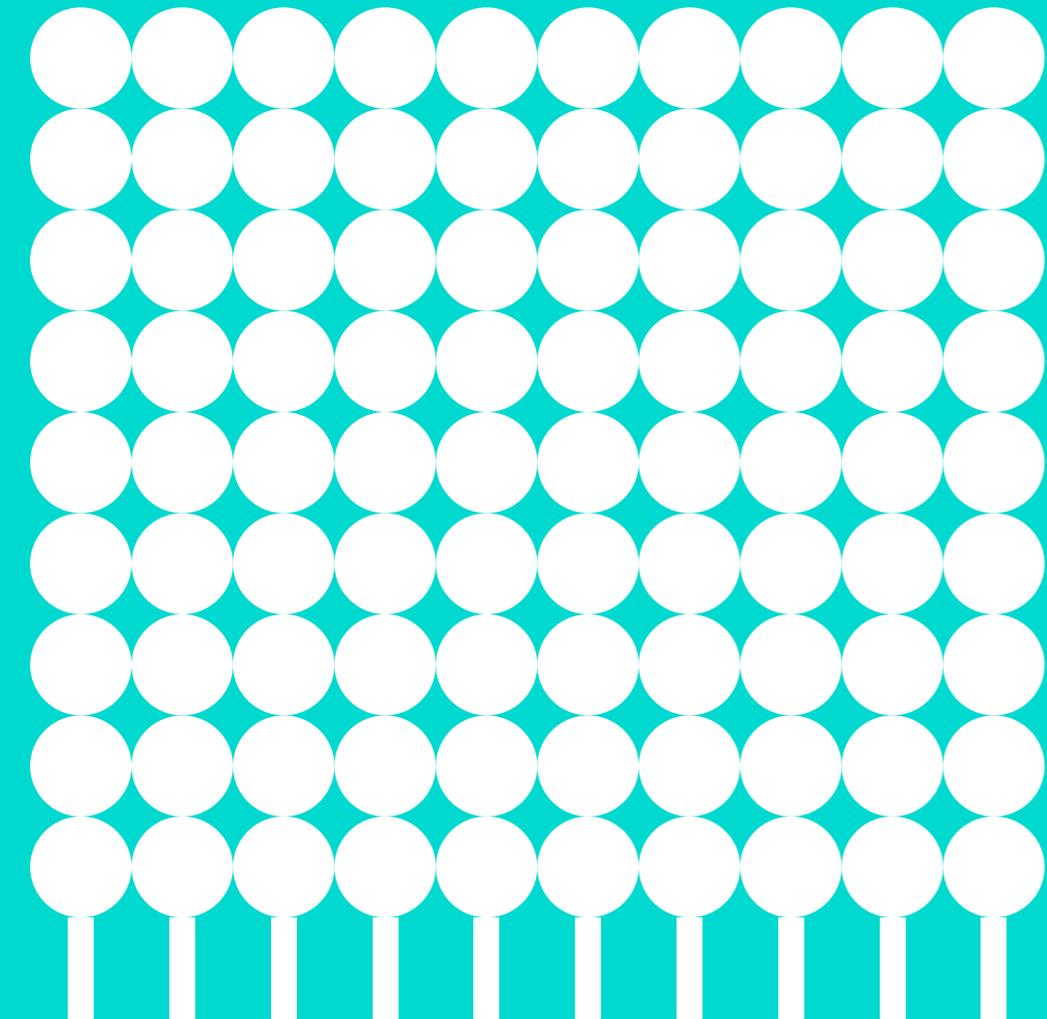


04

CREATING VALUE

ASG

FOR THE
PLANET





Xavier Bernat
Climate Action Manager,
Aigües de Barcelona



Climate change is already causing significant impacts on water, the planet and society and we therefore need to adapt as effectively as possible to the new situation. At the same time, science is indicating that we must reduce emissions collectively so that the future impacts of climate change are not devastating.

In this context of structural change, Aigües de Barcelona feels more committed than ever to act to help the climate, taking on active leadership, open with the ecosystem, and thus ensuring that action towards more sustainable models has an effect, both at the company level and, collectively, in the region.

The local and global climate challenges we have – and will have in the future – on the table are enormous, but among the most important for the activity of Aigües de Barcelona are, firstly, to achieve, through the ambitious roadmap we have set out for ourselves, neutrality in direct and indirect emissions on a regular basis; the roll-out of solutions to adapt to climate change, such as reclaimed water; and, thirdly, promoting climate training and involvement, both by the people who make up the company and of the agents of the value chain and the ecosystem.

In this sense, the company has achieved important milestones during 2021, such as approval of the Climate Action Policy by the Board of Directors, which reaffirms Aigües de Barcelona's commitment to act on the climate emergency. As well as this progress in governance, other achievements should be highlighted: the production of 38 hm³ of reclaimed water – double the figure for the previous year; the recovery of 97.3% of the sludge generated at the wastewater treatment plants; the organisation of climate training workshops for 122 employees; and the establishment of spaces for co-development and action with agents of the ecosystem and the value chain.

ENVIRONMENTAL MANAGEMENT STRATEGY

(102-11)

We believe it is essential to know the vulnerability of the natural water cycle to climate change in order to anticipate and adapt to its effects, as well as to integrate climate risk awareness into all areas of the company's operations.

With this in mind, the company has signed up to the Catalan Climate Change Office's programme of voluntary agreements for the reduction of greenhouse gas emissions and the Government of Catalonia's Climate Action Commitments, the latter as of 30 March 2021.

Core areas of action and new Climate Action Policy

We are aware that the **climate emergency directly affects the management of water, which is a scarce resource**. For this reason, we are tackling it directly and forcefully. The rainfall and temperature system that characterises the Mediterranean climate, the limited capacity of the rivers of Catalonia's internal basins and the gradual increase in demand for water are jeopardising the supply guarantee, and this danger will increase if consumption is not reduced and new resources do not become available.

(102-15, 103-2 Emissions, 103-2 Environmental compliance)

During 2021, the company has drawn up and published the [Climate Action Policy](#), approved by the Board of Directors.

With this policy, we take an active leadership role in climate action, working with relationship groups and the region. It also sets ambitious goals as a response to both the Paris Agreement and the global climate agenda, as well as to the Government of Catalonia's Climate Action Commitments.

The cornerstones of this Climate Action Policy are climate neutrality (reduction, capture and storage, and emissions offsetting); adaptation to climate change (resilience and natural capital); and fair transition (capacity building and internal and external involvement).

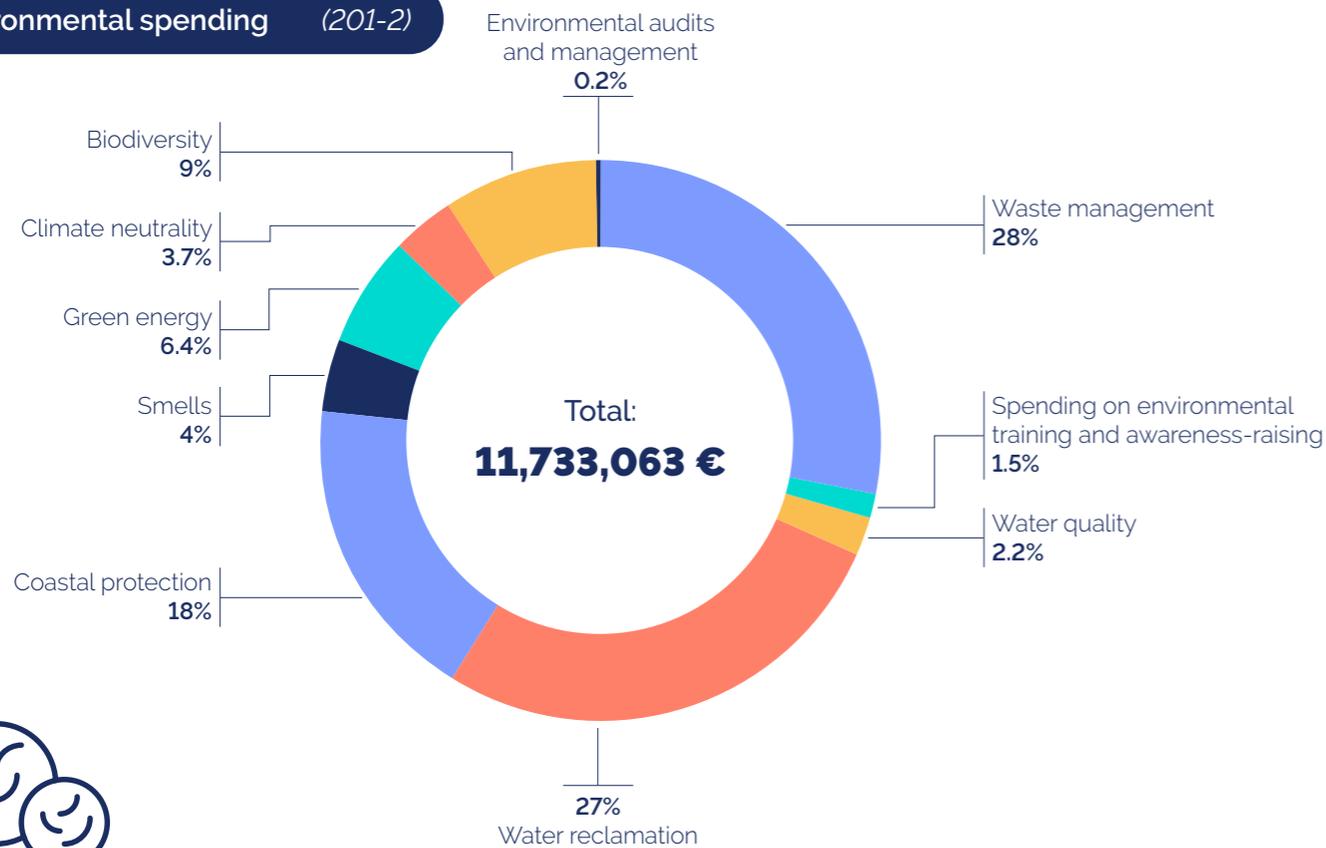


The climate emergency affects all of us and is a responsibility shared between administrations, businesses and the public

Core areas of action

1		Climate neutrality	Reduction, capture and compensation of emissions
2		Adaptation to climate change	Resilience and natural capital
3		Fair transition	Skilling and involvement (internal and external)



Environmental spending (201-2)

During the 2021 financial year, the company has invested 7.6 million euros in actions aimed at the environment and has also invested in various expenses aimed at improving and protecting it, for a total sum of 11.7 million euros

In order to carry out excellent water management, we are committed to:

- **Managing water in an efficient and sustainable way;** looking for innovative and alternative sources of water collection; and making people aware of the need to consume responsibly.
- **Working to have an efficient network and to reduce the volume of leaks.**
- **Ensuring and improving its quality, protecting bodies of water and making progress in the global management of water resources.**

CLIMATE NEUTRALITY

The climate emergency is really happening and the Mediterranean basin is one of the most affected areas. It is estimated that the temperature increase in this area will be 20% higher than the average for the rest of the planet – a challenge that requires a new, more sustainable and resilient management of natural resources, starting with water, which is a basic element for life. This fact **represents an enormous challenge** in Catalonia, where the limited capacity of our rivers and the gradual increase in demand cause water tensions that will increase if responsible consumption is not maintained and if circular and sustainable water management is not carried out.

Aigües de Barcelona's aim is to lead a deep, systemic change towards a more sustainable society, based on the 2030 Agenda, which guarantees the health and survival of the planet and its people.

An ambitious roadmap

To this end, **by 2021, we have designed a roadmap to achieve climate neutrality between now and 2050.** And we want to do so based on reduction levers, capture and offsetting, adding new agents to the change, because this is the only way we can help speed up the collective transition.

(102-15)

The roadmap for climate neutrality has been developed by people and companies with expertise in the climate emergency with planning based on the reduction and capture of greenhouse gas emissions. It will be notified to the whole organisation and its environment and updated periodically to ensure the policy's goals are achieved.

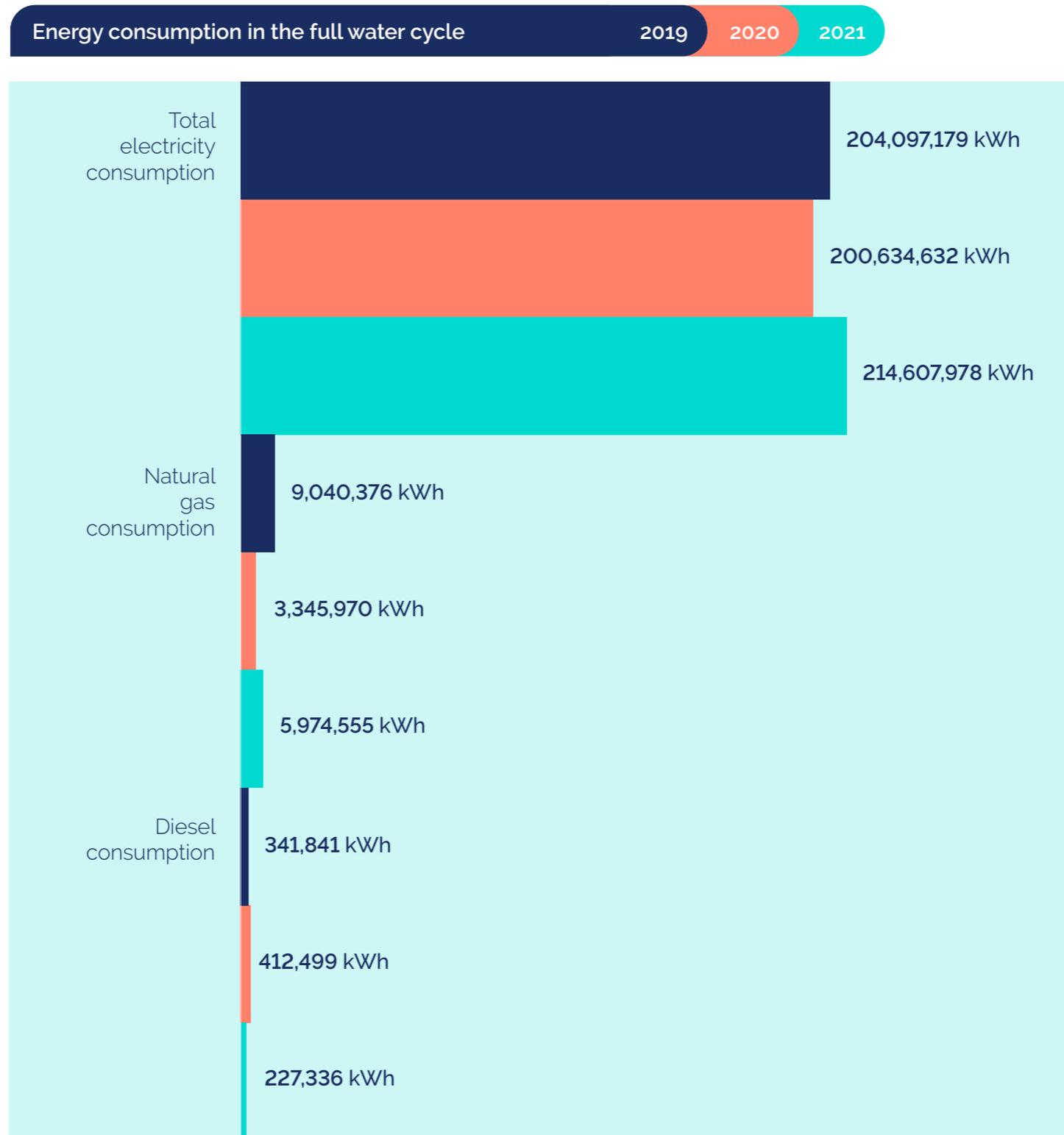
This guide has been openly **tested with 18 external agents: eight institutions, four experts in climate change, four companies committed to sustainability and two environmental and social activists,** and we have received a very positive perception of the level of ambition and credibility, the priority of the levers, the time schedule and the roll-out of projects.

OPEN NEUTRALITY WITH OUR VALUE CHAIN

At Aigües de Barcelona, we want to move towards climate neutrality in an open way with the value chain. That is why **we are launching a pioneering climate action space for collectively reducing emissions.**

Based on working sessions, and through participation and alliances with our suppliers, **we want to design and develop new actions to reduce and contribute to mitigating the company's indirect emissions** while, at the same time, promoting the collective neutralisation of emissions in the region.

With the intention of reducing 55% of consumption corresponding to waste treatment, materials and raw materials, and water purchase, in 2021 we started working towards open neutrality with six key value chain agents. These are cases where, through group dynamics, we have detected challenges and needs to address together to bring about the reduction of indirect emissions. We have identified potential solutions we will deploy from 2022.



(103-2 Emissions, 302-1)

Emissions reduction

We are working for continuous improvement and **to achieve the objective of reducing 55% of 2019 emissions by 2030, 88% by 2040 and 100% by 2050**, eliminating most reducible emissions by 2040. Both direct and significant indirect emissions are included.

At Aigües de Barcelona, we believe it is essential to add new agents of change to accelerate the collective transition towards open climate neutrality. It is also important to cooperate with the relationship groups and establish inter-industry, especially with value chain agents, as well as with the rest of the agents of the territory. In this sense, the business, research, public administration and third sectors are essential.



We are working to achieve the goal of reducing 55% of our emissions by 2030, 88% by 2040 and 100% by 2050 compared to 2019 emissions

Carbon footprint depending on activity

Total emissions **81,105.82 t CO₂ - eq**

Scope 1

10,385.95
t CO₂ - eq

Scope 2

3,077.61
t CO₂ - eq

Scope 3

67,642.26
t CO₂ - eq

Direct emissions

- Fuel burning
- Vehicle fleet
- Fluorinated gases
- Process emissions in waste water treatment plants



Indirect emissions

- Mains electricity consumed (bought)



Other indirect emissions

- Journeys and movements on business or to and from work
- Transport of materials, reagents and waste
- Final disposal of waste
- Effluent emissions from treatment plants
- Additional water purchase



Carbon footprint

2019 2020 2021

(305-1, 305-2, 305-3, 305-5)

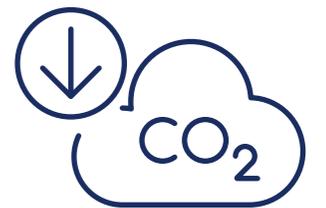


Direct + indirect emissions

In February 2021, the company integrated the Besòs WWTP sludge line into the activity. The company's carbon footprint is 81,105.82 t CO₂ eq and the aforementioned integration represents a footprint of 10,344.78 t CO₂ eq. Thus, the 2021 footprint without the effect of the integration would be 70,761.04 t CO₂ eq.

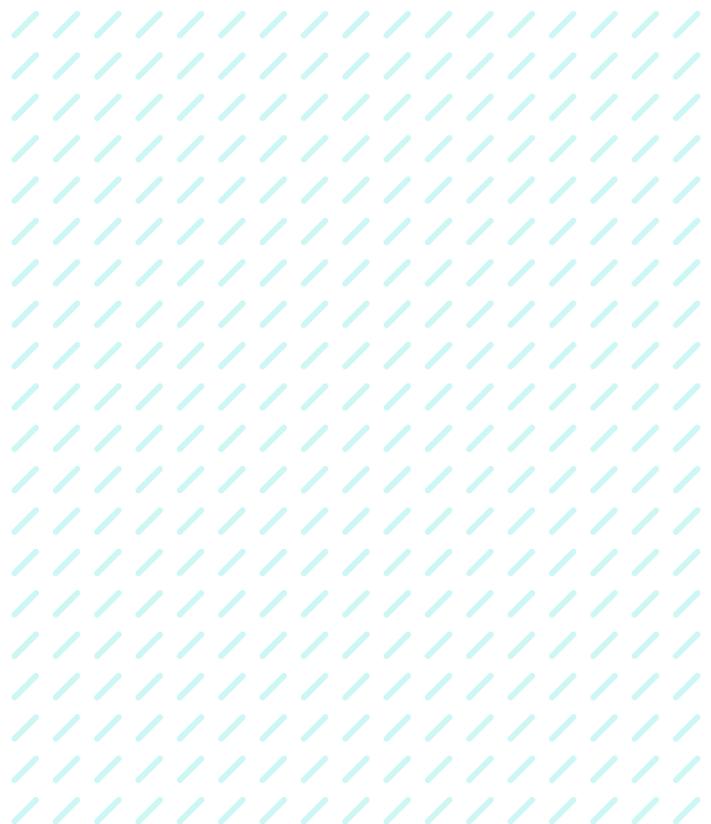
The company's carbon neutrality roadmap sets an annual carbon footprint reduction target of 5% from the base year, i.e. from 2019. In 2019, the company's carbon footprint was 79,003.58 t CO₂ eq.

Thus, **the effective reduction in emissions between 2019 and 2021**, without the effect of the integration of the sludge line, was 8,242.54 t CO₂ eq. **The company has therefore achieved an effective reduction in carbon emissions between 2019 and 2021 of 10.43%, slightly above the 10% target** (5% per year) set for this period in the roadmap to neutrality.



The carbon footprint of Aigües de Barcelona in 2021 was 81,105.82 t CO₂ equivalent

We have reduced CO₂ emissions by 10.43% compared to 2019



Efficient, renewable energy

In terms of energy, Aigües de Barcelona works both on energy efficiency in our processes and facilities and on using renewables.

It should be noted that, **since 2011, the continuous improvement of energy efficiency is supported in accordance with ISO 50001 standards**, with various initiatives carried out in different areas of the company.

There are currently **four renewable energy production facilities: three cogeneration facilities using biogas at the WWTPs and a photovoltaic plant** at the Sant Joan Despi DWTP.

With the aim of increasing the production of renewable energy and energy self-sufficiency, in 2020 a plan to expand photovoltaic energy generation opportunities was implemented, with a total of 21 photovoltaic installations planned over the next five years and an expected annual generation of 11 GWh/year. Along these lines, in 2021 seven of these projects have been started; in particular, at four wastewater pumping stations, two mains supply tanks and one of our offices.

(103-2 Energy - Energy transition, 302-1)

Electricity produced with renewable sources in 2021 (kWh)

Electricity produced by cogeneration with biogas	20,740,588
Electricity from the photovoltaic plant	210,812
Contribution from thermal solar panels at offices	127,429

Energy produced with renewable sources

2019 2020 2021





RESILIENCE: ADAPTING TO CLIMATE CHANGE

Prevention, conservation and efficiency, together with reuse, are the main strategies for adapting to the changes undergone by the climate.

We want to contribute to the resilience of cities to climate change by promoting the deployment of sustainable urban solutions, recognising the value of natural capital and working for its preservation and reclamation.

Resilience: towards Green cities

One of the current global concerns is climate change and how to face or adapt to it. That is why, at Aigües de Barcelona, **we want to focus on respect for the planet and cities, the resources we use and, above all, how we use them.**

To adapt the infrastructures of the whole water cycle and anticipate the consequences of climate change, it is necessary to carry out a proper planning, execution and operation of critical water infrastructures. This is the only way to ensure proper management of water resources, continuity of service and system resilience.

In this sense, **the Sant Joan Despí DWTP is one of the most resilient drinking water treatment plants in Europe**, as it has adapted over the years since it started working in 1955 to the quality of the water of the River Llobregat and the successive modifications of consumer water directives, resulting in very extensive treatment. The versatility of this treatment has made it possible to deal with numerous pollution episodes that have become increasingly frequent due to the increase in torrential rainfall.



(103-2 Water and effluents)



Water footprint

Water consumption reflects the total volume of fresh water used to produce goods and services consumed directly or indirectly. For the sixth consecutive year, we have calculated the water consumption of Aigües de Barcelona's main facilities in the full water cycle.

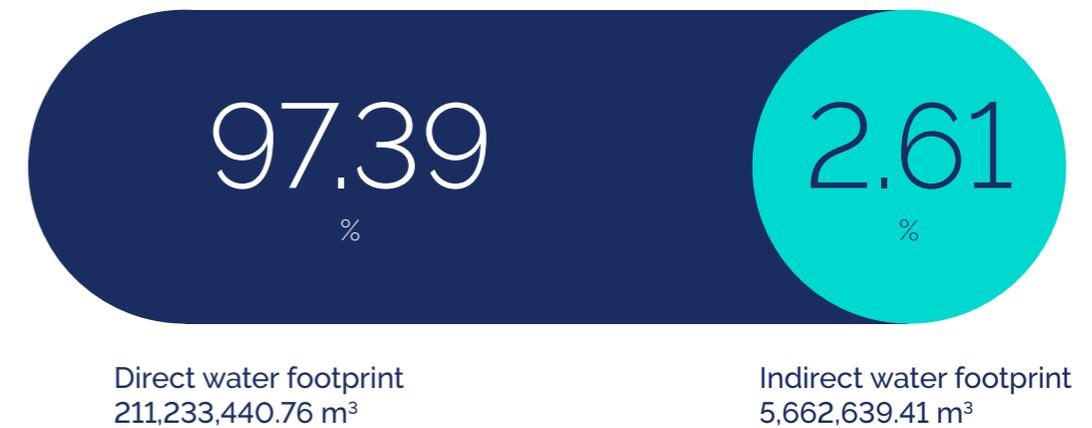
According to the criteria of the Water Footprint Network, at Aigües de Barcelona 52.03% of water consumption consists, essentially, of blue footprint,

i.e., the collection of water from rivers and streams to the purification plants that is not returned to the original river basins and that, in general, is intended for the end consumers of water. Wastewater reclamation contributes to reducing the overall water footprint of the full water cycle, while the seven WWTPs avoid the grey part of the footprint, related to the amount of water that would be necessary for the water returned to the environment to be of the same quality as that in the basin.



Water footprint

(103-2 Water and effluents, 303-1, 303-2)





Alternative water resources for environmental improvement

The growing demand for water, and climate change threaten the sustainability of water resources.

To guarantee drinking water supply for the metropolitan area of Barcelona in the future, it is essential to reclaim and reuse water.

Reclaimed water is obtained by applying additional treatment to already treated water. It is intended for

various uses that do not require water good enough for drinking:

- **Environmental use** (maintenance of the flow in the River Llobregat, replenishment of aquifers against salt intrusion and maintenance of marshes, and improvement of natural areas associated with the Murtra lagoon)
- **Urban use** (irrigation of green areas)
- **Recreational use** (watering golf courses at Santa Coloma de Cervelló)
- **Agricultural use** (Canal de la Infanta, Rec Vell de Sant Vicenç dels Horts and the Baix Llobregat Agricultural Park in Gavà and Viladecans)

Using reclaimed water frees drinking water for other, mainly domestic, uses, optimising and making water management more flexible and improving the environmental conditions of rivers. Water reuse is essential to guaranteeing the supply for the metropolitan area in the future and an essential measure for countries of the Mediterranean arc conditioned by extreme weather phenomena, such as droughts and torrential rain.

Several initiatives are being promoted with the aim of increasing the use of alternative water resources, especially reclaimed water; increasing local water resilience; reducing the stress on natural water resources and increasing sustainability; and guaranteeing the drinking water supply, as well as closing the water cycle. For example:

Reclaimed water for the environmental improvement of the final stretch of the River Llobregat

During 2021, the WRS at the Baix Llobregat WWTP has operated under the B2* regime at the request of the ACA.

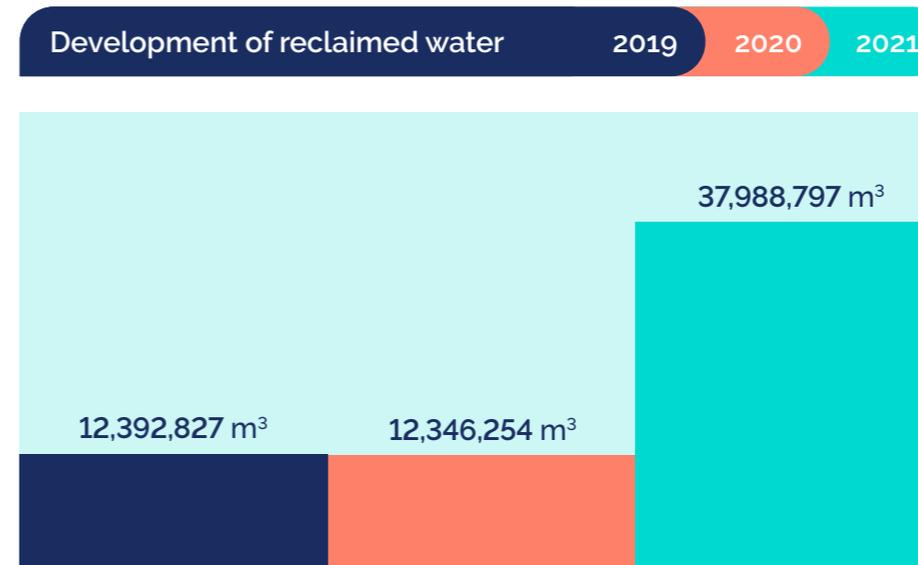
(*) Scenarios of operation of the WRS and reclaimed water discharge regime to maintain the ecological flow of the lower section of the Llobregat River. Scenario B2 maintains the nutrient reduction process of the flow treated at the WWTP. The maximum discharge flow will be 2.5 m³/s.

(103-2 Water and effluents, 303-1, 303-2, 303-4)

Uses of reclaimed water

Reclaimed water in 2021 37.99 hm³	99.3% Environment 	0.4% Agriculture 	0.3% Leisure
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Development of reclaimed water



Recaigua; reclaimed water in Gavà

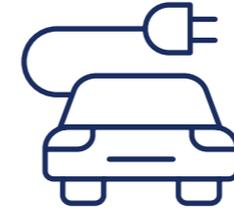
Installation of an automated water dispenser to demonstrate the feasibility of reusing water for municipal use, watering and street cleaning.

The company will continue to work in 2022 to develop and roll out new uses for reclaimed water, structurally contributing to adaptation to the irreversible effects of climate change and to the water deficit in the region.



Sustainable mobility

(305-5)



The carbon footprint associated with the fleet in 2021 was 253.50 t CO₂

The fleet of electric vehicles

Aigües de Barcelona's effort and desire to move towards increasingly environmentally friendly and energy-efficient management, from an energy point of view, are translated into the incorporation of the latest generation of fully electric cars into the company's fleet, designed to be used on urban and interurban roads, with an average range of 130 kilometres.

The gradual implementation of the electric car in Aigües de Barcelona's vehicle fleet means that in 2021 it had 154 100% electric vehicles in a project that is part of Aigües de Barcelona's Sustainable Development strategy.

The electrification of the fleet is intended to contribute to minimising the environmental impact, reducing pollutant emissions and noise pollution, especially in the city of Barcelona, where one of the main goals is to improve air quality.

The commitment to the social return on investment in sustainable mobility has meant not only an improvement in quality of life in the metropolitan area, but also:

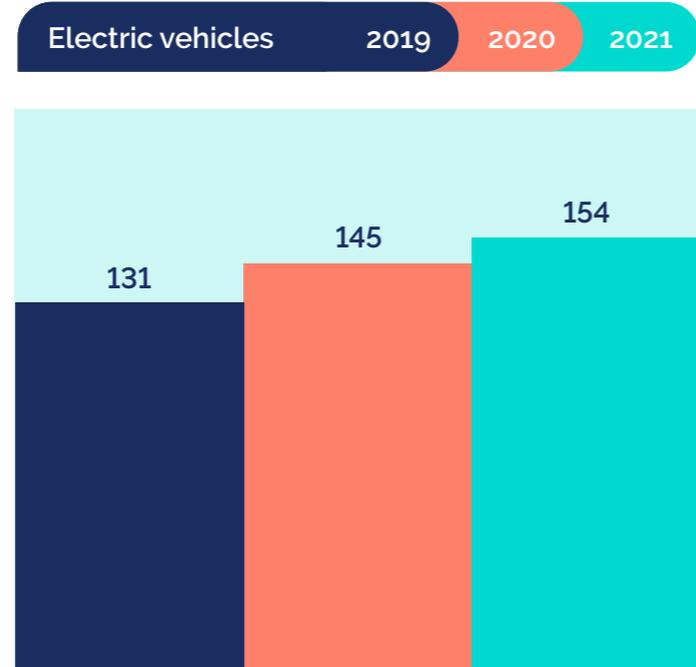
- **A reduction in fuel consumption** of 3,759.86 litres per year compared to 2020.
- **A reduction in CO₂ emissions** of 10.67 tons per year compared to the previous year.
- **Energy saving.**
- A significant **reduction in noise pollution.**

Climate change and its direct consequences for health are among the planet's greatest challenges, as stated in the 17 Sustainable Development Goals. This problem is particularly acute in cities, where 55% of the world's population currently lives, a figure that will increase by 13% by 2050, according to the United Nations.

Transport, in all its forms, **is a sector with a high fossil fuel consumption and high greenhouse gas emissions.** On the road to clean, sustainable mobility, cities therefore play a key role in

promoting the use of green forms of energy that avoid global warming and help improve air quality, both of which are necessary to preserve human health.

Aigües de Barcelona, strongly committed to sustainable mobility as part of its Strategic Plan for Ecological Transition, contributes to the reduction of emissions and air pollution in the metropolitan area of Barcelona. For this reason, in 2021, the company joined European Mobility Week, focusing on safe, sustainable, healthy mobility.



Based on the company's commitment to move towards a cultural transformation within the organisation, sustainable mobility has been promoted as a driver of change, with the aim of reducing carbon footprint. With this in mind, in November 2021 the company launched the BiciEmpresa campaign, making five electric bicycles available to employees to travel, preferably between home and work.

The circular economy

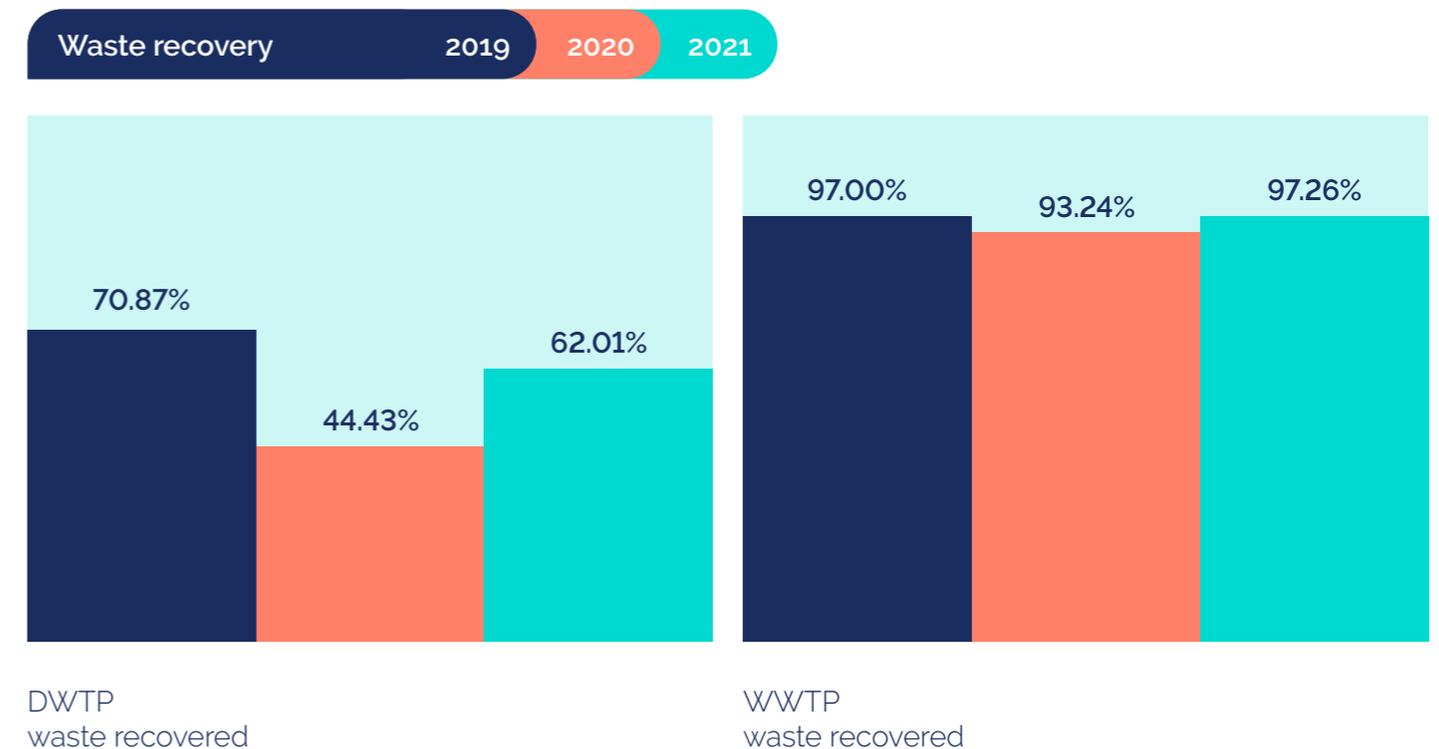
(103-2 Waste, 306-1, 306-2, 306-4)



We close the cycle using circular economy strategies, minimising resource consumption and the impact on the environment. At Aigües de Barcelona, **we prioritise the optimisation of all resources** needed to carry out our activities **and we give a second use to waste that can be a cleaner energy resource.**

As well as working on minimising waste generation and its recovery, we focus on reusing it with a double objective: to reduce the volume of waste managed and to cut consumption of non-renewable resources.

In 2021, the company has recovered 97.26% of the waste managed at the wastewater treatment plants (WWTP) and 62.01% of the waste managed at the drinking water treatment plants (DWTP)





Ecofactories, a paradigm of the circular water cycle

As time goes by, it becomes clearer that environmental crises are part of the road ahead. Increasingly adverse weather events are a warning that it is becoming more and more important to protect the planet.

We often forget that the resources generated by the Earth are finite and that all our actions as inhabitants have repercussions on it, to a greater or lesser extent. A transformation of human economic progress within the ecological limits of the planet is therefore necessary.

The current economic model of extraction, production and waste is already reaching the limit of its physical and biological capacity. The circular economy is an alternative that seeks to redefine what growth is, with an emphasis on benefits for society as a whole. Driven by a transition to renewable energy sources, the circular model creates economic, natural and social capital and is based on three principles:

(103-2 Waste)

	Eliminating waste and pollution based on design
	Keeping products and materials in use
	Regenerating natural systems

Sanitation is a key process to guarantee the quality of the water that is returned to the environment, as it ensures people's health and the preservation of the environment. Wastewater is also a sustainable source of reclaimed water to be reused for different uses, energy, nutrients and other resources. **We want to evolve wastewater treatment plants into ecofactories,**

applying the principles of the circular economy, with facilities that generate new resources, achieving energy neutrality with a positive environmental and social impact and providing shared value.

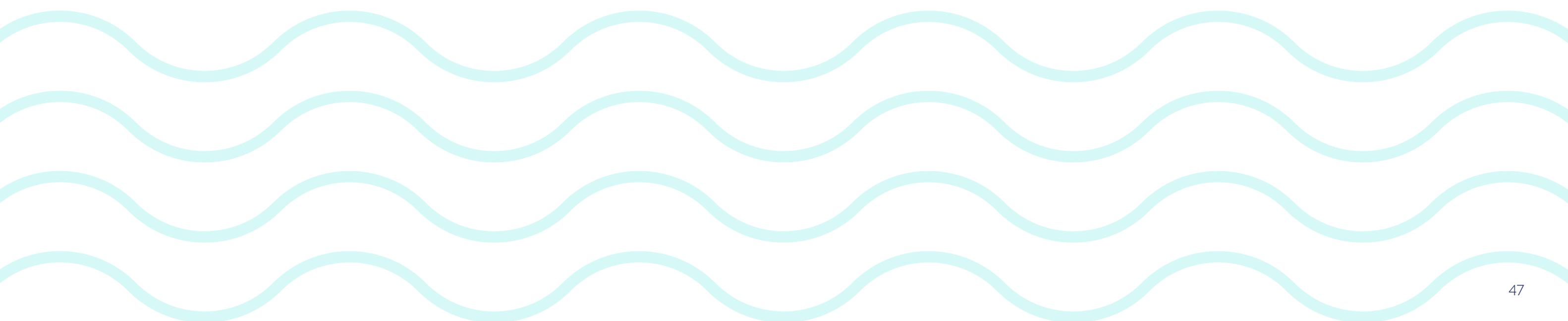
The challenges faced by this project include water reclamation, energy self-sufficiency, circular waste management transforming it into new resources, co-management, co-creation, sharing experiences and being a reference for these principles through new models of shared value generation. **Open innovation and technology will be the levers** that will help us to move forward based on collaboration and alliances with companies and organisations.

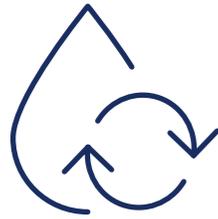
In this sense, Ecofactories is among the strategic projects of the AB2030 Agenda and works based on these concepts to achieve the following objectives:

COMMITMENTS

- 1. Regenerating 100% of treated water.**
- 2. Energy self-sufficiency (0 kwh of energy consumed from external sources).**
- 3. 0 waste to landfill (we transform waste into resources).**
- 4. Sustainable value creation.**
- 5. Positive environmental and social impact.**

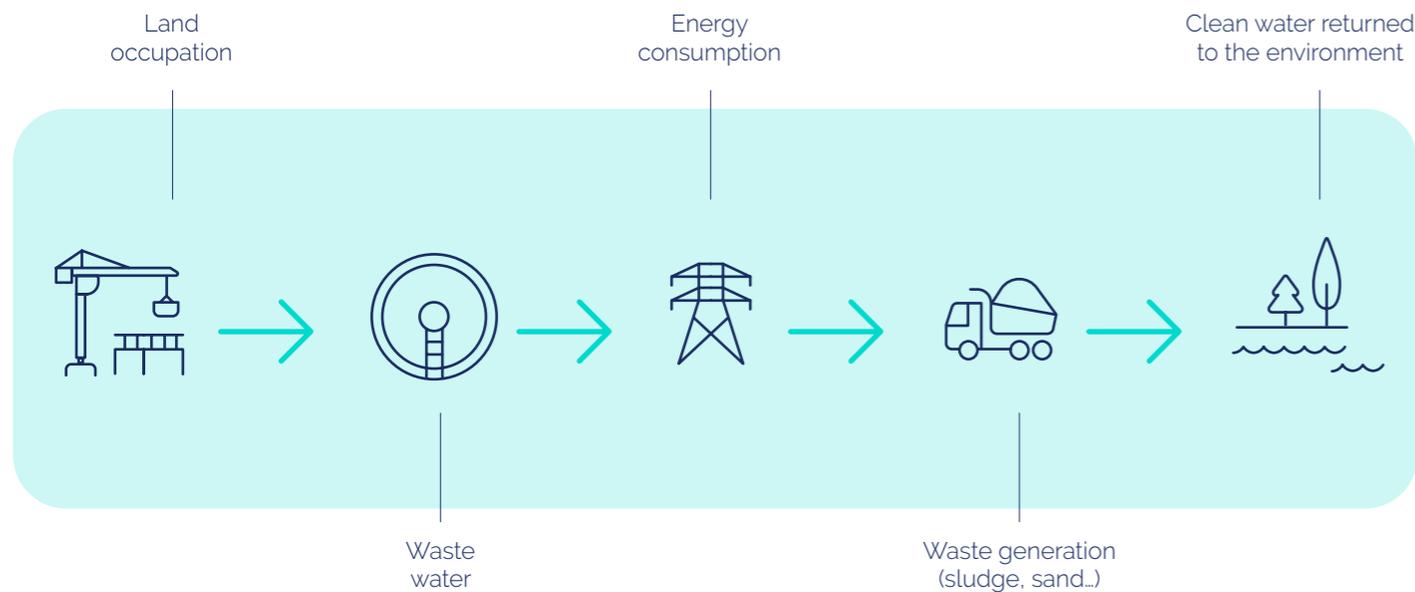
The actions included in this project include recovering waste from refuse collection and sanitation waste, which is currently deposited in landfill, or the upgrading of biogas to produce biomethane.





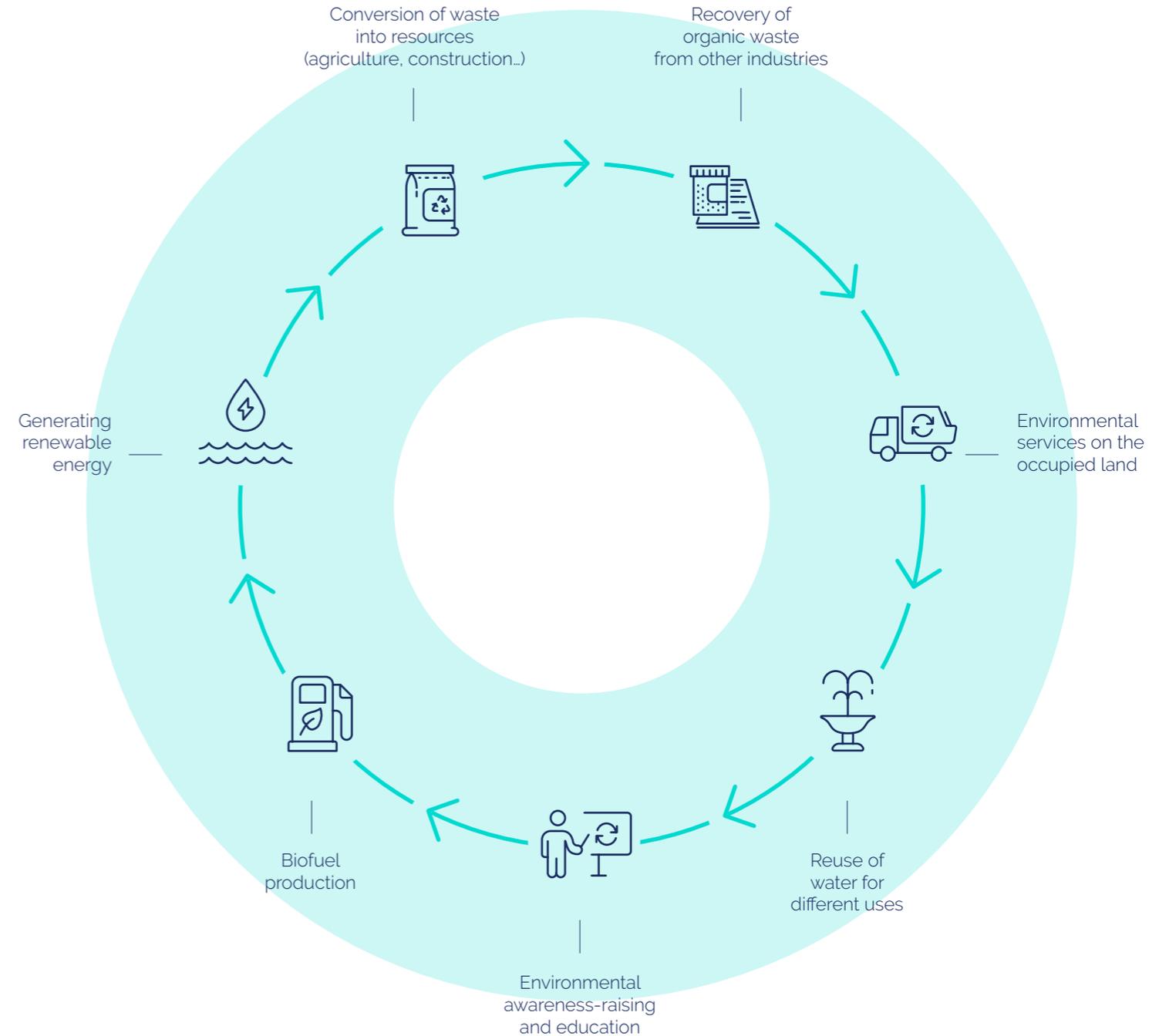
Water with 1,000 lives seeks to promote water reclamation and the circular economy as key elements for the sustainable development of the metropolitan area

Linear model. Treatment plants



Circular model. Ecofactories

(103-2 Waste)



Coastal protection and biodiversity

We work to conserve and improve the natural habitats involved in the water cycle – river, coastal, marine, wetlands – **and their biodiversity**, as well as to minimise our climate footprint.

Given that **biodiversity is key to maintaining the quality of water sources**, the desire to conserve it has been included in the management objectives of all facilities in the full water cycle, especially those in the Natura 2000 Network (protected areas or areas with endangered species).



Surveillance of the sanitation network and coastline protection

(303-2)

Avoiding negative impacts on the marine environment is also a priority. We are therefore working to be increasingly efficient and quicker in responding to possible incidents that affect the quality of marine waters.

In order **to avoid or minimise unauthorised dry weather discharges**, there are level sensors at all plants and associated pumps and overflows in the sanitation network linked to an industrial automation and control system (SCADA) connected to an alarm 24 hours a day, 365 days a year, which generates a warning to those responsible.

Aigües de Barcelona carries out the **surveillance and control of the metropolitan network**. When there is a discharge, **it carries out corrective management**.

During 2021, **pilot technologies for solids retention have been installed in new overflows in the metropolitan area of Barcelona sewage network**. The aim of these technologies is to retain part of the solid waste that is discharged into the sea by overflows in rainy weather. The pilot study will allow a comparison between different existing technologies and determine which ones to install over the next few years, making it possible to meet the requirements of RD 1290/2012.

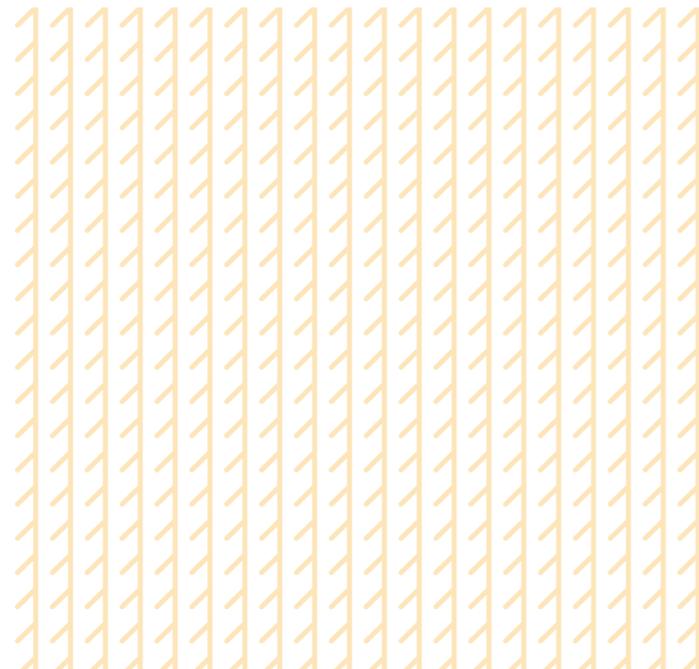


Biodiversity

One of the most developed lines of action at Aigües de Barcelona in recent years has been promoting and preserving biodiversity at our facilities. To naturalise water cycle installations, we have promoted actions such as:

- **Drawing up biodiversity diagnoses and action plans.**
- **Using native plant species** in gardening.
- **Ecological management** of green areas.
- **Promotion of useful fauna and control of invasive species**, through the deployment of the STOP Invasives programme, which includes a methodology and specific tools to train staff at our facilities on how to identify these species, report observations and carry out ad hoc control plans.
- **The total elimination of the use of chemical plant health products** (including herbicides, insecticides and pesticides) in all facilities, as they involve high levels of toxicity both for animals and people, and are one of the main causes of the loss of pollinating insects. They have been replaced by non-toxic ecological products and natural, sustainable and environmentally friendly alternative techniques.

With the aim of reducing the negative impact of our activity on natural capital and enhancing the positive impacts, the organisation continues to carry out self-assessments on the conservation status of biodiversity in facilities located in sensitive or protected areas, in order to obtain a diagnosis and draw up an action plan suited to the special characteristics of these plants (Vallvidrera and Begues WWTPs, complementing the study carried out in 2020 at the Gavà-Viladecans WWTP).



Raising awareness of biodiversity protection and improvements



Throughout 2021, monthly webinars – known as Café BiObserva – have been held where experts in fauna and flora provide information for BiObserva programme volunteers. Specific training courses have been held for BiObserva Stop Invasives volunteers. We have also worked on a distribution campaign

equipment to help birds at water purification and drinking water plants. This includes nest boxes, feeders, drinkers and stickers for windows in buildings to prevent bird impacts. Practical training has also been carried out in maintaining green areas without herbicides.





FAIR TRANSITION

The ecological transition must be fair. At Aigües de Barcelona we move knowledge and training so that people and organisations can address this transition.

Training and involvement goals:

1. To incorporate climate action into strategic planning, decision making and risk analysis and management.
2. To communicate the development of climate action indicators in a transparent way.
3. To promote the interest of the organisation's professionals in climate change, through training and awareness-raising.
4. To disseminate the knowledge and learning acquired and facilitate the process of climate action in our environment.
5. To estimate the climate impact of 1,798 investment projects involving water supply, sanitation or cutting across disciplines and to incorporate climate criteria in the decision-making process for water supply investment projects.

Awareness-raising and internal training

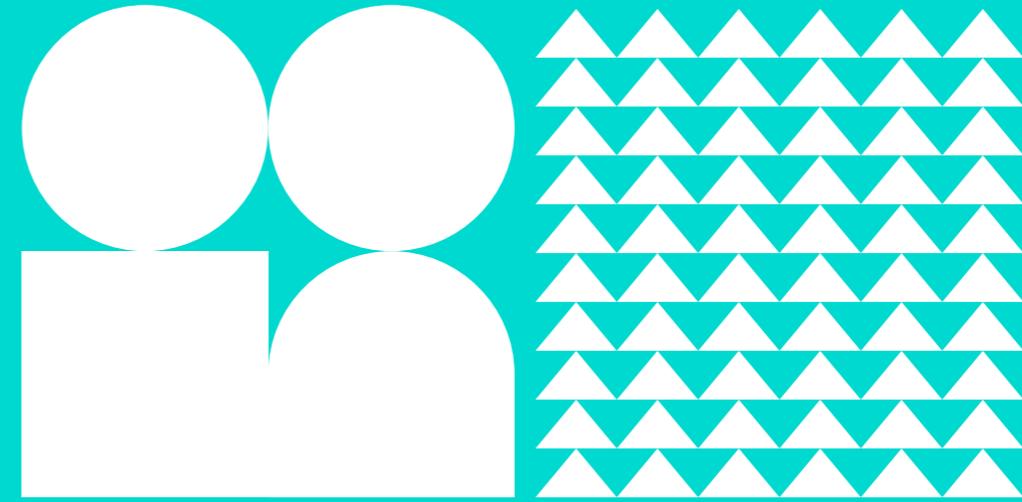
Of Aigües de Barcelona's 140 employees, **122 participated during the month of October in the "Let's understand to act for the climate" virtual workshops**, in which the cause-effect links of climate change and the knowledge of these links in order to generate individual and collective mitigation and adaptation actions were explained.

Creation of the #MedFutures channel on the Atlas of the Future website to share exemplary climate solutions deployed in the Mediterranean.



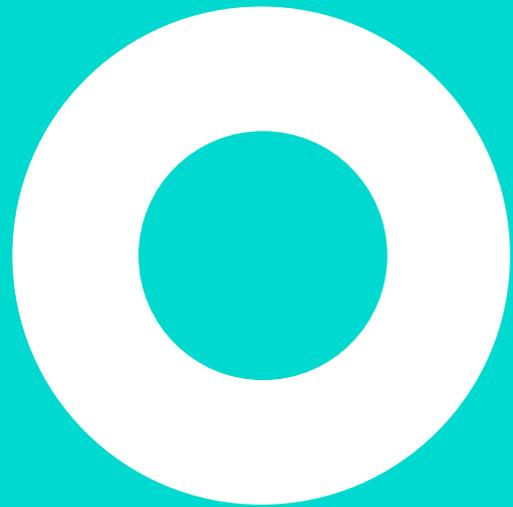
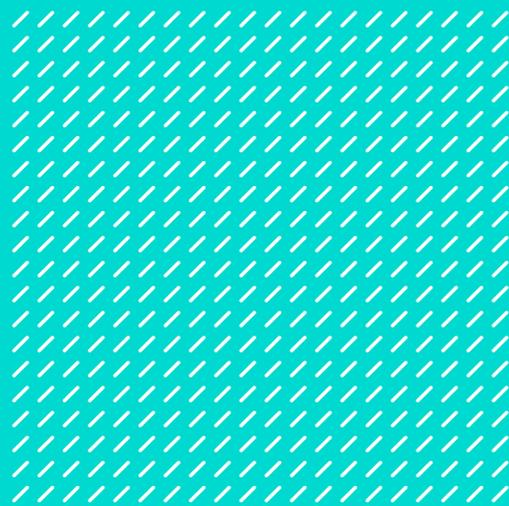
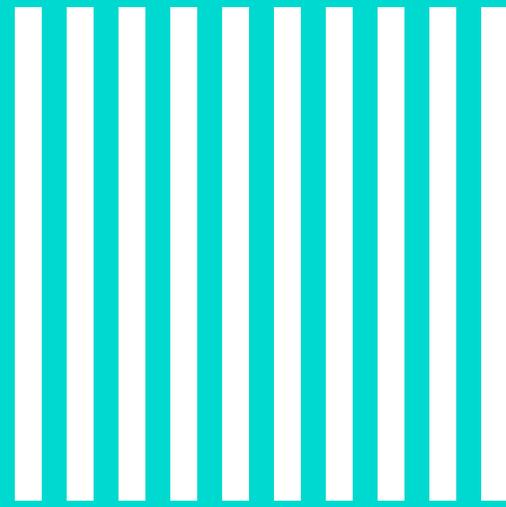
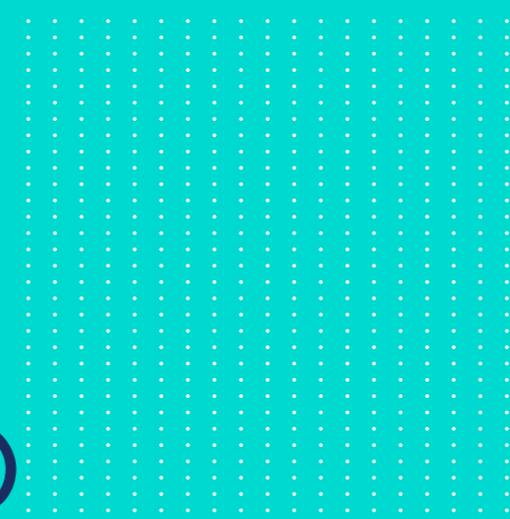
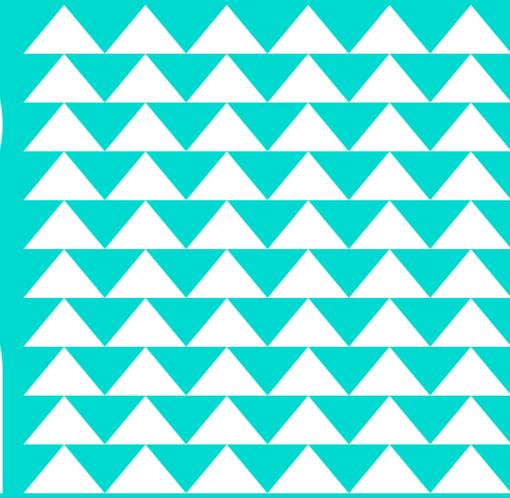
05

CREATING VALUE



ASG

FOR SOCIETY





Maria Salamero
 Director of Institutional Relations and
 Social Action, Aigües de Barcelona



Aigües de Barcelona's social action is integrated into the company's value chain in a genuine and perceptible way as it seeks to become a legitimate agent of social transformation.

The focus of social action, which is aligned with the company's AB2030 Agenda, is to generate quality employment with a social outlook. From this perspective, the main target groups are people at risk of exclusion in the metropolitan area. It is intended to provide a decisive instrument in improving their quality of life.

One of our distinguishing features is the integration of social impact into the value chain, focusing our actions on high-impact and assessable programs arising from opportunities linked to our own business activity and aimed at the Solidarity Fund's target groups.

What best defines the efforts we have made in 2021, in this area, is that we have been able to move into action, starting with designing the Plan

carried out at the end of 2020. Through it, we have achieved organisational consolidation, with the establishment of the Social Action Committee and the Social Action Department; the implementation of transforming programs, with the ONA project as a major reference point integrating our vision of social action; and, finally, measurement of our impact and accountability. Today, we are helping 4,102 people, in alliance with 14 municipalities and 23 associations.

ALLIANCES TO ACHIEVE OUR OBJECTIVES

(102-12, 102-13)




With an ecosystem of alliances that marks our way of working, we contribute to SDG 17, focusing on target 17.17 to promote the creation of effective public, public-private and civil society partnerships.

Following the guidelines of the United Nations 2030 Agenda for Sustainable Development, we strive to act together, **building alliances, to take care of the planet; improve the quality of life, dignity and development of people;** ensure economic prosperity and decent work; and, finally, move towards a fairer, more peaceful world with more responsible institutions.

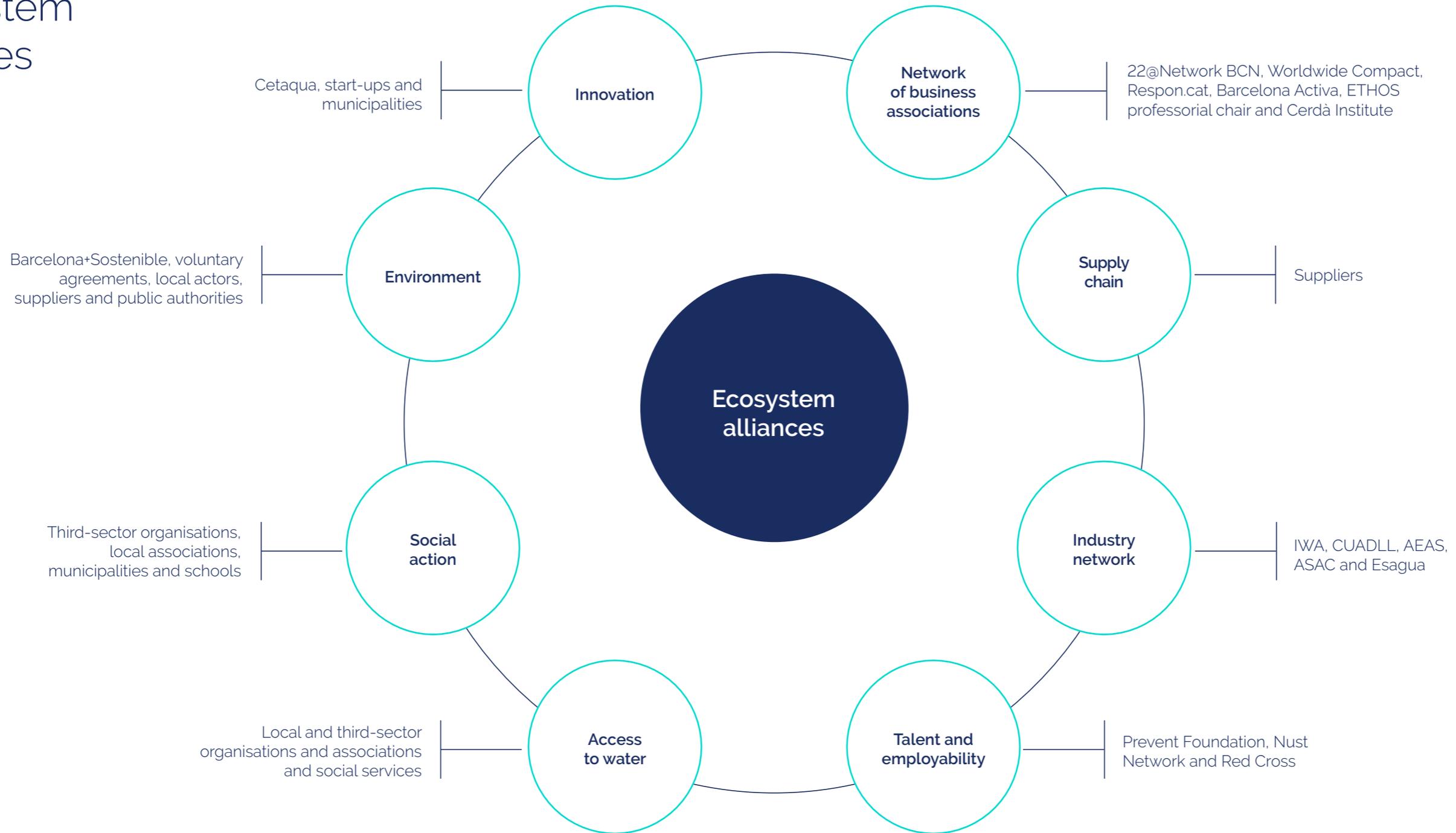
We believe that, only through the involvement and **joint work of companies, administrations, citizens and the educational and scientific community,** will it be possible to generate shared visions of the future and **firm agreements with the capacity to transform.**

Along these lines, we belong to many public and private associations with the aim of sharing our knowledge and experience. **We also work with local councils and regional agents of the Metropolitan Area of Barcelona to drive initiatives that allow us to actively promote territorial innovation.**



Ecosystem alliances

(102-12, 102-13)





INCREASINGLY SOCIAL WATER FOR A MORE SOCIAL WORLD

(103-2 Local communities)

For Aigües de Barcelona, making a city means carrying out our activity while taking care of the resources we manage, respecting the environment in which we operate and understanding the needs of the citizens of the metropolitan area of Barcelona.

This vision is translated into a broad program of social action, education and awareness-raising, with a direct impact on the environment and people and the aim of supporting the most vulnerable groups while, at the same time, educating and raising awareness about the importance of responsible water consumption and the effects of climate change on the environment.

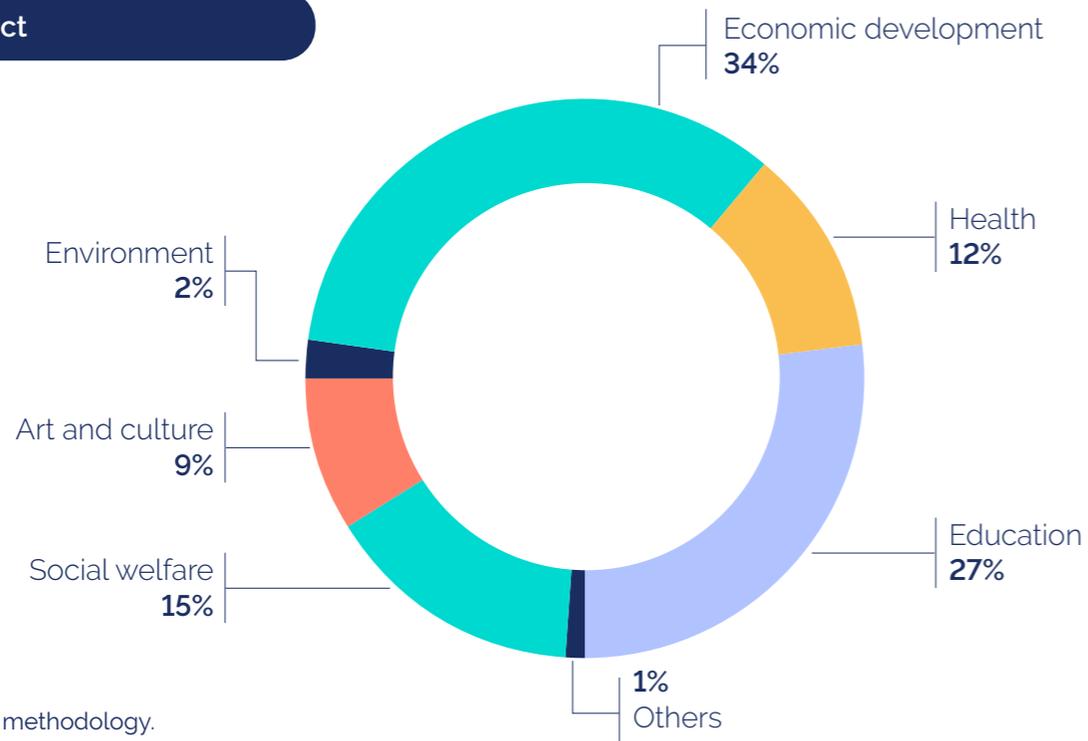
At Aigües de Barcelona, we want to continue contributing to this citizen empowerment, which is crucial to achieving true sustainable development – a global challenge for the entire population but especially for those living in urban centers.

During 2021, the company has continued to work in the areas of social action, awareness, culture and education and proximity.



Types of project

€1.9M intended for social action*



(* According to LBG methodology.

Contribution to SDG (102-12, 413-1)

SDG		%
1 NO POVERTY	1. End of poverty	4.5
10 REDUCED INEQUALITIES	10. Reduction in inequalities	8
11 SUSTAINABLE CITIES AND COMMUNITIES	11. Sustainable cities and communities	3
15 LIFE ON LAND	15. Life of terrestrial ecosystems	0.2
17 PARTNERSHIPS FOR THE GOALS	17. Alliances to achieve the goals	12
3 GOOD HEALTH AND WELL-BEING	3. Health and well-being	13
4 QUALITY EDUCATION	4. Quality education	27
5 GENDER EQUALITY	5. Gender equality	2
6 CLEAN WATER AND SANITATION	6. Clean water and sanitation	0.3
8 DECENT WORK AND ECONOMIC GROWTH	8. Decent jobs and economic growth	30
TOTAL		100.0

During 2021, our commitment to social action has supported 199 initiatives, with which we have reached more than 600,000 citizens through our awareness campaigns and educational programs, where we share our knowledge and transmit to society the values of respect for the environment and the resources offered by the planet. We can also state that 145 organisations have benefited from our social action during 2021.

The Social Action Master Plan 2021-2023 aims at social transformation through empowering and improving the autonomy and living conditions of people in vulnerable situations in the territories where we operate.

Through social actions, Aigües de Barcelona wishes to contribute to solidarity; creating jobs with a social outlook – as a decisive instrument in improving the quality of life of people at risk of exclusion in the metropolitan territorial area; and green reconstruction, to promote the ecological transition towards a sustainable, more local and more resilient production and consumption model.

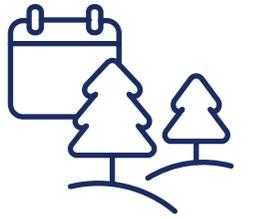
Social Compact

The health, economic and social crisis caused by COVID-19 has increased vulnerability, accentuating inequality and increasing the number of people and families living on the edge of poverty.

In the various municipalities where it operates, **Aigües de Barcelona offers a Social Compact to**

respond to the main challenges society faces and contribute to the post-pandemic recovery. In this way, continuing with the public-private cooperation model, the company offers public authorities its capacity, experience and knowledge to promote reconstruction initiatives at a time when this collaboration is more necessary than ever.

*During 2021,
74 working Social Compact
working groups have been held
with local councils:
Nine groups within the
Solidarity core area,
24 for Employment and
30 for Green Reconstruction*



Areas of action

	<p>Solidarity</p>	<p>Offering direct support to guarantee access to water to all people in vulnerable situations.</p>
	<p>Employment</p>	<p>Creating quality "green" and "smart" jobs and promoting a fair transition based on the protection of human rights, equal opportunities and inclusion.</p>
	<p>Green reconstruction</p>	<p>Promoting the ecological transition towards a sustainable, more local and more resilient production and consumption model.</p>



From the Solidarity Fund to social action

(103-2 Ocupabilitat, 203-2)

We are highly aware of the current context, marked by the pandemic, with many people suffering the consequences of this economic, social and health crisis. Now it is time to put efforts into post-COVID recovery and reconstruction. We have to look forward.

For this reason, we are working to promote dialogue and a social compact that will allow us to tackle the recovery, focusing on three core areas: solidarity, quality jobs and green, inclusive reconstruction. **We want to** go one step further and **act as a social and sustainable transforming agent**, because the two concepts go hand in hand. This translates into our social action strategy, through which we will gradually reinvest the efforts begun with the Solidarity Fund in social actions aimed at promoting employability, reducing inequalities and fostering a fairer society.

ONA Project

This is promoted by Aigües de Barcelona, together with the Red Cross, and lasts two years. Its aim is to ameliorate the situation of vulnerability of users of Aigües de Barcelona's Social Tariff, combining coverage of basic needs with a specific programme to improve employability and develop skills with the aim of getting people jobs. This help for people to get work, seeks to comply with SDG 8, through decent, quality jobs. The social impact is also assessed, measured by whether dependence on the tariff decreases. It is intended



that the people who have participated can stop depending on this reduction once they have sufficient income, through a quality job, to enable them to live a decent life.

In 2021, the intervention phase of the first pilot program, which began in 2020 in Barcelona with **38 participants**, was completed.

The ONA project has developed a scalable methodology that can be replicated in other regions, as well as an improvement in vulnerability analysis and the design of routes to social transformation through jobs.

The regional deployment carried out for this project during 2021 **has an impact on a total of 200 people**, 120 of whom were enrolled in the four programmes begun as of December 2021:

- **ONA Cornellà de Llobregat: 52 people in the process of participation.**
- **ONA l'Hospitalet de Llobregat: 36 people registered (10 pending final registration).**
- **ONA Santa Coloma de Gramenet: 32 people registered.**
- **ONA Sant Adrià de Besòs: in selection process.**



Young Talents Grants Programme



The 6th programme began in **2021**, and **25 young people with brilliant academic records** but with serious economic difficulties **are already participating or have participated in it.**

University courses are taken at public universities – UPC, UB, UAB and UPF. As well as tuition and fees, the grants include educational support for students, mentoring and support for families.

This year, the first three young scholarship recipients graduated and received their awards at a ceremony held at the Agbar Agora on 30 September 2021, which was also attended by the other programme partners. One of the graduates has started working at Aigües de Barcelona; the other two graduates are receiving advice from Corporate Talent Management.

An Alumni program has been launched, open to all students and former students of the programme, which will be self-managed by the scholarship holders themselves with the support of Aigües de Barcelona.



A-porta project



This is an initiative of the Confederation of Residents' Associations of Catalonia (CONFAVC) seeking to empower and educate residents and raise awareness of the aid available relating to the supply of basic services in the local area. At the same time, they are also informed about how they can save on their bills and achieve more efficient consumption. This project has led to the appearance of the "door knockers": local residents who go door to door in their neighbourhood to inform their neighbours of the different options they have for saving on their bills for basic supplies, such as water. The A-porta project began in 2016 in Ciutat Meridiana in Barcelona and has spread to other neighbourhoods in the city and municipalities in the metropolitan area of Barcelona – even some outside the local area. In the project, Aigües de Barcelona is working together with the municipal authorities on an unusual social project.

In 2021, **three programmes** have begun with the support of Aigües de Barcelona **in the municipalities of Viladecans (Montserratina neighbourhood), Gavà (Can Espinós and Ausiàs March neighbourhoods) and Sant Feliu de Llobregat (Can Calders neighbourhood), reaching an average of 300 homes per municipality.**

Social Territory Project



This is a project with a high qualitative social impact. Co-financed by the local councils and lasting two years, its aim is to co-create initiatives for social transformation in the region with the councils and community leaders from the municipalities to fight long-term unemployment among people in vulnerable situations.

The project has been rolled out in the **municipalities of Montcada i Reixac and Sant Boi de Llobregat:**

- **Montcada i Reixac Social Territory:** Enterprising Women and Montcada Includes programmes.
- **Sant Boi de Llobregat Social Territory:** participation, design and creation of an urban park for teenagers to play inclusive sports.



Collaborations and alliances with third-sector organisations

In 2021, Aigües de Barcelona has concluded alliances with local organisations in the metropolitan area of Barcelona for a total of **23 finalist social projects** from third-sector organisations, in the areas of **promoting quality employment/improving employability (20) and generating social welfare (3)**, as well as two unusual projects related to **the integration of refugees in two municipalities in the metropolitan area (Sant Boi de Llobregat and Viladecans)**. During 2021, **570 people** have taken part in these finalist projects, some of which will continue into the 2022 school year. More than 1,800 highly vulnerable people at risk of social exclusion have also benefited from the hygiene services project (Gimnàs Social Sant Pau).

For all of these collaborative projects, we have designed and implemented our own system for the monitoring and final evaluation of the goals achieved.

(103-2 Employability, 203-2)

Commitment to culture and education

The backbone of our commitment to culture and education is the Aigües de Barcelona **Museum, a dynamic and continuously evolving beacon for the dissemination of knowledge of the values related to water culture.**

During 2021, **the digitisation of the educational and informative information on offer has continued for all kinds of audiences:** educational (specific activities for kindergarten, primary, secondary and high school and middle and higher education), family and general.

The Cornellà Plant, where the Museum is located, is a working facility, which is why, since the outbreak of the COVID-19 health crisis, and unlike other museums, it has been temporarily closed as a preventive measure. The aim has been to minimise risks at these strategic supply facilities. The Museum has responded to this situation by giving new impetus to the digitisation of all educational activities and resources, in order to make this content available to everyone, always, whenever they might need it.

47,302 participants
in digital activities



30,252 children and young people
have taken part in the digital school education program

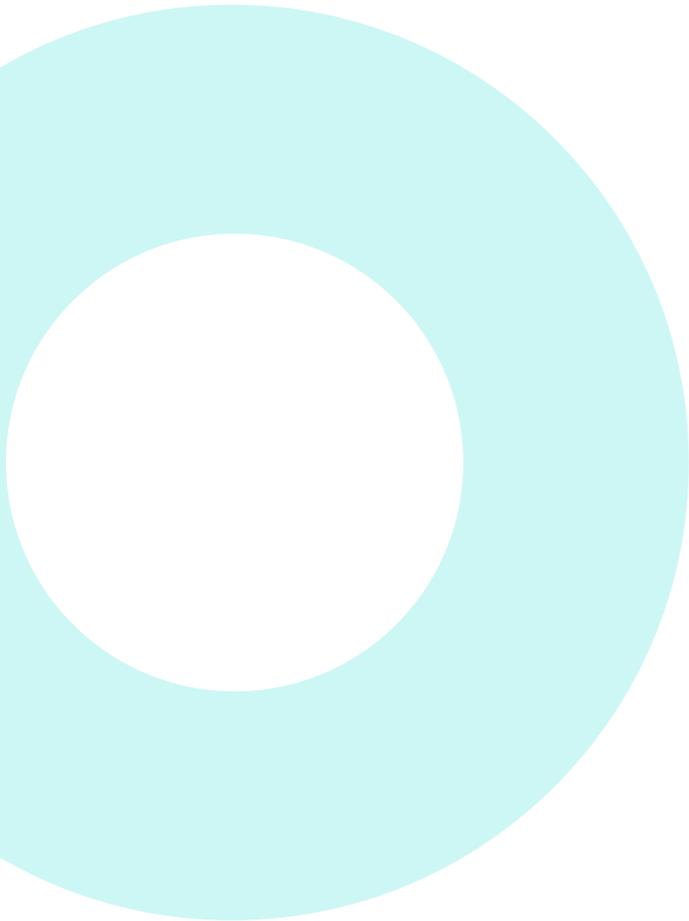


639,576 viewings of digital content via YouTube, Facebook and Instagram





During the last year, the Water Museum has created a new website and made an important leap forward in digital educational innovation. In October, school visits were also resumed to the Sant Joan Despí DWTP.



ACTIVITY HIGHLIGHTS

- » Augmented reality visit to the Sant Joan Despí DWTP.
- » Interactive visit to the Water Museum.
- » "Impossible" visit to the Water Museum.
- » The Millennium Challenge, an online game.
- » The Lady of the Water, escape movie.
- » Neighbourhood Water, a citizen science project.
- » Active H₂O classroom for seniors: horticulture and meteorology courses.
- » Virtual exhibitions: Art and Water, The Cornellà Plant as seen by Mariscal, the Water Museum collection.
- » Drops of History, video series.
- » Travel and Water, video series.
- » *Maquinaigues*, family musical.

SCHOOL EDUCATION PROGRAMME

Early childhood education. Water games, What water sounds like, Water stories, Transform with water.

Primary education. Interactive virtual visit to the Water Museum, Water factory, Aqualogy online, Water science with Dani Jiménez, the Water Museum in the world of Minecraft.

Secondary education. Interactive virtual visit to the Water Museum, Virtual visit to Sant Joan Despí DWTP, Neighbourhood water, Water science with Dani Jiménez, H₂O! Managing water for the whole city, Origin: we rescue the water, The complexity of having water in the tap, etc.

Vocational training cycles. Virtual visit to the Sant Joan Despí DWTP, The complexity of having water in the tap, Interactive virtual visit to the Water Museum.

Let's share a future (AMB): Water for all and for everyone, Virtual tour of the El Prat de Llobregat water treatment plant, The adventure of water, Know water better, Combined tour of the Casa de les Aigües and the Montcada i Reixac water treatment plant, Get to know the aquifers of Catalonia.





(103-2 Local communities, 413-1)

Local initiatives

RESOURCE BANK

For years, we have been working with the Resource Bank by providing office supplies. In 2021, Aigües de Barcelona delivered 66 laptops, 61 desktop computers/servers, 37 monitors/TVs and nine mobile phones, resulting in an ecological saving of 37,934 kg of CO₂.

The social organisations in Catalonia that have received this equipment work in various fields, including finding jobs for women and groups at risk, the elderly, drug addiction and special education.

WATER SPACE

Itinerant event aimed at children aged between three and 12 in which they can discover what is known as the anthropic water cycle and how we can take care of this valuable resource together.

TV3 MARATHON

For the fifth consecutive year, we have worked alongside the TV3 and Catalunya Ràdio Marathon, which in 2021 was devoted to mental health. Based on our desire to promote sustainable and environmentally friendly habits, we distributed 4,000 water canteens and 1,000 compostable cups to volunteers, collaborators and guests. Also, once again, a group of company employees took part in the solidarity event as volunteers.

SCIENCE COOKING WORLD CONGRESS

As part of sustainable catering, the company has taken part in the Science Cooking World Congress 2021, with the installation of a refreshment point at the congress and a presentation on tap water quality given by Miquel Paraira, the company's water quality manager.

SPORTS COURSES AND EVENTS

During 2021, the company has sponsored 12 local races in which it has provided participants with water supply points with compostable cups and the option of refilling bottles and canteens.





Volunteering Plan 2021-2023

Corporate volunteering at Aigües de Barcelona contributes to promoting unity among the team and to increasing motivation, satisfaction and empathy so we can ensure our talent remains committed. In this way, we also reaffirm our commitment to the region.

Aigües de Barcelona has worked together with the Volunteering Committee on the Corporate Volunteering Plan 2021-2023, aligned with the company's 2030 strategy and integrating the expectations of organisations and volunteers.

Social volunteering

Environmental volunteering

Helping Those Who Help Programme



In 2021 we have renewed the agreement with the Catalan Federation of Social Volunteering (FCVS), a leading social volunteering platform in Catalonia. This is the third agreement signed and the aim is to help the receiving organisations to improve the activities carried out by their volunteers in terms of safety and health measures. The programme includes three types of activities:

- **Training sessions given to interested organisations that are members of FCVS,** to provide knowledge and guidelines to follow to improve the health and safety of volunteers when carrying out certain actions.
- **Accreditation of skills:** we make it easier for volunteers from FCVS organisations who spend a long time working there to accredit their skills developed through volunteering, accompanying and advising them through the job-seeking process.
- **Lluís Martí Award:** we continue to sponsor the Lluís Martí Award and serve on the jury. Specifically, with the Aigües de Barcelona Award for the construction of the best socially responsible local community (in the metropolitan area of Barcelona), endowed with €1,500.

Coach Project with the Èxit Foundation



Corporate volunteering initiative that aims **to guide and motivate young people in situations of social vulnerability** who come from an experience of school failure through coaching and mentoring.

BiObserva



A project in which volunteer workers record the **observation of animals** that will later be used as bio-indicators. In addition to these actions, **refuge boxes** are being installed to encourage certain species of birds of prey whose numbers are falling, such as the little owl and the Scops owl, or endangered species, such as the North African hedgehog, previously common in this environment.

ACCESS TO WATER

(103-2 Indirect economic impacts)

As implicitly stated in Article 25 of the Universal Declaration of Human Rights, access to water is a fundamental right, essential to health and to guarantee a decent life. Aigües de Barcelona has placed it at the centre of its decisions and priorities, and water supply for everyone, including those who cannot pay for it.

It therefore carries out the following actions:

- Carrying out **efficient, sustainable water management**.
- Searching for **innovative and alternative sources of funds**.
- Making people **aware** of the need **for responsible consumption**.
- Ensuring **the proper operation of the sanitation network** and the return of water to the environment in accordance with current legislation.
- **Ensuring access to water for everyone**, especially people in vulnerable situations.

At the company we are aware of the difficulty some people have in accessing this necessary resource, a situation that has been exacerbated in the last two years due to the COVID-19 pandemic. This scenario has increased the number of people who have found themselves in situations of vulnerability.

People in vulnerable situations used to carry out their transactions in person. Because of the measures imposed by the pandemic, we introduced an appointment system in our offices in 2020.



Allowances and aid for vulnerable situations

In order to guarantee supply to people in vulnerable situations, we provide allowances and aid using three fundamental tools:

1. Management of unpaid domestic debt during the pandemic

Royal Decree 8/2020 prohibited the suspension of water supply to vulnerable consumers from April 2020. Subsequently, Royal Decree 11/2020 established that the supply of water to any domestic consumer could not be suspended until 30 September that year.

Even so, **although Aigües de Barcelona could have started the debt management process in October 2020, out of prudence and following our philosophy of always protecting people in vulnerable situations, it did not begin to do so with domestic customers until January 2021.**

This led to the emergence of new previously unknown situations of vulnerability.

Stopping the unpaid bill circuit for almost a year meant many households did not pay their water bills during 2020 and these accumulated, leading to a worrying increase in bad debt. When we restarted the unpaid bill circuit in 2021 and started to suspend supply to people who had no financial problems, we observed that there was no capacity to deal with all the debt in one go, so we have **increased flexible payment measures** to help these families eliminate outstanding debt.

2. Registrations without usage rights

Compared to 2020, in 2021 there was an increase in the number of people with no usage rights over their housing, most of them in the city of Barcelona. However, although in 2020 these were mostly due to the fact that the state of emergency decreed by the Spanish government meant that public drinking fountains were left without supply, in 2021 new situations began to arise because consumers not identified as vulnerable began to have their supplies cut off.

3. The new Social Tariff

The creation of the Solidarity Fund was a step forward for the company to protect the people who most needed it, as there was no public protection mechanism. Almost a decade later, within the framework of the Social Action Plan, **Aigües de Barcelona has promoted a new Social Tariff as a structural mechanism** with the same purpose as the Solidarity Fund, i.e., to make it easier for households in vulnerable situations to pay their water bills.

This new Social Tariff, which came into force on 4 August 2021, provides structural assistance to people in vulnerable situations. Specifically, it means an increase in the rebate, which goes from

(203-2)

50% to 100% of the service fee, and of the prices of sections 1 and 2 of the "water supply" heading, and benefits the following groups:

- **Families with all their members unemployed.**
- **People receiving a minimum pension.**
- **Individuals and family units who can prove that they are in a situation of economic vulnerability, in accordance with current legislation, or who have been recognised via a report from the social services of the competent local authority as being at risk of exclusion from housing.**

For 2021, the agreement signed with the Sant Feliu de Llobregat Town Council has been renewed and those of Barcelona, Hospitalet de Llobregat and Gavà are in the process of renewal.



23 energy poverty agreements with municipalities





(203-2)

Vulnerability Project



Initiative carried out with the collaboration of Cetaqua with the double aim of creating a predictive tool that allows us to detect possible situations of vulnerability by geographical zones, as well as being able to have a solution for segmenting customers according to their payment behaviour. This segmentation will allow:

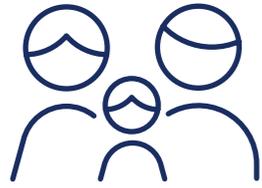
- The establishment of actions to be carried out in each of these segments aimed at protecting neighbourhoods where economic vulnerability is most acute.
- Recovering debt where there is no vulnerability.
- Regarding the methodology used, we have integrated the data we know about the clients' payment habits with the available socioeconomic data.

- To characterise the vulnerability maps, three main factors have been taken into account:

- » The aging of society.
- » Low incomes.
- » Migrant status.

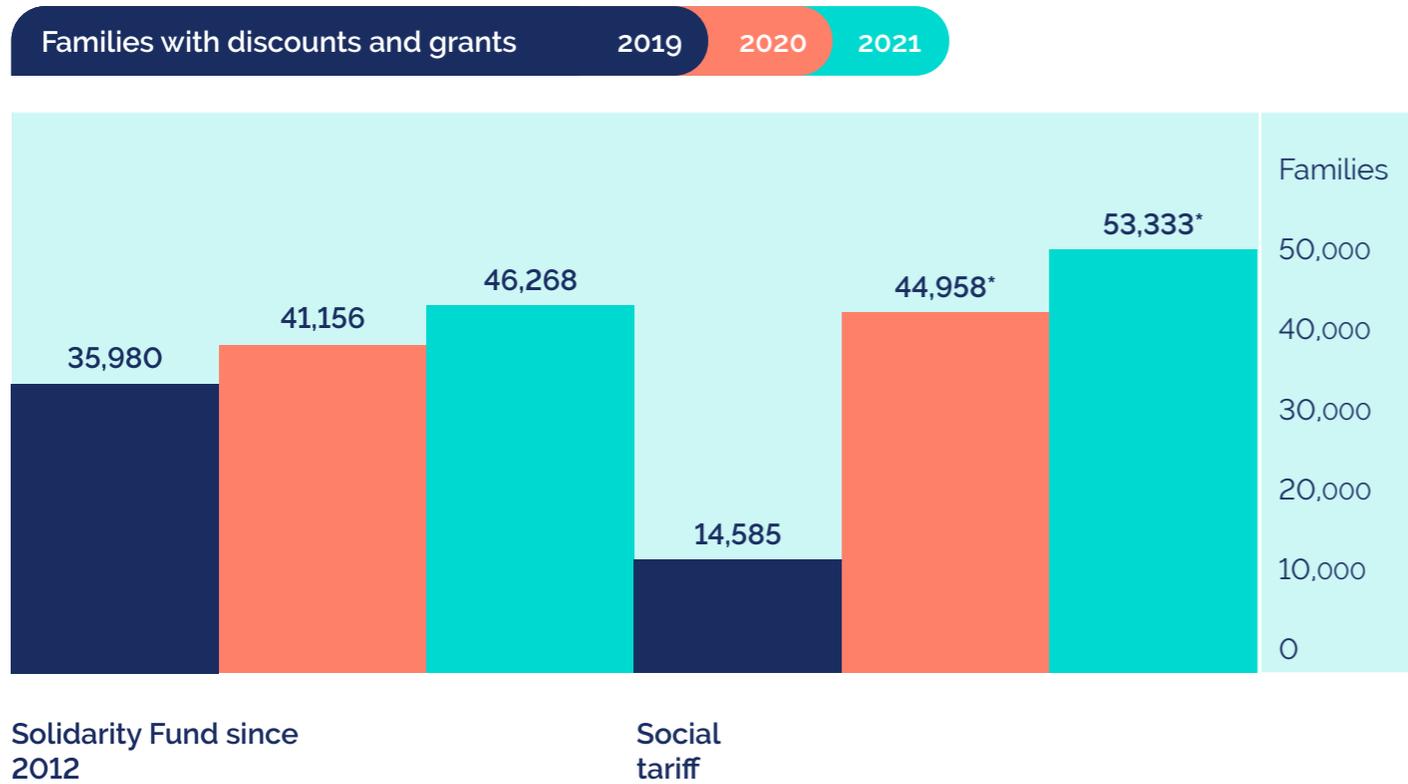
The project is also expected to be able to respond to indicators of this type:

- Detection of customers who change their payment behaviour.
- Increased identification of areas with a higher probability of vulnerable clients.
- Increase in the effectiveness of social instruments.
- Improvement in the effectiveness of recovery processes.

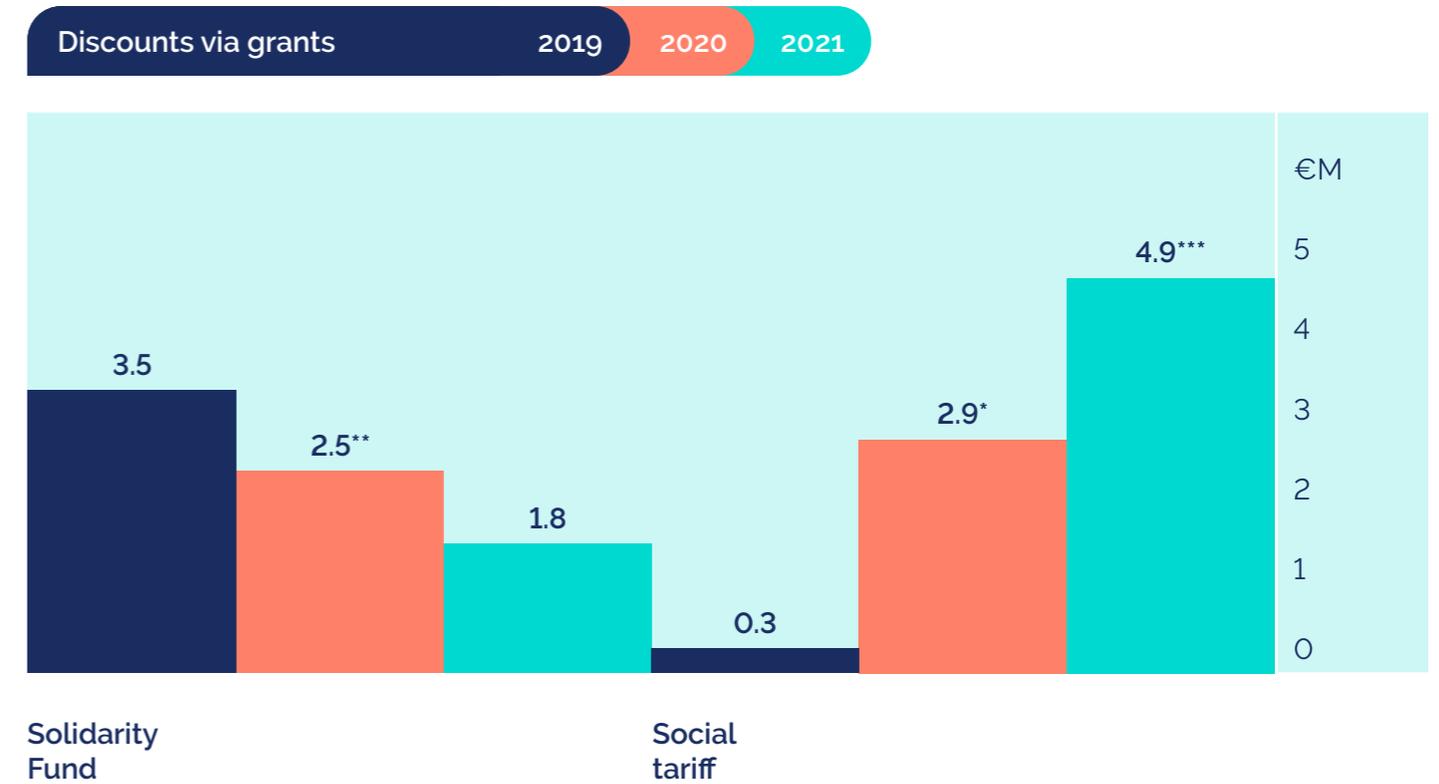


53,333 families
have benefitted from the new
social tariff in 2021

(203-2)



(*) On 1/1/2020 an improvement was introduced in the social tariff concerning the number of beneficiaries, so family units in situations of residential exclusion or vulnerability assessed by the municipal social services become beneficiaries of the social tariff.

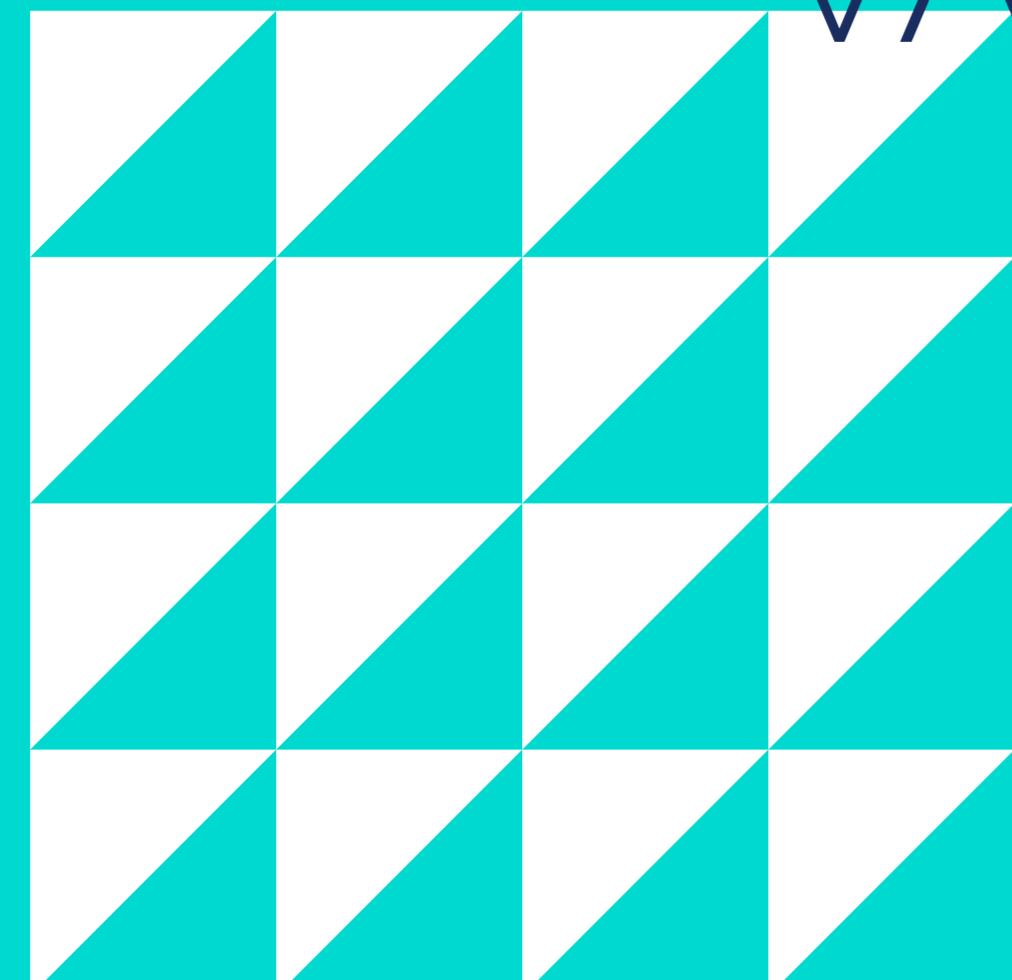
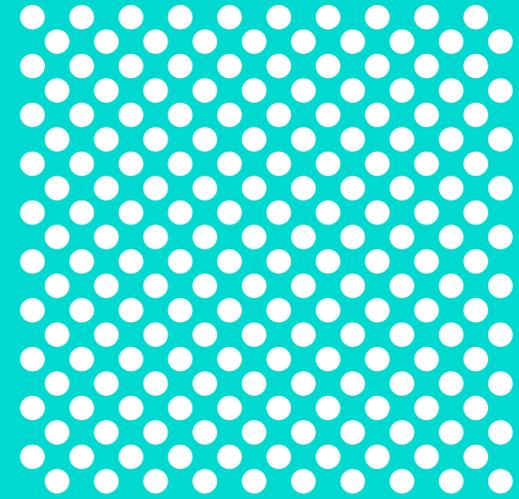
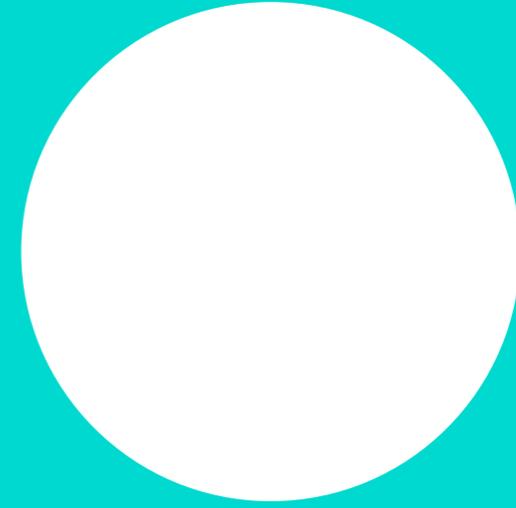
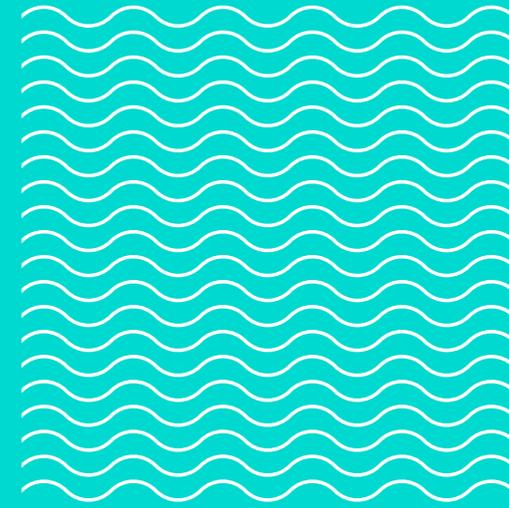


(*) On 01/01/2020 an improvement in the social tariff was introduced, increasing the rebate from 25% to 50% of the water supply item.
 (**) This has led to a reduction in the financial contribution to the Solidarity Fund in 2020 compared to 2019.
 (***) On August 4, 2021 an improvement in the social tariff comes into force, increasing the rebate from 50% to 100% of the service fee together with the prices of tranches 1 and 2 of the "water supply" heading.



06

CRATING
VALUES
FOR
EMPLOYEES





Rebeca Marín
 People and Organisation Manager
 at Aigües de Barcelona

Cultural transformation has to be understood as personal progress and, at Aigües de Barcelona, we face this challenge taking into account the voice of our employees in different ways (conducting surveys and focus groups, holding two-way company-employees communication forums, training support, etc.).

Aigües de Barcelona is a company committed to creating an equal and diverse work environment at all organisational levels. Proof of this are all the measures that have been taken to make increasing progress in different areas that affect working people.

In terms of equality between men and women, we could highlight the signing of the 2nd Aigües de Barcelona Equality Plan or the achievement of targets, such as the one related to the reduction of the wage gap by two points less since 2020.

In terms of diversity and inclusion, we have carried out a series of initiatives to help young people enter the job market, as well as to promote participation in volunteer programmes aimed at integrating groups at risk of social exclusion. At this point, it should be mentioned that every year the entire staff participates in the Functional Diversity course that we have been organising since 2015.



Finally, in the area of work-life and family balance, the Smart Working project is worth highlighting – a new work model launched in 2021 that aims to provide workers with the necessary resources to do their jobs in a more flexible way, incorporating remote working and new ways of working into their everyday lives.

AN EXCELLENT, COMMITTED TEAM

For Aigües de Barcelona, its team of people is a priority. **Maintaining the involvement and adaptability of all the people who are part of the company** is the result of ceaseless work to develop and **promote the welfare and talent of people, training and the culture of fairness, health and safety**. All of this is not just the work of one department, but rather a way of working throughout the company.

We work to create a good climate and draw up policies and processes focusing on the development of safe, healthy environments, equal opportunities, promotion of work-life balance, training, participation, dialogue and non-discrimination.

Our task is to provide an essential service – water – and to guarantee that it is of the same quality as always. This year, due to the COVID-19 pandemic, the work procedure has been adapted to the new situation, an agreement the entire staff has contributed to.

We want to continue enriching **the social culture within the organisation** to continue integrating social impact in our behaviour, decision-making and the actions we carry out. In our everyday lives, each one of us has opportunities to make decisions integrating the values of solidarity: when we buy, when we hire or when we relate to others.

Our staff



The people who work at Aigües de Barcelona are the company's most valuable asset and the key factor in carrying on its activities

EQUAL AND DIVERSE WORK ENVIRONMENT

(103-2 Diversity and Equal Opportunity, 405-1)

At Aigües de Barcelona, we have an equal opportunity plan that ensures non-discriminatory, fair and impartial treatment in all areas of the organisation. Our goals in this area are as follows:

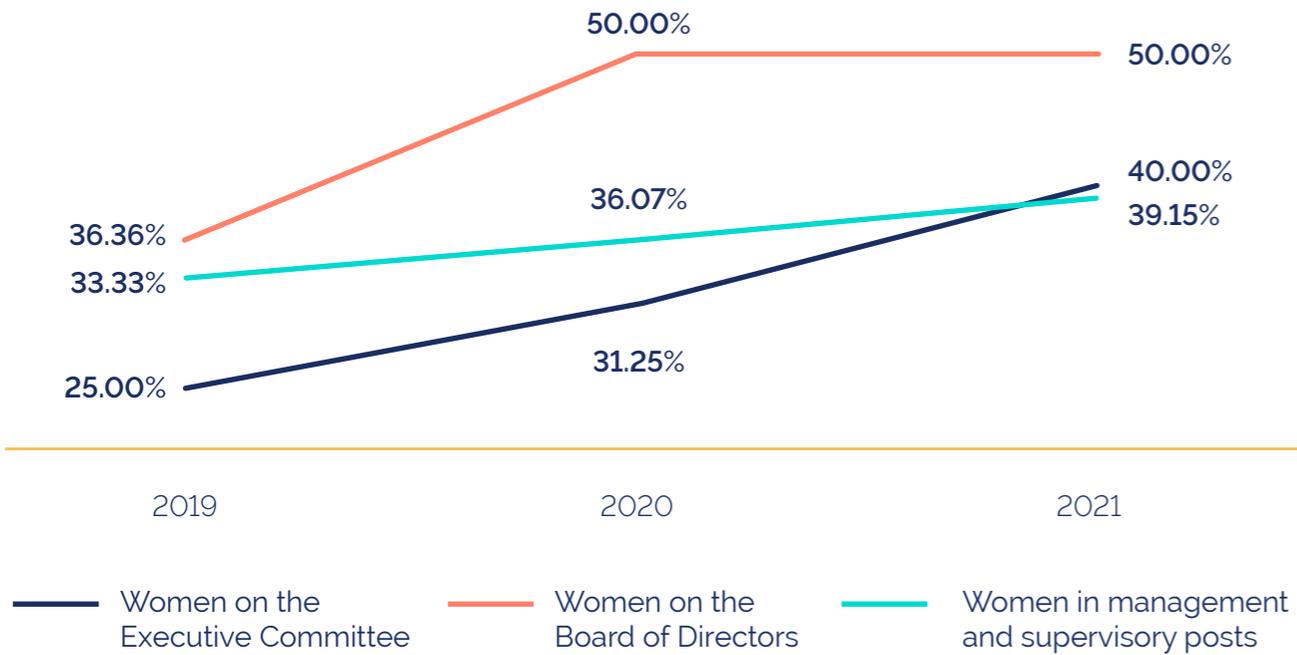
- To consolidate the value of equality between men and women in the internal culture.
- To make progress in achieving the balanced presence of women and men in the organisation.
- To guarantee equal access to internal training.
- To promote equal pay for men and women.
- To uphold the value of the balance of the different spheres of life in the organisation's culture.
- To consolidate the criteria of inclusive and non-sexist communication right across the company.
- To work for a healthy, risk-free environment with a gender perspective.
- To ensure a harassment-free work environment.



Agreement with the Catalan Ministry of Health, Social Services and Equality

Agreement aimed at promoting the balanced participation of women and men on the Board of Directors, with the objective that by 2021 the Board of Directors will include 30% women. In this respect, we can say that in 2021 we have exceeded the target, reaching 40%.

Equality



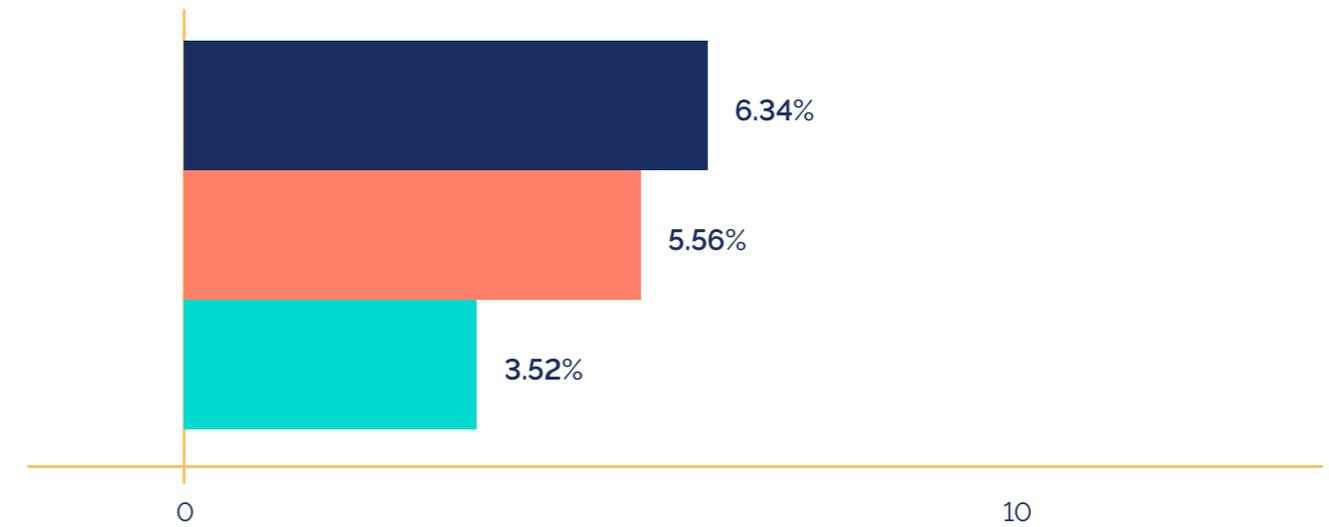
Wage gap

(405-1, 405-2)

During 2021, Aigües de Barcelona has calculated the wage gap percentage among its employees. The overall figure for 2021 is 3.52%. Although there is evidence of a wage gap, we are satisfied with our track record in our commitment to equality, as we have managed to reduce the gap by 36.69% compared to 2020.

The water sector has historically been a very male-dominated sector, with long careers and seniority. Among other things, this explains the difference in average annual salaries.

Wage gap





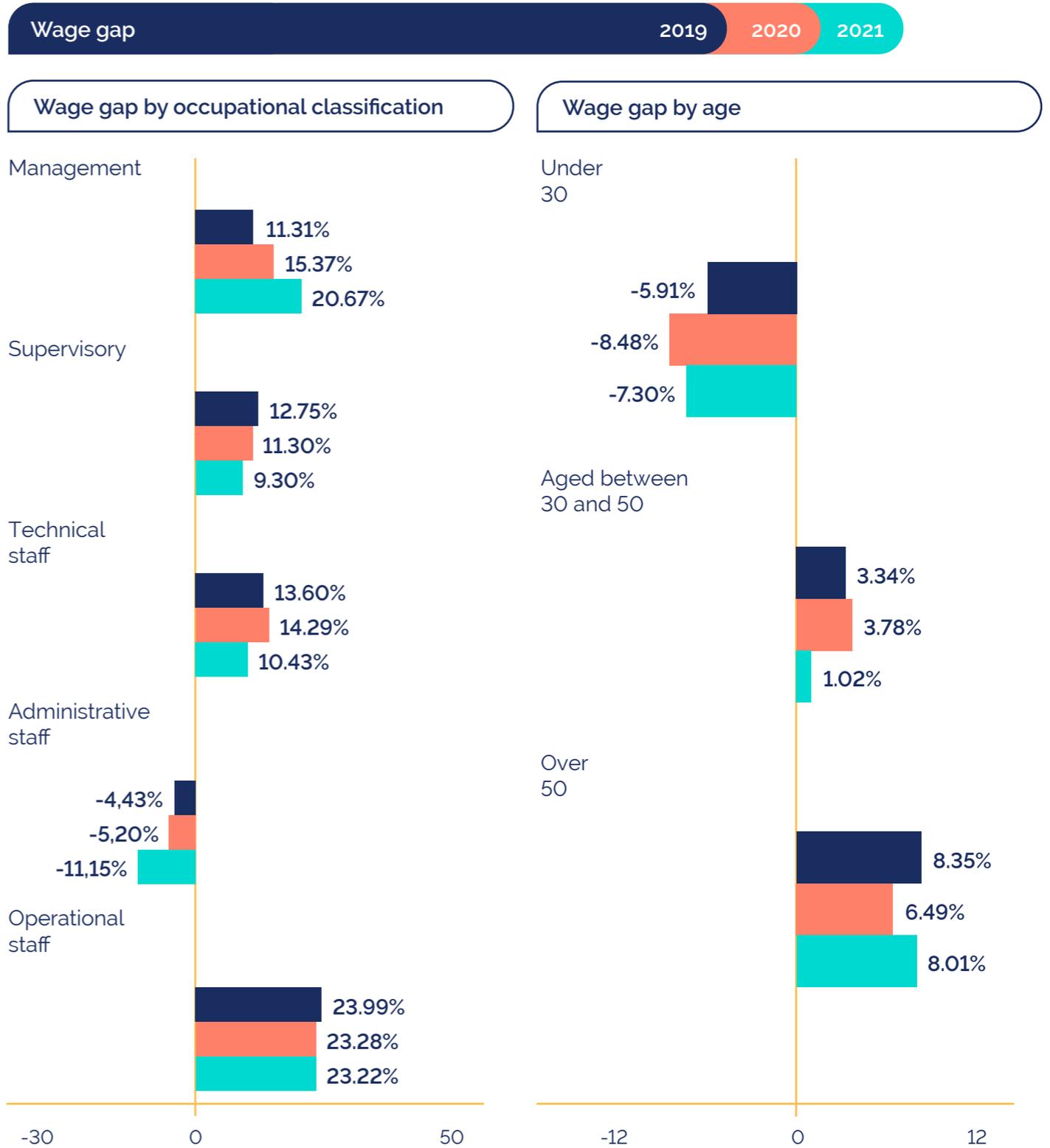
(405-2)

Remuneration

The calculation of the wage gap has been carried out following the methodology established by the Government of Catalonia's Department of Labour, Social Affairs and Families and has been based on the average remuneration of active workers as of 31 December 2021, considering the gross annual basic salary, voluntary supplements, mandatory supplements and overtime pay. In some cases, the data has been processed to ensure that the comparison is 100% homogeneous depending on people's status and the time they have been working. The salary figures and the number of people may therefore not coincide with other data reported in other reports. The calculation formula is: wage gap = (average male salary - average female salary) / (average male salary).

Management remuneration includes variable remuneration, expenses, allowances and payments to long-term pension plans or any other payments.

Remuneration of the Board of Directors: the members of the Board of Directors have not earned any remuneration as members of the Board of Directors, either through expenses or statutory allowances.



Prevention of harassment

At Aigües de Barcelona, we consider any form of violence as an attack against the dignity of people and, therefore, a violation of fundamental rights. For this reason, since 2014 we have had a protocol for action in cases of harassment and this has been updated as of 1 June 2021. **New in this new protocol are the incorporation of harassment by remote means or cyber-harassment**, understood as any hostile behaviour against a person using ICTs, and harassment due to gender expression or gender identity at work.

We want to achieve a productive, safe and respectful work environment for everyone.

We therefore declare that harassment based on gender, psychological or moral harassment or bullying or any other conduct of abuse of authority

or discriminatory harassment will not be allowed or tolerated under any circumstances and will be firmly punished.

We have a search engine for queries or complaints related to harassment. These consultations or complaints are brought to the attention of the Harassment Action Protocol Monitoring Committee and are treated with complete confidentiality. The address is bustiadenuciaassetjament@aiguesdebarcelona.cat

There have been no reports of harassment over the last three years, so it has not been necessary to activate the harassment protocol.

Integration of people with functional diversity

The integration of people with functional diversity, and who are at risk of social exclusion, is another of our lines of action for equal opportunities. We promote programmes that benefit these groups and establish cooperation with various public authorities, citizen organisations and educational institutions convinced that it provides us with valuable human capital.

Outstanding actions

Joining the Acul Network

Companies committed to diversity. This project is endorsed by the Spanish Ministry of Inclusion, Social Security and Migration and is financed by European Union funds.

Renewal of the Bequal mark

Which distinguishes companies for being socially responsible with disabled people. It requires a commitment in three areas - Strategy and Leadership, with the commitment of senior management to people with disabilities; Human Resources Management, not only by complying with regulations, but also by applying non-discrimination and equal opportunity policies in all selection, promotion and training procedures; and, finally, Universal Accessibility, both in the facilities and in other areas of internal communication.

People with functional diversity



100% of the staff have taken the Functional Diversity course since 2015





FAMILY AND WORK-LIFE BALANCE

Aigües de Barcelona is convinced it has a work environment where everyone feels they can gradually achieve their goals in a balanced way in the personal, family and professional spheres.

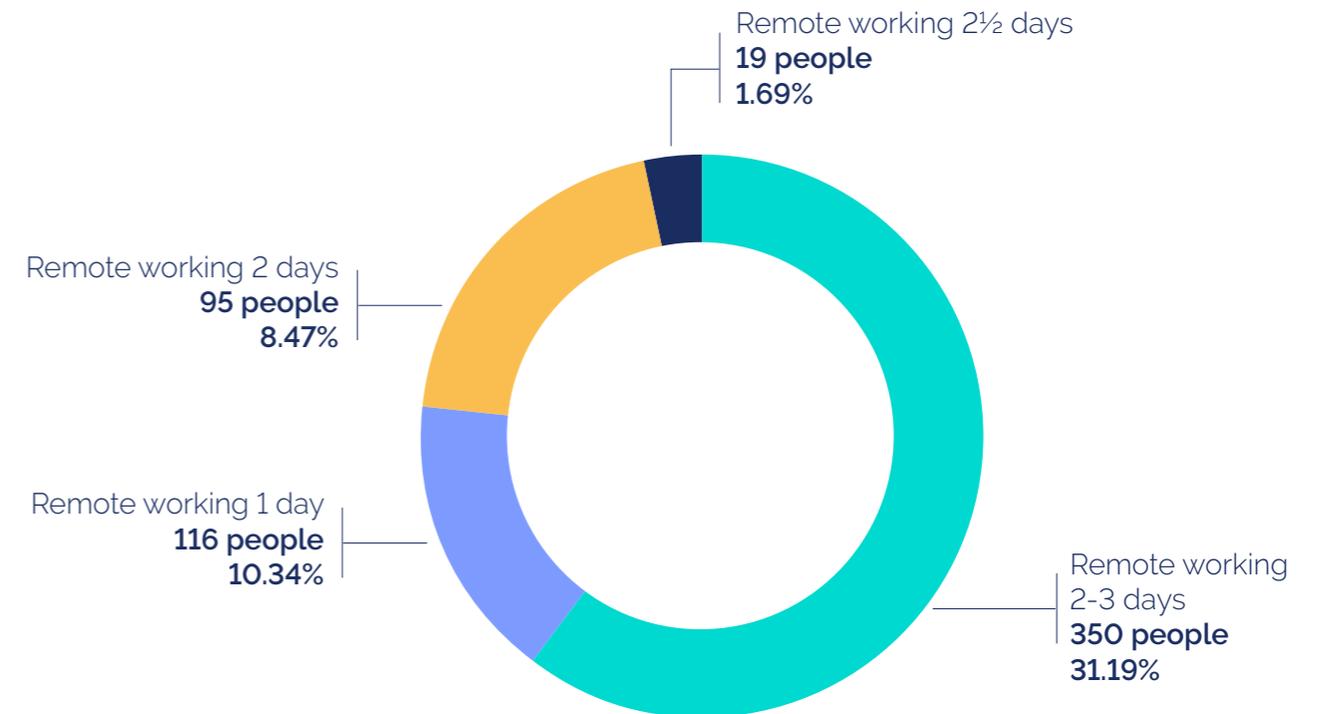
As a company committed to work-life balance, we offer our team **92 measures aimed at facilitating work-life balance**:

	47 measures on the quality of work
	21 measures offering flexibility over time and space
	9 family support measures
	10 personal and professional development measures
	5 equality of opportunity measures

Impact of spatial flexibility measures



These affect a total of 580 people (51.69% of the workforce) in different forms





Outstanding actions

Signing the Charter for Remote Working and Employment Flexibility

Initiative promoted by the Más Familia Foundation to promote corporate commitment to the culture of flexible working and remote working, and respect for the environment, diversity and inclusion, as well as the benefits of a flexible culture.

EFR 2020 recertification for the promotion of a continuous improvement project in terms of work-life balance with the commitment of the management to promote work-life balance.

Promoting teleworking and flexibility

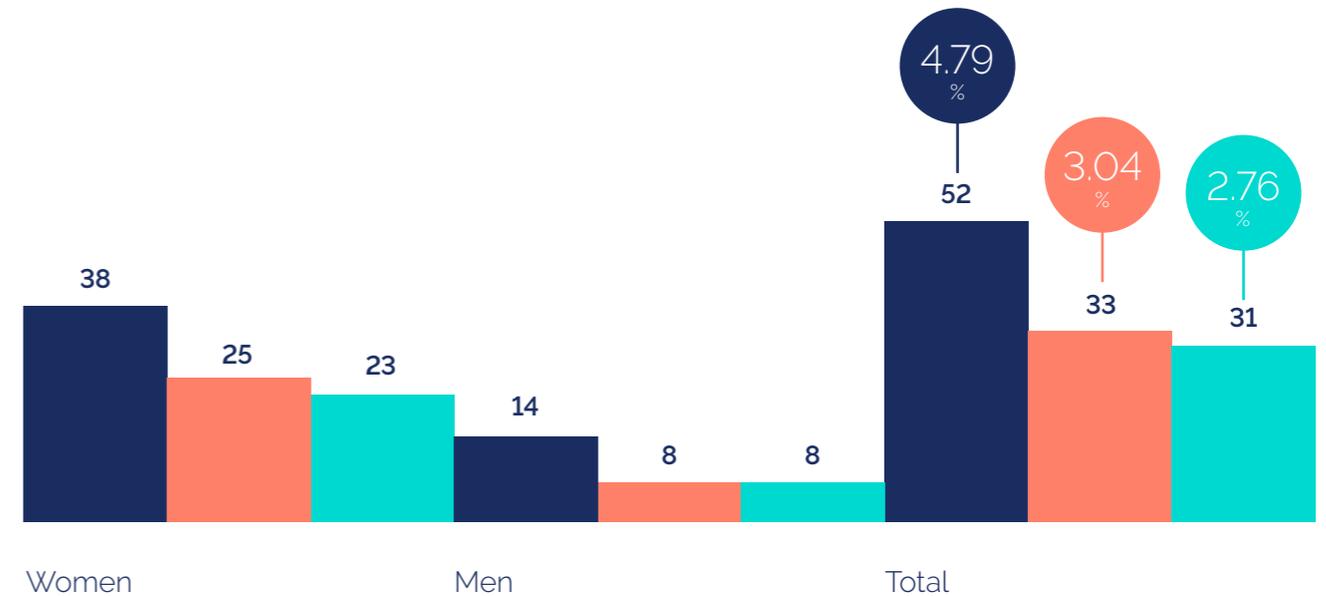
2020 was a turning point in terms of teleworking and flexible working hours in organisations. The declaration of the state of alarm accelerated the process already begun by the organisation for the full implementation of remote working.

On 2 April 2020, a large part of the company's technical and administrative teams – 696 people (100% of the people who can work remotely) – switched from face-to-face to remote working, leading to a significant decrease in commuting.

Throughout 2021, the acceleration of the implementation of teleworking due to the health crisis has allowed us to extend the benefits of a flexible working method based on mutual trust between company and its employees to a larger group of people.

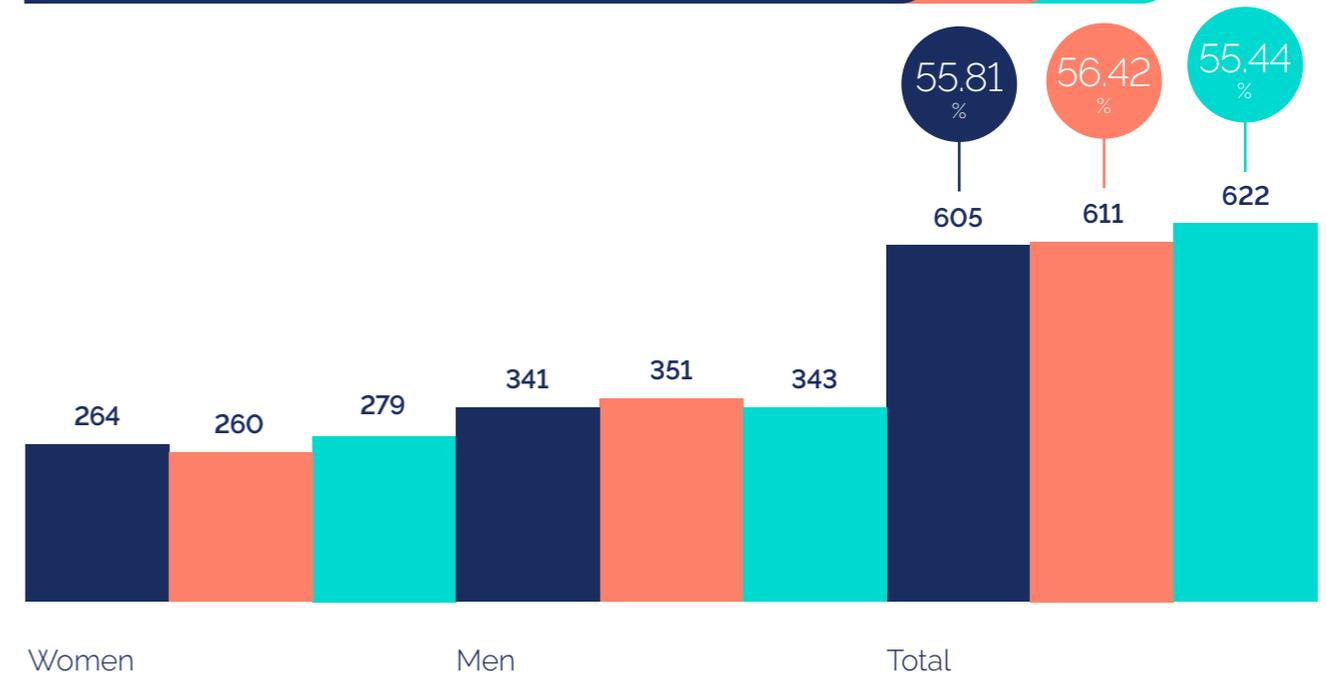
Number of people with reduced working hours

2019 2020 2021



People who have benefited from flexible working hours

2019 2020 2021



New working model: transformation and Smart Working



During 2021, we have been working on a new smart working model, with the aim of providing our employees with the resources they need to do their jobs entirely autonomously.

Model with four core areas

1.

Cultural core area.

New role of the leader, project-based work and less pyramidal structure.

2021 actions

- Training in communication in virtual environments and smart working leadership.
- Acceleration Committee (Culture Transformation Committee), with a focus on culture transformation: consisting of 67 people from all areas and levels of the organisation. Its aim is to share experiences in initiatives for change to develop the culture of continuous improvement and change.

2.

Processes core area.

2021 actions

- Paperless office and digitisation project.

3.

Technology core area.

2021 actions

- Provision of the equipment and training required for remote working.
- Training in digital technologies for all staff who have switched to remote working in connection with the pandemic.

4.

Spaces core area.

2021 actions

- Eliminating individual offices to create an open-plan layout, without assigned desks and with new collaborative spaces.
- Access to the car park is extended to all employees at the company's headquarters.

Switching off from work

At Aigües de Barcelona, we have good practice guidelines that are made available to all employees and are published on the organisation's intranet:

• Meetings policy

To ensure family life and a work-life balance, we have developed a specific policy for holding work meetings, establishing a manual of best practices that includes how to act before and during meetings. This policy has been posted in all meeting rooms and on the intranet.

• Good use of e-mail policy

This is a specific measure for the use of e-mail, establishing a manual of best practices that raises awareness about use of the tools the company makes available to employees.



ABancem: organisational transformation



In September 2020, Aigües de Barcelona defined a new organisation based on four strategic core areas: A Social Compact, commitment to the public, operational excellence and digitisation and innovation.

Model with three core areas

1.

Digital Transformation

For process efficiency and the elimination of bureaucracy.

2.

Cultural Transformation

Promoting a new model of leadership and working towards flexible, empowered employees.

3.

Organisational Transformation

Where the main focus is on cross-departmentalism and eliminating silos.

As part of Organisational Transformation, as of 1 July 2021, a new dual organisation will be implemented, allowing us to respond to the transformation without neglecting operational excellence. This dual organisation is structured in two core areas:

- Operational management, ensuring excellence and efficiency, as well as a quality service to the public.
- Acceleration lanes, focused on developing digital transformation projects, with the aim of helping improve the relationship with the environment.

TRAINING AND DEVELOPMENT

(103-2 Employee training)



Aigües de Barcelona is a good place to work, where people feel valued and encouraged and can enhance their training and their personal and professional development.

Our staff receive continuous training, which we establish with the aim of providing them with useful knowledge to do their jobs using the most advanced methodologies and tools.

We have a performance management system that facilitates internal promotion processes with guarantees of objectivity and equal conditions, while identifying the professional skills of each employee and their areas for improvement. This assessment is carried out on the basis of an ethically and socially responsible management system in accordance with the SGE 21 standard, which completes the commitments acquired concerning equality.

We encourage professional development

(404-1)

The company periodically provides training related to the established ethical framework, offering employees the Code of Ethics, the Model for the Prevention of Criminal Risks and the main policies.

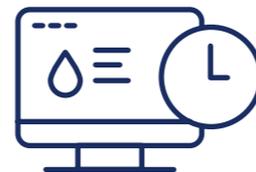
In 2021, a communication campaign was carried out to disseminate the ethical framework using newsletters and e-mails, and a survey was conducted among Aigües de Barcelona professionals on the ethical framework, to find out the current level of implementation and perception of it.

Also during 2021, eight communications on ethics and compliance have been made to professionals, and we have continued to carry out training relating to our ethical framework.

We also carry out specific training aimed at raising awareness of managers and administrators on the different matters that affect compliance with regulations, as well as face-to-face and online conferences on the environment and innovation, contracting, economic-financial, occupational health and safety, human resources, human rights, asset protection, conflicts of interest and relations with the authorities.

Specifically, in 2021 the course on conflict management has been given again by the Catalan Federation of Volunteers. We have used the previously adapted contents to deliver the course online in the form of a webinar, maintaining our commitment to support and work with this organisation.

Training hours 2021: 27,751.12
24.7 h per employee/year



Training to create quality jobs

Vocational training

Aigües de Barcelona is reaffirming its commitment to creating quality jobs, developing the local economy and alliances to face future challenges by collaborating with:

- The higher-level vocational training course in Water (dual model) at the Esteve Terradas Secondary School at Cornellà de Llobregat. Students combine theoretical training with 912 hours of work placement with the company.
- The Intermediate-Level vocational training course in water at the Rubió i Tudurí secondary school in Barcelona. The participation takes the form of:
 - » Setting out the content of the subjects on the curriculum.
 - » Support to teachers, for example, with visits to Aigües de Barcelona's facilities.
 - » The organisation's professionals teaching some technical subjects.

Work placements at Aigües de Barcelona

Work placements are available for students on the following courses: professional diploma in networks, dual vocational training, lab vocational training, vocational training courses and universities.

Industrial PhDs

Aigües de Barcelona's proposed collaboration with the Government of Catalonia's Industrial PhDs plan includes the following:

- Solving applied problems.
- Student access to prototypes.
- Collaborative and applied research.
- Industry-specific training or new career opportunities.
- Participation of qualified professionals from the water sector.

Each project lasts three years. Six students have already obtained their doctorate at Aigües de Barcelona and, during 2021, two more students have worked on their theses.

Retaining talent and internal promotion

The true value of Aigües de Barcelona lies in its people; in their ability to innovate, to solve problems creatively and to act intelligently. These abilities have a common factor: talent. We therefore see talent management as one of the main challenges for achieving our goals and the success of our organisation.

Assessing the performance of the entire workforce

Aigües de Barcelona provides its staff with a tool called Talent'up to manage performance assessment. That means measuring and managing both performance and potential, based on the key corporate competencies, weighted in each workplace.

Talent'up functions:

- To give feedback on performance.
- To deal with career opportunities.
- To suggest professional development tools.

Succession plans

Designed for key positions in the company, where they identify people who are in the final years of their working lives and who can transfer their knowledge to the professionals who will occupy the same posts in the future.

Career plans

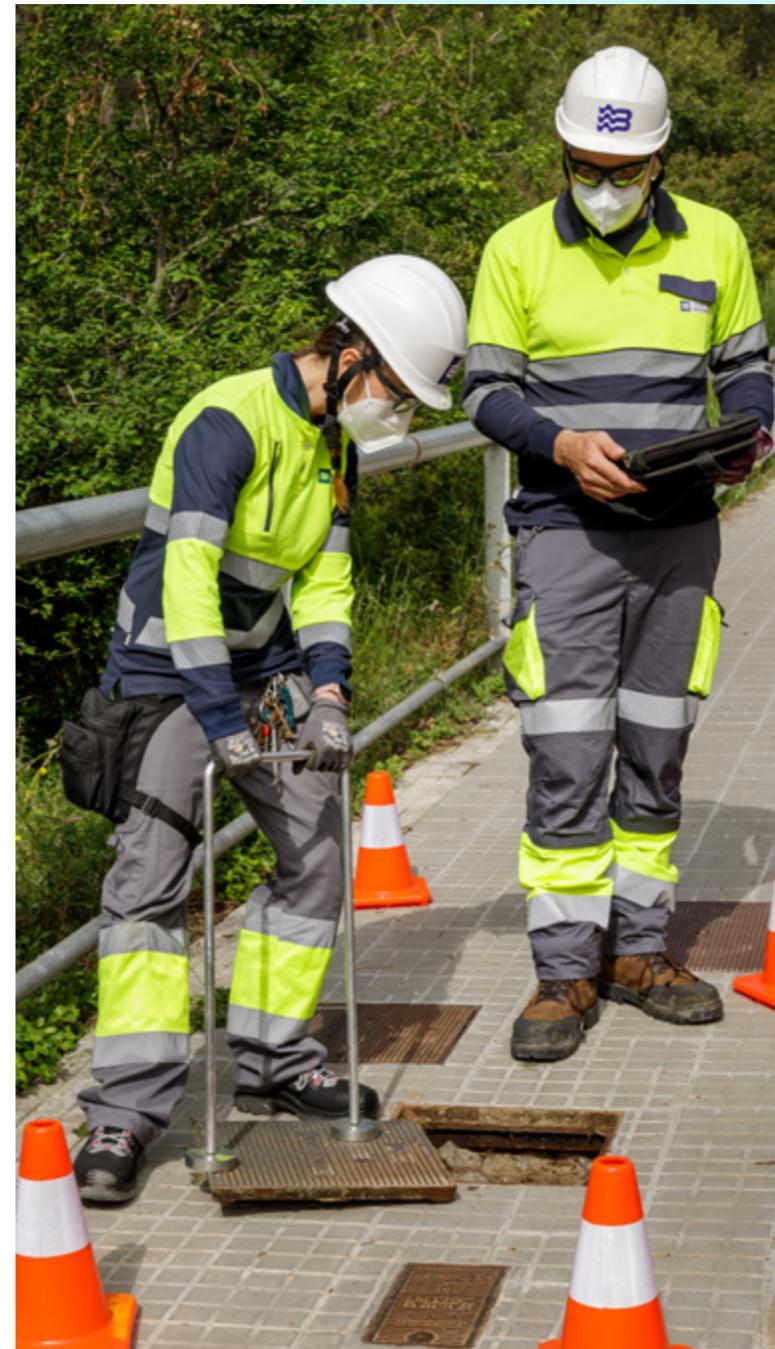
These have been defined, within the framework of the School of Operations, to promote the young talent of Aigües de Barcelona in the operational field. They consist of defining placements in different positions in the organisation. The promotion rate for women is 8.58%, and 8.55% for men.



— Internally promoted women
— Internally promoted men

OCCUPATIONAL HEALTH AND SAFETY

(103-2 Occupational Health and Safety, 403-1,403-2, 403-3, 403-6)



Commitment to occupational health and safety is a key issue at Aigües de Barcelona. For this reason, maximum safety at work is a value that is accepted and integrated into the company's culture, and we must take the excellent opportunity offered by the current regulatory framework to give a decisive boost to preventive action in order to:

- **Promote** a genuine **culture of prevention**. This is understood as a fully participative organisational structure with a positive approach that ensures true, effective compliance with preventive obligations and prohibits any merely formal or documentary fulfilment of these.
- To reinforce the need **to efficiently and sustainably integrate occupational risk prevention** (ORP) into the company's management systems at all organisational levels.
- **To adapt the new forms of work organisation to the ORP regulations.**



As well as complying with the requirements included in the different regulations, we are committed to establishing an occupational health and safety management system in order to provide safe and healthy workplaces, prevent injuries and deterioration of staff health and continuously improve the development of occupational health and safety in the workplace. We have procedures and methodologies for assessing the risks associated with:

1. Installations.
2. Activities carried out at Aigües de Barcelona's work centres by its own staff, staff from contracting companies or visitors.
3. Physical, chemical and biological agents and/or agents related to working conditions that may be present in the work environment.

Consultation, participation and communication

(403-4, 403-6, 403-7)

We have communication mechanisms available to all workers so they can inform those responsible for their work centres and the Prevention Service of the events detected with a possible impact on occupational safety. Based on these communications, the situation is analysed to seek solutions that will minimise and/or eliminate the harmful situation, as well as extending the good experiences observed to the rest of the organisation.

We have 11 occupational health and safety committees (CSSL), with equal membership of appointed prevention officials and company

representatives and with the participation of members of the Prevention Service. These bodies are designed to deal with, communicate and report on occupational health and safety issues affecting the organisation.

Through the committees, workers have access to the necessary information, especially on all aspects of the production process that could have an impact on the health of the workforce. Also information on real or potential risks, statistics on absenteeism rates and its causes, and a report on work accidents and studies of the work environment.

Occupational health and safety



— Frequency index — Absenteeism index — Seriousness index

Healthy habits and emotional well-being

(403-6, 403-7)

The management of Aigües de Barcelona continues to be committed to everything that contributes to promoting its employees' professional development and well-being, improving their working conditions. For this reason, it continues to promote healthy habits through the Healthy Habits platform, which aims to guarantee employees' quality of life. During 2021, this platform has operated virtually, publishing articles and recommending actions and advice aimed at the workforce.

In the context of the pandemic, the company has offered emotional health and psychosocial support via a psychology service that has responded to all cases where emotional support has been

requested, either on the initiative of an individual or by referral from the medical services.

The influx of cases in 2021 has been reduced with the gradual raising of restrictions and the lifting of the state of alarm. This new stage, however, has given way to new reasons for consultation related to the gradual return to the office and the reorganisation of work and personal patterns.

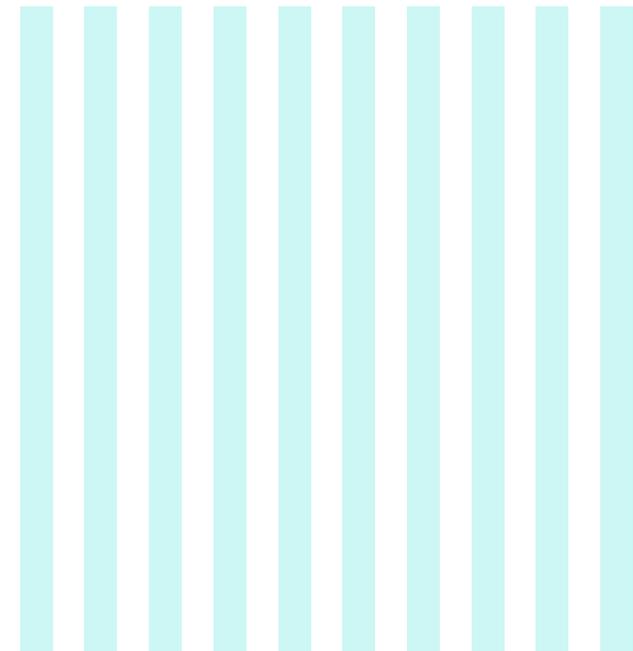
Most of the employees requesting emotional support belong to the office team and sensitive staff. Meanwhile, the group of operatives who had to carry on working in the field or in person were not affected so much by the reduction in restrictions.

Protection against COVID-19

The protection standards applied by Aigües de Barcelona for safe working are based on the recommendations established by the competent authorities (the Spanish Ministry of Health and the World Health Organization).

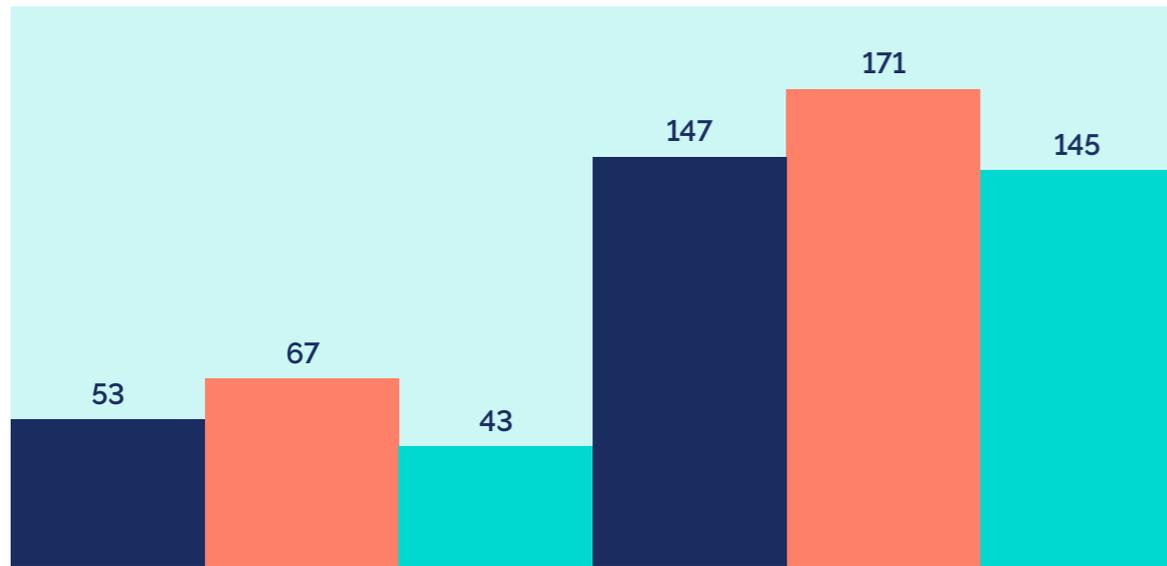
Aigües de Barcelona constantly monitors the accumulated incidence indices at both Catalan and Spanish levels, and, in general, the progress of the pandemic so it can adapt its operations to the different scenarios generated by COVID-19.

During 2021, we have continued to work hard on protection measures, deliberately but safely de-escalating them in accordance with workers' immunity status thanks to vaccination.



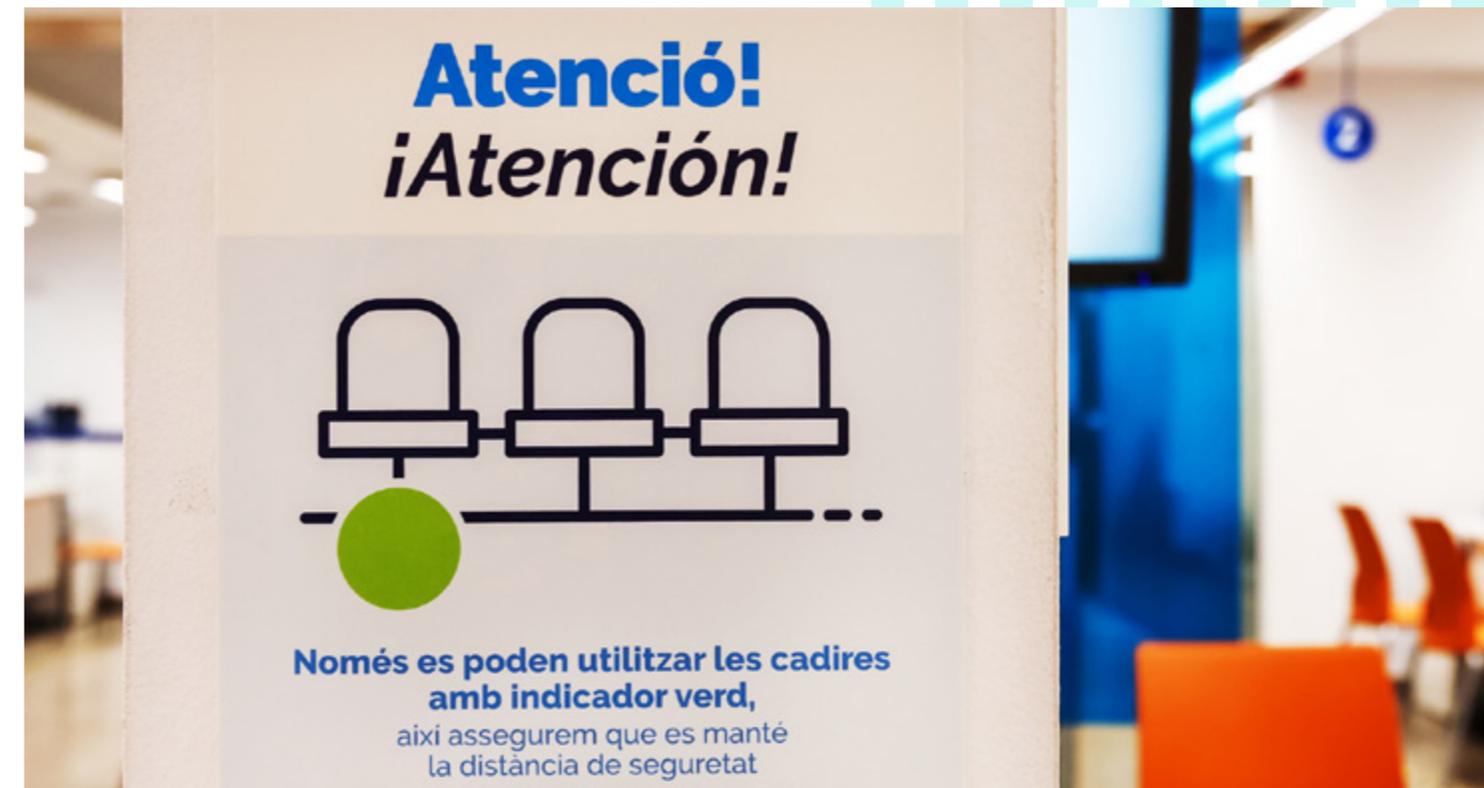
Developing care level

2019 2020 2021



Number of people

Number of appointments

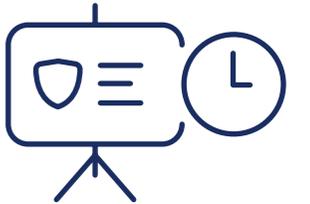


Outstanding actions

- Follow-up visits continue to be made to work centres to verify the degree of implementation of the COVID-19 protocols.
- On suspicion or confirmation of a positive case, close contact forms continue to be used to minimise any risk of infection.
- The Health Surveillance Service continues to carry out tests for the early detection of asymptomatic positive cases among staff working in face-to-face situations. A total of 6,629 tests have been carried out in 2021.
- Facemasks are still distributed and delivered to workers during the working day.
- Until the third quarter of the year, the use of FFP2 self-filtering masks was mandatory in operational work centres and masks allowing communication were distributed for use by staff in contact with hearing-impaired people. In 2021, the following were delivered:
 - » 143,744 surgical masks.
 - » 176,357 FFP2 autofilter masks.
 - » 90 masks allowing communication, mainly to the Customer Service Offices (OAC).
- The supply of hydroalcoholic gel for hand disinfection and disinfectant products continues.
- Work centres and vehicles continue to be periodically disinfected.
- The application of temperature monitoring protocols at work centres is maintained.
- Measures are implemented to ensure adequate ventilation of buildings and continuous monitoring of air quality values.
- The limitation of capacity in communal areas is maintained to ensure the minimum social distancing. During the year, this restriction has been modulated in accordance with the health authorities' indications.
- We have continued the great job we have been doing in communication, informing the employees about the progress of the pandemic and other matters they are interested in. A total of 182 internal communications were made in 2021.

Occupational safety and health training

(403-5, 403-6, 403-7)



Total hours of occupational health and safety training: 11,228

The Prevention Service takes part in occupational health and safety training, detecting the needs of each group of workers, organising the sessions to be given, and carrying out the training activity itself, using its own or external resources.

Throughout 2021, various training actions related to the safety issues associated with the different activities have been carried out. **The courses provide workers with the skills and knowledge they need about the risks inherent in their jobs and the preventive and emergency measures to be adopted in their work environment.** The activities are carried out during the working day and are mostly of a theoretical-practical classroom nature.

A final test, corrected by the trainer, is carried out to assess the efficiency of the training. If the result of the assessment is not satisfactory, the aspects that have not been consolidated are reinforced, and the effectiveness is evaluated again.

In the case of classroom courses, the part related to pandemic management and return to normality plans has been added: small, stable groups; use of facemasks; maintenance of social distancing; and antigen testing if necessary. Holding courses in open or sufficiently ventilated spaces is always prioritised.

Virtual reality



As a new feature, **a form of training has been established using virtual reality technology** that allows students to immerse themselves in a simulation and recreate an environment where they can put the theoretical concepts into practice. It was applied to the session "10 Rules that save us - Target: zero serious and fatal accidents", aimed at office staff. A total of 233 people have received this training.

A Fair Culture.

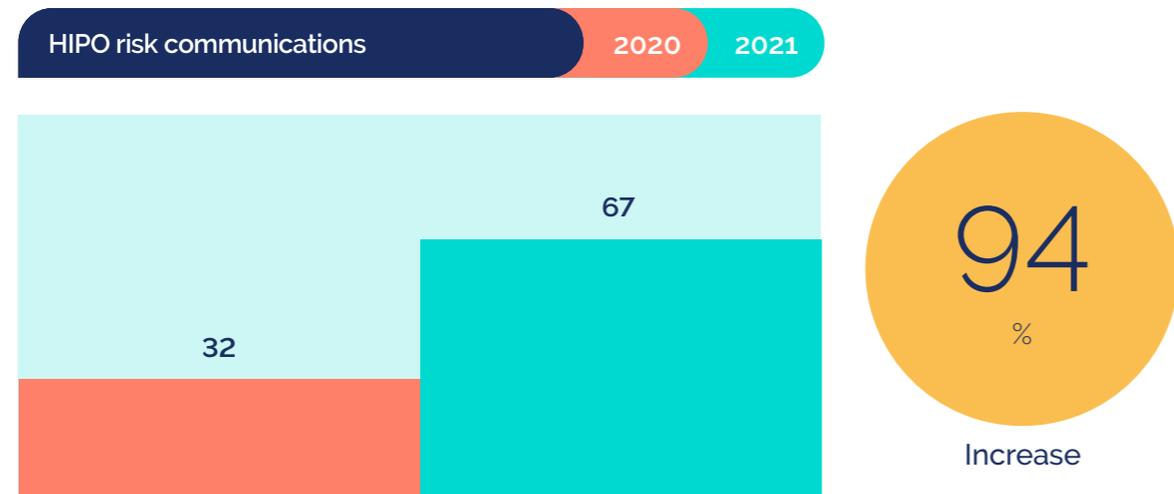
(403-2, 403-4, 403-6)

If you take the plunge, everyone wins!!

At Aigües de Barcelona, **we believe in cultural transformation** concerning personal safety, the environment and our facilities. We know that a fair culture is one in which the people making up the organisation give notice of errors or breaches of the rules during operations without fear of risks, and can have faith in the organisation's response.

The aim of the Fair Culture project is to create a climate of trust that allows us to communicate and be aware of events of high potential and seriousness (HIPO) that could put our activity at risk, with the aim of making our operations safer and more efficient. **Communication** of what can go wrong **is** therefore **crucial**.

Fair Culture will be implemented throughout the organisation in 2022 and will begin to be extended to employees of outside organisations in 2023.



Training	
Workshops	630 participants
Talent'up online course	1,100 participants

(*) HIPO: high potential and serious events.

Prosafety

During 2021, the integrated management tool Prosafety has been implemented, allowing the management of action plans, defined preventive/corrective actions, work permits, safety visits, etc.

With this comprehensive SSL management platform, it is possible:

- To report incidents and risk communications.
- To have transversal management and data exploitation tools in a control panel.
- To organise safety visits and work permits.
- To carry out risk assessment, PPE management, equipment reviews and training management.
- To deal with management system anomalies and non-conformities.

Fair Culture policy

- 1 Recognition and exemplary nature of good safety practices
- 2 Reporting and transparent information in a climate of trust
- 3 The organisation's workers' right to make mistakes is acknowledged
- 4 Independence of the study team and analysis of risks and events
- 5 Fair reproof of unacceptable behaviour



BatecZS

(403-6)

Application for corporate mobiles offering staff different occupational health and safety functions: immobilisation alarm, voluntary alert notification and emergency follow-up, allowing the sending of instant messages with specific emergency content. In 2021, consistent improvements have been carried out:

- Development of the new version of the program, which allows the automatic activation of the application when it detects the user inside the work centre.
- Implementation of an instant messaging system within the app to generate alerts/warnings during emergency situations.

InnovAB Network

Meanwhile, during 2021, three projects related to Occupational Health and Safety have been carried out as part of the InnovAB Network, in which employees of Aigües de Barcelona voluntarily help search for joint solutions to real problems in the organisation:

- **Continuous tester:** search for a device that allows a continuous reading of the possible presence of voltage in batteries. During 2021, the installation inspectors have been trained so that they can confirm this measure, which is complementary to continuous voltage.
- **Valve handles:** modification of the current handle (used to open and close water mains distribution valves) to improve ergonomics and reduce muscular effort when using it. Field tests are currently being carried out with new tools and adaptations of the current handle to check its operation, the ergonomic improvement and the reduction of effort in situ. Initial results obtained have been satisfactory.
- **Handling of manhole covers:** search for ergonomic improvement solutions to minimise current problems during the handling of 80 cm-diameter circular covers, due to the high risk of overexertion and physical fatigue that this task represents. The work carried out during 2021 has consisted of designing a prototype cover that incorporates a pneumatically assisted opening and closure system to improve the ergonomic conditions of the task.

ENVIRONMENT FOR RELATIONS AND DIALOGUE



Dialogue between employees and management is key when it comes to improving working conditions. This is even more important in a strategic services company that provides essential resources 24 hours a day, 365 days a year.



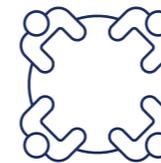
We listen, analyse, dialogue and respond to our workers and their representatives, creating effective, responsible communication channels that allow us to understand their needs and expectations. In 2017, Aigües de Barcelona's first collective bargaining agreement was signed, covering 100% of the workforce. This establishes the procedures for information, consultation and negotiation with the employees' legal representatives.

The Aigües de Barcelona agreement governs the following points:

- Issues of classification, promotion and professional training, and social dialogue are decided within the framework of two joint committees.
- Competences concerning health and safety are dealt with by establishing an Inter-centre Occupational Health and Safety Committee (CISSL), with equal representation.
- All the competences and information to be provided to the Inter-centre Committee, as well as the competences of the Joint Committee for Monitoring the Progress of the Company.
- The criteria for distributing different grants and social benefits for staff, regulating the Social Welfare Committee.
- The commitment to adopt measures aimed at achieving equal treatment and opportunities for men and women and the elimination of discrimination between women and men, as well as measures to prevent sexual and gender-based harassment in the company.

Dialogue with workers and union representatives

This operates through two different channels:



Representatives of the company's employees, through the different union sections and their staff delegates and company committees.

Formal, orderly communication is established with them in which information is shared on issues that could affect both the company and the people who work there. Both parties recognise one another as competent to negotiate collective bargaining agreements and other accords.

As well as taking part in negotiating working conditions, they actively participate in various committees such as: monitoring the company's progress, occupational health and safety, social affairs, equality and training, as well as other committees that may be necessary depending on the time and the context, such as the committee for monitoring the progress of COVID-19, which arose from the pandemic.



Ambassadors' Channel, a project started in 2017 that aims, through a group of 30 employees, to promote close communication, creating a two-way channel between professionals and management so that vital information about the company and the opinions and needs of the staff can be passed on.

(102-41)



Featured projects

Lunches with Management

Meetings between the General Management and the People and Organisation Department with young talent (under 35 years old), with the objective of getting to know them and bringing management closer to the whole organisation. In 2021, three lunches were held, with 12 participants.

Dialogue sessions with the Chief Executive

Visits by the chief executive to the different facilities of Aigües de Barcelona to get to know the people who make up the company, so that the organisation's goals and employees' needs can be put across at first hand. In 2021, a total of 11 sessions were held – four of them online – with the participation of 92 people.

Social breakfasts

The aim of these is for the General Management to get to know all the representatives of the company's employees.

Joint committees with the Workers' Legal Representatives

These are governed by the current collective bargaining agreement. The most important are the following:

- **Committee for Monitoring the Company's Progress:** formed by Company Management and the Inter-centre Committee.
- **Aigües de Barcelona Equality Committee:** this is responsible for monitoring and assessing each of the measures and actions in the Equality Plan.
- **Professional Classification Equal Representation Committee (CPCP):** this consists of six representatives appointed by the Management and six appointed by the Inter-centre Committee. This is responsible for classifying jobs, participation in selection processes, and filling vacancies.
- **Joint Professional Training Committee (CPFP):** formed by the company's management and the Inter-centre Committee, this is responsible for developing the professional training plan for workers, in accordance with the agreed actions and training.
- **Inter-centre Occupational Health and Safety Committee (CISL):** representation on this committee is equal and it consists of 13 staff representatives chosen from the members of the occupational health and safety committees at the work centres. It meets quarterly and its competences and powers are those determined by current health and safety legislation.

Staff surveys



Concerning attendance habits, parking, the restaurant and hubs

Intended for staff at the Collblanc work centre, its aim is to continue moving forward in the positive transformation challenges and in the ABancem project to find out opinions and habits related to four aspects: attendance at the work centre, parking, the restaurant and hubs. The aim is to help publicise the different aspects of the Collblanc Return Plan and identify proposals to improve the building.

Organisational Health Index

Its purpose is to identify the strengths to be developed and the opportunities for improvement, as well as the obstacles that prevent the goals being achieved.

Climate

The opinion of employees is crucial as part of the continuous improvement process at Aigües de Barcelona. For this reason, we periodically carry out an employee satisfaction survey so we can directly evaluate the level of job satisfaction.

The 2021 survey is **the third climate survey to be carried out at the company**. This year, structural questions have been included in order to compare the results with those of previous studies, as well as new questions adapted to the company's current needs and interests.

It should be noted that **the overall satisfaction index (7.9) was the highest since 2015**. The result has therefore been positive, given that 84% of participants have achieved a "B" or "C" in their satisfaction with the company. Meanwhile, **the overall participation rate was 61%**.

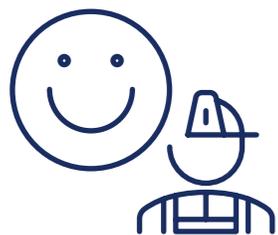
The main **conclusions** of the survey were as follows:

- Teamwork is encouraged and valued and, increasingly, **employees feel highly valued and understood** by those in charge.
- **Good working conditions** are among the company's main strengths.

- The transformation process has not stalled in the wake of the pandemic: **the organisation continues to be innovative, encouraging flexibility and promoting sustainability**.
- Although the pandemic has been a turning point in their way of working, **employees have felt supported and accompanied**, both by the company and by their immediate managers.
- New, **more flexible forms of work** and, more specifically, remote working are changes highly valued by employees.

As for the **aspects to be improved**, it is necessary to continue working on:

- People's **professional development**.
- Internal **training** adapted to the needs of the job.



Employee satisfaction index: 7.9

Focus groups with employees



During 2021, five focus groups have been carried out with the aim of presenting the Organisational Health Index diagnosis and identifying the origin of these results so that initiatives to improve organisational health can be established and prioritised.

As a result of these workshops, a cultural transformation plan has been drawn up, structured in six key areas:

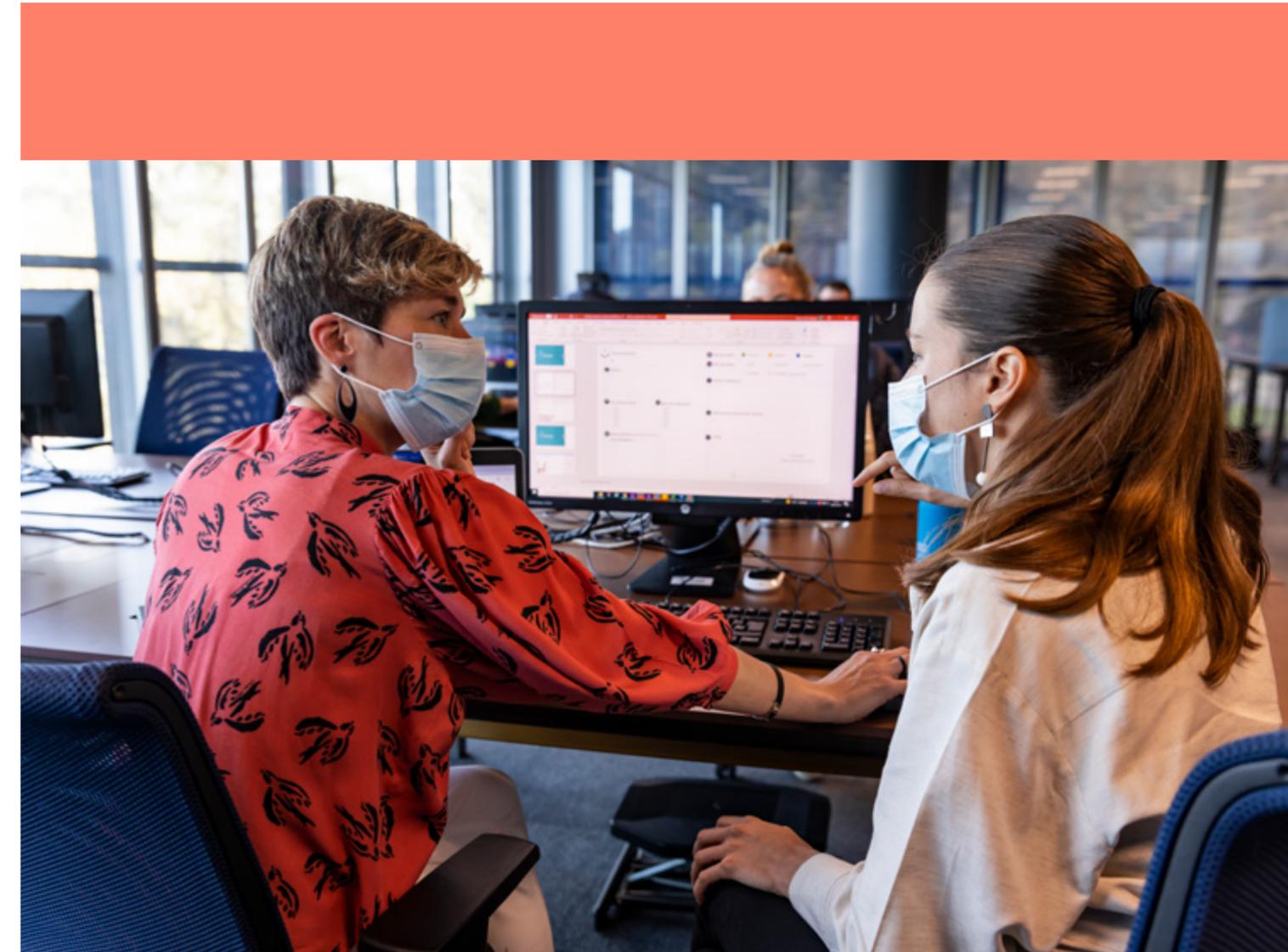
- Proximity of the management to people, as well as the strategy, generating a link between that and operations.
- Agility, developing capabilities in order to adapt to the constant changes in the environment.
- Positioning the customer at the centre of our activity.
- Talent development, generating the leaders of the future, as well as supporting the current ones in achieving more empowering, flexible and transparent leadership.
- Developing new ways of working, not only in terms of remote work models, but also in terms of flexibility and continuous improvement.
- Transparency, facilitating internal communication with employees.

Outstanding actions with workers' representatives



In 2021, several agreements have been formalised with the Inter-centre Committee:

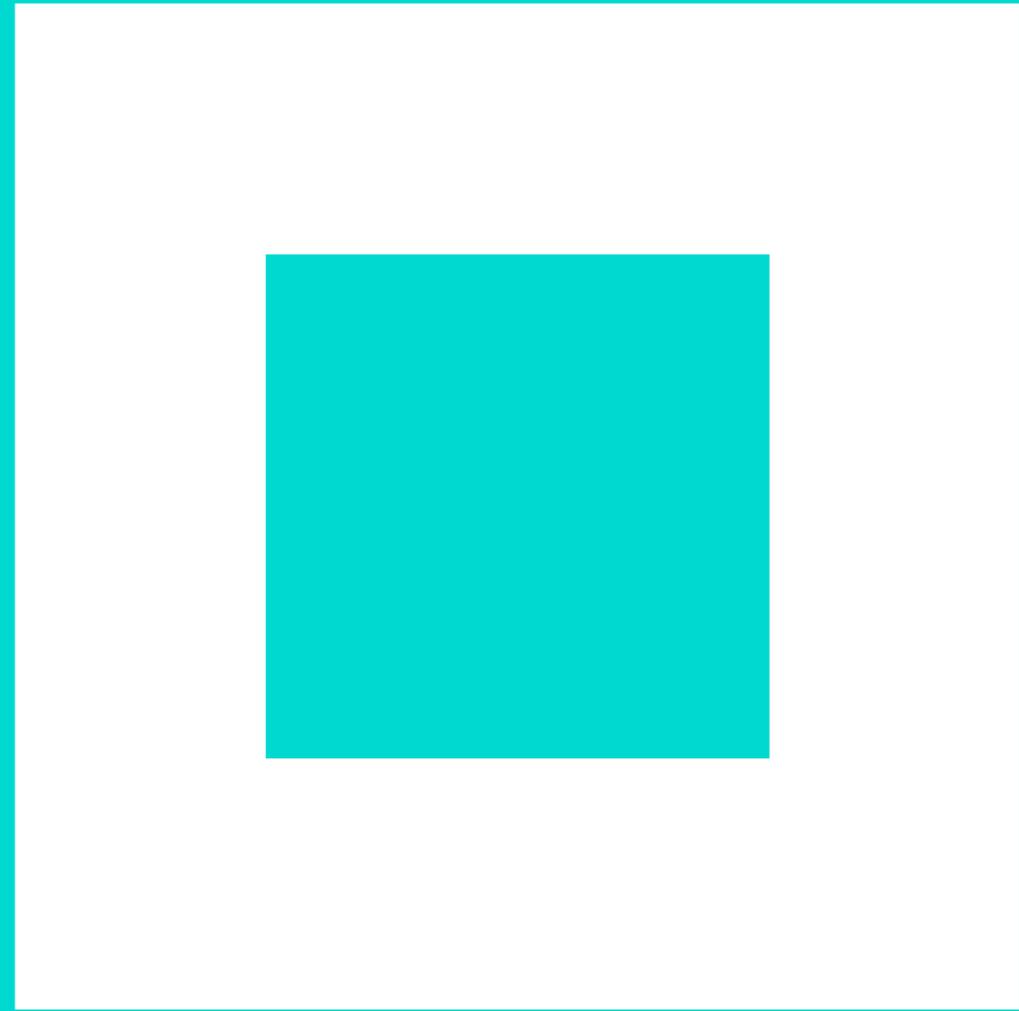
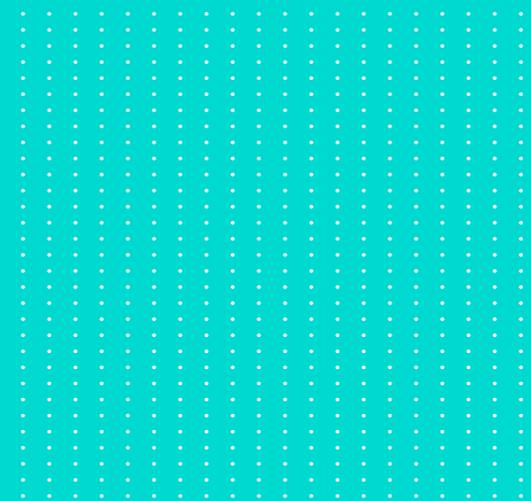
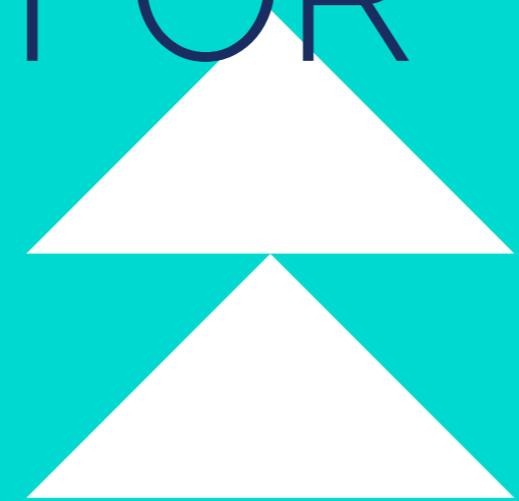
- New paid leave agreement.
- Definitive agreement on remote working, based on Act 10/2021 of 9 July, with the aim of developing the work model of the cross-departmental areas towards a more sustainable model with a better personal, family and work-life balance.



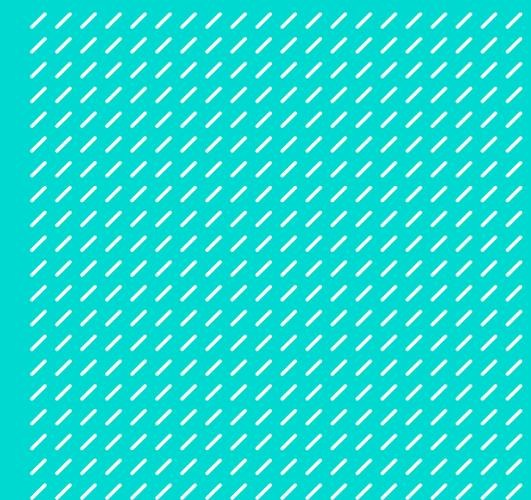


07

CREATING VALUE FOR



OUR CUSTOMERS





Marc Pons
Customer Manager,
Aigües de Barcelona



A desire to serve and continuously improve have always been part of the make-up of Aigües de Barcelona's DNA and, in an environment changing as fast the current one, our resilience is especially important to ensure that our customers' satisfaction remains high.

Along these lines, during 2021 we have implemented an internal transformation project to orientate our activity towards the best possible experience for our customers. With this challenge, we have redefined processes and created automatic procedures to make us even more proactive and anticipate possible incidents that may arise so we can give a better service.

We have also strengthened the structure of the team and redesigned the management process to put people at the centre, with the common goal of achieving excellence and the best quality service to citizens.

WATER UNDER CONTROL

(103-2 Customer Health and Safety)

Despite its taste, chlorine is a sign of water quality. Even so, the taste and smell of the tap water is getting better and better thanks to advanced treatment techniques, such as reverse osmosis.

To turn on the tap at home and be able to drink water without any risk is a privilege we are not always aware of. However, not all the water that reaches our homes has the same taste and smell. This aspect is determined by two factors: the origin, which affects the type of minerals contained in the river in which the water flows, and the level of chlorine present.

The origin, meanwhile, will depend on the river in question. The water that comes from the Llobregat is highly mineralised due to the fact that it flows through a saline basin. As a natural flavour enhancer, salt also emphasises the taste of chlorine. By contrast, the water from the River Ter basin has a moderate salt concentration and is rich in calcium and bicarbonates – substances that are more pleasant to the taste.



Assured quality control

Water is the most closely monitored food in the world, as it is continuously examined throughout its journey from the moment it comes out of the drinking water treatment plant until it reaches the home.

The same EU regulation governs the quality of drinking water in all EU countries, Directive 98/83/EC. In December 2021, its revision was approved via Directive (EU) 2020/2184 and the transposition process began. This standard, based on the recommendations of the World Health Organization (WHO), is developed in Spain by Royal Decree 140/2003, which establishes the control of the parameters to be measured. Aigües de Barcelona carries out all these checks (and other additional ones, going beyond the requirements of the law) at its laboratory.

The company has ISO 22000 food certification for food safety management systems, **which guarantees the quality of the water on a level with any other food.**

Leading resources

Aigües de Barcelona's laboratory, an international leader, is accredited by the ISO 17025 standard on general requirements for the competence of testing and calibration laboratories. This is the highest international standard of technical competence for analytical laboratories.

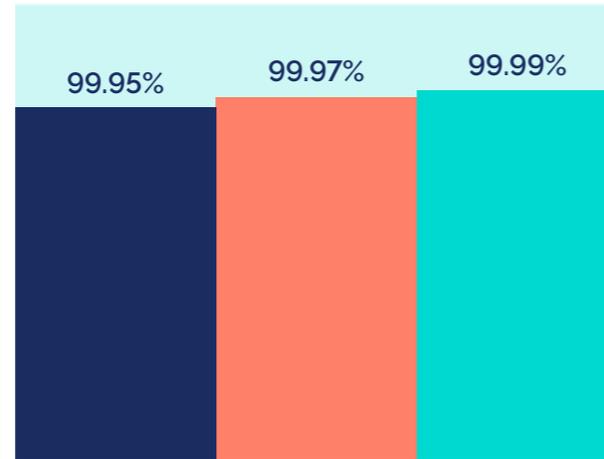
We have a team of water tasting specialists – unique in Spain and one of only a few in the world – who carry out specific studies on water taste and odour in order to control and improve them. We comply with 100% of the important health parameters and we carry out more than 1,155 daily water quality checks.

Water quality control

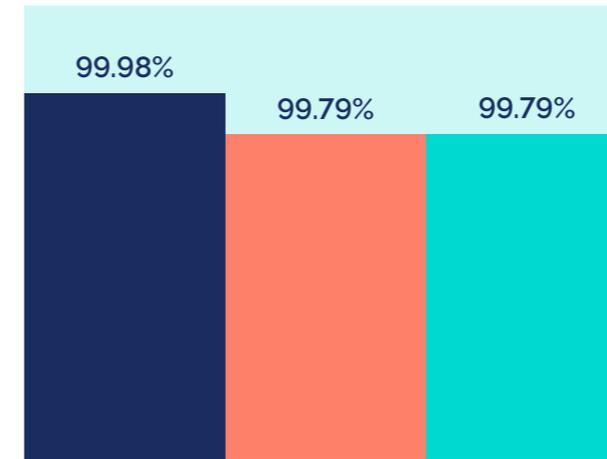
2019 2020 2021

(103-2 Customer Health and Safety, 416-1)

Level of compliance with parameters (without impact on health)

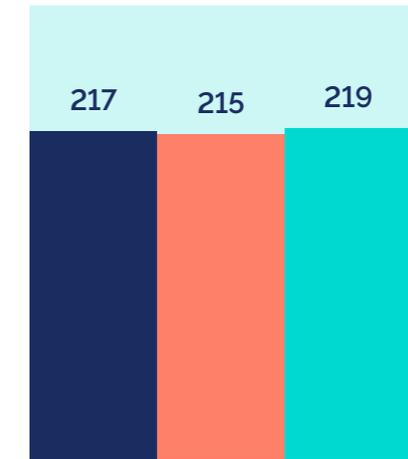


Physical and chemical quality of the water: compliance with physical and chemical determinations/total physical and chemical determinations for monitoring water quality

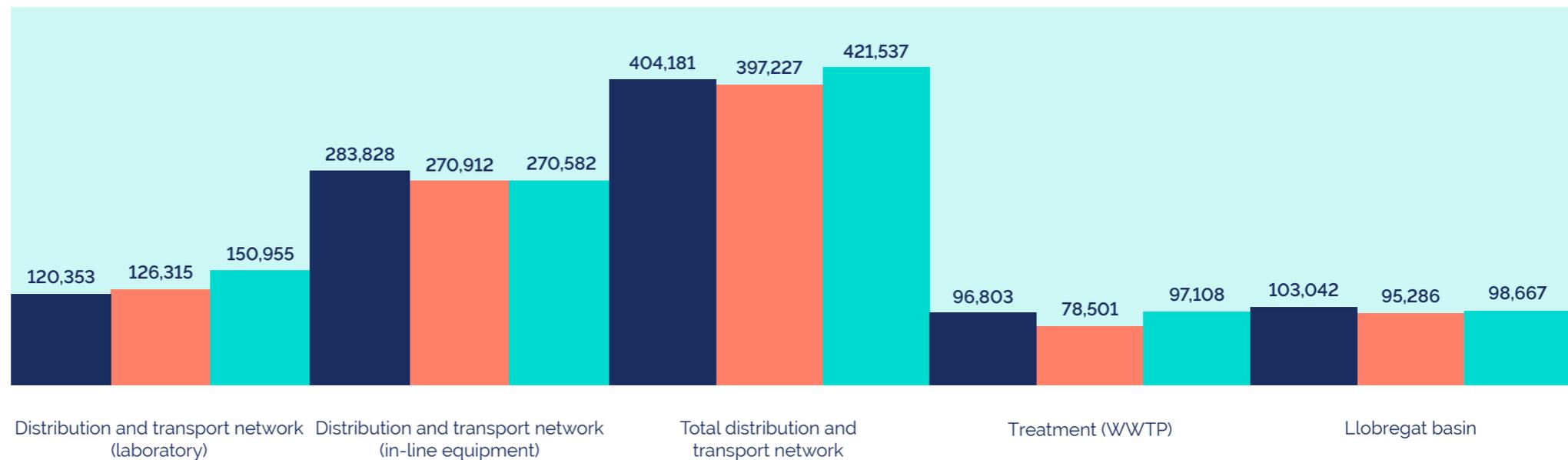


Microbiological water quality: compliance with microbiological determinations/total microbiological determinations for monitoring water quality

Number of in-line analysers in the mains



Checks carried out





Main changes and initiatives

COVID-19:
SARS-CoV-2
and waterborne
virus control



The Aigües de Barcelona laboratory has kept up systematic surveillance of the level of presence of the SARS-CoV-2 molecular virus in wastewater using advanced biological techniques (RT-qPCR). The analysis method, developed in cooperation between the University of Barcelona and Cetaqua (the Water Technology Centre), was introduced in 2020. The main actions taken in 2021 were as follows:

- Monitoring the two major treatment plants and their main supply pipes to monitor the level of virus circulating.
- Weekly monitoring of the municipalities of Cornellà, l'Hospitalet and Badalona (part of the year).
- Standardisation of analysis methodologies and information sharing with regulators and health and municipal authorities through the Suez Reveal research project.
- Two publications in leading international scientific journals – Water Research and Applied and Environmental Microbiology – on the progress made and information obtained since the beginning of the COVID-19 pandemic.
- Maintenance and extension of the monitoring of other viruses in the full water cycle through the research agreement with the University of Barcelona, which has been in force for 40 years (Enterovirus Group).

Sanitation Safety Plans in treatment (reclaimed water)



SSPs are a **new health risk management model of promoted by the WHO for water treatment. They can be considered as a translation of Water Safety Plans** and their implementation is intended to contribute to consolidating the supply of reclaimed water, ensuring it is entirely sanitary and environmentally safe in its different uses.

Following the development work on this reclaimed water and its implementation in the Gavà and El Prat WRSs in previous years, the implementation of this system in the Sant Feliu WRS has begun this year.

In addition, through the Regireu research project (RIS3CAT funding procedure), **online equipment for monitoring the microbiological quality of water has been validated**, generating information that has made it possible to confirm for the first time that the WWTP/WRS complies with the requirements of the new European Regulation on the quality of reclaimed water intended for watering. The study was carried out at the Gavà-Viladecans WWTP.

Adaptation to the future European Consumer Water Directive



On December 2020 the new Directive (EU) 2020/2184 on the Quality of Drinking Water was finally approved. By then, Aigües de Barcelona had already been working for some years on the implementation of the various new requirements. **In order to continue moving forward towards possible new regulations, we have launched a series of initiatives:**

- Systematic monitoring of the different newly regulated compounds, years before this is legally required.
- Installation of a potassium permanganate dosing system in the pre-treatment section of the Sant Joan Despí DWTP, allowing compliance with possible future values that are more restrictive than those established by the Directive on chlorates.
- Project to improve the existing treatment of Les Estrelles ponds to ensure that the limits set in the Directive for new pollutants, especially compounds of the PFAS family (perfluoroalkyl and polyfluoroalkyl substances), can be complied with in complete safety.

Assessment of microplastic levels



Progress has been made in **the industrial PhD project on microplastics** that began in 2020, jointly with CSIC. As well as looking in greater depth at the assessment of the level of these particles in the full water cycle, it focuses on developing new advanced analytical techniques making it possible for them to be monitored at Aigües de Barcelona's laboratory.

Specifically, during 2021, **a method has been developed to identify and quantify microplastics directly in our laboratory**, using pyrolysis coupled with gas chromatography with mass spectrometry. This technique also allows us to quantify the mass/concentration of each type of plastic. This makes it possible to monitor microplastics before legislation requires this in natural waters.

An article on the presence of microplastics in the water of the River Llobregat and their removal during the treatment at the Sant Joan Despí DWTP has been published in Environmental Science and Pollution Research, a leading international scientific journal. A second review has also been submitted, in this case on the results obtained from the study of microplastics throughout the drinking water supply network in the metropolitan area of Barcelona.

Research on the presence of nanoparticles



Some European health agencies have included nanoparticles in their lists of priority substances for monitoring, which is why we need data to assess their impact on our environment. For this reason, **Aigües de Barcelona has revived the Nanoaqua project**, proposed some time ago by the company, in collaboration with Suez and the University of Santiago de Compostela.

Nanoaqua consists of developing analysis techniques for determining titanium and silver nanoparticles and their application in samples of the integral water cycle in order to obtain the first data on their presence and concentration in the different phases. At the end of the project, the analysis techniques developed by the University of Santiago will be transferred to the Aigües de Barcelona laboratory.

One of the most important tools for guaranteeing water quality using highly advanced techniques is DOMA (Determination of Oils in Water Mixture), which makes it easier to react to possible quality incidents affecting water in tanks by measuring the percentages of water from each origin in real time. The results, combined with other parameters and the application of mathematical models and 32 machine learning techniques, allow a faster response if incidents are detected.



OUR CUSTOMERS

Our customers

	1,251,724 homes
	8,190 industrial companies
	48,900 residents' associations
	141,943 shops
	10,246 municipal services

We know that the resource we manage is a fundamental right which is essential for health and to guarantee a dignified life. For this reason, customers are a strategic relationship group and, as such, we place them at the centre of our decisions and priorities. And, although we have been supporting the most vulnerable people since 2012, helping them through the Solidarity Fund, during the 2020 health crisis we expanded the existing aid to vulnerable families, SMEs, self-employed people and field hospitals. As for 2021 in particular, the launch of the Social Action Plan, which aims to continue expanding the assistance to these groups, should be highlighted.

Aigües de barcelona customers

Wishing to be close to **our customers' needs** at all times, we reaffirm our commitment to them by giving them a priority place in our strategy, focusing all our efforts on ensuring they have **the best possible experience** whichever customer service channel they use. Our priority is to deal with all the problems affecting them and **to offer them quick, effective, local solutions.**

In order to achieve a diverse, inclusive service that encompasses different groups, we have introduced services on our main channels (telephone and offices) **in four additional languages as well as Catalan and Spanish: English, Mandarin, Arabic and Urdu. A video interpreting service for people with hearing impairment and Braille invoices are also offered.**



We listen to our customers

(102-44, 103-2 Customer Health and Safety, 103-2 Crisis and Reputation Management)

We take care to continuously evaluate the service we provide. This evaluation helps both to detect the most important aspects and attributes for customers and to continuously implement improvements in processes.

According to the Omnibus survey, 40.09% of residents in the Barcelona metropolitan area consider that tap water is good to drink, while 55.9% think the opposite. The number giving a positive assessment of tap water increased by 3.5 percentage points compared to the last wave.

When asked if they considered that tap water was guaranteed to be healthy, 74.3% of those interviewed said that it was, and 19.2% said that it was not. 6.4% were undecided.

84.5% of residents use tap water for cooking, 50.7% use it to make coffee or tea and 36.3% use it for

drinking. 32.3% said they use it for all three suggested uses, but 31.1% only use it for cooking. 14.3% said that they do not use it for any of the suggested uses.

With regard to how the respondent believes the water supply service works in their municipality, 22.5% consider it works very well, 60.3% well and 12.7% neither well nor badly.

With respect to whether users know which items are included in the water bill, the result was that 77% believe that the bill includes VAT and 75% that it includes water supply, 67.9% that it includes the water tax and 55.2% that it includes metropolitan waste treatment tax. 52.5% include the sewerage charge, 46% the waste collection charge and 14.3% do not know what is included in the water bill.



In 2021 we obtained a customer satisfaction index of 7.49 out of 10

Types of satisfaction survey



- **Service in general:** customers' perceptions of different aspects, including their consumption habits, their perception of water and their level of satisfaction with the service they receive, are surveyed, and the different attributes are classified according to the order of priority they give them.
- **Telephone service:** this is the main channel where customers are dealt with, accounting for approximately 70% of total customer care. In this case, the level of perceived quality is determined, both in terms of sales and commercial transactions, by differentiating them depending on the group they belong to.
- **Service at the customer service offices:** the customer's perception of the treatment received is measured in order to evaluate attributes, such as efficiency in carrying out the task concerned, proactiveness, customer orientation and the communication undertaken.
- **Website Client Area Service:** the user perception of this channel is assessed to identify strong points and detect possible aspects to be improved, depending on the task carried out and how easy this is to do via the website.
- **Notifications service of the website Customer Area:** this measures the perception of channel users who have received notifications (for example, about excess consumption or when there is interruption of supply) in order to detect strengths or improvement actions.

The Charter of Commitments

The levels of efficiency in the service provided by Aigües de Barcelona not only constitute internal monitoring ratios for continuous improvement, but are also made known to customers. This exercise in transparency is carried out through Aigües de Barcelona's Charter of Commitments, which includes the following clauses:

- **Installation of the water measuring equipment in a maximum of four working days.**
- **Most common commercial transactions (change of owner, duplicate invoices, data update...) carried out immediately.**
- **Completion of agreed appointments for tasks in indoor installations.**
- **No mistakes in meter readings.**
- **Immediate warning for excess consumption.**
- **Response to water quality complaints within a maximum of 24 hours.**
- **Response to complaints within a maximum of 10 days.**

In this way, Aigües de Barcelona values the quality of the service it provides, beyond strict compliance with the Service Regulations, explicitly accepting responsibility and, if it does not keep its promises, paying financial compensation to customers, in some cases proactively, without the need for them to request it.

Requirements

TOTAL
1,695,897
requirements



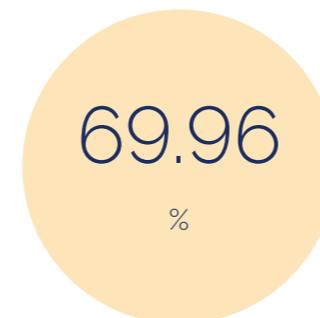
(103-2 Customer Health and Safety, 103-2 Crisis and Reputation Management)

100% of customers covered by the Charter of Commitment

Requirements by channel



Requirements by type



Complaints dealt with in less than 10 days



AMB TU PROGRAMME

In recent years, the way we live and relate to each other has changed and, at Aigües de Barcelona, we have continued to focus on innovation to offer customer service adapted to people's new needs, providing them with convenience and flexibility in their transactions.

For this reason, over the last few years, the company has promoted non-face-to-face channels, so that each customer can choose the way they want to be dealt with depending on their needs, enjoying greater time flexibility for making transactions and avoiding unnecessary waiting and travel.



As well as the speed, convenience and accessibility of the client area of the website (<https://www.aiguesdebarcelona.cat/oficinaenxarxa/ca>) and the app clients can consult or carry out any kind of management using the new videocall service or the virtual assistance chatbot where answers to the most common queries are provided, with the same warm service as always.

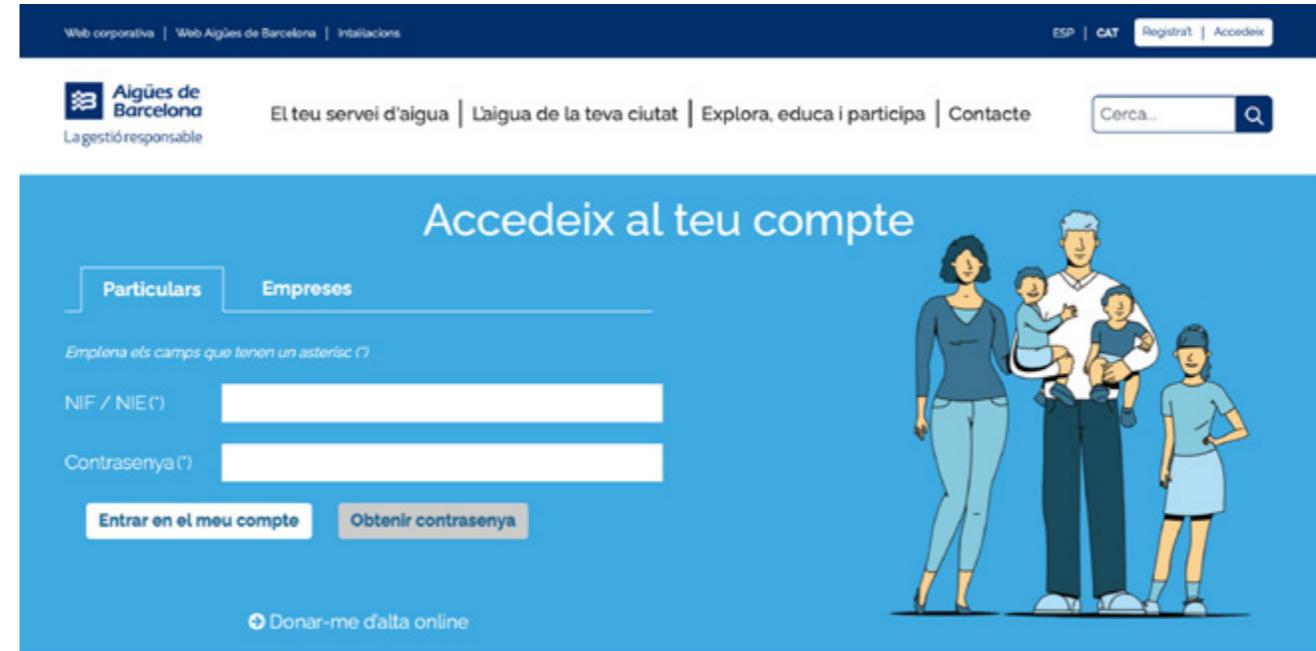
With the aim of focusing on people and ensuring that all customers, without exception, can access its services, **Aigües de Barcelona**, in collaboration with the SERES Foundation, **has launched the Amb Tu program**, which aims to make transactions easier for all customers, paying special attention to people in vulnerable situations and **breaking down barriers, whether they be digital, economic or related to comprehension or accessibility.**



Aigües de Barcelona reinforces its plural and inclusive service with the Amb Tu programme to position itself even closer to our customers

To implement this, we have worked with local social organisations to learn their vision, work together and offer preferential customer service channels to anticipate and resolve important transactions.

Aigües de Barcelona has implemented the service in Urdu, English, Arabic and Mandarin Chinese in the main service channels: telephone and offices. Through a cooperation agreement with FESOCA (The Federation for People with Hearing Disabilities in Catalonia), **the company has also established a video-interpreting service in Catalan sign language (LSC)**, with which it guarantees that people with hearing disabilities have the same access to information and communication and can carry out transactions under the same conditions as the rest of the population. The availability of **the invoice in Braille for visually impaired people** is another of the measures to promote more inclusive and plural attention. Another example is the use of reusable hygienic masks with transparent windows in customer service offices to make communication with hearing impaired people easier.



Si necessites ajuda o suport, contacta amb nosaltres

- El teu servei de l'aigua**
Tota la informació sobre el servei i gestions online
- L'aigua a la teva ciutat**
Coneix millor l'aigua que portem a casa teva
- Explora i participa-hi**
Suma't a les nostres propostes i activitats
- Contacte**
Contacta amb nosaltres quan ho necessitis

L'aigua de la teva ciutat	Política de Cookies	La teva factura i consum	
Contacte	Avis Legal	El teu contracte	
Qualitat de l'aigua	Política de Videovigilància	Incidències i reclamacions	AIGÜES DE BARCELONA. Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, S.A.
Política de Privacitat	Web corporativa	Idees d'estalvi	
Oficina en xarxa	Mapa web	Configuració de Galetes	

Seu Social:
Carrer General Batet 1-708028
Barcelona

New Customer Service Office

The renovated Badalona Customer Service Office is an example of an office adapted for people with disabilities, the result of a company project in which the staff took part in making decisions. In response to Aigües de Barcelona's commitment to people with disabilities, and in cooperation with Pilar Díaz, a former Secretary of State for Social Services and specialist in disability, a 100% accessible space was created with biophilic criteria, i.e., creating larger and more open plan areas, improving access to natural light and opting for the use of sustainable wood, plants and a fountain of tap water.

WATER BILL CLARITY

(103-2 Marketing and labeling, 417-1)

Water supply is a complex process which, at Aigües de Barcelona, we carry out efficiently to guarantee the quality, safety and continuity of the water consumed by our customers, managing the full water cycle responsibly.

In addition to what is paid for water supply and consumption, the bill includes taxes from municipalities, the Barcelona Metropolitan Area and the Catalan Water Agency related to the full water cycle and, beyond water, for waste management.



Water supply
26% management by Aigües de Barcelona
14% purchase of water from ATL and others
Catchment, drinking water treatment and distribution.



Water charge
Tax from the Catalan Water Agency. It contributes to funding the management of water works to supply the municipalities and cleaning up waste water.



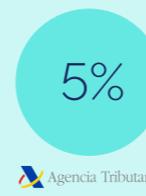
Sewerage charge
Charge by the local councils for maintaining the municipal mains sewers.



Waste treatment charge
Charge from the Barcelona Metropolitan Area for the proper management of waste.



Waste collection charge
Charge from Barcelona City Council for financing the collection of waste generated in private homes in the municipality of Barcelona.



VAT
The Tax Agency will apply 10% to water supply and the water tax.

(*) Distribution of the cost of a water bill for a house in the municipality of Barcelona.

Aigües de Barcelona
aiguesdebarcelona.cat
900 710 710 ATENCIÓ AL CLIENT (laborables de 9h a 19h)
935 219 777
900 700 720 AVARIES I INCIDÈNCIES (24 hores)

Data Lectura anterior	Lectura anterior	Data Lectura actual	Lectura actual
05/08/20	118	09/10/20	132

RESUM CONCEPTES A PAGAR
CONSUM BIMESTRAL DEL 05/08/2020

- SUBMINISTRAMENT D'AIGUA
- CÀNON DE L'AIGUA
- TAXA DE CLAVEGUERAM
- TAXA DE TRACTAMENT DE RESIDUS
- TAXA DE RECOLLIDA DE RESIDUS
- IVA

TOTAL A PAGAR

(*) Veure detall al dors.

CONSUM TOTAL

Tarifes Aigua: BOP del 12/11/2019. Cànon de l'Aigua: DOGC núm. 6847. www.aiguesdebarcelona.cat.

DADES PER AL PAGAMENT
L'import de la factura li serà carregat a partir del dia 29 de setembre d'aquest any, mitjançant el mandat de pagament d'aquesta factura s'acredita mitjançant el cobrament de les factures anteriors.



WE RESPOND TO OUR CUSTOMERS' NEEDS

Digitisation

New home page of the Aigües de Barcelona website, to make browsing more intuitive and make it easier to access the most common procedures.

Review of the most common procedures on the web to make them more understandable and easier to carry out from a customer point of view.

New Customer Area, with improved functions and greater understanding of the customer perspective.

Expansion of service channels in other languages.

Closeness and empathy

Clarification of commercial messages.

Review of all commercial communications (letters, e-mails, etc.) with the aim of making them clearer and more understandable.

New Customer Experience Office in l'Hospitalet de Llobregat.

Review of the Veu del Client, a platform for listening to customers, integrating all channels.

Proactive and personalised management of strategic customers: institutional clients, sensitive customers and large consumers.

Telephone service with a greater **focus on quality of service and personalised attention** (empathy and social aspect) and more flexibility for adaptation, depending on the volume of transactions, guaranteeing optimum levels of performance support.

Customer Counsel: the customer advocate

Among the functions of the Customer Counsel **is mediation and advising people who request their intervention because they do not agree with the answer the company has provided** them when they made a complaint. They also suggest actions the company can take to improve procedures based on analysing the cases dealt with, thereby protecting consumers' rights.

Total claims

121
claims

Debt management

In 2021, there has been a reduction of 2.59% in the debt due, as well as an increase of 0.2% in domestic supplies and a decrease of 16.26% in commercial and industrial supplies.

In the case of businesses, we can see the effect of the resumption of activity after inactivity during 2020 and part of 2021, which led to the measures imposed by the government and administrations to attenuate the spread of the pandemic generated by COVID-19.

With regard to domestic supplies, we are aware that the crisis has taken its toll on people and families who have been affected by lay-offs or who have lost their jobs due to the severe economic crisis. Using the personalised management of non-payment and energy poverty protocols, we are locating situations of vulnerability undetected until now.

Remote measurement



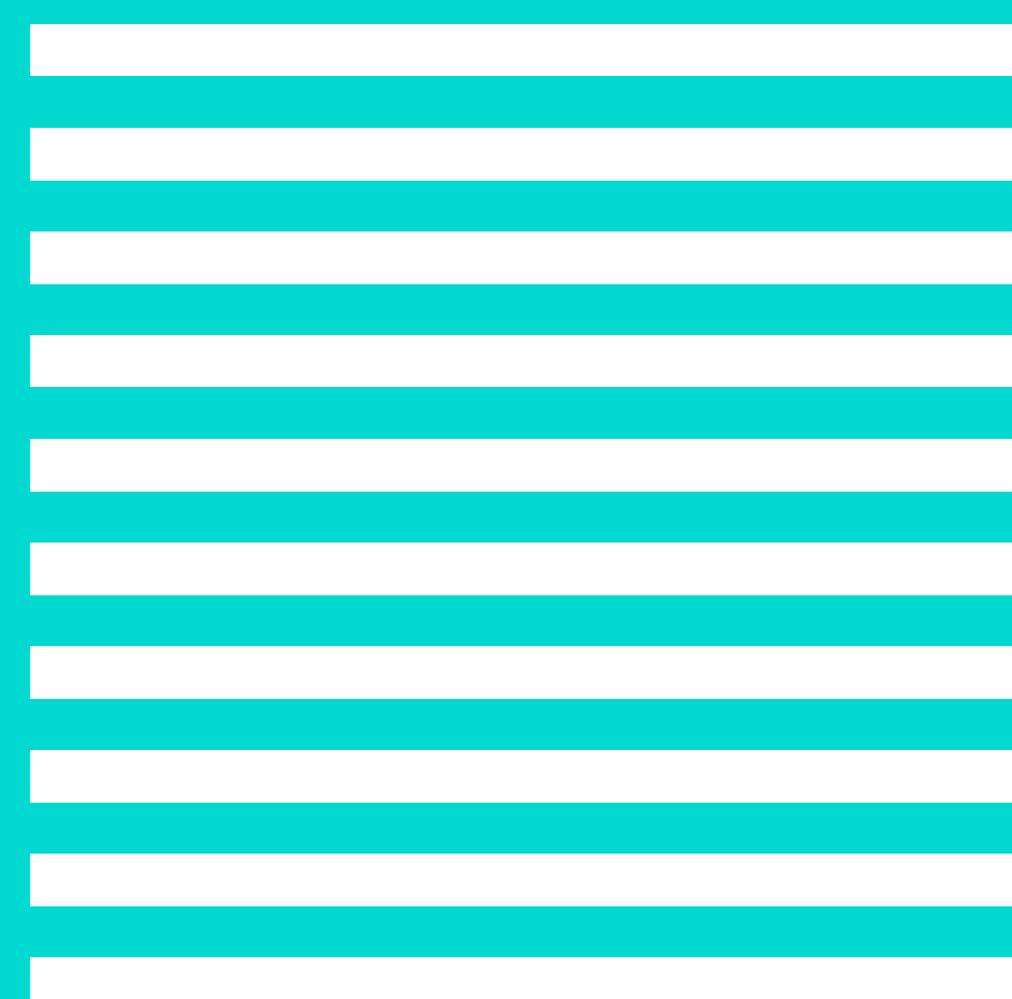
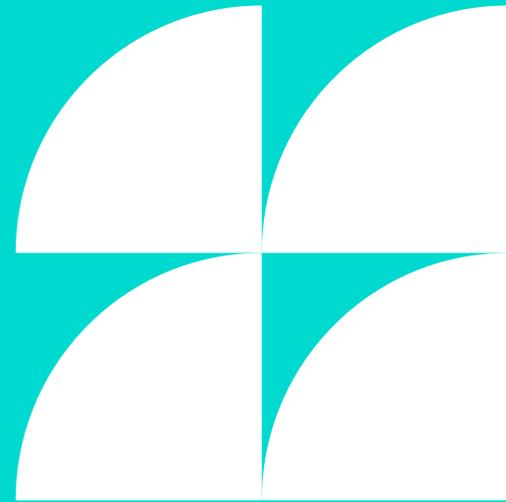
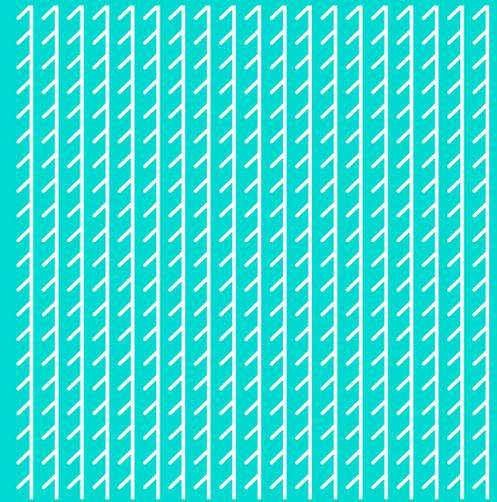
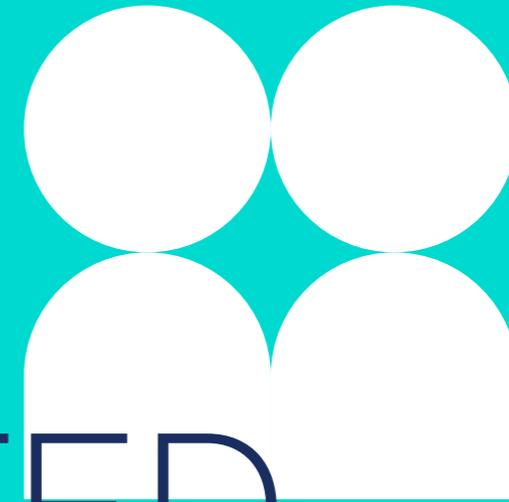
Aigües de Barcelona has **861,648 meters equipped with remote measurement**, so almost **60% of its customers have this service**. Our aim is to cover the entire stock of meters with remote measurement by 2030.

Remote measurement brings benefits at a global level thanks to active water management, as, by providing better control over water consumption, it helps to make more efficient use of water and allows users to have more information about consumption.



08

A SOLID
COMMITTED
LOCAL
SUPPLY
CHAIN





Ramón Sánchez
 Purchasing and Provisioning Manager
 for Aigües de Barcelona



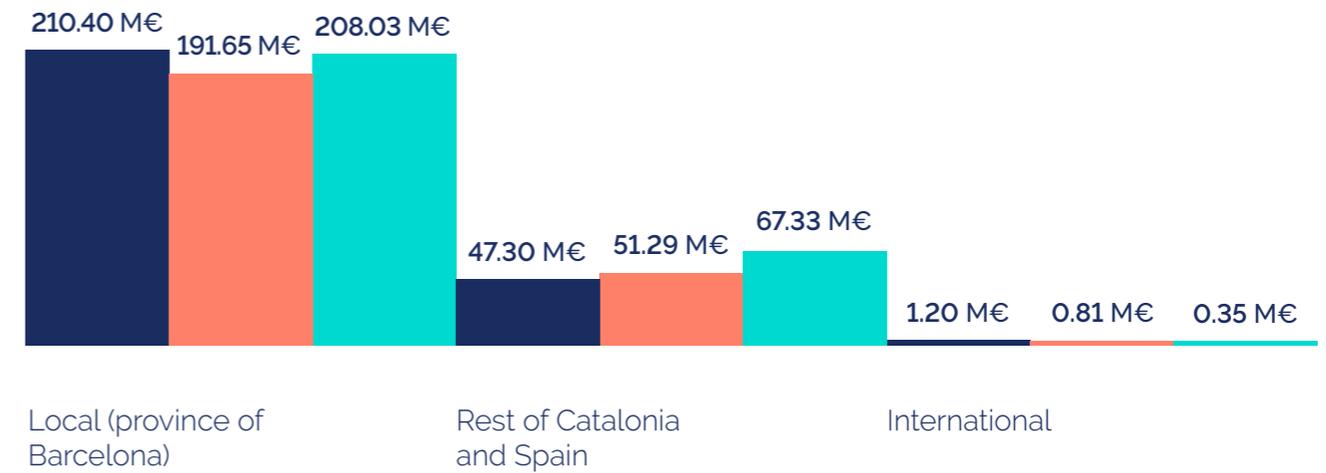
Aigües de Barcelona has a range of services and products that respond to the company's operational requirements with maximum efficiency, based on sustainability criteria.

Similarly, we are committed to establishing relationships based on the ethical principles of integrity, equal treatment, non-discrimination, transparency and competition, and, of course, within the current regulatory framework. Furthermore, we consider that it is essential to maintain close contact with our suppliers based on dialogue, driving forward innovation processes, promoting the local economy and respecting human rights.

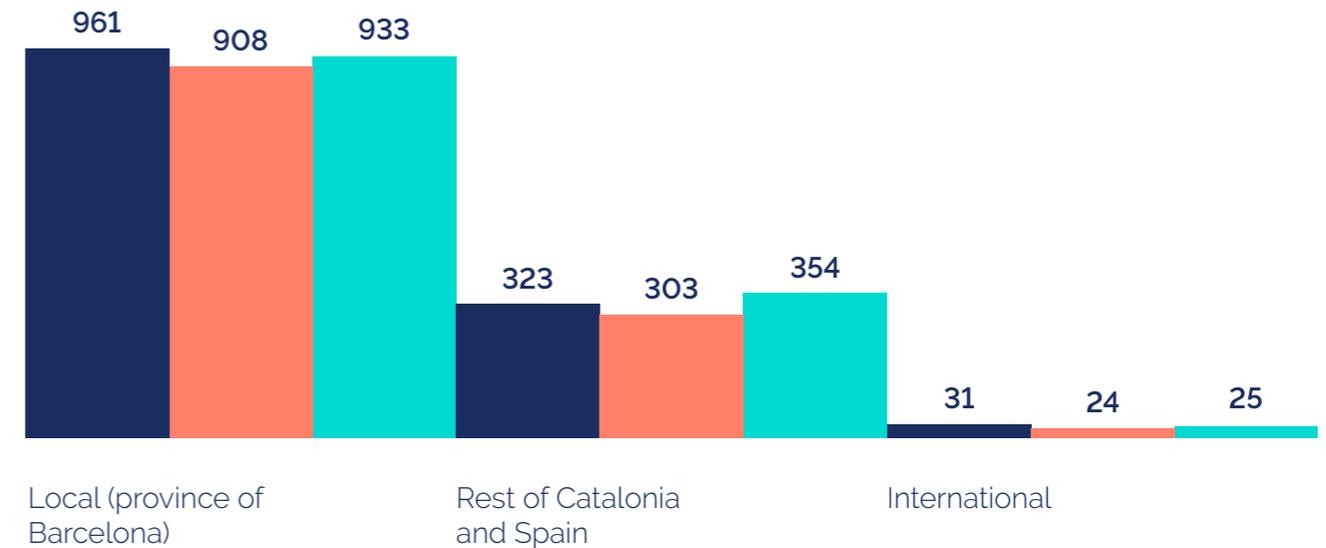
At Aigües de Barcelona, we do not understand a value chain model that excludes sustainability, because we consider it essential to contribute to the protection of the environment around us, control risks, reduce costs, improve efficiency and continue developing sustainable products that meet the demands of the market and the public.

Volume of purchases (€M) 2019 2020 2021

(102-9, 103-2 Procurement practices, 204-1)



Number of suppliers 2019 2020 2021

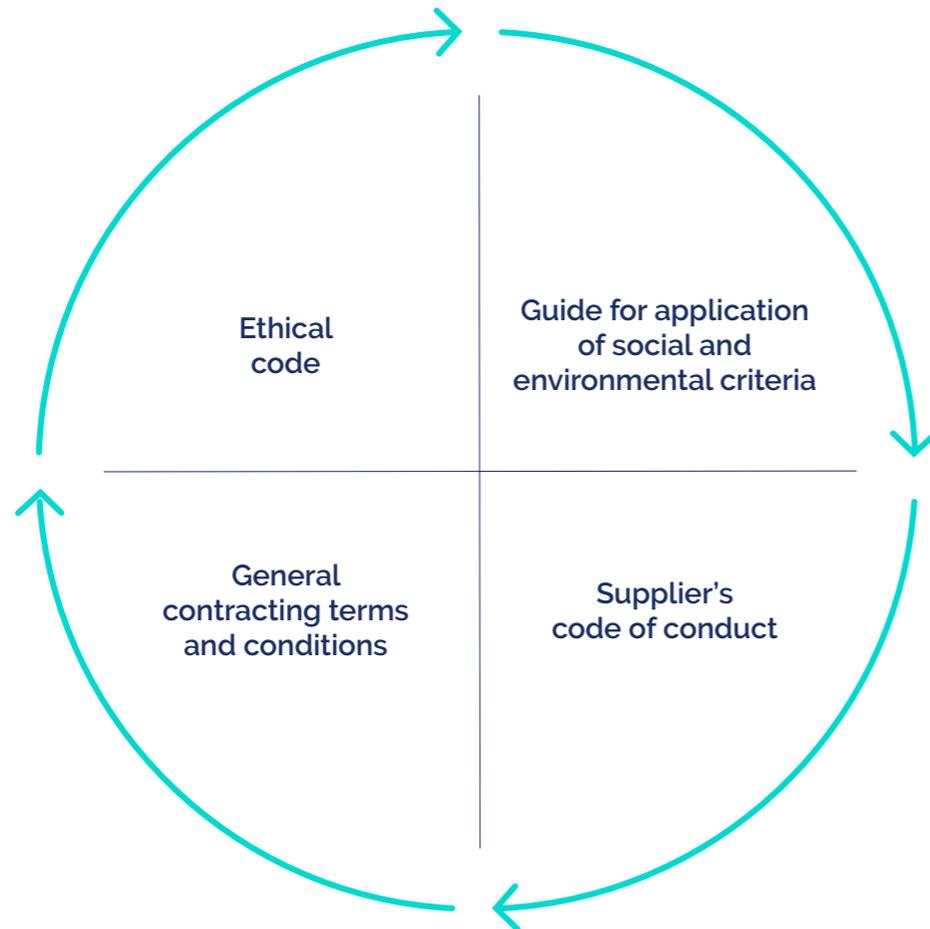




Supplier Code of Conduct

We are aware of the need to extend our values to the supply chain, as it is an essential part of the company's ethical framework. For this reason, we have a supplier's code of conduct, which includes points related to the protection of human rights, corruption and environmental and social aspects. In addition, to fulfil this commitment, in 2017 we approved a protocol of best practices related to ethics in commercial relations.

Ethical framework for relationships with suppliers



(103-2 Procurement practices)

SUPPLIER APPROVAL AND ASSESSMENT

The purpose of the approval is to ensure the quality of the supplies and services, having qualified suppliers with sufficient capacity and organisation to adequately respond to the purchasing or contract specifications.

Both in the initial approval and in the periodic assessment, different risk levels have been adopted in order to always identify suppliers that can have a negative impact on our activity through poor supplies.

Main aspects of contracts and general contracting terms and conditions

Sustainable development and ethical structure

The supplier is responsible for knowing and complying with the principles of the United Nations Global Compact and for respecting the values and commitments of the company's Sustainable Development Policy. The supplier also agrees to comply with the code of conduct. We provide access to the different documents mentioned above via the website:
<http://www.aiguesdebarcelona.cat/ca/proveidors>

Compliance assessment

The supplier is subject to monitoring and follow-up of all contractual aspects and a periodic assessment of its compliance is carried out. The following criteria are among the most important taken into account:

- Delivery terms.
- Operational or quality claims.
- Level of service.
- Level of provision of Coordination of Business Activities (CAE) documentation.
- Technical and economic solvency.
- RePro Qualification (Electrical Network Supplier Qualification Process).
- Social responsibility assessment.
- Audit carried out by the company.



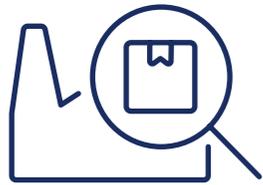
During 2021, we have set ourselves the target of promoting ISO 9001, ISO 14001 and ISO 45001 supplier certification



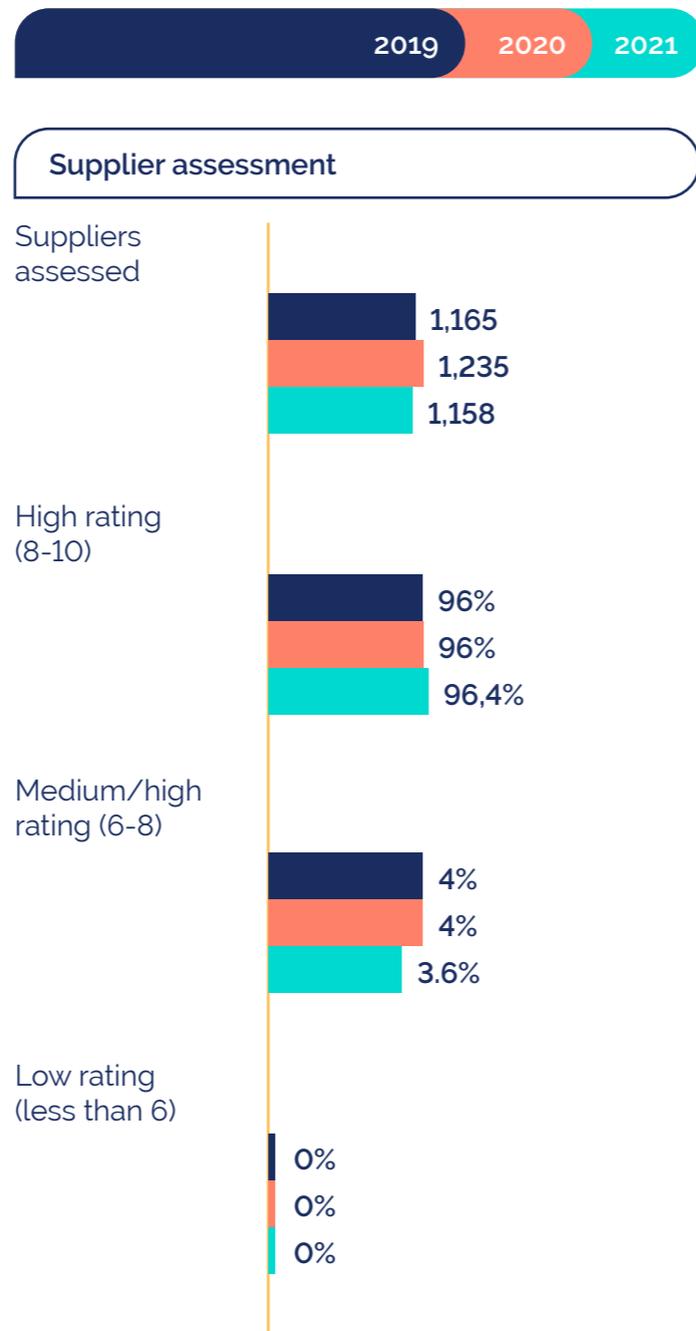
Purchasing with social value

In 2021, we have made purchases from different companies with social value:

- **FEMAREC:** waste management
- **ESCID, SL:** outsourcing of services and procurement for the integration of disabled people
- **Salta, SLU:** job-finding company
- **Fundació Cassià Just:** fair cuisine
- **Envera Empleo, SLU:** employment for people with disabilities
- **Cipo, SCCL:** special work centre
- **Taller Àuria, SCCL:** special work centre
- **Fundació Privada Artesà per a la Integració Sociolaboral** (Private Artisan Foundation for Social and Employment Integration)



In 2021, 1,158 suppliers were assessed. 96.4% received a high rating (over 8 points) and the remaining 3.6% received a medium rating (between 6 and 8 points).



PURCHASES WITH SUSTAINABILITY CRITERIA

The company is carrying out the Purchasing project under sustainability criteria. It aims to align our value chain with the company's sustainability strategy. The project will define the purchasing criteria, both social and environmental. **During 2021, social, environmental and energy efficiency selection or evaluation criteria have been incorporated in 60 bidding procedures, 54% of the total put out to tender.**

Tenders 2019 2020 2021



Number of tenders with sustainability criteria

(*) There has been a significant increase in the number of procedures in which sustainability criteria have been included as a result of the company's sustainability strategy and the 2030 Agenda project Purchasing Under Sustainability Criteria.

Likewise, **the strategic target of 80% of all the company's purchases being made under sustainability criteria by 2030** has been set. The percentage is currently 39%.

Aigües de Barcelona believes in long-term supplier management through a fair and transparent selection process, by means of a supplier register that allows full traceability throughout the purchasing process. **The supplier register allows the company to ensure that suppliers meet minimum sustainability criteria** (reputation, quality, environment, financial health and safety and occupational health and safety). **These criteria are validated using the Achilles platform**, which helps to mitigate risks in an overall way and promotes the creation of safer, more sustainable and more compliant supply chains.



Volume of certified CSR purchases: 80.80%

LOCAL PURCHASING

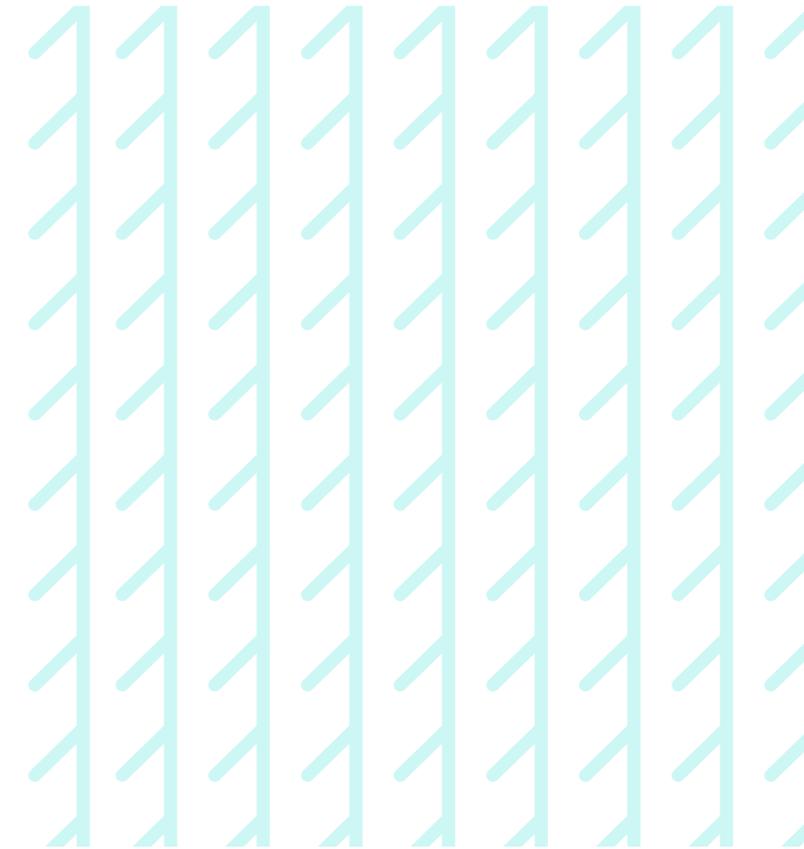
(204-1)

Supply chain

Overall value generated in the supply chain



Local purchase



For Aigües de Barcelona, it is essential to promote a commercial model based on proximity with the aim of creating economic, social and environmental benefits in our environment. That is why **71.1% of our suppliers are from the province of Barcelona.**



LET'S ENCOURAGE DIALOGUE

As part of dialogue and communication with suppliers, an important action is the annual survey to find out their level of satisfaction and their needs and expectations. **In 2021, the survey was sent to more than 900 suppliers and 173 responses were received.**

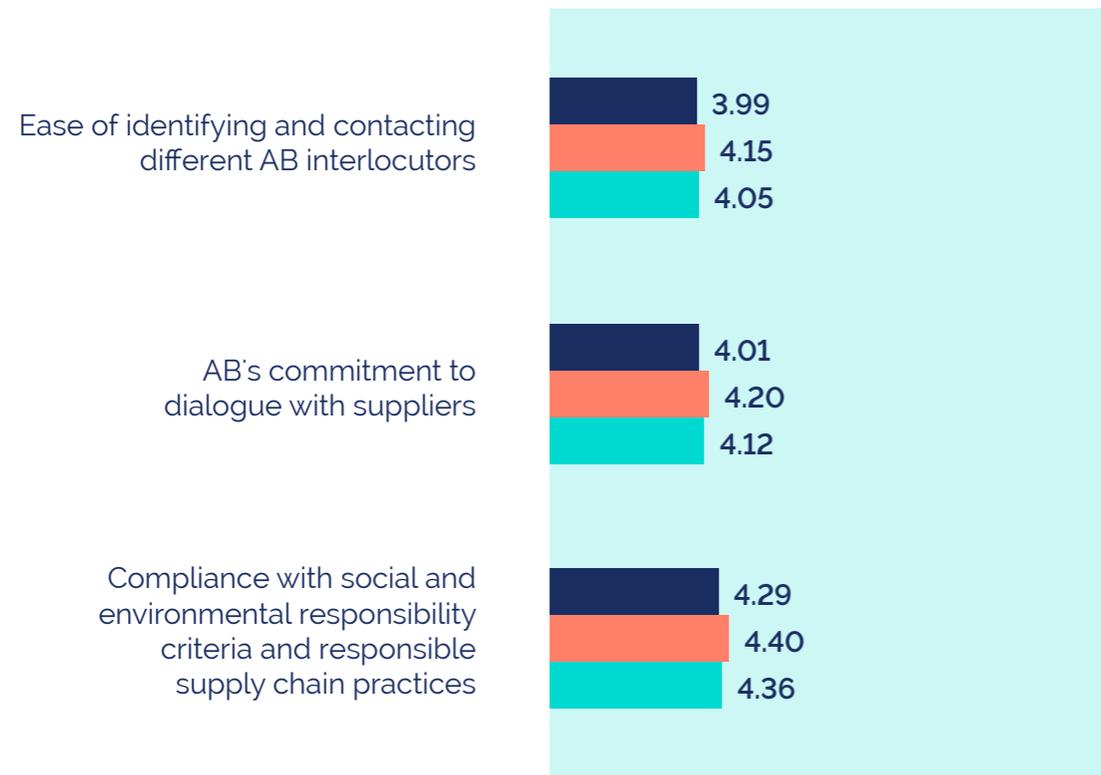
In general, there has been a slight reduction in the rating for the aspects usually consulted, mainly due to the incorporation into the survey of suppliers with whom there is a lower turnover and less of a relationship.

Results in this value chain (base out of 5)

2019

2020

2021



On the other hand, in the 2021 survey, new aspects have been assessed, such as:

- **The company's support** during the pandemic, rated at **4.16/5**.
- **The company's transparency** with suppliers, valued at **4.27/5**.
- **ISO 14064 certification** on carbon footprint, with an interest level of **4.45/5**.

In response to the results of the survey, the company plans to continue working on dialogue and communication with the value chain through face-to-face and digital events as a way of publicising the company's plans, news and objectives, as well as industry knowledge days.





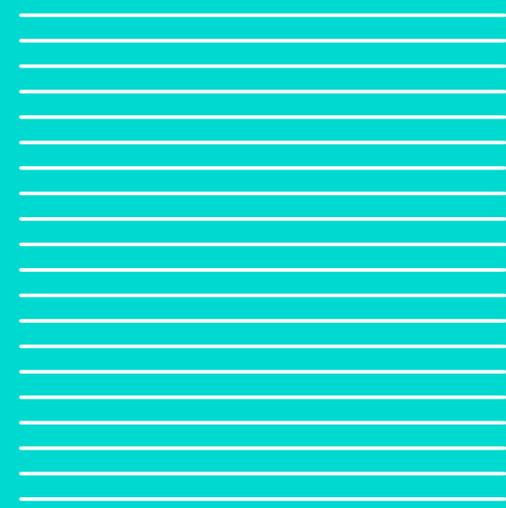
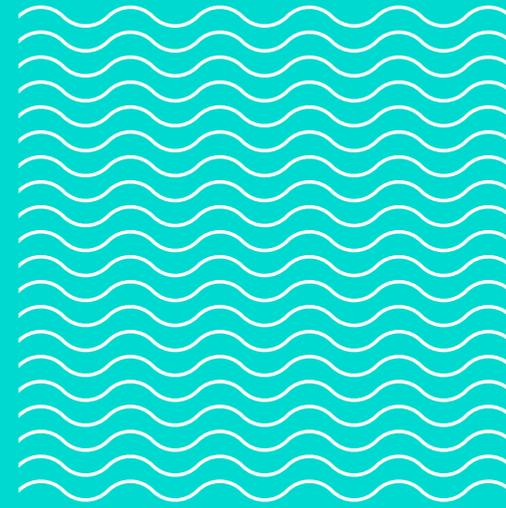
09

RESPONSIBLE

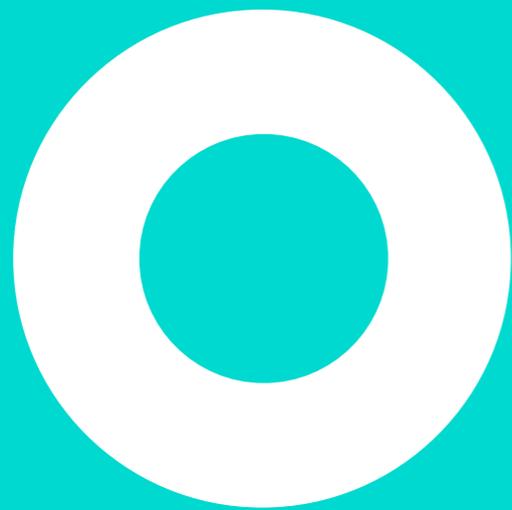
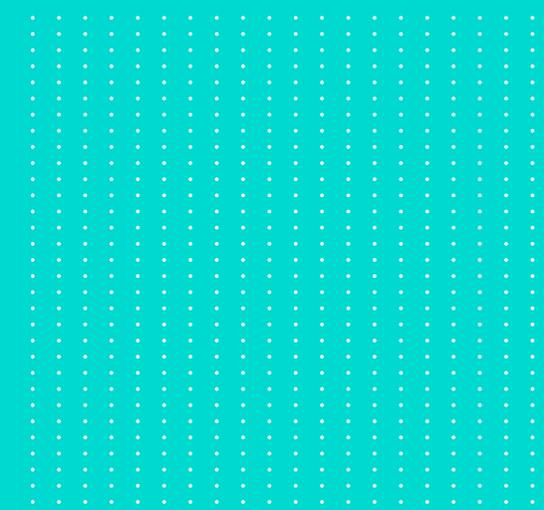
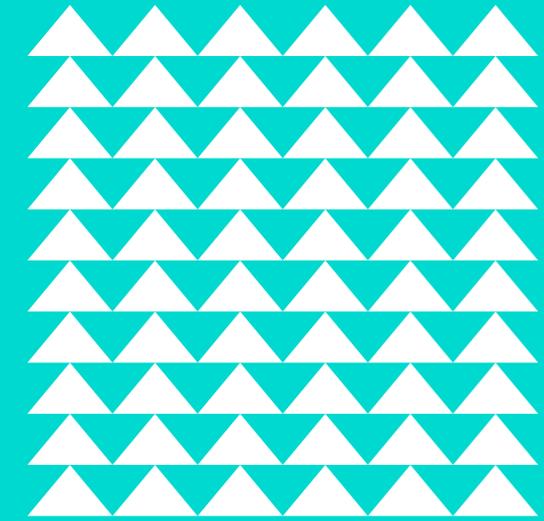
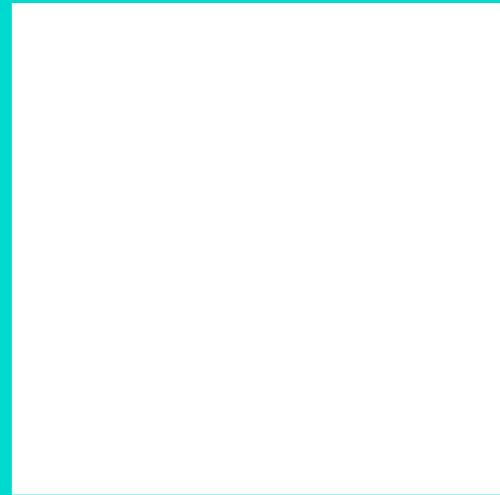
AND

INNOVATIVE

MANAGEMENT



ASG





Consuelo Madrid

Head of Good Corporate Governance
at Aigües de Barcelona



Good corporate governance is part of Aigües de Barcelona's corporate culture and its DNA. We could define it in different ways and from different perspectives: it is 360° strategic vision, integrated management, resilience and diligence in our processes, transparency and also active listening and dialogue with our relationship groups, as well as evaluation and measurement. All of this is in the context of responsible, integral, ethical and compliant principles and behaviours, aligned with the company's purpose and objectives and the SDGs.

The good practices implemented in good corporate governance provide value and security, improve performance, strengthen credibility and promote both the sustainability of the company and the continuity of activities, as well as the ability to adapt to the complex and changing environment. They therefore help to improve the effectiveness and efficiency of companies, as well as their positive impact on society and the involvement of their professionals. In short, it generates value and trust.

For these reasons, good corporate governance is essential in our day-to-day business, as well as being a fundamental aspect for setting and achieving objectives, detecting opportunities and establishing action plans by the governing and/or management bodies. At this point, it is especially

important that these goals are tangible for all employees and that all professionals are involved depending on their areas of responsibility.

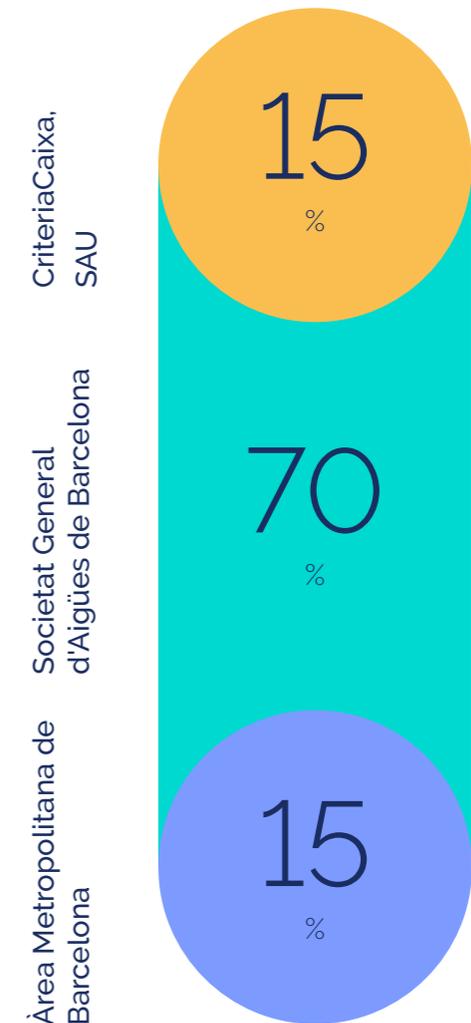
With regard to the 2021 activity in this area, we would highlight the approval of the regulations of three new committees of the Board of Directors, the balanced presence of men and women in the composition of the Board, the improvements made to the Transparency Portal on the company's website and, finally, the programmes included as part of the AB2030 Agenda.

At Aigües de Barcelona, we are committed to ethics and transparency, criteria that must be present in all our processes. We have the tools to guarantee good governance, dialogue and proximity, social responsibility and respect for human rights.

(102-5, 102-45)

In 2013, the company was incorporated as Aigües de Barcelona, Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, S.A. (Metropolitan Company for the Management of the Integral Water Cycle). It is a public-private company that seeks to take advantage of the synergies and cooperation between private companies and the public authorities for the benefit of society and the environment around us.

Shareholder composition



GOVERNANCE

(102-18, 103-2 Economic performance,
103-2 Anti-corruption,
103-2 Socioeconomic compliance,
103-2 Crisis and Reputation Management,
103-2 Public-private water management)

Good Governance is a priority for Aigües de Barcelona and it is a commitment from its highest governing bodies, the shareholders, the Board of Directors and the Executive Committee (COMEX).

Governing bodies



Shareholders'
Meeting



Board
of Directors



Executive
Committee

(*) As of 31 December 2021, and as of the date of this report, there is one unfilled vacancy on the Board of Directors.

Board of Directors

The Board of Directors of Aigües de Barcelona consists of **16 members** appointed by the General Shareholders' Meeting from shareholder proposals:



proposed
by Àrea
Metropolitana
de Barcelona
(AMB)



proposed
by Societat
General
d'Aigües de
Barcelona



proposed
by
CriteriaCaixa



**Equal representation Board of Directors.
40% of the members are women**



Composition of the Board of Directors

Chair
Àngel Simon

Vice-chair
Manuel Cermerón

Chief executive
Societat General d'Aigües de Barcelona
Representative, Felipe Campos i Rubio

Directors

Narciso Berberana

Asunción Martínez

Jordi Parés

Marta Colet

Carmen Marull

Miquel Roca

Montserrat Colldeforns

Clara Navarro

Jordi Ros

Jordi Serra

Marta Palacio

Ciril Rozman

Secretary (non-director)
José Maria de Paz

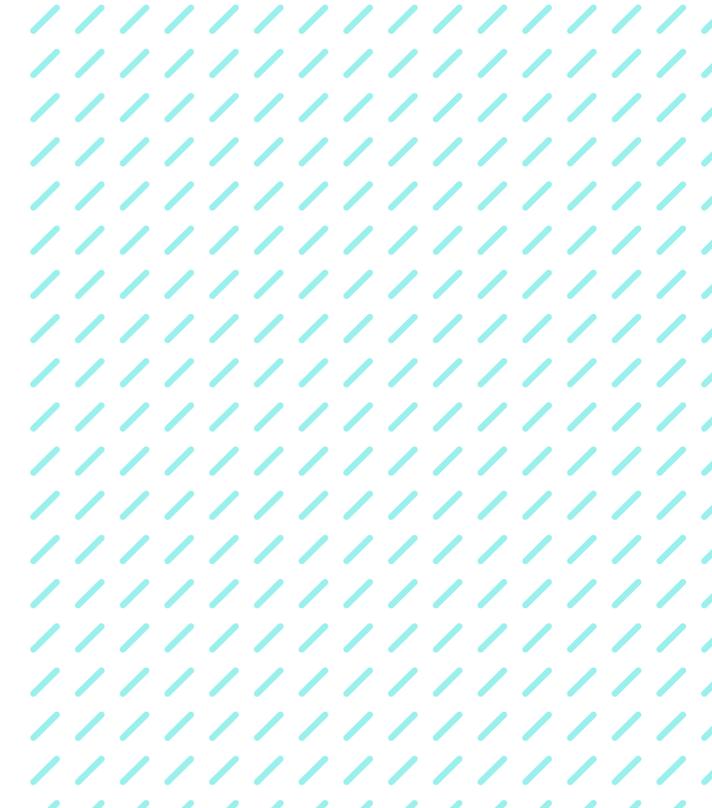
Deputy secretary (non-director)
Alejandro Jiménez

(102-20, 102-22, 102-26, 405-1)

During 2021, the Board of Directors has followed up on its objective of continuing to diversify the profiles of its members, in line with the company's new strategic orientations. So, the representation of women on this governing body has increased and has exceeded the target set for 2021 – 30% – in accordance with the agreement signed in 2017 with the Ministry of Equality.

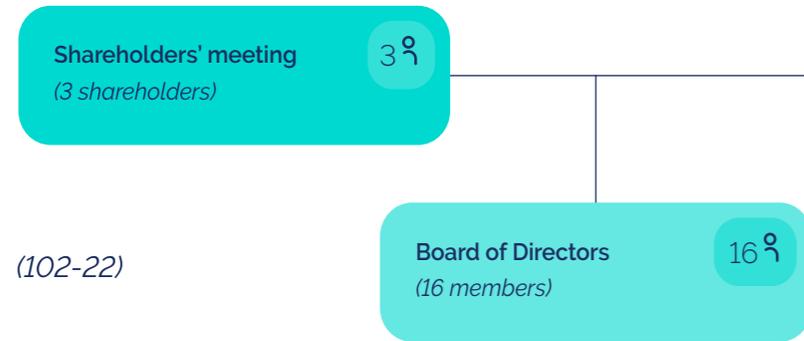
At the Board meeting held in September 2021, it was reported that a Board diversity questionnaire would be launched in order to make progress in corporate governance best practices.

It should also be noted that, during the last year, the Audit Committee and the Ethics, Compliance and Corporate Governance Committee have been chaired by female board members: Marta Palacio and Asunción Martínez, respectively.



Committees of the Board of Directors

Committees of the Board reporting, via their respective chairs, to meetings of the Board of Directors.



(102-22)

Aigües de Barcelona has **eight committees that report directly to the Board of Directors**: an executive committee, which has delegated to it all the powers of the Board of Directors except those that cannot be legally or statutorily delegated, and seven non-executive committees that work in different areas, such as ethics, compliance and corporate governance, accounts, social participation and sustainability.

In 2020, the Social Action, Innovation and Water Resources and Infrastructures Committees were set up. The approval of their respective regulations was agreed by the Board at its March 2021 meeting.

Similarly, **in November 2021, the Board of Directors approved the creation of the Strategy Committee.**



RISK MANAGEMENT

(102-15, 201-2)



We have reaffirmed the procedures and mechanisms required to carry out good risk management in the economic, environmental, social and governance spheres. In this way, we can make strategic decisions to prevent risks.

The following aspects are considered:

- Identifying and analysing the different risk factors involving potential threats.
- Specific continuity risks based on the Business Impact Analysis (BIA) process, and as basic information for preparing continuity plans.
- Managing risks, considering ISO 31000 Risk Management as a working framework for identifying, analysing and handling them, measuring effectiveness, monitoring and reporting.

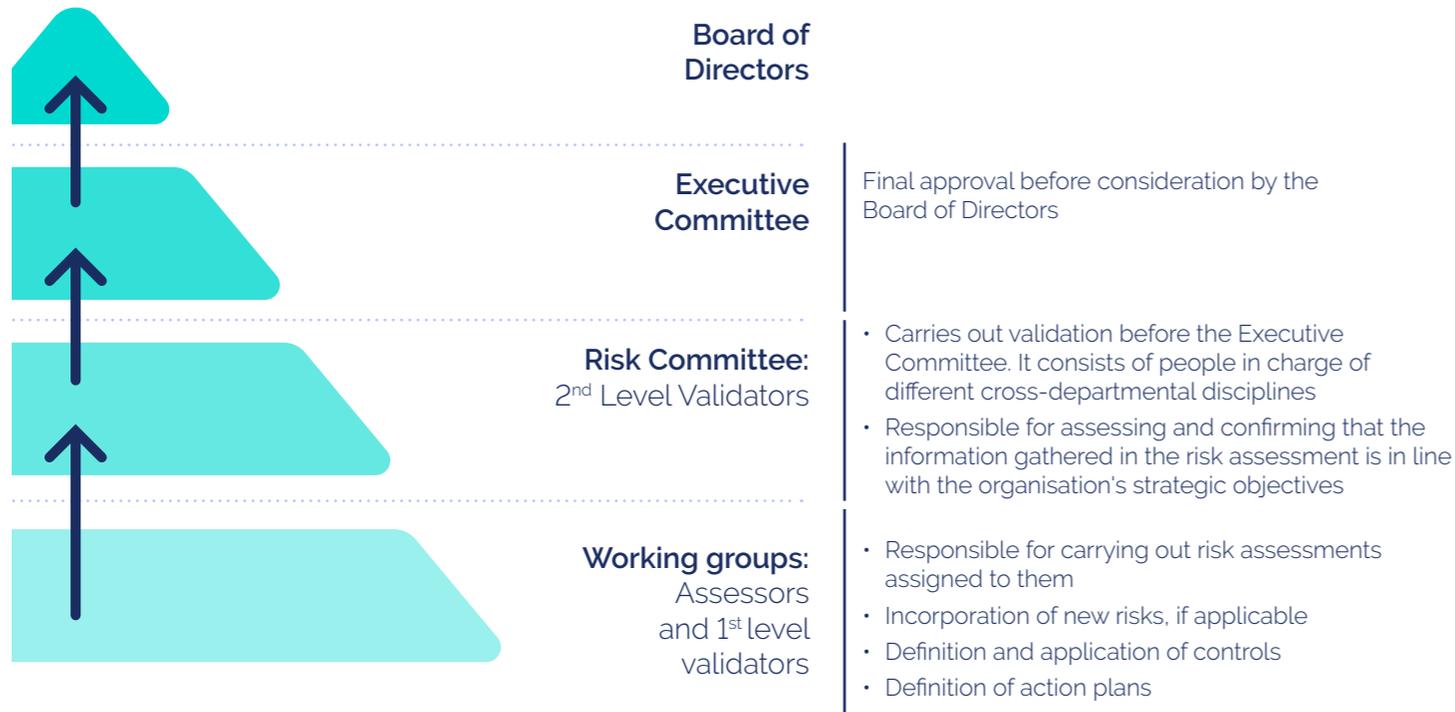
	<p>Strategic risks</p>	<p>Changes in demand for the volume of water deriving from changes in the number of customers, climate aspects, economic changes, the impact of new technologies, changes in regulations and legislation, and the company's ability to safeguard its reputation in accordance with its values.</p>
	<p>Financial risks</p>	<p>Deriving from exchange rate and interest rate fluctuations, customer default, and non-compliance with financial regulations, among other factors.</p>
	<p>Operating risks</p>	<p>These have to do with contracting, process and quality control systems, productivity, errors in the supply chain and the absence of contingency plans. Risks related to natural disasters, damage caused to assets and liability risks are included.</p>

The organisation maintains a formal and documented risk assessment and handling process that systematically identifies, analyses, evaluates and manages risk. As formal support for carrying out and monitoring the whole process, we have the Archer (RSA company).

There are two levels of assessment:

- **Level 1**
Assessment of the company's processes
- **Level 2**
Overall assessment at strategic level

Roles in the risk analysis process

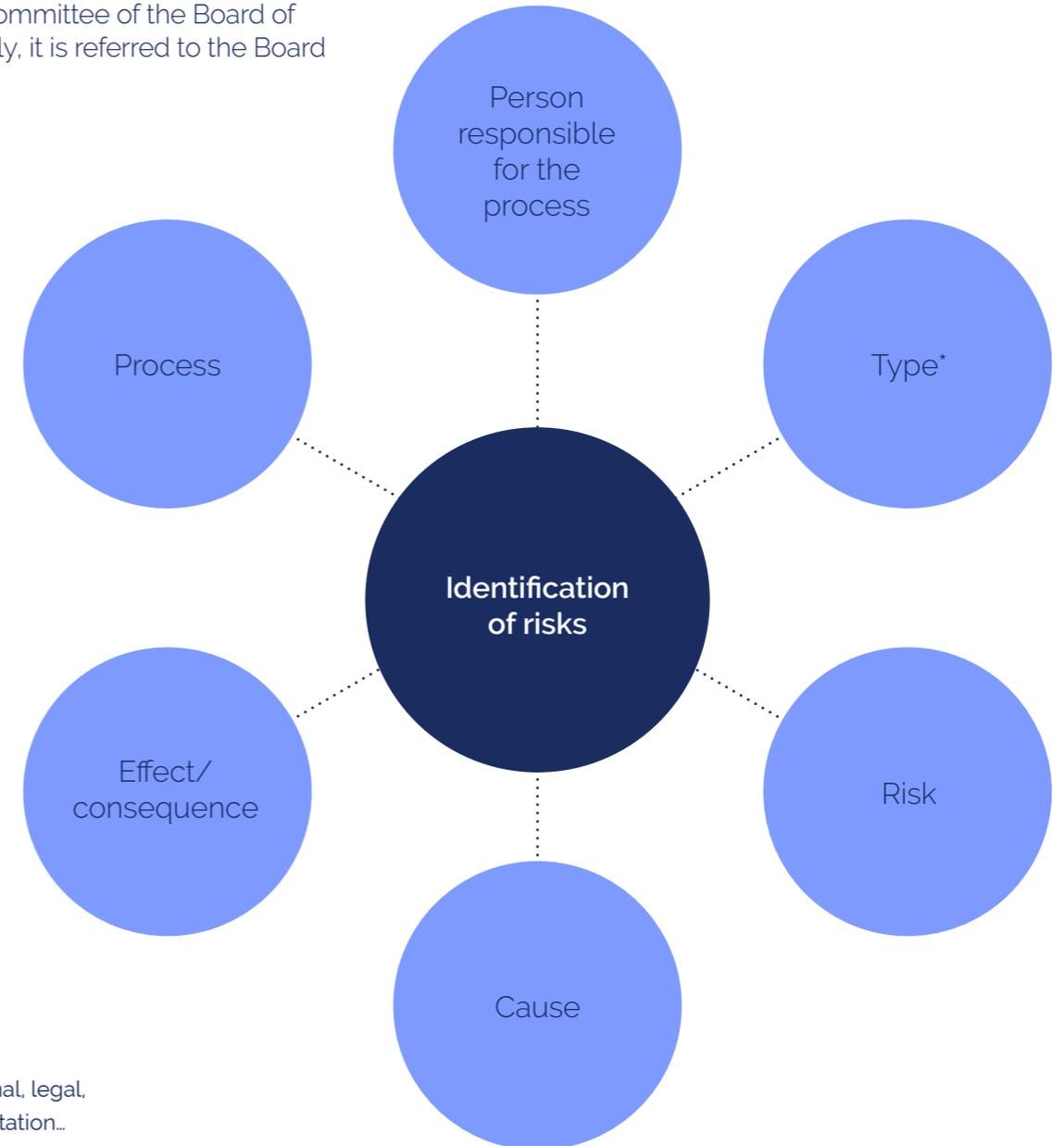


First of all, the different business processes are identified so risk can be broken down and assessed for each management area (level 1). This is done periodically at least once a year, or whenever there are important changes in the organisation that could mean changes in the results of the last analysis carried out. Risk status is monitored on the basis of the results obtained and the defined risk management plans. At the end of the process, the most relevant risks are extracted in a general strategic assessment to generate the company's risk map (level 2). The roles of all parties involved in the risk analysis process are detailed below:

(102-15)

Risk map

This brings together the risks, considering both the impact and the probability of occurrence. It is presented to General Management for approval, and then to the Ethics, Compliance and Corporate Governance Committee of the Board of Directors. Finally, it is referred to the Board of Directors.



(*) Type: operational, legal, compliance, reputation...



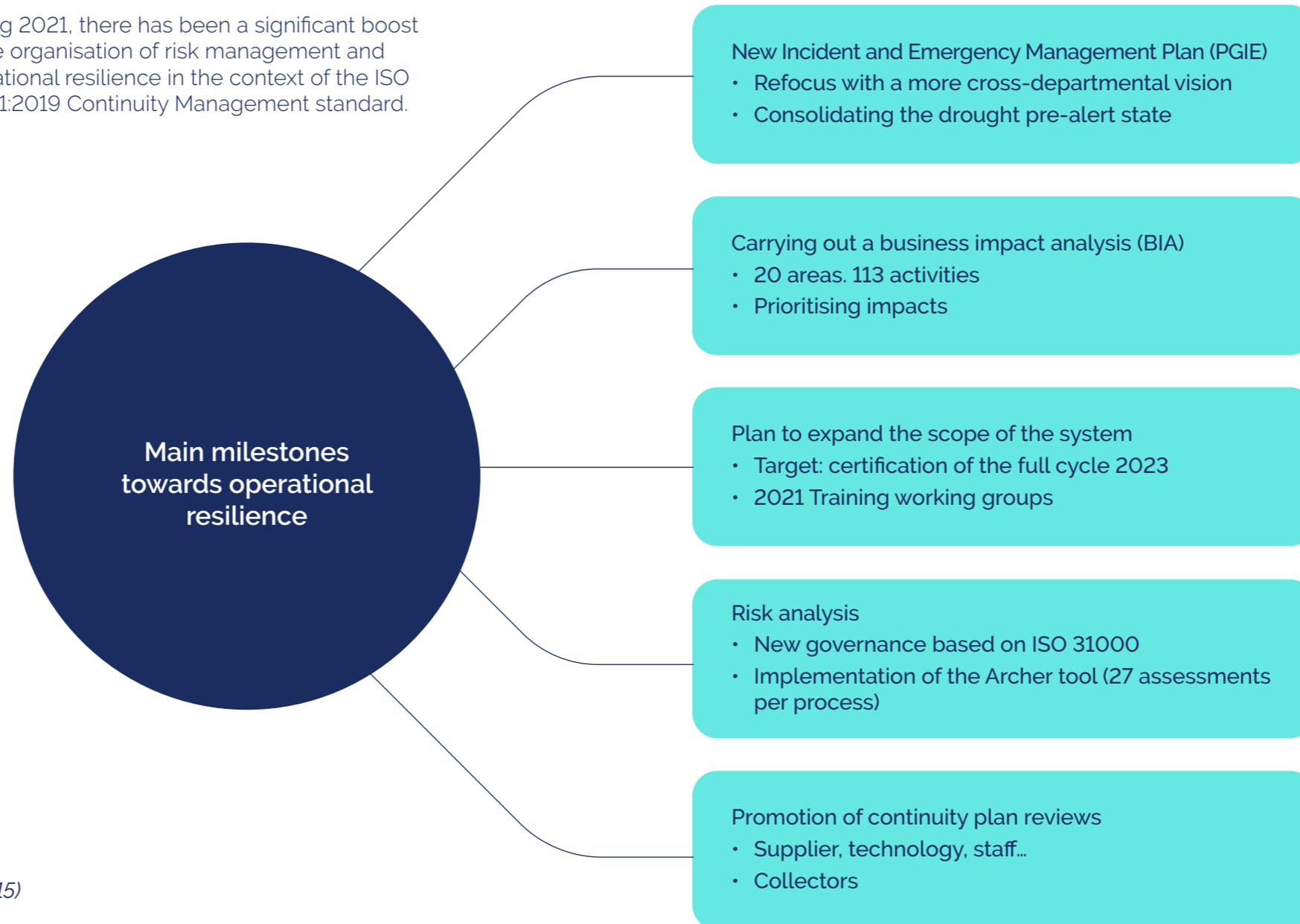
Risk assessment

The following aspects of risk are assessed:

- Legal/regulatory
- Reputational
- Financial
- Environmental
- Service
- People

Corporate risk prevention culture

During 2021, there has been a significant boost to the organisation of risk management and operational resilience in the context of the ISO 22301:2019 Continuity Management standard.



(102-15)

Cybersecurity

In 2021, there was a cyberattack worldwide every 11 seconds, a time that has been decreasing significantly in the last few years, from 40 seconds in 2016 (according to ACCIÓ and the Cybersecurity Agency of Catalonia, 2020). In this context, Spain was the third most threatened country by cybercriminals in 2020, behind Germany and the United States, according to a study by Ironhack (2021).

In addition to greater cooperation between criminal groups, attacks are becoming increasingly sophisticated, as the perpetrators carry out entirely targeted actions, knowing both their target and its vulnerabilities. This increases the attack's chances of success.

The most important threats today are:

- Theft or manipulation of confidential or private information, such as financial or health records.
- Viruses that can destroy or secure data, damage machinery, disable systems or interrupt operations.
- Impersonation and financial fraud.

(102-15)

Outstanding actions



Due to the increase in cyberattacks during 2021, accentuated by the global pandemic, Aigües de Barcelona has reinforced all its protocols and preventive alert systems and has worked on an internal awareness plan, with regular communications sent to all its employees to minimise the impact of the attacks. Basically:

- **We have expanded the segmentation capacity of communication networks, increasing the number of devices that check data traffic and create isolated work zones to minimise the impact of possible attacks.**
- **We have increased employee awareness initiatives, so that they are our first line of defence.**
- **We have strengthened protection measures for computer equipment to detect and counter threats.**
- **We have monitoring in computer systems.**

INTEGRATED MANAGEMENT SYSTEM FOR CONTINUOUS IMPROVEMENT

(103-3, 403-1)

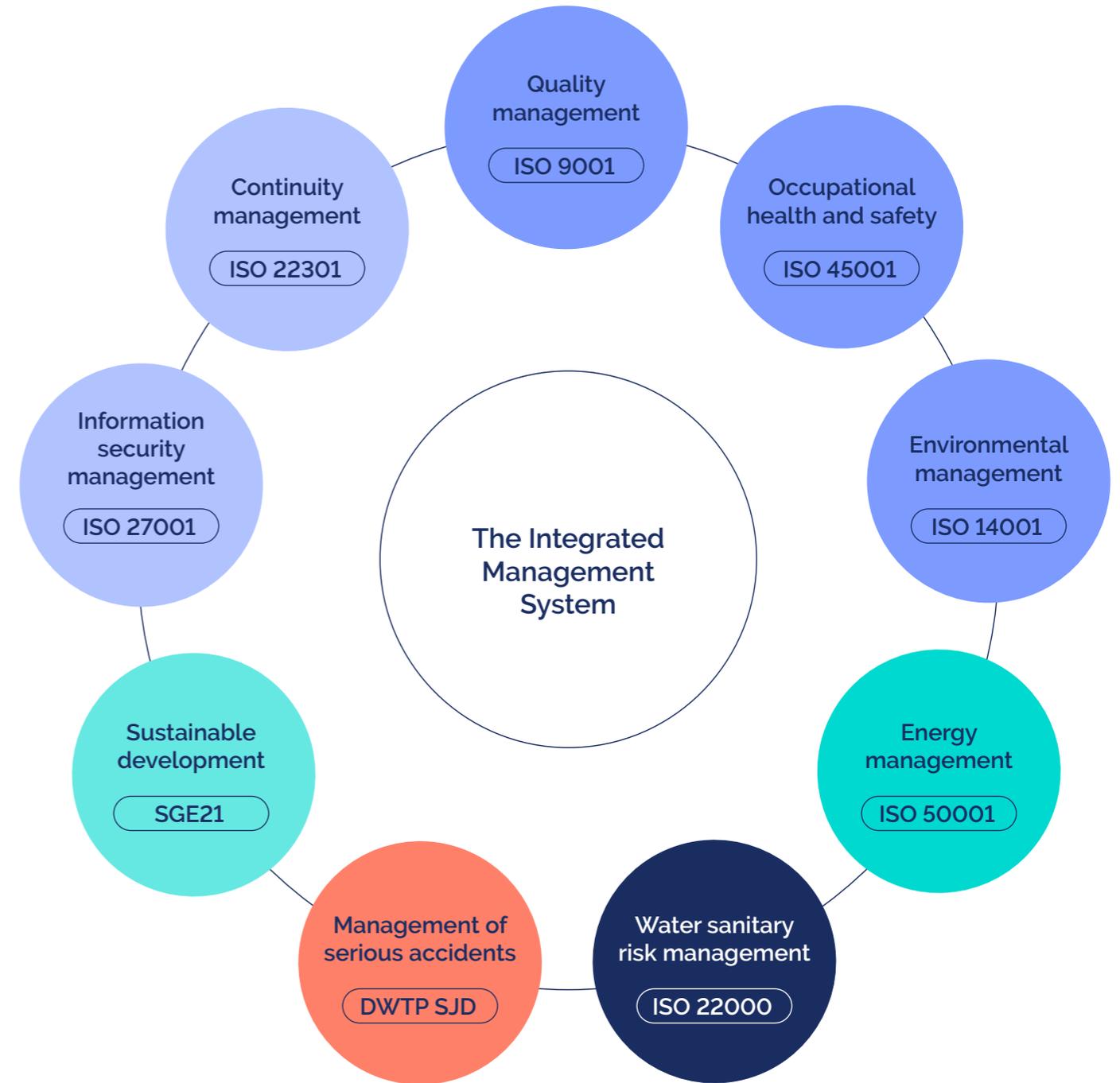
This is the basis of Aigües de Barcelona's continuous improvement model. It allows us to be more efficient when administering the various management systems implemented and certified in the organisation, as well as identifying the main impacts generated by our activity and the main operational risks it faces in a coordinated way.



Operational management systems

We have management systems for the main areas that affect two basic aspects of our activity: the quality of our service and the quality of the water supplied. In this way, we can establish processes and follow-up measures that ensure maximum compliance.

(103-3)





Internal and external audits

(103-3)

The audit process ensures compliance with the provisions defined by the management systems and allows compliance and effectiveness to be assessed. It is a systematic, independent, documented process that allows the collection of the objective evidence required.

Whether they are internal or external, audits follow the planning established in an annual audit programme. All systems are audited at least once a year, and the sample of centres and activities included in the system's coverage is collected over a maximum of six years for centres and three years for activities.

Audits carried out



The internal auditors belong to the Agbar Group, with the exception of the Continuity Management System and the Information Security Management System for the 2021 financial year SGE 21, which are audited by an external company.

A list of qualified internal auditors who meet the knowledge and experience requirements of the area to be audited, as well as the management system in question, has been drawn up. Anomalies arising from audits are dealt with individually, defining corrections and corrective actions to prevent recurrence.

Management tools

MIDENET

The Integrated Management System is the basis for promoting a process of continuous improvement that satisfies our customers, respects the environment and consolidates business results, ensuring that the activity is carried out in a safe, sustainable way satisfactorily valued by society, the authorities and the other relationship groups. Along these lines, Aigües de Barcelona has MIDENET, a tool that allows integrated management of the organisation's strategy with careful monitoring of all the management plans that allow us to respond to the organisation's strategy and objectives.

SALEM

The Integrated Management System covers all levels, activities and functions of our organisation. Complying with it must be a compulsory reference when carrying out activities, responsibilities and commitments, including contractual and legal ones. With regard to legal and regulatory requirements, the company is kept completely up to date through the SALEM service, which provides the specific requirements applicable to the organisation taking into account the activities it carries out.

NEODOC

2021

During the 2021 tax year, a new document management tool, NEODOC, has been integrated. It will take effect during 2022. This tool will guarantee the control of the documentation of the different management systems, ensuring its preparation, verification and approval, as well as efficient distribution and access. This is a qualitative improvement over the current document management tool and makes it easier for both users and administrators to use.

PROSAFETY

2021

During 2021, the implementation of PROSAFETY has been consolidated. This is another tool which, through specific action mechanisms, makes it possible to ensure the management and monitoring of actual and potential non-conformities of the different management systems.

POLICY MANAGEMENT



Active policies at Aigües de Barcelona

The senior management of Aigües de Barcelona prepares the Integrated Management Policy as a fundamental part of the Integrated Management System, which includes a commitment to comply with the established requirements and to continuously improve the effectiveness of the system in place. The policy provides the frame of reference for setting and reviewing system objectives.

We have a series of policies that reinforce our ethical and transparent culture, as well as our commitment to sustainability and the environment:

- *Policy on conflicts of interest*
- *Policy on relations with authorities and public officials*
- *Policy on action in the private sector and conflicts of interest*
- *Sponsorship, patronage and collaboration policy*
- *Policy on information and use of ICTs*
- *Tax compliance policy*
- *Environmental compliance policy*

ETHICS AND TRANSPARENCY

*(102-16, 102-17,
103-2 Socioeconomic compliance,
103-2 Crisis and Reputation Management)*

Ethical behaviour and compliance with the corresponding regulations are essential to the culture and strategy of our organisation. At Aigües de Barcelona, we are committed to working on a business management model based on ethics, integrity and social responsibility.

We find ourselves in a context where sustainability and environmental, social and governance (ESG) criteria are becoming more important on political and business agendas; and where international business leaders are clearly committed to models that generate positive impact and respond to the major challenges of the United Nations 2030 Agenda.

In recent years, there has been an increase in the number of companies that voluntarily provide data and report on climate, water and biodiversity management issues. Likewise, today there is an increasing demand for more transparency at all levels.

At Aigües de Barcelona, we work on a business management model based on integrity and social responsibility. Above all, we believe in compliance with regulations, ethical management and transparency: the three core areas of our corporate culture. In line with this responsibility, and in order to establish an ethical framework and a crime prevention system, we have adopted obligations that go beyond the legislation and that, in practice, are configured with three key instruments:

- **Ethical code.** Establishes values, principles, ethical behaviour and respect for human rights in the company.

- **Compliance Officer.** This is the employee responsible for compliance with the regulations. Specifically appointed by the Board of Directors in 2016 and re-elected in 2020, they aim to prevent and minimise unethical behaviour, the risk of committing crimes and non-compliance with criminal regulations within the organisation. In 2021, the Compliance Officer was switched to reporting directly to the General Management of Aigües de Barcelona.

- **Model for the prevention,** detection and management of criminal risks. It is based on three principles: to prevent and combat possible illegal acts by Aigües de Barcelona professionals; to act at all times within the ethical code and internal regulations; and to promote and enforce a preventive culture based on the principle of zero tolerance of all professionals, regardless of their hierarchical level.

We continue to improve our ethical standards

While in 2020 we proceeded to review both the model for the prevention, detection and management of criminal risks and the criminal risk map. In 2021 we carried out an update, considering the organisational changes to Aigües de Barcelona. The following were the main measures adopted:

- *Establishment of Aigües de Barcelona's General Risks Committee of which the Compliance Officer/Data Protection Officer (DPO) is a member.*
- *Incorporation of the criminal risk vision in Aigües de Barcelona's general risk management system as a result of the change in the risk assessment methodology.*
- *Self-assessment by the Compliance Officer/DPO at corporate internal control level.*
- *Proposed due diligence protocol with customers, business partners and relevant subcontractors.*

Ethical channel

(102-16, 102-17, 205-2)

Our ethical channel deals with internal and external queries or complaints about any type of behaviour suspected of not complying with Aigües de Barcelona's regulations in this area. This communication mechanism is complemented by a protocol for investigations related to non-compliance with internal policies that follows five basic principles: speed, confidentiality,

presumption of innocence, objectivity and respect for fundamental rights.

No communication has been received regarding alleged specific non-compliances by Aigües de Barcelona since the ethical channel was established in 2017.

Communications received by the compliance officer in 2021

<p>21</p> <p>Total communications</p>	<p>11 Queries linked to procedures for approving sponsorship and patronage</p>
	<p>7 Queries related to conflicts of interest</p>
	<p>3 Others (invitations, gifts, attention)</p>



By 2021, 100% of newly hired employees had received the ethics and compliance documentation via the welcome manual



Communication and training

Aigües de Barcelona periodically offers all its employees training in relation to the established ethical framework with the aim of creating a pleasant working environment and fostering a positive attitude and values of cooperation, respect and companionship in everyday activities. To this end, we provide you with the Code of Ethics, the Criminal Risk Prevention Model and the main policies.

The specific training carried out was as follows:

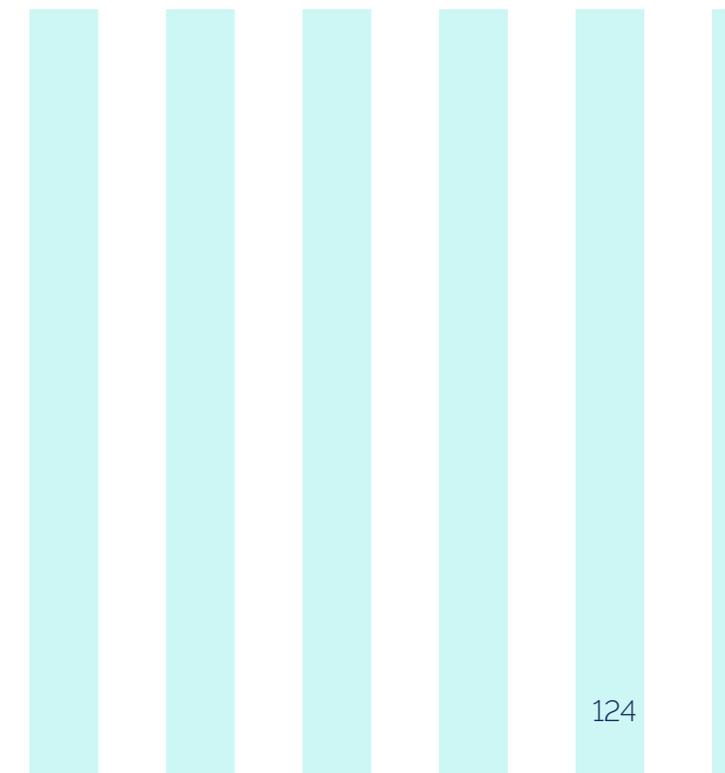
- Giving training aimed at raising the awareness of managers and administrators of the different issues that affect compliance with regulations.
- Carrying out an internal communication campaign to publicise the ethical structure, by means of posters and informative e-mails.
- Conducting a survey on ethical structure among professionals to find out the current level of implementation and perception.
- Preparing eight communications on ethics and compliance aimed at professionals.
- Continually holding training related to the company's ethical framework via face-to-face and online sessions.

Transparency

(102-16, 102-17, 205-2)

As part of its culture of transparency, Aigües de Barcelona is determined to apply current regulations (those applicable to us) and the company voluntarily provides extensive information on "non-mandatory" items via the Transparency Portal and the various reports (Innovation, Sustainability, Operation, etc.) that it publishes every year. During 2021, we have implemented improvements and updates of the information on the Portal, <http://transparencia.aiguesdebarcelona.cat/>, to bring our activity closer to our stakeholders, including the public, in a clear, transparent way.

Once again, the company's Transparency Portal has been externally audited by the Ethos Professorial Chair at the Ramon Llull University – experts in applied ethics. The result of the audit was HIGH ++ (72%), a percentage substantially up on the result of the first audit, carried out in December 2018 (50%).





Respect for human rights

At Aigües de Barcelona, we are committed to respecting and protecting all internationally recognised human rights in all our areas of activity. We accept this responsibility so as not to be complicit in any type of abuse or violation of these rights throughout our value chain. This includes our employees, suppliers, external workers, partners, members, citizens and society in general. We have also been part of the Spanish Network of the Global Compact since 2016 and, every year, we make a formal commitment to the ten principles of the network, in which human rights are very much present.

Guiding principles

(102-16, 103-2, 103-3, 205-2)

Employment practices



- 1. **Respect for diversity and non-discrimination.**
- 2. **Freedom of association and collective bargaining.**
- 3. **Occupational health and safety.**
- 4. Fair and favourable **working conditions.**

Environmental practices with social impact



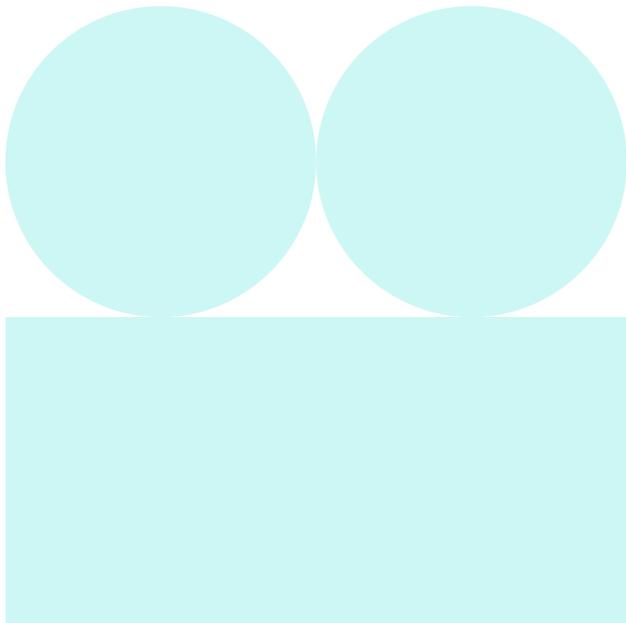
It is essential to guarantee the right to live in a healthy, sustainable environment, which implies the right to clean air, a stable climate, prosperous biodiversity and healthy ecosystems, in order to lay the foundations for measures to address the major environmental challenges facing the planet.

- 1. To promote a **healthy environment and protect the environment.**
- 2. **Sustainable management** of water catchment sources.
- 3. **To reduce greenhouse gas emissions,** which contribute to global warming.
- 4. **To preserve natural capital** and promote awareness of it.

Ethical practices



- 1. **Right to privacy:** the data collected on employees, business partners or customers is treated with respect and in accordance with the security requirements and regulatory compliance established by the law in force at all times.
- 2. **Integrity:** zero tolerance of corruption. Through the establishment of a criminal compliance model, ethical structure, publicity, training and awareness actions.





The fight against corruption

(102-16, 103-2, 103-3, 205-2)

We reject corruption in all its forms, both direct and indirect. To this end, we have strengthened our commitment through the establishment of a criminal compliance program, publicity, training and awareness actions and the company's own ethical code.

In 2017, the Board of Directors approved the model for the prevention, detection and management of criminal risks, which contains the principles and framework of action for the effective control and management of criminal risks, based on three principles:

- Preventing and combating possible illegal acts committed by Aigües de Barcelona professionals.
- Acting within the current legislation, the ethical code and internal regulations at all times.
- Promoting, enforcing and reinforcing a preventive culture based on the principle of "zero tolerance" for all professionals, regardless of hierarchical level.

Along the same lines, we are committed to preventing money laundering and terrorism finance. We comply with the law and the company's guidelines issued by the Corporate Finance and Treasury Department and the Tax Department.

RESPONSIBLE ECONOMIC MANAGEMENT

Miquel Sans
Economic/financial Director
of Aigües de Barcelona



2021 has continued to be heavily impacted by the COVID-19 pandemic, with growth significantly lower than expected. This circumstance has directly translated into a lower recovery of water consumption volumes, which are still far from the levels prior to the health crisis. Sectors linked to tourism and commerce are among those still badly damaged, with low volumes compared to 2019.

However, COVID-19 has also had a number of indirect impacts. Firstly, higher costs, due to the measures associated with risk prevention and the consolidation of remote working, which has required the allocation of additional funds.

Another of these impacts is on customer service. Regarding this last point, there has been a change in customer communication habits, because telephone contacts have increased throughout the health crisis, a trend that still persists.

Secondly, bad debt levels continue to be high. During the year 2021, the regular debt

management process has been recovered, but the economic consequences of the crisis on families are still noticeable. This economic context is accompanied by another year of frozen tariffs.

Despite these impacts, Aigües de Barcelona has continued to promote its commitment to society and people, maintaining its investment in social action. Similarly, as part of the company's contribution to sustainability, we have signed a new bank funding agreement under ESG requirements, which is conditional on commitments in the areas of social action, the environment, governance and transparency.

As a sign of our commitment to society, at Aigües de Barcelona we carry out responsible management of economic resources that guarantees growth, without forgetting the generation of positive impacts on our environment. We believe economic management must guarantee a favourable scenario for the organisation, incorporating sustainability issues as a vector for success.

However, the year 2021 has continued to be affected economically by two issues: tariffs that have been reduced three times in the last six years and frozen on three more occasions, and the COVID-19 pandemic, which has continued to have an impact for a second year, both socially and economically:

- Despite the partial economic recovery, the volumes of water consumption that existed prior to the pandemic have not been recovered, with a large number of industrial and commercial customers still below 2019 volumes. Among other things, tourism-related sectors are still heavily affected by a much lower number of visitors than before COVID-19.
- Costs resulting from COVID-19 operations, both in the continuation of the measures already implemented in 2020 (tests, cleaning, etc.), as well as in the implementation of remote working and preventive measures in administrative offices where few people have worked during the pandemic.

- The regular debt management process has been recovered in 2021. However, as it was not fully in place at the beginning of the year, levels of bad debt continue to be high.
- Since the second part of 2020, a change has been observed in customers' communication patterns as, during the pandemic, they increased their communication by telephone and have continued to do so, with the corresponding impact in the form of higher spending in this channel.

Despite these impacts, Aigües de Barcelona has continued with its commitment to society and people, maintaining its investment in social action and allocating 1.9 million euros to actions involving education, awareness, local development, health and welfare for the citizens of the metropolitan area of Barcelona, and 1.8 million euros to the Solidarity Fund for grants to families in vulnerable situations.

In a new, uncertain and complex context, the company has continued to be close to the people.

Value creation financial data

(€M)	2019	2020*	2021
Direct economic value generated	430.0	384.5	404.5
a) Revenues	430.0	384.5	404.5
Distributed economic value	(381.5)	(338.3)	(356.8)
b) Operating costs	(262.0)	(236.9)	(256.7)
Operating costs with donations	(266.4)	(241.1)	(259.7)
Amount of donations	(4.4)	(4.2)	(3.0)
c) Staff costs	(73.6)	(75.5)	(80.8)
d) Capital providers	(25.3)	(15.0)	(6.7)
Shareholders (dividends paid)	(20.6)	(20.0)	(3.5)
Financial investments	(4.7)	(5.0)	(3.2)
e) Taxes	(14.3)	(6.5)	(8.9)
Corporate income tax paid (EFE)	(7.8)	(0.4)	(2.7)
Other taxes and social charges	(6.5)	(6.1)	(6.2)
f) Resources allocated to society (Solidarity Fund and LBG contributions)	(3.5)	(4.4)	(3.7)
Economic value withheld	51.3	46.2	47.7

(103-2 Economic performance, 103-2 Indirect Economic Impacts, 201-1)

(* 2020 data have been restated due to changes in valuation standards.

Profit and loss account

(102-7)

PROFIT AND LOSS ACCOUNT (€M)	2019	2020*	2021
Profit-and-loss-account revenues	430.0	384.5	404.5
Operating costs	(345.8)	(322.7)	(346.8)
EBITDA	84.3	61.8	57.7
EBITDA margin (%)	19.6%	16.1%	14.3%
Depreciation and provisions	(48.4)	(51.4)	(48.5)
EBIT	35.9	10.4	9.2
EBIT margin (%)	8.4%	2.7%	2.3%
Extraordinary result	(0.7)	(0.3)	(0.8)
Operating profit	35.2	10.1	8.4
Operating margin (%)	8.2%	2.6%	2.1%
Financial result	(4.8)	(5.0)	(1.5)
BAIT	30.40	5.1	6.9
Margin – Pre-tax profit (%)	7.1%	1.3%	1.7%
Corporate income tax	8.3	(1.2)	(1.98)
Net profit	22.2	3.9	4.9
Net profit margin (%)	5.2%	1.0%	1.2%

(*) 2020 data have been restated due to changes in valuation standards.

Sustainable funding

In its commitment to sustainability, Aigües de Barcelona has signed a new bank funding agreement under ESG criteria, which is conditioned to commitments in the areas of social action, the environment, governance and transparency.

The company has long integrated ESG (Environment, Social and Governance) into its decision making, and it is audited and certified with the European SGE21 standard, which accredits an ethically and socially responsible management system in the company. During 2021, we have taken a further step by transferring these criteria to the company's funding.

In this sense, the ESG goals that the company is committed to comply with in relation to this new funding are:

- **Social:** commitment to maintain €1.5M of investment in social action every year.
- **Environmental:** commitment to reduce the carbon footprint of the production of drinking water.
- **Governance:** commitment to continue working to reduce the pay gap in the company's technical positions.

Progress on these commitments is presented below and is also part of the information in this document, which has been duly audited by an independent third body.

Sustainable financing goals

Goal	2021
To move from a salary gap of 11.49% to 10.67% for technicians and managers (T1, T2 and T3 categories) in the 2021-2027 period *	8.96%
Maintain an annual social action investment of €1.5 million **	€1.9M
Reduce annually the Scope 1 carbon footprint of drinking water production ***	8.90 t CO ₂ eq/hm ³

(*) The calculation of the salary gap –salary gap = (average male salary - average female salary) / (average male salary)- has been carried out following the calculation methodology established by the Department of Labor, Social Affairs and Families of the Generalitat de Catalunya and has been made based on the average remuneration of active workers at December 31, considering the gross annual base salary, voluntary allowances, mandatory allowances and overtime pay.

(**) Investment in social action is measured according to the LBG (London Benchmarking Group) methodology.

(***) The calculation formula for this indicator is: scope 1 greenhouse gas emissions / water produced at Aigües de Barcelona DWTPs.

INNOVATION

Innovation is one of our intrinsic values and, as such, it is part of the guiding principles we defined in 2020 in the Strategic Plan of the Barcelona Water 2030 Agenda to meet new social, environmental and economic challenges. This is a principle embedded in the DNA of all the company's relationship groups that positions us as a transforming hub for the Barcelona metropolis and as a benchmark for a fair ecological transition.



"From the Innovation and Knowledge area, we are working to maintain our position as a reference for all the organization's transformation processes. Our will is to continue to be the meeting point for all the initiatives that should allow us to build the Aigües de Barcelona of tomorrow."

Catalina Balseiro

Innovation and Knowledge Director at Aigües de Barcelona

Aligning each and every action planned by Aigües de Barcelona in the field of research and innovation with the Sustainable Development Goals is our way of contributing to creating a resilient, prosperous, biodiverse urban ecosystem.

Since the beginning of Aigües de Barcelona, **innovation has been one of our signs of identity** and our natural way of continuously adapting to a changing environment that requires quick responses to meet new global challenges. Our approach to innovation goes beyond methodology and seeks continuous internal and external knowledge in order to strengthen our own talent and create synergies outside the company to drive cross-departmental projects.

The framework of the topics on which we focus our research is governed by the six lines of development defined in the Metropolitan Council Agreements of 6 November 2012 and 21 May 2013 and included in the founding agreement of Aigües de Barcelona, signed jointly with the Metropolitan Area of Barcelona.

During 2021, with the aim of providing more efficient decision-making and prioritisation of projects, we have introduced a new impact vision aimed at analysing the types of results each proposed project will produce. In this way,

we not only carry out R&D&I marked by the pre-established areas of activity, we also focus on maximising the projects that really respond to our challenges and that will have a greater impact and return in our results.



At Aigües de Barcelona we see innovation as the necessary way of responding to the strategic challenges of the future



Innovation in figures

Where we are coming from – Innovation and impact 2021

R&D&I efforts in 2021



Global access to R&D&I by 2021



No. of projects promoted, by type of financing

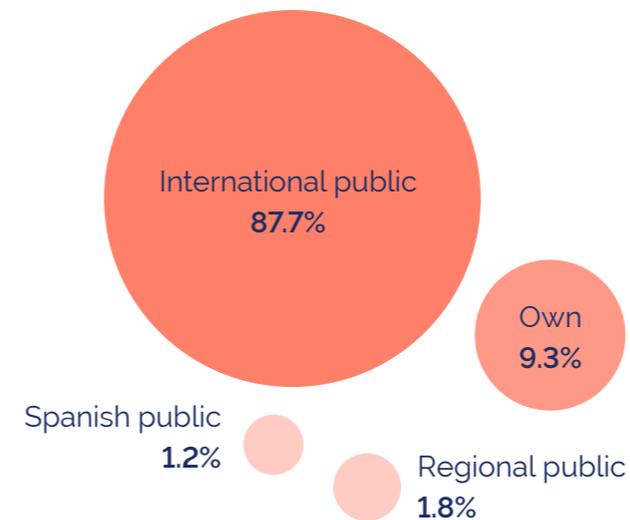


An R&D&I effort of **€4.7M** allows us to mobilise research projects worth a total of **€21M**

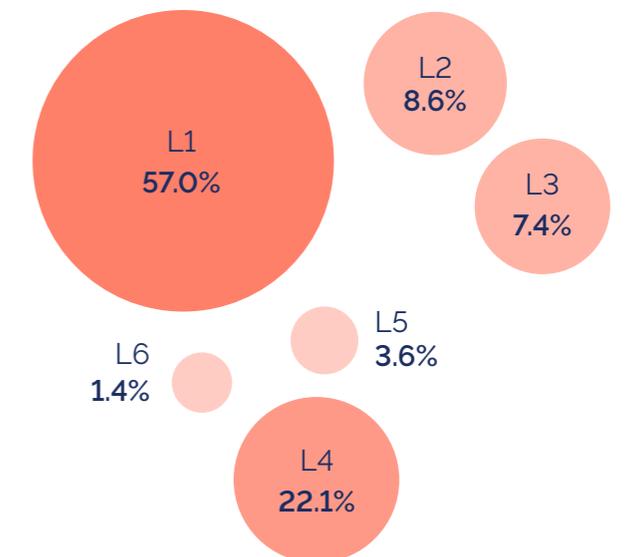
No. of projects by research lines



Overall access by type of funding

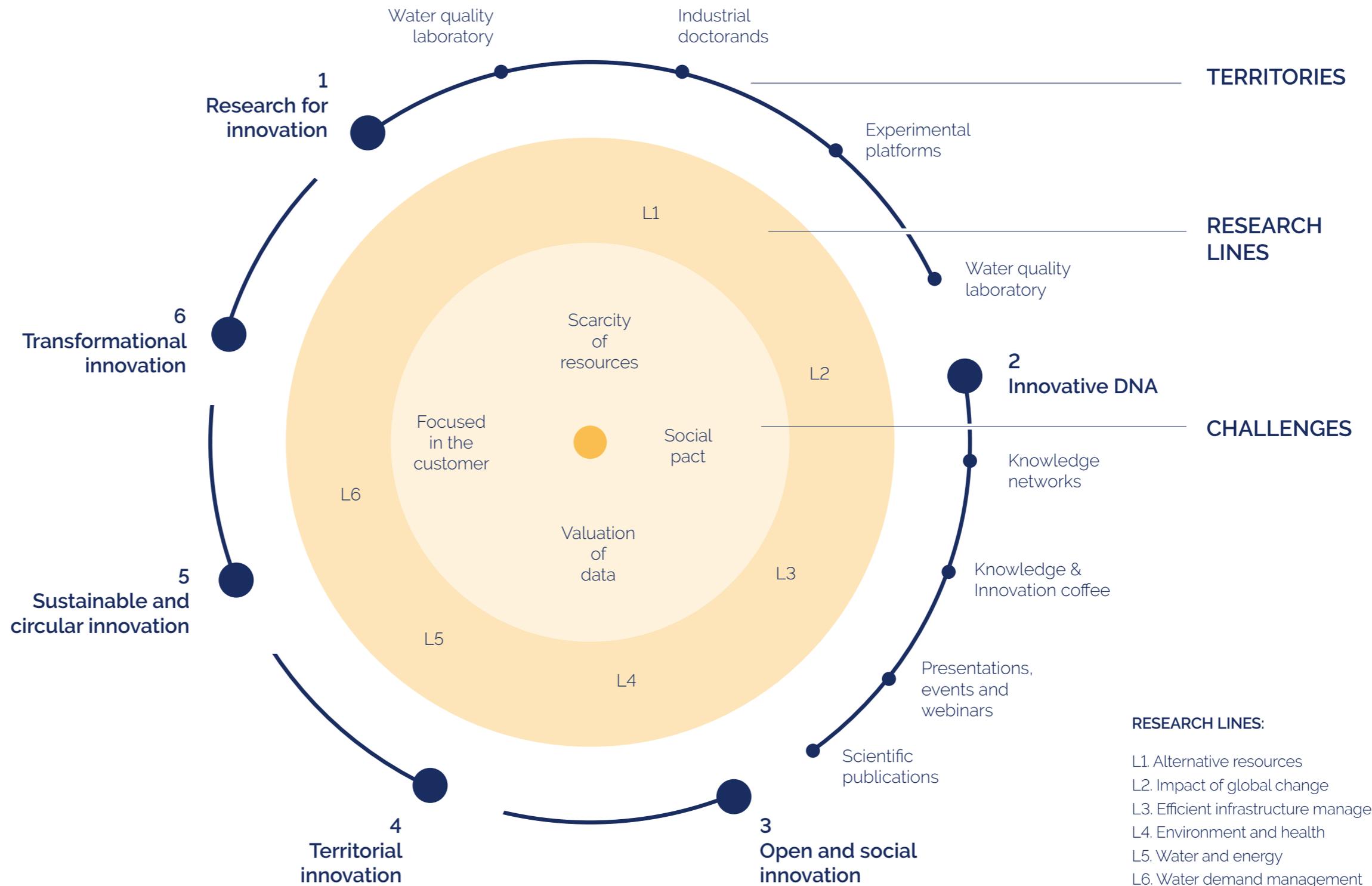


Overall access by research lines



Innovation territories

Innovation at **Aigües de Barcelona** is now based on a two-way model of **open innovation**, which develops **cross-departmental** and **co-creation** projects with the entire ecosystem of R&D&I activity. We explain each project based on **six innovation territories** as areas that respond to the five guiding principles of the company and its different areas of value creation, beyond research topics. The innovation territories encompass the different more general lines of research and allow a classification aimed at defining the areas of impact where each project acts (territorial, social, environmental) and the focus and leadership of the innovation.



Research for innovation

At Aigües de Barcelona we constantly ask ourselves how we can contribute to improving the society we live in. We know innovation and research are the essential tools through which we can approach and explore new processes and initiatives aimed at introducing advances into the full water cycle. Because this is our way of generating social, economic and environmental value.

Water quality laboratory



The Aigües de Barcelona laboratory is an international centre of reference, accredited by the ISO 17025 standard on technical competence of testing and calibration laboratories, the highest international standard for testing laboratories. Among its main tasks, the laboratory facilitates networked research and knowledge by actively participating in the main world forums related to water management and quality improvement (congresses, technical conferences, etc.), publishing scientific papers in the most important journals in the sector and organising internal seminars to publicise and share the knowledge generated.

One of the differentiating elements of the laboratory that makes it a unique centre in the country – and one of the few in the world with this knowledge asset – is a team of specialists who develop specific studies on the taste and smell of water to control and improve it.

Cetaqua, technology and constant innovation in the full water cycle



Since its establishment as a Foundation in 2007, the Water Technology Centre, Cetaqua, has been the cornerstone of Aigües de Barcelona's innovation model. It is a research centre which, following a model of public-private collaboration with the Technical University of Catalonia (UPC) and the Higher Council for Scientific Research (CSIC), is the vehicle for a very important proportion of our research and innovation projects. At Cetaqua, we promote research, technological development and innovation in the processes of the integral water cycle towards a circular economy. We keep our sights set on the future to guarantee sustainability and efficiency through the creation of R&D&I solutions that take into account the territorial needs of the Barcelona metropolitan area.

Experimental platforms



The technological challenge we face at Aigües de Barcelona raise the need to exhaustively assess and validate each of the solutions proposed in the innovation projects to ensure they are functioning as well as possible before they are actually implemented. In order to carry out this task, we work with a network of experimental platforms, both our own and in collaboration with Cetaqua. They have been created as test spaces to analyse, validate and test each new technology.

- **Collblanc sensor platform:** circuit designed for the simultaneous validation and comparison of online sensors, in different configurations, for continuously monitoring mains water quality.
- **Sant Joan Despi DWTP sensor platform:** infrastructure for sensor validation with a continuous flow of more than 30 different samples, simultaneous monitoring of processes, from collection to chlorination and automation, and remote access to all results.



Industrial PhDs



Since the first year of this project, in 2014, we have actively participated in the Industrial Doctorate Plan promoted by the Government of Catalonia, in cooperation with public and private universities. This is an initiative that seeks to contribute to the competitiveness and internationalisation of the Catalan industrial sector, attract talent and train doctoral students who can carry out R&D&I projects at companies.

Innovative DNA

The innovative spirit, which has been part of the culture of Aigües de Barcelona since its origins, allows us to involve each of the teams in a very direct way in all the processes of detecting problems and finding solutions that innovation has to respond to. By adapting existing technologies to the market or developing new ones, we are able to respond to every challenge. This is possible thanks to this internal ecosystem that contributes to constantly fostering the company's own talent by creating spaces for growth (bottom-up) and through corporate strategic planning (top-down).

INNfluencers



INNfluencers is committed to innovation, also understood as the mentality required to detect opportunities and turn them into progress through creative solutions. Its objectives, with an agile mindset, will make it easier to work with radical transparency about what is to be achieved and how teams can make an impact inside and outside the organisation.

Knowledge & Innovation coffees. Continuous training, continuous improvement.



In 2021, nine Knowledge Coffee and six Innovation Coffee meetings were held, with the aim of promoting collective learning and knowledge exchange among Aigües de Barcelona's teams. Because we know that, only through continuous training can we keep alive the company's process of constant improvement.

Open and social innovation

At Aigües de Barcelona we understand that the innovation mission must be transformational and beneficial for the citizens, focusing on achieving a real local and social impact. It is a concept that gives space to all our projects, oriented to bringing improvements to people's lives, the city and the environment.

We are talking about actions that contribute decisively to creating a real awareness of water scarcity and that help us to improve our relationships with our customers. Our innovation management is open and territorial, as we work directly with society: technology partners, public organisations, universities, start-ups, research centres, private companies and the general public. Because, beyond our own capacity to innovate, having direct access to outside knowledge helps us to accelerate and give impetus to each of the projects we set in motion.

HackatH2On IoT



In the context of the IoT edition of the company's HackatH2On, 10 teams have worked for two weeks on identifying and prototyping solutions based on the remote measurement network beyond the water sector. The project has focused on collaboration between research groups, technology centres and universities to define and develop the ideas detected that bring a clear value to the services. Among the different projects presented, there were three winners, one for each of these three areas:

- **City challenge: H2OMG!** solution to reduce the pollution of the environment and to cut the operating and maintenance costs of the water network.
- **Personal challenge: Mariachis**, a proposal to promote the sustainable and socially responsible use of water taking into account energy poverty criteria.
- **Environmental challenge: Kunhack**, a solution for measuring air quality through a network of sensors.

VulnerABility; data analysis to find and help those who need it



The application of this methodology has increased capacity to analyse the different types of customers according to their behaviour and the average socioeconomic situation of their area. VulnerABility has also improved the speed of detection of customer groups that may suddenly be vulnerable but are not part of social programmes.

Sensight: detecting cognitive degeneration diseases with remote measurement



The main aim of the Sensight project is to characterise the water consumption patterns of the elderly as a basis for facilitating decision-making in different areas: from the adaptation of the production process to the detection of alarms requiring urgent health care.

Smart urinalysis: monitoring patient hydration by analysing urine



Carried out in collaboration with Hospital del Mar, the Smart Urinal pilot project develops an intelligent catheter that monitors patient hydration in real time with a new platform. The system evaluates hydration non-invasively through urine, analyses various parameters and reminds patients to drink water, while informing professionals via a full digital platform. The aim of all this is to promote good hydration of the elderly and thus contribute to improving the welfare and health of this group.



Territorial innovation

For years, Aigües de Barcelona has been working with local councils and regional agents in the metropolitan area of Barcelona to promote initiatives that allow us to actively promote territorial innovation. We create projects that allow us to develop transversal innovation going beyond the water cycle and focuses on producing a positive local impact that directly benefits the citizens of each region.



(102-13)

Associations



Universities



Innovation and research centres



Companies



Public bodies





Sustainable and circular innovation

The implementation of a circular innovation model allows us to begin the search for new sustainable solutions that modify current production systems or develop new ones, focusing on the use of energy and resources.

Ecobast

The aim of the Ecobast project is to evaluate the possible use of solid waste from the wastewater treatment plant (WWTP Besòs) through incineration with energy recovery.

NIMBUS; generating biomethane from sewage treatment plant sludge

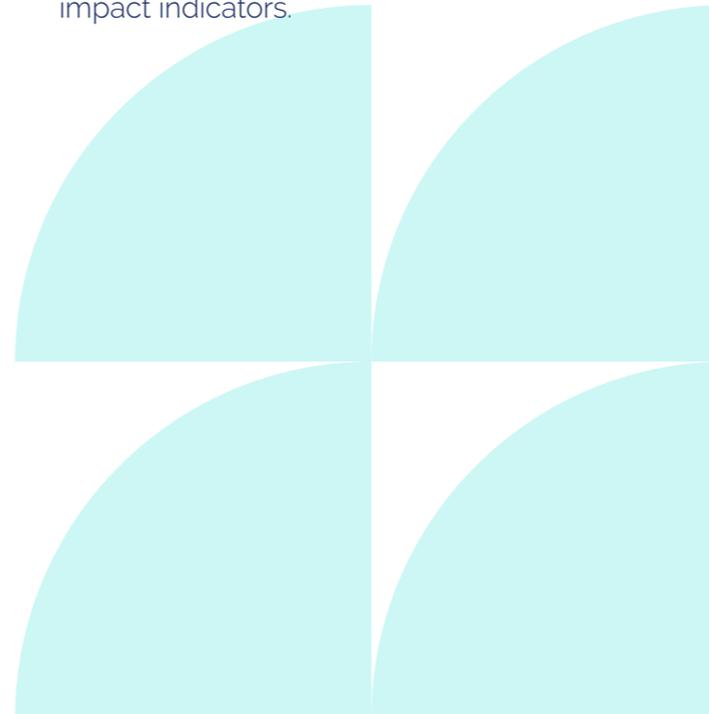
European project co-financed by the LIFE program. It makes it easier for one of the resources generated in the wastewater treatment plants from waste – biomethane – can be used as fuel for the TMB bus network, promoting green transport in the city. Thanks to research and cooperation between the public and private sectors, the project also promotes the technology of converting electricity into gas (power-to-gas) to store surpluses from renewable energies.

Circulab Gavà; reuse of water and efficient use of resources

Implementation of a water reuse pilot project and contribution to the establishment of an innovative ecosystem in Gavà to advance in the transition towards a circular territorial model.

Transformational innovation

As part of the complete transformation we are carrying out at Aigües de Barcelona in order to achieve true impact innovation, we have focused on prioritising projects that, once validated, can be implemented in the company's internal processes. We are changing the way we do things and going beyond the results obtained in each project, working to ensure that each of our efforts generates practical and applicable action accompanied by adequate change management and the monitoring of defined impact indicators.



Computer application to predict episodes of high temperatures

The project has created a programme that anticipates the episodes for the Sant Joan Despi drinking water treatment plant. Using modern calculation methods, such as automatic learning, the application makes a short-term prediction of the development of the values of river's turbidity values and the duration of any deterioration. The data can be consulted via a remote connection or through a web query.

GoReady; find fraud or undercounting at industrial customers

The project intends to detect leaks at large industrial customers and improve the undercounting in large diameter meters to improve the performance of the network, focusing on unrecorded water.

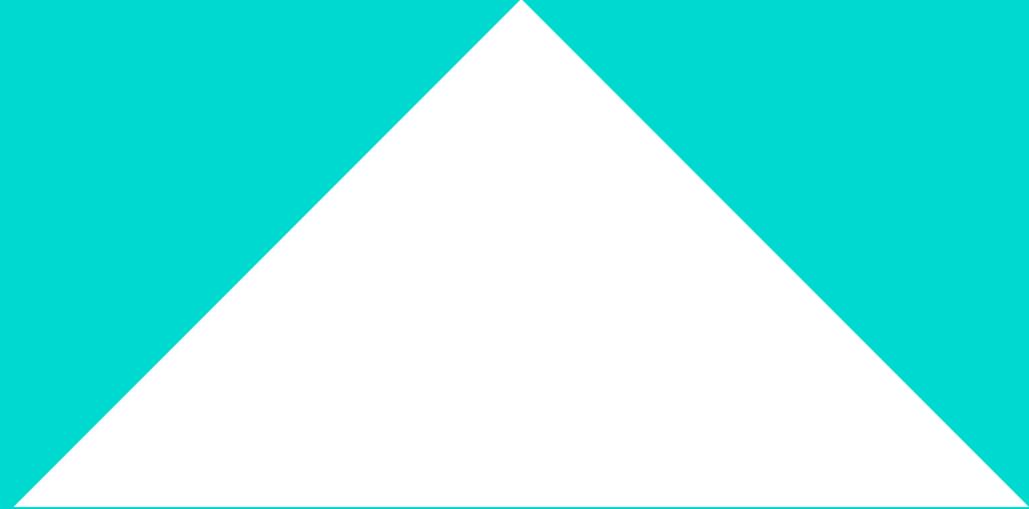
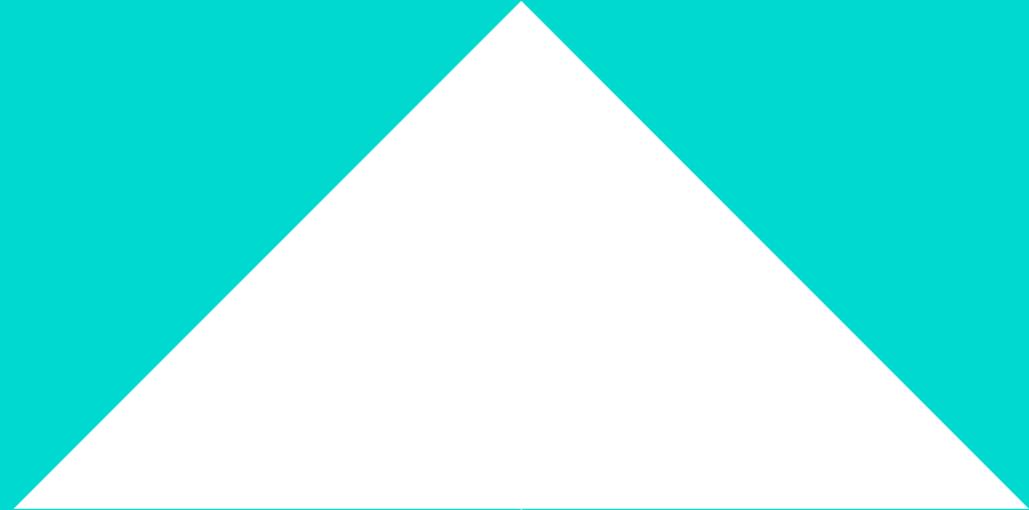
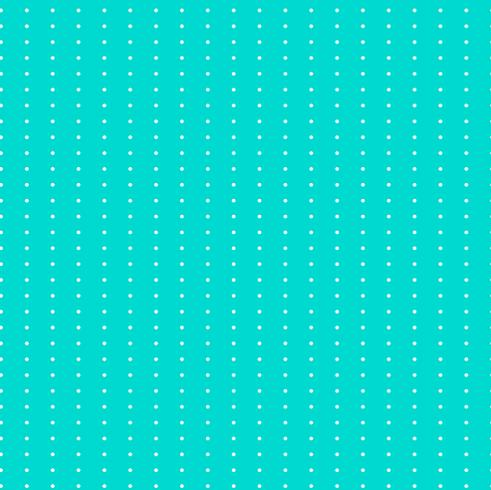
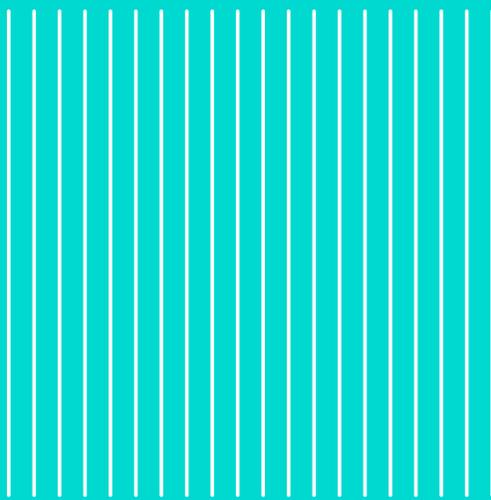
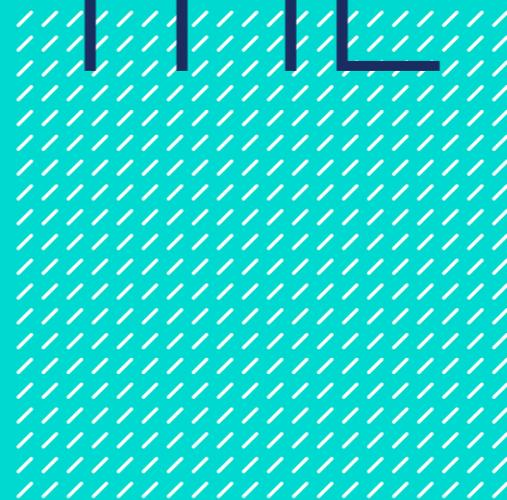
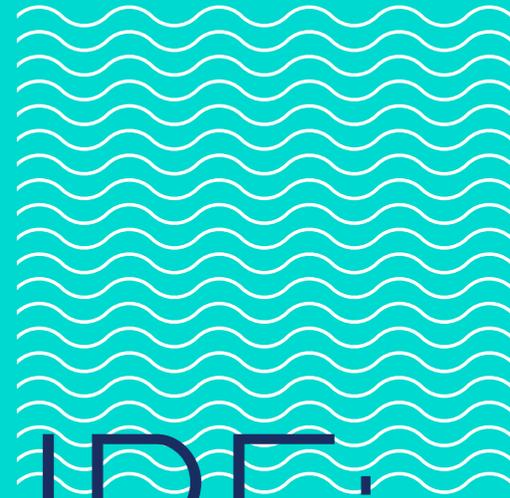


10

A LOOK INTO

THE FUTURE:

AB2030
AGENDA





Mireia Hernan

Accountability and 2030 Agenda Manager,
Aigües de Barcelona



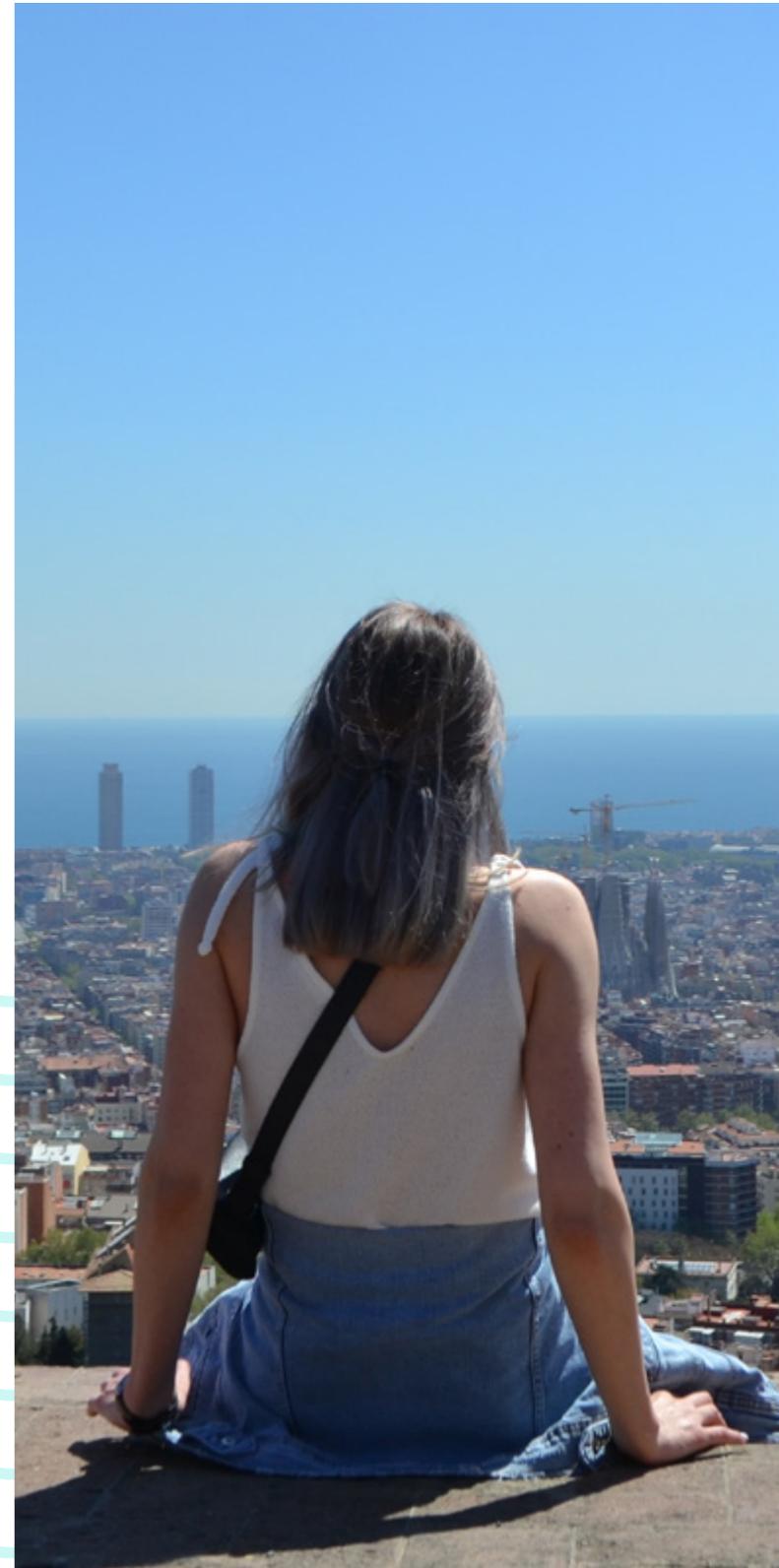
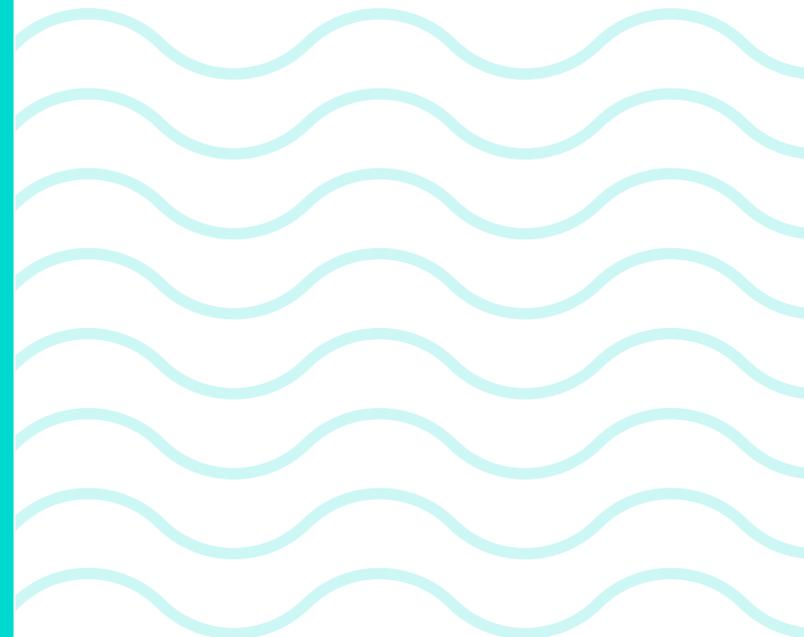
Aigües de Barcelona's future is set out in its AB2030 Agenda. With this strategy, which includes an environmental, social and governance perspective, we intend to face the challenges and turn them into an opportunity for the great city of Barcelona, always taking into account social involvement, sustainability and climate neutrality, innovation and empowerment, governance, transparency and active listening.

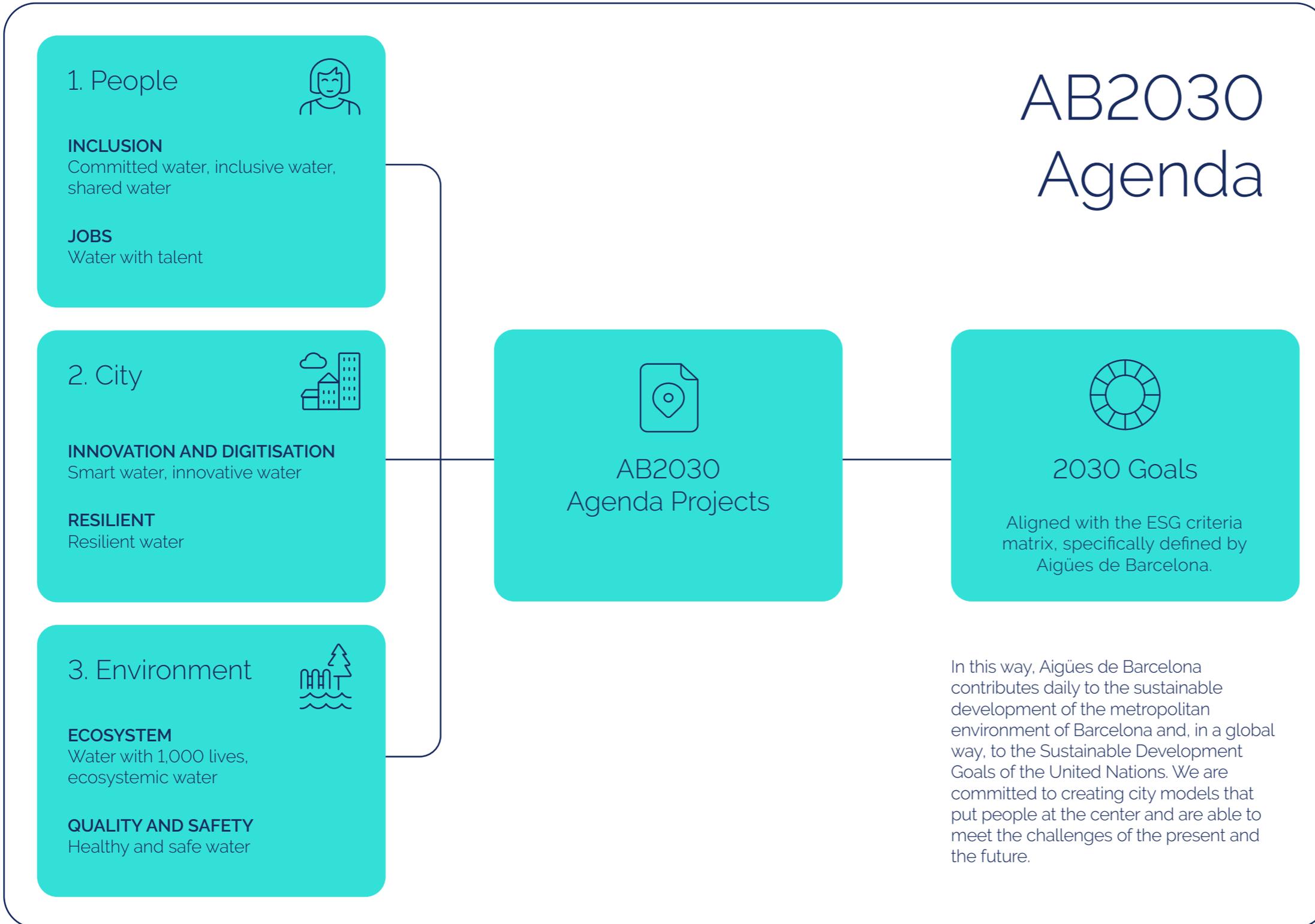
The company's purpose allows us to focus the AB2030 Agenda on people, the city and the environment, with the aim of making Aigües de Barcelona a major driver of sustainability in the metropolitan area of Barcelona, based on co-creation with our stakeholders.

In line with our purpose, "with the drive for water we change the future", the AB2030 Agenda also includes 10 cross-departmental, multidisciplinary and strategic value-creation projects, as well as 23 strategic objectives with a 2030 vision, all set out under the ESG framework, which we have incorporated into our decision-making.

In addition, from Aigües de Barcelona, we have created our own matrix of ESG criteria and indicators based on the analysis of the main international reference organizations in the definition of these criteria, with the aim of turning Aigües de Barcelona into a company driven by these criteria.

Every day, Aigües de Barcelona contributes to the sustainable development of the metropolitan area of Barcelona and, overall, to the United Nations' Sustainable Development Goals. We are committed to creating city models that focus on people and are capable of facing the challenges of the present and the future.





New challenges for 2030

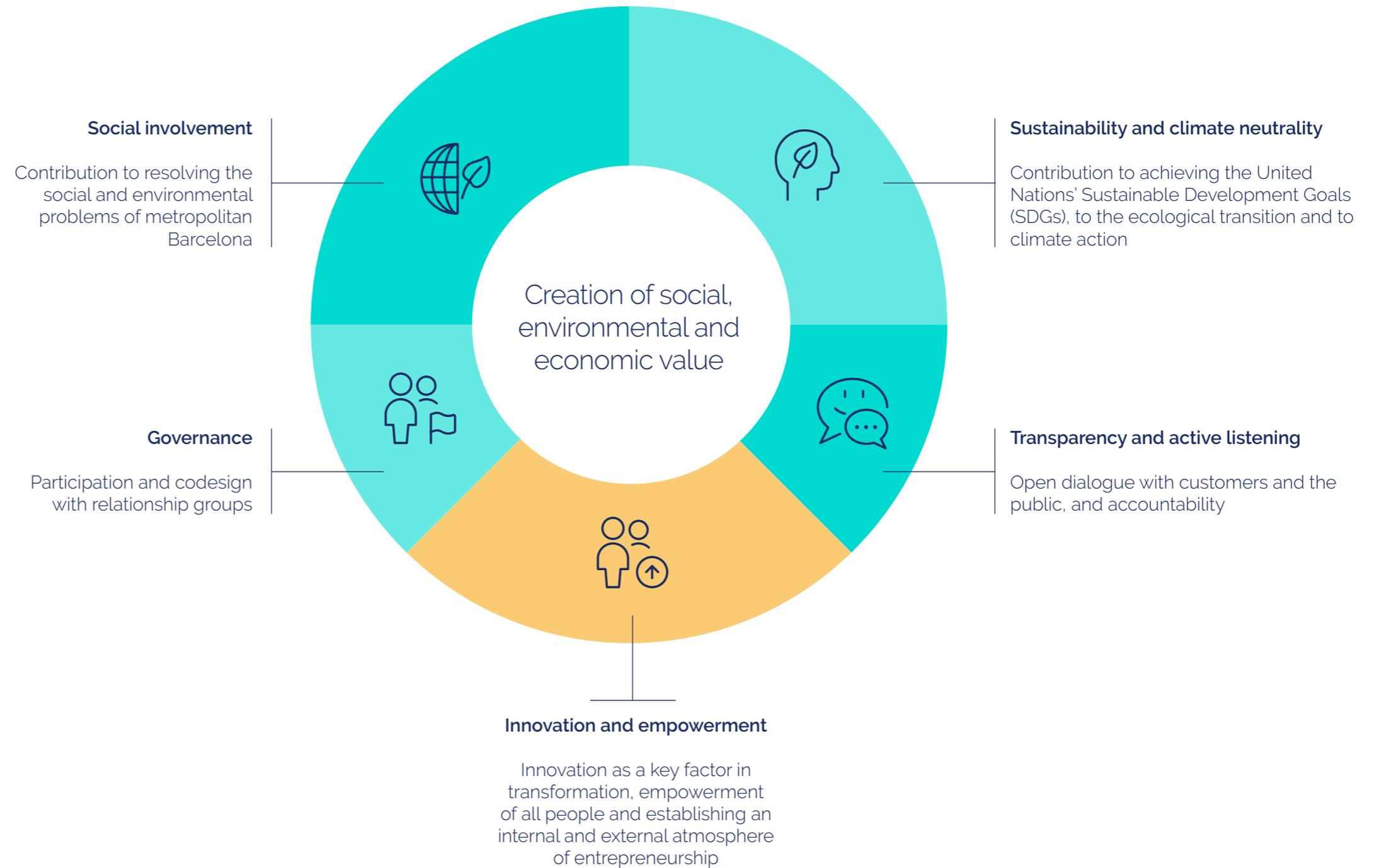
The purpose of this new plan is to create social, environmental and economic value, with guiding principles that correspond to the needs of our different stakeholders, taking into account the United Nations' Sustainable Development Goals.

This new model, intended to address economic reconstruction, has **four foundations**:

- A social pact**, to achieve a sustainable, shared, equitable recovery.
- Commitment to citizenship, promoting **social involvement, dialogue and transparency** with customers and citizens.
- Operational excellence** to guarantee medium- and long-term competitiveness and sustainability.
- Transformation, digitisation and innovation**, making us a benchmark in the integral water cycle thanks to differentiation.

GUIDING PRINCIPLES OF THE AB2030 AGENDA

The Agenda consists of five guiding principles that seek to create social, environmental and economic value.





GOALS OF THE AB2030 AGENDA

The AB2030 Agenda is structured around the 2030 Strategic Goals, the Aigües de Barcelona's 2030 Strategic Plan, co-created during 2020, and the 10 strategic projects of the AB2030 Agenda, which have been established based on the needs that emerged during the co-creation process of the 2030 Strategic Plan.

Goals

To align the company's capacity to create value with the needs of society in the metropolitan area of Barcelona.

To link the company's reason for existence with social, environmental, governance and economic goals.

To assume the commitment to transparent, efficient and sustainable management of a public asset.

To integrate the relationship groups into the design of actions and decision making.

To promote co-determination and open cooperation between the administration, companies and citizens as an opportunity to meet the challenges of metropolitan Barcelona in the 2030 timeframe.





AB2030 strategic goals

AREA	STRATEGIC CORE AREA	2030 TARGET	INDICATOR	2021
People	Committed water We assume our responsibility with local and global challenges and towards society	To achieve 80% of the total volume of directional purchases under sustainability criteria by 2030	% of purchasing with sustainability criteria	39%
		To keep investment in Social Action (LGB) above €1.5M	Annual investment in Social Action (LGB criteria)	1.9M
		To achieve 100% accessibility to the in-person and online customer service channels	Customer service offices with accessibility mark	0
			AA mark on the website (including Customer Area) and renew certification annually	No
	Inclusive, supportive water	Proactive detection of 20% of vulnerability	Annual increase in vulnerable families detected based on analysing behaviour patterns (delayed payment of bills, constantly paying in instalments, fraud, etc.)	0%
	Local water We encourage participation and interrelations with relationship groups and the public	To establish a minimum of 20 cocreation processes a year with our RGs	Participatory or cocreation processes offered to our RGs or concerning aspects of or decision-making by AB providing a response to needs or expectations	28

Aigües de Barcelona's 2030 strategic goals are the objectives that the company has set itself to achieve by 2030. In many cases, 2021 is the first year that is measured and, therefore, the starting point.

(102-15)

AREA	STRATEGIC CORE AREA	2030 TARGET	INDICATOR	2021	
People	Water with talent We promote professional and personal development	To achieve parity between men and women in technical positions and in management or supervisory jobs and in the AB governance model	Parity of women and management and supervisory posts	39.15%	
			Parity of women in technical positions	35.48%	
			Parity in all governance bodies	49%	
			Frequency index x seriousness index	1.37%	
		100% implementation of smart working and wellbeing measures for all staff that could enjoy them	% of staff in smart working	67.41%	
			Satisfaction index of works (measured in the climate surveys)	7.9	
		To increase capacity to generate direct and indirect jobs, via the company's activity and the various employability promotion campaigns.	Annual % increase in job creation capacity (direct, indirect, induced) by Aigües de Barcelona (based on calculating the Integrated Social value and taking into account cooperation with start-ups)		12.58%



(102-15)

AREA	STRATEGIC CORE AREA	2030 TARGET	INDICATOR	2021
People	Water with talent We promote professional and personal development	To increase capacity to create direct, indirect and induced jobs due to the company's own activities and the different programmes promoting employability	% of workers taking part in employability promotion programmes	5.72%
City	Smart water We contribute to the development of the smart city lived in by smart citizens	To promote added value services affecting efficient data management available to the smart city	% implementation of remote measurement	59.95%
			Number of case studies carried out and made available to relationship groups based on the figure	1
	To implement sustainable mobility in more than 50% of journeys (journeys to and from work and journeys at work)	Ecomobility to and from work for stages made in sustainable forms of transport	37.00%	
	Innovative water We lead an R&D&I activity ecosystem with the aim of consolidating Barcelona as a leader in innovation and efficient management of the water cycle	To maximise digitisation in relation to customers, without leaving anyone behind	% of transactions with customers via digital channels	33.74%
			% of customers registered with OFEX	34.55%
% of digitised non-domestic contracts			63.96%	
To make an annual R&D&I effort of or more than €4.6M		€M devoted to R&D&I every year	€4.65M	

AREA	STRATEGIC CORE AREA	2030 TARGET	INDICATOR	2021
City	Water resilient to climate change We provide experience and resources for the consolidation of a metropolitan green and blue infrastructure adapted to future climate scenarios	To free up drinking water resources by increasing the m ³ of reclaimed water used by 10% a year Base year 2020. 3,103,500 m ³	% annual increase in m ³ of water reclaimed making it possible to release drinking water resources	62.69%
		To achieve efficiency of 85.5% in the supply network by 2026	Technical hydraulic performance of the supply network (supply network efficiency)	83.22%
Environment	Water with 1,000 lives We close the cycle with circular economy strategies, minimizing resource consumption and environmental impacts	To apply the principles of the circular economy in waste management: 35% reduction The production of sludge must be eliminated and 50% of waste sent to landfill must be recovered	% of waste recovered compared to that sent to landfill or controlled disposal	0%
			% reduction of sludge production	0%
		To turn treatment plants into ecofactories by 2030 in line with their technological capacities	No. of WWTPs converted into ecofactories	2
		To achieve 70% of waste supply in the Barcelona metropolitan area based on local water resources	% local resources (Llobregat basin + Besòs basin) concerning the total resources used in water supply	67%

(102-15)

AREA	STRATEGIC CORE AREA	2030 TARGET	INDICATOR	2021
Environment	Ecosystemic water We work to preserve and improve the natural habitats involved in the water cycle – rivers, coastlines, marine, wetland areas – and their biodiversity, as well as by minimising our climate footprint	To naturalise 100% of our spaces, preserving the environment and biodiversity of our facilities	m ² naturalised/total m ² Aigües de Barcelona installations	24.48%
		To reduce the carbon footprint by 55% (compared to 2019) by 2030	% reduction of the carbon footprint compared to 2019	-2.66%
	Safe, healthy water We guarantee the best water quality for human consumption	To maintain excellence with the health guarantee of water, anticipating the requirements of the new Consumer Water Directive (EU) 229/2184 (and the RD transposing it) concerning the monitoring of new pollutants	% of new parameters monitored	.
			% of new parameters meeting VP*	.
		To improve the public's sensory perception of the water	% of the public who consider tap water to be good to drink	40.9%
		Annual increase in the four public affluence centres offering tap water as the first option	No. public affluence centres offering tap water as the first option (hospitals, health centres, municipal councils, sports centres, markets, care centres)	1

(*) The calculation of the new indicators involved prior preparation to adapt them to the new Directive (EU) 2020/2184, basically the acquisition of equipment, training and preparation of new analysis methods. The plan is that this should be completed over the 1st quarter of 2022 and, from then on, the quarterly evaluation of the indicators can be made. Although the figure will not be available until the 2nd quarter of 2022, we have considered it essential to set this target in terms of safe, healthy water and as a target for maintaining excellence in health guarantees for water.

(**) This indicator is measured based on the OMNIBUS survey by Gesop in which we ask citizens "Do you think tap water is good to drink?" The last figure available is from October 2021





2021-2022 AB2030 Agenda Projects

People area

City area

Environment area

Transparency, dialogue and proximity programme



- Generating trust among our relationship groups and accountability through transparency.
- Co-creating with relationship groups through dialogue with active listening and proximity.
- Anticipating risks.
- Legitimising our role as an important agent in transforming our environment, to make it a better place to live.

Aigua 360



Generating a 360° customer service space taking special care of the most vulnerable groups and offering a space for co-creation, awareness and proximity with all the relationship groups, in order to contribute to the development of the great city of Barcelona.

Social Action Plan



To ensure social action runs through all areas of the company via different actions involving Aigües de Barcelona's professionals.

Positive transformation



Creating a culture of leadership and sustainable awareness with the involvement of all Aigües de Barcelona professionals.

Smart Water 4 Smart City



To make water cycle management data available to relationship groups in order to add value to the smart city of Barcelona in different areas: Smart Cities, Smart Citizens, Smart Homes, Smart Infrastructures, Smart Alliances and Smart Administration.

Ecofactories



Developing wastewater treatment plants into ecofactories by applying the principles of the circular economy, achieving energy self-sufficient facilities, transforming waste into products and integrating them into their social and natural environment.

Turquoise transition



Creating new ESG indicators that allow us to measure the company's impact so they can be incorporated into decision making.

Reclaimed water, water of the future



Determinedly promote alternative water resources for uses that do not require drinking water quality and make progress with services that will contribute to mitigating the impacts of climate change and promoting activities related to the circular economy.

Climate neutrality



Leadership and generation of new shared value with the value chain and external agents to achieve climate neutrality objectives.

Purchasing under sustainability criteria

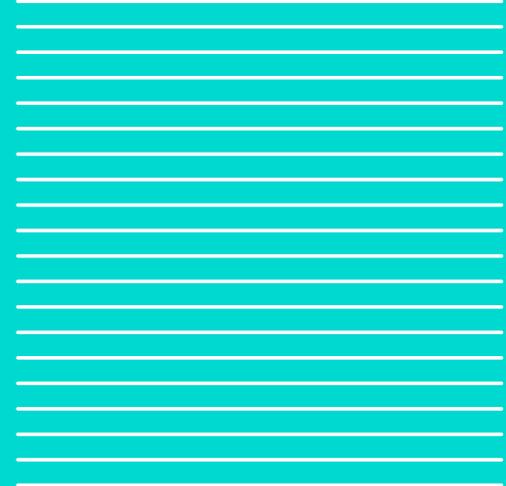
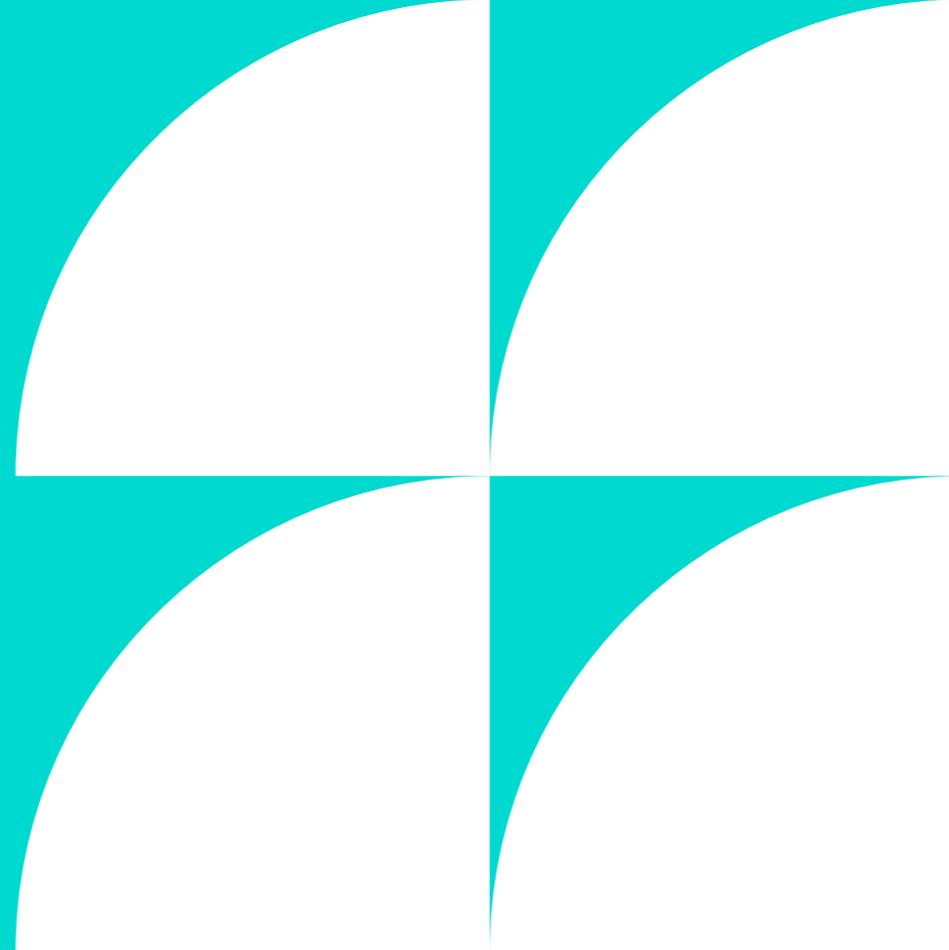
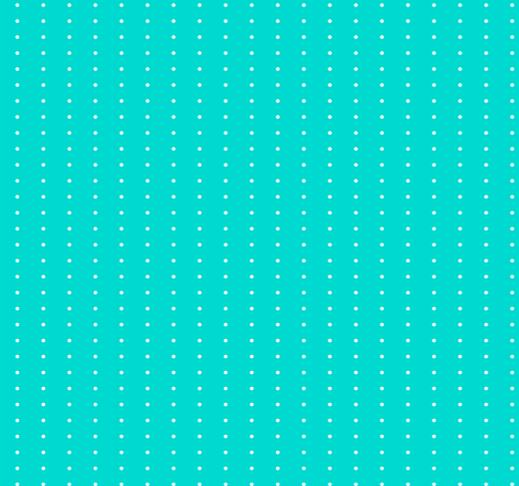
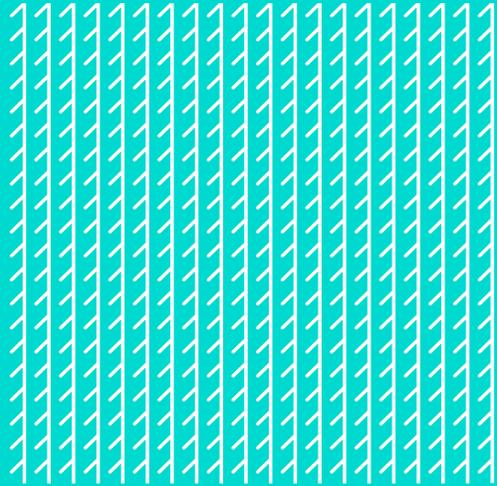
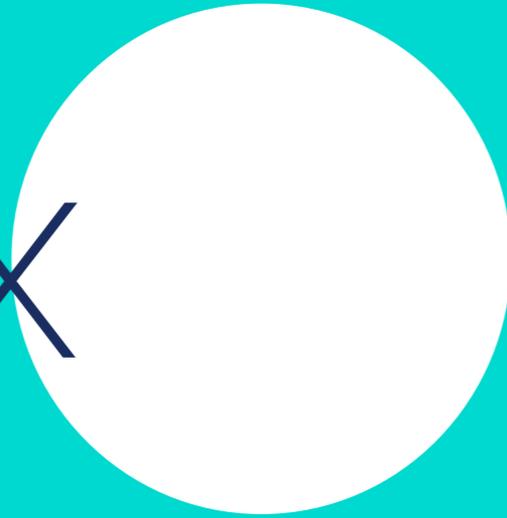


Defining environmental and social criteria so that the company's purchases and contracts are carried out including these criteria.



11

APPENDIX





REPORT PROFILE

(102-50, 102-52, 102-54)

The purpose of this sustainability report is to provide transparent, reliable, balanced information on the issues identified as most important by Aigües de Barcelona and our stakeholders in terms of sustainability during the 2021 financial year.

The document corresponds to the company's commitment to reporting on its compliance and progress in implementing the ten principles of the United Nations Global Compact, as well as its contribution to the 17 Sustainable Development Goals.

The report has been prepared in accordance with the standards of the Global Reporting Initiative (GRI) in the essential option. In addition, Aigües de Barcelona takes into account the principles of the AA1000 AccountAbility Principles 2018 (AA1000AP 2008) in relation to assessment, management, improvement and communication to stakeholders on accountability and sustainability compliance, and in accordance with the principles of inclusiveness, materiality, responsiveness and impact.

In preparing this document, we have considered the guidelines on non-financial reporting of the European Commission (2017/C 215/01) deriving from Directive 2014/95/EU, and the aforementioned GRI standards, which serve as a reference for the preparing this sustainability report, which we publish every year. In this tax year, it complements and provides more details relating to the Statement of Non-Financial Information (EINF), which has been prepared for the fourth consecutive year. The NFIS forms part of the company's management report, prepared in accordance with the requirements established by Act 11/2018 of 28 December.

Both the quantitative and qualitative data included in this sustainability report correspond to the company's consolidation perimeter (Barcelona metropolitan area).

The target period corresponds to the calendar year from 1 January to 31 December 2021.



Priority issues and expectations of relationship groups

		Customers	Educational ecosystem	Trade Unions	Workers	Healthcare ecosystem	Associative ecosystem	Media	Suppliers	Public authorities	Shareholders	Regulators
Organizational Culture	Good governance and transparency						●	●	●	●		●
	Risk management and continuity of service			●	●		●	●	●	●	●	
	Ethics and compliance		●				●	●	●	●	●	
	Transparency in service management					●		●	●	●		
Environment	Drinking water quality	●			●			●	●	●		●
	Organoleptic properties of water	●	●	●	●	●			●			
	Reuse of treated water			●		●		●	●	●	●	●
	Water availability	●		●	●	●				●		●
	Management of the impacts of climatological phenomena derived from climate change and adaptation	●	●	●	●	●		●			●	●
City	Awareness and sensitization on the sustainable use of water	●	●			●		●		●		●
	Energy efficiency	●		●		●	●	●	●	●		
	Mitigation of the effects of climate change, reduction and compensation of CO ₂ emissions	●		●		●	●		●	●		●
	Waste and circular economy		●				●				●	
	Preventive management of impacts arising from spills at sea	●	●	●		●	●	●	●	●		
	Preservation of biodiversity	●	●	●		●	●		●	●		
People	Bill clarity			●				●		●		
	Guaranteeing the supply of water service to vulnerable users		●	●		●	●	●	●	●	●	
	Measures of time flexibility and teleworking			●	●		●					
	Compensation and benefits to the workers			●				●			●	
	Health and security	●		●		●			●		●	



Material aspects and equivalence in the GRI Standard

(102-44, 102-46, 102-47, 102-49)

Material Aspects	GRI Standard
Reuse of treated water	303: Water and Effluents
Water availability	303: Water and Effluents
Drinking water quality	416: Customer Health and Safety
Guarantee of the water service supply to the users in situation of vulnerability	203: Indirect Economic Impacts 413: Local Communities
Management of the impacts of climatological phenomena derived from climate change and adaptation	201: Economic Performance
Preventive management of impacts arising from discharges into the sea	303: Water and Effluents
Mitigation of the effects of climate change, reduction and offsetting of CO ₂ emissions	305: Emissions
Diversity and equality	405: Diversity and Equal Opportunity
Investment sustainability	203: Indirect Economic Impacts
Employability	203: Indirect Economic Impacts
Risk management and continuity of service	102-15: Key impacts, risks and opportunities
Clarity of the invoice	417: Marketing and Labeling
Organoleptic properties of water	303: Water and Effluents 416: Customer Health and Safety
Occupational safety and health	403: Occupational Health and Safety
Financial and long-term viability	201: Economic Performance
Local community development	204: Procurement Practices 413: Local Communities
Smart technologies	NO GRI

Material Aspects	GRI Standard
Transparency in service management	102-16: Values, principles, standards and norms of behavior 205: Anti-corruption 303: Water and Effluents
Waste and circular economy	306: Waste (new)
Training and development of our professionals	404: Training and Education
User satisfaction	102-43: Approach to stakeholder engagement 102-44: Key topics and concerns raised
Ethics and compliance	102-16: Values, principles, standards and norms of behavior 102-17: Mechanisms for advice and concerns about ethics 205: Anti-corruption 307: Environmental Compliance
Awareness and sensitization on the sustainable use of water	413: Local Communities
Talent attraction	NO GRI
Communication and reputation management	NO GRI
Public-private water management	NO GRI
Energy efficiency	302: Energy
Good governance and transparency	102-16: Values, principles, standards and norms of behavior 102-18: Governance Structure 205: Anti-corruption 307: Environmental Compliance 419: Socioeconomic Compliance
Dialogue and relationship with working people	102- 41 Collective bargaining agreements



SUSTAINABILITY DATA TABLES

CREATING VALUE FOR THE PLANET

Economic resources devoted to the environment

Environmental investment	2019	2020	2021
€	8,097,674	6,404,680	7,608,723

Our activity

Drinking water treatment

Water managed (hm ³)	2019	2020	2021
Own water production	118.02	124.78	119.90
Own surface water production	84.28	85.01	74.55
Own groundwater production	33.74	39.77	45.35
Water purchase (Ter-Llobregat origin + others)	78.46	67.02	68.31
Total extraction from aquifers subject to replenishment *	34.26	40.90	46.34
Reclaimed water production **	12.40	12.35	** 37.99

(303-3, 303-5)

(*) Refers to the amount of water drawn from the aquifer for treatment at the production facilities.
 (**) Pumping needs in the River Llobregat at the direct request of the Catalan Water Agency (ACA).

Materials used – consumption of the main production reagents (kg)	2019	2020	2021
Water line production reagents, Conventional treatment	5,807,036.00	5,547,775.00	6,145,333.95
Water line production reagents, Advanced technologies	6,764,978.00	5,848,191.10	5,162,803.71
Water line production reagents, Final disinfection	267,079.00	207,718.50	223,019.92
Sludge line production reagents	606,750.00	200,538.00	542,065.00
Total reagents in DWTP (kg)	13,445,843.00	11,804,222.60	12,073,222.58

(306-1)

A larger amount of atomised sludge was generated during 2021. As a result, more reagents were required in this production line. The increase in reagents for conventional treatment was due to a decrease in the flow rate in advanced treatment. On the other hand, in 2021, the reverse osmosis output flow rate was reduced by 15% compared to 2020, due to a greater catchment of well water. This is higher quality water that does not require advanced treatment.



Transport and storage

Transportation network (%)	2019	2020	2021
Water efficiency (ANR)	85.15	83.08	83.22

Intelligent Distribution

Water delivered (hm ³)	2019	2020	2021
Total amount of water delivered	196.48	191.8	188.21

Consumption

(303-5)

Water consumption (litres)	2019	2020	2021
Water consumed per person per day in the Barcelona metropolitan area	103.70	108.32	104.53

Treatment

Treated water (hm ³)	2019	2020	2021
Treated water	265.31	284.08	249.49

Materials used – consumption of the main treatment reagents (kg)	2019	2020	2021
Water line purification reagents (kg)	7,374,472	7,374,472	10,954,106
Sludge line treatment reagents (kg)	2,076,800	2,076,800	2,201,269
Deodorisation line treatment reagents (kg)	0	626,915	1,099,892
Total reagents in WWTP (kg)	9,451,272	10,078,187	14,255,267

(306-1)

Although the treated water flow in 2021 was lower than in 2020, there was an increase in concentrations of the main pollutants and it was therefore necessary to consume more reagents to comply with the discharge limits. The reagents used in the deodorisation line take into account those used in the Besòs WWTP (also including the sludge dehydration line, which represents an increase in the scope of activity) and the Baix Llobregat WWTP.

Loads and percentage of pollutant removal at WWTPs	2019	2020	2021
BOD5 of WWTP inflow water (ppm)	444.00	382.90	419.89
BOD5 of WWTP outflow water (ppm)	12.00	9.64	10.83
Percentage reduction of BOD5	97.00	97.48	97.42
COD of water entering WWTP (ppm)	942.00	728.78	821.91
COD of WWTP outlet water (ppm)	59.00	54.86	59.33
Percentage COD reduction	94.00	92.47	92.78
Suspended solids (SS) of water entering WWTP (ppm)	486.00	398.09	435.87
SS of WWTP outflow water (ppm)	22.00	20.71	19.93
Percentage of SS reduction	96.00	94.80	95.43
Nitrogen in WWTP inflow water (ppm)	75.00	65.78	72.87
Nitrogen in WWTP outflow water (ppm)	36.00	31.44	30.79
Nitrogen removed (ppm)	39.00	34.33	42.08
Phosphorus in WWTP inflow water (ppm)	10.00	9.40	11.27
Phosphorus in WWTP outflow water (ppm)	2.00	2.09	1.78
Phosphorus removed (ppm)	8.00	7.31	9.49

(306-1)

**Reutilisation for different uses or return to the natural environment (303-4)**

Reclaimed water (hm ³)	2019	2020	2021
Reclaimed water	12.39	12.35	37.99

Climate neutrality

Energy (302-1, 103-2 Energy - Energy transition)

Energy consumption in the full water cycle (kWh)	2019	2020	2021
Total electricity consumption	204,097,179	200,634,632	214,607,978.39
Natural gas consumption	9,040,376	3,345,970	5,974,554.96
Diesel consumption	341,841	412,499	227,336.00

Energy consumption in the production and distribution process (kWh)	2019	2020	2021
Electricity consumption	97,365,278	97,198,141	93,639,401.00
Natural gas consumption	8,922,702	3,223,599	* 5,768,230.96
Diesel consumption	77,369	144,655	132,824.00

(*) The deviation with respect to 2020 is mainly due to the COVID-19 pandemic. During 2020, the operation of the Sant Joan Despi sludge treatment plant was reduced. In addition, during 2021, sludge treatments at the DWTPs increased compared to 2020, which has generated this increase.

Energy consumption in the purification process (kWh)	2019	2020	2021
Electricity consumption	102,177,648	99,009,123	* 116,303,093
Natural gas consumption	2,185	37,931	** 130,274
Diesel consumption	260,809	266,110	*** 92,237

(*) The increase is due to the incorporation of the sludge line of the Besòs WWTP (formerly Metrofang) in the reporting perimeter. (**) Natural gas used to start up the Baix Llobregat WWTP biogas engines. The increase was due to fluctuations in meters and service needs. (***) Diesel fuel is used in electricity generators at WWTP and waste water pumping stations. The reduction was due to the carryover from the previous year.

Office energy consumption (kWh)	2019	2020	2021
Electricity consumption	4,525,423	4,475,964	4,665,484.39
Natural gas consumption	115,489	84,440	76,050.00
Diesel consumption	3,663	1,734	2,275.00

Carbon footprint (305-1, 305-2, 305-3, 305-5, 103-2 Emissions)

Carbon footprint **	2019	2020	2021
Direct emissions (former Scope 1)	12,827.19	10,714.86	10,385.95
Indirect emissions (former Scope 2* + Scope 3)	66,176.39	57,560.43	70,719.87
Direct + indirect emissions	79,003.58	68,275.29	81,105.82

(*) Scope 2 is calculated according to the market-based method.

(**) In February 2021 the company integrated the sludge line in the activity of the Besòs WWTP. The company's carbon footprint is 81,105.82 t CO₂ eq and this integration represents a footprint of 10,344.78 t CO₂ eq. Thus, the 2021 footprint without the effect of the integration would be 70,761.04 t CO₂ eq (81,105.82 - 10,344.78 t CO₂ eq).



	2019	2020	2021
National EF 2021 (t CO ₂ eq/MWh)	-	-	0.14
Indirect energy emissions (scope 2) (t CO ₂ eq) - location based	-	-	26,436.08

	2019	2020	2021
Direct emissions (scope 1) production (t CO ₂ eq)	-	-	1,068.45
Total production flow (hm ³)	-	-	120
<i>t CO₂ eq scope 1 drinking water production/hm³ drinking water produced</i>	-	-	8.9

(305-1, 305-2, 305-3, 305-5)

Water footprint

Water footprint	2019	2020	2021
Water footprint (m ³)	244,980,421.44	228,636,046.30	216,896,080.17
Water footprint - Supply (m ³)	201,132,342.49	179,629,449.62	183,113,409.49
Water footprint - Sanitation (m ³)	43,848,078.96	49,006,596.68	33,782,670.68
Blue water footprint (m ³)	154,976,413.81	126,328,827.66	112,855,932.09
Grey water footprint (m ³)	90,004,007.63	102,307,218.64	104,040,148.08
Direct water footprint (m ³)	244,376,162.43	228,119,861.21	211,233,440.76
Indirect water footprint (m ³)	604,259.01	516,185.09	5,662,639.41
Reduction of the water footprint with respect to the previous year (m ³)	38,334,132.20	16,344,375.14	11,739,966.13
Water footprint with respect to m ³ of drinking water (m ³ /m ³)	1.2	1.13	1.17
Reduction of the water footprint for reclaimed water production (m ³)	12,392,827.00	12,346,254.00	37,967,997.00



Resilience: adapting to climate change

Alternative water resources for environmental improvement

Water reused (m ³)	2019	2020	2021
Agriculture	153,290	142,000	152,065
Environment	12,159,277	12,153,021	* 37,734,532
Leisure	80,260	51,233	102,200

(*) The environmental increase was due to the direct needs and demands of the ACA (E. Baix Llobregat) and the Gavà-Viladecans Agricultural Chamber, in the case of the E. Gavà-Viladecans.

Efficient, renewable energy

Electricity produced from renewable sources (kWh)	2019	2020	2021
Electricity produced by cogeneration using biogas	21,026,593	17,324,735	20,740,588
Electricity from the photovoltaic plant	201,990	214,416	210,812
Contribution of solar thermal panels in offices	-	90,916	127,429

Sustainable mobility

Fleet of electric vehicles	2019	2020	2021
Number of vehicles	131	145	154

Circular economy

Waste

(306-2, 306-4, 306-5)

Waste recovery	2019	2020	2021
% DWTP waste recovered	70.87	44.43	* 62.01
Ecofactory waste recovered	97.00	93.24	97.26

(*) In 2021, 11% more water was drawn from wells and 12% less from rivers, which has led to a reduction in sand production. This parameter is also affected by the quality of the river and the weather conditions during the year.

**Waste generation in DWTPs***(103-3, 306-2, 306-3)*

During 2021, the company opened a new way of managing dehydrated sludge for recovery and as an alternative to landfill. The increase in dehydrated sludge sent to landfill was also due to the opening of a new external management channel for dehydrated sludge that cannot be recovered.

The volume of desander sand sent to landfill decreased significantly, as less river water and more well water were drawn during 2021.

The increase in dried sludge sent to landfill was due to factors external to the company. The cement works that recovers the atomised sludge from the Sant Joan Despí DWTP carried out two plant shutdowns in 2021. During the shutdowns, the sludge went to landfill, increasing the amount sent there. Meanwhile, during 2021, the sludge plant performed better than in 2020 and therefore produced more sludge. The atomiser operating hours in 2021 were 2,882 h/year, 59% more than in 2020.

Concerning the increase in waste sent to landfill, during 2021, the company has had more detailed information and data on the final destination of the waste, which has allowed for better traceability in waste management, from origin to destination.

Another important point related to waste management has been the increase in liquid waste, mainly due to the increase in the volume drawn from the Besòs DWTP, which in 2020 was 1.64 hm³ and in 2021 was 2.77 hm³.

Non-recovered waste (kg)	2019	2020	2021
Sand from landfill desander	590,580	700,400	455,938
Dried landfill sludge	32,980	44,000	59,280
Landfill waste	23,051	0	44,547
Saturated activated carbon	130	0	0
Dehydrated sludge	0	4,540	12,746
Liquid waste	140,000	83,640	189,680
Recovered waste (kg)	2019	2020	2021
Dried sludge recovery	1,809,880	596,400	1,182,644
Recovered waste	97,404	66,720	61,555

(306-3)

**Ecofactories waste generation***(103-3, 306-3)*

The desanding waste sent to a controlled disposal includes sand from the WWTP treatment processes and from the cleaning of the mains, and this second activity corresponds to a volume of sand of 1,883,580 kg.

The liquid sludge from anaerobic treatment corresponds to the sludge from the Vallvidrera and Begues WWTPs, which is sent for anaerobic digestion to the Sant Feliu and Gavà-Viladecans WWTPs, respectively.

The liquid sludge from the physical-chemical treatment corresponds to the sludge from the Besòs and Montcada WWTPs, which, until 31 January 2021, was treated in the Besòs sludge dehydration line, operated by an external company. As of 1 February 2021, this treatment becomes operated by AB, and the sludge is collected in this table as dehydrated sludge.

On the other hand, the "dehydrated sludge – controlled disposal" waste was significant, although lower than in 2020, due to the presence of zinc in the sludge from Sant Feliu, which prevents its application in agriculture.

Non-recovered waste (kg)	2019	2020	2021
Desander waste - Controlled disposal	3,477,770	4,752,020	3,218,890
Screening residues – Controlled disposal	3,900,880	2,754,050	3,049,240
Dehydrated sludge – Controlled reservoir	0	6,366,640	3,249,620
Recovered waste (kg)	2019	2020	2021
Dehydrated sludge – Agricultural and gardening use	81,458,300	58,029,690	75,764,150
Dehydrated sludge – Thermal drying	0	624,980	26,840
Dehydrated sludge – Composting	3,370,380	13,498,810	127,412,350
Dehydrated sludge – Anaerobic treatment (digestion)	0	0	7,380,120
Dried sludge – Direct thermal recovery (cement plants)	0	0	0
Dried sludge – Composting	0	0	0
Dried sludge – Agricultural and gardening use	0	0	0
Liquid sludge – Anaerobic treatment (digestion in own WWTP)	5,387,550	4,562,160	6,046,740
Liquid sludge – physical-chemical treatment (dehydrated by external manager)	1,560,001,000	1,552,579,000	132,131,000

(306-2, 306-3, 306-4, 306-5)



Hazardous waste

(306-3, 306-4, 306-5)

Hazardous waste recovery	2021
% Recovered waste DWTP	51.55
% Ecofactory hazardous waste recovered	63.12

Generation and management of hazardous waste at DWTPs (kg)

(306-2)

Unrecovered hazardous waste (kg)	2021
Laboratory chemicals	78
Aqueous solutions with metals	592
Medical waste	70
Impregnated sepiolite	805
Degreaser	37
Remains of chemically contaminated solids	1
Silicagel	55
Recovered hazardous waste (kg)	2021
Laboratory kits used	42
Fluorescent lamps and bulbs	117
Contaminated containers	1368
Non-halogenated solvents	107
Contaminated rags and absorbent material	478
Accumulators	281
Aerosols	29
Contaminated absorbent material	88
Batteries	183
Cutting fluids	110

(*) Generation and management of ecofactory hazardous waste (kg)

Unrecovered hazardous waste (kg)	2021
Aqueous cleaning liquids (parts cleaning and machining)	4,250
Contaminated containers	155
Absorbents (cloths, filtering material and oil filters)	5,259
Products, laboratory chemicals (kits, reagents and obsoletes)	0
Cleaning of tanks, used greases and disused reagents	5,982
Recovered hazardous waste (kg)	2021
Mineral oils	4,060
Contaminated containers	6,557
Absorbents (cloths, filtering material and oil filters)	5,016
Aerosols	362
Laboratory chemicals (kits, reagents and obsoletes)	429
Fluorescent tubes	100
Cells and batteries	50
Cleaning of tanks, used greases and disused reagents	70

(*) The company is working on two main lines of hazardous waste management: reduction at source with substitution/optimisation of materials, products, technologies and uses with the aim of keeping production at all ecofactories below 10 t/year, which we currently only slightly exceeded at the Besòs and Baix Llobregat WWTPs; and prioritisation of recovery routes for this waste (which presents greater difficulties and specific features), improving segregation to facilitate the use of these management routes by end managers and agents/intermediaries. The details of the actions are developed in the minimisation studies available at the centres with production over 10 tonnes/year.



CREATING VALUE FOR SOCIETY

(413-1)

More social water for a more social world

Social contribution (€M) *	2019	2020	2021
Social contribution according to LBG	-	-	0.50
Sponsorships (within LBG)	-	-	0.40
Social action projects and others			1.00
Total contribution	2.80	1.90	1.90

(*) Amounts recorded: in cash, in kind and management costs.

Type of contribution to society (%)	2019	2020	2021
Education	46	51	27
Health	13	13	12
Economic development	5	15	34
Environment	8	6	2
Art and culture	20	1	9
Social welfare	6	14	15
Others	2	0	1
Total	100	100	100

Social action	2019	2020	2021
Number of agreements, projects, alliances and collaborations in force (London Benchmarking Group, LBG)	143	86	199

Sponsorship	2019	2020	2021
Thousands of euros	684,735	531,913	428,134
Number of shares	45	41	* 128

(*) In 2021, the criteria for accounting for micro-sponsorships was changed from block accounting to per share accounting.



Allowances and assistance for vulnerable situations

(203-2)

Families with discounts and grants	2019	2020	2021
Solidarity Fund since 2012	35,980	41,156	46,268
Solidarity Fund active as of 31/12	29,617	34,409	** 0
Social Tariff	14,585	*44,958	* 53,333

(*) As of 1/1/2020 an improvement was introduced in the Social Tariff in terms of the number of beneficiaries, so that family units in a situation of residential exclusion or vulnerability assessed by the municipal Social Services become beneficiaries of the Social Tariff. (**) On 4/8/2021 an improvement in the Social Tariff came into force, with an increase in the 50% to 100% discount on the service fee and the prices of tranches 1 and 2 of the "water supply" item. With this structural measure, the Solidarity Fund is transformed to continue providing opportunities for people in vulnerable situations through social action programmes.

Sums paid by grant	2019	2020	2021
Solidarity Fund (€M)	3.5	*2.5	1.8
Social Tariff (€M)	0.3	2.9	** 4.9

(*) As of 1/1/2020 an improvement in the Social Tariff was introduced, with an increase in the discount from 25% to 50% on the "water supply" heading. This has led to a reduction in the financial contribution to the Solidarity Fund in 2020. (**) On 4/8/2021 an improvement in the Social Tariff came into force, with an increase in the discount from 50% to 100% of the service fee and the prices of tranches 1 and 2 in the "water supply" item.

CREATING VALUE FOR EMPLOYEES

(102-8)

Our staff

(102-7)

Headcount by gender (31/12)	2019		2020		2021	
	People	%	People	%	People	%
Women	287	26.48%	289	26.69%	303	27.01%
Men	797	73.52%	794	73.31%	819	72.99%
Total	1,084	100%	1,083	100%	1,122	100%

Staff by age (31/12)	2019		2020		2021	
	People	%	People	%	People	%
Under 30	53	4.89%	59	5.44%	58	5.20%
Aged between 30 and 50	723	66.7%	699	64.55%	727	64.80%
Over 50	308	28.41%	325	30.01%	337	30.00%
Total	1,084	100%	1,083	100%	1,122	100%



Staff by professional category (31/12)	2019		2020		2021	
	People	%	People	%	People	%
Management and higher education qualifications	155	14.3%	156	14.4%	159	14.17%
Intermediate qualifications	70	6.46%	75	6.93%	87	7.75%
Intermediate positions	336	31%	335	30.93%	334	29.77%
Administrative workers	152	14.02%	145	13.39%	145	12.92%
Non-administrative officers	282	26.01%	290	26.78%	304	27.09%
Auxiliary and junior staff and labourers	89	8.21%	82	7.57%	93	8.30%
Total	1,084	100%	1,083	100%	1,122	100%

Part-time staff (31/12)	2019	2020	2021
Women	3	4	3
Men	12	9	6
Total	15	13	9

Jobs (102-7)

(102-8)

Net job creation and turnover by gender	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Staff joining during the period	26	53	79	28	54	82	36	65	101
Departures during the period	37	77	114	43	77	120	44	110	154
%	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Job creation rate	9.20	6.80	7.43	9.50	6.72	7.47	11.94	8.04	9.10
Turnover rate	13.09	14.62	10.73	14.59	14.94	10.93	14.59	13.61	13.87

(*) Data calculated with average staff.

Net job creation and turnover by age	2019			2020			2021		
	Under 30	Aged between 30 and 50	Over 50	Under 30	Aged between 30 and 50	Over 50	Under 30	Aged between 30 and 50	Over 50
Staff joining during the period	27	40	12	36	38	8	31	63	7
Departures during the period	32	55	27	34	53	33	35	71	48
%	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Job creation rate	50.12	5.54	4.19	55.03	5.34	2.49	53.68	8.74	2.11
Turnover rate	59.40	7.61	0.01	51.97	7.45	0.01	60.61	9.85	14.48

(*) Data calculated with average staff.



Hiring

(102-7)

Average number of part-time contracts by gender	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Part-time contracts	3.33	13.67	17.00	4.50	12.33	16.83	4.33	8.92	13.25

Average number of part-time contracts by age	2019	2020	2021
Under 30	1.92	4.25	1.33
Aged between 30 and 50	2.83	3.00	4.50
Over 50	12.25	9.58	7.42
Total	17.00	16.83	13.25

(102-8)

Average number of part-time contracts by professional category	2019	2020	2021
Management and higher education qualifications	0,33	1,00	1,00
Intermediate qualifications	0	0	0
Intermediate positions	3,5	3,24	2,33
Administrative workers	2,75	3,17	3,42
Non-administrative officers	8,42	7,42	3,92
Auxiliary and junior staff and labourers	2,00	2,00	2,58
Total	17,00	16,83	13,25

Average workforce by gender	2019			2020			2021		
	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total
Women	256.56	26.05	282.61	263.09	31.58	294.67	277.42	24.08	301.5
Men	742.78	37.2	779.98	742.75	60.66	803.41	753.67	54.75	808.42
Total	999.34	63.25	1062.59	1005.84	92.24	1098.08	1031.09	78.83	1109.92



Average workforce by age	2019			2020			2021		
	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total
Under 30	27.25	26.62	53.87	26.83	38.59	65.42	30.50	27.25	57.75
Aged between 30 and 50	691.02	31.36	722.38	670.18	40.90	711.08	677.09	43.58	720.67
Over 50	281.07	5.27	286.34	308.83	12.75	321.58	323.50	8.00	331.50
Total	999.34	63.25	1,062.59	1005.84	92.24	1098.08	1,031.09	78.83	1,109.92

Average workforce by professional category	2019			2020			2021		
	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total	Permanent contract	Temporary contract	Total
Management and higher education qualifications	153.23	0	153.23	156.21	0	156.21	156.00	0	156.00
Intermediate qualifications	67.36	0	67.36	71.58	0	71.58	77.67	1.92	79.59
Intermediate positions	316.04	13.78	329.82	321.15	18.32	339.47	324.09	14.00	338.09
Administrative workers	144.19	6	150.19	142.25	7.92	150.17	139.50	6.74	146.24
Non-administrative officers	269.26	10.65	279.91	265.15	27.25	292.40	280.33	19.92	300.25
Auxiliary and junior staff and labourers	49.26	32.82	82.08	49.5	38.75	88.25	53.50	36.25	89.75
Total	999.34	63.25	1,062.59	1005.84	92.24	1098.08	1,031.09	78.83	1,109.92

Dismissals (102-7)

(102-8)

Dismissals by gender	2019	2020	2021
Women	1	1	8
Men	0	2	22
Total	1	3	30

Dismissals by age	2019	2020	2021
Under 30	1	3	0
Aged between 30 and 50	0	0	5
Over 50	1	3	25
Total	2	6	30

Dismissals according to professional category	2019	2020	2021
Management and higher education qualifications	0	1	10
Intermediate qualifications	0	0	1
Intermediate positions	0	0	12
Administrative workers	1	0	7
Non-administrative officers	0	1	0
Auxiliary and junior staff and labourers	0	1	0
Total	1	3	30



Promotion (102-7)

Internal promotion	2019	2020	2021
Women promoted internally	24	24	26
Men promoted internally	42	42	70 *

(*) The promotion rate for women is 8.58% and 8.55% for men.

Professionals included in SMO	2019	2020	2021
Women	82	85	77
Men	172	175	153
Total	254	260	230

Equal and diverse work environment (405-1)

Equality (%)	2019	2020	2021
Women on the Board of Directors	25.00	31.25	40.00
Women on the Management Committee	36.36	50.00	50.00
Women in management and leadership positions	33.33	36.07	39.15

People with functional diversity by gender	2019	2020	2021
Women	9	10	12
Men	14	15	16
Total	23	25	28
% of total workforce	2.12	2.31	2.50

Wage gap (405-2)

Wage gap	2019	2020	2021
%	6.34	5.56	3.52

(102-8)



Overall wage gap

2021 average annual wage	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Total annual average	303	50,385.02	819	52,222.62	51,726.37	3.52%

2020 average annual wage	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Total annual average	289	49,989.57	794	52,930.86	52,145.97	5.56%

2019 average annual wage	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Total annual average	287	48,297.80	797	51,565.48	50,700.33	6.34%

Wage gap by age

2021 average remuneration by age	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Under 30	16	38,261.65	42	36,128.00	36,716.60	-5.91%
Aged between 30 and 50	211	50,507.38	516	51,026.37	50,875.74	1.02%
Over 50	76	52,597.59	261	57,177.54	56,144.68	8.01%

2020 average remuneration by age	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Under 30	20	36,780.18	39	33,905.93	34,880.25	-8.48%
Aged between 30 and 50	201	49,899.85	498	51,858.71	51,295.43	3.78%
Over 50	68	54,139.89	257	57,895.47	57,109.69	6.49%

2019 average remuneration by age	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Under 30	19	33,196.79	34	30,938.87	31,748.31	-7.30%
Aged between 30 and 50	207	48,332.48	516	50,002.15	49,524.77	3.34%
Over 50	61	52,883.72	247	57,701.84	56,744.49	8.35%

Wage gap by occupational classification

2021 average remuneration by professional classification	Women	Average wage for women	Men	Average wage for men	General total	Wage gap
Management	5	88,045.90	5	110,986.80	99,516.35	20.67%
Supervisory	69	64,779.49	110	71,421.75	68,861.33	9.30%
Technical staff	99	49,160.20	180	54,882.68	52,852.12	10.43%
Administrative staff	109	43,365.07	38	39,014.92	42,240.54	-11.15%
Operational staff	21	36,333.07	486	47,320.06	46,864.98	23.22%



2020 average remuneration by professional classification	Women		Men		General total	Wage gap
	Number	Average wage for women	Number	Average wage for men		
Management	3	101,092.99	3	119,457.32	110,275.15	15.37%
Supervisory	63	67,166.10	114	75,725.60	72,678.99	11.30%
Technical staff	97	47,538.79	180	55,467.51	52,691.03	14.29%
Administrative staff	106	43,231.55	38	41,092.97	42,667.21	-5.20%
Operational staff	20	35,921.74	459	46,819.89	46,364.85	23.28%

2019 average remuneration by professional classification	Women		Men		General total	Wage gap
	Number	Average wage for women	Number	Average wage for men		
Management	4	104,869.31	7	118,236.67	113,375.82	11.31%
Supervisory	57	64,835.13	111	74,305.84	71,092.56	12.75%
Technical staff	94	46,841.94	185	54,213.80	51,730.09	13.60%
Administrative staff	113	41,543.74	40	39,780.26	41,091.27	-4.43%
Operational staff	19	34,147.56	455	44,925.48	44,493.46	23.99%

Work-life balance

Flexibility	2019				2020				2021			
	Women	Men	Total	%	Women	Men	Total	%	Women	Men	Total	%
Number of people with reduced working hours to care for children or others	38	14	52	4.80	25	8	33	3.05	23	8	31	2.76
People who have benefited from flexible working hours	264	341	605	55.81	260	351	611	56.42	279	343	622	55.44

Training (404-1)

Training hours by category and gender	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Management and higher education qualifications	3,312.75	3,103.50	6,416.25	1,741.48	3,671.87	5,413.35	1,951.48	3,344.12	5,295.60
Intermediate qualifications	521	759.75	1,280.75	964.93	2,644.48	3,609.41	895.03	2,083.53	2,978.56
Intermediate positions	1,769.75	6,188.00	7,957.75	2,993.57	9,166.88	12,160.45	1,933.17	5,791.03	7,724.20
Administrative workers	3,056.00	634	3,690.00	3,234.77	1,439.98	4,674.75	1,221.43	519.98	1,741.41
Non-administrative officers	440.25	10,617.75	11,058.00	33.1	7,794.30	7,827.40	6.00	8,580.10	8,586.10
Auxiliary and junior staff and labourers	186	1,035.50	1,221.50	917.72	2,578.47	3,496.19	192.00	1,233.25	1,425.25
Total	9,285.75	22,338.50	31,624.25	9,885.57	27,295.98	37,181.55	6,199.11	21,552.01	27,751.12



Occupational health and safety

(403-9, 403-10)

Occupational health and safety	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Frequency index*	6.19	10.73	10.24	0.00	6.75	5.24	2.01	5.21	4.24
Seriousness index **	0.05	0.43	0.35	0.00	0.07	0.05	0.01	0.08	0.06
Occupational illnesses	0	2	2	0	0	0	0	0	0
Occupational accidents with sick leave	3	14	17	0	9	9	1	7	8
Accidents without sick leave	9	32	41	0	19	19	1	19	20
Accidents while travelling	10	12	22	4	5	9	3	6	9

(*) Accidents while travelling are excluded. During 2021, a total of eight accidents occurred involving lost time, bringing the frequency rate to 4.24 below the established annual target. (**) A total of 114 days were lost due to accidents, equivalent to a severity rate of 0.06, below the established annual target. In both cases, there was a clear improvement in the accident rates compared to the two previous years.

Absenteeism	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Hours of absence	36,115.62	75,399.88	111,515.50	21,536.17	45,783.70	67,319.87	16,760.75	49,702.63	66,463.38
Absenteeism rate	7.64%	5.78%	6.28%	4.93%	4.72%	4.78%	3.38%	3.70%	3.61%

Classification of absenteeism by hours	2019			2020			2021		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Occupational accidents	380.21	2,942.03	3,322.24	0	1,635.45	1,635.45	22.90	1,791.10	1,814.00
Accidents while travelling	399.68	1,145.21	1,544.89	0	397.44	397.44	0	366.82	366.82
Illness	35,097.53	71,170.63	106,268.16	21,536.17	43,001.61	64,537.78	16,737.85	47,544.71	64,282.56
Long-term sick leave *	238.2	142.01	380.21	0	749.2	749.2	0	0	0
General total	36,115.62	75,399.88	111,515.50	21,536.17	45,783.70	67,319.87	16,760.75	49,702.63	66,463.38

(*) Long-term sick leave, paid-for by the mutual insurance company.

Well-being

Developing level of care	2019	2020	2021
Number of people	53	67	43
Number of appointments	147	171	145

CREATING VALUE FOR OUR CUSTOMERS

Assured quality control

(416-1)

Degree of compliance with health-relevant parameters (%)	2019	2020	2021
Compliance with health-relevant parameters	100	100	100

Degree of compliance with indicator parameters (without health impact) (%)	2019	2020	2021
Physical-chemical water quality: compliant physical-chemical determinations / total physical-chemical determinations for water quality monitoring - (100)	99.95	99.97	99.99
Microbiological water quality: compliant microbiological determinations / total microbiological determinations for water quality control - (100)	99.89	99.79	99.79

Checks carried out	2019	2020	2021
Distribution and transport network (laboratory)	120,353	126,315	150,955
Distribution and transmission network (on-line equipment)	283,828	270,912	270,582
Total: distribution and transmission network	404,181	397,227	421,537
Treatment (WWTP)	96,832	78,501	97,108
Llobregat Basin	103,042	95,286	98,667
Number of on-line analysers in the network	217	215	219

Satisfaction surveys

Development of customer satisfaction	2019	2020	2021
Satisfaction index	7.75	7.36	7.49

Demands and complaints

(102-44)

Demands	2019	2020	2021
Demands via the different communication channels (OFEX, offices, telephone assistance, etc.) *	1,399,261	1,475,036	1,695,897

(*) A demand is a record of any contact made by a customer with Aigües de Barcelona. Demands are classified as requests or inquiries.

Number of demands per channel	2019	2020	2021
Networked offices	292,523	386,412	400,485
Offices	199,200	57,271	55,225
Telephone assistance	771,799	872,078	991,077
E-mail	75,710	97,180	171,681
Other channels	60,029	62,095	77,429
Total	1,399,261	1,475,036	1,695,897



Demands generated during the calendar year by type	2019	2020	2021
Inquiries	539,042	617,764	706,361
Commercial complaints	9,732	21,795	13,224
Technical complaints	51,126	45,290	47,037
Requests	799,361	790,187	929,275
Total	1,399,261	1,475,036	1,695,897

Closed commercial complaints*	2019	2020	2021
Number of complaints	9,811	15,587	14,228
Favourable to the customer	3,550	6,677	5,408
Unfavourable to the customer	5,519	8,081	7,747
Other	742	829	1,073

(*) A complaint is a demand made by a customer to Aigües de Barcelona because they are unhappy with some service provided, a bill, etc.

Closed technical complaints*	2019	2020	2021
Number of complaints	50,538	43,750	45,758

Complaints handled in less than 10 days*	2019	2020	2021
%	96.61	20.29	69.96*

(*) The commercial complaints response time indicator is calculated on a subset of closed complaints, which are those stipulated in the Framework Agreement: billed consumption, bill charges, meter operation, contractual conditions and quality of customer service.

Customer counsel (102-44)

Customer counsel	2019	2020	2021
Total claims received	131	123	121

Status of claims as of 31 December	2019	2020	2021
Closed	131	123	101
In progress	0	0	20

Complaints by type (% of total complaints)	2019	2020	2021
Water consumption or leaks	60.00%	68.00%	55.40%
Contracting process or name change	11.00%	11.00%	15.70%
Customer care	8.00%	7.00%	11.60%
Other	21.00%	14.00%	17.30%



Complaints by type of transaction carried out	2019	2020	2021
Mediation	79%	78%	78%
Advice	10%	11%	16%
Not accepted	5%	7%	1%
Transferred to the company	7%	4%	5%

Claims according to result obtained (*)	2019	2020	2021
Favourable or partially favourable	73%	94%	83%
Neutral: advice	11%	1%	16%
Unfavourable	9%	2,5%	0%
Customer does not accept proposal	6%	2,5%	1%
Company cannot apply proposal	1%	0%	0%

(*) Figures for 2021 are based on total claims closed as of 31/12/21. Those from previous years have been updated to 31/12/21 and, for this reason, do not coincide with those of previous years' reports, which were extracted at the close of the year under study.

A STRONG, LOCAL AND COMMITTED SUPPLY CHAIN

(102-9, 103-2 Procurement practices, 308-1)

Supplier assessment	2019	2020	2021
Suppliers assessed	1,165	1,106	1,158
High rating (8-10)	96%	96%	96.4%
Medium/high rating (6-8)	4%	4%	3.6%
Low rating (less than 6)	0%	0%	0%

(102-9, 103-2 Procurement practices)

Certification indicators	2019	2020	2021
Suppliers with ISO 9001	83.60	84.30	84.10
Suppliers with ISO 14001	81.80	82.20	82.70
Suppliers with ISO 45001	69.00	69.20	70.20

(102-9, 103-2 Procurement practices, 308-1)

Tenders	2019	2020	2021
Number of tenders with sustainability criteria	39	35	60 *

(*) There has been a significant increase in the number of procedures in which sustainability criteria have been included as a result of the company's sustainability strategy and the 2030 Agenda project Purchasing under sustainability criteria.

(102-9, 103-2 Procurement practices)

CSR certified purchase volume	2019	2020	2021
%	51.00	83.00	80.80

(102-9, 103-2 Procurement practices, 204-1)

Local purchasing	2019	2020	2021
%	81.30	78.60	71.11

(102-9, 103-2 Procurement practices)

Local and non-local purchasing	2019	2020	2021
Local (province of Barcelona)	961	908	933
Rest of Catalonia and Spain	323	303	354
International	31	24	25

(102-9, 103-2 Procurement practices)

Local and non-local purchasing (€M)	2019	2020	2021
Local (province of Barcelona)	210.40	191.65	208.03
Rest of Catalonia and Spain	47.30	51.29	67.33
International	1.20	0.81	0.35





(102-55)

GRI CONTENT INDEX



MATERIALITY DISCLOSURES SERVICE

2022

This report has been prepared in accordance with GRI standards in the core option. The GRI Materiality Disclosures Service has reviewed that GRI content index is presented clearly and that references relating to the dissemination of topics 102-40 to 102-49 are aligned with the appropriate sections of the report's content. The service has been carried out from the Catalan version of the report.

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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GRI 101 FOUNDATION 2016 GRI 102 GENERAL DISCLOSURES 2016

Organizational profile						
GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
102-1	Name of the organisation	Aigües de Barcelona. Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, SAU		✓		
102-2	Activities, brands, products and services	22-27		✓		
102-3	Location of headquarters	C/ General Batet, 1-4. 08028 Barcelona, Spain		✓		
102-4	Location of operations	24		✓		
102-5	Ownership and legal form	111		✓		
102-6	Markets supplied	24		✓		
102-7	Scale of the organization	24, 128, 159-163		✓		
102-8	Information on employees and other workers	159-163		✓	Principle 6	SDG 8, SDG 12, SDG 17
102-9	Supply chain	103-107, 169-170		✓		
102-10	Significant changes to the organization and its supply chain	There have been no significant changes		✓		
102-11	Precautionary Principle or approach	35		✓		
102-12	External initiatives	10, 11, 53, 54, 56		✓		
102-13	Membership of associations	53, 54, 135		✓		



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Strategy						
102-14	Statement from senior decision-maker	3-7		✓		
102-15	Key impacts, risks and opportunities	36, 37, 116-119, 138, 142-144		✓		
Ethics and integrity						
102-16	Values, principles, standards and norms of behavior	8, 10, 11, 122-126		✓	Principle 10	SDG 16
102-17	Mechanisms for advice and concerns about ethics	122-124		✓		
Governance						
102-18	Governance structure	112		✓		
102-20	Executive-level responsibility for economic, environmental and social topics	113		✓		
102-22	Composition of the highest governance body and its committees	113, 114		✓		SDG 5, SDG 16
102-26	Role of highest governance body in setting purpose, values and strategy	113, 115		✓		
Stakeholder engagement						
102-40	List of stakeholder groups	30		✓		
102-41	Collective bargaining agreements	100% of Aigües de Barcelona workers are covered by bargaining agreements. 85		✓	Principle 3	SDG 8
102-42	Identifying and selecting stakeholders	30		✓		

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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102-43	Approach to stakeholder engagement	30-33		✓		
102-44	Key topics and concerns raised	30, 32, 33, 95, 149, 167, 168		✓		
Reporting practice						
102-45	Entities included in the consolidated financial statements	111		✓		
102-46	Defining report content and topic Boundaries	32, 149, 179		✓		
102-47	List of material topics	32, 149		✓		
102-48	Restatements of information	There has been no reformulation of the information provided in previous reports		✓		
102-49	Changes in reporting	32, 149		✓		
102-50	Reporting period	147		✓		
102-51	Date of most recent report	June 2021		✓		
102-52	Reporting cycle	Yearly. 147		✓		
102-53	Contact point for questions regarding the report	182		✓		
102-54	Claims of reporting in accordance with the GRI Standards	147		✓		
102-55	GRI content index	171-179		✓		
102-56	External assurance	180-181		✓		



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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GRI 200 ECONOMIC DIMENSION

Economic performance 2016						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	127		✓		
103-3	Evaluation of the management approach	127		-		
GRI 201: ECONOMIC PERFORMANCE 2016						
201-1	Direct economic value generated and distributed	127		✓		SDG 2, SDG 5, SDG 7, SDG 8, SDG 9
201-2	Financial implications and other risks and opportunities due to climate change	37, 116		✓	Principle 7	SDG 13
Indirect economic impacts						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	64, 127		✓		
103-3	Evaluation of the management approach	127		-		
GRI 203: INDIRECT ECONOMIC IMPACTS 2016						
203-1	Infrastructure investments and services supported	In 2021, €44.56M have been invested in infrastructures and other services of the activity		✓		
203-2	Significant indirect economic impacts	58, 60, 65-67, 159		✓		SDG 1, SDG 8, SDG 10

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Procurement practices						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	103, 104, 169, 170		✓		
103-3	Evaluation of the management approach	169-170		-		
GRI 204: PROCUREMENT PRACTICES 2016						
204-1	Proportion of spending on local suppliers	103, 107, 170		✓		SDG 12
Anti-corruption						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓	Principle 10	
103-2	The management approach and its components	125-126		✓		
103-3	Evaluation of the management approach	125-126		-		
GRI 205: ANTI-CORRUPTION 2016						
205-2	Communication and training about anti-corruption policies and procedures	123-126		✓	Principle 10	SDG 16



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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GRI 300 ENVIRONMENTAL DIMENSION

Energy						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓	Principles 7, 8 & 9	
103-2	The management approach and its components	38, 152		✓	Principles 7, 8 & 9	SDG 12, SDG 13, SDG 14, SDG 15
103-3	Evaluation of the management approach	121		-	Principles 7, 8 & 9	
GRI 302: ENERGY 2016						
302-1	Energy consumption within the organization	38, 40, 152		✓	Principles 7, 8 & 9	
Water and effluents						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓	Principles 7, 8 & 9	
103-2	The management approach and its components	23, 24, 42-44		✓	Principles 7, 8 & 9	
103-3	Evaluation of the management approach	121		-	Principles 7, 8 & 9	
GRI 303: WATER AND EFFLUENTS 2018						
303-1 Mgmt approach	Interactions with water as a shared resource	25, 43, 44		✓	Principles 7, 8 & 9	SDG 6
303-2 Mgmt approach	Management of water discharge-related impacts	27, 43, 44, 49		✓	Principles 7, 8 & 9	SDG 13, SDG 14, SDG 15

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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303-3	Water withdrawal	150		✓	Principles 7, 8 & 9	SDG 6, SDG 8, SDG 12
303-4	Water discharge	44, 152		✓	Principles 7, 8 & 9	SDG 13, SDG 14, SDG 15
303-5	Water consumption	27, 151		✓	Principles 7, 8 & 9	SDG 6, SDG 8, SDG 12
Emissions						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓	Principles 7, 8 & 9	
103-2	The management approach and its components	36, 38, 152		✓	Principles 7, 8 & 9	
103-3	Evaluation of the management approach	109, 121		-	Principles 7, 8 & 9	
GRI 305: EMISSIONS 2016						
305-1	Direct (scope 1) GHG emissions	152, 153		✓	Principles 7, 8 & 9	SDG 3, SDG 12, SDG 13, SDG 14, SDG 15
305-2	Energy indirect (scope 2) GHG emissions	152, 153		✓	Principles 7, 8 & 9	SDG 3, SDG 12, SDG 13, SDG 14, SDG 15
305-3	Other indirect GHG emissions (scope 3)	152, 153		✓	Principles 7, 8 & 9	SDG 3, SDG 12, SDG 13, SDG 14, SDG 15
305-5	Reduction of GHG emissions	39, 45, 152, 153		✓	Principles 7, 8 & 9	SDG 3, SDG 12, SDG 13, SDG 14, SDG 15
Waste						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓	Principles 7, 8 & 9	



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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103-2	The management approach and its components	46-48		✓	Principles 7, 8 & 9	
103-3	Evaluation of the management approach	121		-	Principles 7, 8 & 9	

GRI 306: WASTE 2020

306-1	Waste generation and significant waste-related impacts	46, 151		✓	Principles 7, 8 & 9	SDG 3, SDG6, SDG 12, SDG 14
306-2	Management of significant waste-related impacts	46, 154-157		✓	Principles 7, 8 & 9	SDG 3, SDG6, SDG 12, SDG 14
306-3	Waste generated	155, 156, 157		✓	Principles 7, 8 & 9	SDG 3, SDG6, SDG 12, SDG 14
306-4	Waste diverted from disposal	46, 154, 156, 157		✓	Principles 7, 8 & 9	SDG 3, SDG6, SDG 12, SDG 14
306-5	Waste directed to disposal	154, 156, 157		✓	Principles 7, 8 & 9	SDG 3, SDG6, SDG 12, SDG 14

Environmental compliance

GRI 103: GRI DISCLOSURE 2016

103-1	Explanation of the material topic and its boundary	32, 179		✓	Principles 7, 8 & 9	
103-2	The management approach and its components	36		✓	Principles 7, 8 & 9	
103-3	Evaluation of the management approach	121		-	Principles 7, 8 & 9	

GRI 307: ENVIRONMENTAL COMPLIANCE 2016

307-1	Non-compliance with environmental laws and regulations	In 2021, there were no fines and non-monetary sanctions for non-compliance with environmental legislation or regulations involving a penalty of € 50,000 or more		✓	Principles 7, 8 & 9	SDG 13
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GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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GRI 400 SOCIAL DIMENSION

Occupational Health and Safety

GRI 103: GRI DISCLOSURE 2016

103-1	Explanation of the material topic and its boundary	32, 179		✓	Principle 6	
103-2	The management approach and its components	79		✓	Principle 6	
103-3	Evaluation of the management approach	121		-		

GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018

403-1 Mgmt approach	Occupational Health and Safety Management System	79, 119		✓	Principle 6	SDG 8
403-2 Mgmt approach	Hazard identification, risk assessment, and incident investigation	79, 83		✓	Principle 6	SDG 3, SDG 8
403-3 Mgmt approach	Occupational health services	79		✓		SDG 3
403-4 Mgmt approach	Worker participation, consultation, and communication on occupational health and safety	80, 83, 86-88		✓		
403-5 Mgmt approach	Worker training on occupational health and safety	82		✓		
403-6 Mgmt approach	Promotion of worker health	79-84		✓		SDG 3



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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403-7	Mgmt approach Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	80, 81, 82		✓		SDG 3, SDG 8
403-8	Workers covered by an occupational health and safety management system	100% of Aigües de Barcelona workers are covered by the Occupational Health and Safety Management System		✓		SDG 8
403-9	Work-related injuries	166		✓		SDG 3, SDG 8
403-10	Work-related ill health	166		✓		SDG 3, SDG 8

Training and Education

GRI 103 GRI DISCLOSURE 2016

103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	77		✓		
103-3	Evaluation of the management approach	78		-		

GRI 404: TRAINING AND EDUCATION 2016

404-1	Average hours of training per year per employee	8, 70, 78, 165		✓	Principle 6	SDG 4, SDG 5, SDG 8
404-3	Percentage of employees receiving regular performance evaluations and professional development	100%		✓		

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Diversity and Equal Opportunity

GRI 103 GRI DISCLOSURE 2016

103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	70		✓		
103-3	Evaluation of the management approach	70		-		

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

405-1	Diversity in governing bodies and employees	70, 71, 113, 163		✓		
405-2	Ratio of basic salary and remuneration of women to men	71, 72, 163, 164		✓	Principle 6	SDG 5, SDG 8, SDG 10

Local Communities

GRI 103 GRI DISCLOSURE 2016

103-1	Explanation of the material topic and its boundary	32, 179		✓	Principle 1	
103-2	The management approach and its components	55, 62		✓	Principle 1	SDG 1, SDG 3, SDG 4, SDG 5, SDG 13, SDG 17
103-3	Evaluation of the management approach	121		-	Principle 1	

GRI 413: LOCAL COMMUNITIES 2016

413-1	Operations with local community engagement, impact assessments, and development programs	56, 62, 158		✓	Principle 1	
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GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Customer Health and Safety						
GRI 103: GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	90, 91, 95, 96		✓		
103-3	Evaluation of the management approach	121		-		
GRI 416: CUSTOMER HEALTH AND SAFETY 2016						
416-1	Assessment of health and safety impacts of product or service categories	91, 167		✓		SDG3
416-2	Cases of non-compliance related to health and safety impacts of product or service categories	In 2021, there were no incidents of non-compliance with legislation or voluntary codes relating to the impacts of products and services on health and safety that involve a penalty of € 50,000 or more		✓		SDG 3 , SDG 16
Marketing and Labeling						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	99		✓		
103-3	Evaluation of the management approach	121		-		

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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GRI 417: MARKETING AND LABELING 2016						
417-1	Requirements for product and service information and labeling	99		✓		SDG 12, SDG 16
417-2	Cases of non-compliance related to product and service information and labeling	In 2021, there were no cases of non-compliance with information and labeling of products and services		✓		
Socioeconomic Compliance						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	112, 122, 123		✓		
103-3	Evaluation of the management approach	121, 123		-		
GRI 419 SOCIOECONOMIC COMPLIANCE 2016						
419-1	Non-compliance with laws and regulations in the social and economic area	In 2021, there were no significant fines as a result of non-compliance with the regulations in relation to the social or economic sphere, involving a penalty of € 50,000 or more		✓		SDG 16



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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NO GRI

Talent attraction						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	69-70, 73, 77-79		✓		SDG 8
103-3	Evaluation of the management approach	77-79		-		
	Number of internal promotions established in the organization	79		✓		
	Number of work-life balance measures	74		✓		
Crisis and Reputation Management						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	95, 96, 112, 122		✓		SDG 16
103-3	Evaluation of the management approach	121		-		
	Communication channels established with stakeholders	31, 33, 84-85, 95, 96		✓		

GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Smart Technologies						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	129-136		✓		SDG 9
103-3	Evaluation of the management approach	121		-		
	Number of R&D&I projects	130		✓		
	Expenditure on R&D&I	130		✓		
Public-private Water Management						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	112		✓		SDG 17
103-3	Evaluation of the management approach	121		-		
	Structure of the Board of Directors	112, 113		✓		



GRI	Disclosure	Page number or direct response	Omission	Verification	Correlation with Global Compact	Correlation with the SDGs
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Employability						
GRI 103 GRI DISCLOSURE 2016						
103-1	Explanation of the material topic and its boundary	32, 179		✓		
103-2	The management approach and its components	58, 60		✓		SDG 8-SDG 17
103-3	Evaluation of the management approach	58, 60		-		
	Number of industrial doctorates	78, 133		✓		
	Local projects (Professional Training centers)	58-60		✓		

Material Aspects Coverage Table (102-46, 103-1)

	Material Aspects	Coverage *	Involvement **
GRI 200: Economic topics	GRI 201: Economic Performance 2016	Internal and external	Direct and indirect
	GRI 203: Indirect Economic Impacts	Internal and external	Direct and indirect
	GRI 204: Procurement Practices	Internal and external	Direct and indirect
	GRI 205: Anti-corruption	Internal and external	Direct and indirect
GRI 300: Environmental topics	GRI 302: Energy 2016 (energy transition)	Internal and external	Direct
	GRI 303: Water and Effluents 2018	Internal and external	Direct
	GRI 305: Emissions 2016	Internal and external	Direct and indirect
	GRI 306: Waste 2020	Internal and external	Direct
	GRI 307: Environmental Compliance 2016	Internal	Direct
GRI 400: Social topics	GRI 403: Occupational Health and Safety 2018	Internal	Direct
	GRI 404: Training and Education 2016	Internal and external	Direct
	GRI 405: Diversity and Equal Opportunity 2016	Internal and external	Direct
	GRI 413: Local Communities 2016	Internal and external	Direct and indirect
	GRI 416: Customer Health and Safety 2016	Internal and external	Direct and indirect
	GRI 417 Marketing and Labeling 2016	Internal and external	Direct
	GRI 419: Socioeconomic Compliance 2016	Internal	Direct
No GRI	Talent Attraction 2016	Internal and external	Direct
	Crisis and Reputation Management	Internal and external	Direct and indirect
	Smart Technologies	Internal and external	Direct and indirect
	Public-private Water Management	Internal and external	Direct and indirect
	Employability	Internal and external	Direct and indirect

(*) This indicates where the impact occurs: within or outside the organization.
 (**) This indicates the organization's involvement on the impact: direct (the organization has directly caused the impact) or indirect (the organization is linked to the impact through business relationships).



(102-56)

EXTERNAL VERIFICATION



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INFORME DE REVISIÓN INDEPENDIENTE DE LA MEMORIA DE SOSTENIBILIDAD 2021

A la Dirección de Estrategia 2030 y Rendición de Cuentas de Aigües de Barcelona, Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, S.A.:

Alcance del trabajo

Hemos llevado a cabo, por encargo de la Dirección de Aigües de Barcelona, Empresa Metropolitana de Gestió del Cicle Integral de l'Aigua, S.A. (en adelante, Aigües de Barcelona), la revisión de la información de sostenibilidad contenida en la "Memoria de Sostenibilidad 2021" de Aigües de Barcelona (en adelante, la Memoria) y en el "Índice de contenidos GRI" de la Memoria adjunta. Dicha Memoria ha sido elaborada de acuerdo con lo señalado en:

- GRI Sustainability Reporting Standards (GRI Standards).
- Los principios recogidos en la Norma AA1000AP (2018) emitida por AccountAbility (Institute of Social and Ethical Accountability).

El perímetro considerado por Aigües de Barcelona para la elaboración de la Memoria está definido en el apartado "Perfil de la Memoria" de la Memoria adjunta.

La preparación de la Memoria adjunta, así como el contenido de la misma, es responsabilidad de la Dirección de Aigües de Barcelona, quien también es responsable de definir, adaptar y mantener los sistemas de gestión y control interno de los que se obtiene la información. Nuestra responsabilidad es emitir un informe independiente basado en los procedimientos aplicados en nuestra revisión.

Criterios

Hemos llevado a cabo nuestro trabajo de revisión de acuerdo con:

- La Guía de Actuación sobre trabajos de revisión de Informes de Responsabilidad Corporativa emitida por el Instituto de Censores Jurados de Cuentas de España (ICJCE).
- La Norma ISAE 3000 (Revised) Assurance Engagements Other than Audits or Reviews of Historical Financial Information, emitida por el International Auditing and Assurance Standards Board (IAASB) de la International Federation of Accountants (IFAC), con un alcance de aseguramiento razonable.
- La Norma AA1000AS v3 de AccountAbility, bajo un encargo de aseguramiento moderado de Tipo 2.

Procedimientos realizados

Nuestro trabajo de revisión ha consistido en la formulación de preguntas a la Dirección de Estrategia 2030 y Rendición de Cuentas y a las diversas áreas de la compañía que han participado en la elaboración de la Memoria adjunta, y en la aplicación de ciertos procedimientos analíticos y pruebas de revisión por muestreo que se describen a continuación:

- ▶ Entrevistas con los responsables de la elaboración de la información de sostenibilidad, con el propósito de obtener un conocimiento sobre cómo los objetivos y políticas de sostenibilidad son considerados, puestos en práctica e integrados en la estrategia de Aigües de Barcelona.
- ▶ Análisis de los procesos para recopilar y validar la información de sostenibilidad contenida en la Memoria adjunta.

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- ▶ Comprobación de los procesos de que dispone Aigües de Barcelona para determinar cuáles son los aspectos materiales, así como la participación de los grupos de relación en los mismos.
- ▶ Revisión de la adecuación de la estructura y contenidos de la información de sostenibilidad conforme a los GRI Standards de Global Reporting Initiative, para la preparación de informes según la opción de conformidad "esencial", y a los principios de la Norma AA1000AP (2018).
- ▶ Comprobación, mediante pruebas de revisión en base a selecciones muestrales, de la información cuantitativa y cualitativa de los contenidos incluidos en el "Índice de contenidos GRI" de la Memoria adjunta y su adecuada compilación a partir de los datos suministrados por las fuentes de información. Las pruebas de revisión se han definido a efectos de proporcionar el nivel de aseguramiento indicado.
- ▶ Respecto a la información cuantitativa del "Índice de contenidos GRI" de la Memoria adjunta, se han llevado a cabo entrevistas con el personal responsable de la gestión, así como de los sistemas de reporte de dicha información. Se ha incluido la comprensión del sistema de control interno sobre dicha información, la evaluación del riesgo de que puedan existir errores materiales en la misma, la ejecución de pruebas y evaluaciones sobre su contenido, y la realización de aquellos otros procedimientos que hemos considerado necesarios.
- ▶ Contraste de que la información financiera reflejada en la Memoria ha sido auditada por terceros independientes.

Estos procedimientos han sido aplicados sobre la información de sostenibilidad contenida en la Memoria adjunta y en el "Índice de contenidos GRI", con el perímetro y alcance indicados anteriormente.

El presente informe en ningún caso puede entenderse como un informe de auditoría.

Independencia y control de calidad

Hemos cumplido con los requerimientos de independencia y demás requerimientos de ética del Código de Ética para Profesionales de la Contabilidad emitido por el Consejo de Normas Internacionales de Ética para Profesionales de la Contabilidad (IESBA, por sus siglas en inglés) que está basado en los principios fundamentales de integridad, objetividad, competencia y diligencia profesional, confidencialidad y comportamiento profesional.

Nuestra firma aplica la Norma Internacional de Control de Calidad 1 (NICC 1) y mantiene, en consecuencia, un sistema global de control de calidad que incluye políticas y procedimientos documentados relativos al cumplimiento de requerimientos de ética, normas profesionales y disposiciones legales y reglamentarias aplicables.

El trabajo ha sido realizado por un equipo de especialistas en sostenibilidad con amplia experiencia en la revisión de este tipo de información.

Conclusiones

En nuestra opinión, los contenidos referenciados en el "Índice de contenidos GRI" de la Memoria de Sostenibilidad 2021 revisados con un nivel de aseguramiento razonable, han sido preparados y presentados, en todos los aspectos significativos, de acuerdo con los GRI Standards, que incluye la fiabilidad de los datos, la adecuación de la información presentada y la ausencia de desviaciones y omisiones significativas.

Sobre la aplicación de Aigües de Barcelona de la Norma de Principios de AccountAbility AA1000AP (2018), no se ha puesto de manifiesto ningún aspecto que nos indique que Aigües de Barcelona no haya aplicado los principios de inclusividad, relevancia, capacidad de respuesta e impacto según lo detallado en el apartado "Perfil de la Memoria" de la Memoria adjunta.

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Recomendaciones

Hemos presentado a la Dirección de Aigües de Barcelona nuestras recomendaciones relativas a las áreas de mejora en relación con la aplicación de los principios de la Norma AA1000AP (2018). Las recomendaciones más significativas se refieren a:

- Inclusividad:** en los últimos años Aigües de Barcelona ha venido desarrollando procesos para reforzar el diálogo con sus grupos de relación, a lo largo de la cadena de valor del ciclo integral del agua. Para ello, ha considerado la importancia que su actividad tiene para la ciudadanía y el entorno del Área Metropolitana de Barcelona. En 2020 realizó su último análisis de materialidad y en 2021 ha mantenido vigentes los canales de comunicación con los principales representantes de sus grupos de relación, con el fin de entender cómo cambian sus necesidades y expectativas.

Se recomienda continuar garantizando que el diálogo con los representantes de los grupos de relación permanezca activo en todo momento, manteniendo la sensibilidad hacia la evolución de sus expectativas, respondiendo a sus inquietudes y entendiendo su propia percepción a la hora de plantear iniciativas de co-creación, con las cuales generar valor compartido. Asimismo, considerar el feedback proporcionado por los grupos de relación para ajustar los planes de acción estratégicos de la compañía.
- Relevancia:** en los últimos años Aigües de Barcelona ha continuado afianzando su enfoque de diálogo con sus grupos de relación, además de realizar periódicamente un análisis de materialidad, el último en 2020. Estos análisis de materialidad se han llevado a cabo a través de entrevistas, focus groups y encuestas. Esto ha facilitado a Aigües de Barcelona evaluar y priorizar los temas relevantes en sostenibilidad.

Se recomienda avanzar en la perspectiva de doble materialidad, es decir, abordar en detalle de qué manera los temas de sostenibilidad afectan a la actividad de Aigües de Barcelona y cómo la actividad de la compañía afecta al medio ambiente y a las personas. Por otra parte, es conveniente seguir atendiendo a la valoración que los grupos de relación tienen de los diferentes temas de sostenibilidad como punto de referencia en la toma de decisiones de la compañía.
- Capacidad de Respuesta:** Aigües de Barcelona dispone de una Política de Desarrollo Sostenible en la que expresa sus valores corporativos. Además, en 2021 Aigües de Barcelona definió 'la Agenda de Aigües de Barcelona 2030', con la puesta en marcha de proyectos orientados a las personas, la ciudadanía y el entorno del Área Metropolitana de Barcelona. Con ellos desea dar respuesta a los principales retos de la compañía y la consecución de objetivos a 2030, a través de su contribución al desarrollo sostenible.

Para asegurar la consecución de los objetivos estratégicos, se recomienda plantear planes de acción e hitos intermedios, así como evaluar periódicamente el nivel de respuesta que la compañía da a las necesidades y expectativas de los grupos de relación. Igualmente, se recomienda avanzar en la respuesta al marco regulatorio de sostenibilidad de la Unión Europea y su despliegue, así como a requisitos legales de sostenibilidad a nivel local y estatal.
- Impacto:** la compañía ha definido 'la Agenda de Aigües de Barcelona 2030' como un eje clave para promover sus impactos positivos y reducir sus impactos negativos. En este sentido, Aigües de Barcelona ha venido estableciendo mecanismos para hacer seguimiento y medir sus impactos, considerando los retos del ciclo integral del agua ante el cambio climático y el contexto social en el Área Metropolitana de Barcelona.

Se recomienda seguir avanzando en los sistemas de medición de los impactos positivos y negativos en materia de sostenibilidad, las herramientas para hacer seguimiento de los mismos, así como en los procesos de toma de decisiones, teniendo en cuenta los efectos en el corto, medio y largo plazo. Para ello, es recomendable basarse en herramientas, como los cuadros de mando, con el fin de garantizar un seguimiento y evaluación de los planes de acción diseñados para la consecución de los objetivos estratégicos.



Este informe ha sido preparado exclusivamente en interés de Aigües de Barcelona de acuerdo con los términos de nuestra carta de encargo.

ERNST & YOUNG, S.L.

Antonio Capella Elizalde

13 de junio de 2022





(102-53)

CONTACT

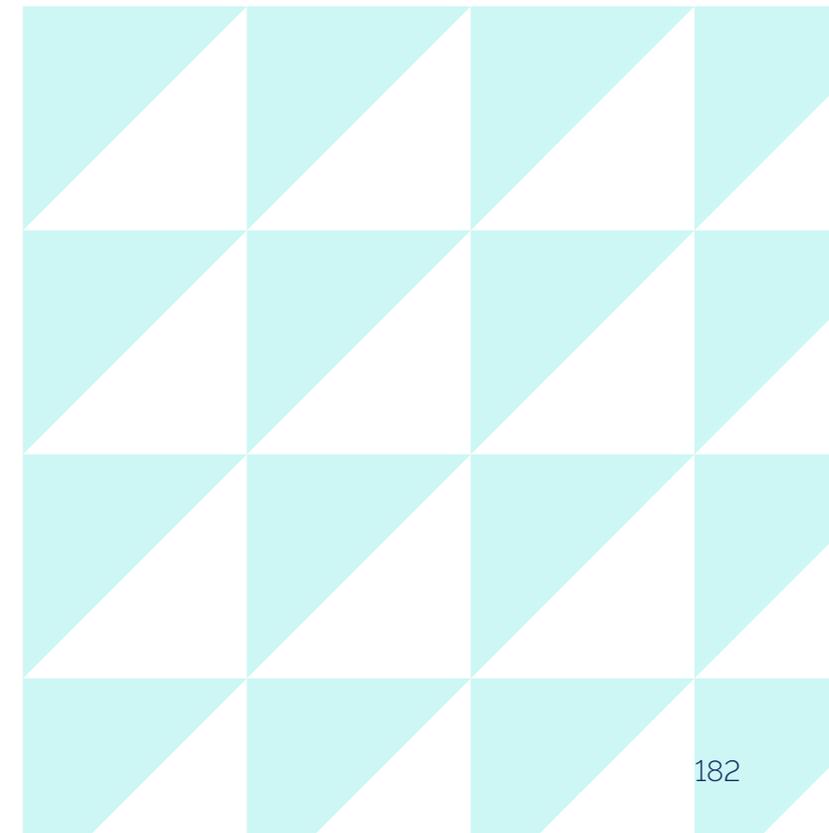
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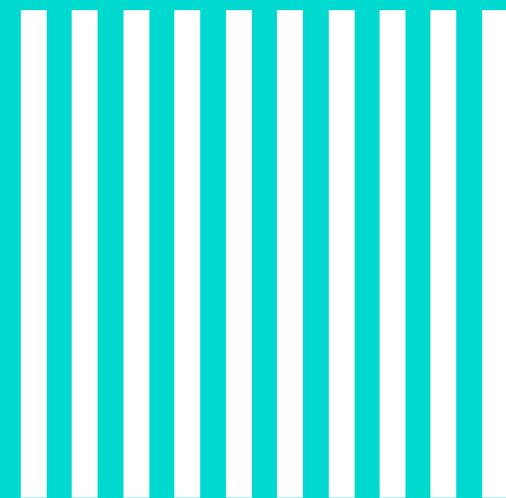
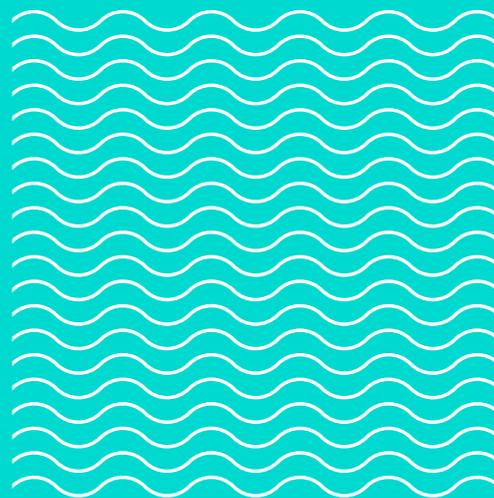
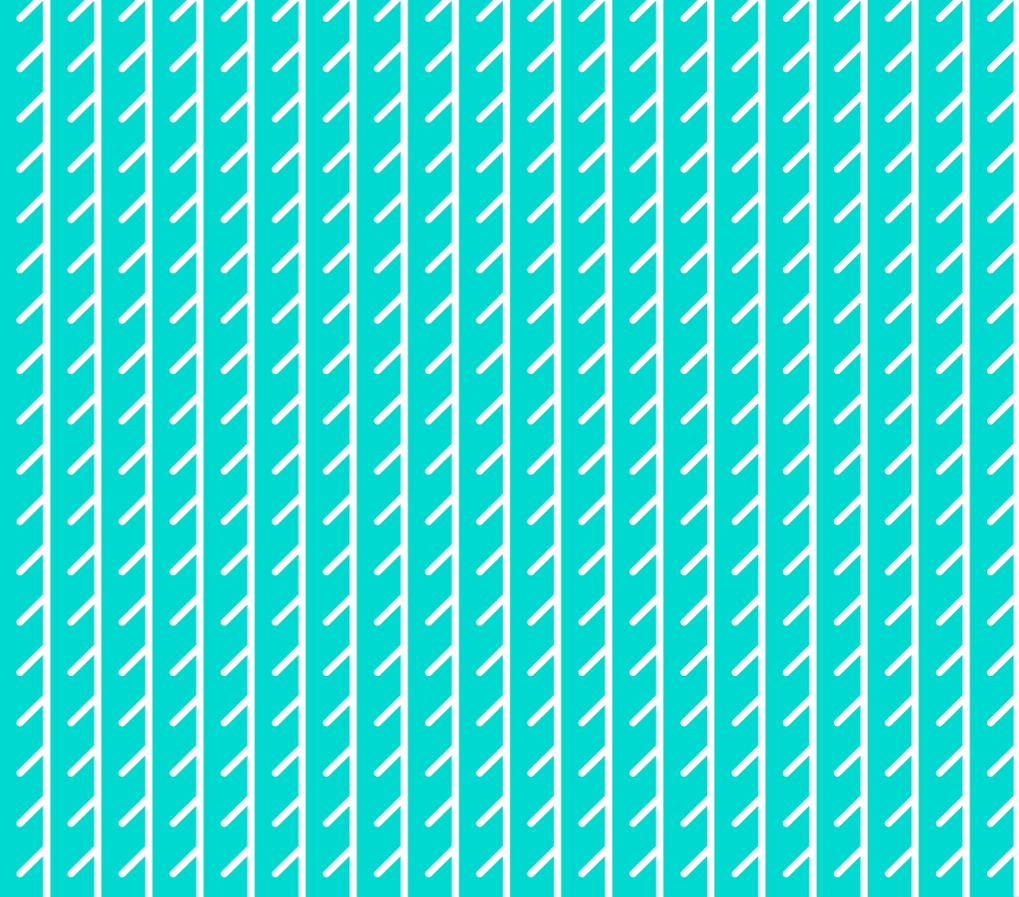
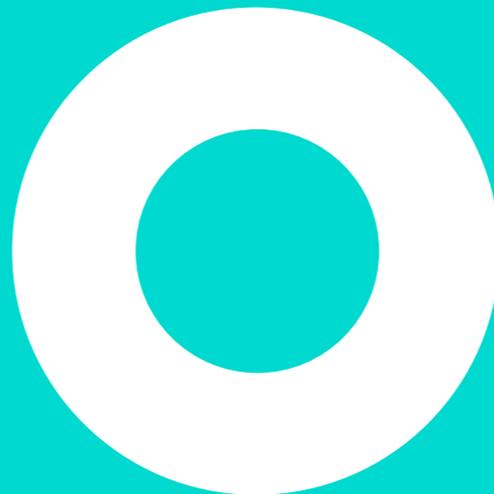
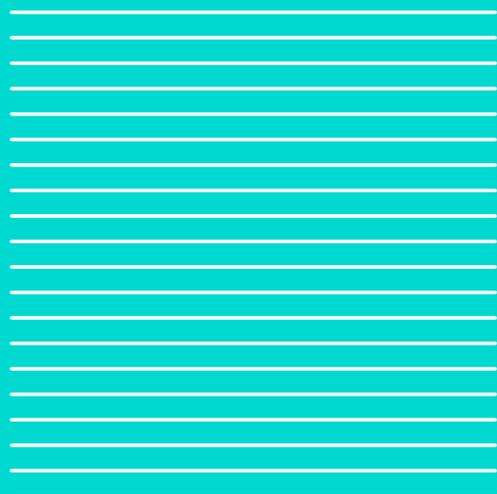
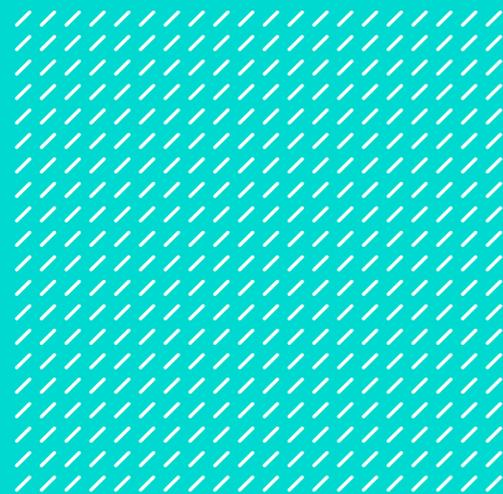
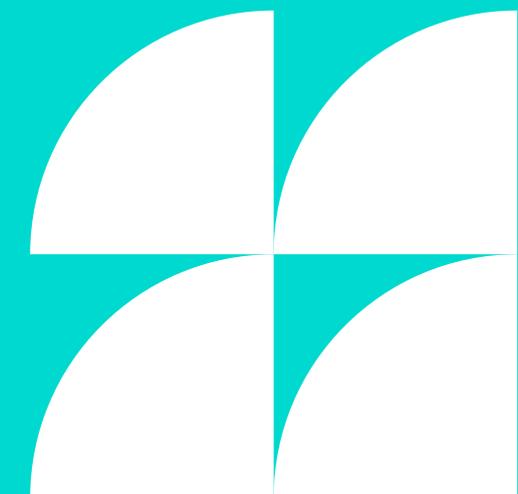
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