



Aigües de
Barcelona

With the force of water,
we change the future.
We work for people,
making cities a better
place to live.

2025



Aigües de
Barcelona



Environmental

Social

Governance

Customers

Employees

Suppliers

Double materiality

Water resilience

ASG

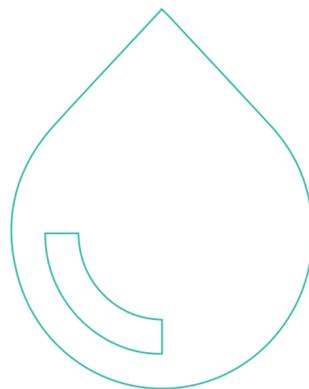
Environmental

€91.9 M allocated to actions for the environment

Our carbon footprint was **131,405.88 tonnes of CO₂ eq** (scopes 1, 2 and 3)

97.75% of waste valorised (98.11% from WWTPs and 78.41% from DWTPs)

Implementation of the **PERTE Ressona**, a flagship project with an €18 M budget that drives **improvements in sustainability and resilience across all stages of the urban water cycle** in the Barcelona metropolitan area through digital transformation*



(*) Project funded by the Ministry for Ecological Transition (MITERD) with EU Next Generation funds, and co-financed by the AMB in coordination with the ACA.

ASG

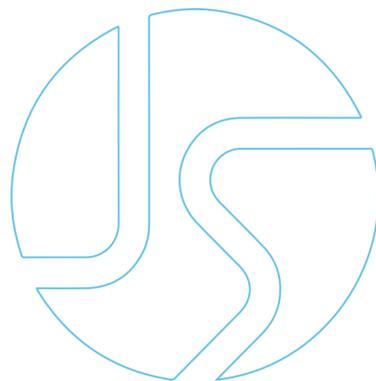
Social

€3.26 M allocated to social contribution

257 initiatives aimed at more than
500,000 citizens

We collaborate with **201 cultural, social and
neighbourhood organisations**

41,885 children and young people have participated in the
school education programme of the Museum of Water (**26,829** in
person and **15,026** digitally)



ASG

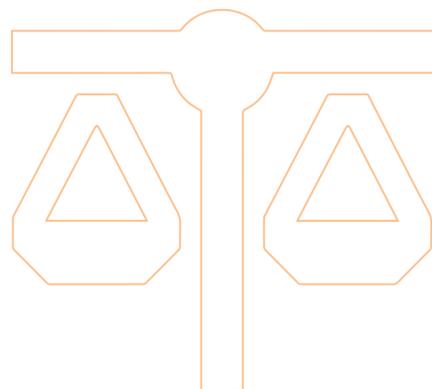
Governance

42 co-creation processes
with stakeholder groups

43.75% women on the Board of Directors

Integrated management system based on
13 national and international standards

IA360 Project to **lead the ecological transformation linked to the water cycle**, generating solutions and services through data activation and the integration of artificial intelligence across all areas of the company



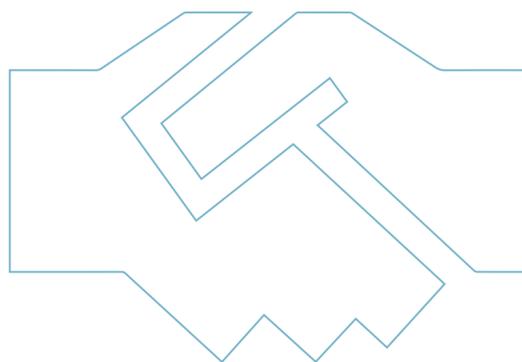
Customers

Satisfaction index: **7,72**
Net Satisfaction Score (NSS):* **71,4%**

68,043 families with social tariff (**€13.1 M**)

New **Salesforce**, tool, which will enable progress towards omnichannel capabilities, implement a 360° view of customers and streamline processes

Customer Service of the Year Award by Sotto Tempo, recognising our commitment to providing an accessible service, breaking digital barriers related to language comprehension, accessibility or economic factors



(*) Number of people who are very satisfied with the experience (score 9 to 10) minus the number of dissatisfied or very dissatisfied people (score 0 to 6) as a percentage of the total.

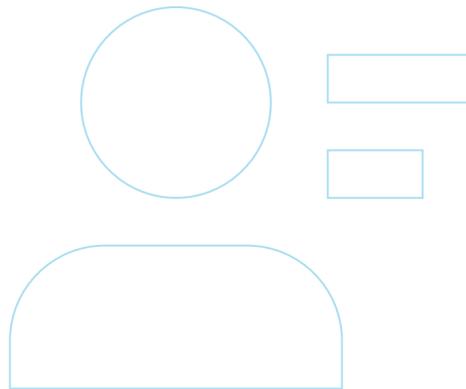
Employees

94.24% of the workforce with permanent contracts

Gender pay gap of 3.24%

38,879 training hours
in 2025 (31.20 hours per person)

New **wellbeing and health portal** integrating seven key areas – Ergonomics, Emotional Health, Health Surveillance, Health Promotion, Work-life balance and equality, Health and environment, and Art and health– following the recommendations of the European Agency for Safety and Health at Work



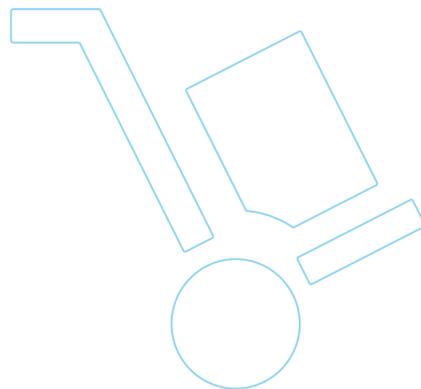
Suppliers

74.2% local procurement
(Barcelona province)

Average payment period to suppliers of **41 days**
(99% of payments made within the legal period)

99 tenders with sustainability criteria

Adhesion to the **United Nations Global Compact Sustainable Suppliers Programme**, to which we have invited 237 suppliers



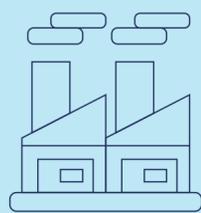
Double materiality

During 2025 we carried out a comprehensive assessment process to identify and prioritise **MATERIAL ESG topics, that is, the most relevant for Aigües de Barcelona and its stakeholder groups.**

The objective is to align the company's strategy with the Material topics, taking into account impacts, risks and opportunities (IROs), for transversal management, from **two perspectives:**

Impact materiality (OUT)

Consultation with stakeholder groups



Organisation

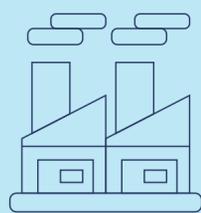
How the organisation impacts its environment



Environment
Social environment

Financial materiality (IN)

Assessment with expert stakeholder groups



Organisation

How the environment impacts the company from an economic and financial perspective



Environment
Economic environment



Participating stakeholder groups



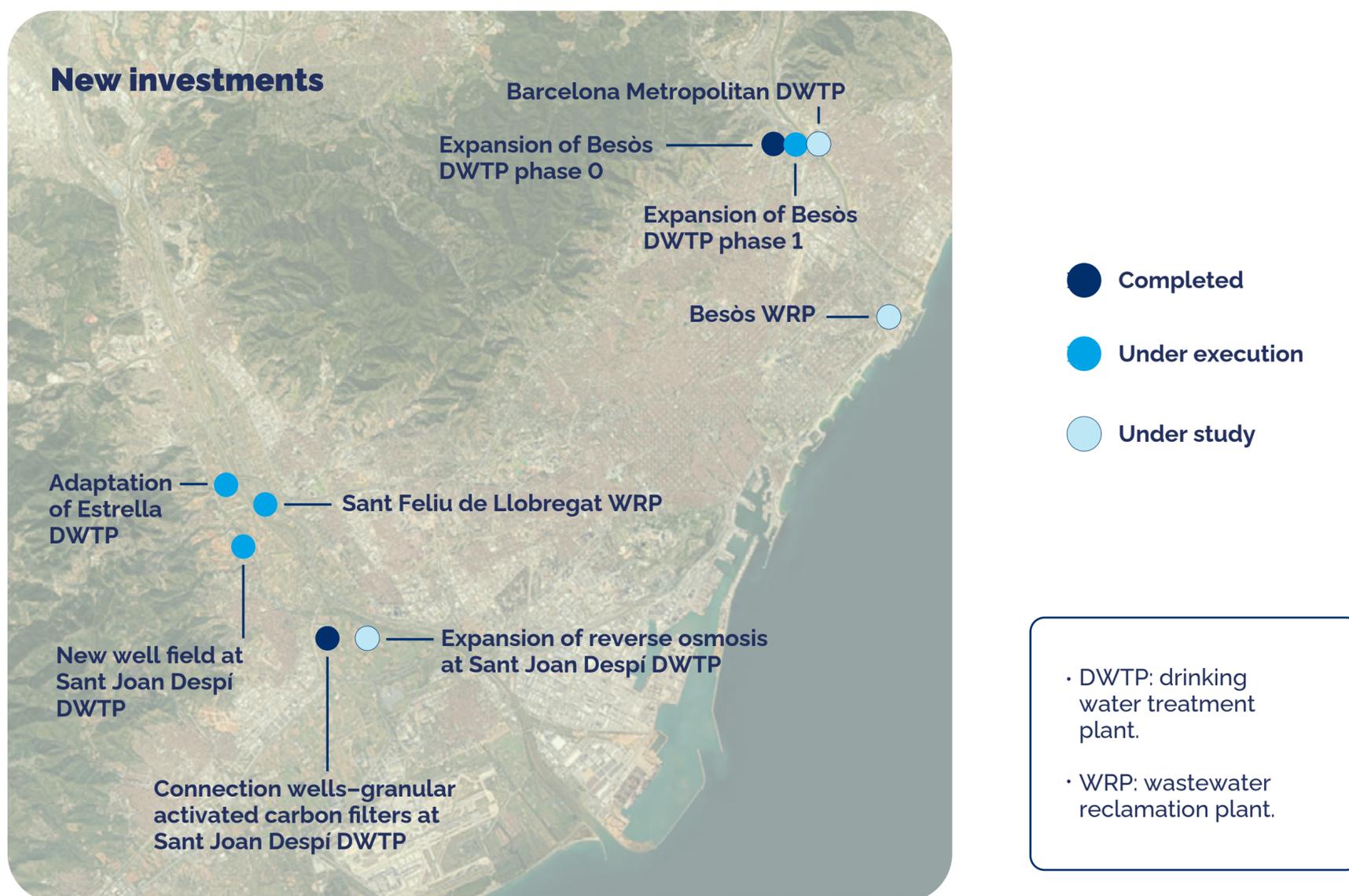
Double materiality matrix 2025



Water resilience

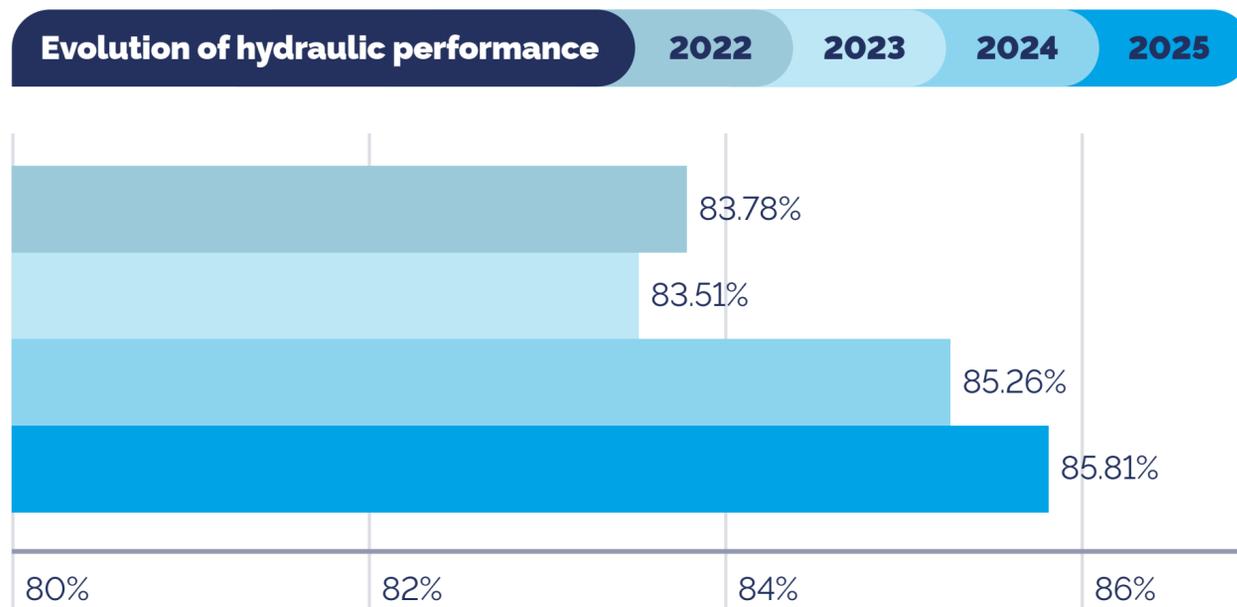
We are in a context of structural water scarcity where drought episodes will become increasingly intense and recurrent. To address this situation and guarantee water supply under any circumstances, Aigües de Barcelona has long been adapting its daily operations, from transforming its facilities to investing in alternative water resources such as reclaimed water.

With this commitment, the company executes various actions, included in the drought plan of the Catalan government, aimed at making use of all available water resources and increasing the resilience of the infrastructure of the integrated water cycle.



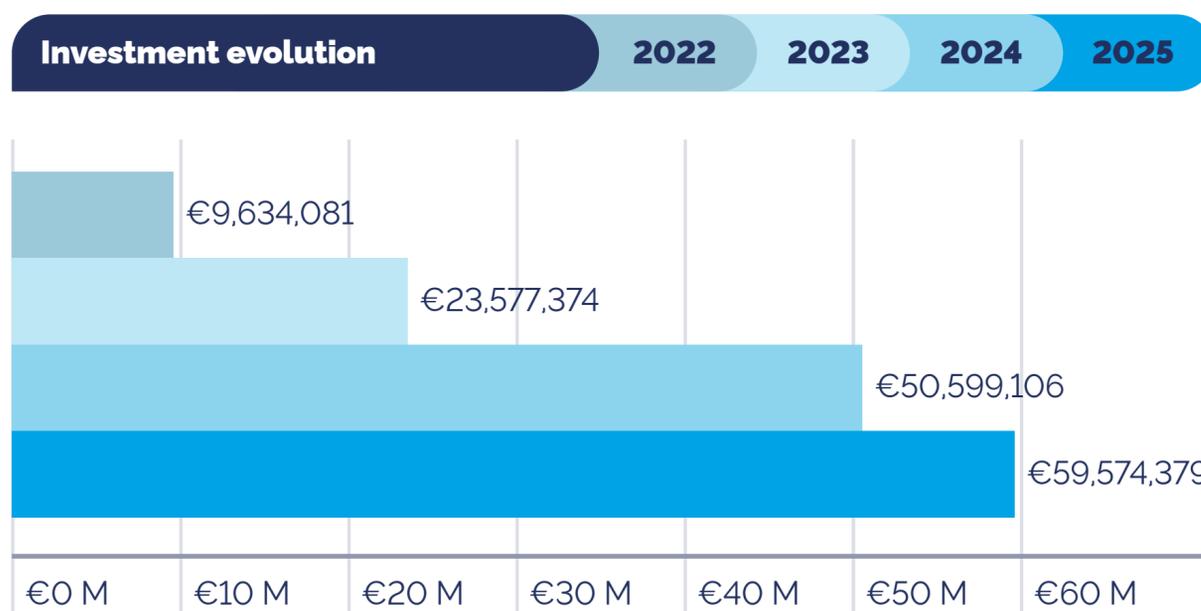
Hydraulic efficiency

After the drinking water treatment process, water is transported through an efficient distribution network that guarantees the supply with adequate pressure to all homes and facilities, 24 hours a day, every day of the year. The efficiency of the distribution network is essential to manage this resource sustainably, avoiding unnecessary losses and ensuring responsible water management.



Environmental investments

Environmental sustainability is a fundamental pillar in Aigües de Barcelona's strategy, which aims to achieve climate neutrality and minimise its environmental footprint. We invest annually in actions aimed at preserving the environment and incur various expenses with the objective of improving in this area.





**Aigües de
Barcelona**

La gestió responsable