

Annex 2: Other relevant indicators

Direct economic value (€)	2008	2009	2010
Net turnover	847,883,000	872,009,000	867,967,000
Revenues from financial investments	10,994,000	14,983,000	9,837,000
Non-current assets	1,330,645,000	1,378,281,000	1,505,637,000
Total	2,189,522,000	2,265,273,000	2,383,441,000

Distributed value (€)	2008	2009	2010
Payments to suppliers	479,601,000	533,850,000	517,109,000
Staff expenditure	189,370,000	208,065,000	215,294,000
Dividends	27,931,000	42,865,000	44,409,000
Interests paid for loans	28,643,000	22,567,000	28,030,000
Company taxes	5,864,000	13,727,000	12,153,000
Other taxes	3,758,000	4,774,000	3,594,000
Donations and other investments in the community	810,000	617,000	264,000
Investments in infrastructures	63,206,000	47,743,000	50,779,000
Total	799,183,000	874,208,000	871,632,000

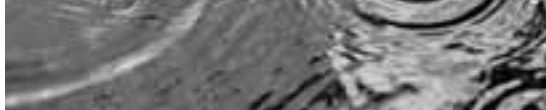
Note - the economic data of these two tables refer to all the geographic scope of **aqualia** (national and international) and also include companies in which aqualia holds a stake through the FCC Group.

Water source	2008	2009	2010
Desalination	1.1%	1.2%	1.2%
Superficial	62.4%	58.5%	56.0%
Spring	10.1%	8.2%	9.7%
Groundwater	26.4%	32.1%	33.1%

Note: information refers to **aqualia** España.

Water intake-acquisition (m ³)	2008	2009*	2010*
Net water intake for purification	609,847,774	682,844,322	646,221,933
Net water acquisition for purification	135,813,401	246,193,783	238,884,415
Drinkable water bought at the source (for distribution)	202,432,171	199,058,062	198,616,117
Total	948,093,346	1,128,096,167	1,083,722,465

* including SmVak



Drinking water quality	2008	2009*	2010*
Number of tests at production sites	384,119	597,314	446,023
Number of non-compliant tests at production sites	3,494	2,517	1,473
Percentage of non-compliance	0.91%	0.42%	0.33%
Number of tests for distributed drinking water	413,760	474,647	721,381
Number of non-compliant tests for drinking water	3,183	4,408	2,025
Percentage of non-compliance	0.77%	0.93%	0.28%

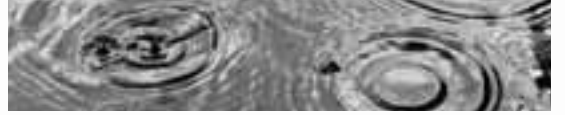
* including SmVak

Type of contract	aqualia in Spain			aqualia infraestructuras			aqualia industrial			SmVak		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Permanent contract	895	883	879	82	93	93	52	50	41	987	987	986
Temporary contact	404	470	589	81	132	99	8	7	5	0	0	0
Assigned staff	3,815	4,071	4,273	27	24	21	43	39	36	0	0	0
Graduates	478	590	771	86	98	103	28	27	24	148	152	159
% graduates	9.3%	10.9%	13.4%	45.3%	39.4%	48.5%	27.2%	28.1%	29.3%	15.0%	15.4%	16.1%
Total	5,114	5,424	5,741	190	249	213	103	96	82	987	987	986

Staff turnover	aqualia in Spain			aqualia infraestructuras			aqualia industrial			SmVak		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
Women												
Total number of female employees	1,015	1,075	1,192	44	50	49	22	24	20	299	289	291
Turnover (people abandoning the staff)	73	38	35	2	5	3	3	0	1	36	5	1
Turnover rate	7.2%	3.5%	2.9%	4.5%	10.0%	6.1%	13.6%	0.0%	5.0%	12.0%	1.7%	0.3%
Men												
Total number of employees	4,098	4,350	4,549	147	199	163	81	72	62	688	698	695
Turnover (people abandoning the staff)	137	107	119	12	7	35	9	6	1	81	1	1
Turnover rate	3.3%	2.5%	2.6%	8.2%	3.5%	21.5%	11.1%	8.3%	1.6%	11.8%	0.1%	0.1%

Training hours by category and gender 2010	Training hours	# of employees	Hours / employee
Men - Category I	9,847	200.5	49.1
Men - Category II	4,254	377.2	11.3
Men - Category III	15,554	381.8	40.7
Men - Category IV	10,252	351.8	2.9
Total men	39,907	4,477.6	8.9
Women - Category I	2,779	99.2	28.0
Women - Category II	2,892	125.5	23.0
Women - Category III	4,790	660.3	7.3
Women - Category IV	1,830	328	5.6
Total women	12,291	1,213	10.1

Category I - Managers, Directors, heads of departments, heads of services and works directors.
 Category 2 - Master's degree holders, heads of division, heads of negotiation, foremen and graduates.
 Category 3 - Assistants and technical assistants, administrative staff and mid-level managers.
 Category 4 - operators and junior employees.





SUSTAINABLE VERIFICATION REPORT

VMS-N° 020/11

The Spanish Association for Standardisation and Certification (AENOR) has verified that the Report of the following firm:

AQUALIA GESTIÓN INTEGRAL DEL AGUA

Entitled: ***CORPORATE SOCIAL RESPONSABILITY REPORT 2010***

Provides a reasonable image and a balanced view of its performance, taking into account not only the data veracity but also the general content of the report, being its application level: **A***

Legal deposit number: M-27871-2011

This external assurance is in accordance with the requirements of the G3.1 Guide developed by the Global Reporting Initiative (GRI). The verification has been fulfilled on 31st May, 2011 and no subsequent performances can be considered.

The present verification will be in force, unless it is cancelled or withdrawn upon AENOR's written notification and according to specific terms of the contract – application n° GRI-014/11 dated 22nd February, 2011 and to the General Regulation of January 2007, which require, amongst other commitments, the permission to visit the installations by the technical services of AENOR to verify the veracity of stated data.

This declaration does not condition the decision that Global Reporting Initiative can adopt to incorporate AQUALIA GESTIÓN INTEGRAL DEL AGUA in the "GRI Reports List" which is published in its Web <http://www.globalreporting.org/GRIReports/GRIReportsList>.

Issued on: 1st July 2011

AENOR Asociación Española de
Normalización y Certificación

General Manager of AENOR



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Reported

		Reported
1. STRATEGY AND ANALYSIS		
1.1	Statement from the most senior decision maker in the organization about the relevance of sustainability to the organization and its strategy	Totally
1.2	Description of key impacts, risks, and opportunities	Totally
2. COMPANY'S PROFILE		
2.1	Name of the organization	Totally
2.2	Primary brands, products, and/or services	Totally
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	Totally
2.4	Location of organization's headquarters	Totally
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Totally
2.6	Nature of ownership and legal form	Totally
2.7	Markets served	Totally
2.8	Scale of the reporting organization	Totally
2.9	Significant changes during the reporting period	Totally
2.10	Awards received in the reporting period	Totally
3. REPORT PARAMETERS		
3.1	Reporting period for information provided	Totally
3.2	Date of most recent previous report	
3.3	Reporting cycle	Totally
3.4	Contact point for questions regarding the report or its contents	Totally
Scope of the report		Totally
3.5	Process for defining report content	Totally
3.6	Boundary of the report	Totally
3.7	State any specific limitations on the scope or boundary of the report	Totally
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	Totally
3.9	Data measurement techniques and the bases of calculations	Totally
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement	Totally
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Totally
GRI's content table		
3.12	Table identifying the location of the Standard Disclosures in the report Authentication.	Totally
Authentication		
3.13	Policy and current practice with regard to seeking external assurance for the report	Totally
4. GOVERNANCE, COMMITMENTS AND ENGAGEMENT OF STAKEHOLDERS		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Totally
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	Totally
4.3	State the number of members of the highest governance body that are independent and/or non-executive members	Totally
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	Totally
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance	Totally
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Totally
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics	Totally
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	Totally
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Totally
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance Commitments to external initiatives	Totally
Commitments to external initiatives		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Totally
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	Totally

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
Letter from the General Manager P. 4, 5, 6				
Risk management - P. 61				
P. 14				
Present at all stages of the water cycle - P. 19				
Operating structure - P. 16				
P. 93				
The value of water - P. 11				
P. 14				
The value of water - P. 12, 13				
The value of water - P. 14				
No significant changes				
aqualia in 2010 -P. 7, 10				
The information included in this report covers the period from January 2010 to the 31st of December 2010 September 2010, for the financial year 2009				
Annually				
P. 93				
http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf . P. 1-5.				
http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf . P. 1.				
The report includes all activities in Spain, unless otherwise indicated				
http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf . P. 1.				
http://www.aqualia.es/rsc/es/_downloads/Grado_de_seguimiento_recomendaciones_GRI.pdf . P. 1-5.				
No significant re-statements of information				
No significant changes				
P. 82 - 89				
P. 80, 81				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 354, 355				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 354, 355				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 356				
As aqualia is part of the FCC Group, its corporate governance is the same as FCC's. See annual FCC's Corporate Social Responsibility Report. P.25-26				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 362				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 381				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 364, 365				
As aqualia part of the FCC Group, its corporate governance is the same as FCC's. See annual FCC's Corporate Social Responsibility Report. P. 5				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 25, 26				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 364, 365				
As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 27-29				
R&D Improving the future - P. 21 - 24				
Water sector - P. 33				
Involvement in social progress - P. 66, 67, 68				
Involvement in academia - P. 68, 69, 70				

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4.13	Memberships in associations and/or national entities supported by the organization	Totally	
Stakeholder's participation			
4.14	List of stakeholder groups engaged by the organization	Totally	
4.15	Basis for identification and selection of stakeholders with whom to engage	Totally	
4.16	Approaches to stakeholder engagement	Totally	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Totally	
5. PERFORMANCE MANAGEMENT AND INDICATORS APPROACH			
5.1. ECONOMIC DIMENSION			
Information concerning the economic management approach			
Economic performance			
EC1	Direct economic value generated and distributed	Totally	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Partially	
EC3	Coverage of the organization's defined benefit plan obligations	Totally	
EC4	Significant financial assistance received from government	Totally	
Market presence			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	Partially	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	Totally	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. Indirect economic impacts	Not reported	
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	Totally	
5.2. ENVIRONMENTAL DIMENSION			
Information concerning the economic management approach			
Environmental performance			
Materials			
EN1	Materials used by weight or volume	Not reported	
EN2	Percentage of materials used that are recycled input materials	Totally	
Energy			
EN3	Direct energy consumption by primary energy source	Totally	
EN4	Indirect energy consumption by primary source	Totally	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these	Partially	
Water			
EN8	Total water withdrawal by source	Totally	
EN9	Water sources significantly affected by withdrawal of water	Totally	
EN10	Percentage and total volume of water recycled and reused	Totally	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not reported	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not reported	
Emissions, effluents and waste			
EN16	Other relevant indirect greenhouse gas emissions by weight	Totally	
EN17	Other relevant indirect greenhouse gas emissions by weight	Totally	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Partially	
EN19	Emissions of ozone-depleting substances by weight	Not reported	
EN20	NOx, SOx, and other significant air emissions by type and weight	Not reported	
EN21	Total water discharge by quality and destination	Totally	
EN22	Total weight of waste by type and disposal method	Partially	

■ Additional indicators

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
R&D Improving the future - P. 21 - 24 Water sector - P. 33				
Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30 Dialogue with stakeholders - P. 27 - 30				
Focus on CSR - P. 25				
The value of water - P. 11 Annex 2 - Other relevant indicators Climate change - P. 60, 61 Risk management - P. 61, 62	Quantitative estimates	Not available	aqualia is currently developing a risk-map which will help identify relevant risks and opportunities for the company.	
aqualia employees have no pension schemes. Therefore, the company has no obligation towards the employee				
Grants - €20,843,000 □ R&D - €79,000				
All employees are covered under aqualia 's collective agreements. These agreements include the non discrimination between men and women Suppliers - P. 64				
		Not available	Given that aqualia 's international presence is quite recent, it still coordinates most of its operations from Spain. As a result of this, there are no active policies to recruit local suppliers or managers. aqualia is working in order to develop these type of mechanisms.	2012
aqualia 's activities are of public domain. The core of its business is the management of public water infrastructures with the aim of improving the quality of citizen's lives. Thus, all our investments are provided for public benefit				
Environment - Reducing our environmental impact - P. 55				
	Volume of direct and not renewable materials	Does not apply	The most significant materials used are water treatment and purification reagents, which are direct and non-renewable by nature	
Given the nature of aqualia 's business (water management), water which has been withdrawn or bought is considered to come from a renewable source. Other types of consumption are of no relevance when compared to the total volume managed				
Climate change - P. 60, 61 Climate change - P. 60, 61				
Main R&D projects in 2010 - P. 22, 23, 24	Reductions have been achieved	Not available	aqualia continues its efforts in order to report this information	2012
Water quality - P. 39 aqualia has no water withdrawing facilities in protected areas Water quality - P. 39				
In aqualia España 23.056.060 m3 have been recycled, corresponding to 5% of the total volume of purified water				
		Not available	aqualia continues its efforts in order to report this information	2012
		Not available	aqualia continues its efforts in order to report this information	2012
Climate change - P. 60, 61 Climate change - P. 60, 61				
Main R&D projects in 2010 - P. 55 Climate change - P. 60, 61	Greenhouse gas emissions have been avoided	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2012
		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2012
		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2012
No significant discharges of waste water as a direct result of aqualia 's activities have been produced during 2010				
Waste management - P. 59	Data for waste to be disposed as composting, reuse, recycling, recovery, incineration or to be sent to the spillway	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data.	2012

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EN23 Total number and volume of significant spills	Totally	
Products and services		
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Partially	
EN27 Percentage of products sold and their packaging materials that are reclaimed by category	Totally	
Rule compliance		
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Totally	
Transport		
General		
EN30 Total environmental protection expenditures and investments by type	Partially	
5.3. SOCIAL DIMENSION		
Information concerning the management of internships and working ethics		
Social performance		
Employment		
LA1 Total workforce by employment type, employment contract, and region	Totally	
LA2 Total number and rate of employee turnover by age group, gender, and region	Partially	
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	Partially	
LA15 Return to work and retention rates after parental leave, by gender	Not reported	
Labour/management relations		
LA4 Percentage of employees covered by collective bargaining agreements	Totally	
LA5 Return to work and retention rates after parental leave, by gender	Totally	
Health and safety at work		
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and on occupational health and safety programs	Totally	
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	Partially	
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases	Totally	
LA9 Health and safety topics covered in formal agreements with trade unions	Totally	
Training and education		
LA10 Average hours of training per year per employee by employee category	Totally	
Diversity and equal opportunities		
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	Partially	
LA14 Ratio of basic salary of men to women by employee category	Totally	
Human rights management		
Investment and supply practices		
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Totally	
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Totally	
HR3 Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Totally	
Non discrimination		
HR4 Total number of incidents of discrimination and actions take	Totally	

■ Additional indicators

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
No significant discharges of waste water registered during 2010				
Research & Development - P. 21 - 24 Waste management - P. 59	Noise pollution	Does not apply	Facilities managed by aqualia do not produce a significant amount of noise.	
aqualia sells water, which does not include any packaging				
The total value of significant fines for 2010 is €13,000				
Expenses resulting from mud removal - €3,424,722 Security of supply - P. 41, 42				
Employees - Moving forward with our team - P. 45				
Equality and diversity - P. 47 Annex 2: Other relevant indicators - P. 78, 79	Type of contract by gender	Not available	It has not been possible to obtain this information during the production of this report.	
Annex 2: Other relevant indicators - P. 78, 79	Employee turn over by age group	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information	2012
Full-time employees have at their disposal subsidized loans for essential medical expenses, purchasing a usual residence house or basic furniture, life and accident insurance plans as well as financial support for relatives with disabilities.				
		Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information	2013
We are following the the guidelines set by our parent company FCC, and 100% of our employees are covered by collective bargaining agreements. As aqualia is part of the FCC Group, its management body is the same that FCC's. See annual FCC's Corporate Social Responsibility Report. P. 70				
Health and safety at work - P. 52, 53				
Health and safety at work - P. 52, 53 National regulations comply with ILO's requirements in terms of the recording and notification of occupational accidents and diseases	Breakdown of independent contractors Gender Breakdown	Not available	aqualia does not provide a breakdown for contractors. This information is included in the report. Moreover, with the current information management systems it is not possible for aqualia to obtain reliable gender data.	2012
Information is reported at Grupo FCC level, so it is not possible to identify data referring to aqualia . See annual FCC's Corporate Social Responsibility Report. P. 70, 71				
Under the III national agreement for the sector of potable and waste water (Official Gazette 24/8/2007) a Technical Commission has been created whose mandate is to promote compliance with legal requirements and regulations on Health and safety at work in this sector, as well as the promotion of information and awareness-rising campaigns				
Training - P. 50, 51 & Annex 2: Other relevant indicators - P. 78				
Equality and diversity - P. 47 Annex 2: Other relevant indicators - P.78, 79	Breakdown by age group and minorities	Not available	With the current information management systems it is not possible for aqualia to obtain reliable data. aqualia is working in order to be able to report this information.	2012
The collective agreement which covers all employees establishes that there is no salary discrimination between men and women Suppliers -building efforts P. 73				
aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report - P. 34-36, 82				
aqualia maintains the criteria and terms established by Grupo FCC for recruitment processes. See annual FCC's Corporate Social Responsibility Report - P. 36. The protection of human rights is implied, as one of the requirements to be fulfilled for the recruitment of suppliers and subcontractors is that it has to comply with all existing regulations in force: labour, tax regulations, etc...				
In 2010, 1.764 people have been trained regarding equality, preventing sexual harassment and a code of ethics.				
No discrimination incidents have been reported during 2010 using the information systems of the company				

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Free association and collective agreements			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Totally	
Child exploitation			
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour	Totally	
Forced labour			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour	Totally	
Assessment			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments	Not reported	
Remediation			
HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms	Not reported	
Information on the management approach regarding society			
Community			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Not reported	
SO9	Operations with significant potential or actual negative impacts on local communities	Not reported	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	Not reported	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption	Totally	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	Totally	
SO4	Actions taken in response to incidents of corruption	Totally	
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying	Not reported	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	Totally	
Anti-competitive behaviour			
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Totally	
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Totally	
Product responsibility			
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Totally	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Totally	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Totally	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Totally	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Totally	
Marketing communications			
PR6	Compliance programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	Totally	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising,	Totally	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Totally	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Totally	

Additional indicators

Answer	If relevant, please indicate which section has not been reported	Reasons for the omission	Comments	Date
aqualia is part of the Grupo FCC, and therefore complies with all requirements to guarantee that the rights and freedoms of its employees are respected				
For the moment, the nature of aqualia 's business, including its international businesses, does not involve this kind of risks.				
For the moment, the nature of aqualia 's business, including its international businesses, does not involve this kind of risks.				
		Non - Material	Facilities managed by aqualia are not located in areas with a risk of violation of human rights.	
		Non - Material	Facilities managed by aqualia are not located in areas with a risk of violation of human rights.	
Society: Our commitment to the future - P. 65				
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2012
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2012
		Not available	aqualia does not have systems in place in order to measure this type of impacts	2012
aqualia is part of the Grupo FCC, and therefore engages in the practices carried out by this group. See annual FCC's Corporate Social Responsibility Report - P. 27-29				
In 2010 1,764 people (representing 31% of aqualia 's employees in Spain) received specific training in equality awareness, harassment prevention and ethics.				
No corruption incidents detected during 2010				
		Does not apply	Lobby or advocacy groups are forbidden in Spain. Therefore, aqualia is not engaged in any activities of this kind. However, it participates in business and sectoral associations which, among other things, collaborate with the public administration by voicing the opinion of their partners. Water sector - P. 33	
aqualia does not provide financial and in-kind contributions to political parties in any of the countries where it is established				
During 2010 aqualia has not been subject to any action resulting from monopoly or anti-competitive behaviour				
Monetary value of fines for non-compliance with laws and regulations - €56,000. There has been no monetary fine nor claims against the company before the arbitration board Customers: United by water- P. 35				
100% of water managed by aqualia is assessed in order to guarantee the quality of supplied and purified water. Water quality - P. 39, 40, 41				
The number of confirmed incidents of non-compliance with regulations concerning water for human consumption is 2.475, out of which 351 have been confirmed by SINAC, out of a total number of 569.576 tests. Moreover, 55 incidents of non compliance with voluntary commitments to which aqualia had committed by means of the quality assurance schemes in Almería.				
aqualia products and services do not require labelling Water quality - P. 39, 40, 41 Security of supply - P. 41, 42				
Non incident of non-compliance with regulations and voluntary codes have been registered during 2010 Customer satisfaction - P. 43, 44				
aqualia implements Grupo FCC's policies in terms of marketing communications. See annual FCC's Corporate Social Responsibility Report, P. 79				
No incidents of this type during 2010				
No complaints regarding breaches of customer privacy and losses of customer data during 2009				
Fines for non-compliance with the regulations - aqualia España €197,000 , aqualia industrial - €1,000				



Statement GRI Application Level Check

GRI hereby states that **aqualia Gestión Integral del Agua S.A.** has presented its report “Corporate Social Responsibility Report 2010” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines.

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 29 July 2011

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The “+” has been added to this Application Level because aqualia Gestión Integral del Agua S.A. has submitted this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 4 July 2011. GRI explicitly excludes the statement being applied to any later changes to such material.