

ESG Report

aquaservice

2023



Message from Alberto Gutiérrez



Aquaservice started its business more than 26 years ago and, since then, we have worked to exemplify a business model based on the circular economy. From the outset, we knew we had to develop an approach that would create value for people and for the planet. To seek a more sustainable future for the industry and offer new solutions through innovation, providing a way to drink water in a comfortable and sustainable way.

Today, the company has more than 2,919 people on the team, spread over 60 branches in the country's main capitals, and already has more than 675,000 customers, both in the residential and business markets. It is the only brand to offer a 100% native circular solution on a large scale for bottled water in Spain.

The work of all those who have been part of the company since its inception, always working hard and with a positive attitude, has given our corporate

culture a real competitive advantage. At Aquaservice we have always felt united by a shared sense of belonging to a big family.

As a company, we rely on three foundations that form the basis of our growth:

First and foremost for us are **people**. Not only do we take care of the entire Aquaservice team, the company's main value and asset, but we also work to strengthen our commitment to our customers and to give back to society all the benefits we receive. Our social work is part of our corporate social responsibility strategy, Aquaservice with Soul, thanks to which we manage to improve the quality of life of those groups that need it most.

The second is **sustainability** and how we as a company can contribute to taking better care of our planet. And finally, the third is **technology and innovation**. It is

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essential to have a technological base that allows us to continue to grow and improve every day.

Aquaservice's business model focuses on offering a bottled water service with coolers, based on the reuse of all containers and coolers, which, at the end of their useful life, are recycled for recovery. A service that goes from each of our five production centres, located at natural mineral water springs, to the consumer's home without leaving a trace. We were the first company in the bottled water sector to have AENOR certification for our Circular Economy strategy and to be 100% Carbon Neutral by offsetting all our Scope I and II emissions. We promote more efficient use of raw materials and natural resources. In this way, we also use renewable energy sources to supply our facilities; We are also using renewable energy sources to power our facilities; we are upgrading our delivery fleet with vehicles that have less impact on the planet, making us the company with the largest fleet of hybrid

delivery vehicles in Europe and, in 2021, we will be the first to use an electric last-mile delivery truck.

In this report we show how we integrate sustainability into all our processes. We show how we integrate sustainability into all our processes to make a positive impact on society and the planet and how we work with our customers to transform the way they hydrate to a more sustainable version.

Alberto Gutiérrez
CEO Aquaservice

**Get to know
us better**



Our purpose

At Aquaservice we work to improve the wellbeing of people in their daily lives through a convenient and sustainable bottled water service with a cooler.

Our business model is based on a native circular economy system that works to generate value for people and the planet.



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Key figures & milestones



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3.1 Aquaservice in figures

+237 million

Euro turnover

+675,000

Aquaservice Customers

2919

People who are part of Aquaservice

60

Branches in Spain

+86%

National service capacity

+1900

Trees planted in reforestation projects

1,000 l

Litres that can be distributed by reusing the 20L bottle

16,000 t

of single-use plastic saved thanks to Aquaservice by 2023

114

Hybrid vehicles and 13 electric delivery vehicles

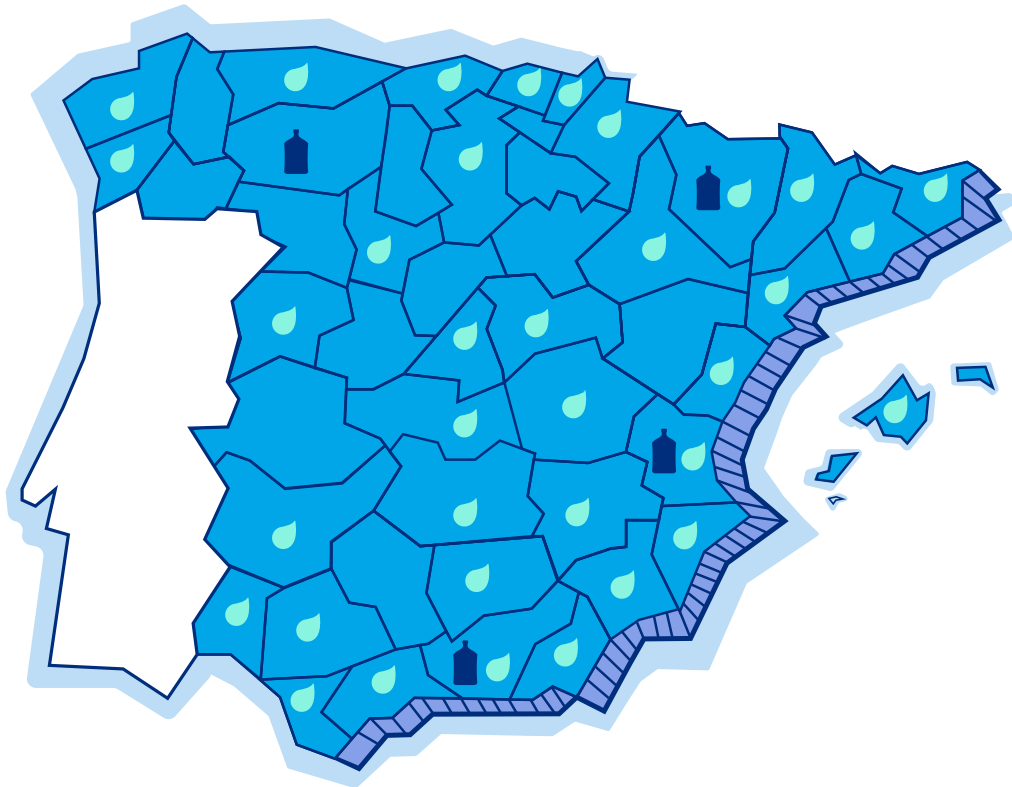
100% electric

First in Spain to deliver with a 100% electric truck in the 7.5 t segment

Certified sustainability

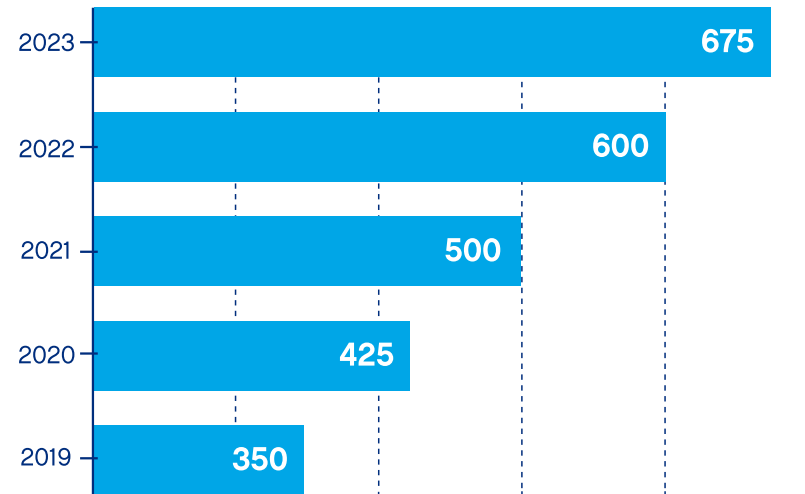
First in the sector with AENOR certificates for the Circular Economy strategy, in Carbon Neutral and Zero Waste

Our branches



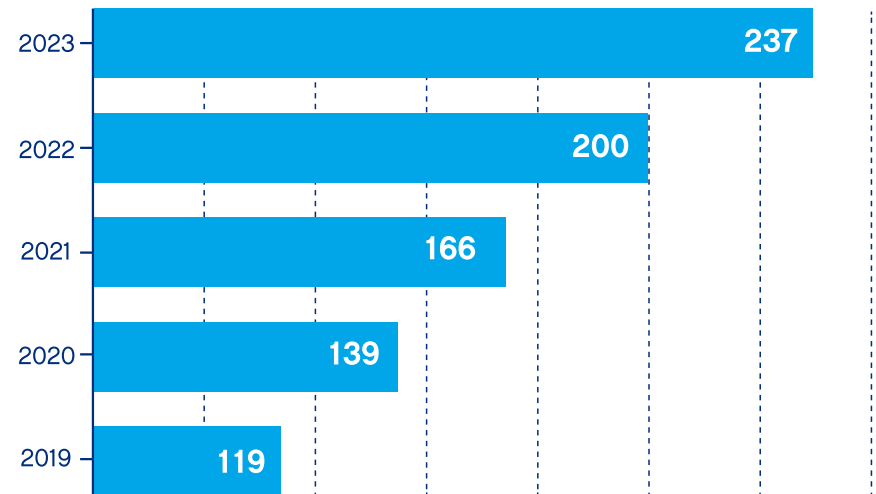
-  Branch
-  Spring

Quantity in thousands of customers



Growth in the number of customers

Amount in millions of €



Turnover growth

3.2 Major milestones in 2023



Aquaservice, the first company in the sector to obtain the AENOR **Circular Economy Strategy certificate**.



Aquaservice opens its **fifth spring in Spain** located in the Canary Islands.



Agreement with the AECC to co-finance the **ABC Grant**, a pre-doctoral research grant against cancer financed by Aquaservice, Bertolín and Cecotec, and promoted by the Spanish Association Against Cancer.



Aquaservice, awarded as the **company with the best practices in occupational health and safety in Spain** by the Llum Awards granted by the CEV Valencia.

Our commitment to service and excellence

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4.1 About us

Founded in 1997, Aquaservice is the **leading company in the distribution of bottled water with cooler in Spain**. It has been working since 1997 developing a 100% native circular economy service with which it reuses and sanitises its bottles so that, at the end of their life, they can be recycled.

At the end of 2023 Aquaservice has 5 production centres located in 5 natural mineral water springs from which it distributes to 60 branches throughout the country to serve almost 675,000 residential and business customers.

It is the only brand that offers a 100% circular native solution on a large scale for bottled water in Spain and works to inspire a more sustainable future for the industry and the planet by innovating so that more and more people can consume water in a convenient and sustainable way.

At the beginning of 2023, Aquaservice had four of its own production centres located in natural mineral water springs in Camporrobles (Valencia), Virgen del Camino (León), Ribagorza (Huesca) and Cogollos de Guadix (Granada). In October of that year, it started up its fifth production centre located at the natural mineral water spring in Ingenio (Gran Canaria) with the aim of increasing its service on the islands.

To offer the best service to all its customers, Aquaservice has a team of 2,919 people as of 31 December 2023, 14% more than the previous year.

As a distribution company, Aquaservice has one of the largest distribution networks in Spain, capable of serving more than 86% of the Spanish population.



4.2 Evolution of Aquaservice



1997

Aquaservice was born with a clear philosophy: to be focused on people: Aquaservice team, Customers and Society.



2004

Entry into the residential market.



2014

Incorporation of the home-delivery coffee service along with the scheduled delivery service.



2016

Acquisition of the Camporrobes spring (Valencia).



2018

Extension of the Cogollos de Guadix spring (Granada).

First company in the bottled water sector to register its CO2 emissions with the Ministry of Ecological Transition.



2019

Purchase of the Virgen del Camino spring in León.

Consolidation of its Sustainable Supply Chain strategy with the largest hybrid delivery fleet in Europe.



2020

Incorporation of Ribagorza as a fourth spring.

Creation of the Water Solidarity project and unification of its Corporate Social Responsibility strategy Aquaservice with Soul,



2021

First company in the water sector to be 100% carbon neutral in all its operations, from the source to the customer's home.

Pioneering electric mobility by incorporating the first 7.5 tonne, last-mile electric delivery vehicle.



2022

First company in the water sector to obtain Aenor's Zero Waste certificate.

First food company to verify its SDG contribution strategy awarded by SGS.

First company in Spain to use biomethane as fuel for its last-mile delivery fleet.



2023

First company in the bottled water sector to have the AENOR certificate for the Circular Economy strategy.



2023

Acquisition and commissioning of the Ingenio spring (Gran Canaria).

4.3 Our values

Aquaservice is the 2,919 people who form part of its team. A team that strives to ensure that all its customers can enjoy a convenient and sustainable service. The key that has turned Aquaservice's Corporate Culture into a real competitive advantage is its values.



Innovation



Efficiency



Attitude



Hard Work



Excellence



Team



Family



Planet

4.4 Product and service

Returnable and reusable 20l bottles

Aquaservice offers a scheduled delivery service of 20-litre bottles every 28 days in a returnable and recyclable container. Once the bottles are returned to the production centres, they are sanitised and reused.



Cooler

In order for your customers to enjoy the convenience of the service, a modern cooler of the highest quality is provided, equipped with a double tap with adjustable temperature: natural, cold, colder or hot (with which you can prepare infusions and even aid in cooking).

Aquaservice Mini

The only brand on the market that makes PET bottles returnable. In this way, with the simple gesture of depositing them empty, our team of delivery drivers will take care of collecting them to introduce them into a clean recycling circuit.



Café Aquaservice

Coffee service with home deliveries, in which an automatic coffee machine is provided. All coffee distributed bears the Rain Forest Alliance seal that certifies the cultivation of sustainable agriculture, with social opportunities for farmers, their families and our planet.

Thermal bottles Aquaservice

In a 500ml and 250ml format, all Aquaservice customers have the possibility of purchasing thermal bottles that help keep water cold for 24 hours so that they can take it with them anywhere.

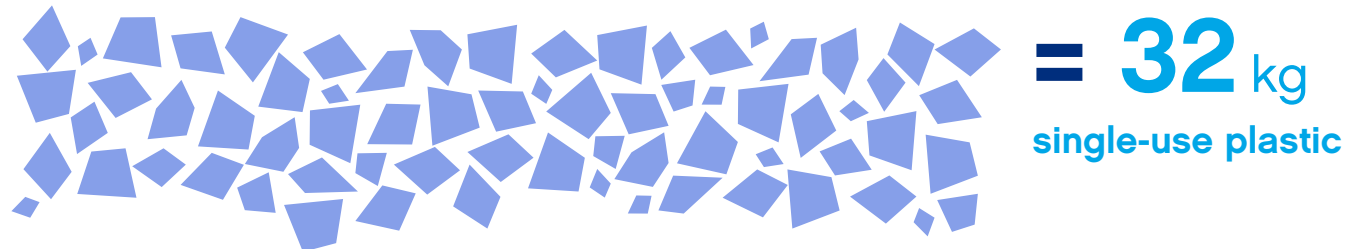
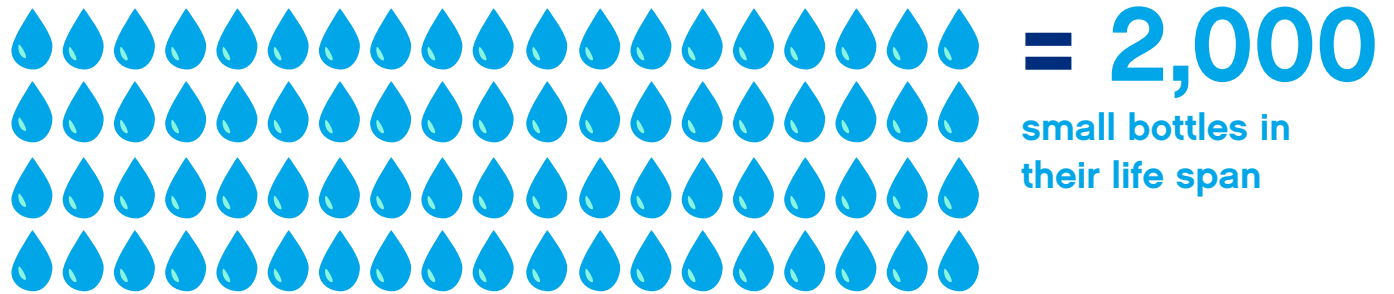


4.5 Aquaservice's positive impact

Thanks to its circularity, a 20-litre Aquaservice bottle can dispense up to 1,000l of water and saves 32 kilos of single-use plastic. Therefore, every person, every customer, every event that chooses Aquaservice for hydration has a direct positive impact on the environment.

In 2023, more than 16,000 tonnes of single-use plastic were avoided thanks to the Aquaservice service. Every Aquaservice customer is making a significant contribution to the well-being of the planet.

For this reason, the company was the first company in the bottled water sector to achieve the AENOR Circular Economy Strategy certificate and continues to work to inspire a more sustainable future by innovating so that more and more people can drink water in a convenient and sustainable way.



4.6 Meet our springs

100% of our source is natural mineral water.

At our 5 springs, we balance their mineralogical composition with the most advanced technology to achieve a light drink, very low in sodium, pH neutral and very smooth on the palate.



Camporrobles

(Valencia)

The production centre is located in the Camporrobles spring; protected at a depth of 90 metres, the spring filters the richness of the mountains that surround the bordering lands between La Mancha and Valencia.



Ribagorza

(Huesca)

Production centre located in the Ribagorza spring, in the Aragonese Pyrenees: a spring that takes advantage of the natural richness of the thaws and the intense rainfall filtered by the granite formations of its surroundings and collected in the Pyrenean subsoil.



Virgen del Camino

(León)

Production centre of the Virgen del Camino spring: next to the Camino de Santiago, this spring draws from the richness of the subsoil.



Cogollos de Guadix

(Granada)

Production centre of the Cogollos de Guadix spring: located in the surroundings of the Sierra Nevada Natural Park, it offers pure water of great mineral wealth.



Ingenio

(Gran Canaria)

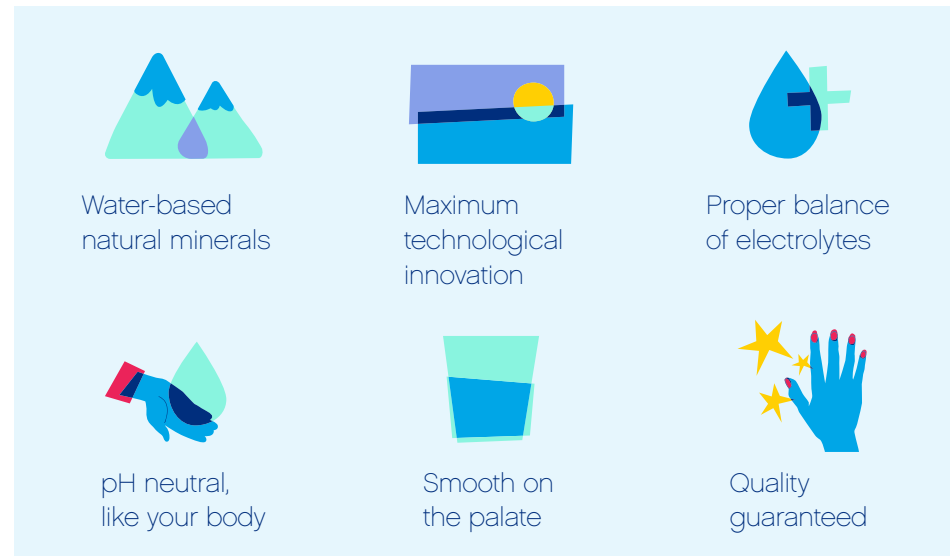
In the southeast of Gran Canaria, hills, watercourses and ravines surround the Ingenio spring, close to the Los Marteles Natural Area. There, guarded by the Guadayeque ravine, it offers us its purity to reach every corner of the fortunate island.

4.7 Value chain: process and suppliers

All production and bottling is carried out under the strictest quality controls and total traceability of our water bottles distributed to homes and businesses.

At each of the natural mineral water springs where Aquaservice's production centres are located, we have our own laboratory and specialised technical staff who carry out exhaustive controls to guarantee the best quality and purity of our products.

What is Aquaservice water like?



Aquaservice's refreshing drink is produced in our natural mineral water springs with the most advanced technology.

We balance the mineralogical composition of the springs to achieve a light, pH-neutral beverage that is very smooth on the palate.

It always tastes the same. Always perfectly balanced. Always perfect.

4.8 Certifications that endorse our commitment to excellence and quality

Aquaservice works to make a positive impact on people and the planet, and its commitment to quality, the environment, health and safety, logistics and the United Nations Sustainable Development Goals is recognised by leading organisations.



4.9 Quality and safety control

Aquaservice has a quality management system in ISO 9001:2015 which aims to ensure the highest level of safety and quality of processes, products and service. This certification is renewed on an annual basis, maintaining the highest quality standards.

IFS certification was kept in 2023. Food version 7 of food safety in the springs of Camporrobles, Cogollos de Guadix, León and Ribagorza.

In addition, in 2023, the Paterna, Granada, Coslada, Ulldecona and Hospitalet delegations kept the IFS Logistics version 2.3 for food safety, and certification was obtained in the Villajoyosa, Jerez and Getafe delegations.

In 2023, internal and external audits were carried out in all production centres (factories), branches and supplier audits

to ensure that the Quality standard is met and that work is carried out in accordance with the established legal procedures.

Aquaservice has a traceability system that allows it to control 100% of its service process.

Quality and safety



Laboratories at production sites



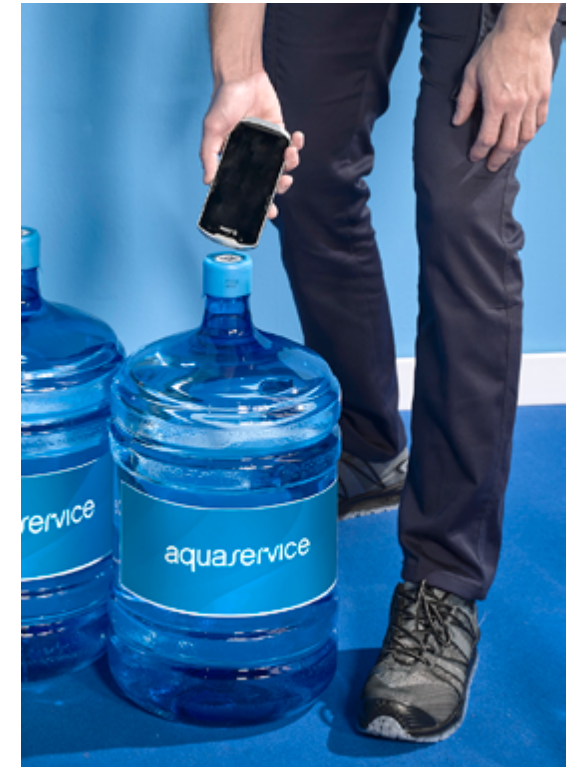
Full product traceability



Road safety



High technology



Cutting-edge technology in bottle washing

Each bottle collected from each customer undergoes a strict washing and sanitisation procedure at each of the natural mineral water springs, using the most advanced technology on the market to guarantee maximum food safety.

Full traceability of every single bottle

From the production centres, the bottles are distributed to the different branches from the primary logistics team and, from there, they are delivered directly to households and companies with a QR code that allows the tracking of each bottle.

Commitment to supplier companies

Aquaservice applies different controls to its suppliers that take into account social and environmental aspects. The supplier

evaluation phase of Aquaservice is linked to the Food Contact production processes and materials within the quality project and according to the criteria of the IFS Food certification.

Aquaservice holds the international IFS Food certification from the Global Food Safety Initiative (GFSI), which endorses our food safety management system to guarantee food safety throughout the entire production chain, from the source to the home.

The IFS Logistics Standard assesses the quality and safety of the company's logistics activities and includes mainly transport, storage, distribution, loading and unloading





From the spring
to your home
without leaving
a trace

Meet our springs:

Our commitment to people

05

A woman with long brown hair is shown in profile, looking out at a vast blue ocean under a clear blue sky. She is wearing a light blue t-shirt. A large, semi-transparent blue circular graphic is overlaid on the image, partially obscuring her hair and the background. The overall mood is serene and contemplative.

Aquaservice, the leading company in the distribution of bottled water with cooler in Spain, has been working for more than 25 years with the aim of revolutionising the consumption of bottled water in Spain.

A business model based on a native system in circular economy, which puts people and the planet at the centre, and which allows us to offer a quality service thanks to its innovative and transformative character.

One of the strategic foundations that has facilitated sustainable growth over the years is its real commitment to people, with a focus on three groups:

- The Aquaservice team
- The customers
- Society

Aquaservice is committed to job creation, with a focus on attracting and retaining talent, diversity and equal opportunities, and health and safety at work.



People are at the heart of our business and are the ones that make our corporate culture a competitive difference.

5.1 We are committed to stable and quality employment

The growth of Aquaservice's activity implies the creation of new jobs. In this sense, at the end of the financial year 2023, the total number of people who form part of the company is 2919, 354 more than the previous year, which represents a growth of 14%.

Sustainable growth is the result of its commitment to people, and it is continually opening new positions to reinforce its teams throughout Spain through the "work with us" section on its website.

At Aquaservice, permanent and full-time contracts predominate for both genders. 70% of the contracts are permanent and full-time. More than 60% of middle managers have been with the company for more than 10 years.

In the last seven years, Aquaservice has reaffirmed its strong commitment to people and has created more than 2,100 new jobs throughout Spain. Specifically,

in the last three years, the company has incorporated more than 1,100 new professionals to reinforce the different teams that form part of the company.

One of the priorities of Aquaservice's corporate culture is the creation of collaborative work environments that promote individual talent and the talent of each team. The company is committed to job creation, with a focus on attracting and retaining talent, diversity and equal opportunities, and health and safety at work.

14%

More contracts than in 2022

70%

Contracts are permanent and full-time

+60%

Middle management with 10 years in Aquaservice

"We are proud to see our team grow every year. In recent years, the company has strengthened its commitment in this area, consolidating its position as a benchmark in job creation in Spain. All the people who form part of Aquaservice stand out as representatives of our corporate culture through our values. This is the real driving force behind Aquaservice and what drives us to strive every day to provide the best service to our customers".

Eugenio de Miguel, director of Aquaservice's People and Culture.

5.2 Working for inclusion, diversity and equal opportunities

Aquaservice considers equal opportunities between women and men to be a strategic principle of its Corporate and Human Resources Policy.

Equal opportunities
It was a pioneer in the implementation of its Equality Plan, with which it declares its commitment to the establishment and development of equal opportunities policies for all groups.

Non-discrimination
It has a code of ethics and conduct based on the principle of equality and non-discrimination, which is applied in all areas of activity.

Aquaservice has a protocol for prevention and action against psychological, sexual and gender-based harassment, which involves an internal control and prevention protocol in all areas.

Actions that promote equality in all teams:



Access and management of information tools



Inclusive work processes centred on merit and ability



Personalised career and training plan



Balancing work and family life





Recruitment

Aquaservice is committed to the integration of people with disabilities in the workplace through direct hiring or through Special Employment Centres. To this end, it has launched the Impulsa la Inclusión programme, in collaboration with the Randstad Foundation, with the aim of facilitating the incorporation of people with disabilities into the company so that they can have their own professional development with us.

In 2023, several initiatives have been launched, such as the Disability Culture and Awareness Days or training plans in selection processes, to raise awareness of the need for the integration of people with disabilities in teams and to enhance the benefits in terms of talent, diversity and inclusion.

Accessibility

The company guarantees accessibility to each of its branches, eliminating architectural barriers and making it easier for people with reduced mobility to access any area of the company.

"I am very proud to work for Aquaservice, and I would like to do so for many more years to come".

Adrián Agrelo,
Aquaservice receptionist.

5.3 We are committed to health and safety at work



Aquaservice is committed to creating safe working environments that guarantee the health of those who form part of the company.


Safety and health at work are priorities. The Aquasalud area, a multidisciplinary team present in all the delegations, is responsible for implementing initiatives, training and actions that contribute to improving and safeguarding well-being in the workplace.

In addition, the company has a Safe and Sustainable Mobility Plan, which focuses on the continuous improvement of the fleet, ongoing training, raising awareness among all teams, as well as a commitment to society.

The 3 central axes of the Aquasalud plan are:

 Improving the level of safety in all its branches

 Increased training in prevention

 Preventive culture with all team leaders



Aquaservice has obtained ISO 45001 certification for occupational health and safety management systems at its production centres located at natural mineral water springs in Camporrobles (Valencia), Cogollos de Guadix (Granada), Ribagorza (Huesca) and Virgen del Camino (León).



The ISO 45001 standard assesses the performance of organisations that wish to improve their Occupational Health and Safety performance, working to ensure safe working environments for everyone in Aquaservice's production plants.

5.4 Talent management and people development

Talent is a key value at Aquaservice. The constant evolution and transformation in which the company is immersed would not be possible without the passion and high commitment of the people who are part of it.

Aquaservice has its own Leadership Style that we work on through our leadership pathway, which more than 250 managers go through every year. Having our own leadership style provides our managers with a roadmap for being an excellent leader and a formula for success to ensure that their teams are valued, engaged and motivated.

Detection, development and recognition of talent

Aquaservice works with an internal platform called "Talent" that allows us to evaluate the professional performance of each person individually and thus

promote their professional development and growth.

In 2023, the number of training hours doubled compared to the previous year. In addition, training visits to the "Aquaservice University" platform increased by 20%.

The Training and Talent area promotes skills and knowledge and is committed to continuous learning in order to strengthen the present and future development of each person.

x2

Number of hours of training compared to the previous year.



Key points:



Annual training plan provided by internal or external experts.



Individual pathway and talent management to enhance potential.



Continuous online training through the Aquaservice University.



Improving team management skills.

5.5 Ambassadors of corporate culture

One of the fundamental cornerstones of Aquaservice is its corporate culture. The 8 values that make it up are the driving force that makes all the people who form part of the Aquaservice family give the best of themselves every day to offer the best service.

The company has the **Ambassadors of Culture Project**. People from the company are trained every year in experiential workshops where we seek to generate greater cooperation and alignment of the people awarded with the culture award towards a common goal which is to promote and maintain the Aquaservice culture. Internalise that values will be the "glue" that holds the team together.

In order to promote and nurture these values, various initiatives are carried out to encourage communication between teams:

- Cultural visits to other branches and springs.

- Breakfast with the Director General once a month between people from different teams and delegations.
- Annual company-wide meeting.
- Open days at the production sites located at the company's springs.
- Motivational and team building days that connect teams.

In 2023, the number of participants on cultural visits increased fivefold compared to 2022. A figure that shows the unity of the entire Aquaservice team in all branches.

Internal awards and recognition

- Annual Culture Awards to people who have represented the company's values.
- Award for individual and team performance.



5.6 Committed to our customers

A convenient and sustainable customer-oriented service model

All the people who form part of Aquaservice share the same mission: working to offer the best possible service to each of the customers who believe and trust in the Aquaservice service.

Aquaservice works to promote a more sustainable future throughout the industry at home and in the workplace. Through its native service model in the circular economy, it promotes the use and reuse of all packaging and goods that facilitate consumption, so that at the end of their useful life they are recycled for their respective reuse.

This business model is a real benefit for all consumers; no plastic waste is generated from water consumption and it is more environmentally friendly.



From the spring to home without leaving a trace



Aquaservice service: highlights

Always with its own team

All the people involved in the Aquaservice service are part of the company. Most customers know their delivery driver, and a familiar relationship of trust has been established and maintained over the years.

Personalised and prompt attention

Prompt and punctual service is one of the cornerstones of the daily work of all Aquaservice teams.

Based on the value of Attitude, of the Aquaservice culture, every contact established with the customer is aimed at achieving maximum customer satisfaction. Aquaservice has its own "Customer Experience" team, which works to satisfy the queries and/or needs of all customers:

- Private area on the website.
- Mobile APP for household customers who wish to manage their service in a fast and convenient way.
- Customer service telephone and

email 5 days a week between 08:30 and 19:30.

- Directly in consultation with your delivery person at the time of service delivery: thanks to new software.
- "Voice of the customer": it is possible to record a voice message from the customer and transmit it directly to the Aquaservice offices.

NPS 72 excellent

Satisfaction index of the recent NPS* (Net Promoted Score) survey given to Aquaservice by its customers.

*NPS is an indicator that measures customer satisfaction on a scale between -100 and 100.

5.7 The society that drives us: Aquaservice with Soul

From the beginning, Aquaservice has tried to give back to society part of what society has given it as a company. Aquaservice with Soul gives its name to the Corporate Social Responsibility strategy and places support for those groups that need it most at the centre of its activity.

Aquaservice with Soul was created in 2021 and has the involvement of all the people who are part of the company, and also highlights the network of 210 Volunteers in all the branches in Spain. Their commitment makes it possible to carry out the numerous Aquaservice days and actions to help the most vulnerable groups.

280,000 l

Water donated in 2023

+4,500 kg

Food donated to groups at risk of social exclusion in 2023

+50

Foundations and NGOs benefiting from Aquaservice grants



Spheres of action of Aquaservice con Alma:



Inclusion
Social



Environment



Health



Road
Safety

Meet Aquaservice with Soul:

Inclusion and Social Aid Projects

Water donations: Water Solidarity Project

In 2020 and on account of COVID-19, the Water Solidarity project was launched. Its aim was to provide health centres and care homes with free water to meet their basic needs during periods of confinement and at the height of the pandemic. During that year, more than 1 million litres of water were distributed to help the most vulnerable groups.

The project has evolved allowing Aquaservice to continue collaborating on a regular basis with NGOs and foundations that help the groups that need it most. In 2023, more than 280,000 litres of water have been distributed free of charge.



"Agua Solidaria" was recognised as one of the "100 Best Ideas 2020" by the magazine "Actualidad Económica".



Sponsorship of Inclusive Valencia CF

Aquaservice is the official sponsor of Valencia Inclusive CF, the team with which Valencia C.F. competes in the

"Liga Genuine" (reserved for people with disabilities), which aims to promote the integral development of its players through football adapted to their abilities.



Asindown Agreement

Aquaservice collaborates with Asindown, an entity founded in 1989, whose objective is to facilitate and promote the necessary means to achieve the integral development of people with Down's syndrome and intellectual disabilities in order to favour their full social, labour, family and educational integration as active members



of society. The initiatives include:

- Incorporation into the Aquaservice team of people who are part of Asindown through an employment contract.
- Solidarity music festival "No te cambio por Nadie" (I wouldn't trade you for anyone) with the aim of raising funds to carry out different activities within the Foundation.

We highlight the inauguration in 2023 of "La Mare que Va",

- a hotel and catering school that promotes the integration of people with disabilities into the labour market.
- Coexistence between boys and girls from Asindown and volunteers from Aquaservice.

Randstad Foundation

In the year 2023 we continue



Great Food Collection

Aquaservice with Soul has participated by donating the amount of part of the Christmas hampers of the people who are part of the company, collecting donations in the branches. As well as through the app 'Nadie sin su ración diaria', more than 4,500 kg of food have been donated to the Food Bank; that is, more than 2,000 food rations.

It is worth mentioning the collaboration with the Barcelona Food Bank, "ABD Associació de Benestar" and the NGO



"Veí a Veí" in Barcelona; with "Cruz Roja" in the Andalusia area; and, with the "Fundación Mira" in Madrid, among other foundations, organisations and NGOs.

In December, Aquaservice launches the "Solidarity Market" initiative in collaboration with Intermon Oxfam, where people from the company buy fair trade products.



to work hand in hand with the Randstad Foundation: we continue to give visibility to the "Impulsa la inclusión" project, we carry out awareness campaigns aimed at the company's middle management and on 12 December 2023, coinciding

with the month in which the International Day of Disability is celebrated, we held an awareness day with Ruth Aguilar and David Casinos.

Aladina Foundation

Donation of water in all hospitals and sites where the Aladina Foundation is present to support, accompany and improve spaces in hospitals for children suffering from cancer and their families. Aquaservice

participated in February in its #pañuelochallenge and also sponsored its first Padel Solidarity Tournament in Madrid.

Projects to improve people's health



Spanish Association Against Cancer

ABC grant for cervical cancer research and prevention.

Aquaservice together with Grupo Bertolín and CECOTEC and in collaboration with the Spanish Association Against Cancer and INCLIVA (Institute of Health Research) participate in the financing of the research project for the improvement of early diagnosis and treatment of uterine cancer. This initiative reinforces Aquaservice's commitment to the fight against cancer in Spain.

**Learn more about
the ABC Scholarship:**



For the sixth consecutive year, Aquaservice collaborated in the race to help research into this disease. The Aquaservice team had more than 150 participants and 90 volunteers and their families, who were essential for the organisation and

distribution of more than 15,000 glasses of water to the 14,000 participants who ran the circuit in the three categories: running, walking and skating.



Mothers in Action

In 2023, the partnership was renewed with this association, which accompanies hospitalised children who do not have parents or cannot live with them, and who are alone in hospital admissions.

Aquaservice donated 3 euros for each birthday of all its employees to the organisation and celebrated its 10th Anniversary at its facilities in Paterna.



AVAPACE (Asoc. Valenciana de Ayuda Parálisis Cerebral) Participation in the Awareness Day with a group of 15 volunteers and their families to continue helping children with cerebral palsy and their families



EMHA (European Migraine and Healthcare Alliance)

Collaboration through which employees benefit from improvements, advances and advice to help people in the company who suffer from migraine.



Activate Sports

Collaboration with Activate Sports adapted cycling school with the aim of improving the quality of life of people with physical disabilities.



Afanion

The 'Kilometres against cancer' challenge, which raised €8,000 in donations for the Afanion Foundation (Asoc. de Familias de Niños con Cáncer de Castilla-La Mancha).

Run Cáncer



Payasospital

For the second consecutive year, Aquaservice collaborates with the Payasospital association that works every day to make children with long stays in hospitals in the Valencian Community smile.

The company participates in La Caixa Foundation's **Gavi project**, which promotes child vaccination in the most disadvantaged regions.

Projects for the protection of the Environment

Aquaservice carries out different initiatives with the aim of raising awareness of the importance of respecting and caring for the environment both socially and domestically.

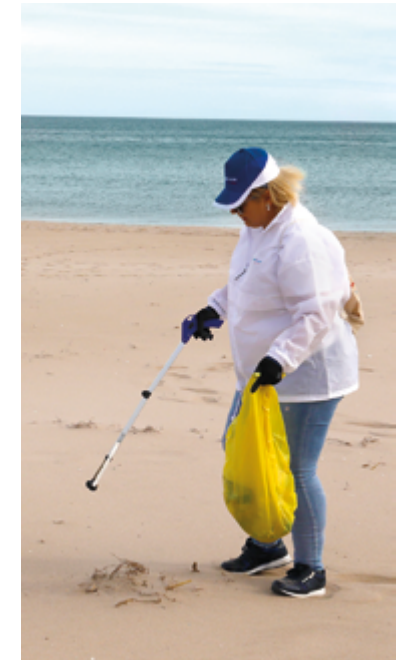
Cleaning of natural areas: Parcs Naturals GVA

In November, a group of more than 30 volunteers and their families went to El Perellonet Beach, which belongs to the Albufera Natural Park (Valencia) to carry out cleaning tasks and thus add another initiative to our commitment to the environment. During a very effective day we managed to

remove 5 m³ of *Carpobrotus edulis*, known as Uña de gato, a highly invasive species, and to clean the environment, removing 6 kg of waste, mainly packaging and plastics.

Training in care and respect for the environment

Internally, the Quality and Environment area organises various awareness-raising sessions on environmental care, specific training to update on new regulations and advice for day-to-day activities that contribute to caring for the planet.



Road Safety Projects

Road Safety awareness in Aquaservice aims to promote safe and sustainable travel by creating a culture of road safety in the company.

Safe and sustainable road mobility plan

This strategy, already consolidated in the company, aims to improve road safety in the environments where Aquaservice operates. Its mission is to pioneer safe and sustainable mobility.

All actions are intended to have an impact on the three cornerstones of Aquaservice:

- Team: to minimise traffic accidents by ensuring that everyone in the company makes safe, efficient and sustainable journeys.
- Our customers: integrating

road safety into the service we offer them

- Society: reduction of traffic accidents and improvement of infrastructures.

All Aquaservice vehicles are equipped with safety devices that have contributed to the reduction of structural damage both in the company's own fleet and in the public fleet. Thanks to the actions taken in 2023, we have further reduced the percentage of accidents from 1.97% in 2022 to 0.65% of all vehicles and minor incidents.

Safety devices for Aquaservice vehicles:

- Audible alerts that warn of any risk that could lead to an accident via Mobileye.
- Parking sensors to improve safety during non-traffic movements.

- Telemetry system to improve the maintenance and safety of each vehicle.

All the people who join Aquaservice receive special training appropriate to their job and a ten commandments of good practices in road safety.

In addition to this, Aquaservice collaborates with the Stop Accidents association to help victims of traffic accidents.

100%

Aquaservice team with road safety training



Our commitment to sustainability

06



6.1 Aquaservice pioneer in circular economy and sustainability

The commitment to a native business model based on circular economy makes it a benchmark in caring for the environment. Its circular bottled water system with cooler has revolutionised the bottled water consumption market in Spain. **Since its inception, it has been work on with initiatives and actions that minimise the impact of its activities on the planet.**

For Aquaservice, the planet is one of the values of its corporate culture, and respect for it is fundamental for the development of our activity.

Aquaservice's circular economy principles:

- Regenerate
- Sharing and exchange
- Optimise
- Cycle
- Innovation and technology (digitise)
- Transparency



Aquaservice, as a **native circular economy company**, has reached this achievement thanks to its good practices and its commitment to sustainability and circularity in all its operations. A management philosophy that has been present in its DNA since the start of its activity in 1997.

In order to certify the Circular Economy Strategy, AENOR has audited all the actions developed by Aquaservice in terms of Sustainability and how they are related to the 8 principles of circular economy applied in all its operations and activities.



“At Aquaservice we believed in the importance of operating responsibly. We have been committed to sustainability and creating a positive impact on people and the planet for over 25 years. This certification encourages us to continue to innovate and improve in our constant search for more sustainable practices”.

Isabel Moliner, Head of Quality and Environment at Aquaservice

In 2023 Aquaservice became the first company in the sector with the AENOR certificate for its Circular Economy strategy.



In 2022, AENOR awarded Aquaservice the Zero Waste certificate for its production centres located at the springs in Camporrobles and Cogollos de Guadix. A further step in its sustainability strategy which aims to minimise the impact on the environment in all its operations.

By 2024, the company expects to certify its Virgen del Camino (León) and Ribagorza springs to complete all its centres.

By 2023, the company has achieved the recovery of more than 94% of the waste derived from its production centres on the peninsula and its central offices, which represent 70% of the total.

In this way, Aquaservice ensures the recovery of its waste to give it a second useful life and allow it to be reintroduced into the value chain.

6.2 Carbon footprint and Target Net Zero

Reflecting its commitment to sustainability and the environment, in 2021 Aquaservice became the first company in the sector to be 100% carbon neutral in all its operations, from the source to the home of each of its customers.

This certificate is renewed on an annual basis, consolidating its commitment to reducing and offsetting its emissions.

Aquaservice has a comprehensive strategy to reduce its carbon footprint and therefore minimise the impact of its activity in all its operations. This strategy, which it implemented in 2018, has enabled it to measure emissions from its entire business and to be the first

company in the bottled water sector with a cooler to register emissions with MITECO.

To minimise the impact of its activity, it applies innovation and technology through a strategy of calculating, reducing and offsetting its total emissions.

Since the start of its Net Zero strategy and goal in 2021, the company has continued its work on calculating and verifying its carbon footprint. The monitoring of energy consumption, CO² emissions and their reduction follows a measurement plan that is updated monthly at the global level and by area of activity.





The AENOR Carbon Neutral Certificate verifies both the calculation and the offsetting of more than 100% of the CO₂ emissions generated by Aquaservice in its operations throughout each year.

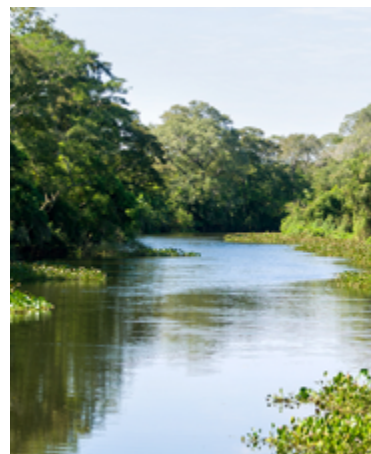
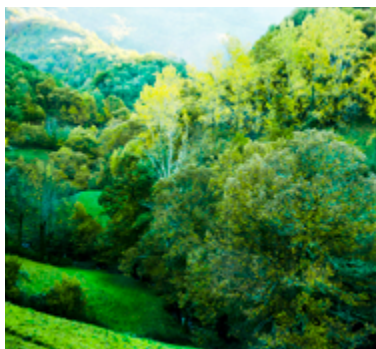
Aquaservice has calculated the extent of its carbon footprint and has developed a plan to offset these emissions.

Aquaservice has a strategic plan aimed at continuing to reduce its emissions in order to achieve an increasingly environmentally responsible business model. This has contributed to achieving Carbon Neutral certification in accordance with the PAS 2060 standard.



6.3 How do we become 100% carbon neutral?

The 2023 emissions from scopes one and two have been offset by various projects. Among all the projects with which Aquaservice collaborates, four stand out:



Forests in Galicia and Ávila

Together with CO² Revolution, Aquaservice has collaborated in the reforestation of Silvoso, in Pontevedra, with the planting of different types of trees (Pinus pinaster subsp atlántica and a mix of native hardwoods) in an area affected by several fires. In collaboration with Bosques Sostenibles, the company has contributed to the recovery of some areas of the Obreguilla Gorge that had been devastated by fires. This project involves the planting of different species of pine, holm oak, ash, Pyrenean oak, birch and serval.

Clean drinking water Diana (Madagascar)

Aquaservice has contributed to improving access to drinking water for five villages and more than 6,500 inhabitants in the area. The project contributes to the economic and social development of the area by providing its inhabitants with resources that enable them to cultivate their fields and improve their diet.

REDD Project and Rio Preto-Jacundà

We participate in the REDD Rio Preto-Jacundà project with the aim of protecting and conserving biodiversity in the Brazilian rainforest by reducing forest degradation and avoiding unplanned deforestation.

Wind farms Santa Clara I, II, III, IV, V, VI (Brazil)

We focused on the implementation and operation of seven new wind power plants, delivering 726,712 MWh/year of clean energy to the National Interconnected System, which promotes the reduction of GHG emissions.

6.4 Verification of the Sustainable Development Goals

In 2022, Aquaservice became the first company in the food sector to obtain verification from SGS Spain for its Sustainability Strategy and Contribution to the 2030 Sustainable Development Goals, a certification it has renewed in 2023.

Specific action plan for the Sustainable Development Goals

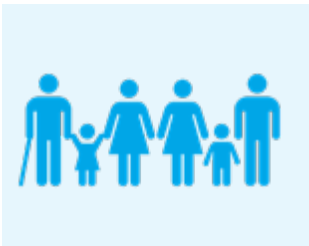
To achieve this recognition, the company has drawn up an action plan focused on eight Sustainable Development Goals, with the challenge of minimising its environmental and socio-economic impact through concrete and specific actions.

Aquaservice integrates sustainability in its business model, based on circular economy and with a constant look at the possibilities offered by innovation to achieve a 100% sustainable operation.



"At Aquaservice, we believe that in order to take care of the environment, willingness is not enough. A real commitment is needed, worked on day by day".

Alberto Gutiérrez,
Aquaservice CEO



ODS 01. The end of poverty

Corporate social responsibility strategy of **Aquaservice with Soul**, which helps the most socially disadvantaged groups.



ODS 09. Industry, Innovation and Infrastructure

Innovation and technology are the driving forces behind Aquaservice's growth. Aquaservice is committed to solutions that make its service generate the least possible impact on the planet.



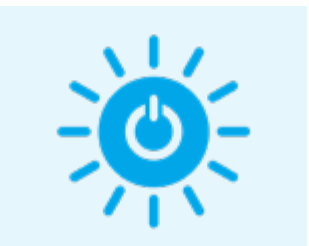
ODS 06. Clean water and sanitation

Aquaservice has developed initiatives to promote efficient water use at its five production sites.



ODS 12. Responsible production and consumption

One of Aquaservice's main hallmarks is its native circular economy business model through which it reuses and recycles all its bottles and coolers.



ODS 07. Affordable and clean energy

97% of the energy contracted by the company is clean energy.



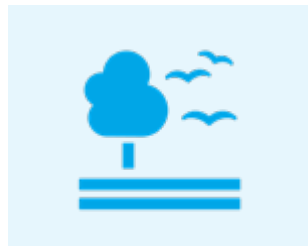
ODS 13. Climate action

The company is committed to both emissions reduction and offsetting. In this way, it became the first company in the sector to be 100% carbon neutral.



ODS 08. Dignified work and economic growth

Aquaservice has 60 branches throughout the country, which promote local procurement for the sustainable growth of rural economies.



ODS 15. Life of terrestrial ecosystems

Aquaservice develops reforestation projects in areas affected by fires such as the Sierra de Gredos and Galicia.



6.5 Energy efficiency

At Aquaservice we want to use energy better; we are continuously working to improve the energy efficiency of our facilities and our entire service operation.

Renewable energy

During 2023, investment in the use of renewable energies has continued, achieving more than 99% of energy supply with renewable energy certification. Aquaservice also has a plan to progressively replace the lighting in its branches with LED lighting.

Photovoltaic installations

Photovoltaic panels have been installed during 2023 in Camporrobles and Ribagorza in addition to those installed at the Cogollos de Guadix spring and central offices located in Paterna (Valencia), allowing for part of the self-supply, approximately 10-15% of the total consumption in these locations.

6.6 Integrated environmental management

Raw materials

Consumption of materials

Aquaservice has an internal policy of using raw materials that facilitate their reuse, recycling and care for the environment. For packaging, we are looking at materials that are more sustainable and lighter, but still allow the quality of the product to be maintained.

100% of Aquaservice coffee paper cups have been purchased under the FSC or PEFC seal, which guarantees the correct management of forest resources.

Water consumption

All water consumption during bottling in its production centres comes from aquifers that have been declared as natural mineral water and comply with the concessions established for the use of springs, in accordance with current legislation.

Waste management

Aquaservice focuses on finding the best ways to avoid waste generation and ensure its subsequent revaluation.

The main aim of this strategy is to achieve a correct segregation of waste in order to increase recycling and its optimal recovery with an ever greater application and a better impact on the planet.

During 2023 Aquaservice achieved an overall recovery rate of more than 94%. This year, three new sites have been added to the certification, thus including all production sites located in springs on the Iberian Peninsula and the head offices.

Including these locations, we have achieved Zero Waste certification for more than 70% of the waste generated in the company.

Highlights



Waste minimisation policy



Reuse and recycling of coffee machines, containers and coolers



Optimisation and recovery of waste



Zero Paper Policy



Digitalisation of administrative processes



Training and sensitisation of suppliers

6.7 Commitment to sustainable mobility

Priority has been given to the use of clean energy from renewable sources and 12 100% electric vehicles have been added to the delivery fleet, thus continuing the company's plan to decarbonise the fleet. It is the company with the largest fleet of hybrid delivery trucks in Europe and a pioneer in the introduction of electrically powered medium-duty vehicles.

The use and consumption of the fleet has been optimised with a double shift of vehicles and with the introduction of 105 ECO vehicles of 3,500 kg to reduce consumption on urban routes, 23 of these units powered by natural gas.

Technology for centralised fleet management and greater fleet control

An ambitious plan to deploy telemetry and centralised monitoring of the entire new delivery and installation fleet has been initiated. The use of this technology, with data analysis together

with the proximity strategy - minimising the distance between the branches and their customers - has allowed optimising the use of vehicles, improving routes and reducing emissions.

The plan to install ADAS (Advanced Driving Assistance Systems) in the entire Aquaservice delivery fleet has continued, ahead of the regulatory framework that will be implemented in the future at European level. These advanced safety systems prevent risky events and warn the driver to correct his or her driving in real time.



Renewal of the vehicle fleet and commitment to new technologies

Aquaservice currently has a fleet of 114 hybrid and 13 electric vehicles and was the first company in Spain to use a 100% electric truck for urban delivery in the 7.5 tonne segment, adding a total of 13 new 100% electric units this year.

The average age of Aquaservice's delivery and installation trucks is less than 4 years.

The commitment to fleet renewal has a direct impact on the improvement of emissions of all vehicles, as the new units incorporate Euro 6e engines, which reduce by 90% the NOX emissions of Euro 5 vehicles and other polluting particles.

The entire 3500 kg fleet registered in 2023 by Aquaservice was ECO-labelled, a very significant figure and higher than the average in our country in this market segment.

4%

Emission reductions compared to 2022.



6.8 Sustainable production centres

Aquaservice has reduced emissions from its production sites by 65% in the last five years. More than 99% of the company's electricity consumption comes from renewable sources with a GdO Guarantee of Origin Certificate.

The use of biomethane will make it possible to reduce emissions by up to 350t CO₂/year, which is equivalent to taking 53,000 vehicles off the road in a city for one day, a project we started in 2022 and completed in 2023.

Commitment to quality, food safety and the environment

Quality of service and product is a constant for Aquaservice. All production sites have their own laboratory team with specialised equipment and are responsible for carrying out exhaustive controls to guarantee the best quality and purity of the products.



This is why it has been awarded the international IFS FOOD and IFS Logistics certification by the Global Food Safety Initiative (GFSI), the highest standard, which endorses its food safety management system to guarantee food safety throughout the entire production and storage chain, from the source to the home.

It is also ISO 9001 certified, which guarantees that all the processes of design, production, distribution and provision of Aquaservice's natural mineral water and soft drink service are carried out under this strict and universal quality standard, for greater customer confidence.

Aquaservice has the Environmental Management System ISO 14001:2015, which ensures compliance with legal requirements, the identification of environmental aspects and the evaluation of the impact and commitment to the environment.

During the 2023 financial year, internal and external audits were carried out at all factories and branches to ensure compliance with quality and environmental standards through the Integrated Management Systems, as well as with established procedures and legal requirements.

"At Aquaservice we strive for process efficiency and responsible use of resources with a constant focus on innovation and technology to achieve a 100% sustainable operation".

José Ramón Alonso, director
Aquaservice Supply Chain.



65%

Less emissions at its production sites in the last 5 years.

+99%

Of energy consumption with Guarantee of Origin Certificate (GoO).

6.9 Materiality analysis

Aquaservice works to identify and understand stakeholder expectations on sustainability and operations proactively and systematically. Since the beginning of its activity, an annual materiality analysis is carried out with the aim of identifying which issues are most relevant for these groups and how we can contribute to their transformation towards a more sustainable version.

The aim of this exercise is to be able to integrate this information into our internal decision-making processes to generate social and environmental value and to define the sustainability strategy by prioritising the actions to be developed and the relationships with them.

We structure our relationship with stakeholders on two levels: global, those involved in our business, and local (the locations of our different branches and production centres).

Aquaservice also considers as stakeholders those who are significantly

affected by the company's activities, products and services and for whom it seeks to satisfy their needs: customers, people who form part of the company, suppliers, society and shareholders.

The relationship with each of them requires specific mechanisms adapted to our context in order to adequately identify their needs and expectations in relation to the ethical, social and environmental performance of the company.

Its relationship with stakeholders is based on continuous dialogue. This makes it possible to maintain cooperative relations and establish strategic alliances to move in the same direction. To articulate these relationships, Aquaservice adheres to the principles set out in various global and company-specific policies.

Phases of the materiality analysis process:

1. Identification, analysis and prioritisation of stakeholder groups

2. Identification of sustainability issues.
3. Identification and prioritisation of material issues
4. Construction of the materiality matrices
5. Validation of the information to be provided on material issues, according to the principles of completeness and balance defined by the GRI Standard.

Aquaservice reviews and updates this analysis annually to keep abreast of changes in its business environment and stakeholder expectations.

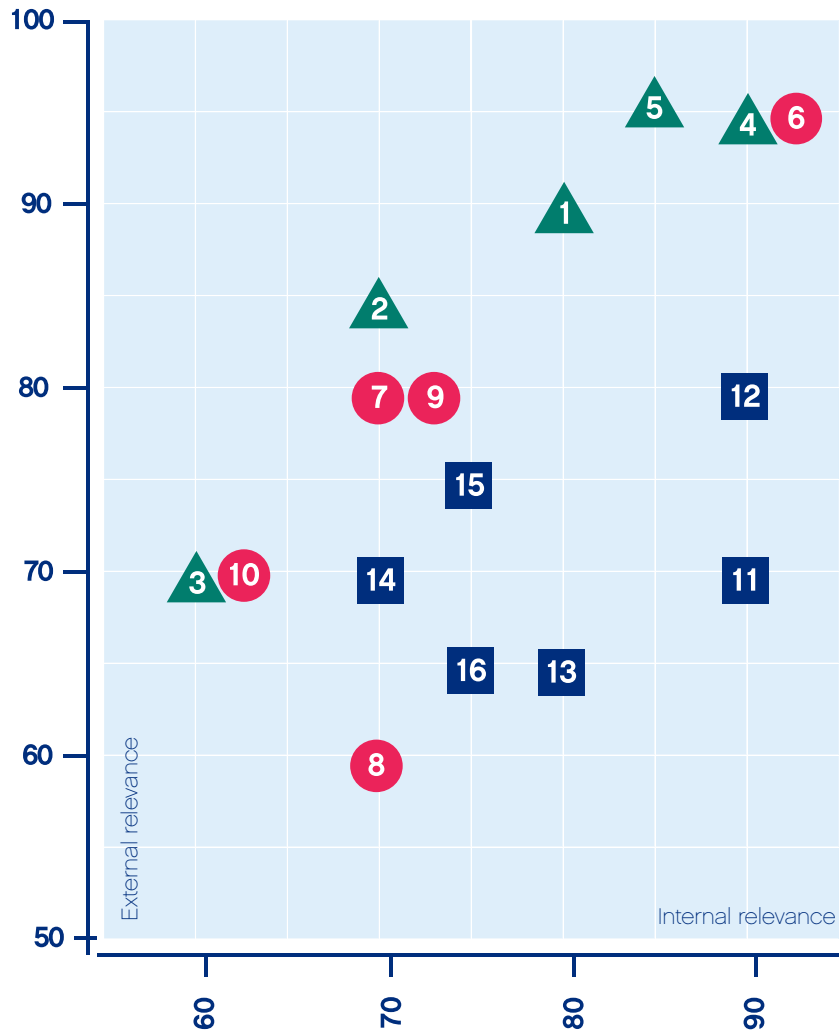
This analysis will serve as a basis for strategic decision-making and resource allocation in the different areas of the company

We generate positive impact through continuous dialogue with our stakeholders.

6.10 Materiality matrix

Aquaservice, dedicated to the distribution of bottled water with a cooler, conducts a materiality analysis to understand the issues that have a significant impact on society and the planet. The objective of this analysis is strategic, as it allows us to assess risks and detect opportunities for the implementation of your activity.

It has its own methodology that allows the matrix obtained to be kept up to date and is reviewed annually. It has different instruments for dialogue and communication with its stakeholders in order to base its conclusions and endorse the degree of importance of each one in relation to its activity.



▲ Environment

1. Water quality
2. Climate change and environmental sustainability
3. Climate change and resource scarcity
4. Circular economy
5. Carbon Footprint

● Social scope

6. Health and safety of the product and people
7. Corporate Social Responsibility and Commitment to Society
8. Supply chain management
9. Customer experience
10. Responsible partnerships and stakeholder dialogue

■ Internal and business

11. Ethical commitment and good governance
12. Environmental, regulatory, and social compliance
13. Commitment and involvement with people Aquaservice
14. Diversity and equal opportunities
15. Talent management and human capital development
16. Innovation and product development

Circularity and positive impact



07

7.1 100% Circular economy

Circular economy applied not only to the product but also to the service. Aquaservice closes the circle and offers a comprehensive and sustainable system for consuming both natural mineral water and soft drinks without generating plastic waste in the environment.

The circular economy is a model of production and consumption that involves "sharing, renting, reusing, repairing, renewing and recycling existing materials and products as often as possible to create added value. In this way, the life cycle of products is extended" (European Parliament). Aquaservice's business model is based 100% on the circular economy; which implies a reduction of waste to a minimum.

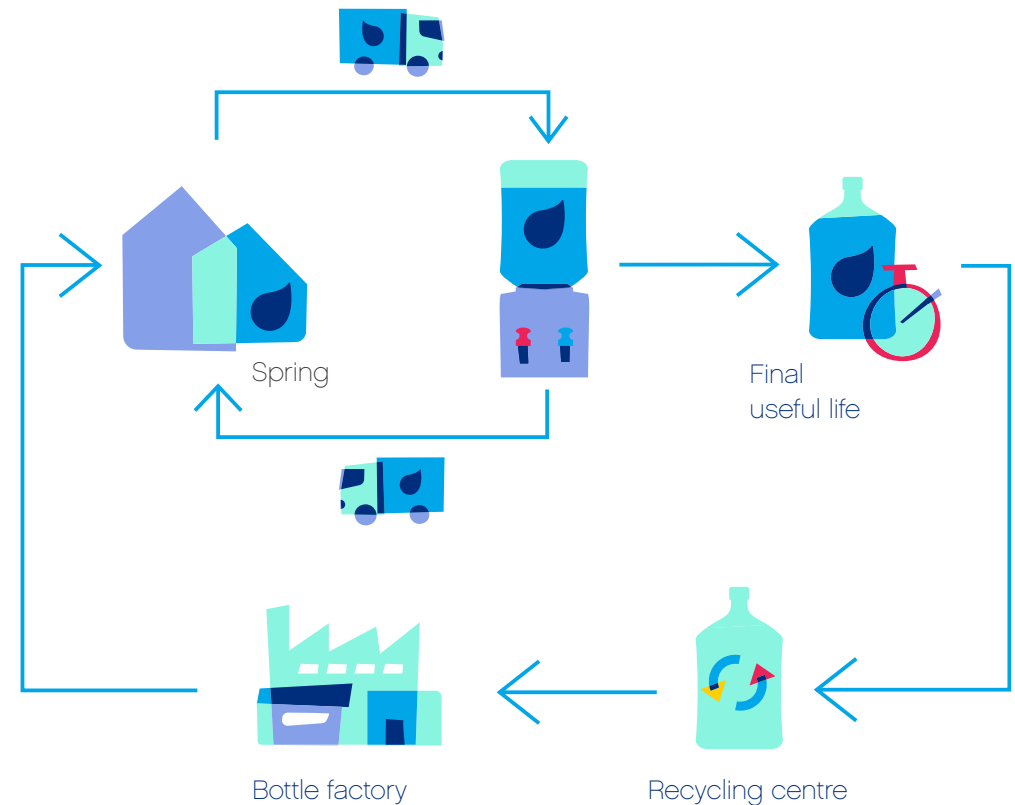
On the one hand, it sanitises and reuses its 20-litre water containers and, once they have reached the end of their useful life, they are recycled. On the other hand, it repairs, sanitises and reuses the

dispensers until they are separated into parts and recycled.

Aquaservice is the only company to offer a large-scale native circular solution for bottled water with cooler in Spain that is 100% carbon neutral in all its operations, from the source to the consumer's home with the lowest possible impact.

A 20L bottle dispenses up to 1,000L of water. Once the useful life of these bottles is over, Aquaservice, by keeping them in its circuit, guarantees their recycling.

Circular economy of 20L bottles



Aquaservice is the only bottled water company with the capacity to collect its own containers and create a clean recycling circuit to recover PET from Aquaservice Mini bottles and capsules from its coffee service. The delivery team collects them at each service delivery to ensure their management as waste and their subsequent recovery.

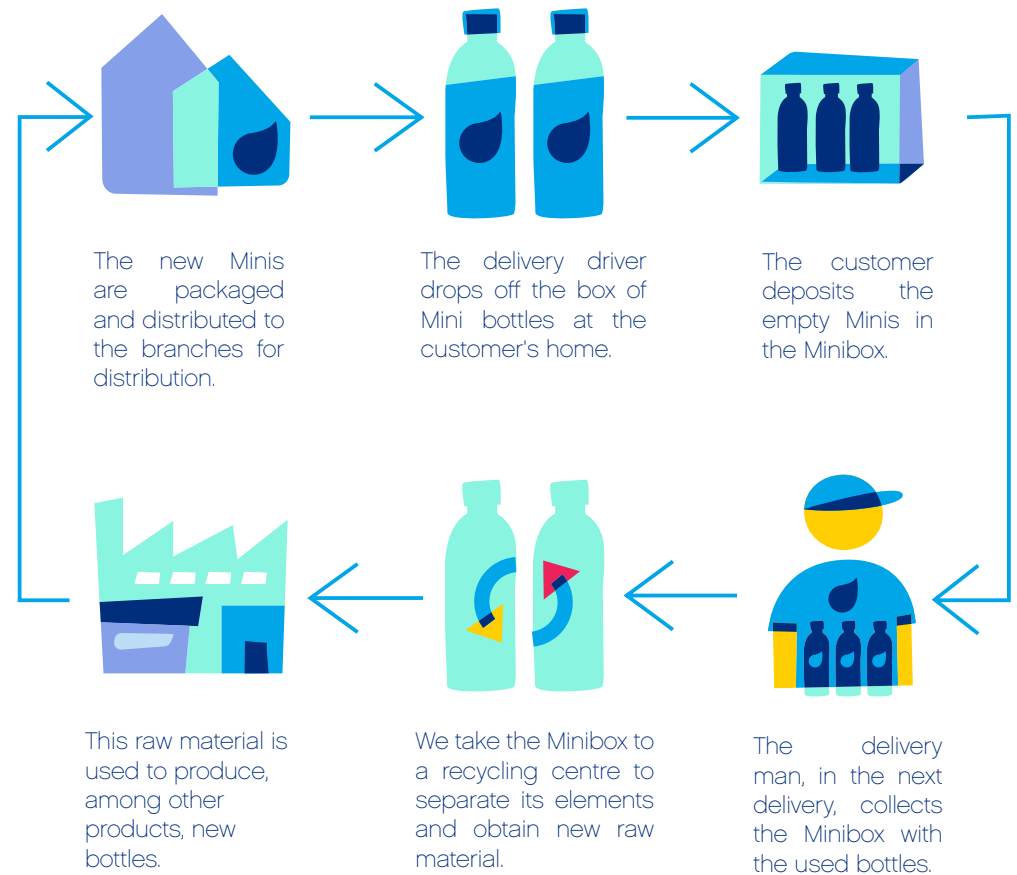
Extending the life of your cooler and coffee machines

We extend the life of water coolers and coffee machines, which the company provides free of charge to its customers, by repairing, reconditioning and sanitising them for re-commissioning on the market, thus combating planned obsolescence.

Aquaservice carries out awareness-raising activities that make its customers aware of their positive impact by the fact that they are customers.



Treatment system for Minibox containers



7.2 Sustainable Sport and Culture

Aquaservice was a pioneer with the implementation of the Sustainable Sport and Culture Programme thanks to its alliance with major competitions and cultural events to transform them into a more environmentally friendly version.

The most circular La Vuelta with Aquaservice (men's and women's)

La Vuelta and Aquaservice are working since 2021 to make the competition the most sustainable Grand Tour cycling event in the world. La Vuelta became the first stage race in which no single-use plastic bottles were used.

A logistical and environmental challenge: to hydrate for three weeks more than 3,000 people who travel all over Spain (cycling teams, organising staff, journalists and guests) and to protect the natural environments in which the event is held.



La Vuelta, sustainable hydration thanks to Aquaservice

The 2023 Men's La Vuelta

100,000 |

of water consumed in 2023 in reusable containers

= 200,000 single-use water bottles

= 3,200 kg single-use plastic avoided

The Women's La Vuelta 2023

3,500 |

of water consumed in 2023 in reusable containers

= 7,000 single-use water bottles

= 100 kg single-use plastic avoided

"Our circular system provides a real hydration solution without generating single-use plastic waste. This makes it possible to transform sport competitions or cultural events into a more sustainable version".

Margarita Baselga,
Aquaservice Marketing Director

Porcinos FC

Aquaservice is from 2023 the official water supplier of the Kings League Infojobs 7-a-side football team "Porcinos FC", chaired by the popular streamer Ibai Llanos. This partnership goes beyond the field of play, as Aquaservice provides sustainable hydration during matches, in training and also in the homes of the players and their chairman.

This partnership reflects Aquaservice's commitment to sustainability and support for sport communities, promoting a more environmentally friendly lifestyle inside and outside the home.



6,220 |

of water consumed in 2023
in reusable containers

= **12,440** single-use
water bottles

= **199 kg** single-use
plastic avoided

Real Federación Española de Balonmano (RFEBM)

Aquaservice is the official supplier of bottled water for RFEBM matches, collaborating in all the competitions held in the Peninsula. Through its circular hydration points and waste reduction, Aquaservice ensures sustainable hydration for the men's (Hispanos) and women's (Guerreras) national teams in all matches and competitions. In addition, during the summer, this collaboration extends to the international beach handball circuit where Aquaservice provides its service in all the national venues of the Arena handball Tour.



49,860 |

of water consumed in 2023
in reusable containers

= **99,720** single-use
water bottles

= **1,596 kg** single-use
plastic avoided

Summer sports camps

Aquaservice is actively involved in the summer basketball and handball camps, which offer young people the opportunity to participate in physical and sporting activities, to improve their skills and their overall development.

It provides sustainable hydration, contributing to the health and well-being of attendees while promoting the importance of an active and healthy lifestyle. The summer campuses in which Aquaservice collaborated in 2023 were those of: Rudy Fernández, Marta Fernández, Pérez de Vargas, Raúl Entrerríos and José Manuel Calderón.



15,640 |

of water consumed in 2023
in reusable containers

= **31,280** single-use
water bottles

= **500 kg** single-use
plastic avoided

Premios Feroz

The Premios Feroz, organised by the Asociación de Informadores Cinematográficos de España (AICE), represent an outstanding milestone in the Spanish audiovisual panorama by recognising excellence in film and television production in the country. Aquaservice has made a significant contribution to this event by providing more than 500 litres of water for the 2023 edition, ensuring sustainable hydration for attendees and supporting the initiative to develop cultural events free of single-use plastic waste.



500 |

of water consumed in 2023
in reusable containers

= **+ 1,000** single-use
water bottles

= **16 kg** single-use
plastic avoided

Premios Goya

Organised by the Academia de las Artes y las Ciencias Cinematográficas de España since 1987, these are the most important awards in Spanish cinema. Aquaservice has collaborated in this gala by providing 1,520 litres of water, thus supporting the celebration of a cultural event without single-use plastic waste and promoting sustainability in the entertainment sector. Since 2020, the Spanish Film Academy has relied on Aquaservice to ensure sustainable hydration during the event, demonstrating an ongoing commitment to environmental responsibility.



1,520 |

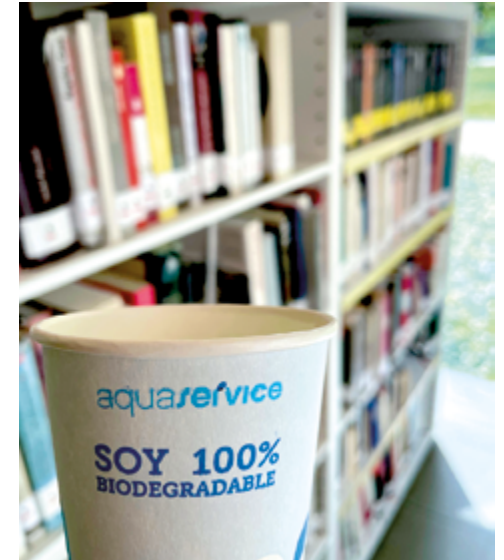
of water consumed in 2023
in reusable containers

= **3,040** single-use
water bottles

= **49 kg** single-use
plastic avoided

Madrid Book Fair

A much-anticipated annual event, it brings together the literary community in the Retiro Park, promoting reading, cultural exchange and now, thanks to Aquaservice, environmental protection. In 2023 Aquaservice joins the 82nd edition of the Madrid Book Fair for the first time to transform the event into its most sustainable version. With Aquaservice's circular bottled water system with cooler, the use of single-use plastic from water consumption was eliminated.



540 |

of water consumed in 2023
in reusable containers

= **1,080** single-use
water bottles

= **17 kg** single-use
plastic avoided



Through the Sustainable Sport and Culture Programme, Aquaservice promotes a model of transformation of competitions and events towards a more sustainable version.

+ 177,000 |

of water consumed in 2023
in reusable containers

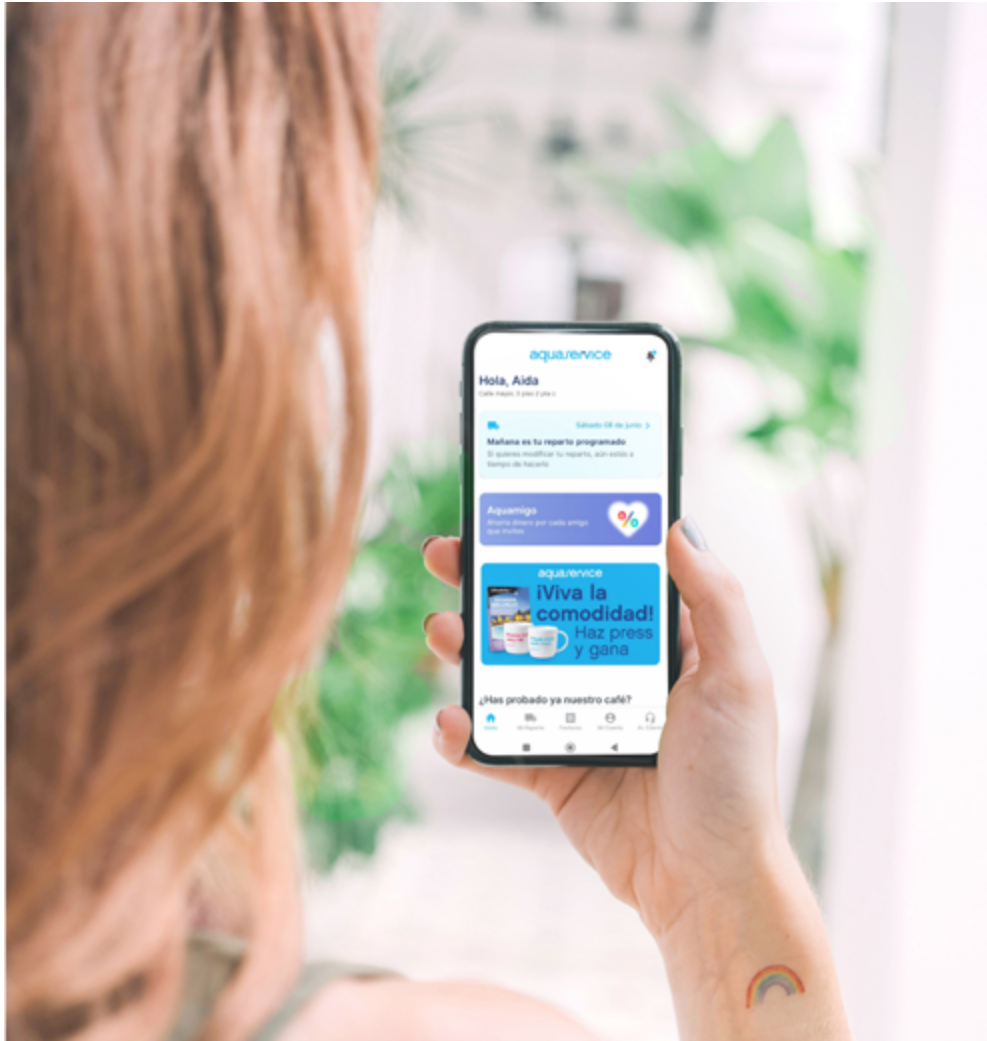
= **354,000** single-use
water bottles

= **+ 5,600 kg** single-use
plastic avoided

Sustainable
innovation

08





From the beginning, Aquaservice has been an entrepreneurial company that has considered innovation to be a point of distinction. It has a Technology and Innovation department integrated into the management team, as well as a development, cybersecurity and systems team that pushes and facilitates digitalisation.

Developments and applications have been implemented that have enabled the application of innovation and technology in the service of sustainability (external positive impact) and the safety of Aquaservice (internal and external positive impact). The Innovation and Digital area has worked on developing, within the **native App for customers**, all the necessary functionality for the self-management of their service (modify their orders, manage their invoices or resolve their questions about the service) from their smartphone.

Aquaservice also offers a web portal for business customers, from which they can access their information and carry out the most common procedures.

Each new feature included in the App saves CO² and makes the service more sustainable.

On the other hand, from the data science area, the most advanced **“machine learning”** technologies are used to predict consumption, manage requests automatically and improve the delivery experience to provide an efficient and flexible service to all customers. In addition, we have implemented advanced cybersecurity systems to enhance the protection of all customer data and ensure the security of all company activity.

+70%

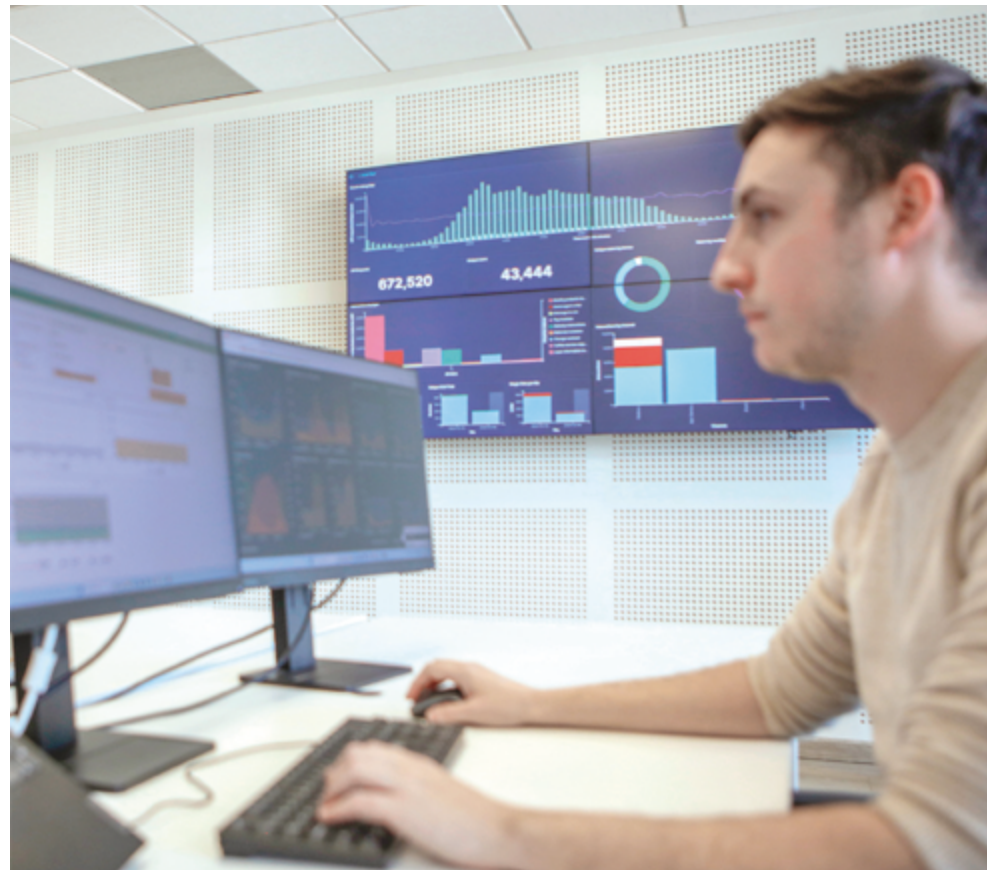
of residential customers use the Aquaservice App

8.1 Technology and efficiency

Aquaservice applies technology and efficiency in all its operations: from the supply chain team - in charge of distribution from the origin in the production centres - to the optimisation of deliveries and, therefore, to the end consumer.

Technology is the main ally in automating certain tasks, streamlining processes, reducing the margin of error and, above all, providing continuous improvement in service. These two aspects are the secret formula for achieving operational excellence and becoming more sustainable.

Digitalisation and innovation have a significant impact on the environment.



Technology and Big Data is applied to optimise loads and improve route performance.

"Innovation is one of our values. We are open to trial and error. At Aquaservice we have a culture where this is allowed, but always being faithful to the experience of all our teams and customers".

Nacho Bauset, Director of Innovation at Aquaservice.

8.2 Open innovation



Aquaservice is committed to technology and open innovation as ways of adapting, improving and transforming its service in order to evolve in accordance with the needs of its customers. In the case of Aquaservice, innovation forms part of one of the values of the corporate culture and, therefore, it is applied and supported throughout all areas.

This allows it to improve processes and find new solutions that it can implement internally (with internal teams) and externally (with its customers and society at large).

Methodology in the area of innovation:

1. Aquaservice launches an annual internal innovation programme.
2. Challenges are identified in all business areas, prioritising those that have a short/medium term impact and cannot be solved completely internally.
3. With the support of Plug and Play, the companies or technologies that allow the challenges to be solved are located.

In addition to this, the innovation competition allows anyone in the company to propose an innovative project.

Applied sustainability

Technology at the service of Aquaservice's objectives to improve safety.

A high percentage of the fleet is equipped with MobilEye technology; a satellite-connected device in the vehicles. It has an advanced alert system to ensure the safety of drivers, warning them of cyclists or pedestrians, and monitoring the safe distance.

With this device, in a pilot test carried out for 8 months with 50 vehicles, the number of accidents was reduced by 22%; with the consequent direct impact on the calmness of the cities, improvement of the safety of our drivers and reduction of costs associated with the accident rate.

Ethics and compliance



09



The Aquaservice team is aware of the importance of applying the code of ethics in all the company's activities, and of the importance of the decisions taken on a daily basis in the human and environmental sphere. Behind every decision there is a commitment underpinned by an ethical model that is integrated transversally into the company's culture.

Ethical commitment, one of the most important aspects for Aquaservice, is based on a series of values supervised by the Compliance Committee.

Code of Conduct

The people who form part of Aquaservice are aware of the role they occupy within the company, which involves some basic principles and behaviours. These include the obligation to act with integrity, professionalism and respect and are set out in the company's Code of Conduct. This reflects the non-acceptance

of corruption and malpractice. For Aquaservice, corruption is the misuse of the brand for personal enrichment and/or enrichment of a third party, through favours, fraud or bribery.

Aquaservice encourages honest and responsible actions from all the agents it collaborates with, and pursues actions contrary to these principles.

Code of Conduct
of Aquaservice



9.1 Code of Conduct

Integrity

Acting responsibly individually and with the company. Promoting the ethical principles of loyalty to the company, legality, confidentiality, respect for the values of the corporate culture and zero tolerance for corruption.

Professionalism

Quality and innovation in products and services

To innovate, develop and continuously improve in order to achieve the highest quality while being an economically and environmentally sustainable company.

Customer-oriented to achieve maximum satisfaction of their expectations, anticipating their needs and always with a vocation for service.

Use and protection of corporate assets

Aquaservice is committed to innovation and the use of the latest technologies and work equipment, being respectful of the environment and the health and safety at work of the people who form part of the company.

Relationships with partners and suppliers

Aquaservice considers its suppliers and collaborating companies to be an essential part of achieving its growth, profitability and improvement of service quality objectives, seeking to establish stable relationships with them based on trust and mutual benefit.

Respect

Promoting honest and responsible actions with all the agents with whom Aquaservice collaborates in line with universal principles of defence and recognition of human and labour rights, as well as the protection of the environment.

9.2 Transparent Governance: Accountability in Decision-Making

Aquaservice's governance structure is based on two bodies: the Board of Directors and the Management Committee.

Aquaservice has a Board of Directors, the governing body responsible for defining corporate strategy and the organisation and representation of the company, where quality, knowledge and innovation are also sought.

The Management Committee, led by the CEO, is the body that ensures the smooth running of the organisation and the implementation of and compliance with the policies and procedures established by the Board of Directors.

The steering committee is composed of the directorates of: Production and Environment, Finance, Information Technology, Innovation and Digital Channels, Marketing and Communication, Commercial and Last Mile Logistics, Customer Experience and People and Culture.

Aquaservice provides transparency in all its decisions, both in operational, general and business matters. In addition to the monthly reports to middle management, on a half-yearly basis, an informational meeting is held to provide data on the company's results and state of affairs, which the CEO shares with the entire company.



9.3 Compliance and commitments: regulations and certifications



Aquaservice's commitment to social responsibility has been part of the company's identity since its inception. This takes the form of compliance with current legislation, adaptation to the socio-economic context, respect for people and ethical behaviour in the pursuit of its activities.

Aquaservice complies with the ILO core conventions (conventions related to respect for freedom of association and the right to collective bargaining, elimination of discrimination in respect of employment and occupation, elimination of forced or compulsory labour and the effective abolition of child labour).

In 2020, the Board of Directors approved the implementation of the Organisational and Management Model for the Prevention of Criminal Risks, which includes measures to combat corruption and bribery.

During the financial years 2023 and 2022, there have been no breaches of environmental or data protection legislation, and no cases of corruption, bribery, discrimination or human rights violations have been identified.

"All of us at Aquaservice are proud of the growth we experience every year, as it is a reflection of the efforts of an entire organisation. A team that is guided by the values that have allowed us to get this far and that drive us to constantly improve: a business model that is based on a native system in circular economy, that puts people and the planet at the centre, and that allows us to offer a quality service to all customers who trust us, thanks in part to our innovative nature".

Alberto Gutiérrez,
Aquaservice CEO



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