



# **Value proposition**

CORPORATE SOCIAL RESPONSIBILITY  
COMMITTED TO THE SUSTAINABLE DEVELOPMENT GOALS



# TABLE OF CONTENTS

- 1. DEFENDING WATER, OUR RAISON D'ÊTRE**
- 2. VALUE CREATION**
- 3. OUR OFFER FOR A SUSTAINABLE FUTURE**

01



# DEFENDING WATER OUR RAISON D'ÊTRE

# Defending water, our raison d'être in the world



Defending water means ensuring its availability and quality, in the short and long term, everywhere and for everyone.

**€1.5 B**

Turnover in 2020

**10,400**

Collaborating in  
**19 countries**

**12.5 M**

Supplying the public in **7,000 municipalities**

**€32 M**

Invested in digital transformation and **innovation**



SAUR has sped up its international development in 2020 and is currently present in 19 countries.

- Municipal water
- Industrial water

# #mission water our raison d'être in Spain and Portugal



In Spain and Portugal,  
We supply to **102 municipalities**

**€215,2 M**

Turnover

**2,157**

Employees

**221 mm<sup>3</sup>**

Water produced

**1,306,000**

Supplied to the  
public

# Gestagua

This subsidiary of SAUR has been operating in Spain since 1986 offering **tailored solutions** for each customer.

SAUR lends its leadership for **water treatment engineering** during each stage, from project design to the operation of tailor-made and turnkey facilities.

€44,5 M

Turnover

426

Employees

80 mm<sup>3</sup>

Water produced

900,000

Supplied to the public

63

Municipalities



# Emalsa

Working to provide the Water Management Cycle services based on its **commitment to excellence** and efficiency, the public and the environment.

Supplying water to households is just as important as treating wastewater to return it to the environment in the best way possible.

€60,7 M

Turnover

425

Employees

78 mm<sup>3</sup>

Water produced

398,000

Supplied to the public

2

Municipalities



emalsa  
Empresa Malle de Aguas de Los Patos S.A.



# Aquapor

One of the main players in the water supply, sanitation and purification sector in Portugal since 1987.

It has a **30% stake** in the company providing water supply and wastewater treatment services to the industrial compounds in Jeddah, Saudi Arabia.

€110 M

Turnover

1,306

Employees

63 mm<sup>3</sup>

Water produced

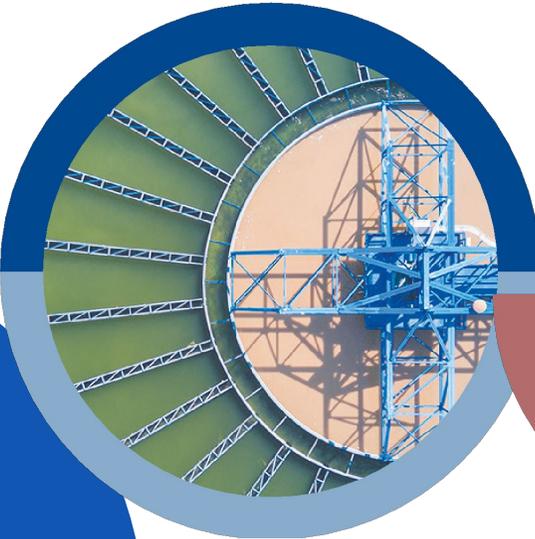
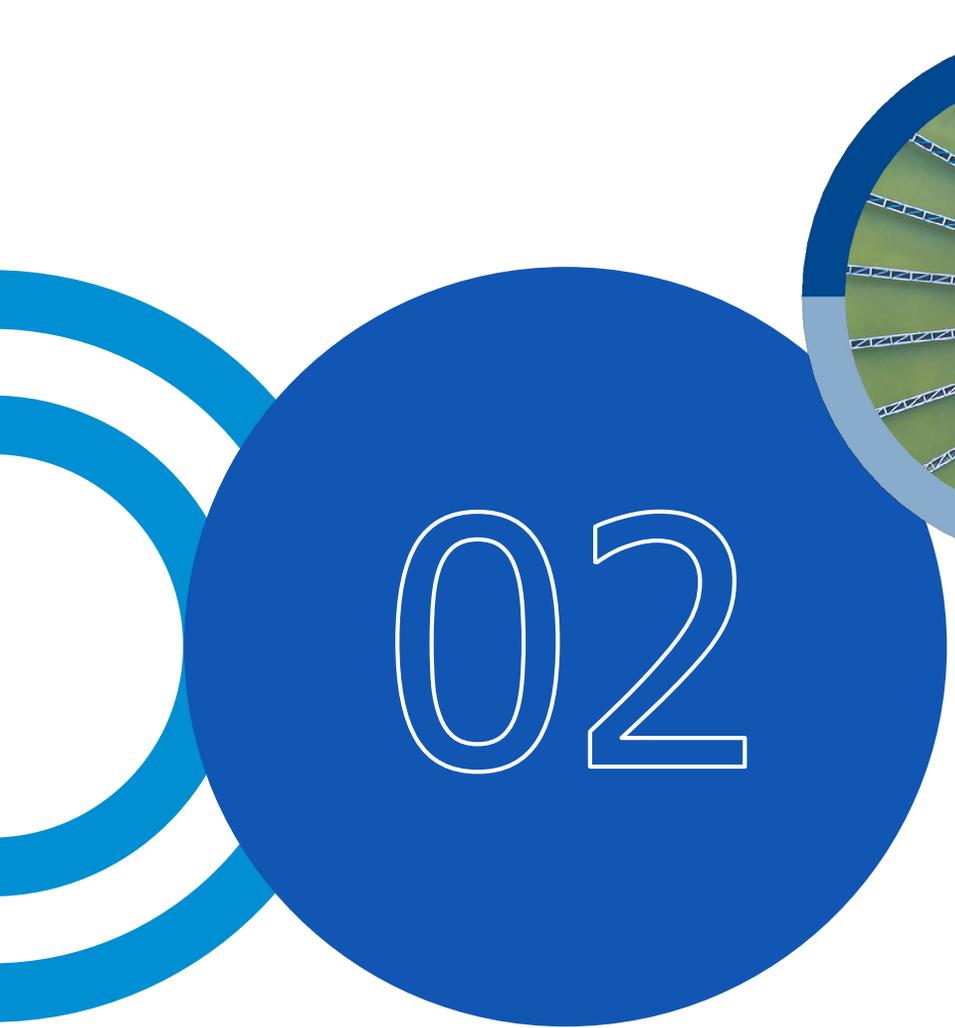
1,9 M

Supplied to the public

37

Municipalities





02

## VALUE CREATION

1. Three goals, nine commitments, eighteen actions
2. Stakeholders
3. Pillars for the implementation of our CSR policy
4. Actions

# 1. THREE OBJECTIVES, NINE COMMITMENTS, EIGHTEEN ACTIONS



To protect and safeguard water in terms of quality and quantity



## COMMITMENTS

### 1. To anticipate and comply with water and aquatic environmental legislation

#### ACTIONS

1. National Plan for Treatment, Sanitation, Efficiency, Savings and Reuse (DSEAR Plan).

### 2. To reserve water resources

#### ACTIONS

1. Leak reduction plan.
2. Improving the efficiency of the supply system using digital tools.

### 3. To promote responsible water use

#### ACTIONS

1. Creation of drought plans adapted to each municipality.
2. Teaching materials to raise awareness and appreciation of water.

# 1. THREE OBJECTIVES, NINE COMMITMENTS, EIGHTEEN ACTIONS



## To develop and support the territories

17 ALIANZAS PARA  
LOGRAR  
LOS OBJETIVOS



### COMMITMENTS

#### 4. To strengthen the relationship of trust and co-construction with our stakeholders

##### ACTIONS

1. Developing transparent data sharing with customers.
2. Being the first player in the water sector to propose full access to data.

#### 5. To take action for the ecological transition

##### ACTIONS

1. Reducing power consumption.
2. Monitoring energy costs using digital tools (AQUAEL).

#### 6. To contribute to local socio-economic ecosystems

##### ACTIONS

1. Purchasing from local suppliers.
2. Promoting local employment.

# 1. THREE OBJECTIVES, NINE COMMITMENTS, EIGHTEEN ACTIONS



## Promoting employee development



### COMMITMENTS

#### 7. To respect corporate ethics

##### ACTIONS

1. E-learning and face-to-face training for all collaborators, particularly for sensitive topics.
2. Compliance system according to standards ISO 19601 and ISO 37001.

#### 8. To support the eco-responsible engagement of employees

##### ACTIONS

1. Developing communication about the group's strategy, get collaborators more involved in their construction.

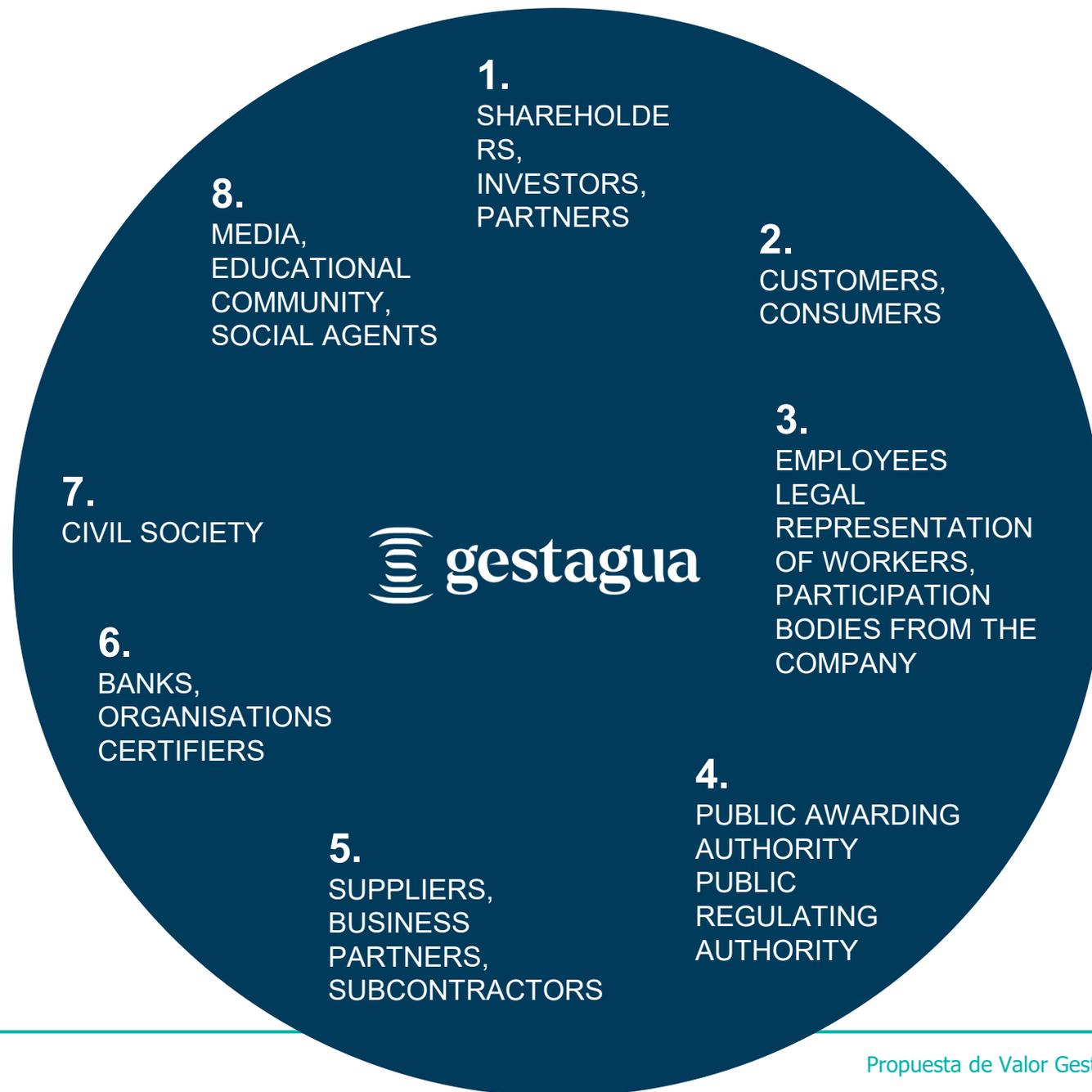
#### 9. To promote inclusion, diversity and reconciliation

##### ACTIONS

1. Equality Plan (Elleau Network).
2. Compagnons and Next Gen Voices.
3. Conciliation plan
4. Mentoring and adapted communication programmes.

## 2. STAKEHOLDERS

Both the shareholder **EQT** and **Groupe SAUR** and the management from **Gestagua** share the conviction that their ability to generate sustainable wealth over time is determined by their **relationships with Stakeholders.**



### 3. PILLARS FOR THE IMPLEMENTATION OF OUR CSR POLICY

#### INTERNAL

#### EXTERNAL

#### WORKPLACE ENVIRONMENT



- PRESERVATION OF KNOWLEDGE
- COMPAGNONS
- EQUALITY, ELLEAU NETWORK
- TALENT CREATION
- NEXT GEN VOICES
- INTERNAL COMMUNICATION

#### REGULATORY ENVIRONMENT



- ANTI-CORRUPTION
- TRANSPARENCY
- COMPLIANCE OFFICER
- COMPLIANCE TRAINING

#### ENVIRONMENTAL SETTINGS



- ENVIRONMENTAL COMMUNICATION
- AENOR CERTIFICATIONS: QUALITY, ENVIRONMENT AND ENERGY MANAGEMENT.

#### CORPORATE ENVIRONMENT



- CODE OF CONDUCT
- SUPPLIERS POLICY
- SAUR SOLIDARITY
- ALAYA PLATFORM
- EMPLOYEE COMMITMENT
- SCR PUBLICATION

# 4. ACTIONS

## REGULATORY AND WORKPLACE ENVIRONMENTS

TEAMS DE SAUR ESPAÑA  
MARTES 06 | 06 | 2021  
DE 15H A 15H30

*Un café con*  
**Rogério KOEHN**  
CEO  
SAUR ESPAÑA

06 JUL 15H

SAUR  
emalsa  
emalsa  
SAUR  
CONCELO DE BAY

**EL CAFÉ DE SAUR ESPAÑA**



**NextGen Voices**

**Elena De La Torre Luque**  
Service manager  
Operations Management  
Bilbao, Spain

**ETAP GARAIJAR**  
La planta abastece a los municipios de Durango, Iurreta, Mañana Iurreta, Elorrio, Zaldibar y Ermua. Entidad: Consorcio de Aguas Bilbao Bizkaia.

## CORPORATE AND ENVIRONMENTAL ENVIRONMENTS



# 03



## OUR OFFER FOR A SUSTAINABLE FUTURE

1. Technology for efficient management
2. Technology for transparency
3. Transparency and compliance
4. Awareness-raising to appreciate water
5. The value of essential employees

# 1. TECHNOLOGY FOR EFFICIENT MANAGEMENT

Four smart applications developed by Gestagua for the different stages comprising the Water Management Cycle.



## Gea

**Comprehensive management tool**

It comprises the linear and spot assets of all hydraulic infrastructures with the Geographic Information System.

**Facilitates operations management and work order monitoring.**



## HERMES

**Processes monitoring**

Analyses all hydraulic infrastructure instrumentation signals.

**It allows us to create predictive patterns of behaviour and anticipate system failures.**



## AQUAEL

**Consumption reduction**

Reduces energy consumption. Minimises water losses in the distribution networks

**It allows the natural resources available to be managed in a sustainable way.**



## NEO

**Work orders**

Creates mobile work orders. Linear, spot and fleet assets. Online and offline mode.

**Browser integration. Skype integration.**



## 2. TECHNOLOGY FOR TRANSPARENCY

### AZUL Customer management

Integrates customer base information. Includes reading the meters, invoices issue and geographical location of the connections.

**It allows customised solutions to be provided to meet each customer's requirements.**



### Efficiency when providing service to the subscriber



### ARGOS Data Board

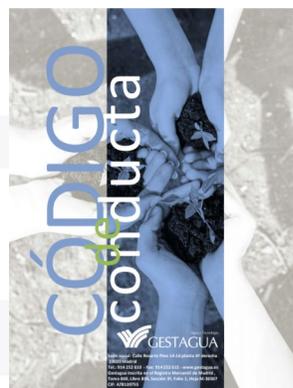
Management of KPIs, invoicing, overdue payments, sanitation and supply work orders. Water purchase costs, production, energy costs

**It allows the natural resources available to be monitored in a sustainable way.**



# 3. TRANSPARENCY AND COMPLIANCE

The Code of Ethics applies to all members of the organisation and its subsidiaries, starting with those making business decisions. This is the only way to ensure a culture of healthy integrity supported from the very top.



**Our values**

**TRANSPARENCY  
INNOVATION  
SENSE OF SERVICE  
SOLIDARITY  
RESPONSIBILITY  
CLOSE AT HAND**

**UNE 19601 : CRIMINAL COMPLIANCE MANAGEMENT  
ISO 37001 : ANTI-BRIBERY MANAGEMENT**

# 4. AWARENESS-RAISING TO APPRECIATE WATER

**AWARENESS-RAISING**  
 50% of end-users surveyed identified information to users and raising awareness of responsible water uses as a priority for the SAUR group.



¿CONOCES LOS OBJETIVOS DE DESARROLLO SOSTENIBLE ?

6. GARANTIZAR LA DISPONIBILIDAD DE AGUA Y SU GESTIÓN SOSTENIBLE Y EL SANEAMIENTO PARA TODOS

LA ESCASEZ DE AGUA PODRÍA DESPLAZAR A 700 MILLONES DE PERSONAS PARA 2030

MÁS 4.200 MILLONES DE PERSONAS CARECEN DE ACCESO ADECUADO A SANEAMIENTO

MÁS 4.200 MILLONES DE PERSONAS CARECEN DE INSTALACIONES BÁSICAS PARA LAVARSE LAS MANOS

9% DE LOS ECOSISTEMAS VINCULADOS CON EL AGUA EN ESPAÑA HAN SUFRIDO CAMBIOS EN EL ÚLTIMO AÑO DEBIDO A EFECTOS DE LA CRISIS CLIMÁTICA

PUES SON NUESTROS MISMOS OBJETIVOS

emalsa, tu agua www.emalsa.es

**KO y OK descubriendo LOS VILLANOS del agua**

Gestagua, concesionaria del servicio de aguas, presenta junto al Ayuntamiento una campaña de concienciación y sensibilización coincidiendo con el Día Mundial del Agua.

Se ha elaborado un material escolar para descubrir a través del dibujo quiénes son los "villanos del agua" para que el alumnado pueda, en las Visitas a las plantas depuradoras, conocer a fondo la complejidad de los procesos que allí ocurren.

Con este trabajo aprenderán lo que no se puede tirar al agua porque representa un peligro para el medio ambiente.

KO y OK, dos personajes creados a tal fin, explicarán las repercusiones que pequeñas decisiones, tienen en realidad.

Ayudémosles a salvarse, a cuidar el agua y logremos además un mundo mejor.

El origen de la basura que llega al mar es diverso. Se estima que el 80% son de origen terrestre, provenientes principalmente del turismo costero, supermercados, desagües, ríos, vertederos y zonas industriales. El 20% restante procede de actividades marítimas como la pesca y acuicultura, embarcaciones de recreo y transporte marítimo.

Esige que se los villanos. Diente sibil, clientes, garra, para que no se te olvide Greempaseo en su dossier "Plástico en los océanos".

discovering LOS VILLANOS del agua

GESTAGUA

Hoy más que nunca, el agua salva vidas

Nadie sin agua ¡Venceremos!

Comprometidos con el servicio, comprometidos contigo www.emalsa.es

emalsa

Un mundo en cada gota  
 Un significado para cada persona

Agua es salud, productividad, higiene, paz, bienestar, dignidad, paz, armonía, conservación, conexión, comunidad, progreso, vida...

Y para ti, ¿cuál es su valor?

Piénsalo. Cuidálo.

22 de Marzo  
 #DíaMundialDelAgua

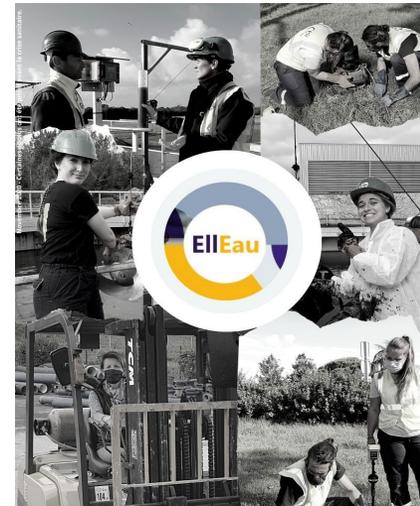
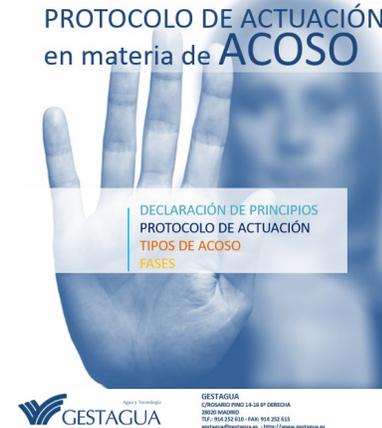
GESTAGUA

# 5. THE VALUE OF ESSENTIAL EMPLOYEES

## ESSENTIAL EMPLOYEES

We want our collaborators to **take centre stage** in the company spirit cheering them on.

A spirit of innovation, creativity, reactivity, risk-taking: essential factors that allow us to optimise results and create our business dynamics.



 gestagua

