



aquaservice

Sustainability  
Report  
**2024**



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2024 report  
in digital  
format

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## 1

## Message from Alberto Gutiérrez



Aquaservice started its business more than 27 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.

At the end of 2024, the company had more than 3,391 people in the team, distributed in 70 delegations, 7 production centres located in natural mineral water springs and a customer portfolio of almost 800,000. In addition, 2024 was a key year of expansion, marking our leadership in the Iberian Peninsula with the opening of operations in Portugal, thanks to the inauguration of our branch in Porto and the acquisition of Eden Springs

Portugal, a leading company in the Portuguese market. This milestone not only strengthens our position in the sector, but also paves the way to double our presence in the Portuguese market in the next five years.

The work and commitment of all the people who form and have formed part of Aquaservice has been key to consolidating our corporate culture as a competitive advantage. We are united by a strong sense of belonging and a common purpose: to improve the well-being of people in their daily lives.

As a company, we continue to grow, based on three fundamental pillars:

The first is **people**. We strive to take care of our team, our greatest asset, and also to strengthen our commitment to our customers and society. Through our corporate social responsibility initiative,



Aquaservice con Alma, we work to improve the quality of life of vulnerable groups and give back to society part of what we receive.

The second is **sustainability**. Our native business model in circular economy allows us to offer a bottled water service with a cooler that maximises the reuse of containers and coolers and guarantees their recycling at the end of their useful life. We continue to promote the efficient use of natural resources, to invest in renewable energies and to make progress in reducing our carbon footprint. As a result, we maintain our commitment to AENOR Circular Economy certification and remain 100% Carbon Neutral by offsetting our Scope 1 and 2 emissions.

The third is **technology and innovation**. We continue to focus on a robust technological base that allows us to

improve the efficiency of our processes, optimise the customer experience and reduce our environmental impact.

This year has also been a challenge for all of us. The **DANA** severely affected the Valencian Community, causing important human losses, damaging infrastructures and affecting many people. As a company committed to society, we have put our efforts into supporting the affected communities, collaborating with solidarity initiatives and offering help through our Aqua Solidaria programme to mitigate the impact of the storm so that the people affected could have access to resources and water from the very first moment. This spirit of solidarity and responsibility reflects the values that define us as a company.

In this report we reflect how we integrate sustainability into all our processes to

generate a positive impact on society and the planet. We are confident that, together with our customers, we will continue to transform the way we hydrate towards a more sustainable version.



Get to know us  
better

# 2

## 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.







# 3

## Keys 2024: Figures and Major Milestones

- 3.1. Aquaservice in figures
- 3.2. Major milestones in 2024
- 3.3. Internationalisation and Leaders in the Iberian Peninsula

# 278

**million €**

Turnover  
in 2024

# 797,274

Aquaservice Customers  
in Spain and Portugal

# 3,380

People who make up  
part of Aquaservice

# +10.5%

compared to 2023

# 308

Jobs created  
in 2024

# 70

Branches  
within Spain  
and Portugal

# 64%

less emissions at its  
production sites over  
the last 5 years

# 18,000 †

Saving on single-use plastic  
with our reusable 20-litre  
bottle

# 7

Natural mineral  
water springs  
and spring water

# 1,000 †

distributed thanks to the  
reuse of a 20-litre bottle

## Certified sustainability

Pioneers in the sector with AENOR certificates for the  
Circular Economy strategy in Carbon Neutral, Zero Waste and  
contribution to the SDGs

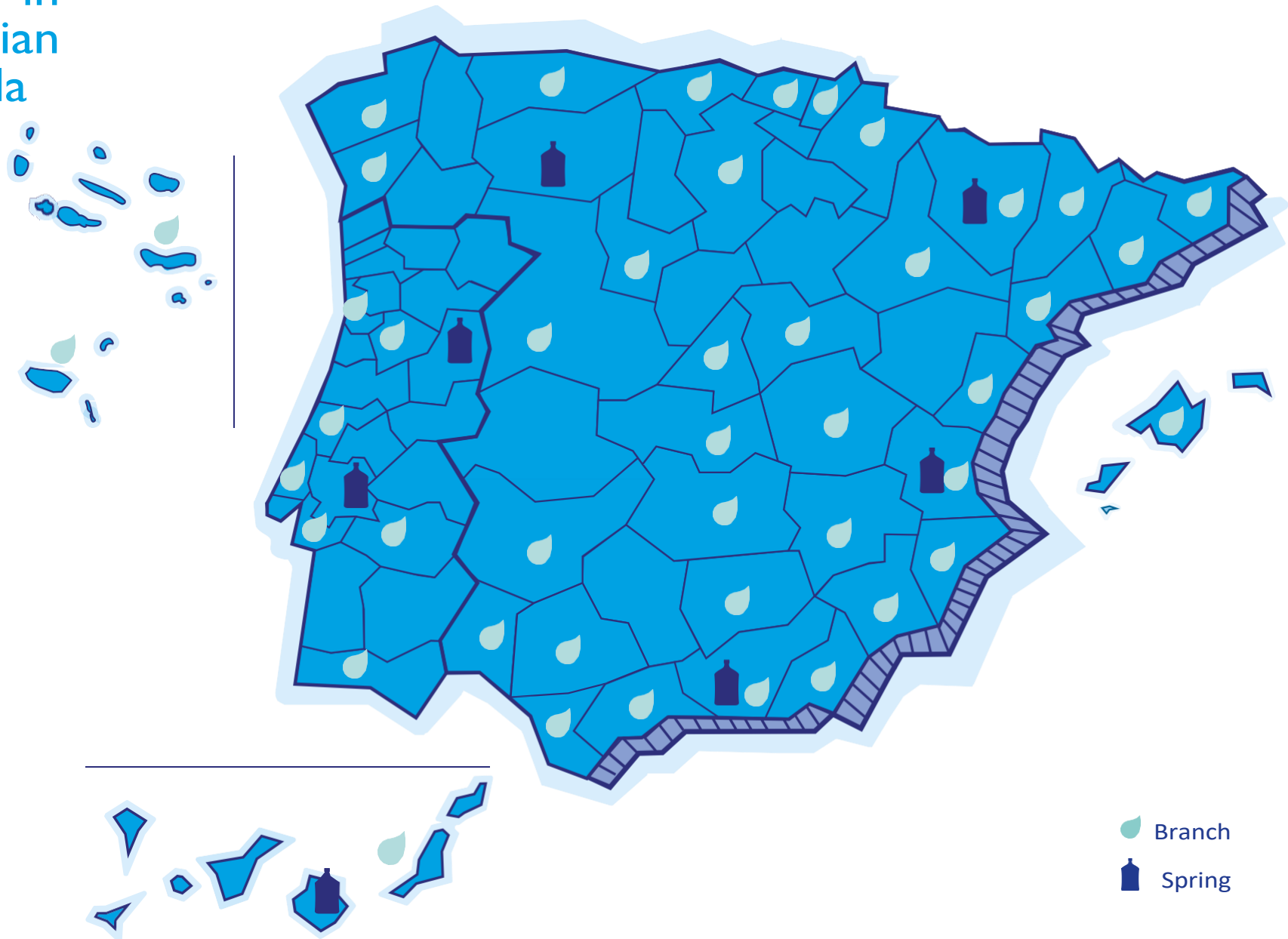
# 100%

**electric**

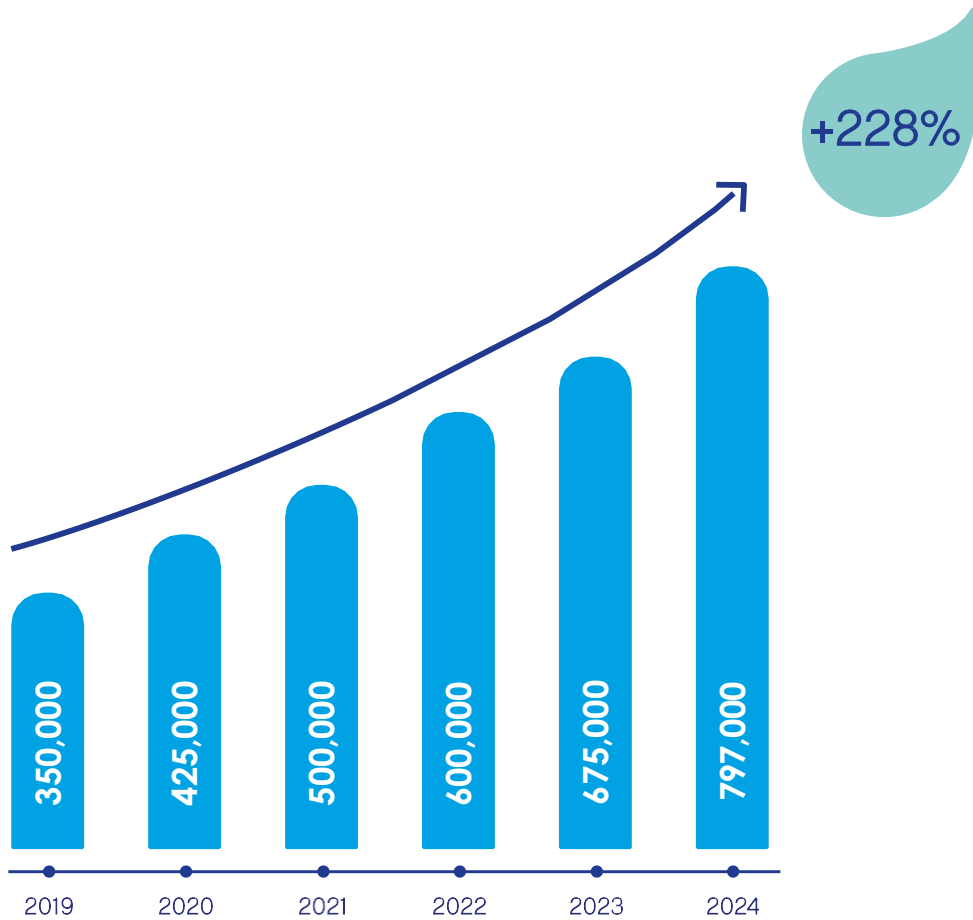
First in Spain to deliver  
with a 100% electric truck  
in the 7.5 t segment



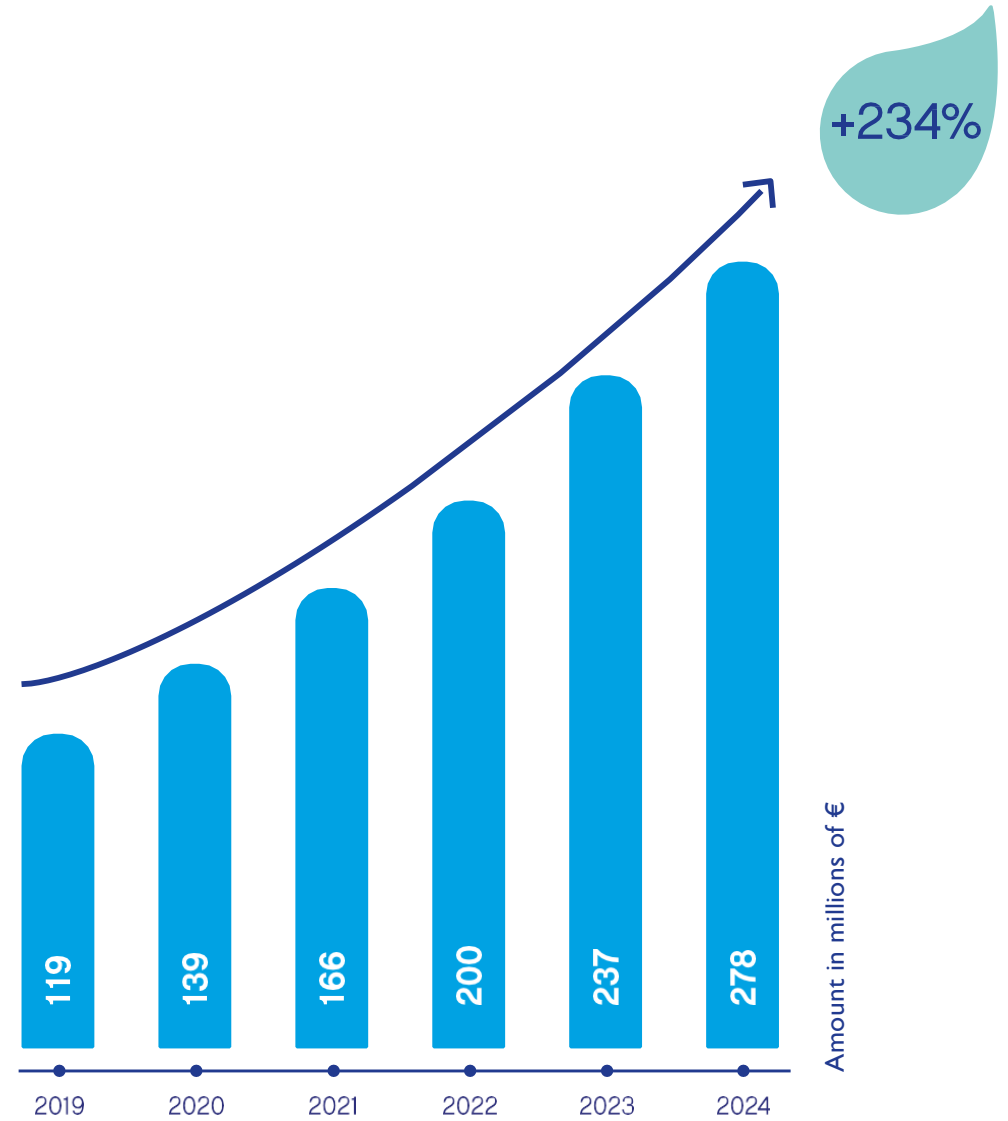
## Leaders in the Iberian Peninsula



### 3.1. Aquaservice in figures



Growth in the number of customers



Development of turnover

## 3.2 Major milestones in 2024



Aquaservice starts its activity in **Portugal** with the launch of the spring in Corgas Largas and the opening of the branch in Oporto.

In July, Aquaservice **acquires Eden Springs Portugal** consolidating its leadership in the Iberian Peninsula.



The group of volunteers from Aquaservice con Alma, wins the **prize for Corporate Volunteering** in the IX Awards for Volunteering in the Valencian Community, organised by the Plataforma de Voluntariat de la Comunitat Valenciana (Valencian Community Volunteering Platform).



Aquaservice, **renews its AENOR certificate** for its Circular Economy Strategy and contribution to the SDGs.



Pioneer in aid and solidarity with those affected by storm DANA (Spanish acronym for “Depresión Aislada en Niveles Altos”, meaning isolated depression at high levels) in the Valencia Region.

### 3.3 Internationalisation and leaders in the Iberian Peninsula

In 2024, Aquaservice took a key step in its internationalisation strategy with its entry into the Portuguese market. In March, the company acquired and commissioned the Corgas Largas spring, located in the natural enclave of Gouveia, a strategic location that allows it to efficiently supply the north of Portugal and the west of Spain. This first phase was followed by the opening of its first branch in Porto, consolidating its presence in the country.

As part of the second phase of its expansion, in July 2024 Aquaservice acquired Eden Springs Portugal, adding 150 new professionals to its team, who join the Aquaservice family. The operation also added more than 45,000 customers in Portugal and a new spring in Coruche (Lisbon), strengthening the company's production capacity. This acquisition made Aquaservice the market leader in the distribution of bottled water with coolers in the Iberian Peninsula, consolidating its position as a leader in the sector.

At the end of 2024, Aquaservice had 9 branches in Portugal and two springs.

*'The acquisition of Eden Springs Portugal represents a significant milestone in the history of Aquaservice. This operation consolidates our leadership in the Iberian Peninsula, opening up new opportunities to grow and improve our service to our customers in both markets.'*

Alberto Gutiérrez,  
Aquaservice CEO.







# 4

## Our Commitment to Service and Excellence

- 4.1. Who we are
- 4.2. Aquaservice's driving force: its team and values
- 4.3. Evolution of Aquaservice
- 4.4. Product and service
- 4.5. Discover our springs
- 4.6. The positive impact of Aquaservice
- 4.7. Value chain: process and suppliers
- 4.8. Quality control and safety
- 4.9. Committed to our customers
- 4.10. Certifications that support our commitment to excellence and quality

## 4.1. Who we are



Founded in 1997, Aquaservice is the leading company **in the distribution of bottled water with coolers in Spain and Portugal**. Since its inception, it has developed a 100% native circular economy model, which reuses and sanitises its bottles to recycle them at the end of their useful life, consolidating itself as a leader in sustainability within the sector.

As of the end of 2024, Aquaservice has 7 production centres located in natural mineral water and spring water springs, from which it supplies its 70 branches throughout the Iberian Peninsula and the Balearic and Canary Islands and, for the first time, its operations in Portugal. With this expansion, the company has started to offer its 100% circular solution also in our neighbouring country, reinforcing its commitment to take its sustainable model beyond Spain's borders.

Today, Aquaservice serves more than 797,274 home and business customers, marking a new milestone in its growth.

It is the only brand to offer a large-scale, fully circular solution for bottled water in Spain and Portugal. Its mission is to inspire a more sustainable future for the industry and the planet, constantly innovating so that more and more people can consume water in a convenient and environmentally friendly way.

To guarantee excellence in its service, Aquaservice had a team of 3,391 people at the end of 2024, 10.5% more than the previous year, who work daily to offer a more responsible and efficient consumption model.



## 4.2 Aquaservice's driving force: its team and values



## 4.3. Evolution of Aquaservice



First production at the **Cogollos de Guadix** (Granada).



Acquisition of the **Camporrobles** spring (Valencia).

# 2015

# 2016

# 1997

Aquaservice was born with a clear philosophy: to be people-centred: Team, Customers and Society.

# 2004

Entry to the residential **market**.



# 2014

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

# 2018

- Extension of the **Cogollos de Guadix** spring (Granada).
- First in the bottled water sector to register its **emissions of CO<sup>2</sup>** with the Ministry of Ecological Transition.



- Purchase of the **Virgen del Camino** spring (León).
- Consolidation of its **Sustainable Supply Chain** strategy with the largest hybrid delivery fleet in Europe.



# 2019

- 1st in the water sector to be **100% carbon neutral** in all its operations.
- Pioneer in **electric mobility**: first 7.5 tonne last-mile electric delivery vehicle.

# 2021

- 1st in the water sector with **Aenor Zero Waste certification**.
- 1st company in the food sector to verify its strategy of contribution to the **SDGs awarded by SGS**.
- 1st in Spain to use **biomethane as fuel** for its last mile delivery fleet.

# 2022

- Acquisition and start-up of the first **Aquaservice spring in Portugal** and opening of the branch in Porto.
- Acquisition of **Eden Springs Portugal** and consolidates its leadership in the Iberian Peninsula.

# 2024



# 2020

- Purchase of the **fourth spring in Ribagorza**.
- Creation of the **Agua Solidaria** project and unification of its Corporate Social Responsibility strategy **Aquaservice con Alma**.



# 2023

- 1st in the bottled water sector to have the **AENOR certificate for the Circular Economy strategy**.
- Acquisition and commissioning of the **Ingenio** spring (Gran Canaria).



## 4.4. Product and service

### In your home

#### Returnable and reusable 20l bottles

Aquaservice produces and reuses its own 20-litre bottles. Its activity is focused on offering a bottled water service with a native cooler within the circular economy.

#### Cooler

In order for its customers to enjoy the convenience of the service, Aquaservice provides them with a modern top-quality cooler, equipped with a double tap with adjustable temperature: natural, cold, colder or hot (perfect for preparing infusions or cooking recipes).



### At your company

#### Aquaservice professional

With our integrated water solutions for companies, you can choose the option that best suits your needs:

Water service with a cooler



Mains fountains



Combine both services



#### Mains fountains

With our mains fountain service you can have water directly from your company's mains in a convenient and sustainable way.

## To complement



### AquaService Mini

The only brand on the market that makes PET bottles returnable. In this way, with the simple gesture of depositing the empty bottles, the delivery team is responsible for collecting them and placing them in a clean recycling circuit.



### Café AquaService

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



### Thermal bottles AquaService

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

## At your event

With the aim of transforming events into a more sustainable version, more than 600 events organised all over Spain opted for sustainability by relying on AquaService in 2024.

Musical, cultural and sporting events, corporate events, filming, festivals, fairs, catering, conferences and congresses.



## 4.5. Discover our springs

**100% of our source is natural mineral water and spring water.**

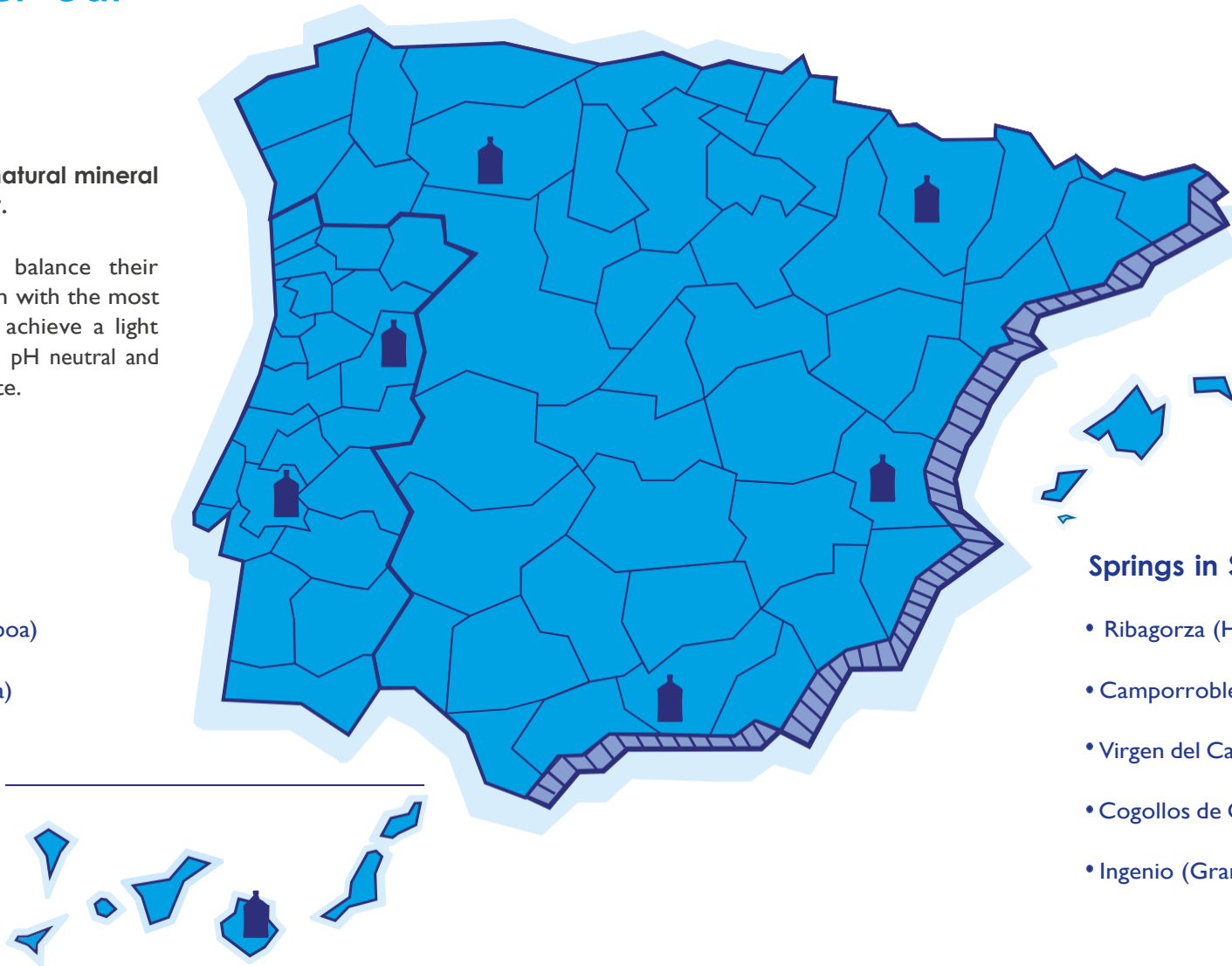
At our 7 springs, we balance their mineralogical composition with the most advanced technology to achieve a light drink, very low in sodium, pH neutral and very smooth on the palate.

### Springs in Portugal

- Sobreiros (Coruche, Lisboa)
- Corgas Largas (Gouveia)

### Springs in Spain

- Ribagorza (Huesca)
- Camporrobles (Valencia)
- Virgen del Camino (León)
- Cogollos de Guadix (Granada)
- Ingenio (Gran Canaria)







Meet  
our  
springs

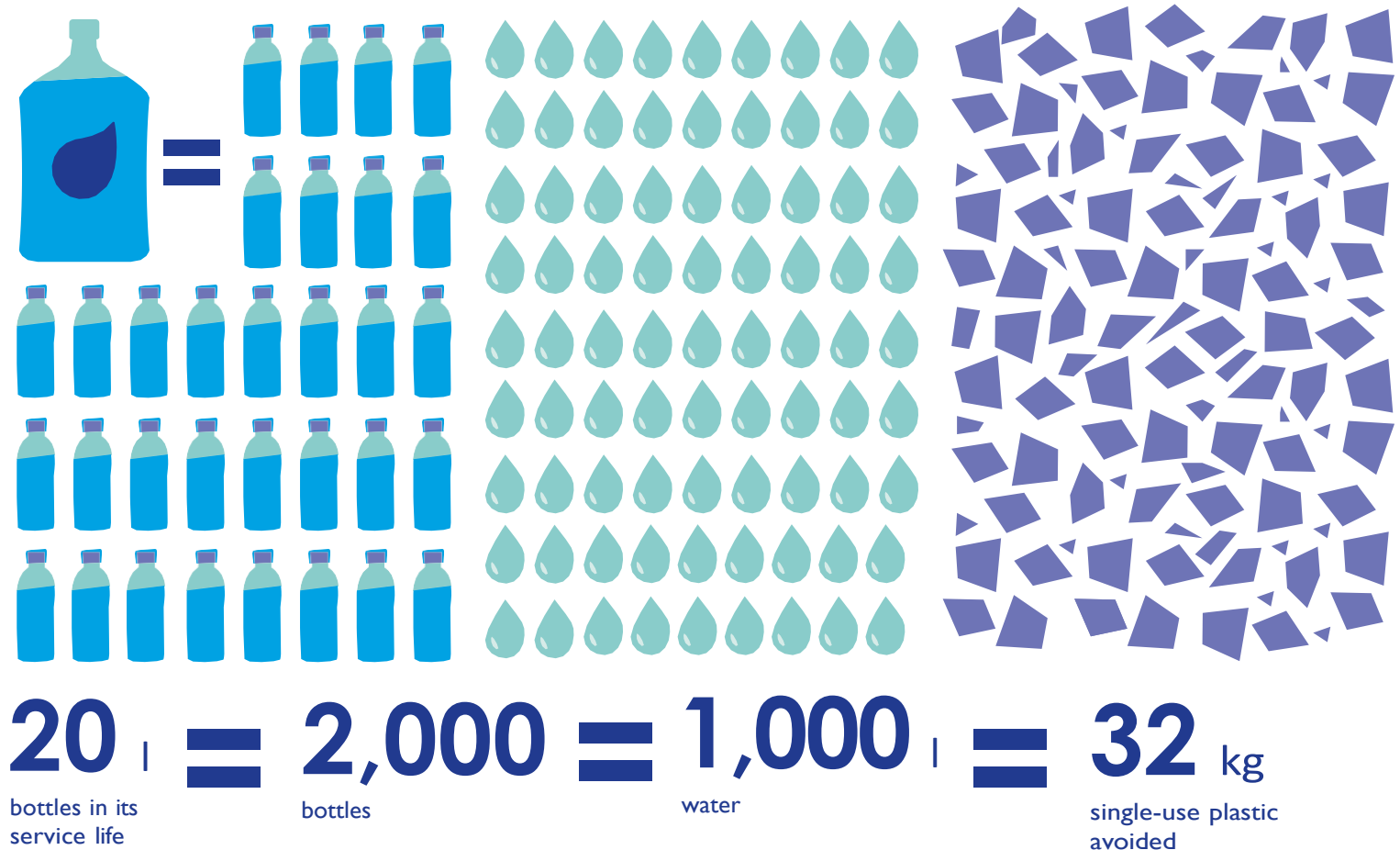


## 4.6. The positive impact of Aquaservice

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 2024, thanks to the Aquaservice service, **more than 18,000 tonnes of single-use plastic were avoided**. 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 obtain the AENOR Circular Economy Strategy certificate. A certificate that it renews every year and continues to work to inspire a more sustainable future by innovating so that more and more people can drink water in a comfortable and sustainable way.



## 4.7. Value chain: process and suppliers

All production and bottling is carried out under the strictest quality controls.

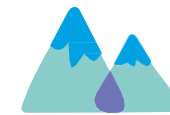
In each of the production centres, where Aquaservice's natural mineral water springs are located, we have our own laboratory and a specialised technical team that carries out exhaustive controls to guarantee the best quality and purity of our products.

Aquaservice's sparkling waters are made in our production facilities from natural mineral water using the most advanced technology.

During the production process we balance its mineralogical composition to achieve a light, pH-neutral drink that is very smooth on the palate. It always tastes the same. Always perfectly balanced. Always perfect.



### What is Aquaservice water like?



Water-based  
natural minerals



Maximum techno-  
logical innovation



Proper balance  
of electrolytes



Neutral pH and very  
low sodium content



Smooth on  
the palate



Quality  
guaranteed



Our product is recognised by  
the Spanish Heart Foundation



## 4.8. Quality and safety control

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

In 2024, the IFS Food safety certification was renewed for the Camporrobles, Cogollos de Guadix, León, Canarias and Ribagorza springs.

In addition, in 2024, the IFS Logistics version 2.3 food safety certification was renewed in the Paterna, Granada, Coslada, Ulldecona, Villajoyosa, Jerez, Getafe and Hospitalet branches, and certification was obtained in the Alicante, Gerona and Vigo branches.

**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 is subjected to a strict washing and sanitising procedure in each of the production centres, 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 where they are delivered directly to homes and companies with a QR code that allows each bottle to be tracked.

### **Commitment to supplier companies**

Aquaservice implements various controls on its suppliers to ensure the quality of all its products and services. In addition, the supplier approval policy prioritises national companies and seeks proximity to our logistics centres.

Aquaservice has the **international IFS Food certification of the Global Food Safety Initiative (GFSI)** at its production sites with an excellent level. This certification ensures the highest level of food safety throughout the bottling process, thus guaranteeing the safety of the product.

The **IFS Logistics Standard** certifies the quality and safety of the company's logistics activities and includes the warehousing, loading and unloading processes in our facilities.

## 4.9. Committed to our customers



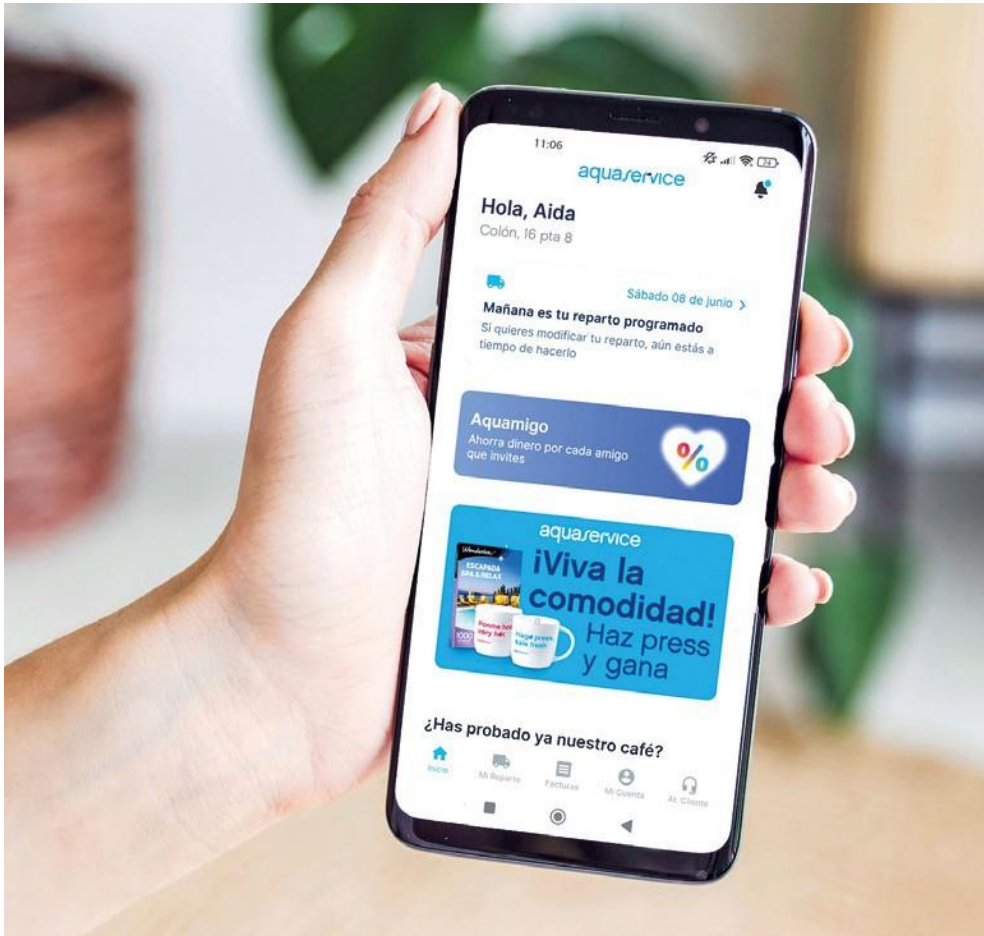
### A convenient and sustainable service focused on the customer and the planet

At Aquaservice, all of us share the same mission: to offer the best service to those who place their trust in us. Our service model, based on the circular economy, seeks to build a more sustainable future in both homes and workplaces.

We are committed to reuse and recycling. Our packaging and goods are designed for responsible consumption; they are reused, and at the end of their useful life they are recovered. This approach reduces plastic waste from water consumption, providing a real benefit to the environment and to our customers.

From the spring  
to home without  
leaving a trace





## The keys to Aquaservice service:

### Our own team

At Aquaservice, all the people involved in the service are part of our staff. This allows us to establish trusting relationships with our customers, who often know their delivery driver personally, creating a close and lasting bond.

### Efficient and personalised service

Speed and punctuality are essential to our customer service. Every interaction is geared towards ensuring total satisfaction, backed by our positive culture.

Our service channels include:

- Private area on the website: It allows customers to manage their service autonomously.
- Mobile APP: Designed for households looking for convenience in managing their service.
- Telephone and e-mail: Personalised attention from Monday to Friday, from 8.30 am to 7.30 pm.

- Direct contact with the delivery person: thanks to advanced software, customers can resolve questions during delivery.
- 'The voice of the customer': An innovative tool that allows you to record messages and send them directly to our offices from the APP.

# NPS 73 excellent

Our customers rate us with a **Net Promoter Score (NPS)** of 73, an indicator that reflects an excellent level of satisfaction. This index, which is measured between -100 and 100, is evidence of their trust and confidence in the Aquaservice service.

## 4.10. Certifications that support our commitment to excellence and quality

Aquaservice seeks to generate a positive impact on people and the planet, standing out for its commitment to food quality and safety, the environment, occupational health and safety and the UN Sustainable Development Goals, recognised by the leading organisations.





# 5

## Our Commitment to People

- 5.1. The importance of people for Aquaservice
- 5.2. Culture of well-being at Aquaservice
- 5.3. We are committed to stable and quality employment
- 5.4. Talent management and development of people
- 5.5. Inclusion, diversity and equal opportunities
- 5.6. Health and safety at work
- 5.7. Ambassadors of corporate culture
- 5.8. The society that moves us: Aquaservice con Alma



## 5.1. The importance of people to Aquaservice

Aquaservice, leader in the distribution of bottled water with a cooler in Spain, has been revolutionising water consumption in our country for 27 years.

The business model, based on a native circular economy system, places people and the planet at the centre of all its operations. This approach has allowed us to offer a high quality service, marked by innovation and constant transformation.

The strategic pillar underpinning Aquaservice's sustainable growth is its commitment to people, articulated in three fundamental areas: the Aquaservice team, customers and society.

In addition, Aquaservice prioritises health and safety in the workplace, consolidating a corporate culture that makes people the driving force behind its success.



### The 3 pillars of Aquaservice's commitment to people:



**Aquaservice team:** promoting quality employment, attracting and retaining talent, and promoting diversity and equal opportunities.



**Customers:** Aquaservice offers a convenient and sustainable service.



**Society:** Aquaservice gives back to society all the good it offers as a company by helping the groups that need it most.

People are at the heart of our business and have enabled our corporate culture to make a competitive difference

## 5.2 Culture of well-being at Aquaservice

At Aquaservice, the culture of well-being is an intangible that can be felt in every corner of the company. It is a commitment to the integral care of the people who form part of each team, promoting their well-being, accompanying them in their personal and professional development, and supporting them in all stages of their growth within the company.

Our priority is that each person feels valued, listened to and supported. That's why we work to customise our wellness initiatives, ensuring that each measure responds to the unique needs of all teams.

At Aquaservice, wellness is not a resource, but a commitment

### Main Well-being and Work-Life Balance Initiatives in Aquaservice



#### Training and Professional Development

Access to a corporate platform, language training and promotion of own leadership style.



#### Flexible Working Day

Implementation of 'Aquaflow' to promote schedules adapted to the needs of each team.



#### Advances and Financial Benefits

Access to salary advances (Payflow) and advantageous conditions on financial products.



#### Family support

Aquaservice supports families in vulnerable situations, such as those affected by the DANA.



#### Family Conciliation Leave

Options such as parental leave and special leave for family needs.



#### Social Benefits

Introduction of measures such as the childcare cheque to support the family economy, medical insurance, Aquaservice Advantages Club with special discounts and access to subsidised canteen and restaurant vouchers.



#### Corporate Social Responsibility

Programmes such as 'Aquaservice con Alma,' reflect the company's social commitment.

## 5.3. We are committed to stable and quality employment

The growth of Aquaservice's activity means the creation of new jobs. At year-end 2024, the company had a total of 3,391 people in its team, 308 more than the previous year, representing a 10.5% growth in the team compared to the previous year.

This sustainable growth is the result of its commitment to people. Aquaservice 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, both for men and women. Currently, 71% of contracts are of this type. In addition, more than 34% of middle managers have been with the company for more than a decade. In the last five years, Aquaservice has reaffirmed its commitment to people, creating more than 1,500 jobs throughout

Spain to strengthen the different teams that make up the company.

One of the key priorities of Aquaservice's corporate culture is to foster collaborative work environments that encourage individual and collective talent. The company focuses on job creation, prioritising the recruitment and retention of talent, diversity and equal opportunities, as well as occupational health and safety.

# 10.5%

Growth of the team  
Aquaservice

# 71%

Contracts are  
permanent and  
full-time

# 34%

Middle management  
with 10 years at  
Aquaservice

*'At Aquaservice we are proud of the continuous growth of our team, consolidating our position as a leader in job creation in Spain.*

*Our team, the bearer of our values and corporate culture, is the driving force behind our daily efforts to offer the best service to our customers.'*

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



## 5.4. Talent management and development of people



The development of individual and collective talent is key to the evolution and transformation of Aquaservice, driven by the passion and commitment of its team.

### Our own leadership style

Aquaservice has its own Leadership Style, developed through an itinerary that more than 250 managers go through every year. This approach provides a roadmap for developing exceptional leaders who are able to motivate, engage and value their teams.

### Developing talent

The company uses the internal Talent platform to evaluate individual performance, foster professional

growth and identify opportunities for improvement.

In 2024, leadership training hours were doubled and access to the Aquaservice University platform increased by 30%.

### Continuing education

The Training and Talent area promotes continuous learning, strengthening skills and knowledge to ensure the present and future development of each person.

### 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. Inclusion, diversity and equal opportunities

At Aquaservice, equality between women and men is a strategic principle integrated in its Corporate and Human Resources Policy.

### Equal opportunities

Aquaservice was a pioneer in implementing its **Equality Plan**, reaffirming its commitment to policies that promote equality at all levels and groups in the company.

### Non-discrimination

The company has a **code of ethics and conduct** based on equality and non-discrimination. It also has a **protocol for the prevention of and action against** psychological, sexual and gender-based harassment, applicable 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



## Accessibility

Aquaservice ensures **universal accessibility** in all its branches, eliminating architectural barriers and guaranteeing that people with reduced mobility can access any workstation or work area.

## Work Integration

Aquaservice promotes the **inclusion of people with disabilities** through direct hiring or in collaboration with Special Employment Centres. It highlights its Impulsa la Inclusión programme, developed together with the Randstad Foundation, to support the professional development of these people within the company.

Since 2023, the company has been working with initiatives such as the **Disability Culture and Awareness Days** and training plans in selection processes, promoting integration and highlighting the benefits of diversity in terms of talent and inclusion.

*'I am very proud to be working at Aquaservice and I would like to do so for many years to come.'*

Adrián Agrelo,  
Aquaservice receptionist.



## 5.6. Health and safety at work

At Aquaservice, creating safe and healthy working environments is a top priority.

### Commitment to health

The Aquasalud area leads initiatives, training and actions aimed at improving and protecting the health and safety of all teams at work.

### Safe and Sustainable Mobility

The Safe and Sustainable Mobility Plan, focused on the continuous improvement of the fleet, constant training, team awareness and commitment to society.

### ISO 45001 Certificate

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 by working to ensure safe working environments.

### The 3 central axes of the Aquasalud plan are:



Improved safety coefficient



Increased training in prevention



Preventive culture with all team leaders





## 5.7. Ambassadors of corporate culture

Corporate culture is one of the fundamental pillars of Aquaservice. Its eight values are the engine that drives every person in the company to do their best to deliver exceptional service.

### Ambassadors of Culture Project

Each year, this project trains people from different teams in experiential workshops designed to strengthen cooperation and alignment around Aquaservice's values. Encourages values to act as the 'glue' that binds and unites the team. Those selected are the recipients of the previous year's culture award.

### Initiatives to Promote Culture

To promote and care for corporate values, Aquaservice develops various activities that strengthen communication and connection between teams:

- Cultural visits to branches and springs.
- Monthly breakfasts with the Director General, bringing together people from different areas and branches.
- Annual company-wide meeting.
- Open days at the springs' production centres.
- Motivational and team building activities to connect teams.

In 2024, the number of participants in cultural visits increased fivefold compared to 2022, reflecting the unity and commitment of the 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.



## 5.8. The society that moves us: Aquaservice con Alma



Since its beginnings, Aquaservice has sought to give back to society part of what society has given it as a company. Aquaservice con Alma, its Corporate Social Responsibility strategy, focuses on supporting the groups that need it most.

Created in 2021, this initiative has the involvement of the entire organisation, including a network of more than 300 volunteers distributed throughout the branches in Spain.

**Aquaservice collaborates continuously with more than 50 organisations and NGOs** such as the Valencia Foundation through its Valencia CF Inclusive team that competes in the Genuine League, Asindown, Aladina Foundation, Red Cross, Spanish Association Against Cancer, AVAPACE, AFANION, Payasospital and Moms in Action among other organisations.

### Aquaservice con Alma, areas of action:



Social  
Inclusion



Environment



Health



Road  
Safety



Meet  
Aquaservice  
con Alma

### 5.8.1. Immediate support for those affected by the DANA in the Valencian Community

From the beginning of the DANA, Aquaservice mobilised its resources and teams to offer support to the most affected areas in the Valencian Community and other regions. Through the **Agua Solidaria** programme, it distributed more than 106,000 litres of water in collaboration with the UME, Red Cross, Generalitat Valenciana, Food Bank and Local Police, using both land and air routes to ensure that the water reached those who needed it most.

#### Internal Measures and Customer Service

Prioritising the safety of the Aquaservice team was key. Teleworking and flexitime measures were implemented in the affected areas to minimise risks. At the same time, teams in the Valencian Community worked tirelessly to restore service in the affected areas, maintaining communication with our customers to inform them of the status of their deliveries.

#### Commitment to Solidarity

All this was possible thanks to the efforts of the Aquaservice team and the volunteers. Their dedication was instrumental in distributing the donated water and helping all those affected.

Colleagues participated in the cleaning day at the Massanssa Secondary School, donated their Christmas hampers to the affected people and their families of the APAMI Association of Catarroja, participated in the Day of coexistence with the Tea Association of Algemesí and, as a company, participated in the donation of school supplies from the La Caixa Foundation and Save The Children.

Many people who are part of Aquaservice volunteered to go to Zone 0 to clean up, offer food and belongings or simply give their support to colleagues who suffered this difficult situation, as well as to the rest of the people affected.

At Aquaservice we continue to work proactively to ensure the well-being of all, and to help all affected areas return to normal.

*'Aquaservice responded from the first moment to the DANA storm emergency, activating measures to protect our team and collaborating with organisations and security forces to distribute more than 106,000 litres of water to the affected areas. We are committed to being there for people when they need us most.'*

Alberto Gutiérrez  
Aquaservice CEO.



# 106,000

litres  
donated through official  
organisations (UME, Generalitat  
Valenciana, Red Cross and  
Food Bank).



## 5.8.2. Aquaservice, Award for Corporate Volunteering in the Valencia Region

Aquaservice has been recognised in the **9th Valencian Community Volunteering Awards**, organised by the Valencian Community Volunteering Platform, in the category of Corporate Volunteering.

This award highlights the work of more than 300 volunteers who collaborate in the Aquaservice con Alma programme, the company's Corporate Social Responsibility strategy. Through this initiative, Aquaservice collaborates with more than 50 foundations and NGOs throughout Spain to support the most vulnerable groups.

This recognition reflects Aquaservice's commitment to solidarity and its efforts to contribute to a positive impact on society and work towards a more inclusive and supportive future.





### 5.8.3. Projects for the protection of the environment

#### Ecowear: Circular Economy Textiles

Aquaservice, a leader in circular economy, has launched the Ecowear project to give a second life to uniforms, advertising banners and other materials. Initiated in partnership with social enterprises, it has already resulted in the recovery of more than 5,000 kilos of waste by 2024.

The material collected in its 70 branches is sorted and transformed into products such as rucksacks, shoulder bags and benches for its facilities.

Aquaservice, a pioneer in circular economy, launches Ecowear, an innovative textile project



#### Innovation in sustainability

Aquaservice, certified in Circular Economy Strategy by AENOR, reaffirms its commitment to sustainability through this project that combines circular economy with social impact. Its goal for 2025 is to expand this initiative by designing more products from the waste generated, reducing the impact on the environment.



#### Training in Care for the Environment

Aquaservice's Quality and Environment area organises internal awareness sessions, updates on new environmental regulations and practical advice to promote sustainable actions.

#### Cleaning of Natural Spaces: Parcs Naturals GVA

More than 30 Aquaservice volunteers took part in a cleaning day at El Perellonet Beach, in the Albufera Natural Park (Valencia). During the activity, 5 m<sup>3</sup> of *Carpobrotus edulis*, an invasive species called cat's claw, were removed and 6 kg of waste, mainly packaging and plastics, were removed.



## 5.8.4. Inclusion and social assistance projects

### Water donations: Agua Solidaria

Created in 2020 during the COVID-19 pandemic, it was created to provide free water to health centres and homes for the elderly, covering basic needs in the most critical moments. More than 1 million litres of water were donated that year.

The project has evolved to transform this initiative into a real commitment. By 2024, more than 450,000 litres of water were donated.

Within the Solidarity Water Project, this year we donated more than 106,000 litres of water to those affected by the DANA, as well as collaborating with other organisations such as Ayuda una Familia, Casa de la Caridad, Amigos de la Calle and Cáritas, among others, which distribute our water directly to people without resources.

### Sponsorship of Valencia CF Inclusivo

Aquaservice signed in 2024 the renewal of three more seasons as official sponsor of Valencia CF Inclusivo, which competes in the Liga Genuine, a competition for people with disabilities. This sponsorship promotes the integral development of players through adapted football.







### Collaboration with Asindown

Since 1989, Asindown has been working for the social, occupational, family and educational integration of people with Down's syndrome and intellectual disabilities. Aquaservice further strengthened its collaboration with this entity, throughout the year 2024. Aquaservice's main initiatives with Asindown include:

- Recruitment of people from Asindown in the Aquaservice team.
- Organisation of the solidarity music festival 'No te cambio por nadie' to finance the foundation's projects.
- Support for 'La Mare que Va', a hotel and catering school inaugurated in 2023 to promote job placement.
- Gatherings between young people from Asindown and volunteers from Aquaservice.
- First Inclusive Olympics in coexistence with more than 50 users of the Asindown Foundation.



### Ilunion Group

In 2024, Aquaservice started a partnership with the Ilunion Industrial, Ilunion Laundry and Ilunion Commercial Centres. Thanks to this partnership, sorting and cleaning of uniforms has been carried out as part of the Ecowear Project. For the first time, the company managed the purchase of Christmas baskets through an EWC, to ensure a positive impact on the inclusion of people with disabilities in the labour market.

### Timpers Brand

In 2024, a partnership was initiated with Timpers, a company specialising in the design and production of footwear with a 100% inclusive approach, with a majority of its workforce made up of people with disabilities. As a result of this alliance, an exclusive safety shoe for Aquaservice will be launched in 2025, thus contributing to the expansion of Timpers into a new marketing sector.

### Great Food Drive

Aquaservice contributes by donating part of the amount of the Christmas baskets and collecting food in its branches. Through the APP 'Nadie sin su ración diaria,' more than 3,900 kg of food, equivalent to 1,785 food rations, were delivered to the Food Bank in 2024.



### Randstad Foundation

In 2024, Aquaservice continued its collaboration with the Foundation.

Randstad through the Impulsa la Inclusión project and, for the second consecutive year, participated in the EDI Programme, where a group of companies joined together with the aim of building a future in which equity, diversity and inclusion are a reality.

In addition, the company carried out several internal awareness campaigns and organised two special days in December to coincide with the International Day of Disability. It also collaborated in an initiative with Asindown in La Mare Que Va (Valencia).



### Aladina Foundation

Aquaservice donates water to the hospitals and headquarters of the Aladina Foundation, which supports children with cancer and their families. In addition, all Aquaservice branches took part in the #PañueloChallenge in February 2024, an initiative whose aim is to raise awareness of the fight against childhood cancer and show support for children suffering from it by wearing a headscarf as a symbol of solidarity.





## 5.8.5. Projects to improve people's health

### La Caixa Foundation: Proyecto Gavi y Árbol de los Sueños

Aquaservice collaborates with the La Caixa Foundation through the Gavi Project, promoting child vaccination in the most vulnerable regions.

In addition, in 2024, it participated in the 'Tree of Dreams' Project, in which employees from different teams at national level made the wishes of 50 children at risk of social exclusion come true, giving them the Epiphany gifts they requested.

### Activate Sports

Aquaservice supports Activate Sports, an adapted cycling school that promotes inclusion and improves the quality of life of people with physical disabilities.

In 2024, the company participated in a round table and in the presentation of the first adapted women's rugby team, 'Las Felinas', which competed in an international tournament in Paris.

### Spanish Association Against Cancer

Aquaservice, together with Grupo Bertolín, CECOTEC and in collaboration with the Spanish Association Against Cancer and INCLIVA, finances the ABC Grant for research into the early diagnosis and treatment of cervical cancer. This project reinforces the company's commitment to the fight against cancer in Spain. In 2024, this three-year collaboration began.

In addition to this collaboration, in May 2024 we participated for the first time in the Jornada de Cuestación with more than 40 volunteers, including the company's Management Team.



Learn more  
about the ABC  
Scholarship





### Cancer Run

For the eighth consecutive year, Aquaservice has collaborated with RunCancer, supplying 16,000 litres of water in the 2024 edition through its sustainable hydration system. Thanks to this initiative, **224 kg of single-use plastic** were avoided in the Valencia race.

Aquaservice brought together more than 800 participants and 100 volunteers from the Aquaservice team. This alliance reaffirms its commitment to sustainability and the fight against cancer, promoting healthy and responsible habits.



### Mamás en Acción

Aquaservice renewed its collaboration with this association that accompanies hospitalised children who do not have parents or live separated from them. The company donated 3 euros for every birthday of its 3,391 employees and consolidated the relationship for the third year.

On May 30th, several volunteers from Aquaservice and Mamás en Acción accompanied the president of Mamás en Acción, Majo Gimeno, to a conference on foster care at the Congress of Deputies, which was attended, among others, by the Minister for Youth and Children, Sira Rego.

### EMHA (European Migraine and Healthcare Alliance)

Aquaservice continues its collaboration with EMHA, providing team members with access to advances and advice to improve the quality of life of migraine sufferers.

### **AVAPACE (Asociación Valenciana de Ayuda a la Parálisis Cerebral)**

Aquaservice participated in AVAPACE's Annual Solidarity Run, donating water and counting on the collaboration of more than 60 volunteers. This initiative contributes to improving the quality of life of children with cerebral palsy and their families.

In addition, the company participated in an awareness day at its facilities in Bétera, where more than 45 people from the Aquaservice team were present.



### **Afanion (Asociación de Familias de Niños con Cáncer de Castilla-La Mancha)**

In 2024, Aquaservice collaborated with Afanion, supporting with volunteering and making a donation to the association. It also participated in the I2H Aquaservice x Afanion, a charity event held at the Albacete Trade Fair, in which more than 70 people from the Aquaservice team and their families came together to enjoy a day of solidarity.

### **Payasospital**

For the third consecutive year, Aquaservice collaborated with Payasospital, a non-profit association in the Valencia Region that, since 1997, has been working to improve the emotional health and quality of life of hospitalised children and their families. It does this through regular performances by professional clowns, adapted to each patient and coordinated with medical and care staff.





## 5.8.6. Road safety projects

### Safe and sustainable mobility plan

Aquaservice works actively to promote safe and sustainable travel, integrating road safety into its corporate culture. In 2024, this commitment was realised through both internal and external awareness-raising actions: internally, through the creation of a road mobility management system that guides our actions; and externally, by collaborating with associations dedicated to supporting victims of road accidents.

Main actions:

- **Team:** reduce incidents and promote safe and efficient travel for all employees.
- **Customers:** incorporate road safety into service delivery operations.
- **Society:** reduce traffic accidents and improve infrastructures in the areas where it operates.

At Aquaservice, the incidence of traffic accidents, taking into account *in itinere* and in mission accidents, has been reduced from 0.99% in 2023 to 0.85% in 2024.

### Innovation in vehicle safety

Aquaservice vehicles are equipped with advanced technology, such as:

- Mobileye audible alerts, to prevent accidents.
- Parking sensors, which improve safety when manoeuvring.
- Telemetry systems, which optimise fleet maintenance and safety.

In addition, the company offers road safety training to all new employees and implements a ten commandments of good practices.



# 100%

of the Aquaservice team  
has received road safety training

### Collaboration with Stop Accidents

Aquaservice collaborates with the Stop Accidents association to support victims of road accidents, thus reaffirming its commitment to safe and responsible mobility. In 2024, for the third consecutive year, the company renewed its collaboration with this organisation, contributing to its awareness and prevention work.

### Moviam

In June 2024, Aquaservice organised, together with the company Moviam, the First Road Safety Awareness Day, in which more than 60 people from the Aquaservice team took part. As part of the initiative, each attendee received a V2-approved signal light, promoting the use of safety elements in daily mobility.





**457,998** l

Water donated in 2024.

**3,968** kg

Food donated in the  
Christmas Campaign of  
2024 “La Gran Recogida”.

**+50**

Foundations and  
NGOs benefiting from  
Aquaservice grants.





# 6

## Circularity and Real Positive

6.1. 100% circular economy

6.2. Sustainable sport and culture

## 6.1. 100% circular economy

Aquaservice applies the circular economy to both its products and services, offering a comprehensive and sustainable system that allows the consumption of natural mineral water and soft drinks without generating plastic waste in the environment.

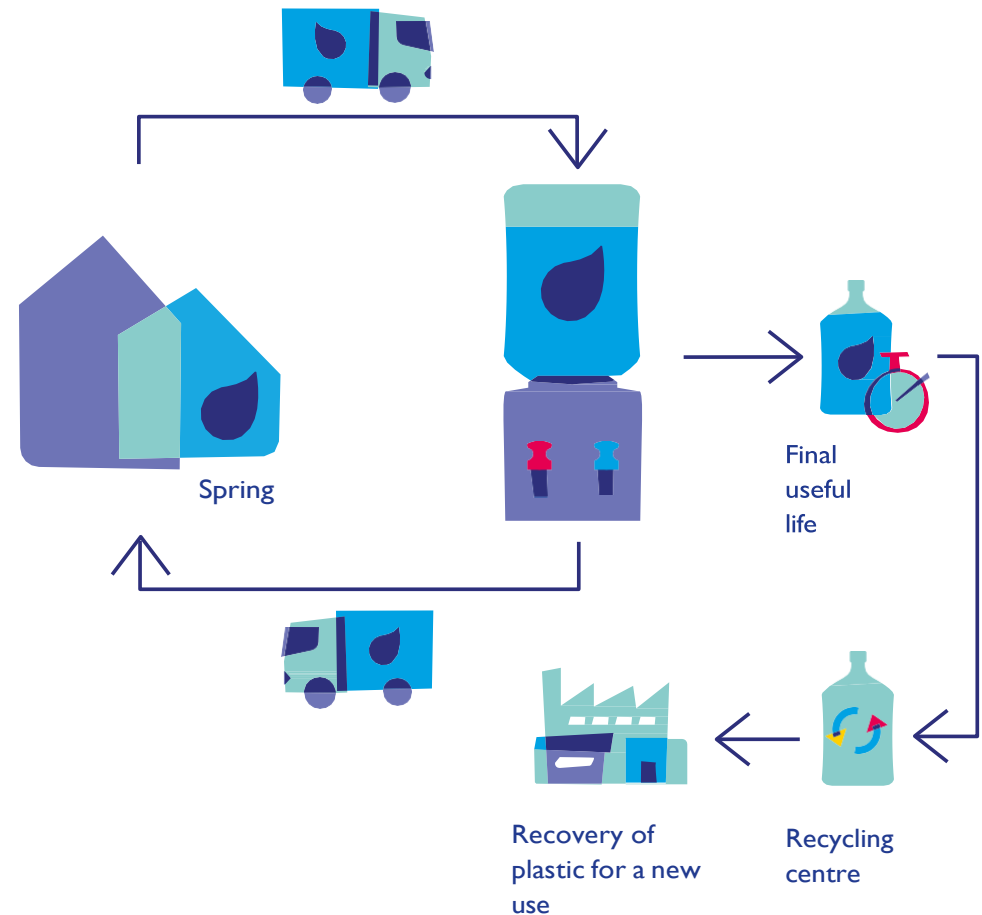
The basic principles of the circular economy model certified in Aquaservice are: sharing, renting, reusing, repairing, renewing and recycling existing materials and products as often as possible, creating added value and extending the life cycle of products. This model is fully integrated into Aquaservice's business, enabling waste generation to be reduced to a minimum.

Aquaservice offers a large-scale circular solution for bottled water with a cooler, Aquaservice is also **100% carbon neutral** in all its operations, from source to consumer. Thanks to the reuse of each 20-litre bottle, we manage to supply 1,000 litres and, by forming part

of its circuit, Aquaservice guarantees its correct recycling at the end of its use.

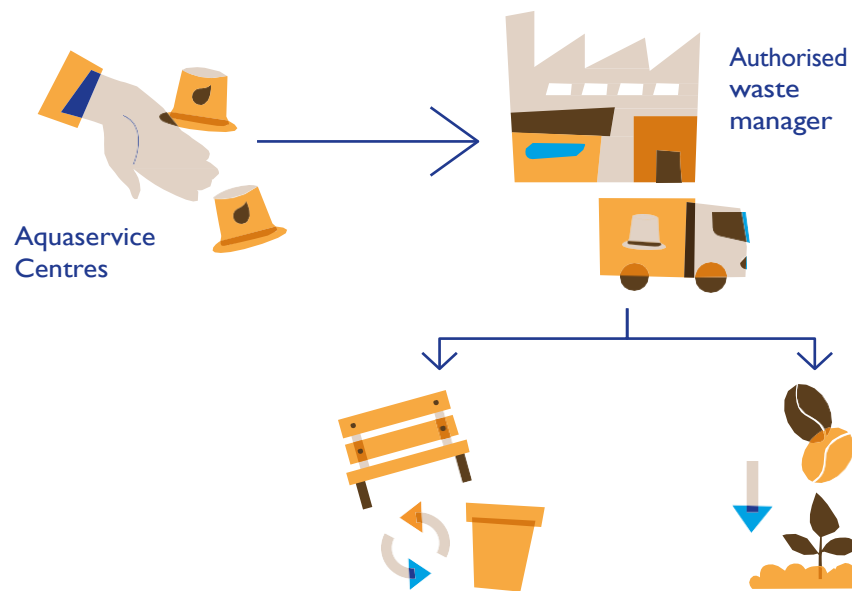
Aquaservice promotes awareness among its customers, highlighting the positive impact they generate by being part of its sustainable model. In addition, it extends its circular economy system to mini formats and coffee service, ensuring the **responsible collection and management of bottles and capsules**, thus promoting their reuse or recycling within a sustainable circuit.

### Circular economy of 20-litre bottles





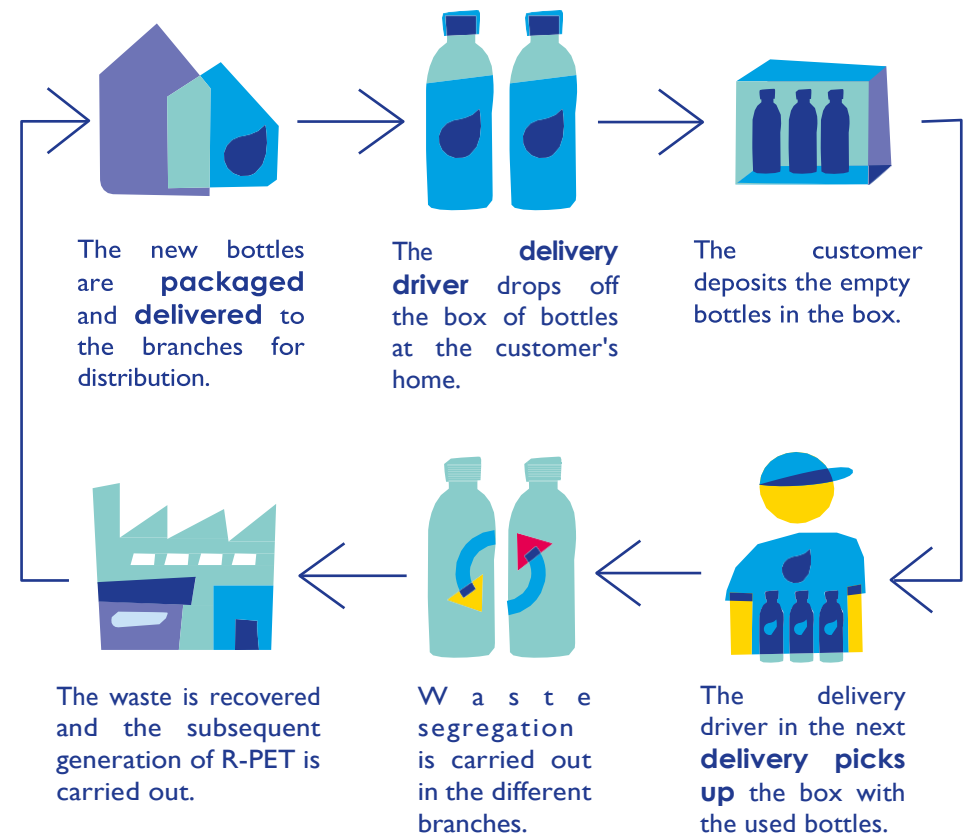
## Operational process of capsule recycling



At Aquaservice we collect and store coffee capsules. The authorised waste manager collects the capsules from our centres and takes them to the corresponding plants for recycling.

The materials are separated from the capsules and the waste is recovered.

## Responsible bottle management system



## 6.2 Sustainable sport and culture

### 6.2.1. Sport and sustainability

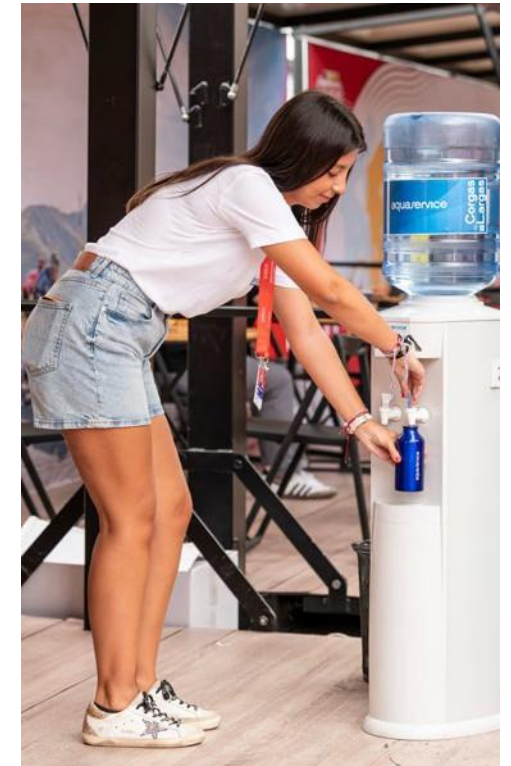


Aquaservice leads sustainability through its Sustainable Sport and Culture Programme, which transforms these events into environmentally friendly formats thanks to its circular economy model.

#### La Vuelta (Men and Women)

Since 2021, Aquaservice has been working with La Vuelta to make the cycling competition one of the most sustainable in the world. In 2024, Aquaservice supplied 44,140 litres of water in reusable containers, avoiding more than 1,400 kg of single-use plastic. In La Vuelta Femenina, 6,020 litres of water were delivered, where we avoided 192 kg of single-use plastic. This ambitious project involved the hydration of more than 3,000 people, including cyclists, organising staff, journalists and guests, during the men's and women's editions of the competition. This also helped to protect the natural environments where each stage is held, aligning the event with Aquaservice's

own principles of sustainability and circular economy.



### Real Federación Española de Balonmano (RFEBM)

Aquaservice is the official water supplier for all RFEBM competitions, including the matches of the national teams, both men's (Hispanos) and women's (Guerreras). In 2024, Aquaservice supplied 52,900 litres of water in reusable bottles, avoiding 1,692 kg of single-use plastic. The collaboration also covered the Arena Handball Tour, supporting beach handball tournaments at national venues, ensuring sustainable hydration, supplying 13,480 litres of water, avoiding 431.36 kg.



### Summer Sports Camps

Aquaservice collaborated in 2024 with sports camps led by stars such as Pau Gasol, Rudy Fernández, Marta Fernández, Gonzalo Pérez de Vargas and José Manuel Calderón, offering young people the opportunity to improve their sporting skills in a sustainable environment. Aquaservice provided a total of 27,660 litres of water, avoiding 885 kg of single-use plastic thanks to its circular bottled water cooling system while promoting the importance of an active and environmentally friendly lifestyle.

### Porcinos FC (Kings League)

As the official water of the team presided over by Ibai Llanos, Aquaservice provides sustainable hydration at matches, training sessions and in the homes of the entire team. In 2024, they consumed 12,360 litres of water in reusable containers, avoiding 395 kg of single-use plastic.





## 6.2.2. Sustainable culture and events

### Premios Goya

Since 2020, Aquaservice has been working with the Spanish Academy of Motion Picture Arts and Sciences to transform the country's most important film event into a more sustainable version.

In the 2024 edition, Aquaservice provided 1,140 litres of water, avoiding more than 36 kg of single-use plastic. In this way, organisers and guests were able to hydrate themselves in a comfortable and sustainable way.



### Madrid Book Fair

In its second year as official water supplier, Aquaservice transformed the 83rd edition into its most sustainable version. Thanks to its circular bottled water system with a cooler, it provided more than 820 litres of water while avoiding 26 kg of single-use plastic.



### Premios Feroz

In 2024, Aquaservice was for the second consecutive year the official water supplier of this important film and television event organised by the Asociación de Informadores Cinematográficos de España. It provided more than 600 litres of water, avoiding 19 kg of single-use plastic and helping to transform the gala into a more sustainable version.



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

Margarita Baselga,  
Aquaservice Marketing Director



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

**+146,900l**

of water consumed in 2024  
in reusable packaging.

**=293,800**

Single-use water bottles  
avoided

**4,700 kg**

Single-use plastics  
avoided







# 7

## Aquaservice Sustainability Plan

- 7.1. Aquaservice, a pioneer in circular economy and sustainability
- 7.2. Fundamental principles of sustainability at Aquaservice
- 7.3. Objectives and targets
- 7.4. Indicators and monitoring
- 7.5. Integrated environmental management
- 7.6. Verification of the Sustainable Development Goals
- 7.7. Materiality analysis
- 7.8. Carbon footprint and Net Zero target
- 7.9. Sustainable production centres
- 7.10. Energy efficiency
- 7.11. Commitment to sustainable mobility
- 7.12. Sustainable innovation



## 7 Aquaservice, a pioneer in circular economy and sustainability

Aquaservice has consolidated its leadership in sustainability thanks to its native business model based on the circular economy. This approach, applied since its inception, has transformed the Spanish bottled water cooler market, significantly reducing the environmental impact of its operations.

In 2023, Aquaservice became the first company in the sector to be certified by AENOR in Circular Economy Strategy, validating the implementation of these principles in all its operations. In October 2024, it renewed this certification following an audit that reviewed its projects, processes and progress in sustainability.

### Circular economy principles of the certified model at Aquaservice:



**Regenerate:** prioritises the efficient use of natural resources and the recovery of materials.



**Sharing and exchanging:** promotes the reuse and sharing of resources to maximise their life cycle.



**Optimise:** ensures sustainable processes that minimise waste and increase efficiency.



**Cycle:** integrates recycling and waste recovery to complete the life cycle of materials.



**Innovation and technology:** reduces environmental impact and increases process traceability.



**Transparency:** provides verifiable data on its operations and sustainability achievements.



In addition, since 2022, its production centres in Camporrobles and Cogollos de Guadix have been Zero Waste certified. By 2024, this certification was extended to the production centres of Virgen del Camino (León) and Ribagorza, in addition to the head offices.

### Key Results in 2024

The company achieved the **recovery of more than 94% of the waste** generated at its mainland production centres and headquarters, representing approximately **70% of the total waste generated by the company**. This waste is recovered by prioritising its integration into new cycles of use, reinforcing its commitment to the circular economy.



*'At Aquaservice we have 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 of Aquaservice





## 2 Fundamental principles of sustainability at Aquaservice

Aquaservice, committed to sustainability since its inception, has developed a **Strategic Sustainability Plan 2024-2030**, which integrates specific actions to minimise the environmental and social impact of its operations. This plan, based on key principles, defines measurable objectives aligned with its circular economy model, seeking to generate a positive impact.

### Circular Economy at the heart of its activity

Aquaservice's commitment to the circular economy translates into a comprehensive system based on reduction, reuse and recycling. The company is working with a waste optimisation plan endorsed by the AENOR Zero Waste certificate focused on its production centres and central offices, progressively extending this strategy to its branches.

### Innovation and technology for a sustainable future

Innovation is a key driver in Aquaservice's strategy. Through the use of advanced technology, it optimises energy efficiency and reduces its environmental impact. The company aims to reduce CO<sub>2</sub> emissions in the transport of raw materials by 10% by 2027 and to optimise the use of resources in all processes at its production sites. These actions are essential for a more efficient and accountable operation.

### Commitment to people and society

A focus on people is at the heart of Aquaservice's sustainability strategy. The company not only prioritises the well-being of its customers and teams, but also promotes actions that benefit society.



### Reduction of waste generation

Aquaservice is moving towards a model that combines operational efficiency and respect for the environment. One of its goals is not to exceed 10% of waste destined for final disposal. In addition, it works to reduce the purchase of new raw materials by 5% per year, prioritising the reuse of existing resources.

With this plan, Aquaservice reinforces its position as a leader in sustainability in its sector, committed to a comprehensive strategy that combines circular economy, innovation, transparency and commitment to people, ensuring a positive impact on the environment and society.

## 7 Objectives and targets

**Aquaservice's Sustainability Plan** defines ambitious and measurable objectives covering the strategic areas of environmental management, social impact, innovation and technology, governance and ethics, and contribution to the Sustainable Development Goals (SDGs). This holistic approach is designed to minimise environmental impact, promote social inclusion and encourage responsible practices throughout the value chain.

### Environmental Objectives

#### Circular Economy and Waste Management

- Recovery of used PET for new packaging in the next 4 years.
- Renewal of Zero Waste certification at all factories and headquarters by 2025. Maintain a waste recovery rate of over 90% at Zero Waste certified sites.
- Reduce textile waste sent to final disposal by 20% within 3 years (from 2022).

#### Resource Efficiency

- A reduction in water consumption has been achieved in 2024 compared to 2022. The target has been exceeded and further minimisation is planned to achieve a 20% reduction by 2025.
- Reduce new garment purchases by 5% in 3 years (compared to 2023).

#### Emissions Reduction and Energy Improvement

- Reduce Scope 1 and 2 CO<sub>2</sub> emissions per 1,000 bottles distributed by 35% by 2030 (compared to 2018).
- Maintain carbon neutrality in Scopes 1 and 2.
- Improve energy efficiency in facilities and reduce the electricity consumption indicator in 2025.



### Social Objectives

#### Inclusion and Diversity

- Increase the recruitment of people at risk of social exclusion and people with disabilities in Aquaservice's workforce in 3 years (from 2023).

#### Socially Responsible Suppliers

- Increase the amount spent on procurement from socially responsible suppliers within 3 years (compared to 2023).

## 7 Indicators and monitoring

Compliance with the objectives is monitored through a rigorous monitoring system, which assesses **key indicators** on a regular basis. This system makes it possible to identify progress, detect areas for improvement and ensure that the actions taken are aligned with the plan's commitments.

### Key indicators include:

- CO<sub>2</sub> emissions (tonnes) by scope and activity.
- Water and electricity consumption per unit of production.
- Waste recovery rate at certified sites.
- Progress on labour inclusion and responsible procurement.

Aquaservice's Sustainability Plan establishes a solid framework for moving

towards a more environmentally friendly and socially inclusive business model, reaffirming its leadership in sustainability through measurable and verifiable actions.

*'At Aquaservice we believe that to take care of the environment, willpower is not enough. It requires a real commitment worked on day by day.'*

Alberto Gutiérrez,  
Aquaservice CEO





## 7 Integrated environmental management

At Aquaservice, environmental management focuses on the optimisation of resources, the responsible use of raw materials and the recovery of waste, promoting sustainable practices in all its operations.

### Raw materials

Aquaservice promotes the use of materials that facilitate **reuse and recycling**, ensuring product quality. Packaging is designed with lighter and more sustainable materials, while 100% of Aquaservice's paper cups are FSC or PEFC certified, guaranteeing responsible forest management.

### Waste Management

In 2024, Aquaservice achieved a **recovery rate of more than 94%**. In addition, three new sites joined the Zero Waste certification, covering approximately 70% of the waste generated in the company. Reduction, proper segregation and recovery remain key pillars to minimise environmental impact.

#### Keys



Minimisation policy  
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



## 7.6. Verification of Objectives Development Goals

In 2022, Aquaservice became a pioneer in the food sector by obtaining verification from SGS Spain for its Sustainability Strategy and Contribution to the Sustainable Development Goals (SDGs) 2030. This achievement, renewed in 2024 and certified by AENOR, endorses the company's commitment to a sustainable and responsible business model.

### **An Action Plan Focused on the SDGs**

To achieve this certification, Aquaservice developed a specific action plan focused on 8 Sustainable Development Goals, with concrete initiatives to minimise its environmental and social impact. This approach combines responsible management with innovative measures that promote sustainability throughout its operations.



### ODS 1. The end of poverty

Corporate social responsibility strategy of Aquaservice con Alma, which helps the most socially disadvantaged groups.



### ODS 6. Clean water and sanitation

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



### ODS 7. Affordable and clean energy

More than 99% of the electricity contracted by the company comes from renewable energy sources (GoO).



### ODS 8. Decent work and economic growth

AQS promotes local hiring in its work centres and favours the creation of quality employment in depopulated rural areas, where its production centres are located.



### ODS 9. Industry, Innovation and Infrastructure

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



### ODS 12. Responsible production and consumption

Aquaservice collaborates with suppliers that are close to us and have a sustainable business model.



### ODS 13. Climate action

The company is committed to both emissions reduction and offsetting. Thus, it became the first company in the sector to be 100% carbon neutral in Scopes 1 and 2.



### ODS 15. Life of terrestrial ecosystems

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



## 7. Materiality analysis

Aquaservice works to proactively and systematically identify and understand stakeholder expectations on sustainability. A materiality analysis is conducted on an annual basis to identify which issues are most relevant to them.

The aim of this exercise is to be able to integrate this information into our internal decision-making processes and thus define the sustainability strategy, prioritising actions that are focused on improving the perception of our impact on the environment of the different groups.

We structure our relationship with stakeholders on two levels: internal (the people who form part of the company, suppliers and shareholders) and external (customers, the environment and society in general). That is, those who are significantly affected by the company's activities, products and services.

Stakeholder relations are 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. Understanding the context of the organisation.
2. Identification of actual and potential sustainability impacts, risks and opportunities.
3. Analysis and identification of material aspects related to sustainability issues.
4. Prioritise actions associated with the most significant impacts.

Aquaservice reviews and updates this analysis annually to know if there are

changes in its business environment and in the expectations of its stakeholders that may affect the actions proposed by the company. 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

### 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 that allow us to generate a positive impact on the environment.

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 obtain information on which to base its actions.

## 7.1 Materiality matrix

### ▲ Environment

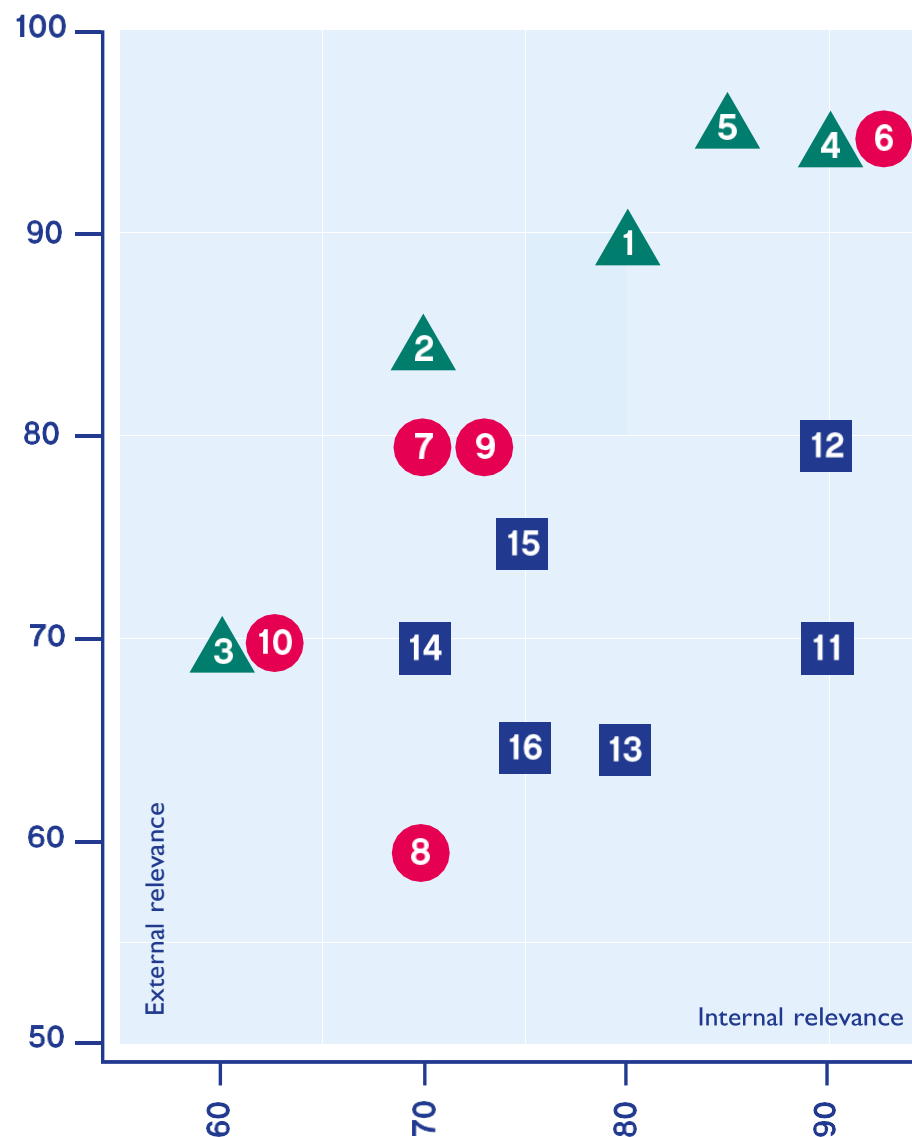
1. Water quality
2. Climate change and environmental sustainability
3. Climate change and resource scarcity
4. Circular economy
5. Carbon Footprint

### ● Social sphere

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
14. Diversity and equal opportunities
15. Talent management and human capital development
16. Innovation and product development



## 8 Carbon footprint and Net Zero target

In its commitment to sustainability and environmental protection, in 2021 Aquaservice became **the first company in the bottled water sector to achieve carbon neutrality (Scope 1 and 2)** in all its operations from the source to the customer's home. This achievement is certified annually, consolidating its commitment to emissions reduction and offsetting.

### Integrated Emission Reduction Strategy

Since 2018, Aquaservice has implemented a comprehensive strategy to measure, reduce and offset its carbon footprint by registering emissions annually with the Ministry for Ecological Transition and Demographic Challenge (MITECO).

Its strategic approach is based on **calculating, reducing and offsetting** to minimise the impact of its operations. This strategy includes:

- Measurement of emissions throughout its activity.
- Monthly monitoring of energy consumption broken down by areas of activity.

### Carbon Neutral Certification

Aquaservice's commitment to carbon neutrality is endorsed by **AENOR's Carbon Neutral Certificate**, which verifies both the calculation and offsetting of more than 100% of the emissions generated annually in scopes 1 and 2. This standard, based on PAS 2060, ensures that the company operates under a responsible and sustainable business model.

From 2021, Aquaservice has strengthened its strategy with the **Net Zero** target, which aims not only to offset, but also to progressively reduce emissions from all its operations. This strategic plan includes initiatives to optimise processes, reduce energy

impact and promote an increasingly environmentally friendly business model.

The combination of innovation, technology and a sustainable vision has positioned Aquaservice as a leader in the sector, setting the standard for emissions reduction and carbon neutrality in the industry.

### Aquaservice compensation projects

Aquaservice reinforces its commitment to sustainability through environmental and social projects focused on reforestation, access to drinking water, biodiversity protection and clean energy generation. These initiatives demonstrate their active contribution to the care of the planet and the well-being of communities.

# +650

Trees planted from deforestation projects: pine, holm oak, ash, birch and native hardwoods.

### A global commitment to the planet

These projects reflect Aquaservice's vision of integrating environmental sustainability and social development into its business model, actively contributing to the protection of the environment and the well-being of the communities in which it operates.





### Reforestation in Galicia and Ávila

In collaboration with **CO<sub>2</sub> Revolution**, Aquaservice has participated in the reforestation of Silvoso, in Pontevedra, an area affected by forest fires. The project includes the planting of species such as *Pinus pinaster* subsp. *atlantica* and a mix of native hardwoods to help regenerate the ecosystem.

In addition, together with **Bosques Sostenibles**, the company has contributed to the recovery of areas in the Garganta de Obreguilla (Ávila), devastated by fires. This initiative includes the planting of pines, holm oaks, ash trees, oaks, birches and serval trees, promoting local biodiversity.



### Biodiversity Conservation in Brazil

Aquaservice collaborates in the **REDD Rio Preto-Jacundá project**, dedicated to protecting biodiversity in the Brazilian rainforest. This programme aims to reduce forest degradation and avoid unplanned deforestation, ensuring the conservation of this critical ecosystem.



### Clean energy in Brazil

Within the framework of the **Santa Clara I to VI** wind farms, Aquaservice supports the implementation and operation of seven wind power plants, which contribute 726,712 MWh/year of clean energy to Brazil's National Interconnected System. This project contributes significantly to the reduction of Greenhouse Gas (GHG) emissions and promotes the use of renewable energy sources.



### Access to Drinking Water in Madagascar

In the **Clean Drinking Water Diana project**, Aquaservice has improved access to safe drinking water for more than 6,500 people in five communities in Madagascar. This initiative not only guarantees a vital resource, but also boosts economic and social development, allowing families to cultivate their fields and improve their diets.

## 7 Sustainable production centres

Aquaservice reinforces its commitment to sustainability and quality at its production sites by reducing emissions, using renewable energy and complying with international quality and food safety standards.

In the last six years, Aquaservice has reduced emissions from its production sites by 64%, and more than **99% of its electricity comes from** Guarantee of Origin (GoO) **certified renewable sources.**

### Food Quality and Safety Certifications

Aquaservice renewed **ISO 9001:2015 certification at all its locations** and maintained **IFS Food** certification at its springs in Camporrobles, Cogollos de Guadix, León, Ribagorza and Gran Canaria.

### Environmental management

The **ISO 14001:2015** certification endorses Aquaservice's environmental management, identifying and minimising its impact. During 2024, internal and external audits were conducted at production sites and branches to ensure compliance with applicable environmental standards and legal requirements at each location.

*'We strive for process efficiency and responsible use of resources with a constant focus on innovation and technology to achieve 100% sustainable operations.'*

José Ramón Alonso, director  
Aquaservice Supply Chain.



# 64%

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

# 99%

of energy consumption  
with a Guarantee of Origin  
(GoO) certificate.



## 7.10. Energy efficiency

At Aquaservice, we are constantly working to improve the energy efficiency of our facilities and operations to reduce our environmental impact.

### **Renewable Energies**

In 2024, **more than 99%** of the energy used came from certified renewable energy sources. In addition, we continue to make progress in replacing traditional lighting with LED lighting in our branches, optimising energy consumption.

### **Photovoltaic installations**

We have expanded our installations of photovoltaic panels in Camporrobles and Ribagorza, adding them to the existing ones in Cogollos de Guadix and our central offices in Paterna (Valencia). These installations cover between 10% and 15% of the total consumption of these locations, promoting a more sustainable self-supply model.



## 7.1 Commitment to sustainable mobility

Aquaservice reinforces its commitment to sustainability by promoting a more efficient and cleaner fleet, focusing on decarbonisation and the use of advanced technologies. The company has 13 100% electric vehicles, consolidating its position as a pioneer in the use of an electric fleet in Spain.

### Technology management and operational efficiency

Aquaservice has implemented a telemetry and centralised monitoring system to optimise fleet management. This approach, together with its strategy of proximity between branches and customers, has allowed it to improve routes, maximise vehicle use and reduce emissions. In addition, the plan to install Advanced Driving Assistance Systems (ADAS) increases safety and efficiency, ahead of future European regulations.

### Renewal and reduction of emissions

Aquaservice's fleet has an average age of less than 4 years, ensuring a lower environmental impact. The new vehicles, equipped with Euro 6e engines, reduce NOX emissions by up to 90% compared to Euro 5 models.

These measures have enabled Aquaservice to achieve a 6.8% reduction in emissions (scope 1) in 2023 compared to 2022, reaffirming its leadership in sustainable mobility.



## 7.2 Sustainable innovation

For Aquaservice, innovation is a key element of differentiation and growth. With a holistic approach, the company has an **Innovation department** and a **Technology and Information** department integrated into management and supported by development, cybersecurity and systems teams, which lead the digital transformation and sustainability of its operations.

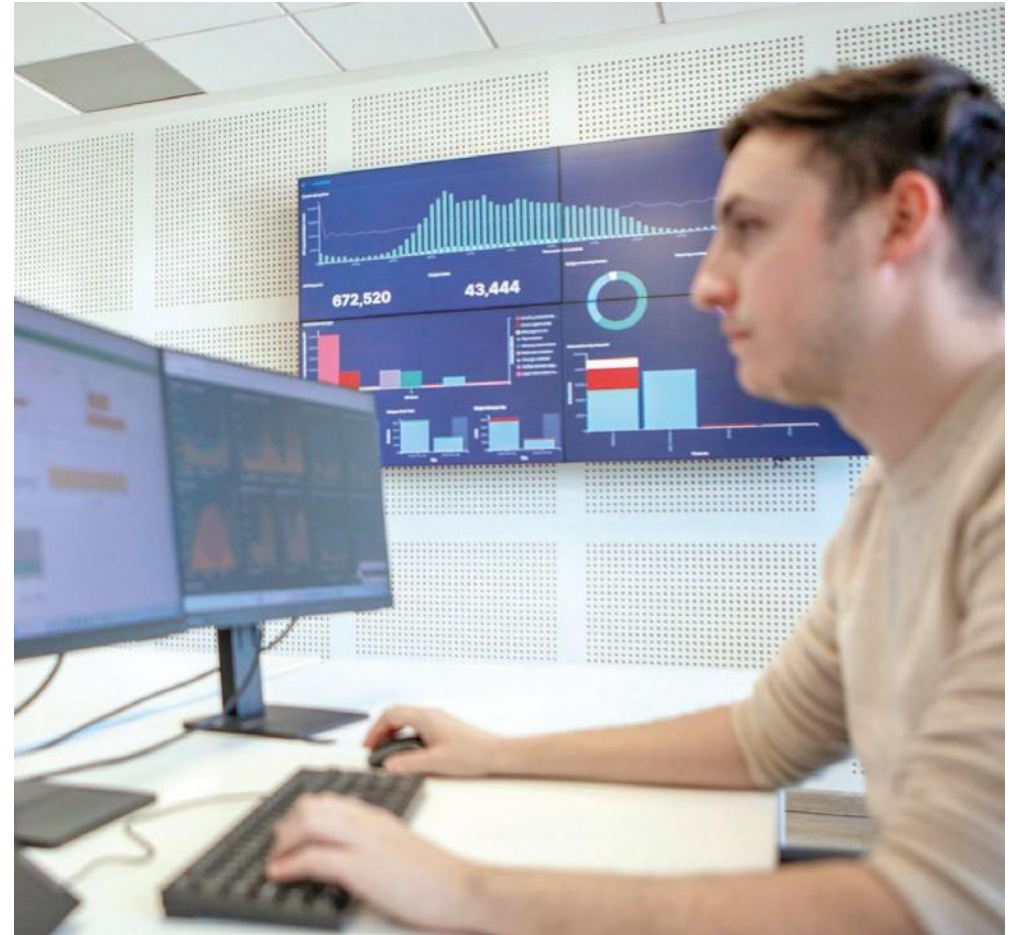
### Innovation for sustainability and security

The application of advanced technology has enabled us to develop solutions that have a positive impact. The Innovation and Digital area has implemented tools such as the native APP for customers, which facilitates the self-management of the service, allowing orders to be modified, invoices to be managed or queries to be resolved from the Smartphone. This functionality is used by more than 70% of household customers.

For business customers, Aquaservice offers a web portal that centralises information and allows for quick and efficient management. In parallel, the **data science** area applies machine learning technologies to predict consumption, automate requests and optimise delivery routes, improving customer experience and reducing environmental impact. The company has also implemented advanced **cyber security** systems to ensure the protection of data and the security of its operations.

*'Innovation is one of our values. At Aquaservice, we are open to trial and error, always committed to improving the experience of our teams and customers.'*

Nacho Bauset, Director of Innovation at Aquaservice.



## Technology and Efficiency

Technology is the driving force behind operational efficiency at Aquaservice. From supply chain to delivery optimisation, **Big Data** tools are applied to improve load planning and route performance. This approach allows tasks to be automated, errors to be reduced and a more sustainable and higher quality service to be provided.

## Open Innovation

Open innovation is an essential part of Aquaservice's corporate culture, being integrated transversally in all areas of the company. This approach enables the development of internal and external solutions, adapting to the needs of customers and society.

The methodology of the innovation area includes:

- Annual internal innovation programme, where challenges are identified in the business areas.
- Prioritisation of projects with short/medium term impact that require external collaboration.
- Strategic alliances with Plug and Play to identify companies and technologies that offer solutions to the challenges identified. In addition, there is an internal competition which, through an annual call for proposals, allows any member of the team to propose innovative initiatives.

## Applied Sustainability

Technology also aims to improve safety and sustainability in operations. For example, a high percentage of the fleet is equipped with **MobilEye technology**, which uses satellite-connected alerts to prevent risks and protect drivers, pedestrians and cyclists.



With this continuous commitment to innovation and sustainability, Aquaservice reinforces its commitment to provide an efficient, safe and environmentally friendly service, leading the transformation of the sector.

**Big Data** is applied in processes such as optimising loads and improving route performance



# 8

## Ethical and Transparent Governance at Aquaservice

- 8.1. Code of Conduct: ethical and professional commitment
- 8.2. Transparent governance: accountability in decision-making
- 8.3. Regulatory compliance



## 8.I. Code of Conduct: ethical and professional commitment



At Aquaservice, ethics and transparency are fundamental pillars of its business model. These practices are integrated transversally in its corporate culture, orienting daily decisions towards respect for people and the environment.

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

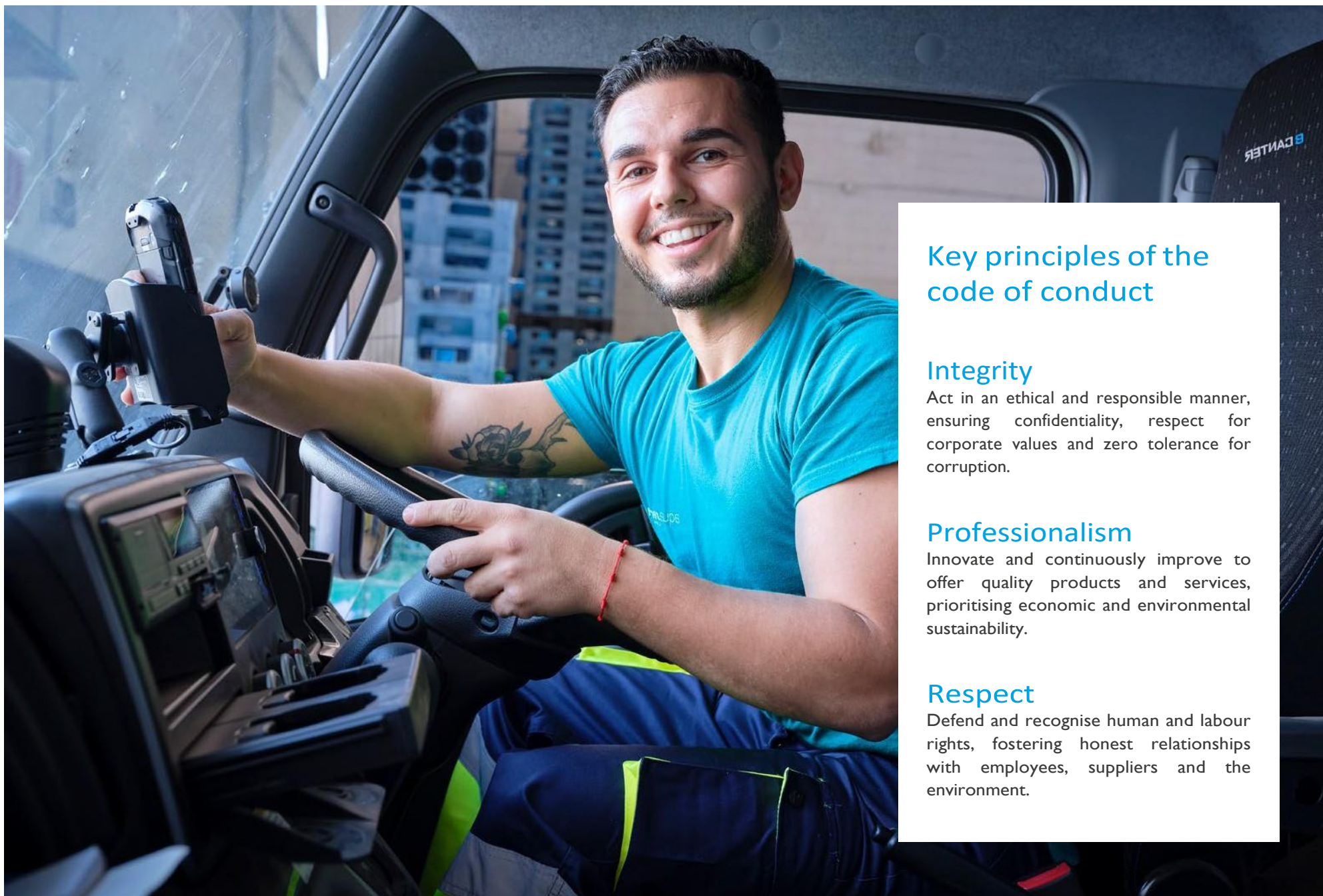
### Code of Conduct

Aquaservice's Code of Conduct establishes essential principles that guide the actions of all the people who form part of the company, promoting values such as integrity, professionalism and respect. This code reflects the absolute rejection of corruption, defined as the misuse of the brand for personal enrichment or the enrichment of others through favours, fraud or bribery.

*Aquaservice encourages honest and responsible actions with all the agents with whom it collaborates, and prosecutes actions contrary to these principles.*

Code of Conduct  
of Aquaservice





## Key principles of the code of conduct

### Integrity

Act in an ethical and responsible manner, ensuring confidentiality, respect for corporate values and zero tolerance for corruption.

### Professionalism

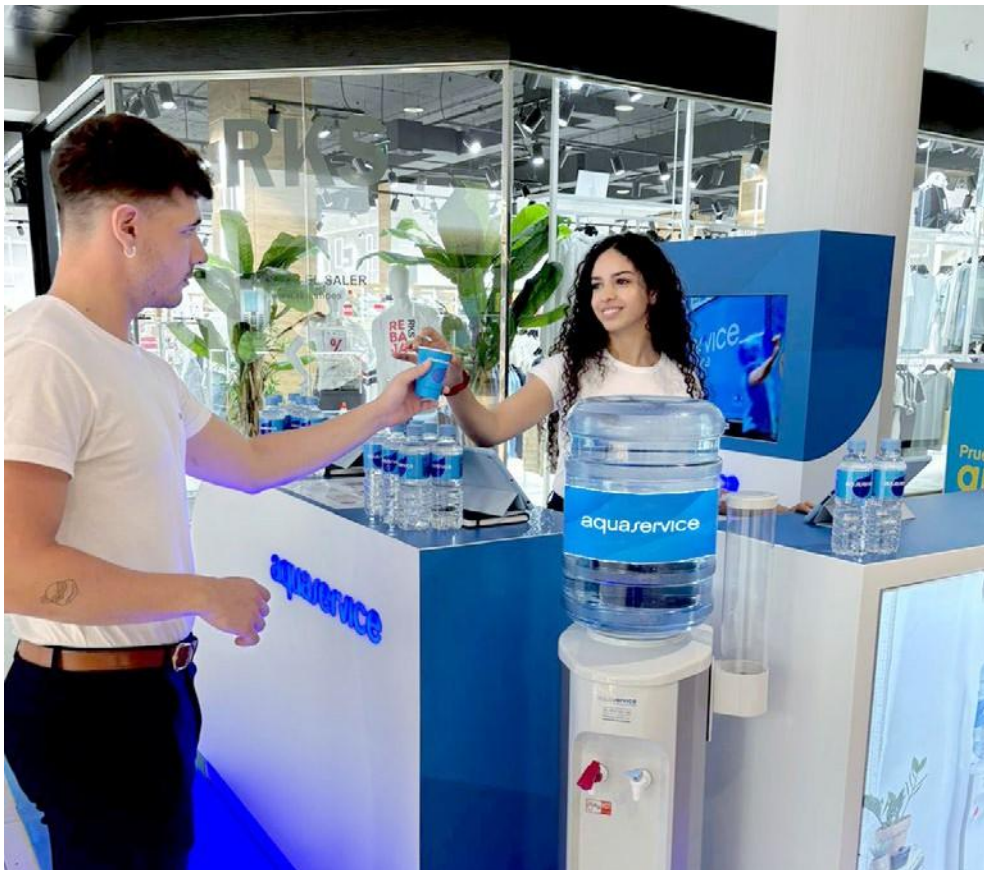
Innovate and continuously improve to offer quality products and services, prioritising economic and environmental sustainability.

### Respect

Defend and recognise human and labour rights, fostering honest relationships with employees, suppliers and the environment.



## 8.2 Transparent governance: Accountability in Decision-Making



Aquaservice's governance structure consists of:

Commercial, Customer Experience, among others.

**Board of Directors:** Responsible for defining the corporate strategy, guaranteeing the organisation of the company and promoting quality, knowledge and innovation.

Aquaservice reinforces its commitment to transparency through biannual meetings in which the general manager informs the entire organisation about the company's results and situation, complementing monthly reports to middle management.

**Steering Committee:** Led by the CEO, it ensures the functioning of the organisation and compliance with established policies and procedures. This committee includes key divisions such as Production and Environment, Technology, Innovation, Marketing,

## 8.3. Regulatory compliance



Aquaservice's commitment to social responsibility translates into strict compliance with current legislation, respect for human rights and sustainability in its activity.

### Regulations and Best Practices

- Alignment with **ILO**, core conventions, promoting freedom of association, equal opportunities and the eradication of child and forced labour.
- Implementation of the **Organisational and Management Model for the Prevention of Criminal Risks** approved in 2020, which includes anti-corruption and anti-bribery measures.

### Outstanding Results

- In 2022 and 2023, there were no **regulatory breaches** in environmental, data protection, corruption or human rights violations.
- Internal and external audits reinforce compliance with these commitments, ensuring the utmost rigour in all operations.

*'At Aquaservice, our growth is a reflection of the collective effort of a team committed to the values that define us. These values drive us to innovate, to continuously improve and to stay true to our circular economy model, which puts people and the planet at the heart of our business.'*

*Every customer who trusts us is a sign that we can deliver a quality service while contributing to a positive impact. Together, we continue to build a more sustainable future.'*

Alberto Gutiérrez,  
Aquaservice CEO





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