

## Annex II: GRI index

TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE		
	Reasons for not responding	Page
<b>1. STRATEGY AND ANALYSIS</b>		
1.1	Statement from the most senior decision maker in the organization about the relevance of sustainability to the organization and its strategy.	Message from the General Manager - pages 4 and 5.
1.2	Description of key impacts, risks, and opportunities.	Message from the General Manager - pages 4 and 5.
<b>2. COMPANY PROFILE</b>		
2.1	Name of the organization.	page 9.
2.2	Primary brands, products, and/or services.	Business areas - page 10.
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	<b>aqualia</b> in the world - pages 6 and 7. Business areas - page 10.
2.4	Location of organization's headquarters.	Last page.
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	<b>aqualia</b> in the world - pages 6 and 7. Business areas - page 11.
2.6	Nature of ownership and legal form.	Our relationship with water - page 9.
2.7	Markets served.	<b>aqualia</b> in the world - pages 6 and 7. Business areas - page 10.
2.8	Scale of the reporting organization.	<b>aqualia's</b> value - page 8.
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	No relevant changes during the period.
2.10	Awards received in the reporting period.	<b>aqualia</b> in 2009 - pages 15-18.
<b>3. REPORT PARAMETERS</b>		
3.1	Reporting period for information provided.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.2	Date of most recent previous report.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.3	Reporting cycle.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.4	Contact point for questions regarding the report or its contents.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
<b>SCOPE OF THE REPORT</b>		
3.5	Process for defining report content.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.6	Boundary of the report.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.7	Limitations on the scope or boundary of the report.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.9	Data measurement techniques and the bases of calculations.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Information available at: <a href="http://www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf">www.aqualia.es/files/aqualia/Principios%20GRI%20aplicados%20a%20I.RSC.pdf</a>
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	No relevant changes during the period.
<b>GRI'S CONTENT TABLE</b>		
3.12	Table identifying the location of the Standard Disclosures in the report.	Pages. 66 - 70.
<b>AUTHENTICATION</b>		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Pages. 64 - 65.
<b>4. GOVERNANCE, COMMITMENTS, AND ENGAGEMENT</b>		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.

## TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE

	Reasons for not responding	Page
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.	Annual FCC's Corporate Social Responsibility Report, page 395.
4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance.	Its practices, concerning the governing body, are the same as FCC's. See annual FCC's Corporate Social Responsibility Report.	Annual FCC's Corporate Social Responsibility Report, page 396.
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.	Annual FCC's Corporate Governance Report *, page 334.
<b>COMMITMENTS TO EXTERNAL INITIATIVES</b>		
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.	As <b>aqualia</b> is part of the FCC Group, its management body is the same as FCC's. See annual FCC's Corporate Social Responsibility Report.	Annual FCC's Corporate Governance Report *, page 360.
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Sectoral and professional partnerships page 14, <b>aqualia</b> in 2009 pages 15-18, Collaboration with universities and business schools page 48.
4.13 Memberships in associations and/or national entities supported by the organization.		Sectoral and professional partnerships page 14, <b>aqualia</b> in 2009 pages 16-19, Collaboration with universities and business schools page 49.
<b>STAKEHOLDERS' PARTICIPATION</b>		
4.14 List of stakeholder groups engaged by the organization.		Liaising with stakeholders pages 12, 13.
4.15 Basis for identification and selection of stakeholders with whom to engage.		Liaising with stakeholders pages 12, 13.
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Liaising with stakeholders pages 12, 13.
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		Liaising with stakeholders pages 12, 13.
<b>5. PERFORMANCE MANAGEMENT AND INDICATORS APPROACH</b>		
<b>5.1 ECONOMIC</b>		
Information concerning the economic management approach		Sustainable business approach -page 11. New tools -better service - pages 27 and 28.
<b>ECONOMIC PERFORMANCE</b>		
EC1 Direct economic value generated and distributed.		<b>aqualia</b> 's value - Pág. 8.
EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change.		Climate change pages 51 and 52.
EC3 Coverage of the organization's defined benefit plan obligations.		The personnel has at its disposal subsidized loans for essential medical expenses, purchasing a usual residence or basic furniture, life and accident insurance plans, as well as financial support for relatives with disabilities.
EC4 Significant financial assistance received from government.		<b>aqualia</b> has received €30,912,875 in assistance, €28,841,843 <b>aqualia</b> gestión integral del agua, 1,845,696 <b>aqualia infraestructuras</b> , 225,336€ <b>aqualia industrial</b> .
<b>MARKET PRESENCE</b>		
EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	The current systems for data management do not allow for enough reliability when obtaining this information. <b>aqualia</b> maintains its efforts with the aim of including this information in future reports.	
EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		<b>aqualia</b> 's value chain page 59.
EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Due to the fact that our international presence is quite recent, <b>aqualia</b> is still coordinating most of its activities from Spain. Therefore, there are no current active policies to recruit suppliers or local managers. <b>aqualia</b> is working towards the development of such tools for their implementation as a medium term priority.	
<b>INDIRECT ECONOMIC IMPACTS</b>		
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		<b>aqualia</b> 's value - page 8, Management of the supply and sanitation networks - pages 39 and 40, Contribution to the environment and social development - page 44.
EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts.		Main management indicators - page 24.

## TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE

	Reasons for not responding	Page
<b>5.2 ENVIRONMENTAL</b>		
Information concerning the economic management approach		Sustainable business approach - page 11. Management of environmental impacts pages 49 and 50.
<b>ENVIRONMENTAL PERFORMANCE</b>		
<b>MATERIALS</b>		
EN1 Materials used by weight or volume.		Other relevant information - page 62.
EN2 Percentage of materials used that are recycled input materials.		Other relevant information - pages 62 and 63.
<b>ENERGY</b>		
EN3 Direct energy consumption by primary energy source.		Climate change page 52.
EN4 Indirect energy consumption by primary source.		Climate change page 52.
EN5 Energy saved due to conservation and efficiency improvements.		Management of environmental impacts - pages 49 and 50.
EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.		Research and Development - Improving the future - page 41, Management of environmental impacts - pages 49 and 50, Waste management - page 51.
EN7 Initiatives to reduce indirect energy consumption and reductions achieved.		Research and Development - Improving the future - page 41, Management of environmental impacts - pages 49 and 50, Waste management - page 51.
<b>WATER</b>		
EN8 Total water withdrawal by source.		Other relevant information - page 63.
<b>BIODIVERSITY</b>		
EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	aqualia maintains its efforts with the aim of including this information in future reports.	
EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	aqualia maintains its efforts with the aim of including this information in future reports.	
<b>EMISSIONS, SPILLS AND WASTE</b>		
EN16 Total direct and indirect greenhouse gas emissions by weight.		Climate change page 52.
EN17 Other relevant indirect greenhouse gas emissions by weight.		Climate change page 52.
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.		Implemented or future R&D&I projects - page 42.
EN19 Emissions of ozone-depleting substances by weight.	The current systems for data management do not allow for enough reliability when obtaining this information. aqualia maintains its efforts with the aim of including this information in future reports.	
EN20 NOx, SOx, and other significant air emissions by type and weight.	The current systems for data management do not allow for enough reliability when obtaining this information. aqualia maintains its efforts with the aim of including this information in future reports.	
EN21 Total water discharge by quality and destination.		407.92m3 discharged after washing concrete barrels, aqualia infraestructuras' activity.
EN22 Total weight of waste by type and disposal method.		Waste management - page 51, Other relevant information - page 63.
EN23 Total number and volume of significant spills.	Given the nature of aqualia's business (water management), there are no discharges with significant impact on the environment.	
<b>PRODUCTS AND SERVICES</b>		
EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.		Management of environmental impacts - pages 49 and 50.
EN27 Percentage of products sold and their packaging materials that are reclaimed by category.	aqualia sells water, which does not include any packaging.	
<b>RULES COMPLIANCE</b>		
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.		During 2009, administrative authorities have opened 7 proceedings against aqualia. As a result of alleged infractions in discharges (5 are "minor infractions", 1 is a "less serious infraction" and 1 is a "very serious infraction"). As for those proceedings which had been opened before 2009, 2 have obtained the force of "res judicata", as a consequence of the legal action taken against them One court resolution was favourable and another one confirmed the imposed sanction. There are 15 other sanctions in process, 6 of them are serious infractions. Fines resulting from failure of compliance with regulations concerning environmental laws in 2009 - €11,000.
<b>TRANSPORT</b>		
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.		Management of environmental impacts - pages 49 and 50.
<b>GENERAL</b>		
EN30 Total environmental protection expenditures and investments by type.		Security in the supply - pages 22 and 23.

## TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE

	Reasons for not responding	Page
<b>5.3 SOCIAL</b>		
Information concerning the management of internships and working ethics		Our people, our biggest commitment - pages 30 and 31.
<b>SOCIAL PERFORMANCE</b>		
<b>EMPLOYMENT</b>		
LA1 Total workforce by employment type, employment contract, and region.		Our people, our biggest commitment - page 30, Other relevant information - pages 60 and 61.
LA2 Total number and rate of employee turnover by age group, gender, and region.		Our people, our biggest commitment - page 30, Other relevant information - pages 60 and 61.
LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	The employees' have at their disposal subsidized loans for essential medical expenses, purchasing a usual residence house or basic furniture, life and accident insurance plans as well as financial support for relatives with disabilities.	
<b>RELATIONSHIP BETWEEN <i>aqualia</i> &amp; ITS EMPLOYEES</b>		
LA4 Percentage of employees covered by collective bargaining agreements.	Since <i>aqualia</i> is part of the FCC Group, its policy is that of the Group. See FCC's 2009 Annual Report.	Annual FCC's Corporate Social Responsibility Report *, page 436.
LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Since <i>aqualia</i> is part of the FCC Group, its policy is that of the Group. See FCC's 2009 Annual Report.	Annual FCC's Corporate Social Responsibility Report *, page 436.
LA6 Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.		Health and safety at work - page 35.
LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.		Other relevant information - page 61.
LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		Health and safety at work - page 35.
LA9 Health and safety topics covered in formal agreements with trade unions.	Under the 3rd national agreement for the drinking and wastewater sector (Published in the BOE 24/8/2007) a Technical Commission for Security and Labour Health has been created. Its mandate is to enforce all legislation and regulations regarding security and health issues in the working place in the sector, as well as promoting informational campaigns and awareness-raising.	
<b>TRAINING AND EDUCATION</b>		
LA10 Average hours of training per year per employee by employee category.		Skills Management - pages 31 and 32.
LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Skills Management - pages 31 and 32.
LA12 Percentage of employees receiving regular performance and career development reviews.	Since <i>aqualia</i> is part of the FCC Group, its policy is that of the Group. See FCC's 2009 Annual Report.	
<b>DIVERSITY AND EQUAL OPPORTUNITIES</b>		
LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.		Other relevant information - pages 60 and 61.
LA14 Ratio of basic salary of men to women by employee category.	Given the nature of <i>aqualia</i> 's business, which is subject to administrative concessions, it has not been possible to have solid data showing the current situation in 2009. However, <i>aqualia</i> maintains its efforts with the aim of including this information in future reports.	
Information on the human rights management approach		Ethics and compliance -page 59.
<b>SUPPLY AND INVESTMENT PRACTICES</b>		
HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	<i>aqualia</i> 's contracting criteria and norms are in line with the standards set by the FCC Group. See annual FCC's Corporate Social Responsibility Report.	Annual FCC's Corporate Social Responsibility Report *, page 420.
HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	<i>aqualia</i> 's contracting criteria and norms are in line with the standards established by the FCC Group. See annual FCC's Corporate Social Responsibility Report. The protection of human rights is implied as compliance of legislation in force (including labour laws and tax codes, etc) is required whenever signing a contract with suppliers and subcontractors.	Annual FCC's Corporate Social Responsibility Report *, page 420.
<b>NON-DISCRIMINATION</b>		
HR4 Total number of incidents of discrimination and actions taken.		No incidents of discrimination have been identified by the communication channels managing the company in 2009.
<b>FREE ASSOCIATION AND COLLECTIVE AGREEMENTS</b>		
HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Being part of the FCC Group, <i>aqualia</i> fulfils all requirements to guarantee that the rights and freedoms of all its employees are respected.	
<b>CHILD EXPLOITATION</b>		
HR6 Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	For the moment, the nature of <i>aqualia</i> 's business, including its international businesses, does not involve this kind of risks. However, <i>aqualia</i> maintains its efforts with the aim of including this information in future reports, depending on its degree of expansion.	

TABLE OF CONTENTS OF THE GLOBAL REPORTING INITIATIVE		
	Reasons for not responding	PAGE
<b>FORCED LABOUR</b>		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	For the moment, the nature of <b>aqualia</b> 's business, including its international businesses, does not involve this kind of risks. However, aqualia maintains its efforts with the aim of including this information in future reports, depending on its degree of expansion.
	Information on the management approach regarding society.	<b>aqualia</b> in the community -page 44. Understanding water better -page 54.
<b>COMMUNITY</b>		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	At present, <b>aqualia</b> does not have systems for measuring these types of impacts, although aqualia maintains its efforts with the aim of including this information in future reports. For further information, see FCC's Annual CSR report.
		Annual FCC's Corporate Social Responsibility Report *, page 417-420.
<b>CORRUPTION</b>		
SO2	Percentage and total number of business units analyzed for risks related to corruption.	As part of the FCC Group, <b>aqualia</b> follows the practices of the Group. For further information, see FCC's Annual CSR report.
		Annual FCC's Corporate Social Responsibility Report *, page 420.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	As part of the FCC Group, <b>aqualia</b> follows the practices of the Group. For further information, see FCC's Annual CSR report.
		Annual FCC's Corporate Social Responsibility Report *, page 421.
SO4	Actions taken in response to incidents of corruption.	No incidents of corruption have been identified in 2009.
<b>PUBLIC POLICY</b>		
SO5	Public policy positions and participation in public policy development and lobbying.	Not applicable. In Spain, lobbies are not permitted. Thus, <b>aqualia</b> has nothing to report regarding this issue. However, it participates in several associations of the sector, which, among other activities, collaborate with the public administration by reflecting their member's opinions.
		Sectoral and professional partnerships -page 14.
<b>RULE COMPLIANCE</b>		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Monetary value of fines and sanctions for non-compliance with laws and regulations- €104,000 in 2009.
	Information regarding the product-responsibility management approach	Sustainable business approach -page 11. Security in the supply -page 22.
<b>USER'S HEALTH AND SAFETY</b>		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	<b>aqualia</b> carries out a series of analysis and tests, guaranteeing the optimal quality of water, after treatment and purification.
		Water quality - page 21.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Total number of incidents of non-compliance with regulations concerning water for human consumption is 525 for all aqualia, out of 572.395 tests. The total number of non-complying tests from WWTPs managed by aqualia is 4,920 out of 95,711 tests.
<b>SERVICES AND PRODUCTS LABELLING</b>		
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Water quality - page 21. Security in the supply - page 22.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	No incidents of non-compliance with regulations and voluntary codes during 2009.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Customer satisfaction - pages 25 and 26.
<b>MARKETING COMMUNICATIONS</b>		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	<b>aqualia</b> follows the FCC Group's policies regarding marketing communications. For further information, see FCC's Annual CSR report.
		Annual FCC's Corporate Social Responsibility Report *, page 490.
<b>USER'S PRIVACY</b>		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No complaints regarding breaches of customer privacy and losses of customer data during 2009.
<b>RULE COMPLIANCE</b>		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	During 2009, 7 proceedings have been opened against aqualia for service compliancy failures. 2 are related to non-compliance of the original contract and 1 with supply cuts; all these have been classified as serious. Regarding proceedings opened in previous exercises, 5 are being processed, 4 of them regarding the consumers' defence and protection and 1 regarding the general Health Law. 2 of them are minor and 3 are serious.