

Certificate of Registration

CUSTOMER SATISFACTION MANAGEMENT SYSTEM - ISO 10002:2018

This is to certify that:

Hidralia, Gestión Integral de Aguas de
Andalucía, S.A.
Explotación Rincón de la Victoria
Avda. del Mediterráneo, 157
Rincón de la Victoria
Malaga
29730
Spain

Holds Certificate No:

CMS 769310

and operates a Customer Satisfaction Management System that is aligned with ISO 10002:2018

Customer service procedure in management of complaints and claims.

For and on behalf of BSI:



Matt Page, Senior Vice President, EMEA Assurance

Original Registration Date: 2022-05-30

Latest Revision Date: 2025-03-06

Effective Date: 2025-05-30

Expiry Date: 2026-05-29

Page: 1 of 3



...making excellence a habit.™

Certificate No: **CMS 769310**

Location	Registered Activities
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Avda. de Roquetas, 180 Roquetas de Mar Almeria 04740 Spain	Customer Service Procedure in Management of Complaints and Claims at Roquetas de Mar.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Unidad la Mojonera Avda. Europa, 97 La Mojonera Almeria 04745 Spain	Customer Service Procedure in Management of Complaints and Claims at La Mojonera.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Unidades Adra C/ Mercado, 18 bajo Adra Almeria 04770 Spain	Customer Service Procedure in Management of Complaints and Claims at Adra.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Plaza del Carmen, 5 San Fernando Cadiz 11100 Spain	Customer Service Procedure in Management of Complaints and Claims at San Fernando.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. C/ Jacinto Benavente, 39 bajo Marbella Malaga 29601 Spain	Customer Service Procedure in Management of Complaints and Claims at Marbella.

Original Registration Date: 2022-05-30

Latest Revision Date: 2025-03-06

Effective Date: 2025-05-30

Expiry Date: 2026-05-29

Page: 2 of 3

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom
A Member of the BSI Group of Companies.

Certificate No: **CMS 769310**

Location	Registered Activities
Aguas y Saneamientos de Torremolinos, S.A. C/ Periodista Federico Alba, 7 Recinto F Torremolinos Malaga 29620 Spain	Customer Service Procedure in Management of Complaints and Claims at Aguas de Torremolinos.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Avda. Carlos Cano, 3 Estepona Malaga 29680 Spain	Customer Service Procedure in Management of Complaints and Claims at Estepona.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Unidad Manilva C/ Doctor Álvarez Leiva, 15-bajo Manilva Malaga 29691 Spain	Customer Service Procedure in Management of Complaints and Claims at Manilva.
Hidralia, Gestión Integral de Aguas de Andalucía, S.A. Explotación Rincón de la Victoria Avda. del Mediterráneo, 157 Rincón de la Victoria Malaga 29730 Spain	Customer Service Procedure in Management of Complaints and Claims at Rincón de la Victoria.

Original Registration Date: 2022-05-30

Latest Revision Date: 2025-03-06

Effective Date: 2025-05-30

Expiry Date: 2026-05-29

Page: 3 of 3

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.
An electronic certificate can be authenticated [online](#).
Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI (EMEA) Headquarters: 389 Chiswick High Road, London, W4 4AL, United Kingdom
A Member of the BSI Group of Companies.