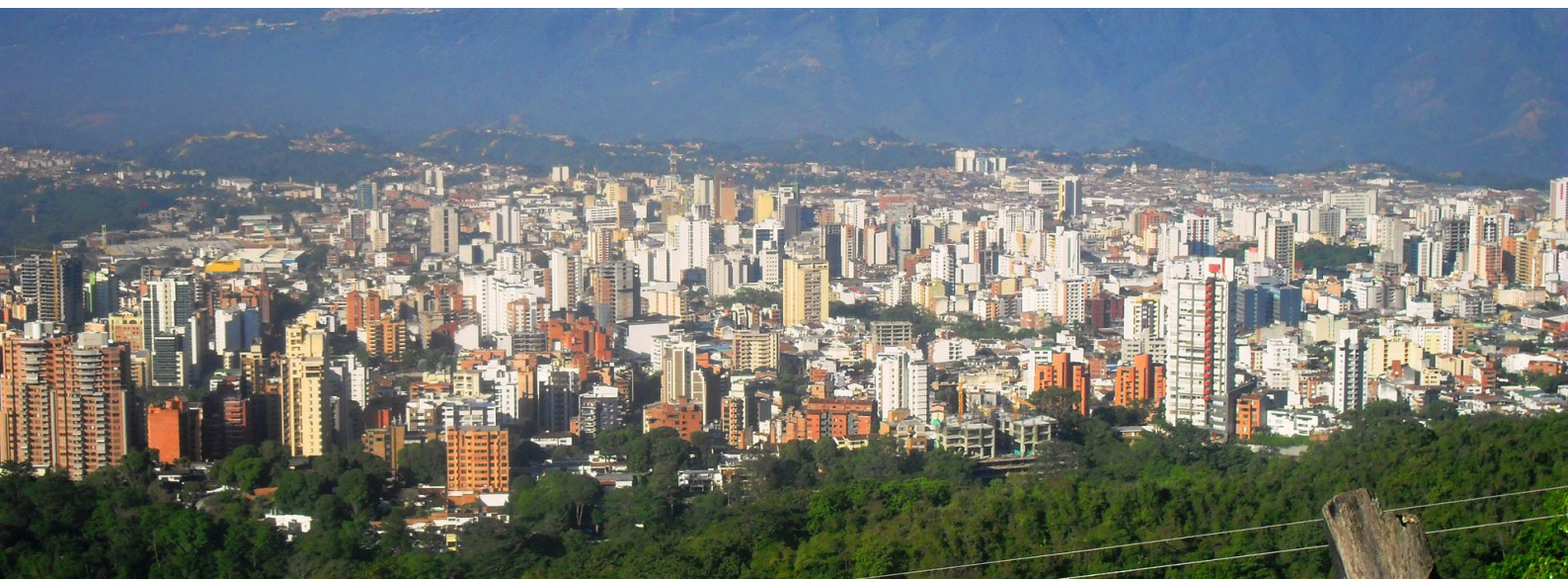


Social impact management at the  
drinking water treatment plant

# LOS ANGELINOS

Bucaramanga - Colombia





# Bucaramanga

## COLOMBIA

### LOCATION

Bucaramanga, Floridablanca and Girón. Northern Colombia.

### CLIENT

AMB –Acueducto Metropolitano de Bucaramanga.

### PARTICIPATION

ACCIONA Agua (75%) in a consortium with the Colombian firm Construvicol (25%).

### PROJECT

Construction and commissioning of the DWTP, as well as its operation and maintenance for one month.

### BUDGET

14.1 million dollars (13 million euros).

ACCIONA seeks to generate positive impacts in the communities where it operates, through the social impact management of its projects. An example is Los Angelinos Drinking Water Treatment Plant (DWTP).

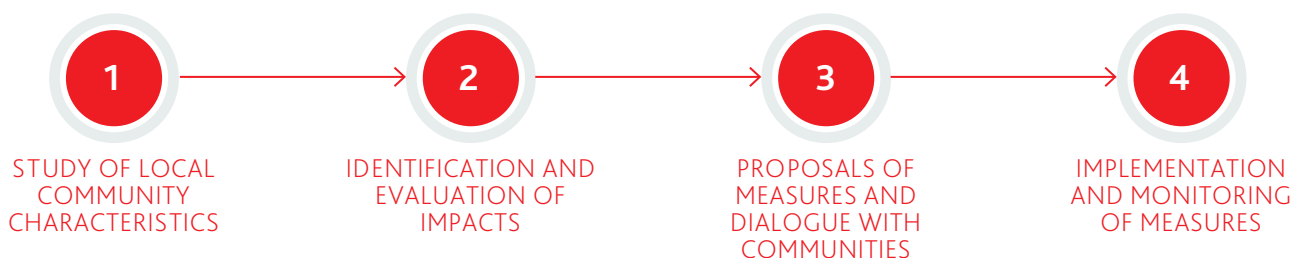
The DWTP will generate water to cover the needs of the municipalities of Bucaramanga, Floridablanca and Girón, classed by the Colombian Institute of Hydrology, Meteorology and

Environmental Studies (IDEAM) as having a high risk of shortages of drinking water in dry years and prolonged summers.

In its initial phase, the plant will have a treatment capacity of 51.8 million liters

per day and supply drinking water to 350,000 people.

## Social impact management at Los Angelinos DWTP



## 1 STUDY OF LOCAL COMMUNITY CHARACTERISTICS

- Project situated north of the city of Bucaramanga, in the rural area of Bosconia and Los Angelinos.
- Bucaramanga is home to a population of 528,269 inhabitants.
- Ethnography is made up of three main groups: Indigenous, Spanish and African.
- Economic activities: commerce and service sector.
- Best known industrial activity nationally is footwear.

## 2 IDENTIFICATION AND EVALUATION OF IMPACTS

### POSITIVE IMPACTS

- Increased demand for services at the start of the project: food, accommodation and parking.
- Demand for working age personnel prioritizing the local community.
- Environmental awareness-raising program for workers, students and the community.
- Training and capacity-building program for contracted local workers.

### NEGATIVE IMPACTS

- Deterioration of certain roads due to the transportation of heavy machinery.
- Problems of noise and road safety in areas close to schools, colleges and houses.
- Traffic problems on entering the area of Bosconia where local buses park.
- Possible increase in road safety risks for the local community and passers-through.

## 3 PROPOSALS OF MEASURES AND DIALOGUE WITH COMMUNITIES

### INFORMATION CAMPAIGNS

- Creation of a Community Attention Office.
- Meetings with the community at the start of, during and at the end of the works.
- Suggestions box for receiving petitions, complaints and reclamations.
- Informative posters about project activities.

### ENVIRONMENT

- Organization of weekend clean-ups, in collaboration with the community.
- Use of material generated by forest clearing, with the project donating leftovers for direct or indirect use by the community.

### SAFETY AND HEALTH

- Talks for project workers on the environment and road safety.
- Signing and pedestrianization at the entry to Bosconia Rural Education Center.
- Management of working hours and lorry transit times to cause minimum possible disturbance.

### ECONOMIC DEVELOPMENT

- Restoration of roads.
- Inventory of the state of houses before and after the works in order to repair any damage or disturbance caused.
- Local procurement of goods and services.
- Contracting of 25% of the unskilled workforce from the direct area of influence of the project.

## 4 IMPLEMENTATION AND MONITORING OF MEASURES

All the measures proposed were carried out during the project. One of the impacts identified was access to the Bosconia Rural Education Center. The Center lies on one of the roads used by works vehicles and machinery, causing traffic and road safety problems.

Various actions were undertaken to minimize this impact:

- Road safety talks were given to children and teaching staff at the Center.
- Environmental awareness-raising initiatives for pupils. The "Today Water, Tomorrow Life" program promoted the rational use of water.
- Design and equipping of a school garden.