WATER COMPANIES DATA SHEETS AND OVERSEAS ACTIVITIES

This chapter illustrates the activities of some Group companies not included in the scope of the *Consolidated Non-Financial Statement* (see *Disclosing sustainability: methodological note*). In particular, data and information are provided relating to the main operating Companies for the water sector in Umbria and Tuscany, consolidated using the equity method in the statutory financial statements, and to the companies that are active abroad in the same sector.

Water activities in Umbria and Tuscany

UMBRA ACQUE

Umbra Acque SpA is a company with predominantly public capital, 40% owned by Acea SpA, which manages the Integrated Water Service in the area of Optimal Territorial Conference – Umbria 1 consisting of 38 Municipalities, of which 37 in the province of Perugia and 1 in the province of Terni, with a total population of around 490,000 inhabitants served.

MANAGEMENT SYSTEMS

Umbra Acque has an **Integrated Quality, Environment and Safety Management System** (QAS), in compliance with the **UNI ISO 9001:2015**, **UNI ISO 14001:2015 and ISO 45001:2018** standards. It also holds the **SOA certification** for the **OG6** (in class III)[224] and **OS22** (in class II)[225] categories and **qualification for design and construction** (up to the 8th classification). The analysis laboratory is accredited according to the **UNI ISO/IEC 17025:2018** standard and for the purposes **of monitoring drinking water**.

QUALITY DELIVERED: MAIN INTERVENTIONS ON THE NETWORKS AND CONTROLS ON DRINKING WATER AND WASTE WATER

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2022)

size of drinking-water network - *data in GIS*	**6,372 km** (**1,388** km of supply network, **4,984** km of distribution)
type of work	
interventions due to network failure/leak detection	**18,343 interventions** (18,160 due to faults, 183 leak detection)
meter installations (new installation and replacement)	**36,514 interventions** (5,941 new installation, 30,573 replacements)
network extension	**18.2 km** of expanded network
network reclamation	**24 km** of reclaimed network
drinking water quality control	**6,514 samples** collected and **116,419 tests** performed

SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2022)

size of sewerage network - *data in GIS*	**1,912** km
type of work	
interventions due to network failure	**1,073 interventions**
planned interventions	**55 interventions**
network extension	**9 km** of expanded network
network reclamation	**20 km** of network under video inspection with in-house equipment and personnel
quality control on wastewater for sewerage networks	**203 samples** collected and **5,502 tests** performed

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2021-2022)

	2021			2022		
(no.)	men	women	**total**	men	women	**total**
composition of the staff						
executives	5	0	**5**	5	0	**5**
managers	10	2	**12**	14	2	**16**
clerical workers	72	92	**164**	77	93	**170**
workers	209	0	**209**	212	1	**213**
total	**296**	**94**	**390**	**308**	**96**	**404**
contract type						
staff with permanent contract	280	89	**369**	288	92	**380**
of which part-time staff	*0*	*7*	***7***	*0*	*7*	***7***
permanent staff	12	4	**16**	19	4	**23**
staff under apprenticeship contracts	4	1	**5**	1	0	**1**
total	**296**	**94**	**390**	**308**	**96**	**404**
changes						
incoming staff	**9**	**3**	**12**	**20**	**6**	**26**
outgoing staff	**9**	**2**	**11**	**8**	**4**	**12**
turnover rate (%)	**6.1**	**5.3**	**5.9**	**9.1**	**10.4**	**9.4**
incoming rate (%)	3.0	3.2	**3.1**	6.5	6.3	**6.4**
outgoing rate (%)	3.0	2.1	**2.8**	2.6	4.2	**3.0**

224 Aqueducts, gas pipelines, oil pipelines, irrigation and evacuation systems.

225 Drinking water and water treatment plants.

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2021-2022)

	2021	2022
accidents (no.)	5	13
total days of absence	234	8,072
hours worked (*)	659,520	664,753
frequency index (FI) (number of accidents per 1,000,000/working hours) (*)	**7.58**	**19.56**
severity index (SI) (days of absence per 1,000/working hours) (*)	**0.35**	**12.14**

(*) The 2022 figure is estimated.

TRAINING 2021-2022

course type, hours provided and costs

	courses (no.)		training (hours)		costs (€)	
course type	**2021**	**2022**	**2021**	**2022**	**2021**	**2022**
advanced training	1	1	6	42	310	0
technical-specialised	77	120	7,842	4,849	82,211	115,935
legal	2	8	8	65	538	2,495
managerial	10	9	149	71	2,689	3,125
safety	20	31	1,780	2,802	16,716	36,752
total	**110**	**169**	**9,785**	**7,829**	**102,464**	**158,307**

employees trained

	2021 (*)			2022		
(no.)	men	women	**total**	men	women	**total**
	303	96	**399**	308	96	**404**
breakdown of training hours by qualification						
executives	219	0	**219**	216	0	**216**
managers	359	61	**420**	313	74	**387**
clerical workers	2,396	3,309	**5,705**	1,468	2,029	**3,497**
workers	3,441	0	**3,441**	3,725	4	**3,729**

(*) The figures are higher than the number of employees as they include employees who provided services only for a few months of the year.

Training provided during the year covered a variety of topics, such as anti-corruption and privacy, and **safety** training continued in accordance with current regulations.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS	**u. m.**	**2020**	**2021**	**2022**	**Δ% 2022/2021**
WATER BALANCE					
drinking water from the environment	**Mm³**	**58.6**	**56.3**	**56.0**	**-0.5**
from the surface	*Mm³*	*0*	*0*	*0*	-
from wells	*Mm³*	*44.82*	*42.80*	*45.16*	*5.6*
from springs	*Mm³*	*10.61*	*10.20*	*8.14*	*-20.6*
of which water from other aqueduct systems	*Mm³*	*3.17*	*3.34*	*2.65*	*-18.2*
total drinking water leaving the aqueduct system (c) = (a+b)	**Mm³**	**31.3**	**31.0**	**31.7**	**2.3**
total drinking water dispensed and billed in the network (a)	**Mm³**	**28.7**	**28.6**	**28.7**	**0.3**
measured volume of water delivered to users	*Mm³*	*28.7*	*28.6*	*28.6*	*0.3*
volume consumed by users and not measured	*Mm³*	*0*	*0*	*0*	-
total drinking water authorised and not billed in the network (b)	**Mm³**	**2.6**	**2.4**	**3.0**	**25.0**
measured unbilled authorised consumption	*Mm`*	*1.2*	*0.7*	*0.5*	*-28.6*
unmeasured unbilled authorised consumption	*Mm³*	*1.4*	*1.7*	*2.5*	*47.1*
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks	Mm³	27.3	25.3	24.3	**-4.0**
water loss percentages	%	46.6	44.9	43.3	**-3.6**
TREATED WASTE WATER					
water treated in the main treatment plants (*)	**Mm³**	**56.8**	**59.3**	**45.5**	**-23.3**
ANALYTICAL TESTS ON DRINKING WATER AND WASTE WATER					
no. analytical tests on drinking water	**no.**	**107,257**	**116,891**	**116,419**	**-0.4**
of which no. analytical tests on surface water	*no.*	*7,209*	*7,350*	*6,822*	*-7.2*
no. analytical tests on wastewater (**)	**no.**	**35,610**	**42,404**	**42,160**	**-0.6**

(*) two-year data for 2020-2021 are estimated; 2022 data are partially measured (for treatment plants above 10,000 PE). The sharp decline is due in part to the new reporting method and in part to the modest precipitation in 2022, which reduced the quantity of mixed water input.
(**) The figure includes analyses carried out at treatment plants and industrial waste.

RESOURCES USED	u. m.	2020	2021	2022	Δ% 2022/2021
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER					
materials					
sodium hypochlorite	t	92	93	87	-6.5
sodium chloride	t	214	222	217	-2.3
hydrochloric acid	t	207	210	214	1.9
aluminium polychloride	t	12	11	9	-18.2
phosphoric acid (10%)	t	0	0	0	-
WASTE WATER TREATMENT					
materials					
polyelectrolyte emulsion	t	123	95	138	45.3
ferric chloride (40%)	t	62	114	201	76.3
mineral oil and fats	t	0	0	0	-
OTHER CONSUMPTION					
drinking water (*)	**m³**	**20,222**	**53,178**	***32,438***	**-45.2**
drinking water consumed for non-industrial water uses (offices, outside showers, etc.)	*m³*	*1,597*	*10,416*	*6,270*	-39.8
drinking water consumed for process water uses (washing machinery and bays, etc.)	*m³*	*18,625*	*42,762*	*26,168*	-38.8

(*) The figures for 2020 and 2021 are estimated considering the partial closure of offices and the different organisation of work following the health emergency.

There are no active internal water reuse processes, but the Company has supplied 273,940 m³ of non-potable water for industrial use to two local businesses.

ENERGY CONSUMPTION	u. m.	2020	2021	2022	Δ% 2022/2021
FUELS					
vehicle fuels					
diesel	l	410,000	456,600	444,900	-2.6
petrol	l	7,000	5,800	4,900	-15.5
ELECTRICITY					
total electricity for drinking water	**GWh**	**69.2**	**69.4**	**74.9**	**7.9**
electricity for water pumping stations	*GWh*	*68.8*	*69.1*	*74.5*	*7.8*
electricity for offices	*GWh*	*0.4*	*0.3*	*0.4*	*33.3*
total electricity for waste water	**GWh**	**22.7**	**23.1**	**22.5**	**-2.6**
electricity for treatment	*GWh*	*17.9*	*17.9*	*17.8*	*-0.6*
electricity for pumping stations	*GWh*	*4.8*	*5.2*	*4.7*	*-9.6*
electricity for offices	*GWh*	*0.1*	*0.1*	*0.1*	-

ENERGY EFFICIENCY (2020-2022)

action	energy savings achieved (kWh)		
	2020	2021	2022
extraordinary maintenance on plants	75,000	150,000	415,000

The completion of extraordinary maintenance on the Raggio water plant in the municipality of Gubbio (one of the primary water lifts) and extraordinary maintenance on the oxidative systems of five treatment plants in 2022 resulted in an estimated energy savings of 415,000 kWh.

WASTE	u. m.	2020	2021	2022	Δ% 2022/2021
SPECIFIC WASTE FROM TREATMENT OF WASTE WATER					
treatment sludge (*)	t	14,941	13,868	17,356	25.2
sand and sediment from treatment	t	1,057	1,353	1,548	14.4
WASTE EXCLUDING SLUDGE AND SAND					
hazardous waste (**)	t	20.2	8.0	16.2	102.5
non-hazardous waste	t	4,940	3,767	3,255	-13.6

(*) The item includes liquid sludge transported to other plants for the dewatering process, for a value of 4,940 t in 2020, 2,525 t in 2021 and 5,253 t in 2022.
(**) The increase in 2020 and 2022 is due to the exceptional disposal of vehicles and company cars.

TOTAL COD IN INPUT AND OUTPUT (2020-2022)

(t/year)	2020	2021	2022
COD_{in}	17,135	13,401	11,086
COD_{out}	2,288	1,556	960

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS (2020-2022)

parameter	average values (mg/l) 2020	average values (mg/l) 2021	average values (mg/l) 2022
BOD_5 (*)	18.6	12.3	12.9
COD	40.3	21.0	21.0
SST	30.8	12.0	13.7
NH_4^+	5.0	2.0	2.0
phosphorous	2.0	2.0	1.9

(*) The output BOD_5 value is expressed with the value of the limit of quantification (LOQ) equal to 12.3, resulting in all analytical calculations being lower than this value.

PURIFICATION EFFICIENCY OF THE MAIN TREATMENT PLANTS (2020-2022)

parameter	average values (%) 2020	average values (%) 2021	average values (%) 2022
$100x(COD_{in} - COD_{out})/COD_{in}$	87.0	88.4	91.3
100x(SSTin - SSTout)/SSTin	89.4	95.7	93.4
$100x(NH_4^+in - NH_4^+out)/NH_4^+in$ (*)	86.4	93.8	93.1
$100x(P_{in} - P_{out})/ P_{in}$ (*)	33.0	35.0	27.8

(*) Umbra Acque does not detect phosphates leaving treatment plants, as the standard does not establish a limit, but rather total phosphorus as specified in Table no. 2 of Annex 5 to Part III of the Consolidated Environmental Law (TUA), with more stringent monitoring of the nutrient discharged into surface water bodies.

PUBLIACQUA

Publiacqua SpA is a mixed ownership Company with a majority public interest, owned by Acea through Acque Blu Fiorentine SpA, which manages the Integrated Water Service in the area of Optimal Territorial Conference no. 3 – Medio Valdarno, with a total population of over 1.2 million citizens served.

MANAGEMENT SYSTEMS

Publiacqua has implemented the **Integrated Quality, Environment, and Safety (QAS) Management System**, which complies with **UNI EN ISO 9001:2015, 14001:2015 and 45001:2018** standards for the primary operating activities. It is certified for the **Anti-bribery Management System UNI ISO 37001:2016**, and the analysis laboratory is accredited in accordance with **UNI ISO/IEC 17025:2005**.

QUALITY DELIVERED: MAIN INTERVENTIONS ON THE NETWORKS AND CONTROLS ON DRINKING WATER AND WASTE WATER

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2022)

size of drinking-water network - *data in GIS*	**6,923 km** (**1,397** km of supply network, **5,526** km of distribution)
TYPE OF WORK	
interventions due to network failure/leak detection	**5,252 interventions** (3,886 due to fault reporting, 1,366 due to leak detection activities)
meter installations (new installation and replacement)	**6,237 interventions** (2,913 new installations and 3,324 replacements due to breakdowns/breakage) and **28,641** mass replacements under contract
network extension	**7.6 km** of expanded network
network reclamation	**35.1 km** of reclaimed network
drinking water quality control	**10,477 samples** collected and **319,572 tests** performed

SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2022)

size of sewerage network - *data in GIS*	**3,772** km
TYPE OF WORK	
interventions due to network failure	**3,908 interventions**
planned interventions	**1,442 interventions**
network extension	**10.1 km** of expanded network
network reclamation	**8.9 km** of reclaimed network
quality control on wastewater for sewerage networks	**3,343 samples** collected and **55,794 tests** performed

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2021-2022)

	2021			2022		
(no.)	men	women	**total**	men	women	**total**
composition of the staff						
executives	3	1	**4**	3	1	**4**
managers	15	7	**22**	14	8	**22**
clerical workers	187	142	**329**	184	156	**340**
workers	259	5	**264**	269	3	**272**
total	**464**	**155**	**619**	**470**	**168**	**638**
contract type						
staff with permanent contract	421	153	**574**	425	160	**585**
of which part-time staff	3	7	***10***	*3*	*8*	***11***
permanent staff	6	2	**8**	10	7	**17**
staff under apprenticeship contracts	37	0	**37**	35	1	**36**
total	**464**	**155**	**619**	**470**	**168**	**638**
changes						
incoming staff	**29**	**7**	**36**	**44**	**25**	**69**
outgoing staff	**22**	**10**	**32**	**39**	**11**	**50**
turnover rate (%)	**10.99**	**10.97**	**10.99**	**17.66**	**21.43**	**18.65**
incoming rate (%)	6.3	4.5	5.8	9.4	14.9	10.8
outgoing rate (%)	4.7	6.5	5.2	8.3	6.5	7.8

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2021-2022) (*)

	2021	2022
accidents (no.) (**)	9	10
total days of absence (***)	323	267
hours worked (****)	1,034,611	1,073,177
frequency index (FI) (number of accidents per 1,000,000/working hours)	**8.70**	**9.32**
severity index (SI) (days of absence per 1,000/working hours)	**0.31**	**0.25**

(*) Some figures for 2021 have been updated following consolidation.
(**) Accidents with effects lasting for more than one day are considered.
(***) The value also excludes days of absence related to persistent or reopened injuries from previous years.
(****) This is the sum of ordinary and overtime hours. As a result of consolidation, the figure for 2021 was amended, requiring a recalculation of the severity and frequency indices as well.

TRAINING (2021-2022) (*)

course type, hours provided and costs

	courses (no.)		training (hours)		costs (€)	
course type	**2021**	**2022**	**2021**	**2022**	**2021**	**2022**
advanced training (**)	2	0	182	0	2,641	0
IT	3	2	398	24	3,962	2,100
technical-specialised	44	112	4,298	5,593	58,104	61,250
legal	5	4	809	490	6,603	27,290
managerial	54	30	2,249	1,924	71,309	95,300
safety	46	40	4,102	2,725	60,745	50,823
total	**154**	**188**	**12,038**	**10,756**	**203,364**	**236,763**

employees trained

	2021			2022 (***)		
(no.)	men	women	**total**	men	women	**total**
	464	154	**618**	485	172	**657**
breakdown of training hours by qualification						
executives	68	10	**78**	104	21	**125**
managers	309	71	**380**	217	191	**408**
clerical workers	2,333	1,583	**3,916**	1,635	1,325	**2,960**
workers	7,612	52	**7,664**	7,220	43	**7,263**

(*) Some figures for 2021 have been updated following consolidation.
(**) The advanced training courses provided to employees are managed by Acea SpA, which bears the costs.
(***) Figures are higher because they also include employees who left before the year.

Throughout the year, numerous courses on **safety, regulations under Legislative Decree no. 231/2001, preventing corruption**, and **specific technical and operational training** were offered.
The first course on **diversity and inclusion** was provided to the entire HR structure, along with an experiential pilot *team-building day*.
The entire corporate population was trained on *cybersecurity* and *data protection*, and specialized training on regulatory updates was provided for various organisational structures.
In addition, the *Reconnect People* course for managers was introduced, emphasizing managerial management, organisational conflict, and internal and external communication.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS (*)	u. m.	2020	2021	2022	Δ% 2022/2021
WATER BALANCE					
drinking water from the environment	**Mm³**	**148.7**	**147.0**	**144.0**	**-2.0**
from the surface	*Mm³*	*95.4*	*93.5*	*92.1*	*-1.5*
from wells	*Mm³*	*41.9*	*43.5*	*42.8*	*-1.6*
from springs	*Mm³*	*10.7*	*9.3*	*9.1*	*-2.2*
of which water from other aqueduct systems	*Mm³*	*0.7*	*0.66*	*0.74*	*12.1*
total drinking water leaving the aqueduct system (e) = (a+b+c+d)	**Mm³**	**84.5**	**87.9**	**87.4**	**-0.6**
total drinking water dispensed and billed in the network (a)	**Mm³**	**76.6**	**78.8**	**80.7**	**2.4**
measured volume of water delivered to users	*Mm³*	*76.6*	*78.1*	*80.0*	*2.4*
volume consumed by users and not measured	*Mm³*	*0*	*0.66*	*0.74*	*12.1*
total drinking water authorised and not billed in the network (b)	**Mm³**	**0.4**	**0.4**	**0.4**	**-**
measured unbilled authorised consumption	*Mm³*	*0*	*0*	*0*	-
unmeasured unbilled authorised consumption	*Mm³*	*0.4*	*0.4*	*0.4*	-
drinking water exported (sub-distributors) (c)	**Mm³**	**0.7**	**0.9**	**0.005**	**-99.4**
measured process losses (d)	**Mm³**	**6.8**	**7.8**	**6.3**	**-19.2**
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks (**)	Mm³	64.2	59.1	57.3	-3.0
water loss percentages	%	43.2	40.2	39.6	-1.5
TREATED WASTE WATER					
water treated in the main treatment plants	**Mm³**	**97.4**	**98.3**	**93.4**	**-5.0**
ANALYTICAL TESTS ON DRINKING WATER AND WASTE WATER					
no. analytical tests on drinking water	**no.**	**288,298**	**296,620**	**319,572**	**7.7**
of which no. analytical tests on surface water (***)	*no.*	*26,665*	*24,949*	*29,435*	*18.0*
no. analytical tests on waste water	**no.**	**38,293**	**38,676**	**55,794**	**44.2**

(*) Some figures for the 2020-2021 two year period have been updated following consolidation. The 2022 figures are estimated.
(**) The value of the water losses coincides with the "total lost volume (WLtot)" and includes the unmeasured treatment losses, the supply losses and the total distribution water losses.
(***) Analysis of crude surface water (untreated).

RESOURCES USED (*)	u. m.	2020	2021	2022	Δ% 2022/2021
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER					
materials					
sodium hypochlorite	t	1,117	1,097	1,102	0.5
sodium chloride	t	347	349	376	7.7
hydrochloric acid	t	403	402	392	-2.5
flocculant	t	5,055	5,015	3,883	-22.6
purate	t	349	414	344	-16.9
sulphuric acid	t	523	608	515	-15.3
oxygen	t	90	76	19	-75.0
acetic acid	t	113	112	63	-43.8
carbon dioxide (excluding drinking fountains)	t	634	648	838	29.3
ferrous chloride	t	45	37	22	-40.5
phosphoric acid	t	13	18	15	-16.7
WASTE WATER TREATMENT					
materials					
polyelectrolyte emulsion	t	158	307	275	-10.4
sodium hypochlorite	t	61	64	45	-29.7
peracetic acid, caustic soda, polyamine/anti-foaming agent	t	13	12	12	-
polyaluminium chloride (PAC)	t	4,382	4,122	3,903	-5.3
lime	t	527	693	523	-24.5
acetic acid 80%	t	712	684	743	8.6
OTHER CONSUMPTION					
drinking water	**m³**	**182,775**	**275,109**	**191,432**	**-30.4**

(*) Some figures for 2021 have been updated following consolidation.

ENERGY CONSUMPTION	u. m.	2020	2021	2022	Δ% 2022/2021
FUELS (*)					
process fuels - wastewater					
methane	Sm^3	84,214	90,195	93,889	4.1
biogas produced	m^3	609,120	593,478	562,421	-5.2
heating fuels					
methane	Sm^3	60,429	60,641	63,125	4.1
diesel fuel	l	4,500	5,000	4,125	-17.5
lpg	l	0	1,750	2,170	24.0
vehicle fuels					
diesel	l	349,724	360,131	363,564	1.0
petrol	l	26,913	26,172	28,515	9.0
ELECTRICITY (*)					
total electricity for drinking water	**GWh**	**72.6**	**71.2**	**73.5**	**3.2**
electricity for water pumping stations	*GWh*	*71.1*	*69.6*	*71.1*	*2.2*
electricity for offices	*GWh*	*1.5*	*1.6*	*2.4*	*50.0*
total electricity for waste water	**GWh**	***34.6***	***35.0***	***34.9***	**-0.3**
electricity for treatment	*GWh*	*30.5*	*30.5*	*30.4*	*-0.3*
electricity for pumping stations	*GWh*	*4.0*	*4.4*	*4.4*	-
electricity for offices	*GWh*	*0.1*	*0.1*	*0.1*	-

(*) Some figures for the 2020-2021 two year period have been updated following consolidation.

ENERGY EFFICIENCY (2020-2022)

	energy savings achieved (kWh)		
action	**2020**	**2021**	**2022**
network efficiency improvement	4,110,000	3,195,000	1,500,000
Soa Coverciano – *Power quality* management	-	-	3,990
Anconella - New pump impellers #3 and #6	-	-	250,000
offices *relamping*	-	6,700	-

Approximately 1.5 GWh of energy reductions are attributed to **optimisation actions in the water distribution network**. New impellers that permit reduced dissipative adjustments at low flow rates have also helped to improve the efficiency of the final thrust section of the Anconella potable water treatment facility. The electronic device test to optimise the Coverciano power plant's input power management (SOA) was also successful, albeit with modest absolute values for the installation situation, but with a 7.5% reduction in consumption.

WASTE	u.m.	2020	2021	2022	Δ% 2022/2021
SPECIFIC WASTE FROM TREATMENT OF WASTEWATER (*)					
treatment sludge	t	28,760	30,873	29,978	-2.9
sand and sediment from treatment	t	1,328	1,296	1,199	-7.5
WASTE PURSUANT TO ITALIAN LEGISLATIVE DECREE NO. 152/06 EXCLUDING SLUDGE AND SAND (*)					
hazardous waste	t	32.6	83.6	26.8	-67.9
non-hazardous waste	t	12,054	8,009	7,726	-3.5

(*) Some figures for the 2020-2021 two year period have been updated following consolidation.

TOTAL COD IN INPUT AND OUTPUT - SAN COLOMBANO TREATMENT PLANT (2020-2022)

(t/year)	2020	2021	2022
COD_{in}	14,536	14,851	13,084
COD_{out}	1,321	1,691	1,415

OUTPUT PARAMETERS – SAN COLOMBANO TREATMENT PLANT (2020-2022) (*)

parameter	average values (mg/l) 2020	average values (mg/l) 2021	average values (mg/l) 2022
BOD_5	2.2	2.1	2.3
COD	13.8	15.6	15.8
SST	4.8	4.9	4.9
NH_4^+	0.5	1.0	0.8
phosphorous	0.8	0.7	0.8

(*) The San Colombano waste water treatment plant (600,000 population equivalent) treats about half of Publiacqua's global waste water.

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS (2020-2022) (*)

parameter	average values (mg/l) 2020	average values (mg/l) 2021	average values (mg/l) 2022
BOD_5	2.2	2.1	2.3
COD	14.3	17.1	16.0
SST	4.9	4.7	4.7
NH_4^+	0.7	1.1	1.0
phosphorous	0.9	0.8	0.9

(*) The figures include 39 treatment plants, including San Colombano, which treat a total of 98% of wastewater and 96% of the organic load (COD) of Publiacqua.

PURIFICATION EFFICIENCY SAN COLOMBANO TREATMENT PLANT (2020-2022)

parameter	average values (%) 2020	average values (%) 2021	average values (%) 2022
$100x(COD_{in} - COD_{out})/COD_{in}$	89.4	93.2	87.4
$100x(SST_{in}-SST_{out})/SST_{in}$	95.1	92.3	91.2
$100x(NH_4^+{}_{in} - NH_4^+{}_{out})/ NH_4^+{}_{in}$	97.9	95.8	97.3
$100x(PO_4^{-3}{}_{in} -PO_4^{-3}{}_{out})/ PO_4^{-3}{}_{in}$	74.0	72.7	73.7

PURIFICATION EFFICIENCY OF THE MAIN TREATMENT PLANTS (2020-2022) (*)

parameter	average values (%) 2020	average values (%) 2021	average values (%) 2022
$100x(COD_{in} - COD_{out})/COD_{in}$	90.9	88.4	89.2
$100x(SST_{in}-SST_{out})/SST_{in}$	96.1	93.9	92.6
$100x(NH_4^+{}_{in} - NH_4^+{}_{out})/ NH_4^+{}_{in}$	97.4	95.8	96.9
$100x(PO_4^{-3}{}_{in} -PO_4^{-3}{}_{out})/ PO_4^{-3}{}_{in}$	73.3	73.0	73.4

(*) The figures include 39 treatment plants, including San Colombano, which treat a total of 98% of wastewater and 96% of the organic load (COD) of Publiacqua.

ACQUE

Acque SpA manages the Integrated Water Service in the area of Optimal Territorial Conference 2 Lower Valdarno on the basis of the concession agreement issued by the Autorità Idrica Toscana (AIT), consisting of 55 Municipalities in the provinces of Pisa, Lucca, Florence, Pistoia and Siena, with a total population of approximately 735,000 user accounts served.

MANAGEMENT SYSTEMS

Acque has implemented and certified an **Integrated Management System based on Quality, Environment, Safety, Energy Efficiency and Social Responsibility, Road Safety and the Prevention of Corruption**. In addition, the laboratory is accredited pursuant to the **UNI CEI EN ISO/IEC 17025:2018** standard and the Pagnana treatment plant in Empoli has **EMAS IV registration**.

QUALITY DELIVERED: MAIN INTERVENTIONS ON THE NETWORKS AND CONTROLS ON DRINKING WATER AND WASTE WATER

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2022)

size of drinking-water network (*) - *data in GIS*	**6,067 km**
TYPE OF WORK	
interventions due to network failure/leak detection	**25,915 interventions** (25,278 due to faults, 637 leak detection)
meter installations (new installation and replacement)	**15,640 interventions** (6,620 new installation, 9,020 replacements)
network extension	**12.4 km** of expanded network
network reclamation	**51.8 km** of reclaimed network
drinking water quality control	**11,356 samples** collected and **326,759 tests** performed

SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2022)

size of sewerage network(*) - *data in GIS*	**3,095** km
TYPE OF WORK	
interventions due to network failure	**4,802 interventions**
planned interventions	**2,223 interventions**
network extension	**5.3 km** of expanded network
network reclamation	**7.4 km of** reclaimed network
quality control on wastewater for sewerage networks	**7,924 samples** collected and **116,775 tests** performed

(*) Estimated figure equal to the final figure for 2021.

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2021-2022)

	2021			2022		
(no.)	men	women	**total**	men	women	**total**
composition of the staff						
executives	2	2	**4**	2	2	**4**
managers	7	4	**11**	8	4	**12**
clerical workers	95	159	**254**	103	167	**270**
workers	150	0	**150**	157	1	**158**
total	**254**	**165**	**419**	**270**	**174**	**444**
contract type						
staff with permanent contract	249	163	**412**	259	173	**432**
of which part-time staff	*1*	*30*	***31***	*2*	*34*	***36***
permanent staff	0	2	**2**	1	1	**2**
staff under apprenticeship contracts	5	0	**5**	10	0	**10**
total	**254**	**165**	**419**	**270**	**174**	**444**
changes						
incoming staff	**11**	**2**	**13**	**30**	**15**	**45**
outgoing staff	**10**	**1**	**11**	**14**	**6**	**20**
turnover rate (%)	8.3	1.8	**5.8**	16.3	12.1	**14.6**
incoming rate (%)	4.3	1.2	**3.1**	11.1	8.6	**10.1**
outgoing rate (%)	3.9	0.6	**2.6**	5.2	3.5	**4.5**

The company's workforce increased significantly from 419 in 2021 to 444 in 2022 as a consequence of the internalization of some areas formerly managed by the associated company Ingegnerie Toscane and the incorporation of new facilities formerly managed by other companies.

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2021-2022)

	2021	2022
accidents (no.)	7	7
total days of absence (*)	359	317
hours worked	654,851	667,351
frequency index (FI) (number of accidents per 1,000,000/working hours)	**10.69**	**10.49**
severity index (SI) (days of absence per 1,000/working hours)	**0.55**	**0.48**

(*) The value also excludes days of absence related to persistent or reopened injuries from previous years.

TRAINING 2021-2022

course type, hours provided and costs (*)

	courses (no.)		training (hours)		costs (€)	
course type	**2021**	**2022**	**2021**	**2022**	**2021**	**2022**
IT	2	4	403	1,000	0	1,320
new hires	1	1	1,001	2,162	0	0
technical-specialised	33	35	1,766	1,857	12,488	29,600
managerial	3	4	97	311	270	2,800
safety	36	27	4,105	3,325	9,891	21,208
environment	1	3	8	50	0	2,701
cross-cutting	4	9	148	311	0	6,386
training pursuant to Legislative Decree no. 231/01	1	1	250	41	0	0
e-learning training	7	11	386	77	0	0
total	**88**	**95**	**8,164**	**9,134**	**22,649**	**64,015**

employees trained

	2021 (**)			2022		
(no.)	men	women	**total**	men	women	**total**
	286	174	**460**	274	161	**435**
breakdown of training hours by qualification						
executives	116	32	**148**	99.5	70.5	**170**
managers	161	43	**204**	229.5	112.5	**342**
clerical workers	1,933	3,314	**5,247**	3,251	3,610	**6,861**
workers	2,565	0	**2,565**	1,740	21	**1,761**

(*) Emergency tests are excluded; by new hires, we mean the coaching of new staff by more experienced workers. E-learning training is training on the usable integrated management system through SAP Success Factor.
(**) The figures are higher than the number of employees, as they include employees of other companies, posted workers and workers who provided services only for a few months of the year.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS	u. m.	2020	2021	2022	Δ% 2022/2021
WATER BALANCE (*)					
drinking water from the environment	**Mm³**	**74.8**	**74.4**	**74.4**	**-**
from the surface	*Mm³*	*3.3*	*3.1*	*3.1*	-
from wells	*Mm³*	*57.3*	*57.5*	*57.5*	-
from springs	*Mm³*	*6.3*	*6.3*	*6.3*	-
of which water from other aqueduct systems	*Mm³*	*7.9*	*7.5*	*7.5*	-
total drinking water leaving the aqueduct system (e) = (a+b+c+d)	**Mm³**	**46.3**	**47.3**	**47.3**	**-**
total drinking water dispensed and billed in the network (a)	**Mm³**	**43.9**	**44.2**	**44.2**	**-**
measured volume of water delivered to users	*Mm³*	*43.7*	*43.9*	*43.9*	-
volume consumed by users and not measured	*Mm³*	*0.2*	*0.3*	*0.3*	-
total drinking water authorised and not billed in the network (b)	**Mm³**	**0.3**	**0.3**	**0.3**	**-**
measured unbilled authorised consumption	*Mm³*	*0.1*	*0.1*	*0.1*	-
unmeasured unbilled authorised consumption	*Mm³*	*0.2*	*0.2*	*0.2*	-
drinking water exported to other systems (c)	**Mm³**	**1.0**	**1.2**	**1.2**	**-**
measured process losses (d)	**Mm³**	**1.1**	**1.6**	**1.6**	**-**
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks	Mm³	28.5	27.1	27.1	-
water loss percentages	%	38.1	36.4	36.4	-
TREATED WASTE WATER					
water treated in the main treatment plants	**Mm³**	**46.4**	**44.6**	**41.9**	**-6.0**
ANALYTICAL TESTS ON DRINKING WATER AND WASTE WATER					
no. analytical tests on drinking water (including analytical tests on surface water)	**no.**	**357,585**	**297,342**	**362,759**	**22.0**
no. analytical tests on waste water	**no.**	**122,766**	**122,803**	**116,775**	**-4.9**

(*) The 2021 figures have been restated following consolidation and differ from those previously published. The 2022 figures are estimated to be equal to those for 2021.

RESOURCES USED	u. m.	2020	2021	2022	Δ% 2022/2021
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER (*)					
materials					
laboratory reagents (chemical section and microbiological section)	t	2	2	2	0.0
sodium hypochlorite	t	180	231	240	3.9
hydrochloric acid	t	478	339	343	1.2
potassium permanganate	t	4	4	5	25.0
aluminium polychloride	t	209	194	210	8.2
DREFLO 908 PG powder	t	0	0	1	-
salt in bags	t	1	1	0	-100
sodium chloride	t	367	362	341	-5.8
caustic soda	t	2	1	2	100
citric acid	t	3	1	0	-100
alifons L	t	0.13	0	0.05	-
oxalic acid	t	0	0	0.025	-
sodium hydroxide sol. 30%	t	0	0	0.25	-
DRYFLOC™ Polyelectrolyte EM494SFC	t	0	0	0.10	-
WASTE WATER TREATMENT					
materials					
polyelectrolyte emulsion	t	234	194	194	-
aluminium polychloride	t	20	8	6	-25.0
ferric chloride for sludge dehydration	t	528	546	570	4.4
sodium hypochlorite for final disinfection	t	29	11	42	281.8
acetic acid	t	0	0.05	0	-100.0
sulphuric acid	t	1	0	0	-
caustic soda (sodium hydroxide) - Solvay	t	2	1	0	-100.0
citric acid removed	t	0	0.05	0.15	200.0
biotek base L - biological reactivator	t	0.04	0	0	-
biotek clar – biological reactivator	t	0.3	0.3	0	-100.0
desmell Bio L – odorogenic emissions treatment	t	0	0.1	0.1	-
nutrients	t	1,136	1,320	867	-34.3
hydrochloric acid 9%	t	0	0	0.5	-

OTHER CONSUMPTION					
drinking water (*)	**m³**	**284,305**	**295,508**	**295,508**	**-**
drinking water consumed for non-industrial water uses (offices, outside showers, etc.)	*m³*	*215,604*	*225,835*	*225,835*	-
drinking water consumed for process water uses (washing machinery and bays, etc.)	*m³*	*68,701*	*69,673*	*69,673*	-

(*) Due to consolidation, figures for 2021 have been revised. It is estimated that figures for 2022 will be identical to those for 2021.

In 2022, Acque **reused** approximately **201,501 m³ of recovered water** for washing the sheets of sludge dehydration equipment (belt presses).

ENERGY CONSUMPTION	**u. m.**	**2020**	**2021**	**2022**	**Δ% 2022/2021**
FUELS					
process fuels - drinking water/non-drinking water					
diesel fuel	l	1,500	2,050	1,100	-46.3
process fuels - wastewater					
diesel fuel	l	0	500	550	10.0
heating fuels					
methane	Sm^3	50,743	55,583	49,576	-10.8
lpg	l	15,419	17,847	11,130	-37.6
vehicle fuels					
diesel	l	228,802	240,882	247,012	2.5
petrol	l	15,373	26,950	44,215	64.1
methane	kg	23,884	15,308	9,589	-37.4
ELECTRICITY					
total electricity for drinking water	**GWh**	**51.1**	**51.0**	**53.3**	**4.5**
electricity for water pumping stations	*GWh*	*50.7*	*50.3*	*52.6*	*4.6*
electricity for offices	*GWh*	*0.4*	*0.7*	*0.7*	-
total electricity for waste water	**GWh**	**32.3**	**31.9**	**30.3**	**-5.0**
electricity for treatment	*GWh*	*24.7*	*24.5*	*23.9*	*-2.4*
electricity for pumping stations	*GWh*	*7.4*	*7.0*	*6.0*	*-14.3*
electricity for offices	*GWh*	*0.2*	*0.4*	*0.4*	*2.4*

ENERGY EFFICIENCY (2020-2022)

	energy savings achieved (kWh)		
action	**2020**	**2021**	**2022**
Pieve a Nievole (PT) inter-municipal treatment plant: implementation of microbubbles oxidative section Line 2	-	303,095	324,517
treatment plant via Hangar Pontedera (PI): implementation of microbubbles oxidative section	252,650	208,020	198,328
La Fontina (PI) treatment plant: replacement of air distribution plates lines 1 and 2	577,230	472,605	589,760

Acque has implemented energy efficiency improvements, such as the replacement of the oxygenation system on the Pieve a Nievole and Pontedera (PI) treatment plants, which led to the 2022 energy savings indicated in the table.

WASTE	**u. m.**	**2020**	**2021**	**2022**	**Δ% 2022/2021**
SPECIFIC WASTE FROM TREATMENT OF WASTE WATER					
treatment sludge	t	19,880	20,247	18,660	-7.8
sand and sediment from treatment	t	1,982	1,413	1,359	-3.8
WASTE EXCLUDING SLUDGE AND SAND					
hazardous waste	t	25.0	16.8	20.2	20.2
non-hazardous waste (*)	t	72,920	63,778	59,025	-7.5

TOTAL COD IN INPUT AND OUTPUT (2020-2022) (*)

(t/year)	2020	2021	2022
COD_{in}	22,808	22,021	16,860
COD_{out}	1,268	1,212	988

(*) Installations with a treatment capacity greater than or equal to 10,000 population equivalent are considered.

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS MANAGED BY ACQUE (2020-2022) (*)

parameter	average values (mg/l) 2020	average values (mg/l) 2021	average values (mg/l) 2022
BOD_5	5.5	4.7	7.2
COD	25.5	24.3	32.0
SST	5.0	5.9	8.3
NH_4^+	3.0	3.3	3.9
phosphorous	2.0	2.2	2.6

(*) Installations with a treatment capacity greater than or equal to 10,000 population equivalent are considered.

TREATMENT EFFICIENCY OF THE MAIN TREATMENT PLANTS MANAGED BY ACQUE (2020-2022) (*)

parameter	average values (%) 2020	average values (%) 2021	average values (%) 2022
$100x(COD_{in} - COD_{out})/COD_{in}$	95.0	95.4	94.1
$100x(SST_{in}-SST_{out})/SST_{in}$	97.8	98.2	97.3
$100x(NH_4^+{}_{in} - NH_4^+{}_{out})/ NH_4^+{}_{in}$	92.7	92.7	91.9
$100x(PO_4^{-3}{}_{in} -PO_4^{-3}{}_{out})/ PO_4^{-3}{}_{in}$	73.0	68.3	71.3

(*) Installations with a treatment capacity greater than or equal to 10,000 population equivalent are considered.

Overseas activities

Acea operates abroad, in the water sector[226], with regards to **technical aspects or the commercial management of the service**. In particular, it is present in Honduras, Dominican Republic and Peru through companies created **in partnership with local and international stakeholders**, in an area with approximately 10 million people.

AGUAS DE SAN PEDRO

Aguas de San Pedro SA holds a 30-year contract and operates the integrated water service in San Pedro Sula in Honduras, which began in 2001, and, in 2022, it continued with the projects for the **expansion, treatment and improvement of the water service and sewerage network** in the city. The water network stretches 2,186 km and the sewerage network 1,281 km.
The Company has a **Quality Management System** certified according to the **UNI ISO 9001:2008** standard and the laboratories are accredited according to the **UNI ISO/IEC 17025:2005** standard. In 2022, it also obtained a certificate for the **Anti-bribery Management System** according to the **UNI ISO 37001:2016** standard.

AGUAS DE SAN PEDRO SA – MAIN COMPANY AND OPERATING DATA

country (area)	Honduras (San Pedro Sula)
users	123,433
inhabitants served	801,000 (estimated figure)
customer	municipal administration
duration of the contract	01.02.2001 – 01.02.2031
purpose of the project	concession of the integrated water service for the town of San Pedro de Sula
shareholders	Acea SpA 60.65%, Ireti SpA 39.35%
no. of employees	410
turnover (in € thousand)	43,332

226 Overseas activities have a limited incidence from an economic and financial viewpoint, in terms of consolidation percentage, but a brief description of them is given here because of their social importance.

The company has provided **65 training seminars** in a variety of areas, such as Quality Management Systems, gender equality, anti-bribery management, environmental sustainability, and climate change, with the goal of enhancing and developing people's skills. In addition, **occupational health and safety** training continued, with 70 courses on timely medical care, mental health, and occupational health. All employees were vaccinated and updated on **Biosafety and Personnel Protection Measures and Biosafety Protocols** as part of a **vaccination programme** that included specific **training** on **COVID-19 risks**.

In addition, during the period under review, the Company supported community and environmental initiatives, especially in the **El Merendón Nature Reserve**, which has been designated a protected area for water production in San Pedro Sula. In this area, the Company has implemented the **reforestation** project *Un millón de árboles para el Merendón* (One Million Trees for el Meredón), which was initiated in 2006 to restore degraded areas of the reserve, with the aim of planting 1 million fruit and timber trees on 876 hectares by 2022. In addition, **fire prevention and suppression** activities continued. Due to the watch towers constructed over the past few years, a dedicated team is able to intercept and extinguish numerous fires before they spread (3 cases in 2022). Finally, **guidance was provided on the 6 Sectoral Committees for Water Management**, including support in preparing reports and plans to preserve supply micro-basins.

With a focus on the **rural communities of Merendón**, Aguas de San Pedro organised **24 workshops** dedicated to **health and environmental protection** and, in particular, hygiene in the communities of the Rio Manchaguala, Rio Frio and El Palmar micro-basins, with sessions dedicated to children belonging to the Children's Health Committees.

ACEA DOMINICANA SA

Acea Dominicana deals with the commercial management of the water service **in the northern and eastern areas of Santo Domingo** in the **Dominican Republic**. The activities include the management of customer relations, the billing cycle and cost estimates, the installation of new meters, maintenance of existing meters and directing the works for new connections.
The Company implemented a **Quality Management System** certified according to the **UNI ISO 9001:2015** standard, which covers all activities performed.

ACEA DOMINICANA SA – MAIN CORPORATE AND OPERATING DATA

country (area)	Dominican Republic (north and east Santo Domingo)
users served	194,378
customers	Corporación del Acueducto y Alcantarillado de Santo Domingo (CAASD) and Corporación de Acueducto y Alcantarillado de Boca Chica (CORAABO)
duration of the contract	01.10.2003 – 30.09.2023
purpose of the project	commercial management of the water service
shareholders	Acea SpA 100%
no. of employees	148
turnover (in € thousand)	5,512

Through the implementation of an educational campaign, Acea Dominicana is **educating** elementary school students in the municipality of Boca Chica about the importance of **water conservation**. The Company conducts **reforestation** activities to **restore and protect forest ecosystems**, which resulted in the planting of 1,050 native and endemic trees in 2022. Taking into account the reforestation activities conducted in previous years, the Company has planted a total of 6,350 trees.
Skill development for employees continued during the year, with courses on customer service, risk assessment, occupational safety, stress management, and on social aspects such as raising awareness about violence against women, for a total of 1,864 hours of training.

OPERATING COMPANIES IN PERU

The Consortia operating in Lima (Peru) manage part of the water services on behalf of the local, publicly owned water company SEDAPAL (drinking water and sewerage service in Lima) with projects defined in their calls for tenders. These are **Consorcio Agua Azul**, **Consorcio Acea**, **Consorcio Acea Lima Norte**, and **Consorcio Acea Lima Sur**, while **Consorcio Servicio Sur**, which was responsible for the extraordinary maintenance necessary for the operation of the water and sewerage service, improving sanitation and environmental conditions, ended operations in August 2022 and is currently being liquidated.

MAIN CORPORATE AND OPERATING DATA

country (area)	Peru (Lima)
customer	Sedapal (Drinking water and sewerage service in Lima, state owned)
duration of the contracts	**Consorcio Agua Azul:** 07.04.2000 – 18.06.2027 **Consorcio Acea:** 5.12.2020 – 5.12.2023 **Consorcio ACEA Lima Norte:** 7.01.2021 – 7.01.2024 **Consorcio Acea Lima Sur:** 18.12.2021 – 18.12.2024
shareholders	**Consorcio Agua Azul:** Acea SpA (44%), Marubeni Co. (29%), Inversiones Liquidas S.A.C (27%) **Consorcio Acea**: Acea Peru SAC (99%), Acea Ato 2 (1%) **Consorcio ACEA Lima Norte:** Acea Peru SAC (99%), Acea Ato 2 (1%) **Consorcio Acea Lima Sur:** Acea Peru SAC (99%), Acea Ato 2 (1%)
no. of employees	**Consorcio Agua Azul:** 31 **Consorcio Acea:** 987 **Consorcio ACEA Lima Norte:** 645 **Consorcio Acea Lima Sur:** 241
turnover (in € thousand)	**Consorcio Agua Azul:** 15,309 **Consorcio Acea**: 8,323 **Consorcio ACEA Lima Norte:** 13,342 **Consorcio Acea Lima Sur:** 7,868

Specifically:

- **Consorcio Agua Azul**, a subsidiary of **Acea SpA**, manages the treatment and supply of drinking water in the **northern area of Lima**. To this end, using the surface and underground waters of the Chillón river it built a water treatment plant capable of satisfying the drinking water needs of the area, which it will manage until 2027, when it will be transferred to the State;
- **Consorcio Acea**, controlled by **Acea Peru** manages 253 pumping stations for drinking water serving the **Ate, Breña and San Juan de Lurigancho areas in the central area of Lima**;
- The **Consorcio Acea Lima Norte**, owned by **Acea Peru**, manages maintenance for the drinking water and sewerage infrastructure for the **Comas and Callao areas in the northern part of Lima**;
- the **Consorcio Acea Lima Sur**, a subsidiary of **Acea Peru**, carries out maintenance activities on the drinking water and sewerage systems for the **Surquillo area in the southern area of Lima.**

Below is some significant information from the standpoint of sustainability relating to the various Consortia operating in Peru.

The **Consorcio Agua Azul** has adopted an **Integrated Quality and Environment System** according to **UNI ISO 9001:2015** and **UNI ISO 14001:2015** aimed at optimising production processes and reducing the environmental impact through energy efficiency and the limited use of materials.

The Consortium has continued its **occupational safety and first aid training programme**, which has made it possible to **maintain the result of zero accidents at work** in 2022. In addition, specialised staff training continued, including support for the **undergraduate and graduate education** of two employees.

Because of the improvement in the pandemic situation, Consorcio Agua Azul has been allowed to restart operations aimed at strengthening ties with the community, such as finishing the installation of **new toilette facilities** in the area's seven schools. In the same institutions, 2,182 **educational kits** were delivered with the goal of **boosting school attendance and contributing to education**. For the Christmas holidays, children at local schools and the children of employees were delivered toys and Christmas packages.

Consorcio Acea, **Consorcio Acea Lima Norte** and **Consorcio Acea Lima Sur** follow the standards of the Certified Management Systems obtained from the parent company Acea Peru. Specifically, Acea Peru has an **Anti-bribery Management System** according to the **UNI ISO 37001:2016** standard, a **Quality System** according to the **UNI ISO 9001:2015** standard, and a **Occupational Health and Safety Management System** according to the **UNI ISO 45001:2018** certification. The first two certificates cover the activities of Consorcio Acea Lima Norte and Consorcio Acea Lima Sur, while the third covers the activities of Consorcio Acea Lima Norte and Consorcio Acea.

In 2022, the three Consortia began **employee training initiatives on inclusion and organisational wellness**, covering subjects such as gender equality and healthy nutrition, as well as **occupational health and safety**.

To protect the land, the three consortia have taken measures to lower **environmental impact** by disposing of 100% of electromechanical, uniform, and PPE waste appropriately.