

BILANCIO INTEGRATO 2022



SINTESI

INTEGRATED REPORT 2022



SUMMARY

ACQUE BRESCIANE IN SUMMARY

The main figures of 2022

98

MUNICIPALITIES SUPPLIED

204

WELLS

585,140

CUSTOMERS SUPPLIED

234

SPRINGS

4,275 km

LENGTH OF DRINKING WATER SUPPLY NETWORK

18

SURFACE WATER SOURCES

2,926 km

LENGTH OF SEWER NETWORK

7,837

DRINKING WATER SAMPLES

86,000,000 cu.m.

DRINKING WATER COLLECTED YEARLY FOR ADDUCTION

With our first Integrated Report, we are not only reporting on our many achievements throughout the year, firstly

our transformation into a Benefit Corporation

in line with our Sustainability Plan to 2045 'Every Drop Counts', but also on our strategy and business model aimed at pursuing a positive impact on the economy, environment and people with a special focus on climate change.



19.493 t

YEARLY SLUDGE

60%

SUPPLIERS FROM LOMBARDY

97.1%

OVERALL CUSTOMER SATISFACTION

269,554 GJ

ENERGY CONSUMED

306

EMPLOYEES

5,800

CHILDREN INVOLVED IN LEARNING
ACTIVITIES

121,4 milioni

MILLION ECONOMIC VALUE
GENERATED [€]

5,806 ore

HOURS TRAINING

40 milioni

INVESTMENTS [€]

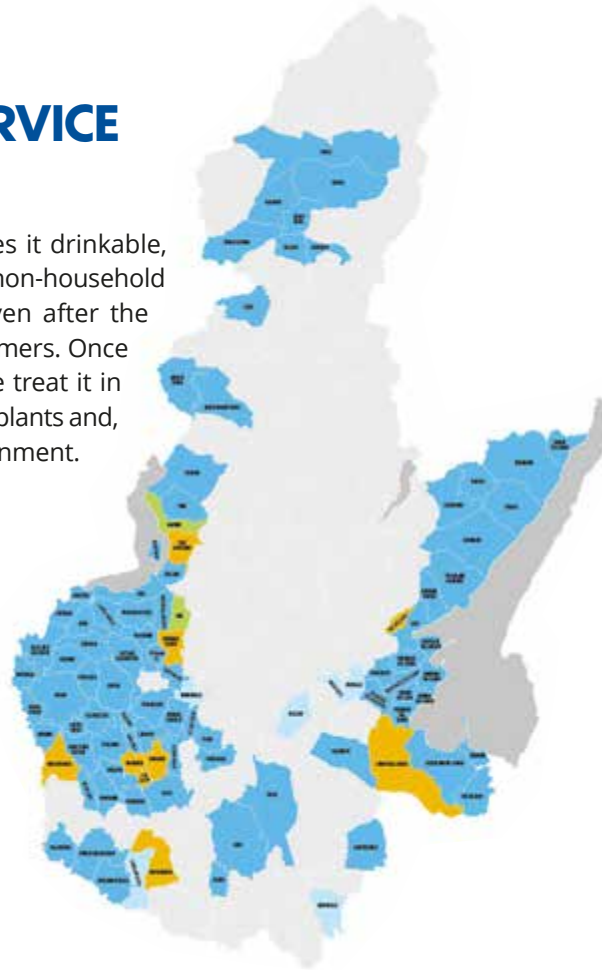
ACQUE BRESCIANE: THE SOLE WATER SERVICE MANAGER

Acque Bresciane collects water, makes it drinkable, and distributes it to all household and non-household customers. Our service continues even after the water has been delivered to the customers. Once it reaches the sewer system pipes, we treat it in the appropriate wastewater treatment plants and, lastly, safely put it back into the environment.

ACQUE BRESCIANE
SUPPLIES

98

MUNICIPALITIES



THE NEW WATER SERVICES

Starting from 1st July 2022, the Company has taken over the entire water service of Cigole and, starting from 1st December, Darfo Boario Terme. From 1st June 2022, the Company has taken over the drinking water supply network of Roncadelle and from 1st February 2023 the entire water service of Adro (drinking water supply and sewer networks).



86

water supply areas



89

sewage system service areas



92

wastewater treatment service areas

- Drinking water system, sewage system, wastewater treatment
- Sewage system and wastewater treatment
- Drinking water system
- Wastewater treatment

Purpose E VERY DROP COUNTS. Innovation experts and at the forefront of Sustainability

Acque Bresciane focuses on innovation and sustainability in order to provide customers with high-quality water, return clean water to the environment, and reduce waste. The company is a member of the Alliance of Italian companies for water and climate change and follows the United Nations 2030 Agenda.

Acque Bresciane is committed to contributing to sustainable development by strengthening technical and economic capabilities to address the climate challenge and ensure the responsible use of water resources.

Acque Bresciane manages fundamental services for communities; its activity is centred on the following values:



Sustainability



Preservation
of natural
resources



Passion for the
local territories



Universality



Listening



Transparency



Excellence
and innovation



Involvement
of people



Governance

GENERATED AND DISTRIBUTED VALUE

The value added statement better represents how the economic wealth produced by Acque Bresciane is distributed to stakeholders, thus highlighting the direct economic impacts generated by the company. The value added reclassifies the economic value according to the distribution to the various stakeholders.



	2022	% VA
Revenues from sales	121,204,236	
Revenues/charges from financial assets	26,303	
Other revenues and charges	-277,600	
Depreciation, amortization, and provisions	27,989,782	
Gross value added	92,963,157	100.0%
Distribution of value added to suppliers	63,584,021	68.4%
Distribution of value added to employees	16,409,560	17.7%
Distribution of value added to investors	4,315,491	4.6%
Taxes and contribution to public administration	857,455	0.9%
Contributions to the territory	1,506,001	1.6%
Local fees and charges	1,987,831	2.1%
Distributed economic value	88,764,237	95.3%
Financial year balance	4,302,799	
Economic value to be allocated to investments	4,302,799	4.7%



THE INVESTMENTS

During 2022, investments for a total of € 39,619,325 were capitalised.

Service (amounts in euro)	2022
Drinking water system	€ 19,688,407
Sewer system	€ 10,046,184
Wastewater treatment	€ 7,796,323
Other	€ 2,088,411
TOTAL	€ 39,619,325

Values in euro per inhabitant	2022	Italian average
Per capita investments	75,65	56
Ratio of total investments made to the resident population supplied by the drinking water system (ISTAT data)		

EU VIOLATIONS

In the serviced area, between 2014 and 2017 34 agglomerations were identified as involved in the two EU violation procedures still pending, of which 18 were resolved by 31 December 2022.

For the remaining 16 agglomerations with the relevant non-compliances, in order to address them the following investments were planned:

EU violations	Total amount of investment	Total 2020/23
EU procedure 2014/2059 13 agglomerates	€ 67,765,146	€ 46,512,174
EU procedure 2017/21818 3 agglomerates	€ 15,950,000	€ 1,510,373
TOTAL	€ 83,715,146	€ 48,022,547



INVESTMENT PLAN 2023

SERVICE (amounts in euro)	2022
Drinking water system	€ 23,017,265
Sewer system	€ 11,703,140
Wastewater treatment	€ 9,045,991
Other	€ 3,222,373
TOTAL	€ 46,988,771

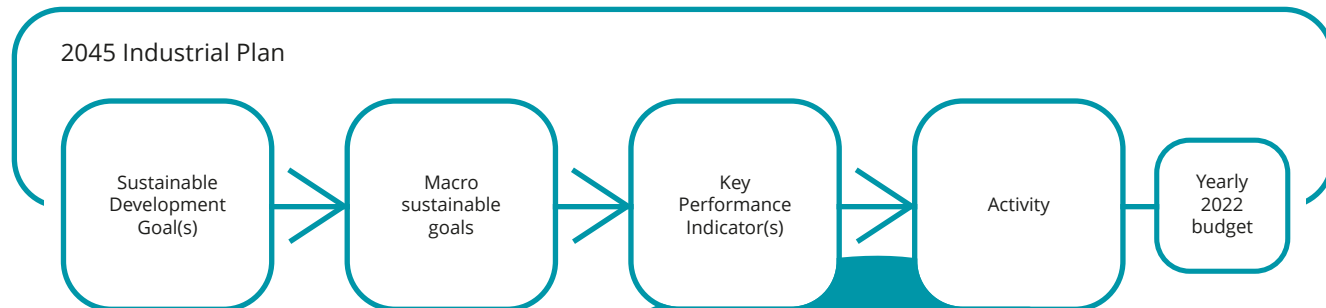








SUSTAINABILITY AS A STRATEGY

Acque Bresciane orienta la propria attività corrente e di investimento all'interno di una cornice strategica che accompagna lo sviluppo economico e finanziario in un più ampio programma di sostenibilità ambientale, sociale e di relazioni con il territorio e con gli stakeholder.

In order to give greater operational coherence between long-term goals and the organisation's activities, a **Sustainability Plan** was approved in autumn 2020 by the Board of Directors. The Plan has a 2045 timeframe and measurable year-by-year goals.

THE STRATEGY



2045 goals	Key Performance Indicator(s)	DIARY 2030 - Sdgs
1. Reduction of network leakage -50% network losses	1. M1 ARERA - water losses 8% 2. % supply network renovation 3. Per capita investment 4. % meter replacements	 
2. Improvement of water quality Zero non-drinking water	5. % people involved in Water Safety Plan 6. MR ARERA drinking water quality	 
3. Re-use of water and wastewater treatment No EU violations	7. EU violations settlement 8. M5 ARERA - sludge 9. M6 ARERA - quality of treated wastewater. Exceedence rate of limits in discharged wastewater sample	 
4. Emission reduction 100% green energy and electric vehicles	10. % green vehicles 11. % green energy and self-production	 
5. Improvement of customer relationships No automatic refunds	12. MC1 (Regularity of contracts). Beginning and termination of contracts 13. MC2 (Regularity of contracts). Management of contracts and service accessibility 14. % digital billing: 3%	
6. Improvement of workplace safety -25% workplace accidents compared to sector average	15. % accident severity index (commuting accidents excluded) 16. Per capita training hours for workplace safety	
7. Improvement of welfare At least 80% of employees involved in welfare plan	17. % employees participating in welfare conversion of performance bonuses	
8. Economic and financial sustainability Follow the Industrial Plan	18. Indicators of financial sustainability DSCR (EBIDTA and FREE CASH FLOW)	
9. Promotion of sustainability 100% sustainability integrated in business activities	19. % tenders with Minimum Environmental Criteria 20. Number of students involved in "School Help Desk"	

RESPONSIBLE AND TRANSPARENT MANAGEMENT

The control model of Acque Bresciane includes the following main tools:

- The Code of Ethics
 - The Corruption prevention plan
 - Anti-corruption training activities for staff
 - Identification of sensitive areas in the Three-Year Plan and the Organisational Model
 - Staff training activities on the outcome of conducted audits
- Acque Bresciane voluntarily adopts management systems that comply with international standards:

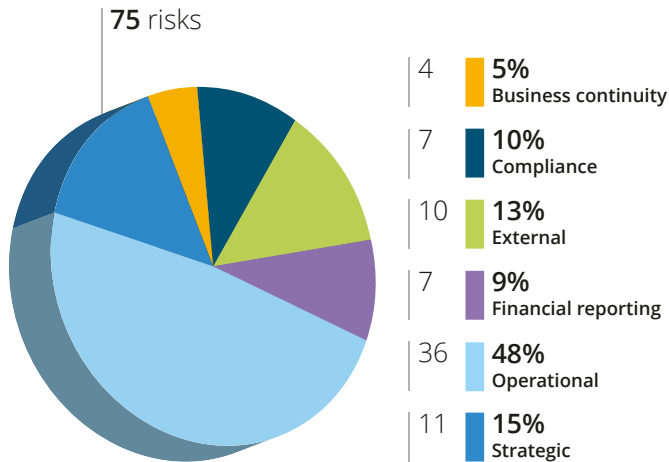
- UNI EN ISO 0991:2015 - Quality management systems
- UNI EN ISO 14001:2015 - Environmental management systems
- UNI EN ISO 45001:2018 - Management systems for occupational health and safety
- SAB8000:2014 - Management Systems for Social Responsibility
- UNI CEI EN ISO 50001:2018 - Energy management systems

In 2022 Acque Bresciane made great progress in adopting sustainable practices in the management of its operations, as evidenced by obtaining UNI CEI EN ISO 50001:2018 certification for its Paratico and Rovato wastewater treatment plants.



RISK MANAGEMENT

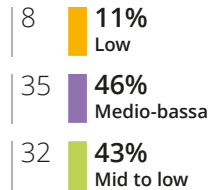
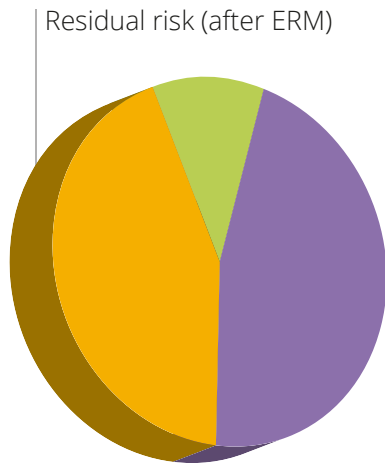
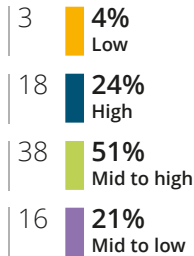
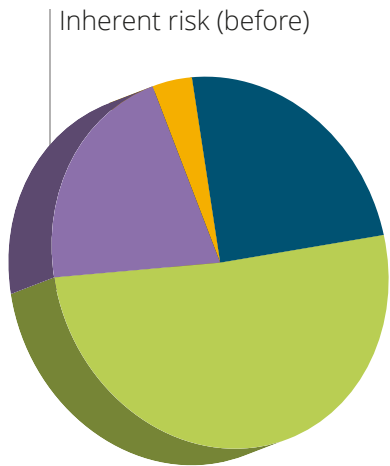
In 2022, the Company set out to build an integrated and structured risk analysis, management and monitoring system. The Company has adopted an Enterprise Risk Management system aimed at identifying and prioritising the main risks.



2045 goals	n° risks	Percentage
1 Reduction of water losses	5	7%
2 Quality of drinking water	14	19%
3 Re-use and treated water	7	9%
4 Reduction of emissions	1	1%
5 Improving customer relations	14	19%
6 Workplace safety	6	8%
7 Improvement of welfare plan	0	
8 Economic and financial sustainability	27	36%
9 Promotion of sustainability	1	1%



The approach adopted made it possible to plan the processes and activities necessary to eliminate or mitigate potential negative effects, while at the same time allowing actions to be implemented to seize the opportunities for improvement that emerged during the analysis.



IMPACTS AND RELEVANT ISSUES

The stakeholders involved in the materiality analysis were as follows:

INTERNAL: Board of Directors, Strategic Committee for Sustainability, employees, sustainability ambassadors;

EXTERNAL: local communities, customers, ABCommunity, suppliers, new generations.

In the light of this stakeholder engagement process, the material issues and related impacts reported here were identified:

MATERIAL ISSUE	IMPACT
SUMMARY	
E - ENVIRONMENT	
1 Sustainable management of water resources	<p>Water is a fundamental resource for the survival of the Planet, to be preserved in all actions. This is why Acque Bresciane is committed to trying to reduce freshwater withdrawals and minimise wastage and leakage from the water network.</p> <p>The impacts related to Acque Bresciane's actions are mainly positive and long-term because they lead to a more efficient management of the water extracted. It is also worth mentioning that the management of the water cycle involves a significant energy expenditure (negative impact) that Acque Bresciane has decided to mitigate by purchasing green energy and offsetting CO2 emissions.</p>



MATERIAL ISSUE		IMPACT
SUMMARY		
2	Drinking water quality	It is essential to ensure universal access to water with constant attention to safety and quality and making information available at all times.
3	Climate change (water shortage and drought, energy efficiency and climate neutrality)	Climate change is occurring and in the face of a 2°C increase in global temperature, water scarcity in the Mediterranean area will continue to affect more and more territories and populations, including the Po Valley. Acque Bresciane’s actions aimed at better managing drought periods can mitigate the devastating effects of global warming.
4	Preservation of biodiversity (protection of endangered flora and fauna)	Biodiversity - the variety of animal and plant species on our planet - is disappearing at an alarming rate in recent years, mainly due to human activities such as changes in land use, pollution and climate change. It is our duty to address the underlying causes of biodiversity loss by integrating the issue of biodiversity into our business decisions. Acque Bresciane operates in territories that are crucial for the maintenance of biodiversity (Adamello Park, Torbiere Wetland Reserve, Lake Iseo and Lake Garda, river courses).
5	Transition towards circular economy	The transition to a circular economy enables a reduction of pressure on the environment and the optimisation of raw material availability through the minimisation of non-reusable waste. Acque Bresciane is committed to promoting positive-impact actions related to the valorisation of sewage sludge and treated wastewater.



MATERIAL ISSUE		IMPACT
SUMMARY		
6	Sustainability of the supply chain	Procurement has an impact on Acque Bresciane's social and environmental footprint, as a significant percentage of investments are entrusted to third parties through tender procedures. Acque Bresciane's systematic application of scrupulous environmental criteria stimulates virtuous behaviour throughout the supply chain.
7	Health and workplace safety	<p>There are many activities in the water sector that are at risk of accidents and injuries, for example all those activities that involve the use of vehicles and machinery.</p> <p>It is essential to dedicate attention and resources to training activities with occupational safety courses and to identify a series of preventive measures that, by influencing the workers' behaviour, will make them aware of the risks and capable of avoiding them.</p>
8	Value of human resources and welfare	People are becoming increasingly important for the growth and development of an organisation. The wellbeing and gratification of workers is achieved through training, talent enhancement and development, growth incentives and adequate welfare plans.
9	Diversity and inclusion	By diversity, we mean the multiplicity of points of view that each person can bring to the environment, be it work or social, thanks to their own background and experiences. Inclusion, on the other hand, is the possibility of creating a context where each person or group is respected for their characteristics, where they can express themselves to the fullest without prejudice of any kind.



MATERIAL ISSUE		IMPACT
SUMMARY		
10	Community relations and sustainability culture	Acque Bresciane was born in and for the territory. Service to the community is implemented first and foremost because the water resource and its virtuous management are one of the cornerstones of community life. Commitment to the community also takes the form of promoting lifelong education for sustainable development with a particular commitment to schools.
11	Customer relations	Satisfaction of customer needs, guaranteeing continuity of service, rapid response times, transparency and courtesy.
12	Ethics and integrity	Sustainable value creation cannot be separated from the adoption of fair and ethical business practices that comply with the highest standards and the avoidance of possible conflicts of interest and lack of transparency.
13	Economic performance	Financial stability is a prerequisite for the durability of any organisation.
14	Green investments	Green investments involve projects with a positive environmental impact, including energy efficiency projects and energy production from renewable sources. More and more financial resources are being directed towards this category of investments.
15	Innovation and digital transformation	Developing innovation and digital transformation means using new technologies to rethink and simplify a production and creative process, to deliver new goods and services aimed at improving the lives of users, to redesign, in a logic of openness to change, the models that govern business activities.



EXCELLENT AND SAFE WATER

THE WATER SYSTEM

Depending on the area supplied, the water extraction methods of Acque Bresciane's drinking water systems vary: there are springs in the mountainous and hilly areas, groundwater in the lowland area and surface water sources at the lake for the municipalities on Lake Garda and Iseo.

Extraction source	2020		2021		2022	
	number*	Cu.m. extracted	number*	Cu.m. extracted	number*	Cu.m. extracted
Groundwater - wells	216**	63,921,313	198	63,412,803	204	64,077,289
Surface water - springs	190**	10,931,956	224	12,143,304	234	9,702,496
Surface water from rivers, lakes, artificial basins	15**	10,877,049	18	11,602,987	18	12,204,002
Total cubic metres [cu.m.]		85,730,318		87,159,094		85,983,787
Total megalitres		85,730		87,159		85,984

*Springs grouped as reported by ISTAT. **Calculating method differs from the one employed in previous years. The volume of water imported from other parties for the year 2022 is 1,511,753 cu. m. (1,512 megalitres)





DRINKING WATER TREATMENT

There are 37 (36 in 2021) drinking water plants operated by Acque Bresciane, with monitoring measures to ensure compliance with legal parameters over time.

DISTRIBUTION NETWORK

AB supplies water to its users through an adduction and distribution network of 4,275 km of pipelines and a complex system of reservoirs (327) and booster stations (127).

Total number/year	2020	2021	2022
Distribution network [km]	4.077	4.134	4.275
Tanks	327	314	327
Pumping stations	83	126	130



TAP WATER: SAFE WATER. THE MONITORING PLAN

The monitoring plan represents an important moment for our activities, which we carry out at a higher frequency than that prescribed by the standards (Annex I of Legislative Decree 31/2001 and subsequent amendments and additions). Acque Bresciane monitors and controls the quality of the water both at the collection points and at the most representative points of the distribution network, measuring a series of parameters, including microbiological, chemical, radioactivity indicators and viruses.

	2020	2021	2022
Samples	7,143	7,940	7,837
Parameters	141,826	169,199	185,646

As part of the technical quality, the following samples from the water networks and systems were analysed:

	2020	2021	2022
Total samples according to ARERA aggregation	4,699	5,111	5,311
Non-compliance	278	272	175
% compliance	94.4%	94.9%	96.7%



The three-year research project with the Politecnico di Milano (2019-2022) focused on prevention and innovation in the water system to generate resilience.

WATER SAFETY PLANS

Acque Bresciane, in response to EU Directive 2020/2184 and especially in order to protect the water resources and the health of citizens, is paying great attention to the Water Safety Plans.

**Total population covered
by WSP as of 31st December
of the reference year**

49,560
IN 2020

81,807
IN 2021

122,727
IN 2022



Sewage | The main objective of the treatment cycle carried out by Acque Bresciane is to achieve or maintain the good quality of surface or groundwater, protecting it from pollution.

	2020		2021		2022	
	Km	%	Km	%	Km	%
Blackwater sewage	1.267	48%	1.295	46%	1.315	45%
Combined sewage	1.395	52%	1.511	54%	1.611	55%
Total	2.663	100%	2.806	100%	2.926	100%

Wastewater treatment | The company monitors and manages 103 wastewater treatment plants within its territory, for a total of 36,984,552 cu.m. of treated wastewater. Each is designed and sized with different characteristics, to best serve the different plant zones.

	2020	2021	2022
Number of wastewater treatment plants	101	101	103
	2020	2021	2022
Actual capacity of the plants [PE supplied]	449,000	466,000	471,600



QUALITY OF THE DISCHARGED WATER

Acque Bresciane's commitment to environmental protection is guaranteed by the constant monitoring of the water reintroduced into the environment.

This is the last link in the water cycle chain, whose quality is assured by monitoring the main parameters set out in Legislative Decree 152/06.

With regard to non-compliance, the macro-indicator M6 of ARERA is reported for the supply areas of Acque Bresciane:

	2020	2021	2022
Total samples according to ARERA aggregation	783	784	761
Non-compliance	13	15	34
% compliance	98.34%	98.09%	95.53%

* Treatment plants with a potential of more than 2,000 PE

Total number of parameters analysed:

	2020	2021	2022
Total parameters according to ARERA aggregation*	3,965	3,943	4,443

* Table 1,2,3 of Leg. Dec. 152/06



PROTECTING THE ENVIRONMENT

The management of such a precious resource as water is inevitably influenced by the effects of climate change: droughts make it less available and put the water network under stress, while sewage is affected by particularly intense weather events.

The company's commitments have developed along the following three main branches:

IMPACT ANALYSIS AND INNOVATIVE PROJECTS

In 2022, Acque Bresciane ensured its water service supply without any shortages despite the drought. In this regard, we have worked on the following research projects:

- Impact of climate change on water in support of mid-to long-term water resource management planning
- Water re-use in agriculture
- HYDROGEO LAKE - hydrogeophysical characterisation and mathematical modelling of groundwater flow for

efficient and sustainable management of groundwater resources for human consumption using a new technology called Sky-tem.

RESILIENCE AND ATTENTION TO RISK

In line with international best practices, in 2022 we built an integrated and structured risk analysis, management and monitoring system, adopting an Enterprise Risk Management model.

EMISSION REDUCTION

Acque Bresciane in 2022 has submitted a **SBTI (Science Based Target Initiative)** for the reduction of climate-altering emissions in order to reduce direct and indirect emissions.





Sustainability is a tool with enormous potential for sustaining a company's competitiveness and reputation and thus its profitability.

For Acque Bresciane, the Environment is its core business, the services it provides are inextricably linked to the environment, and this is why we pay great attention to environmental risks, the quality of service for our customers, health protection and workplace safety.



ENERGY CONSUMPTION

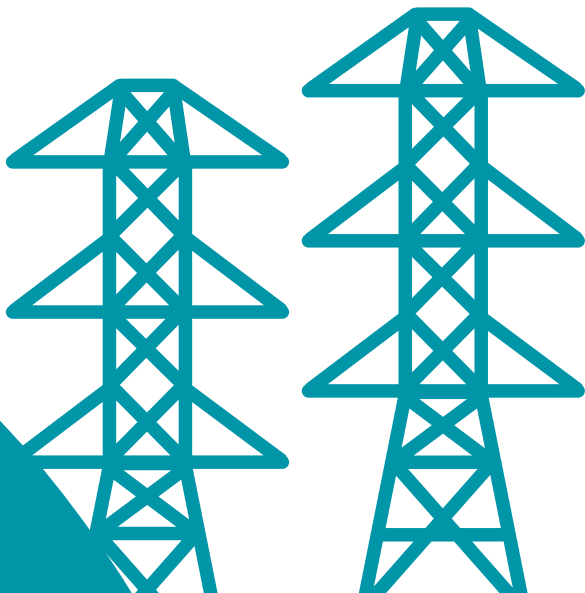
OVERALL ENERGY CONSUMPTION IN THE THREE-YEAR PERIOD 2020-2022

Overall energy consumption (Gj)	2020	2021	2022
ELECTRICITY			
Water supply system	159,705	162,955	171,274
Sewer system	48,697	47,428	35,068
Wastewater treatment plants	53,239	56,388	53,921
Offices (buildings)	1,836	1,976	1,886
Total	263,477	268,747	262,149
Of which from renewable sources	65,949	267,398	261,063
FUEL			
Vehicles	6,677	8,444	7,405
Total	270,154	277,191	269,554
Of which from renewable sources (electricity)	65,949	267,398	261,063

EMISSIONS

In 2021, Acque Bresciane offset 100% of the tonnes of direct CO₂ emissions produced by purchasing certified credits from the voluntary market, accelerating the transition towards decarbonisation in different economic contexts, and a similar assessment is underway for 2022 offsets.

Below are the GHG emission figures for the three-year period 2020- 2022 (units tCO₂eq/year), with evidence of the calculation of SCOPE 2 emissions according to the different methods indicated:



MARKET BASED

Emissions (ton CO ₂ eq)	2020	2021	2022
Emissioni dirette - SCOPE 1	1,133	1,397	7,775*
Indirect emissions - SCOPE 2 (market-based)	25,607	-	-
Other indirect emissions SCOPE 3	26,318	21,046	22,504
Total emissions	53,058	22,443	30,279

* Refinement of the calculation in particular for the point calculation of biogenic emissions

Intensity of water supply system emissions	2020	2021	2022
Emission intensity index for billed water (gCO ₂ eq/cu.m.)	302	266	269

Specific consumption (tCO₂eq/cu.n.) = consumption EE GJ/water supplied into the network cu.m. = 12,132/45,088,193 = 0.000269 (tCO₂eq/cu.m.)

Intensity of wastewater treatment plants and sewage system emissions	2020	2021	2022
Emission intensity index for wastewater treatment plants and sewage system (gCO ₂ /cu.m.)	211	175	170



BIODIVERSITY

There are numerous sites belonging to the Natura 2000 Network in the territory managed by Acque Bresciane, and there are four main protected areas that well represent the great environmental wealth of the province, from alpine to hilly surroundings, lakes, rivers and the high and low plains.

1 Natural Reserve
Torbiere del Sebino

2 Oglio Nord
Park

3 Adamello
Park

4 Alto Garda
Park



Acque Bresciane adopted the Bioclima Call for Proposals as an opportunity to implement a pilot project, strengthening its sustainable actions. The project comprises four key initiatives:

2 Supporting biodiversity by financing habitat improvement activities

3 Environmental Education as a partner in the Torbiere Reserve tender

4 Assessment of the impacts on biodiversity and the water resource in the reserve, in line with the IUCN guidelines for the planning and monitoring of biodiversity and company performance

1 Improvement of overflow waters in the Municipality of Provaglio d'Iseo and in the Torbiere del Sebino Nature Reserve, with the collaboration of the Universities of Brescia and Parma



PROTECTING THE ENVIRONMENT

The company's goal for the year 2022 continued to be "0% landfill", consistent with strict industry regulations that sometimes require the use of this form of disposal for particular types of waste.

There are some types of waste, however, that are classified as hazardous: in total, those disposed of for the year 2022 are approximately 4.65 tons and include, among others, waste produced by the activities of the company's in-house laboratory.

TOTAL WASTE/year (tons)	2020	2021	2022
Non-Hazardous	16,903	19,997	20,224
Hazardous	4,59	3,02	4,65
TOTAL	16,908	20,000	20,229

TOTAL SLUDGE
PER YEAR
GENERATED
BY PLANTS
(EWC 19.08.05)

2020
15,994 t



2021
19,180 t



2022
19,493 t



THE WATER POINTS

Throughout the province of Brescia, since 2009, the supply of drinking water has been implemented with special distributors, more commonly referred to as Punti Acqua (Water Points).

This project was created in order to send a clear message to encourage the responsible, conscious and sustainable consumption of water from the water supply network and an equally strong signal to reduce the production of plastic.

The company operates 44 water points in its territory, with a total supply for the year 2022 of 1,630,978 litres. This is equal to saving more than 1,087,000 (1,087,319) one-and-a-half litre plastic bottles, the equivalent of approximately 36,094 kg of plastic if we consider plastic bottles alone and primary packaging alone (data from 2017 EPD production report).

	2020	2021	2022
Water Points	41	44	44
Litres of water	475,252	2,330,113	1,630,978
N° of plastic bottles removed from the environment (one and a half litre)	316,835	1,553,409	1,087,319
Kg of plastic removed from the environment	10,517	51,565	36,094



EVERY PERSON COUNTS

In 2022, Acque Bresciane strengthened its commitment to its people, to make its human resources processes more innovative, continuing to implement numerous measures to take HR policies and strategies to levels of excellence.

Acque Bresciane has been certified for the second consecutive year as one of the Top Employers Italy.

The Top Employers Certification, based on the results achieved and documented in 2022, is the official recognition of the company's excellence in HR policies and strategies and their implementation to contribute to people's well-being, improve the working environment and the world of work.

TOTAL NUMBER
OF EMPLOYEES
AS OF 31.12.2022

2020
278



2021
296



2022
306

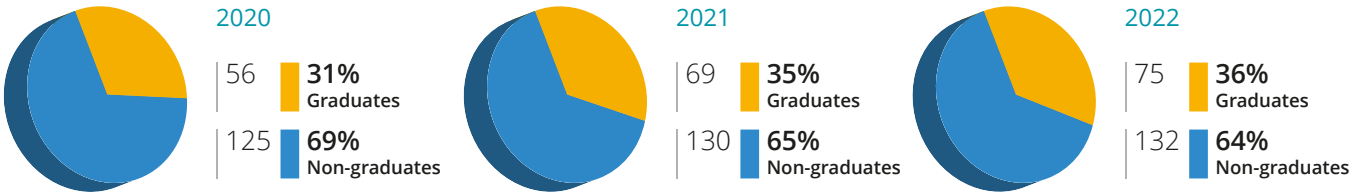


EMPLOYEES BY AGE AND GENDER

	2020			2021			2022		
	Women	Men	Total	Women	Men	Totale	Women	Men	Total
Under 30	7	9	16	8	10	18	8	14	22
30-50	67	101	168	73	103	176	68	108	176
Over 50	19	75	94	23	79	102	28	80	108
Total	93	185	278	104	192	296	104	202	306

%	2020			2021			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Under 30	3%	3%	6%	3%	3%	6%	2,6%	4,6%	7,2%
30-50	24%	36%	60%	25%	35%	60%	22,2%	35,3%	57,5%
Over 50	7%	27%	34%	8%	27%	34%	9,2%	26,1%	35,3%
Total	34%	66%	100%	35%	65%	100%	34%	66%	100%

EMPLOYEES BY EDUCATION QUALIFICATION (CLERKS AND MIDDLE MANAGERS)



FIXED-TERM/PERMANENT CONTRACT EMPLOYEES

	2020			2021			2022		
	Women	Men	Total	Women	Men	Total	Women	Men	Total
Fixed-term contract	0	0	0	0	0	0	1	0	1
Permanent contract	93	185	278	104	192	296	103	202	305
Total	93	185	278	104	192	296	104	202	306

DIVERSITY, INCLUSION AND WELLBEING

Acque Bresciane joined Utilitalia's Pact on Diversity and Inclusion and the Sodalitas Foundation's Charter for Equal Opportunities and Equality at Work, starting with the "Every Person Makes a Difference" campaign. For 2022, the internal D&I Committee has drawn up a programme with concrete actions, inspired by the D&I Manifesto disseminated to all employees: these include training and awareness-raising activities on the values of diversity, inclusion and the promotion of wellbeing, as well as a dedicated training course for D&I Committee members.

AVERAGE FEMALE EMPLOYEE/MALE EMPLOYEE SALARY RATIO

Gas-water CCNL level	2020	2021	2022
LEV 2 - 3 - 4	-1,99%	-2,38%	-2,58%
LEV 5 - 6	-1,17%	0,93%	1,77%
LEV 7 - 8 - Q	-2,8%	-1,09%	-1,04%

COMMITMENT TO INCLUSION

Everyone has their own unlimited potential for growth. The company pays particular attention to the dynamics of inclusion and is committed to fostering opportunities for employment and personal motivation for people with disabilities.



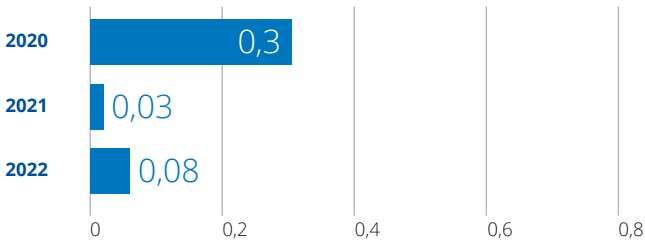
WELFARE

In 2022, 142 clerks/middle managers and 38 workers, i.e. 52% of the potential beneficiaries, signed up for the 2021 performance bonus conversion, an increase of 14.65% compared to the previous year. The total amount converted increased significantly, with a total increase of 32.42% compared to 2021.

HEALTH AND SAFETY

Since 2020, Acque Bresciane has been migrating from the occupational health and safety management system according to BS OHSAS 18001:2007 to the management system according to UNI ISO 45001:2018.

SEVERITY INDEX OF COMMUNITING ACCIDENTS

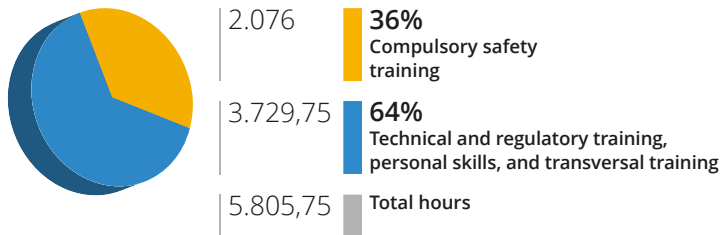


(n° sick leave days due to accident/n° working hours) *1,000

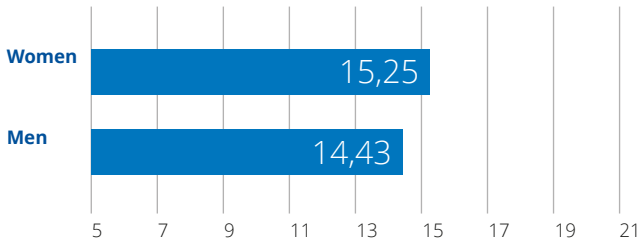
TRAINING

Acque Bresciane pays special attention to the technical regulatory updating and professional development of its employees, through careful planning of annual training.

2022 TRAINING



NUMBER OF TRAINING HOURS BY GENDER AS OF 31.12.2022



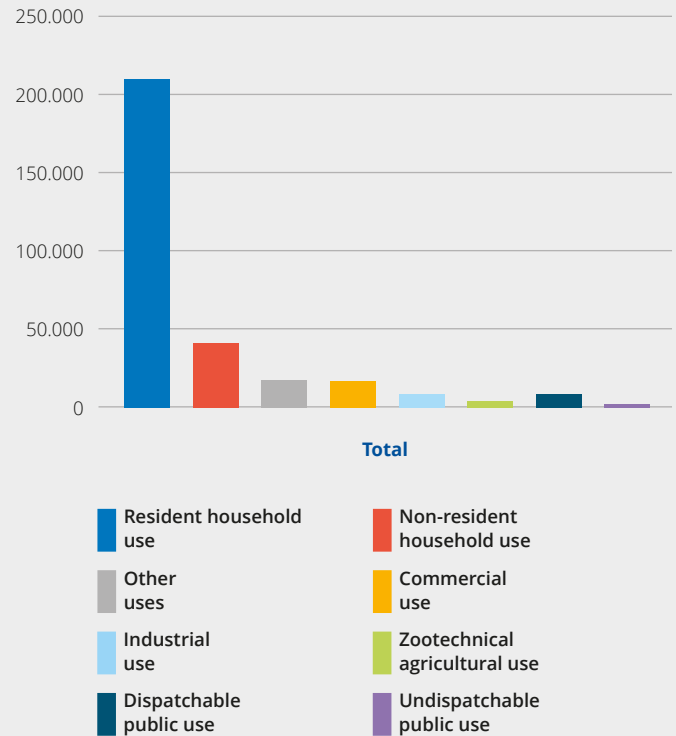
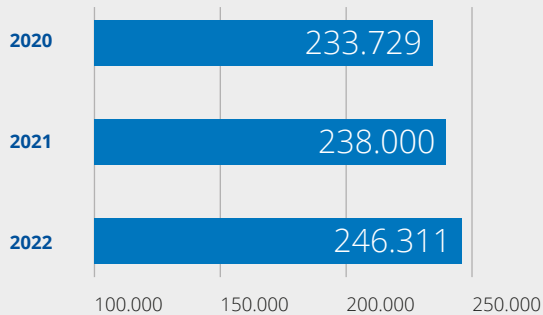
n° training hours per gender/n° employees by gender
 (*) Compulsory safety training excluded



SERVICE TO CUSTOMERS

Acque Bresciane in 2022 expanded the basin of the users serviced with the acquisition of Darfo Boario Terme and Cigole for the entire water service and Roncadelle for the segment of the drinking water network only. The total number of users is 246,311, for a total of 98 municipalities supplied in at least one segment.

NUMBER OF CUSTOMERS IN THE THREE-YEAR PERIOD 2019-2021



In order to meet the growing needs of its customers, Acque Bresciane provides different communication channels.

CUSTOMER SATISFACTION - CONTRACT QUALITY

Acque Bresciane carries out an annual customer satisfaction survey, carried out by a leading company in the field of statistics, market research and opinion polls, in order to monitor the satisfaction of its users. The results show an ever-increasing **satisfaction index**, higher than national standards, but also hints at **continuous improvement**.

	2020	2021	2022
Overall CSI	93,8	94,4	97,1
Partial CSI:			
Product	93,2	93,6	96,0
Relations	95,4	95,8	98,4



SERVING THE TERRITORY OUR PROJECTS

The Academy for the Communities (ABACo)

Acque Bresciane devised with SMAE, the School of Management of the University of Brescia, the first edition of a hybrid training course with over 20 participants. The speakers included leading personalities from Utilitalia, Arera, Ato, the university and the company itself; the final evening, in addition to the awarding of participation certificates, featured a lectio magistralis by philosopher Umberto Galimberti.

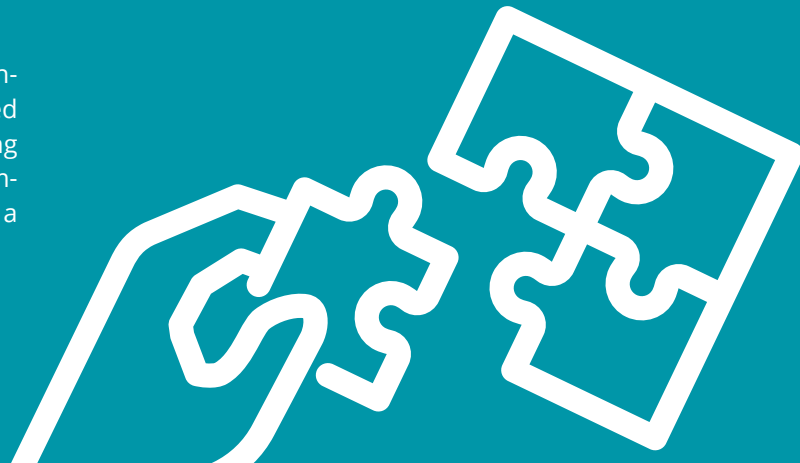
Corporate volunteering

For the first time, an experience of “corporate volunteering” was experimented, i.e. company employees were involved in voluntary activities during working hours. On 13 May 2022, in collaboration with Legambiente and the Municipality of Toscolano Maderno, a

number of Acque Bresciane employees and managers cleaned up the beach and lakeside meadows.

Standing in the way of difficulties

The outbreak of war in Ukraine directly affected our territories as well, with the arrival of thousands of refugees, especially women and children. The employees of Acque Bresciane also wanted to show their support by donating working hours to the fundraiser promoted by the Italian Red Cross, a sum that the company doubled, for a total of € 6,136.74.





ABCommunity

For Acque Bresciane, transparency, listening and sustainability are key values which translate into constant dialogue and interaction with its stakeholders, to understand their needs, interests and expectations in relation to corporate projects. ABCommunity is the “container” of every initiative involving stakeholders. In 2022, stakeholder mapping and the materiality matrix were carried out. These guided the annual reporting at the basis of the Integrated Report.

The Agenda with the Municipalities

The Board of Directors involved 32 serviced municipalities and the partner Garda Uno in an update on the interventions carried out and planned in the short and medium term

The Garda water treatment

In 2022, Maria Rosaria Laganà was appointed Prefect of Brescia and Extraordinary Commissioner for the collection and water treatment of Lake Garda. With the Extraordinary Commissioner, Ato and Acque Bresciane signed an agreement, as the technical parties with specific competences in the field of “planning, entrusting and execution of the new works for the collection and water treatment of the Brescia side of Lake Garda”.



TEACHING SUSTAINABILITY

Teaching the citizens of tomorrow how precious water is and how best to protect it is a valuable investment. Children are very sensitive to the future of our planet and transfer the knowledge they receive and the recommended good practices to their families.

THE 2022 NUMBERS OF THE SCHOOL HELP DESK

	2020**	2021**	2022**
Teaching hours	68	10	90
Workshops	12	22*	5
Visits to plants	5	10	35
Pupils involved	2.000	5.500***	5.800***
Municipalities (School Help Desk and Trebeschi Award)	20	30	25

* The workshops also included visits to the exhibition held by Pinac "Blue Gold"

** Data refer to the calendar year and not exclusively to the school period.

*** In presence and online from primary to high school.

The Cesare Trebeschi Award

In June 2022, an award ceremony was held for the second edition of the competition "Cesare Trebeschi, the art of the common good".

Riflessi Magazine

Now in its second consecutive year, Riflessi is no longer just a digital product that can be browsed for free on Issuu, but a web page has now been added to the project. The main theme, declined in various facets, remains environmental, social and economic sustainability.

Immersed Podcast

In 2022, Acque Bresciane experimented with a new channel to deepen knowledge of the value of water,



from a historical, economic and environmental point of view. Immersed, the title of the podcast, has been published on the main platforms and can be listened to free of charge. It includes both an introductory part and interviews with testimonials linked to the world of water: sportsmen, artists, scholars...

Together with the institutions

Collaboration with other national and local entities took the form of conventions, membership of charters or the granting of non-profit sponsorship to initiatives deemed worthy.

Drops of Sustainability exhibition

Acque Bresciane in cooperation with the Libera Accademia di Belle Arti of Brescia promoted the development of a communication project to enhance the wastewater treatment plants: a graphic/educational project on the topic of water resource sustainability and the creation of design objects and accessories with waste materials related to the integrated water cycle.



SUSTAINABLE SUPPLIERS

A sustainable and responsible supply chain is a fundamental goal for Acque Bresciane. The selection of suppliers, contractors and qualified collaborators requires the sharing and observance of the principles of Acque Bresciane (code of ethics, application of sanctions in accordance with Legislative Decree 231/2001, the Three-Year Corruption Prevention and Transparency Plan), the adoption of environmental quality, safety and corporate social responsibility procedures and the maintenance of appropriate behaviour in line with the company's goals.



VALUE
OF PROCUREMENT
CONTRACTS SUBSCRIBED
DURING 2022

2020
€ 69,193,867

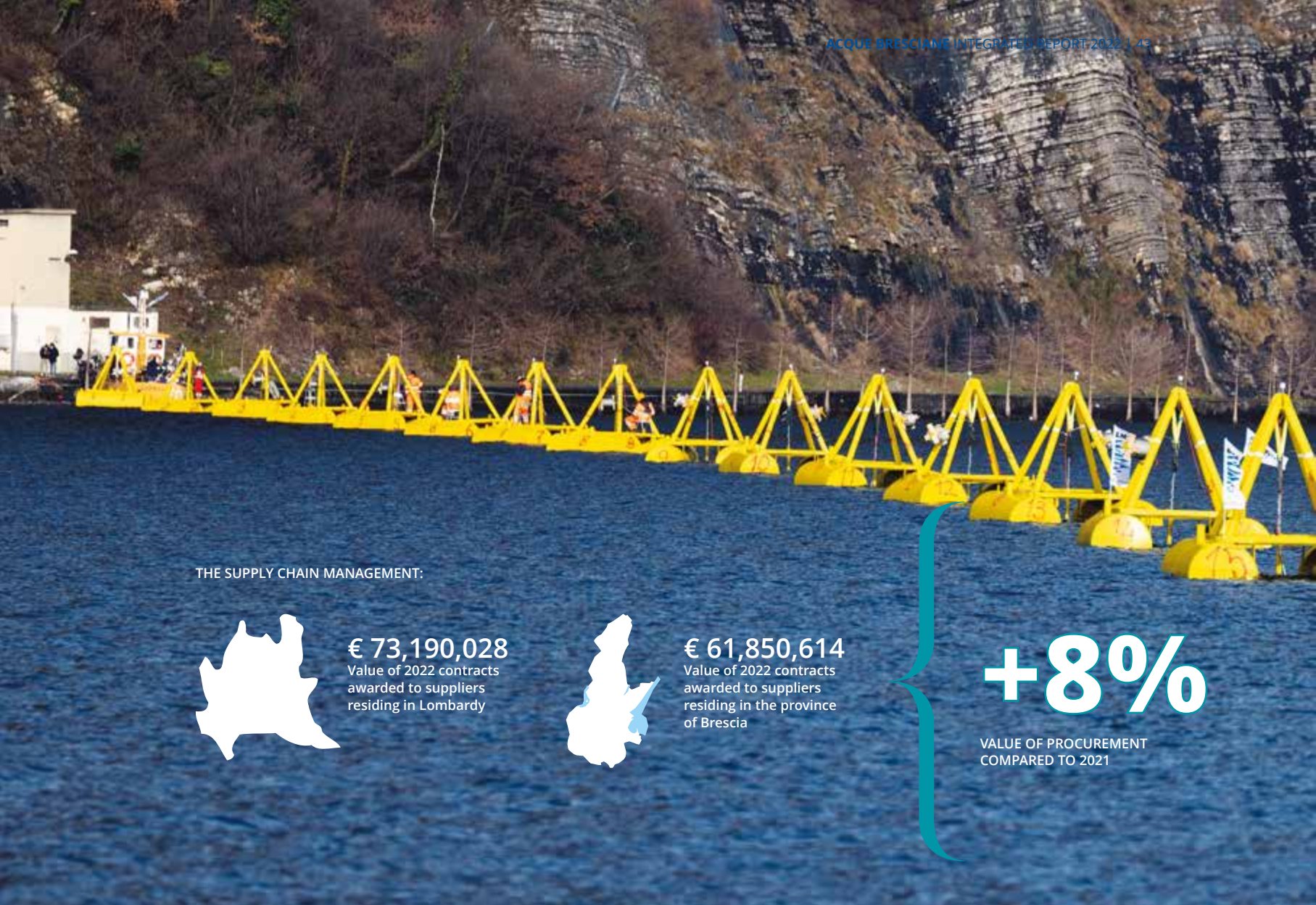


2021
€ 77,002,215



2022
€ 88,344,241





THE SUPPLY CHAIN MANAGEMENT:



€ 73,190,028
Value of 2022 contracts
awarded to suppliers
residing in Lombardy



€ 61,850,614
Value of 2022 contracts
awarded to suppliers
residing in the province
of Brescia

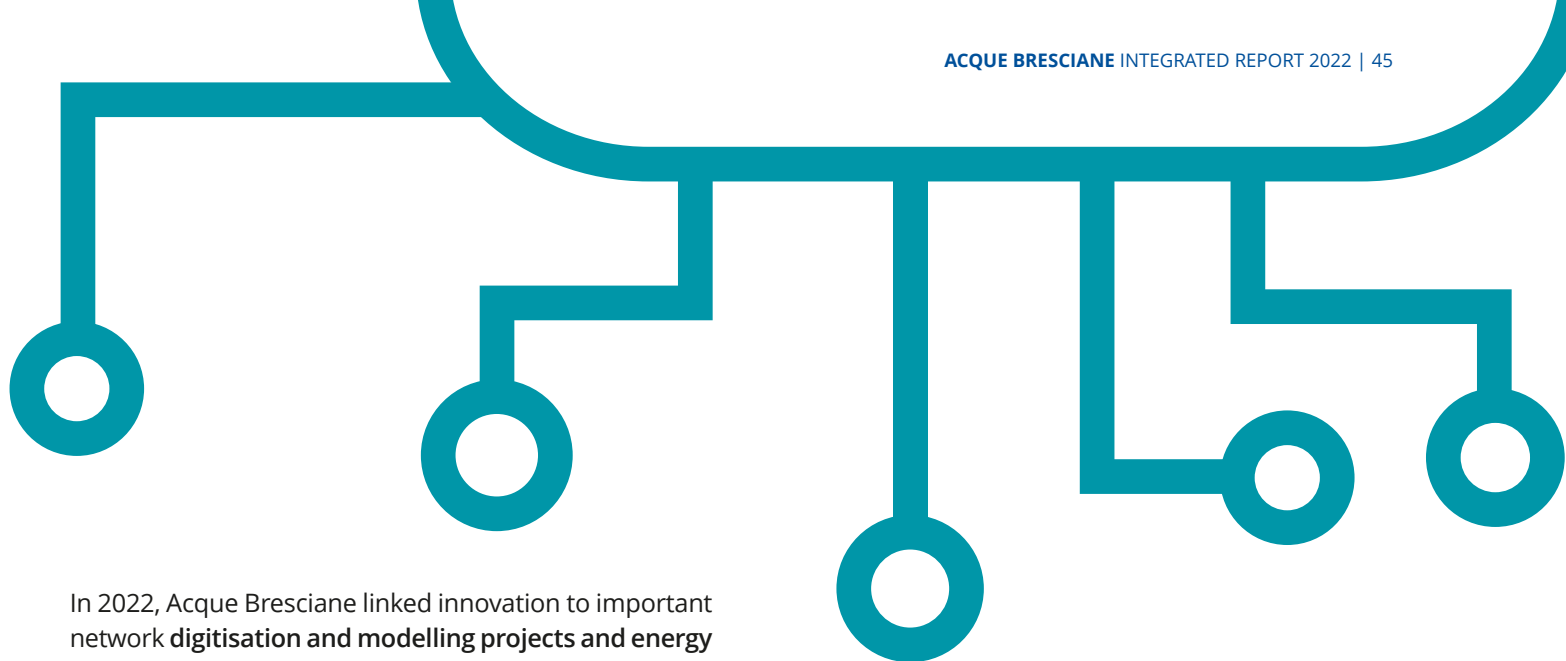
+8%
VALUE OF PROCUREMENT
COMPARED TO 2021

INNOVATION AND DIGITAL TRANSFORMATION

The Strategic Innovation Plan is the document that guides the company's innovation and is based on three levers: digital transformation, research and development and process innovation.

During 2022, the company launched two major international calls, mainly related to innovation in the areas of sludge treatment, intelligent water network and real time data enhancement with two activities:

- **WILL - Water Innovation Living Lab** promoted together with CSMT (Brescia Multisectoral Service Centre), University of Brescia, ISLE Utilities;
- **Wave - call4Innovation - A WAVE of innovation** promoted by Water Alliance - Acque di Lombardia to select a shortlist of candidates able to propose solutions to the 13 companies in line with the principles of circular economy, sustainability and digitalisation with a view to open innovation on an international scale.



In 2022, Acque Bresciane linked innovation to important network **digitisation and modelling projects and energy efficiency by implementing a web portal.**

Among the most significant activities carried out during the year:

- streamlining of business applications and their interactions to achieve an overall view and make processes and services more efficient;
- Implementation of software to support technical quality;
- Increasing the quality of services with a focus on the Help Desk and Online Help Desk.

In 2023, the commitment will be developed along three directions:

- design of the new Control Room with the aim of centralising the management of the water cycle;
- realisation of a Middleware for Data Integration and governance of data flows, with automation and efficiency gains;
- Data Validation project of the data collected by the plants.



Notes



Water is life's matter and matrix,
mother and medium.
There is no life without water.

Albert Szent-Gyorgyi

Registered Office

25124 Brescia - via Cefalonia, 70

Head Office

25038 Rovato (Bs) - via XXV Aprile, 18

Executive offices

25019 Sirmione (Bs) - piazza Virgilio, 20

25048 Sonico (Bs) - via Nazionale 21

25080 Padenghe sul Garda (Bs) - via dell'artigianato 23/25

25038 Rovato (Bs) - Largo Cattaneo 8

For enquiries about this publication please write to:
sostenibilita@acquebresciane.it

www.acquebresciane.it