

Acque Bresciane

Sustainability
report 2019
Summary



Acque Bresciane
Servizio Idrico Integrato



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

Albert Szent-Gyorgyi





Letter to the stakeholders

For the third year after its establishment, Acque Bresciane has been issuing its Sustainability Report to illustrate its main activities, the most significant data and achievements. We believe that the commitment to environmental and social sustainability is the best response to the recent Covid-19 emergency in order to reprise all activities.

The Report describes our contribution to the achievement of sustainable development goals through a constant commitment to innovation and environmental protection. The main innovations include: a sustainability strategy integrated into our business plan, more space for the vision of stakeholders (first and foremost the mayors and younger generations), an important internal company path, commitment to the challenge of climate change, and greater clarity of information.

We could never claim to have reached the top, our journey is still on-going and we would like to take it with you. Listening, understanding, and evaluating help us grow and improve. We could not be more certain of this. Enjoy the reading.

Gianluca Delbarba
The President of Acque Bresciane



Covid-19

Since 24th February, Acque Bresciane has promptly tackled the risks linked to the Covid-19 epidemic, before other national measures were taken, with organisational and safety instructions:

- Protection of its employees (organisational measures, protocols...)
- Services to customers
- Communication campaigns (such as on 24th March: "We'll bring you water, you stay at home: your tap water is safe!")
- Participation in the working group of the Istituto Superiore di Sanità Ambiente e Rifiuti (National Institute of Health, Environment and Waste)
- Support to provide sanitising water to care homes
- Relaunch project "Archimede. La spinta dell'acqua" ("Archimedes. The thrust of Water")

Nevertheless, the event presents opportunities for improvement for Acque Bresciane:

- Increased awareness of the issue of safety in the company and health protection
- Further assessment of risk scenarios
- New tool equipment and support network of suppliers
- Strengthening of cohesion between departments
- Organisational flexibility by accelerating the digital transition
- Raising awareness on innovation and sustainability

The characteristics of the sector in which the Company operates and its financial and asset structure suggest that the effects of the emergency will not be detrimental to financial integrity and business continuity.



Acque Bresciane in summary

The main numbers of 2019

93

MUNICIPALITIES SUPPLIED
(FROM 1.1.2020)

190

WELLS

87,600,000 cu.m.

DRINKING WATER COLLECTED
YEARLY FOR ADDUCTION

550,000

PEOPLE SUPPLIED (FROM 1.1.2020)

152

SPRINGS

3,500

CHILDREN INVOLVED
IN ENVIRONMENTAL EDUCATION

8

SURFACE WATER SOURCES

4,044 km

LENGTH OF DRINKING WATER
SUPPLY NETWORK

5,368

DRINKING WATER SAMPLES

2,642 km

LENGTH OF SEWER NETWORK

The Sustainability Report concerns the Year 2019 and has been prepared in accordance with the methods and principles set out in the GRI Sustainability Reporting Standards (option "in accordance - core"). The Sustainability Report was approved by the Acque Bresciane Board of Directors on 27th April 2020 and was voluntarily audited.

14,458 tonnes

SLUDGE PRODUCED BY PLANTS

0.98%

SLUDGE IN LANDFILL

263

EMPLOYEES

81.8 million

ECONOMIC VALUE
GENERATED [€]

265,000 GJ

ENERGY CONSUMED

3,025 hours

TRAINING

65 million

ECONOMIC VALUE
DISTRIBUTED [€]

81%

LOCAL SUPPLIERS*

93.8%

OVERALL CUSTOMER SATISFACTION

24 million

INVESTMENTS [€]

3,206

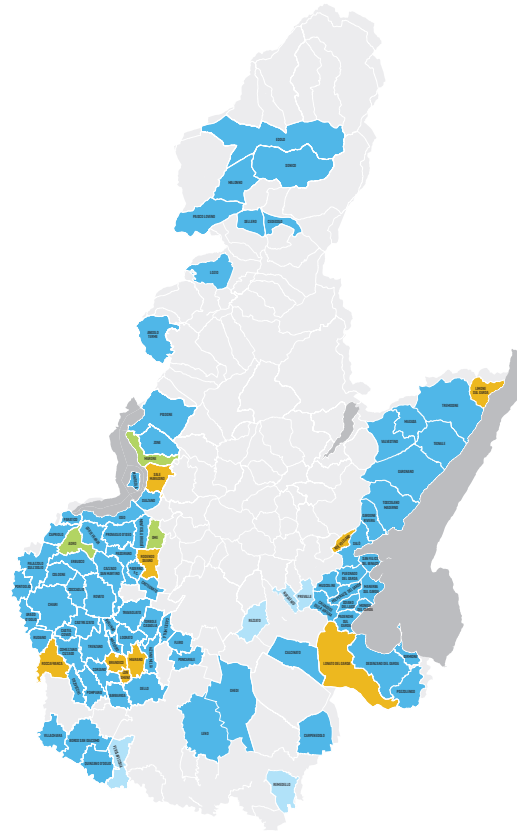
CUSTOMERS WHO BENEFITTED
FROM THE SOCIAL WATER BONUS



* Regione Lombardia

The Municipalities

Acque Bresciane collects water, makes it drinkable, and distributes it to all household or non-household customers. Acque Bresciane's service continues even after the water has been delivered to customers. Once the water reaches the sewer system pipes, Acque Bresciane treats it in the appropriate wastewater treatment plants and, lastly, safely puts it back into the environment. The map shows the supply area as of 31st December 2019. As of 31/12/2019 Acque Bresciane operates in 93 municipalities (89 in 2018). Since 1st January 2020, the Company has taken over the entire water service in the municipality of Ghedi, bringing the total number of supplied municipalities to 93, for a total of 254 segments.








Supply area as of 31st December 2019

92
MUNICIPALITIES

Supply area as of 1st January 2020

93
MUNICIPALITIES
GHEDI

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

 **81**
WATER SUPPLY AREAS

 **85**
SEWAGE SYSTEM MANAGEMENT

 **88**
WASTEWATER TREATMENT SERVICE AREAS

Purpose and values

Every drop counts

Innovation experts and at the forefront of Sustainability

Sustainability and innovation are at the forefront of Acque Bresciane's goals. Managing one of the most precious resources on the planet is a mission that requires passion and expertise, combined with the will to improve and the awareness of the importance of sustainability.

Acque Bresciane manages the water cycle with the aim of focusing on innovation and the future, in order to provide customers with high-quality water, return clean water to the environment, and reduce waste.

Acque Bresciane supplies important primary services to areas served through an operational model focused on the population and the development of activities and environmentally friendly processes, in full respect of health and safety.

The activity of Acque Bresciane is based on the following values:



Sustainability



Protection of natural resources



Universality



Passion for the local areas



Transparency



Listening



Involvement of people



Excellence and innovation

Sustainability and tools

The United Nations' 2030 Agenda clearly states the fundamental role played by companies. For Acque Bresciane, this represents a further stimulus to contribute to sustainable development, as well as to the expansion of technical and economic capacity, which is indispensable to respond to the climate change challenge and to the availability and responsible use of water.

Acque Bresciane has decided to use the United Nations' sustainable development goals as a tool to support the elaboration of sustainability plans and to understand the contribution of its activity in addressing major global challenges.

In this regard, individual goals and related targets have been identified and will be associated to each of the 9 macro sustainability goals included in the 2045 business plan.



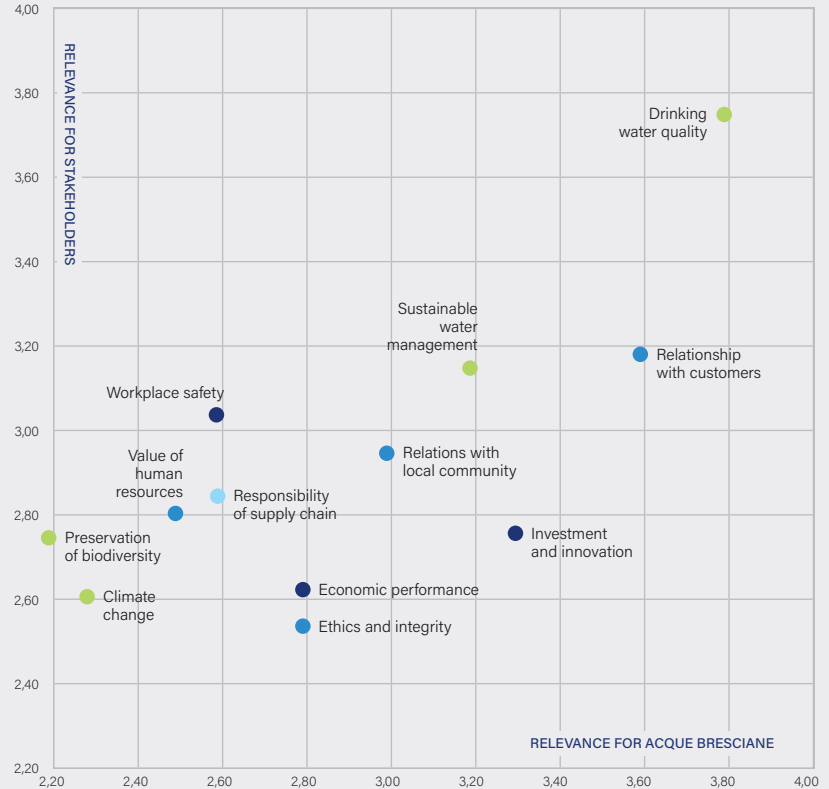
Acque Bresciane's priorities pertain to 11 Sustainable Development Goals (SDG) ((3, 4, 6, 7, 8, 9, 10, 11, 13, 15 and 16) and 14 specific targets. Key Performance Indicators (KPI) are defined for each macro-goal and specific goals are established every year.



Our stakeholders

In order to pursue corporate objectives from a sustainability perspective, it is essential to **implement forms of constant dialogue and interaction with internal and external Stakeholders** in order to understand and take into account their needs, interests, and expectations.

The materiality assessment, carried out by Acque Bresciane with the support and **independent verification of the University of Brescia**, is the appropriate tool for identifying the most relevant issues in the operational sector and defining the contents of the Sustainability Report. Over the last two years, shareholders, employees, customers, suppliers, local communities, and environmental associations have been involved and have expressed these priorities:





The theme of sustainability is inextricably linked to the younger generations; among the stakeholders involved for the definition of material themes, Acque Bresciane has decided to include some students of Madonna della Neve Institute in Adro as part of a project on the water cycle: drinking water quality, the climate change challenge, and the preservation of biodiversity are some of the topics which received great attention. In light of these results, Acque Bresciane has decided to focus on these topics.



Governance

The corporate governance of Acque Bresciane is modelled so that the members can have a concrete impact on corporate decisions and the supply areas may be placed at the centre stage in light of the constant contacts and initiatives set up with local administrations.

The Company's governance is ensured by the annual general meeting and the Board of Directors. Acque Bresciane operates under a 30-year service concession and is subject to the analogous control of the shareholders who have the power to direct and control the most important strategic management acts.

The **Board of Directors** is responsible for the management of the company and consists of five members, the Chairman acting as Legal Representative and four Directors.

President. Gianluca Delbarba
Directors. Mario Bocchio, Teresa Federici, Marco Franzelli, Roberta Sisti

The **Board of Statutory Auditors** monitors the correct administration and adequacy of the administrative and accounting organisation.

President. Massimo Celestino Botti
Statutory auditors. Leonardo Sardini, Paola Bulferetti



The Company is led by the **General Manager**, Paolo Saurngani.

Control and risk management tools

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

The organisational, management and control model was created on the basis of the provisions of Legislative Decree no. 231/2001, which regulates the “administrative liability” of legal entities and companies and which must also provide for a suitable control system.

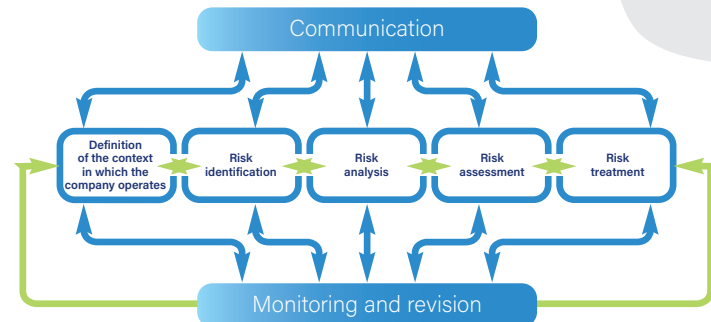
Acque Bresciane has therefore set up an independent Supervisory Body (Organo di Vigilanza - ODV) with autonomous powers of initiative and control. The ODV is composed of the following members:

Presidente Pier Simone Ghislieri
Members. Pietro Moro, Josef Faccini

The **Code of Ethics** contains rules of conduct, relations with third parties (shareholders, customers, suppliers, authorities, etc.), indications of conduct to be observed in various sectors (IT tools, data processing, accounting operations, etc.).

The Three-Year Corruption Prevention Plan is a plan provided for by Law no. 190/2012, which defines the strategy for the prevention of corruption within the individual administration. It is based on a preliminary analysis of the organisation, rules, and operating practices of the company in terms of possible exposure to corruption.

Risk management follows the model below:



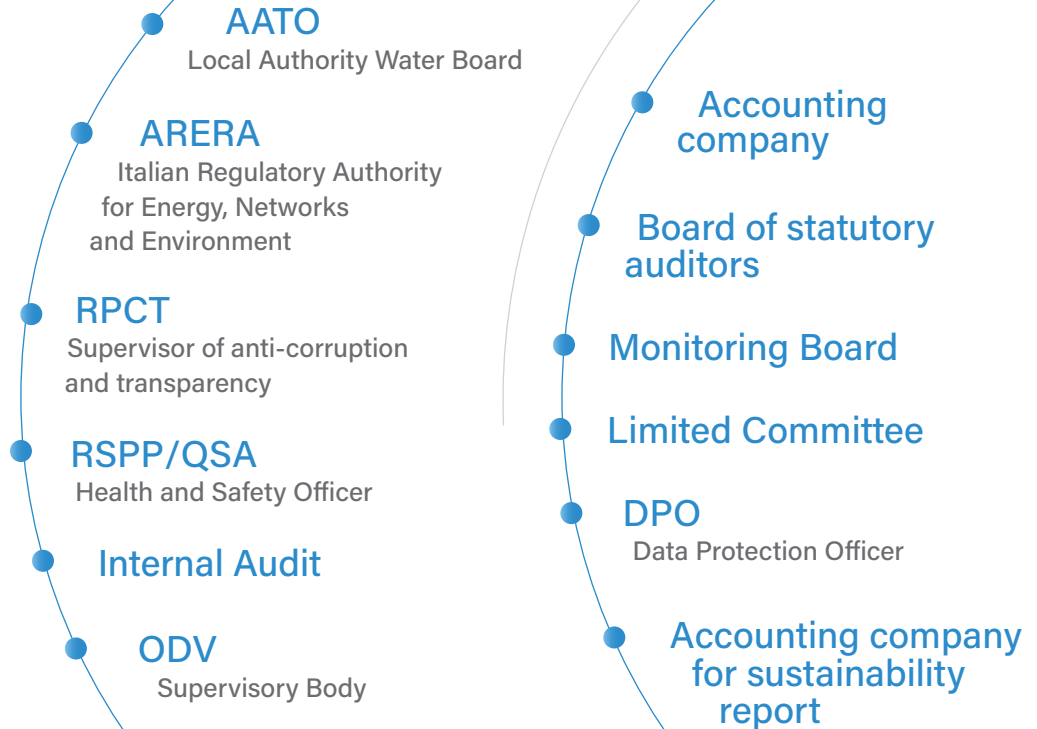
Control organs

In addition to the three control assessment tools described above, there are many control bodies whose activity is aimed at ensuring the monitoring and management of the company business processes. Below is a list of all the control bodies to which Acque Bresciane is subject:

UNI EN ISO 9001
Quality management systems

UNI EN ISO 14001
Environmental management systems

OHSAS 18001
Occupational Health and Safety Assessment Series



The drinking water supply system

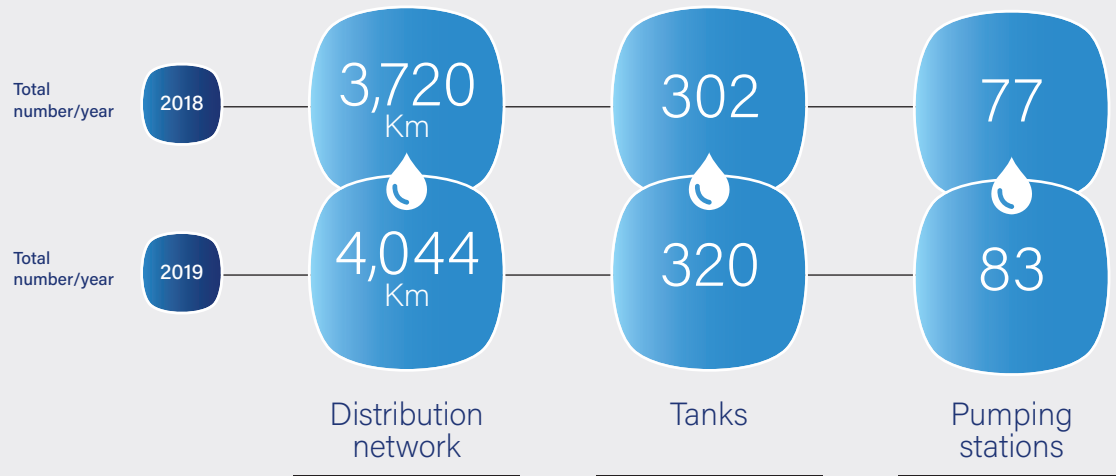
The abstraction of water from the environment in order to guarantee a sufficient supply to the customers, the reduction of water losses, the care for the water quality, the collection and removal of urban wastewater, the treatment of wastewater water and its re-introduction into the environment are all activities that Acque Bresciane carries out daily fully aware of managing a precious resource for human life.

The water supply department deals with the distribution of water: from the water source to the end customers, through abstraction, water treatment plants, and distribution systems. The department also follows the maintenance of the supply networks and systems, the customers' connections to the water system, and installation of water meters.

Water source	2018		2019	
	Number*	Cu.m. supplied	Number*	Cu.m. supplied
Groundwater - Wells	178	54,411,721	190	60,751,637
Surface waters - Springs	145	7,193,422	152	14,440,497
Surface waters - Lakes	8	9,440,554	8	12,429,180
Total	331	74,049,679	350	87,621,313

* Water sources arranged into groups as reported by ISTAT (Italian National Institute of Statistics)

Water collected from wells and springs is normally of excellent quality and is often pumped into the pipes after simple disinfection treatment in compliance with microbiological parameters. In some cases, water is treated to improve its quality in order to comply with the strict requirements of our national regulation.

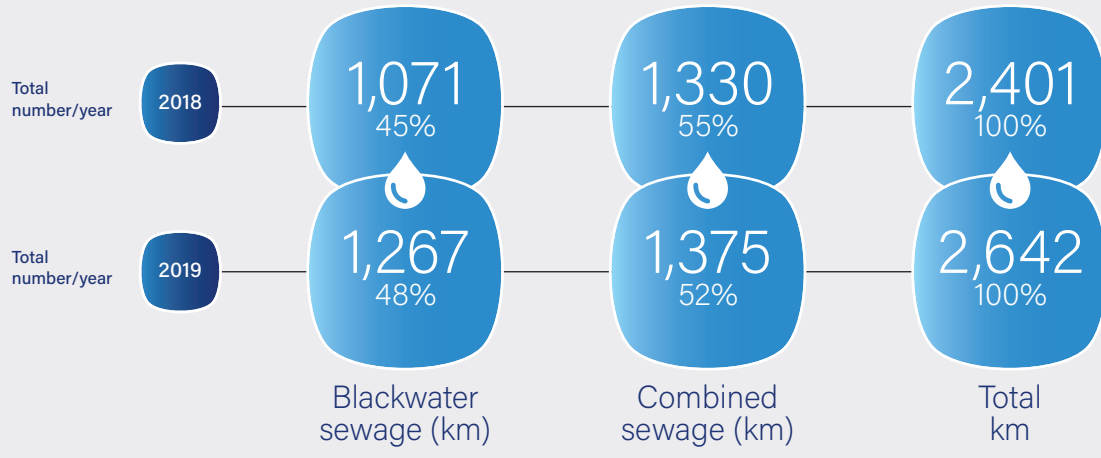


Wastewater treatment

Before being returned to the environment, wastewater must necessarily be monitored and treated so as not to compromise the equilibrium of the ecosystem. The treatment cycle consists of chemical, physical, and biological treatments in addition to all other necessary processes for the

achievement or maintenance of good quality of surface or ground waters preventing them from becoming polluted.

Acque Bresciane manages and monitors a system of 2,642 km of sewage pipes.



During 2019, the survey and modelling of the sewage system continued in order to solve some critical issues of parasitic water infiltrations in the main sewer system around Lake Iseo.

In its supply areas, Acque Bresciane manages a total of 92 water treatment plants for a total of 36,301,000 cu.m. of treated water.

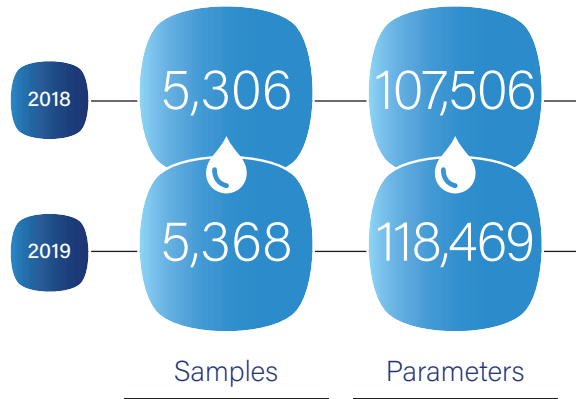
Below are the main 5 plants per number of population equivalent (PE) treated in 2019:

Paratico Lake Iseo collector wastewater treatment plant	Rovato Franciacorta collector wastewater treatment plant	Palazzolo sull'Oglio
90,921	70,814	31,461
Chiari	Tremosine	
19,215	17,831	



Water quality

The quality of both surface and ground water is constantly tested and monitored with great care and at a higher frequency than the regulations require.



Drinking water supply system

During 2019, intensive water network mapping activity was carried out and 5,368 samples were collected (5,036 in 2018) for a total of 118,469 tested parameters (107,505 in 2018). With regard to non-compliance, data are reported according to the 2019 regulation limits.

In 2017, Acque Bresciane started to elaborate the Water Safety Plans (WSP) for the drinking water supply systems; each WSP is drawn up by a specific multidisciplinary team, whose members are part of the company's technical staff, Università Milano Bicocca, Università degli studi di Brescia, and the municipalities who took part in the project.

Acque Bresciane thus promotes water management with a scientific and innovative approach while concurrently fostering the involvement of citizens

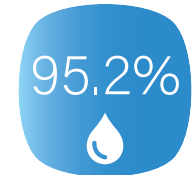


Total samples

according to ARERA aggregation



Non-compliance

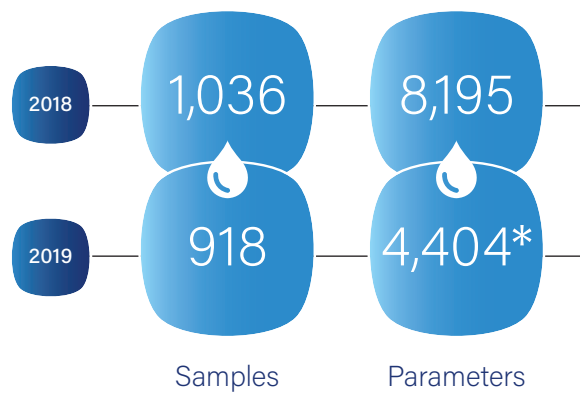


Compliance

Wastewater treatment

The quality of the water returned to the environment is guaranteed by the constant monitoring of the main parameters as set out in Legislative Decree no. 152/06.

Wastewater analysis is the last link in the chain of the water cycle which certifies the quality of the commitment made to preserving the environment.



During 2019, 918 samples were analysed (1,036 in 2018) for a total of 4,404 parameters* (8,195 in 2018). The parameters mainly concerned the pollution load (pH, conductivity, BOD, COD, nitrogen compounds, phosphorus, total suspended solids).

Other parameters were specific and different depending on the plant and necessary for the categorisation of the type of wastewater: sedimentable solids, metals.

* Parameter count modified compared to 2018 according to ARERA standard (e.g., temperature on entrance, and conductivity are parameters that were entered in Sire and counted in 2018, while they were not included in the 2019 ARERA calculation. Only the parameters of Tab 1 and 2 of Legislative Decree no. 152/06 are included in the 2019 ARERA calculation).

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



Total samples

according to ARERA aggregation



Non-compliance




Compliance



Economic sustainability

The report of value added better represents how the economic wealth produced by Acque Bresciane is distributed to stakeholders, thus highlighting the direct economic impacts generated by the company. In 2019, Acque Bresciane achieved revenues of 81,761,000 euros, generating a total net value added value of 67,110,000 euros.

	2018	% VA	2019	% VA
Revenues from sales (economic value generated)	75,504,064		81,761,735	
Revenues/charges from financial assets	322,269		288,373	
Other revenues and charges	42,453		153,462	
Depreciation, amortisation, and provisions	13,360,431		15,093,324	
Overall net value added	62,423,448	100.0%	67,110,246	100.0%
Distribution of value added to suppliers	38,083,031	61.0%	42,638,523	63.5%
Distribution of value added to employees	12,428,308	19.9%	13,711,390	20.4%
Distribution of value added to investors	1,848,698	3.0%	1,865,860	2.8%
Taxes and contributions to public administration	2,278,555	3.7%	1,144,550	1.7%
Contributions to the territory	2,436,234	3.9%	2,365,435	3.5%
Local fees and charges	3,036,021	4.9%	3,240,431	4.8%
Distributed economic value	60,110,847	96.3%	64,966,189	96.8%
Financial year balance	2,312,601		2,144,057	
Economic value to be allocated to investments	2,312,601	3.7%	2,144,057	3.2%



The Company, since its establishment, has aimed to progressively strengthen its assets in order to support the important investment programme envisaged in the Economic and Financial Plan. Hence, no dividends were distributed. The table below illustrates the distribution of Acque Bresciane's value added.

The value distributed, especially in the case of suppliers and employees, significantly affects the supply areas and the communities in which Acque Bresciane operates, thus helping to ensure a positive impact on the economy and local operators.

Financial year - values in euro	2018	2019
Lombardia	34,605,329	40,999,016
The rest of Italy	3,478,718	5,924,125
Other geographical areas	-	73,621
TOTAL	38,083,357	46,996,763
<hr/>		
Investments - values in euro	2018	2019
Lombardia	15,187,745	16,353,369
The rest of Italy	5,378,718	7,179,497
Other geographical areas	-	3,063
TOTAL	20,566,463	23,535,930

The investments

Investing means believing in the future and improving so as to be more sustainable. In 2019, investments amounted to € 24,252,590. The recorded investments have increased by 27% compared to 2018 (€ 19,128,000), an indicator of significant growth in the Company's ability to invest.

The average value of investments per inhabitant in the areas supplied by Acque Bresciane is € 50.56 per inhabitant served by the drinking water supply system compared to € 42.80 per inhabitant in 2018.

The figure is also higher than the € 44.60 estimated value at national level for the year 2019.

Investment per capita

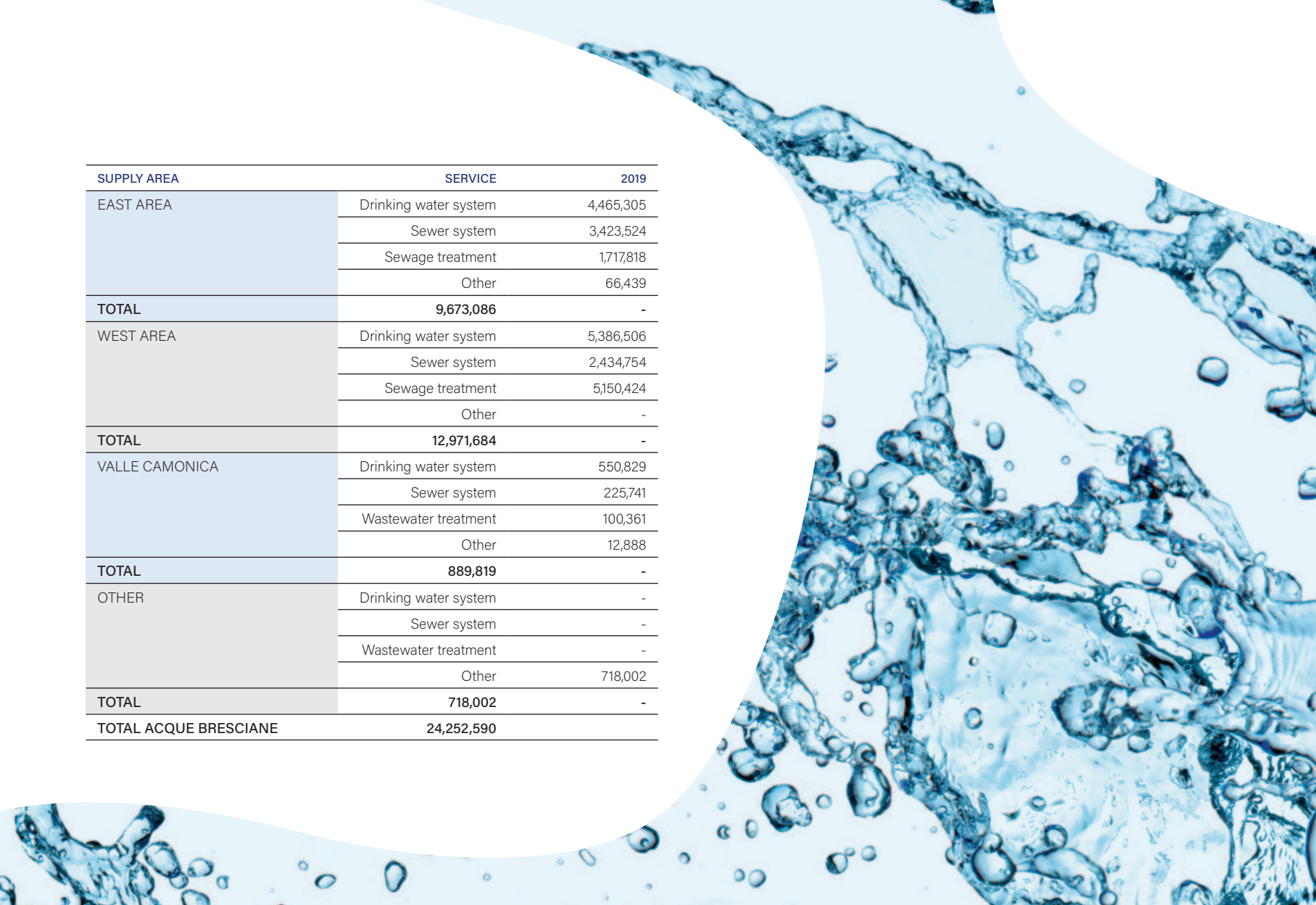


+18%
2018-2019
INCREASE

+13%
2019 INVESTMENTS COMPARED
TO ITALIAN AVERAGE

SERVICE (Values in Euro)	2018	2019
Water supply system	8,181,000	10,402,640
Sewer system	4,878,000	6,084,018
Wastewater treatment	4,926,000	6,968,603
Other	1,143,000	797,329
TOTAL	19,128,000	24,252,590

SUPPLY AREA	SERVICE	2019
EAST AREA	Drinking water system	4,465,305
	Sewer system	3,423,524
	Sewage treatment	1,717,818
	Other	66,439
TOTAL	9,673,086	-
WEST AREA	Drinking water system	5,386,506
	Sewer system	2,434,754
	Sewage treatment	5,150,424
	Other	-
TOTAL	12,971,684	-
VALLE CAMONICA	Drinking water system	550,829
	Sewer system	225,741
	Wastewater treatment	100,361
	Other	12,888
TOTAL	889,819	-
OTHER	Drinking water system	-
	Sewer system	-
	Wastewater treatment	-
	Other	718,002
TOTAL	718,002	-
TOTAL ACQUE BRESCIANE	24,252,590	





Wastewater collection system and treatment on the west side of Lake Garda (province of Brescia)

In July 2019, the company delivered to the Local Authority Water Board the technical feasibility project which outlined the Alto Garda lake wastewater collection system and the new wastewater treatment plant located in Gavardo. The latter has a potential of 100,000 PE and works alongside the new treatment plant in Gavardo managed by A2A Ciclo Idrico (36,000 PE). The project contains the architectural and landscape design study for the definition of a scenario of territorial integration of the new plant. The goals of the project include the valorisation of the environment, natural context and receptivity of the area (river park, educational path), and the minimisation of the impact of the adjacent industrial area. The project of Acque Bresciane also includes the abstraction system of Alto Garda wastewater collection system in Gavardo and the abstraction plant of South Garda in Montichiari. Concurrently, A2A Ciclo Idrico has sent the Local Authority Water Board the feasibility project for the expansion of the Montichiari wastewater treatment plant, which is an integral part of the Garda Project. The picture shows the new planned wastewater collection system which will enable the decommissioning of the Toscolano-Torri del Benaco sublacual pipes and an immediate improvement of the Verona's wastewater collection system and Peschiera's plant.



1

Alto Garda scheme - DEP Gavardo

2

West Garda scheme - DEP Montichiari

3

East Garda scheme - DEP Peschiera

The local areas

In 2019, Acque Bresciane consolidated a territorial strategy as evidence of how the previous phases had highlighted areas for improvement, especially with regard to the perception of reliability and safety that Acque Bresciane inspired in “customers”.

The connection with the local areas supplied by Acque Bresciane is aided by a constant relationship with the local communities, first of all with the Mayors. The new relationships built in the recent months, in addition to those already established, brought the company’s responses closer to the citizens’ needs: since the establishment of Acque Bresciane, a newsletter has been set up to update local administrators on the company’s activities, as well as on the national dynamics of the water cycle sector.

The instrument of Sportello Scuola (School Help Desk) has then further qualified the educational syllabus of the municipalities in terms of “sustainable citizenship education”, which will be included in the respective Plans of Right to Study, without any extra charge to the Municipal Administrations.

The commitment of Acque Bresciane to the local supply areas is not limited to the provision of the service, but it extends to lifestyles and

41
water points managed

3.5 million
litres of supplied water in 2019

2.3 million
plastic bottles saved

-375 t
of Co2 emissions



The water points

The supply of drinking water with a special dispenser called "Punto Acqua" (Water Point), has become a widespread custom in the Province of Brescia since 2009.

The project was created to foster the responsible and conscious consumption of water from the water network. It was promoted by the Province's Department for the Environment together with the Local Authority Water Board for the integrated management of the water cycle. Public water, also known as the "mayor's water", available at the water points, is supplied free of charge in three options via special dispensers: still, refrigerated, and carbonated with carbon dioxide.

At present, in the supply area of Acque Bresciane, 41 water points are managed (another 5 have been installed thanks to the contribution of Acque Bresciane), for a total supply of 3,480,000 litres of still, refrigerated, and carbonated water. This is equal to a saving of over 2,300,000 1.5 litre plastic bottles, the equivalent of about 64,000 kg of plastic removed from the environment.

The results of the study "Carbon Footprint of Bottle Water" by Beverage Industry Environmental Roundtable indicate that a 1.5 litre plastic water bottle emits a total of 163 grams of fossil CO₂, which mainly derives from the polyethylene of the container (37%) and from transport (39%), estimated on average at over 400 km. In the case of water supplied by the water points managed by Acque Bresciane, this corresponds to a reduction in CO₂ of over 375 tonnes.

CASE DELL'ACQUA 2019 (Water Houses)

West area	total no. litri
AZZANO MELLA	75,239
BERLINGO	45,280
BORGO SAN GIACOMO	102,126
CASTEGNATO	114,622
CASTREZZATO	100,448
COCCAGLIO	86,650
COMEZZANO CIZZAGO	123,636
CORTE FRANCA	143,596
ISEO	126,214
MONTE ISOLA	29,834
PALAZZOLO SULL'OGLIO	127,483
PARATICO	103,552
PASSIRANO	63,929
PISOGNE	89,275
POMPIANO	111,643
PONCARALE	84,516
PROVAGLIO D'ISEO	41,150
QUINZANO D'OGLIO	59,976
SULZANO	65,176
TORBOLE CASAGLIA	108,826
TRAVAGLIATO	99,001
URAGO D'OGLIO	152,279
VEROLAVECCHIA	96,674
VILLACHIARA	91,027
ZONE	38,025

CASE DELL'ACQUA 2019 (Water Houses)

East area	total no. litri
CARPENEDOLO	117,386
GARDONE RIVIERA	91,810
GARGNANO	69,683
MANERBA DEL GARDA	61,125
MONIGA DEL GARDA	64,102
PADENGHE	61,733
POLPENAZZE DEL GARDA	39,474
POZZOLENGO	90,837
PUEGNAGO DEL GARDA	48,808
REMEDELLO	47,574
REZZATO	64,036
SAN FELICE DEL BENACO	63,558
SOIANO DEL LAGO	121,077
TIGNALE	94,704
TOSCOLANO MADERNO	94,447
TREMOSINE	69,695

customs, as it attempts to foster “customer loyalty” as regards drinking water. This is how Acque Bresciane is taking leaps forward towards a reduction of waste. Participation in public events and initiatives convey the main strategic objectives of Acque Bresciane, and, more generally, their “reputation”. Numerous public meetings have been promoted. Particular attention has been paid to research (synergy with the university world), innovation, and excellence in order to make citizens more aware of the importance of water resources and enhance the company activities of and for the local areas.

Acque Bresciane has participated and, in some cases, coordinated several events on the theme of the water cycle and sustainability:

Fairs and Festivals: Fairs and Festivals in Bologna (H2O), Rimini (Ecomondo), Bressanone and Venice (Water Festival), Brescia (First International Workshop on Water and Waste Management), Verona (58th Study Day of Sanitary-Environmental Engineering), Rome (Kyoto club).

Conferences in Brescia, Toscolano Maderno, Cortefranca on projects such as provincial Environmental Education, documentary on sublacual work, and presentation of the Water Safety Plan.



Flow restrictor kit

In order to promote awareness of a precious resource such as water and inspired by the principles of environmental sustainability and circular economy, Acque Bresciane has donated a “flow restrictor kit” to all the participants of public events in order to raise awareness on the importance of saving water.

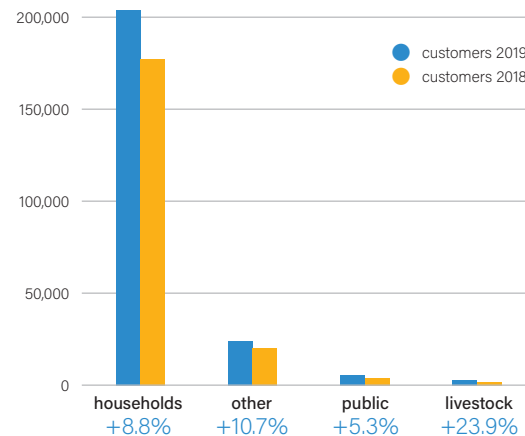
Thanks to the kits, the consumption of cold and hot water can be significantly reduced: a family of three people is able to save from 60 to 70 euros with the kit and reduce their carbon dioxide emissions by about 150 kg.

The customers

Acque Bresciane is committed to constantly improving its organisation and management processes in order to better pursue its institutional activities and meet the needs of the end customers. As of 31st December, Acque Bresciane managed 226,613 utilities, 86.8% of which are household customers, while the rest are non-household categories. The table below shows the breakdown of the total number of customers by geographical areas; the data show an increase in the number of customers of 8.8% and in the number of concessions of 9.3%.

Below is a summary of the customers with the relative type of contract and a highlight of the current trend compared to 2018.

customers trend 2019-2018

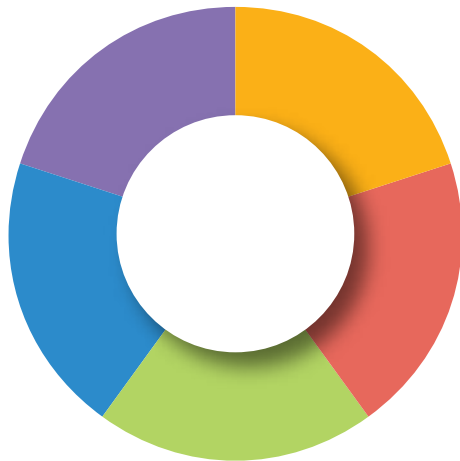


Area	2018 customers	2018 households supplied	2019 customers	2019 households supplied
East Area	78,434	111,631	79,112	114,323
West Area	122,693	146,217	139,591	166,740
Valle Camonica	7,099	7,116	7,910	8,625
Total	208,226	264,964	226,613	289,688

* Metered households. One single meter may serve multiple households (e.g. block of flats with centralised meter).

Commitment to customers

Acque Bresciane is committed to a constant improvement of its efficiency by seeking technical innovations to anticipate the needs of the customers and make the service easier and more practical. The channels through which Acque Bresciane is committed to ensuring the distribution and usability of the service are:



Customer channels

- Call center
- Official website
- Online help desk
- Help desks
- Online help desk

Customer service help desks

The permanent local help desks are located in the offices in Rovato, Sirmione, and Padenghe sul Garda.

% Maximum waiting time < 60 mins	99.7%
% Average waiting time < 20 mins	85.2%

App

After registering with the Online Help Desk, the app allows customers to access contractual information, view the trend of their water consumption and payment status, and download their billing history.

Website

To facilitate a direct and transparent relationship with citizens, the website www.acquebresciane.it is constantly updated and contains all the useful information for customers and stakeholders.

Thanks to the portal, Acque Bresciane has been able to inform citizens in a timely manner about the company initiatives, and, as a consequence, of the activation of services such as the online help desk. In addition, customers can now manage operations online.

Below are some indicative numbers as of 31st December 2019:

 **72,000**
OVERALL NUMBER OF VISITORS

 **595**
MAXIMUM NUMBER OF VISITORS PER DAY

 **25%**
MOBILE ACCESSES

 **200**
AVERAGE NUMBER OF VISITORS PER DAY

 **32**
NUMBER OF PUBLISHED NEWS

Online help desk

Acque Bresciane's online help desk allows customers to manage and monitor their water utility through the internet from their PC, smartphone, or tablet.

The number of registered customers in 2019 is 8,597.

Customers can:

- Check their account statement and contractual services
- View their billing history
- Check consumption trends
- Register for self meter readings
- Pay bills

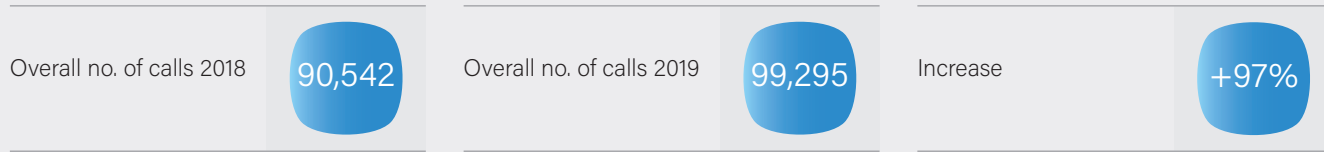


Customer care number

By calling the customer care number, the customers can request and process contractual requests and access all the information about their utility. In order to facilitate access to customers, Acque Bresciane has made the service free of charge for all landlines and mobile numbers.

Texting service

The service allows customers to submit their own meter reading via text to a dedicated number.



Social water bonus

Acque Bresciane has always been attentive and sensitive to customers who need financial support. For this reason, the company has distributed a social water bonus according to the scheme below:

Bonus status - year	2018	2019
Riconosciuta centralizzata	159	218
Riconosciuta individuale	1,661	2,976
Confermata centralizzata	-	12
TOTAL	1,820	3,206



Sustainability

Acque Bresciane's current investments and activities are set within a strategic framework that accompanies economic and financial development in a broader programme of environmental and social sustainability and relations with the territory and stakeholders. The 2019 journey towards sustainability included all employees and was articulated on multiple levels:

- Employee training, especially for apprentices and interns, with dedicated events and the participation of experts;
- Commitments and practical objectives at all levels (including MBOs for managers) and set out in the business plan;
- Installation of water dispensers in all locations and distributions of reusable water bottles to all employees;
- New ways of involvement through the "values and sustainability award", i.e. a photography contest with the aim of reinforcing attention and awareness of the company founding values and, in particular, the issue of sustainability. 50 employees took part in the contest.

Water saved in Acque Bresciane after installation of water dispensers in the corridors (Rovato offices) June to December 2019

Location	Reading Litres	Consumption litres/day
1. Headquarters AB Ground floor	3,553	20
2. Headquarters AB First floor	3,098	17
3. Headquarters AB Second floor	3,474	19
4. Headquarters AB Employee's lounge	1,626	9
5. Headquarters AB Reception	121	1
6. Headquarters Nuove Energie	2,615	15
	14,487	80

n. 29,000 PLASTIC WATER BOTTLES
SAVED

The younger generations

In order to increase sustainability, it is essential to involve and spark interest in the younger generations, which is why Acque Bresciane has decided to invest in the School Help Desk.

The numbers for the schools

 **3,500**
STUDENTS INVOLVED

 **30**
PRESENTATIONS IN CLASSROOM

 **72**
PRIMARY SCHOOLS INVOLVED

 **100**
SCHOOL KITS DELIVERED

 **17**
TOURS OF PLANTS

 **1,000**
WATER BOTTLES DONATED

School Help Desk: focus on the younger generations

The School Help Desk is undoubtedly the best and effective vehicle to spread the mindful use of water resources. In addition, it can help train the younger generations to environmental sustainability. The School Help Desk is a complete educational syllabus offered by Acque Bresciane and it provides the following services:

- Supply of a special school kit
- Support to teachers in programming lessons
- Presentations and workshops in the classroom
- Guided tours of plants
- Student internship programmes
- Competitions and projects with high schools education institutes
- Thesis writing support
- Events with local communities



The new water bottles

For the 2019 school year, Acque Bresciane distributed water bottles to all students who participated in the educational courses.

This is a conscious and responsible choice whose aim is to increase the educational effectiveness of the interventions in the local schools.

Climate change: energy consumption and emissions

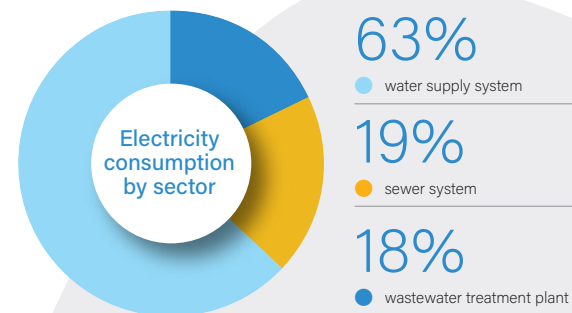
Energy consumption is one of the most impacting aspects within the management of the water cycle; the consumption in the water supply department, in particular, is the most significant.

Electricity consumption

During 2019, Acque Bresciane implemented a management system for the testing of supply points.

Overall consumption - 2018 vs 2019

Consumption – Electricity and fuel for transport	YEAR 2018	YEAR 2019
Service and transport	Consumption (GJ)	Consumption (GJ)
1. DRINKING WATER SUPPLY SYSTEM	151,249	162,392
2. SEWER SYSTEM	43,170	50,299
3. WASTEWATER TREATMENT PLANTS	47,063	47,812
4. OFFICES (buildings)	12	104
Sum of services (1+2+3+4)	241,494	260,607
Transport	-	-
5. FUEL for transport	6,044	4,426
TOTAL	247,538	265,033
Renewable electricity	-	-



The increase in consumption in 2019 to 265,033 GJ, about 7% more than in 2018, is due exclusively to the expansion of the company's perimeter. With regard to transport, a 27% reduction in fuel consumption can be observed.

Fuel consumption

The fuel consumption for transport refers to the main company vehicles in circulation: Acque Bresciane has a fleet of 167 vehicles, divided as follows according to fuel type:

Fuel	No. vehicles	Energy [GJ]
Petrol	12	168.55
Diesel	131	3,703.88
GPL	22	548.62
Electricity	2	
TOTAL	167	4,426.29

4,426 GJ

Total consumption of petrol-fuelled and electric vehicles

New electric cars purchased in 2019

Emissions

For countries and companies, human-induced climate change is one of the greatest challenges with enormous implications for people and the environment.

Acque Bresciane calculated their own 2019 emissions. The data reported refer to direct emissions ("GHG Scope 1") deriving from fuel consumption for support activities (transport) and indirect

	2018	2019
Direct emissions - SCOPE 1	442	320
Indirect emissions - SCOPE 2	20,641	22,275
Overall emissions	21,083	22,595

The increase in emissions is due to the expansion of the company perimeter.



emissions (GHG Scope 2") originating from the production of purchased electricity.

Emission intensity

With regard to emission intensity, the figures are calculated separately in relation to:

Drinking water supply system. Emissions produced to inject drinking water into the pipelines for the customers' supply. The emission intensity index for the water mains improved by 10% compared to 2018.

Wastewater treatment plants. Emissions produced for wastewater treatment (sewer system and wastewater treatment plants energy consumption). In 2018 the data were not calculated.

Efficiency processes

The key to reducing direct and indirect environmental impacts related to energy production and dispersion is recycling water with a high level of "energy efficiency". An energy audit was launched in 2019; all the feasible steps to contain energy costs are based on three independent "levels":

- The reduction of electricity supply costs;
- The increase of plants quality;
- The improvement of the management system.

Below is the study of the company's most energy-intensive plant.

Emission intensity index for water supply system (gCO2/cu.m.)



2018	2019
175	158

Emission intensity index for wastewater treatment (CO2/cu.m.4)



2018	2019
/	231

Energy Diagnosis: Rovato wastewater treatment plant

The analysis showed an obvious correlation between the consumption of the treatment plant and the total volume of water treated.

The analysis of the plant takes into consideration the electricity data for the three-year period 2016-2018:

Year	electricity MWh	overall consumption Tep
2016	1,845	345,139
2017	1,874	350,439
2018	2,012	376,369

The drafting of the electrical model has allowed Acque Bresciane to trace the electrical power of most of the installed machinery and the consumption of the various partitions of the plant. The study has enabled us, in conjunction with these analyses, to install monitoring devices in the most energy-intensive systems. New improvements could be the installation of a photovoltaic system partly set on the ground and partly on the roof of the buildings.



Energy efficiency processes

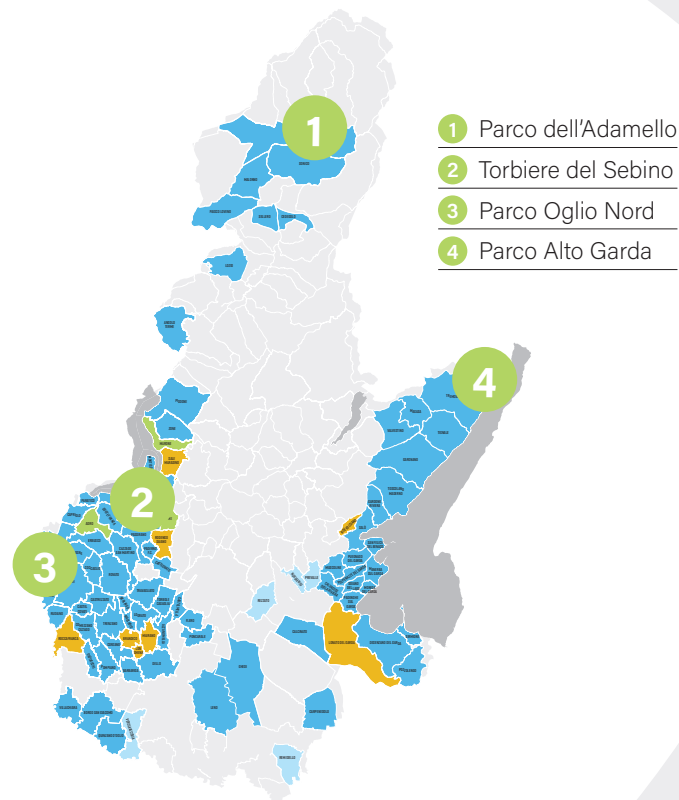


As far as the water supply system sector is concerned, the installations of management systems for water abstractions have continued and will become an integral part of the operating model in relation to the real consumption demands of the network. In 2019, the energy efficiency improvements of two other water systems, Castel Mella and Castrezzato, where DDD (Demand Driven Distribution) systems were installed, were carried out. For 2020, Acque Bresciane's objective is to extend the analysis and installations to three other systems: Desenzano, Pontoglio, and Torbole Casaglia.

Biodiversity

Biodiversity has been defined by the Convention on Biological Diversity (CBD) as the variety and variability of all living organisms found in aquatic, terrestrial, and marine ecosystems, and the ecological complexes to which they belong. Protective measures must be taken to halt this irreversible loss due to human activity and climate change. In 2019, Acque Bresciane launched the “sustainable wetland” research project, in collaboration with the University of Brescia and the University of Parma, in order to improve the critical issues related to the surface combined sewer overflows in the Municipality of Provaglio d’Iseo and the Natural Reserve of the Torbiere del Sebino.

Below is a description of the four main protected areas that represent the great wealth of biodiverse environments in the province of Brescia: from the high-altitude Alpine areas to the pre-Alpine and hilly ones, to the lakes, rivers on high and low plains.



Parco dell'Adamello. The territory of the Adamello Park includes the municipalities of Ponte di Legno, Temù, Vione, Vezza d'Oglio, Incudine, Edolo, Sonico, Malonno, Berzo Demo, Cedegolo, Cevo, Saviore dell'Adamello, Paspardo, Cimbergo, Ceto, Braone, Niardo, Breno and Prestine.

Natural Reserve of Torbiere del Sebino. The Natural Reserve of the Sebino Wetland is located on the southern shore of Lake Iseo and includes the municipalities of Corte Franca, Provaglio d'Iseo and Iseo. It is the most important wetland for extension and ecological relevance of the province of Brescia.

Parco Oglio Nord. Municipalities of the Oglio Nord Park in the province of Brescia are: Alfianello, Borgo San Giacomo, Capriolo, Orzinuovi, Palazzolo sull'Oglio, Paratico, Ponteviso, Pontoglio, Quinzano d'Oglio, Roccafranca, Rudiano, Seniga, Urago d'Oglio, Verolavecchia, Villachiera.

Parco Alto Garda. The Alto Garda Park area includes the municipalities of: Salò, Gardone Riviera, Toscolano Maderno, Gargnano, Tignale, Tremosine, Limone sul Garda, Valvestino, and Magasa.



Waste management: sludge

During the activity carried out in 2019, Acque Bresciane set itself the goal of the "0% landfill", compatibly with the stringent industry regulations that often require the use of the landfills for particular types of waste that find no other outlets. In 2019, a Waste Management Office was created. It is an indication of the great care Acque Bresciane has for the environmental sector. Most of the waste produced in the wastewater treatment process is mainly non-hazardous waste and, in particular, it is dewatered sludge.

Sludge produced in 2019 amounted to approximately 14,260 tonnes (10,817 in 2018), 13,544 tonnes of which were recycled, while 716 tonnes were sent for composting.



0.98%
in landfill





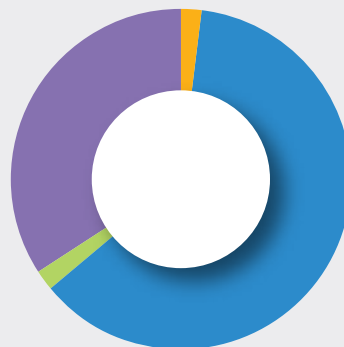
Acque Bresciane's workforce

Acque Bresciane believes the contribution of its people to be strategic. Personnel policies aim to enhance the clarity of roles and responsibilities, define assignments in projects, promote working groups for the solution of transversal problems, in compliance with the rules and founding values.

In 2019, Acque Bresciane continued to invest in its staff, which rose from 242 to 263 employees, and their training.

Total no. employees

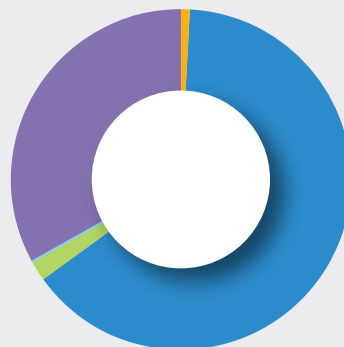
31.12.2017	31.12.2018	31.12.2019
149	242	263



Employees by location 2018

151 | 62% 4 | 2%

83 | 34% 4 | 2%



Employees by location 2019

169 | 64% 3 | 1%

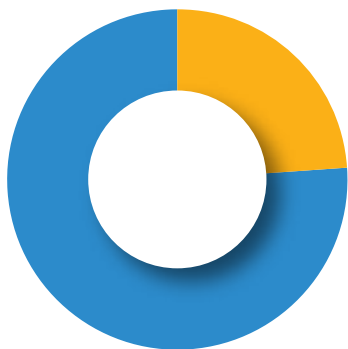
86 | 33% 4 | 2%

1 | 0%



Employees by age and gender

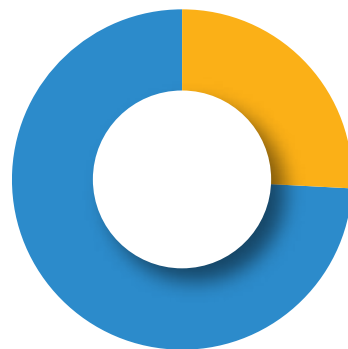
	Under 30		30-50		Over 50	
	2018	2019	2018	2019	2018	2019
Men	11	12	87	95	69	69
Women	3	8	59	65	13	14
Total	14	20	146	160	82	83



Employees by degree (office workers and managerial staff) 2018

37 | 24% ● Graduates

118 | 76% ● Non-graduate



Employees by degree (office workers and managerial staff) 2019

45 | 26% ● Graduates

125 | 74% ● Non-graduate



Employees by rank and gender

	Workers		Office workers		Managerial staff		Senior managers	
	2018	2019	2018	2019	2018	2019	2018	2019
Men	84	88	73	76	7	7	3	5
Under 30	6	7	5	5	0	0	0	0
30 - 50	45	48	39	43	3	2	0	2
Over 50	33	33	29	28	4	5	3	3
Women	0	0	72	83	3	4	0	0
Under 30	0	0	3	8	0	0	0	0
30 - 50	0	0	56	61	3	4	0	0
Over 50	0	0	13	14	0	0	0	0
Total	84	88	145	159	10	11	3	5

Employees by permanent / fixed term contract

	Permanent contract		Fixed term contract	
	2018	2019	2018	2019
Men	8	6	159	170
Women	7	3	68	84
Total	15	9	227	254

In 2019, 25 people were recruited, while 8 ceased employment:

	2018	2019
Senior managers	0	1
Managerial staff	0	2
Office workers	7	16
Workers	3	6
TOTAL	10	25

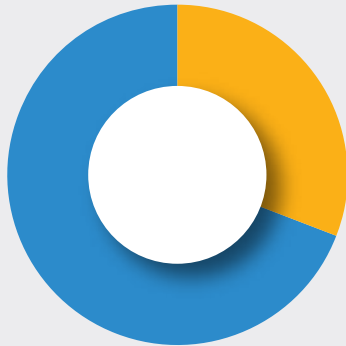
Fixed-term staff are usually promoted to a permanent position by the end of the contract. In 2019, the company promoted 4 members of staff.

Diversity and equal opportunities

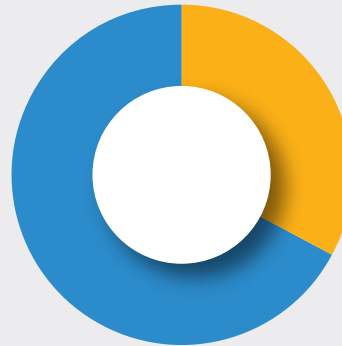
Any form of discrimination is at odds with the founding values of the company. Acque Bresciane considers diversity a strength to be safeguarded and a stimulus for the improvement of the organisation. All processes relating to human resources are

applied according to logics that aim at fairness, merit, transparency, without distinction of gender, age, origin, nationality, ethnicity, religious belief.

With equal qualifications, there are no major gender gap pays.



Employees by gender 2018



Employees by gender 2019



Opportunities for young people

The focus on the younger generations is also measured by the 8 extra-curricular internships activated in different organisational units and by the implementation of 8 student internship programmes in partnership with 5 local schools.

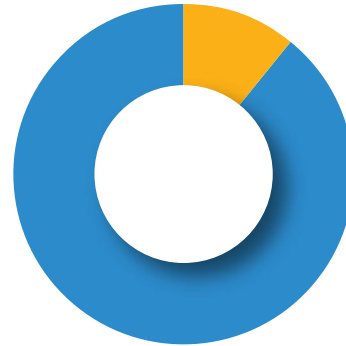
Acque Bresciane has also hosted 3 young students of the University of Brescia during their internship, thus further strengthening its relations with the university world in terms of human resources.

There are 26 part-time employees, 21 of whom are women, 4 of these with children under the age of six. This data is evidence of a constant attention to the issues of reconciliation between personal life and work. Part-time resources have equal access to conditions and benefits due to employees as a result of agreements, rules, and business practices.

The company is particularly attentive to the dynamics of inclusion and is committed to promoting opportunities for employment and personal motivation for members of staff with disabilities.

As of 31st December 2019, there were 12 people with disabilities in the company, more specifically: 3 workers (1 part-time), and 9 office workers (4 part-time).

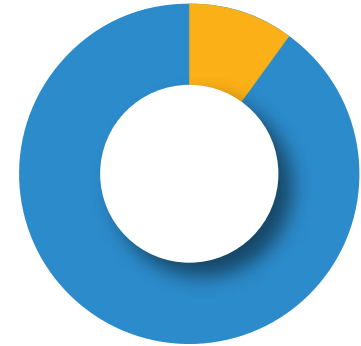
	Part-time		Full-time	
	2018	2019	2018	2019
Men	5	5	162	171
Women	21	21	54	66
Total	26	26	216	237



Employees by working hours in 2018

26 | 11% 216 | 89%

● Part-time ● Full-time



Employees by working hours in 2019

26 | 10% 237 | 90%

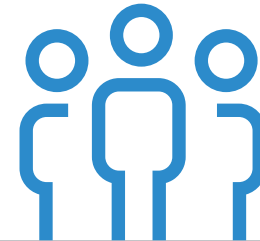
● Part-time ● Full-time

Training

Within Acque Bresciane, the technical and regulatory updating and professional development of the employees are guaranteed through careful planning of annual staff training.

Each function, on the basis of its Training Plan, has the task of managing suitable training programmes to bridge the gap in knowledge and skills as regards tasks, assignments, and processes to be managed during the year. The Human Resources and System Function, together with the Quality, Environment and Safety Function, have the mission to promote transversal

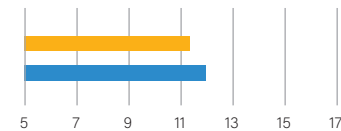
training initiatives. The training activities are grouped together and delivered during dedicated moments in order to optimise costs and facilitate the exchange of knowledge. The number of average hours per capita increased by over 7%, thus the training activity was particularly intense during 2019.

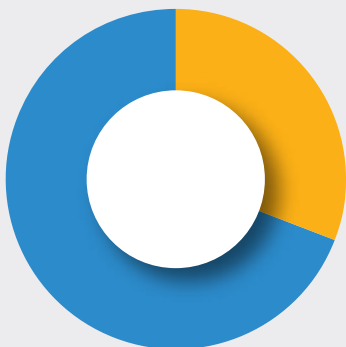


Training hours per capita
(n° training hours / average n° employees)

● 2018
11.2

● 2019
12





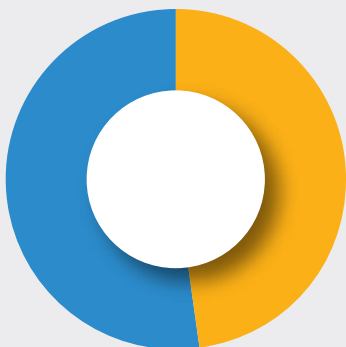
Training 2018 - 2.651 overall no. hours

814 | 31%

● compulsory training on workplace safety

1,837 | 69%

● technical-regulatory training, personal skills, and transversal training



Training 2019 - 3,025 overall no. hours

1,450 | 48%

● compulsory training on workplace safety

1,575 | 52%

● technical-regulatory training, personal skills, and transversal training

The employees' welfare

The health and safety of employees are priority issues for Acque Bresciane: prevention and training are promoted for all employees with special attention to those who perform operational tasks. The focus is not only on employees, but also suppliers.

The company carefully monitors every accident dynamic with the forms and procedures envisaged by the integrated Quality, Safety and Environment certified system adopted by Acque Bresciane.

Workplace safety

It should be noted that the 4 accidents recorded in 2019 are commuting injuries. The total number of days of absence due to injury recorded in 2019 was 233, 164 of which were attributable to commuting accidents (about 70% of the total). Therefore, it is clear that the commuting accidents, for which the company is not liable, in fact represent the main case history of

accidents recorded. Nevertheless, for 2020, the company plans to hold courses for all its employees in order to raise awareness of the issue of "defense driving".

Workplace Health Promotion

In compliance with its founding values, Acque Bresciane encourages the dialogue with its employees by supporting initiatives aimed at fostering personal and organisational well-being, the reconciliation of family and work needs, and attention to workplace health and safety.



Acque Bresciane has taken part in a project of Regione Lombardia which aims to promote workplace health (WHP – Workplace Health Promotion).

The programme assumes that a company is committed to offering its workers opportunities to promote the adoption of healthy lifestyles.

In 2019, the thematic areas of intervention focused on the fight against smoking and safe and sustainable mobility.

Corporate Welfare

During 2019, the employees of Acque Bresciane once again had the chance to experience the opportunity to manage the company's performance related pay, with the possible conversion into the company welfare plan. In 2019, with reference to the 2018 performance related pay, this option was extended to all employees, including, for the first time, to the colleagues in Padenghe who joined the company in 2018.

The welfare plan, accessible via internet with a dedicated portal, includes – by law – many types of interventions

useful to support the spending capacity of families in areas of particular need such as health, wellness, education, assistance.



Refundable services

- tasse scolastiche, mense scolastiche, libri di testo;
- rimborso spese sanitarie per sé e familiari.

Versamenti aggiuntivi ai fondi di previdenza complementare e di assistenza sanitaria

Servizi a convenzionamento diretto. tra cui:

- buoni spesa fino a 250 € (benzina, spese alimentari...);
- ingressi e abbonamenti (cinema, teatri...);
- spesa per area wellness.



Relations with suppliers

Acque Bresciane has adopted a “Regulation of Contracts” in compliance with the provisions of current legislation and the principles of free competition, equal treatment, non-discrimination, proportionality. The company carries out its negotiating activity in accordance with the principles set out in the Anti-Corruption Protocol adopted and in application of Law no. 190/2012. Furthermore, the company resorts to:

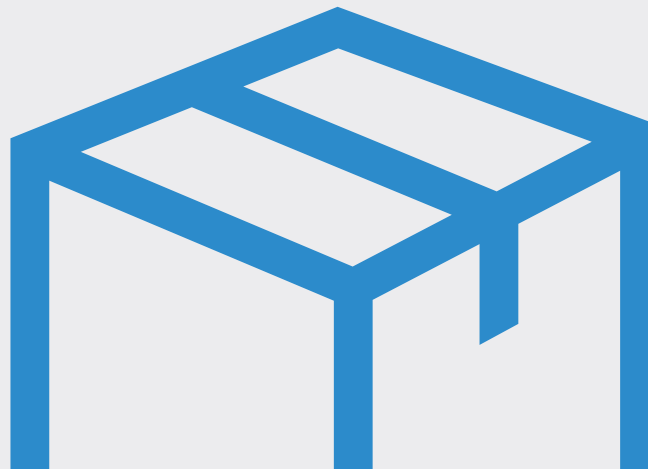
- Negotiated procedures, for all contracts below the EU threshold value;
- Public notice procedure for all contracts above the EU threshold value or, where established, negotiated procedures using economic operators admitted to the Qualification System.

Number of contracts drawn up 2017-2019

Number	Year 2017	Year 2018	Year 2019
Works contracts	60	234	244
Goods/supplies contracts	163	398	503
Services contracts	337	788	827
Total	560	1420	1574

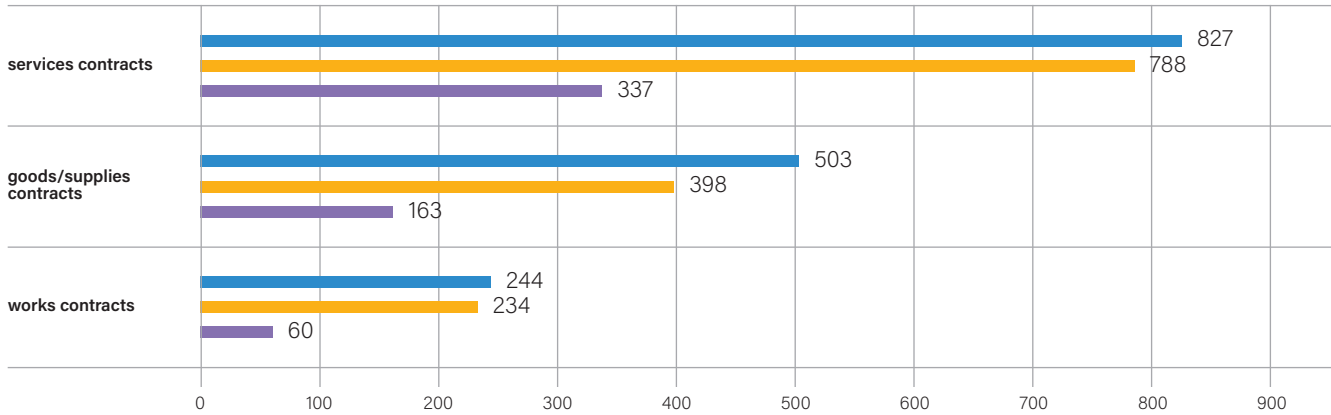
Procurement value 2017 - 20199

Values in euros	Year 2017	Year 2018	Year 2019
Works (%)	9,591,353 (43%)	16,226,968 (35%)	31,216,971 (53%)
Goods/Supplies (%)	3,347,212 (15%)	16,184,951 (34%)	12,932,240 (22%)
Services (%)	9,404,500 (42%)	14,573,363 (31%)	15,004,694 (25%)
Total	22,343,065	46,985,282	59,153,905

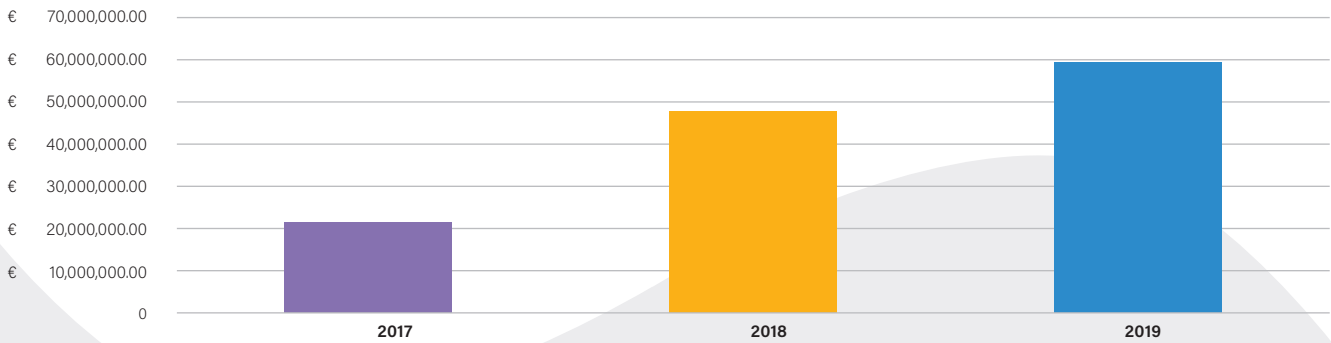




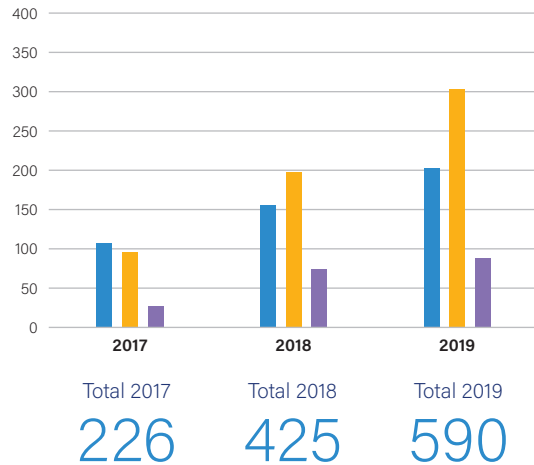
Number of contracts



Value of purchases



Supplier qualification



● Works

2017	2018	2019
104	155	201

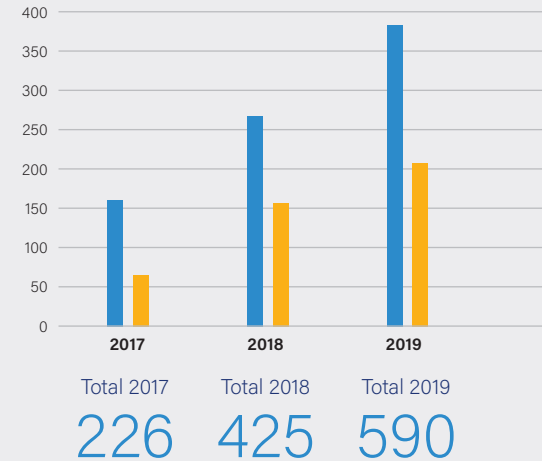
● Goods and services

2017	2018	2019
94	197	303

● Technicians and project designers

2017	2018	2019
28	73	86

Suppliers by area



Acque Bresciane also uses the Portal for the management of online tenders in order to simplify the tendering procedures, improve negotiation activities with suppliers through time reduction, greater transparency,

automation of procedures and digitalisation of documentation. This system allows the management of contractual activities entirely online, thus reducing their

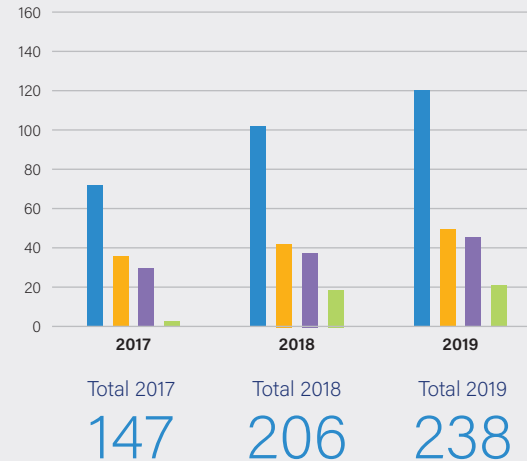
● **Lombardia**

2017	2018	2019
161	267	383

● **Other regions**

2017	2018	2019
65	158	207

Suppliers by type of certification



● **Quality**

2017	2018	2019
75	106	120

● **Environment**

2017	2018	2019
37	43	52

● **OHSAS**

2017	2018	2019
31	38	45

● **Social certifications and others**

2017	2018	2019
4	19	21

environmental impact. During 2019, 116 tenders were launched.

Acque Bresciane S.r.l. evaluates the performance of suppliers during the contract term. In 2019, 209 suppliers were evaluated; 97% of them obtained an “acceptable/compliant” evaluation.

Registered Office

25124 Brescia - via Cefalonia, 70

Head Office

25038 Rovato (Bs) - via XXV Aprile, 18

Executive Offices

25019 Sirmione (Bs) - piazza Virgilio, 20
25080 Padenghe sul Garda (Bs) - via Barbieri, 20

