WATER COMPANY DATA SHEETS AND OVERSEAS ACTIVITIES

This chapter illustrates activities and provides information and data for the main Companies of the Group outside the scope of the *Consolidated Non-Financial Disclosure* (see *Disclosing Sustainability: Methodological Note*). The first part concerns the Companies operating in the water sector in Umbria and Tuscany, consolidated using the equity method in the statutory financial statements, and the second part refers to Companies that are active abroad.

WATER ACTIVITIES IN UMBRIA AND TUSCANY

For the preparation of water balances, the Companies followed the criteria specified by ARERA with Resolution 917/17 R/IDR.

UMBRA ACQUE

Umbra Acque SpA is a Company with predominantly public capital, 40% owned by Acea SpA, which since 2003 has managed the Integrated Water Service in the area of Optimal Territorial Conference – Umbria 1 consisting of 38 Municipalities, of which 37 in the province of Perugia and 1 in the province of Terni, with a total population of around 492,000 inhabitants served.

MANAGEMENT SYSTEMS

Umbra Acque has an **Integrated Quality, Environment and Safety Management System** (QAS) in compliance with the **UNI ISO 9001:2015, UNI ISO 14001:2015 and BS OHSAS 18001:2007 standards, SOA certification** for the OG6 (in class II) and OS22 (in class III) categories and **qualification for design and construction** (up to the 8th classification). The analysis laboratory is accredited according to the **UNI ISO/ IEC 17025:2005** standard.

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

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2020)	
size of drinking-water network – *data in GIS*	**6,332** (**1,371** km of supply network, **4,961** km of distribution)
type of work	
interventions due to network failure/leak detection	**17,080 interventions** (12,994 due to faults, 4,086 leak detection)
meter installations (new installation and replacement)	**31,279 interventions** (5,053 new installation, 26,226 replacements) and 23,691 mass replacements under contract
network extension	**5.7 km** of expanded network
network reclamation	**41.6 km** of reclaimed network
drinking water quality control	**5,791 samples** collected and **107,257 tests** performed
SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2020)	
size of sewerage network – *data in GIS*	**1,814** km
type of work	
interventions due to network failure	**909 interventions**
planned interventions	**102 interventions**
network extension	**129 km** of expanded network
network reclamation	**17.3 km** of network reclaimed following video-inspection
quality control on wastewater for sewerage networks	**128 samples** collected and **4,234 tests** performed

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2019-2020)

(no.)	2019			2020		
	men	women	**total**	men	women	**total**
composition of the staff						
executives	4	0	**4**	4	0	**4**
managers	6	2	**8**	9	1	**10**
clerical workers	70	81	**151**	72	92	**164**
workers	211	0	**211**	211	0	**211**
total	**291**	**83**	**374**	**296**	**93**	**389**
contract type						
staff with permanent contract	251	63	**314**	274	77	**351**
(of which) part-time staff	*2*	*6*	***8***	*0*	*7*	***7***
permanent staff	29	17	**46**	18	14	**32**
staff under apprenticeship contracts	11	3	**14**	4	2	**6**
total	**291**	**83**	**374**	**296**	**93**	**389**

GENERAL DATA ON PERSONNEL (2019-2020) (cont.)

changes						
incoming staff	**15**	**6**	**21**	**20**	**14**	**34**
outgoing staff	**21**	**2**	**23**	**15**	**4**	**19**
turnover rate (%)	**12.4**	**9.6**	**11.8**	**11.8**	**19.4**	**13.6**
incoming rate (%)	5.2	7.2	**5.6**	6.8	15.1	**8.7**
outgoing rate (%)	7.2	2.4	**6.1**	5.1	4.3	**4.9**

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2019-2020)(*)

	2019	2020
accidents (no.)	9	5
total days of absence	554	465
hours worked(*)	689,112	633,642
frequency index (FI) (number of accidents per 1,000,000/working hours)(*)	13.06	7.89
severity index (SI) (days of absence per 1,000/working hours)(*)	0.80	0.73

(*) The 2019 figures, after consolidation, have been confirmed. The 2020 figures are estimated.

TRAINING 2019-2020

course type, hours provided and costs

	courses (no.)		training (hours)		costs (€)	
course type	**2019**	**2020**	**2019**	**2020**	**2019**	**2020**
advanced training	2	1	25	8	0	2,340
technical-specialised	72	57	4,011	4,096	46,438	56,779
legal	5	5	71	96	1,396	2,393
managerial	7	20	202	1,922	4,593	32,525
safety	24	17	4,331	3,419	46,600	30,022
total	**110**	**100**	**8,640**	**9,541**	**99,027**	**124,059**

employees trained

(no.)	2019			2020		
	men	women	**total**	men	women	**total**
	282	66	**348**	296	93	**389**
breakdown of training hours by qualification						
executives	171	0	**171**	161	0	**161**
managers	234	18	**252**	369	28	**397**
clerical workers	2079	2,159	**4,238**	2,497	2,113	**4,610**
workers	3,979	0	**3,979**	4,373	0	**4,373**

Training provided during the year was held almost entirely via **e-learning** and involved **100% of personnel**. The primary topics covered included the **Organisational Model pursuant to Italian Legislative Decree 231/01**, with a particular focus on topics connected to **health and safety in the workplace, anti-corruption** and **transparency**.

Employees of the commercial area also received courses on **stress management**, while personnel on the operations side were involved in courses focused on functioning of **new management software**. Finally, like every year, **safety** training continued in compliance with applicable laws.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS	units	2018	2019	2020	Δ% 2020/2019
WATER BALANCE (*)					
drinking water from the environment	**Mm³**	**60.06**	**58.13**	**58.60**	**0.8**
from the surface	*Mm³*	*0*	*0*	*0*	-
from wells	*Mm³*	*46.05*	*44.30*	*44.82*	*1.2*
from springs	*Mm³*	*12.64*	*11.22*	*10.61*	*-5.4*
of which water from other aqueduct systems	*Mm³*	*1.37*	*2.61*	*3.17*	*21.5*
total drinking water leaving the aqueduct system (c) = (a+b)	**Mm³**	**29.71**	**30.51**	**31.38**	**2.9**
total drinking water dispensed and billed in the network (a)	**Mm³**	**28.72**	**29.50**	**28.73**	**-2.6**
measured volume of water delivered to users	*Mm³*	*28.72*	*29.50*	*28.73*	*-2.6*

PRODUCTS AND ANALYTICAL TESTS (cont.)	units	2018	2019	2020	Δ% 2020/2019
volume consumed by users and not measured	*Mm^3*	*0*	*0*	*0*	*-*
total drinking water authorised and not billed in the network (b)	**Mm^3**	**0.99**	**1.01**	**2.65**	**162.4**
measured unbilled authorised consumption	*Mm^3*	*0.85*	*0.85*	*1.21*	*42.4*
unmeasured unbilled authorised consumption	*Mm^3*	*0.14*	*0.16*	*1.44*	*800.0*
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks	Mm^3	30.40	28.13	27.22	-3.2
water loss percentages	%	50.6	48.4	46.4	-4.0
TREATED WASTEWATER					
water treated in the main treatment plants	**Mm^3**	**61.3**	**56.5**	**56.8**	**0.5 %**
ANALYTICAL TESTS ON DRINKING WATER AND WASTEWATER					
no. analytical tests on drinking water	**no.**	**136,881**	**135,500**	**107,257**	**-20.8**
of which no. analytical tests on surface water	*no.*	*7,500*	*6,500*	*7,209*	*10.9*
no. analytical tests on wastewater (**)	**no.**	**39,693**	**38,481**	**35,610**	**-7.5**

(*) The 2019 figures, after consolidation, have been confirmed. The 2020 figures are estimated.
(**) The figure includes analyses carried out at treatment plants and industrial waste.

RESOURCES USED	u.m.	2018	2019	2020	Δ% 2020/2019
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER					
materials					
sodium hypochlorite	t	60.0	60.0	91.7	58.2
sodium chloride	t	200.0	200.0	213.6	6.8
hydrochloric acid	t	200.0	200.0	206.5	3.3
aluminium polychloride	t	12.0	12.0	11.5	-4.2
phosphoric acid (10%)	t	9.0	9.0	0	-100
WASTEWATER TREATMENT					
materials					
polyelectrolyte emulsion	t	90.9	90.9	123.4	35.8
ferric chloride (40%)	t	28.0	28.0	61.5	119.6
mineral oil and fats	t	1.40	1.40	0	-100
OTHER CONSUMPTION					
drinking water (*)	**m^3**	**28,889**	**28,889**	**20,222**	**-30.0**
drinking water consumed for non-industrial water uses (offices, outside showers, etc.)	*m^3*	*2,282*	*2,282*	*1,597*	*-30.0*
drinking water consumed for process water uses (washing machinery and bays, etc.)	*m^3*	*26,607*	*26,607*	*18,625*	*-30.0*

(*) The figures are estimated and presented with a 30% reduction compared to previous years, in relation to the closure of offices and changes to the organisation of work following the health emergency.

ENERGY CONSUMPTION	u.m.	2018	2019	2020	Δ% 2020/2019
FUELS					
vehicle fuels					
diesel	l	43,6371	422,430	410,000	-2.9
petrol	l	8,645	7,497	7,000	-6.6
ELECTRICITY					
total electricity for drinking water	**GWh**	**71.46**	**72.82**	**69.13**	**-5.1**
electricity for water pumping stations	*GWh*	*71.08*	*72.45*	*68.78*	*-5.1*
electricity for offices	*GWh*	*0.38*	*0.37*	*0.35*	*-5.4*
total electricity for wastewater	**GWh**	**21.02**	**22.56**	**22.78**	**1.0**
electricity for treatment	*GWh*	*16.29*	*17.70*	*17.86*	*0.9*
electricity for pumping stations	*GWh*	*4.62*	*4.74*	*4.81*	*1.5*
electricity for offices	*GWh*	*0.11*	*0.11*	*0.12*	*9.1*

In 2020, extraordinary maintenance work was completed on three plants of the IWS, with adoption of **more efficient technology** that enabled an estimated energy saving of approximately 75 MWh.

ENERGY EFFICIENCY (2018-2020)

	energy savings achieved (kWh)		
action	**2018**	**2019**	**2020**
extraordinary maintenance on plants	-	-	75,000

WASTE	u.m.	2018	2019	2020	Δ% 2020/2019
SPECIFIC WASTE FROM TREATMENT OF WASTEWATER					
treatment sludge (*)	t	13,185	16,436	14,941	-9.1
sand and sediment from treatment	t	841	1,332	1,057	-20.6
WASTE PURSUANT TO ITALIAN LEGISLATIVE DECREE NO. 152/06 EXCLUDING SLUDGE AND SAND					
hazardous waste (**)	t	6.0	7.2	20.18	180.3
non-hazardous waste (*)	t	6,693	5,931	4,940	16.7

(*) The figure includes liquid sludge transported to other plants for the dewatering process, for a value of 4,913 t in 2018, 5,269 t in 2019 and 4,940 t in 2020.
(**) The increase in 2020 is due to the exceptional disposal of vehicles and Company cars.

TOTAL COD IN INPUT AND OUTPUT (2018-2020)

(t/year)	2018	2019	2020
COD_{in}	33,394.8	18,481.6	17,135.4
COD_{out}	2,777.0	2,365.5	2,288.4

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS (2018-2020)

parameter	average values (mg/l) 2018	average values (mg/l) 2019	average values (mg/l) 2020
BOD_5	21.6	20.1	18.6
COD	45.3	41.9	40.3
SST	24.6	25.5	30.8
NH_4^+	8.0	6.5	5.0
phosphorus	2.0	2.0	2.0

PURIFICATION EFFICIENCY OF THE MAIN TREATMENT PLANTS (2018-2020)

parameter	average values (%) 2018	average values (%) 2019	average values (%) 2020
$100x(COD_{in} - COD_{out})/COD_{in}$	91.7	87.2	87.0
$100x(SST_{in} - SST_{out})/SST_{in}$	90.3	89.1	89.4
$100x(NH_{4\,in}^{+} - NH_{4\,out}^{+})/ NH_{4\,in}^{+}$	80.7	83.5	86.4
$100x(PO_{4\,in}^{-3} - PO_{4\,out}^{-3})/ PO_{4\,in}^{-3}$	31.4	n/a	n/a

PUBLIACQUA

Publiacqua SpA is a mixed ownership Company with a majority public interest, owned by Acea through Acque Blu Fiorentine SpA, which since 2002 has managed the Integrated Water Service in the area of Optimal Territorial Conference no. 3 – Medio Valdarno, which includes cities with high environmental and artistic value such as Florence, Prato and Pistoia, with over 1.2 million citizens served.

MANAGEMENT SYSTEMS

Publiacqua has an **Integrated Quality, Environment and Safety Management System** (QAS) in compliance with the **UNI ISO 9001:2015**, **UNI ISO 14001:2015** and **BS OHSAS 18001:2007** standards for its main operations. In 2020, the Company successfully underwent verification for renewal of ISO 14000 and BS OHSAS 18001 certification, preparing to pass over to ISO 45001. The analysis laboratory is accredited according to the **UNI ISO/ IEC 17025:2005** standard.

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

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2020)	
size of drinking-water network – *data in GIS*	**6,812** (**1,391 km** of supply network, **5,421** km of distribution)
TYPE OF WORK	
interventions due to network failure/leak detection	**4,307 interventions** (3,493 due to faults, 868 leak detection)
meter installations (new installation and replacement)	**8,842 interventions** (2,597 new installations and 4,307 replacements) and 73,883 mass replacements under contract
network extension	**6.9 km** of expanded network
network reclamation	**51.1 km** of reclaimed network
drinking water quality control	**10,817 samples** collected and **288,298 tests** performed
SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2020)	
size of sewerage network – *data in GIS*	**3,711** km
type of work	
interventions due to network failure	**4,876 interventions**
planned interventions	**2,040 interventions**
network extension	**18.3 km** of expanded network
network reclamation	**8.5 km** of reclaimed network
quality control on wastewater for sewerage networks	**2,816 samples** collected and **38,293 tests** performed

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2019-2020)

(no.)	2019			2020		
	men	women	**total**	men	women	**total**
COMPOSITION OF THE STAFF						
executives	3	1	**4**	3	1	**4**
managers	11	8	**19**	14	8	**22**
clerical workers	176	133	**309**	187	143	**330**
workers	254	6	**260**	256	6	**262**
total	**444**	**148**	**592**	**460**	**158**	**618**
CONTRACT TYPE						
staff with permanent contract	425	148	**573**	425	153	**578**
(of which) part-time staff	*3*	*11*	***14***	*3*	*9*	***12***
permanent staff	7	0	**7**	11	5	**16**
staff under apprenticeship contracts	12	0	**12**	24	0	**24**
total	**444**	**148**	**592**	**460**	**158**	**618**
CHANGES						
incoming staff	**37**	**9**	**46**	**37**	**14**	**51**
outgoing staff	**22**	**3**	**25**	**21**	**4**	**25**
turnover rate (%)	**13.3**	**8.1**	**12.0**	**12.6**	**11.4**	**12.3**
incoming rate (%)	8.3	6.1	**7.8**	8.0	8.9	**8.3**
outgoing rate (%)	5.0	2.0	**4.2**	4.6	2.5	**4.0**

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2019-2020)(*)

	2019	2020
accidents (no.) (**)	25	16
total days of absence (***)	593	238
hours worked (****)	957,478	1,015,197
frequency index (FI) (number of accidents per 1,000,000/working hours)	**26.11**	**15.76**
severity index (SI) (days of absence per 1,000/working hours)	**0.62**	**0.23**

(*) The 2019 figures have been restated after final calculations. The 2020 figures are estimated.
(**) Accidents with effects lasting for more than one day are considered.
(***) The value also excludes days of absence related to persistent or reopened injuries from previous years.
(****) This is the sum of ordinary and overtime hours.

TRAINING (2019-2020) (*)

course type, hours provided and costs

	courses (no.)		training (hours)		costs (€)	
course type	**2019**	**2020**	**2019**	**2020**	**2019**	**2020**
advanced training (**)	4	5	372	78	5,428	5,782
IT	1	3	26	37	1,357	3,469
technical-specialised	46	43	8,244	3,061	64,243	49,726
managerial	17	8	1,431	1,281	23,069	9,251
administrative-managerial	36	41	1,203	1,198	48,853	47,413
safety	53	43	5,177	2,679	71,922	49,726
total	**157**	**143**	**16,453**	**8,334**	**213,053**	**165,368**

employees trained

(no.)	2019			2020		
	men	women	**total**	men	women	**total**
	436	152	**588**	362	137	**499**
breakdown of training hours by qualification						
executives	131	5	**136**	67	36	**103**
managers	504	187	**691**	248	158	**406**
clerical workers	3,914	1,742	**5,656**	1,734	1,610	**3,343**
workers	9,938	32	**9,970**	4,460	21	**4,481**

(*) The figures for 2019 have been restated after the final calculations.
(**) The advanced training courses provided to employees are managed by Acea SpA, which bears the costs.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS	units	2018	2019 (*)	2020	Δ% 2020/2019
WATER BALANCE					
drinking water from the environment	**Mm³**	**163.6**	**157.7**	**148.7**	**-5.7**
from the surface	*Mm³*	*105.2*	*101.2*	*95.4*	*-5.7*
from wells	*Mm³*	*46.5*	*44.4*	*41.9*	*-5.6*
from springs	*Mm³*	*11.4*	*11.4*	*10.7*	*-6.1*
of which water from other aqueduct systems	*Mm³*	*0.5*	*0.7*	*0.7*	-
total drinking water leaving the aqueduct system (e) = (a+b+c+d)	**Mm³**	**87.6**	**88.2**	**84.5**	**-4.2**
total drinking water dispensed and billed in the network (a)	**Mm³**	**79.3**	**79.6**	**76.6**	**-3.8**
measured volume of water delivered to users	*Mm³*	*79.3*	*79.6*	*76.6*	*-3.8*
volume consumed by users and not measured	*Mm³*	*0*	*0*	*0*	-
total drinking water authorised and not billed in the network (b)	**Mm³**	**0.4**	**0.4**	**0.4**	**-**
measured unbilled authorised consumption	*Mm³*	*0*	*0*	*0*	-
unmeasured unbilled authorised consumption	*Mm³*	*0.4*	*0.4*	*0.4*	-
drinking water exported (sub-distributors) (c)	**Mm³**	**0.6**	**0.6**	**0.7**	**16.7**
measured process losses (d)	**Mm³**	**7.3**	**7.6**	**6.8**	**-10.5**
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks (**)	Mm³	75.9	69.5	64.2	-7.6
water loss percentages	%	46.4	44.1	43.2	-2.0
TREATED WASTEWATER					
water treated in the main treatment plants	**Mm³**	**112.9**	**105.1**	**97.4**	**-7.3**
ANALYTICAL TESTS ON DRINKING WATER AND WASTEWATER					
no. analytical tests on drinking water	**no.**	**249,948**	**261,251**	**288,298**	**10.4**
of which no. analytical tests on surface water (***)	*no.*	*23,309*	*24,497*	*26,665*	*8.9*
no. analytical tests on wastewater	**no.**	**35,668**	**40,127**	**38,293**	**-4.6**

(*) The figures for 2019 have been restated after the final calculations.
(**) The value of the water losses coincides with the "total lost volume (WLtot)" and includes the unmeasured treatment losses, the supply losses and the total distribution water losses.
(***) Analysis of crude surface water (untreated).

RESOURCES USED	units	2018	2019	2020	Δ% 2020/2019
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER					
materials					
sodium hypochlorite	t	1,354	1,384	1,117	-19.3
sodium chloride	t	276	351	347	-1.1
hydrochloric acid	t	312	378	403	6.6
flocculant	t	4,611	5,818	5,055	-13.1
purate	t	407	353	349	-1.1
sulphuric acid	t	682	565	523	-7.4
oxygen	t	70	37	90	143.2
acetic acid	t	104	126	113	-10.3
carbon dioxide excluding drinking fountains	t	682	804	634	-21.1
ferrous chloride	t	37	30	45	50.0
phosphoric acid	t	18	16	13	-18.8
WASTEWATER TREATMENT					
materials					
polyelectrolyte emulsion	t	288	378	289	-23.5
sodium hypochlorite	t	30	70	61	-12.9
peracetic acid, caustic soda, polyamine/anti-foaming agent	t	11	15	13	-13.3
polyaluminium chloride (PAC)	t	4,080	4,354	4,382	0.6
lime	t	387	530	527	-0.6
acetic acid 80%	t	214	524	712	35.9
OTHER CONSUMPTION					
drinking water (*)	**m³**	**n/a**	**n/a**	**182775**	**-**

(*) The 2020 figure has been estimated.

ENERGY CONSUMPTION	u.m.	2018	2019	2020	Δ% 2020/2019
FUELS					
process fuels – wastewater					
methane	Sm^3	60,307	64,541 (*)	84,214	30.5
biogas produced	m^3	661663	668,720	609,120	-8.9
heating fuels					
methane	Sm^3	30,710	51,059	60,429	18.4
gas oil	l	4,000	4,600	4,500	-2.2
lpg	l	2,800	1,960	0	-100
vehicle fuels					
diesel	l	36,5047	353,462	349,724	-1.1
petrol	l	23,817	16,404	26,913	64.1
ELECTRICITY					
total electricity for drinking water	**GWh**	**78.2**	**76.9**	**72.6**	-5.6
electricity for water pumping stations	*GWh*	*76.8*	*75.4*	*71.1*	*-5.7*
electricity for offices	*GWh*	*1.4*	*1.5*	*1.5*	-
total electricity for wastewater	**GWh**	**37.4**	**36.4**	**34.6**	-4.7
electricity for treatment	*GWh*	*32.7*	*32.5*	*30.5*	*-6.2*
electricity for pumping stations	*GWh*	*4.6*	*3.8*	*4.0*	*5.3*
electricity for offices	*GWh*	*0.1*	*0.1*	*0.1*	-

(*) The figure has been restated after final calculations, and varies from the figure published last year.

In 2020, the main reductions in energy are connected to works on the water networks aimed at reducing water leaks.

ENERGY EFFICIENCY (2018-2020)

	energy savings achieved (kWh)		
action	**2018**	**2019**	**2020**
Anconella drinking water conversion plant – check valve	130,000	-	-
San Giovanni V water treatment system – revamping of pump delivery pipes	30,000	-	-
network efficiency improvement	300,000	1,350,000	3,170,000
Osmannoro plant – new process blower	-	60,000	-
Villamagna 90 office – LED relamping		6,100	10,700

WASTE	**u.m.**	**2018**	**2019**	**2020**	**Δ% 2020/2019**
SPECIFIC WASTE FROM TREATMENT OF WASTEWATER					
treatment sludge	t	29,340	30,145	28,760	-4.6
sand and sediment from treatment	t	793	1,274 (*)	1,328	4.2
WASTE PURSUANT TO ITALIAN LEGISLATIVE DECREE NO. 152/06 EXCLUDING SLUDGE AND SAND					
hazardous waste	t	42	54.4 (*)	32.6	-40.1
non-hazardous waste	t	11,136	8,356	12,054	44.3

(*) The figure has been restated after final calculations, and varies from the figure published last year.

TOTAL COD IN INPUT AND OUTPUT – SAN COLOMBANO TREATMENT PLANT (2018-2020)

(t/year)	**2018**	**2019**	**2020**
COD_{in}	17,031	17,463	14,536
COD_{out}	2,011	1,403	1,321

OUTPUT PARAMETERS – SAN COLOMBANO TREATMENT PLANT (2018-2020)(*)

parameter	**average values (mg/l) 2018**	**average values (mg/l) 2019**	**average values (mg/l) 2020**
BOD_5	2.4	1.5	2.2
COD	16.8	12.8	13.8
SST	8.4	4.1	4.8
NH_4^+	0.8	0.6	0.5
phosphorus	0.8	0.8	0.8

(*) It should be noted that the San Colombano wastewater treatment plant (with a capacity of 600,000 population equivalent) treats about half of Publiacqua's global wastewater.

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS (2018-2020) (*)

parameter	**average values (mg/l) 2018**	**average values (mg/l) 2019**	**average values (mg/l) 2020**
BOD_5	3.0	2.6	2.2
COD	21.0	18.2	14.3
SST	11.0	6.3	4.9
NH_4^+	2.5	2.9	0.7
phosphorus	1.6	1.6	0.9

(*) The figures include 38 treatment plants, including San Colombano, which treat a total of 98% of wastewater and 96% of the organic load (COD) of Publiacqua.

PURIFICATION EFFICIENCY OF THE MAIN TREATMENT PLANTS (2018-2020)

parameter	**average values (%) 2018**	**average values (%) 2019**	**average values (%) 2020**
$100x(COD_{in} - COD_{out})/COD_{in}$	86.1	91.2	89.4
$100x(SST_{in}-SST_{out})/SST_{in}$	88.4	94.8	95.1
$100x(NH_{4\ in}^{+} - NH_{4\ out}^{+})/NH_{4\ in}^{+}$	96.1	98.0	97.9
$100x(PO_{4\ in}^{-3} - PO_{4\ out}^{-3})/PO_{4\ in}^{-3}$	68.3	74.8	74.0

PURIFICATION EFFICIENCY OF THE 38 MAIN TREATMENT PLANTS (2018-2020)(*)

parameter	average values (%) 2018	average values (%) 2019	average values (%) 2020
$100x(COD_{in} - COD_{out})/COD_{in}$	93.3	92.0	90.9
$100x(SST_{in}-SST_{out})/SST_{in}$	91.8	95.6	96.1
$100x(NH_4^+{}_{in} - NH_4^+{}_{out})/NH_4^+{}_{in}$	91.9	96.7	97.4
$100x(PO_4^{-3}{}_{in} - PO_4^{-3}{}_{out})/PO_4^{-3}{}_{in}$	60.6	72.0	73.3

(*) The figures include 38 treatment plants, including San Colombano, which treat a total of 98% of wastewater and 96% of the organic load (COD) of Publiacqua.

ACQUE

Acque SpA manages the Integrated Water Service in the area of Optimal Territorial Conference 2 Lower Valdarno on the basis of the concession agreement issued by the Autorità Idrica Toscana (AIT), consisting of 53 Municipalities in the provinces of Pisa, Lucca, Florence, Pistoia and Siena, with a total population of approximately 739,000 user accounts served.

MANAGEMENT SYSTEMS

Acque has implemented an **Integrated Management System** certified according to a scheme based on **quality, environment, safety, energy and social responsibility, road safety and the prevention of corruption**. In addition to this is the certification of testing laboratories, pursuant to standard **UNI CEI EN ISO/IEC 17025:2005**, and **EMAS IV registration** of the Pagnana treatment plant in Empoli (Florence).

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

SIZE OF NETWORK, MAIN WORKS, METERS AND CHECKS ON DRINKING WATER AND NETWORKS (2020)	
size of drinking-water network – *data in GIS*	**6,004** (**815 km** of supply network, **5,186** km of distribution)
type of work	
interventions due to network failure/leak detection	**21,617 interventions** (20,892 due to faults, 725 leak detection)
meter installations (new installation and replacement)	**69,715** interventions (5,503 new installations and 64,212 replacements) and 61,620 mass replacements under contract
network extension	**0.5 km** of expanded network
network reclamation	**63 km** of reclaimed network
drinking water quality control	**11,721 samples** collected and **357,585 tests** performed
SIZE OF NETWORK, WORKS AND CHECKS ON SEWERAGE WATER AND NETWORKS (2020)	
size of sewerage network – *data in GIS*	**3,083** km
type of work	
interventions due to network failure	**4,729 interventions**
planned interventions	**2,367 interventions**
network extension	**0.8 km** of expanded network
network reclamation	**4.8 km** of reclaimed network
quality control on wastewater for sewerage networks	**8,132 samples** collected and **122,766 tests** performed

HUMAN RESOURCES IN FIGURES

GENERAL DATA ON PERSONNEL (2019-2020)

(no.)	2019			2020		
	men	women	**total**	men	women	**total**
composition of the staff						
executives	3	2	**5**	2	2	**4**
managers	6	4	**10**	6	4	**10**
clerical workers	93	153	**246**	96	158	**254**
workers	150	0	**150**	149	0	**149**
total	**252**	**159**	**411**	**253**	**164**	**417**
contract type						
staff with permanent contract	240	157	**397**	247	161	**408**
(of which) part-time staff	*3*	*30*	***33***	*2*	*29*	***31***
permanent staff	12	2	**14**	6	3	**9**
total	**252**	**159**	**411**	**253**	**164**	**417**

GENERAL DATA ON PERSONNEL (2019-2020) (cont.)

changes						
incoming staff	**20**	**10**	**30**	**10**	**5**	**15**
outgoing staff	**14**	**8**	**22**	**9**	**0**	**9**
turnover rate (%)	13.5	11.3	**12.7**	7.5	3.0	**5.8**
incoming rate (%)	7.9	6.3	**7.3**	4.0	3.0	**3.6**
outgoing rate (%)	5.6	5.0	**5.4**	3.6	-	**2.2**

INDUSTRIAL ACCIDENTS AND FREQUENCY AND SEVERITY INDICES (2019-2020)

	2019	2020
accidents (no.)	5	3
total days of absence	108	62
hours worked (*)	670,717	667,740
frequency index (FI) (number of accidents per 1,000,000/working hours)(**)	**7.45**	**4.49**
severity index (SI) (days of absence per 1,000/working hours) (**)	**0.16**	**0.09**

(*) The value also excludes days of absence related to persistent or reopened injuries from previous years.
(**) The 2019 figure has been restated after final calculations, and varies from the figure published last year.

TRAINING (2019-2020)(*)

course type, hours provided and costs						
	courses (no.)		training (hours)		costs (€)	
course type	**2019**	**2020**	**2019**	**2020**	**2019(**)**	**2020**
IT	7	4	265	282	n/a	4,302
new hires	1	0	88	0	n/a	0
technical-specialised	43	29	1,855	674	n/a	11,115
managerial	1	2	180	80	n/a	2,020
safety	32	26	2,477	1,610	n/a	17,670
environment	3	1	351	48	n/a	0
cross-cutting	12	9	1,086	851	n/a	12,661
training pursuant to Legislative Decree 231/01	2	2	298	228	n/a	3,488
e-learning training	1	1	100	27	n/a	404
total	**102**	**74**	**6,700**	**3,800**	**42,085**	**51,660**

employees trained (***)						
(no.)	**2019**			**2020**		
	men	women	**total**	men	women	**total**
	259	170	**429**	227	135	**362**
breakdown of training hours by qualification						
executives	75	23	98	18	10	28
managers	288	61	349	105	81	186
clerical workers	1,786	2,649	4,435	879	1,540	2,419
workers	1,818	0	1,818	1,167	0	1,167

(*) The 2019 figures have been revised to include courses and hours issued by the Parent Company.
(**) In 2019 there was no cost data available broken down by type of training.
(***) The figures are higher than the number of employees as they include employees of other companies, posted workers and workers who provided services only for a few months of the year.

The **training**, performed primarily remotely due to the continuing epidemic, involved all Company personnel, with issue of a total of **3,832 hours** of training. **Occupational safety** training remains at the top for hours of training.

ENVIRONMENTAL ACCOUNTS

PRODUCTS AND ANALYTICAL TESTS (*)	units	2018	2019	2020	Δ% 2020/2019
WATER BALANCE					
drinking water from the environment	**Mm^3**	**78.44**	**76.93**	**74.64**	**-3.0**
from the surface	*Mm^3*	*2.99*	*3.24*	*3.49*	*7.7*
from wells	*Mm^3*	*60.03*	*59.84*	*56.84*	*-5.0*
from springs	*Mm^3*	*7.21*	*5.86*	*6.52*	*11.3*
of which water from other aqueduct systems	*Mm^3*	*8.21*	*7.99*	*7.79*	*-2.5*
total drinking water leaving the aqueduct system (e) = (a+b+c+d)	**Mm^3**	**45.85**	**46.45**	**45.68**	**-1.7**

total drinking water dispensed and billed in the network (a)	**Mm³**	**43.97**	**43.97**	**43.15**	**-1.9**
measured volume of water delivered to users	*Mm³*	*43.97*	*43.97*	*43.15*	*-1.9*
volume consumed by users and not measured	*Mm³*	*0*	*0*	*0*	-
total drinking water authorised and not billed in the network (b)	**Mm³**	**0.22**	**0.22**	**0.30**	**31.8**
measured unbilled authorised consumption	*Mm³*	*0.07*	*0.07*	*0.08*	*14.3*
unmeasured unbilled authorised consumption	*Mm³*	*0.15*	*0.15*	*0.22*	*45.3*
drinking water exported to other systems (c)	**Mm³**	**0.86**	**1.04**	**1.01**	**-2.9**
measured process losses (d)	**Mm³**	**0.80**	**1.22**	**1.22**	**-**
LOSS ASSESSMENT ACCORDING TO ARERA RESOLUTION 917/17 R/IDR					
water leaks	Mm³	32.59	30.48	28.96	-5.0
water loss percentages	%	41.5	39.6	38.8	-2.1
TREATED WASTEWATER					
water treated in the main treatment plants	**Mm³**	**47.3**	**46.7**	**46.42**	**-0.7**
ANALYTICAL TESTS ON DRINKING WATER AND WASTEWATER					
no. analytical tests on drinking water (including analytical tests on surface water)	**no.**	**285,174**	**329,752**	**357,585**	**8.4**
no. analytical tests on wastewater	**no.**	**116,636**	**128,459**	**122,766**	**-4.4**

(*) The figures for 2019 have been restated following consolidation and differ from those previously published. The 2020 figures are estimated.

RESOURCES USED	units	2018	2019	2020	Δ% 2020/2019
COLLECTION, SUPPLY AND DISTRIBUTION OF DRINKING AND NON-DRINKING WATER					
materials					
laboratory reagents (chemical section and microbiological section)	t	2.51	2.03	2.31	13.8
sodium hypochlorite	t	187.92	208.82	180.13	-13.7
hydrochloric acid	t	383.53	351.09	477.99	36.1
potassium permanganate	t	2.12	2.75	4.17	51.8
aluminium polychloride	t	30.60	181.73	208.59	14.8
DREWO 8155 PG powder	t	1.20	5.00	0	-
DREFLO 908 PG powder	t	0.12	3.98	0	-
salt in bags	t	0	7.20	1.00	-86.1
sodium chloride	t	384.68	354.34	366.69	3.5
caustic soda	t	0	0.55	2.37	331.8
citric acid	t	0.45	1.23	2.55	107.3
alifons L	t	0.10	0	0.13	-
aluminium polychlorosulphate	t	154.83	11.55	0	-
WASTEWATER TREATMENT					
materials					
polyelectrolyte emulsion	t	137.93	169.08	233.87	38.3
aluminium polychloride	t	15.70	12.00	19.50	62.5
ferric chloride for sludge dehydration	t	471.76	496.03	527.69	6.4
sodium hypochlorite for final disinfection	t	64.90	11.55	29.20	152.8
peracetic acid for disinfection	t	4.00	0	0	-
acetic acid	t	0	0.10	0	-100
sulphuric acid	t	0	1.25	0.99	-20.8
ferrous chloride	t	5.37	0	0	-
caustic soda (sodium hydroxide) – Solvay	t	0.38	1.15	2.02	75.7
biotek base L – biological reactivator	t	0	0.04	0.04	-
biotek clar – biological reactivator	t	0.25	0.25	0.25	-
desmell Bio L – odorogenic emissions treatment	t	0.10	0.08	0	-100
nutrients	t	514.85	545.50	1,122.15	105.7
other	t	0.01	0	0	-

OTHER CONSUMPTION					
drinking water (*)	**m³**	**225,342**	**257,132**	**237,751**	**-7.5**
drinking water consumed for non-industrial water uses (offices, outside showers, etc.)	m³	*72,423*	*79,018*	*59,637*	*-24.5*
drinking water consumed for process water uses (washing machinery and bays, etc.)	m³	*152,919*	*178,114*	*178,114*	-

(*) The figures for 2018 and 2019 have been restated following consolidation and differ from those previously published. The 2020 figures are estimated.

In 2020, the Company reused approximately **430,000 m³ of recovered water** for washing the sheets of sludge dehydration equipment (belt presses) and for the backwashing of the Pollino water plant filters in Porcari (Lucca).

ENERGY CONSUMPTION	u.m.	2018	2019	2020	Δ% 2020/2019
FUELS					
process fuels – drinking water/non-drinking water					
gas oil	l	1,200	1,300	1,500	15.4
process fuels – wastewater					
gas oil	l	0	1,100	0	-100
heating fuels					
methane	Sm³	56,357	56,244	50,743	-9.8
lpg	l	16,803	17,781	15,419	-13.3
vehicle fuels					
diesel	l	176,154	202,128	228,802	13.2
petrol	l	17,730	33,962	15,373	-54.7
methane	kg	81,450	52,084	23,884	-54.1
ELECTRICITY					
total electricity for drinking water	**GWh**	**53.36**	**53.80**	**51.09**	**-5.0**
electricity for water pumping stations	*GWh*	*52.81*	*53.34*	*50.72*	*-4.9*
electricity for offices	*GWh*	*0.55*	*0.46*	*0.37*	*-19.6*
total electricity for wastewater	**GWh**	**33.41**	**32.83**	**32.29**	**-1.7**
electricity for treatment	*GWh*	*26.00*	*25.70*	*24.66*	*-4.0*
electricity for pumping stations	*GWh*	*7.07*	*6.85*	*7.40*	*8.0*
electricity for offices	*GWh*	*0.34*	*0.28*	*0.23*	*-21.4*

Acque has completed energy efficiency projects that have led to the energy savings shown in the table below.

ENERGY EFFICIENCY OF ACQUE (2018-2020)

	energy savings achieved (kWh)		
action	**2018**	**2019**	**2020**
changes to operating logic – Le Lame and Poggibonsi treatment plants	97,585	85,429	-
implementation and changes to operating logic of aeration system – S. Jacopo treatment plant	328,184	257,383	355,039

WASTE	u.m.	2018	2019	2020	Δ% 2020/2019
SPECIFIC WASTE FROM TREATMENT OF WASTEWATER					
treatment sludge	t	17,634.77	21,953.18	19,879.80	-9.4
sand and sediment from treatment	t	3,500.43	1,279.04	1,981.55	54.9
WASTE PURSUANT TO ITALIAN LEGISLATIVE DECREE NO. 152/06 EXCLUDING SLUDGE AND SAND					
hazardous waste	t	31.82	42.93	24.96	-41.9
non-hazardous waste	t	63,179.64	61,408.12	72,919.75	18.7

TOTAL COD IN INPUT AND OUTPUT (2018-2020)

(t/year)	2018	2019	2020
COD_{in}	21,708	22,017	22,808
COD_{out}	1,521	1,382	1,268

OUTPUT PARAMETERS FOR THE MAIN TREATMENT PLANTS MANAGED BY ACQUE (2018-2020)(*)

parameter	average values (mg/l) 2018	average values (mg/l) 2019	average values (mg/l) 2020
BOD_5	6.2	6.3	5.5
COD	30.6	27.9	25.5
SST	7.4	7.0	5.0
NH_4^+	5.0	3.5	3.0
phosphorus	2.1	2.3	2.0

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

TREATMENT EFFICIENCY OF THE MAIN TREATMENT PLANTS MANAGED BY ACQUE (2018-2020)(*)

parameter	average values (%) 2018	average values (%) 2019	average values (%) 2020
$100x(COD_{in} - COD_{out})/COD_{in}$	93.5	93.7	95.0
$100x(SST_{in} - SST_{out})/SST_{in}$	97.5	95.7	97.8
$100x(NH_{4\,in}^+ - NH_{4\,out}^+)/NH_{4\,in}^+$	87.2	90.6	92.7
$100x(PO_{4\,in}^{-3} - PO_{4\,out}^{-3})/PO_{4\,in}^{-3}$	73.0	68.8	73.0

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

OVERSEAS ACTIVITIES

Acea works abroad in the water sector[137] to improve the service, especially as regards **technical and management aspects**, including through **staff training** and the **transfer of know-how** to local businesses. In particular, it is present in Peru, Honduras and the Dominican Republic through Companies created **in partnership with local and international** stakeholders, and serves a total of about 4.2 million people.

AGUAS DE SAN PEDRO SA

Aguas de San Pedro (ASP) is the holder of a 30-year contract for the management of the integrated water service in the city of San Pedro Sula in Honduras, and during the year it continued with the projects for the **expansion, treatment and improvement of the water service and sewerage network** in the city.
The Company has a **Quality Management System** certified according to the **UNI ISO 9001:2015** standard and the laboratories are accredited according to the **UNI ISO/IEC 17025:2005** standard.

AGUAS DE SAN PEDRO (ASP) – MAIN COMPANY AND OPERATING DATA

country (area)	Honduras (San Pedro Sula)
inhabitants served	728,000
customer	municipal administration
sources of financing	equity capital and loans from commercial banks
duration of the contract	01.02.2001 – 01.02.2031
purpose of the project	concession of the integrated water service for the town of San Pedro de Sula
shareholders	Acea SpA 60.65%, Ireti SpA 39.35%
no. of employees	386
turnover (in € thousand)	33,276

In line with previous years, despite the difficulties deriving from the Covid-19 pandemic and passage of 2 destructive hurricanes in November, the Company continued activity to offer **technical assistance to rural communities** and implemented **initiatives for the protection of the environment**, in the context of the **programme for the conservation** of the El Merendón **natural reserve**, declared a protected area for the production of water in San Pedro Sula.
The initiatives include:

- the "Un millón de Árboles para el Merendón" **reforestation** project, planting approximately 82 thousand fruit and wood trees (about 910 thousand plants from the start of the project);
- **fire prevention**. In this regard, in previous years, the Company has contributed with construction of **surveillance towers** and is active with campaigns for protection of the territory and involvement of the fire-prevention team. In 2020, the team intervened to **put out 13 fires** in Merendón, which involved 18 hectares of forests and, thanks to the surveillance towers, they managed to prevent 227 fires from starting in the Rio Manchaguala basin;
- **training** on the management of **water systems and basic hydraulic principles** for members of the "**Juntas de Agua**" of 49 Merendón communities and the distribution of kits with tools;
- **social and technical assistance** for the rural communities of Merendon, with organisation of workshops with 14 communities (for a total of 233 residents involved), in order to raise awareness of the importance of maintaining the quality of water resources from a hygiene and sanitation perspective.

Finally, 6 meetings were organised with local communities to raise awareness around smart water usage.

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

The **emergency situation** slowed certain activities, such as establishment of new connections and other maintenance works, but operating teams are still in the field guaranteeing service continuity. The Company **suspended service disconnection** for customers with unpaid bills, and payment periods were extended without interest expense and for customers without meters invoicing continued only of the administrative component for a value of just a few Lempiras (corresponding to a few Euro cents).
From the start of the emergency, **biosecurity and personnel-protection measures** have been established by the Company, updated on the basis of the guidelines issued by the government and WHO protocols, including: preparation of the **biosecurity Protocol** that reviewed working methods and the use of Company tools to ensure social distancing and avoid contact, **provision of PPE** to limit the spread of the virus and specific **training** of personnel with clear and simple messages on how to take care, in order to protect each other, in the workplace and in the family, and the role of water during the pandemic to guarantee hygiene procedures.
Furthermore, a programme was implemented for performance of **rapid tests**, with a frequency of 14 days, for the detection and prompt handling of Covid-19 cases.

CONSORCIO AGUA AZUL SA

The Agua Azul Consortium manages the processing and supply of drinking water to the local publicly owned water Company SEDAPAL (Lima Drinking Water and Sewerage Service - Peru). To this end, using the surface and underground waters of the Chillón river it built a water treatment plant capable of satisfying the drinking water needs of the **northern areas of Lima**, which it will manage until 2027, when it will be transferred to the State.

CONSORCIO AGUA AZUL SA – MAIN CORPORATE AND OPERATIONAL DATA

country (area)	Peru (north Lima – Cono Norte)
inhabitants served	815,000
customer	Sedapal (Drinking water and sewerage service in Lima, state owned)
sources of financing	equity capital and bonds issued on the Peruvian market
duration of the contract	07.04.2000 – 18.06.2027
purpose of the project	BOT (Build-Operate-Transfer) project for the construction and management of a drinking water supply system that draws on the water of the Chillón river and the underlying aquifer
shareholders	Acea SpA (44%), Marubeni Co. (29%), Inversiones Liquidas S.A.C (27%)
no. of employees	32
turnover (in € thousand)	12,974

The Consorcio has adopted an **Integrated Quality and Environment System** according to **UNI ISO 9001:2015** and **UNI ISO 14001:2015** aimed at optimising production processes and reducing the environmental impact through energy efficiency and the limited use of materials.
During the year, the **programme of health and safety in the workplace and first-aid training** continued, which for reasons connected to Covid-19 was not performed externally. Continuous training on the issue enabled **maintenance of the result of zero accidents at work** in 2020.
To contain the spread of coronavirus, the Company established biosecurity and personal-protection measures, limiting the number of personnel in the office and altering the shift patterns of operational teams, in addition to issuing **rapid antigen tests** and **molecular tests** for personnel. Unfortunately, also due to the pandemic that heavily affected the whole country, the Company had to interrupt consolidated activities with a **positive impact on the territory**, including courses organised with the Asociación de Productores Ecológicos organisation of the Chillón valley, **on the use of fertilisers, crop treatment and maintenance of organic certification for farmed crops**, and the training courses at the Faculty of Engineering of the National University of Peru and curricular internships for students.
For the Christmas holidays, the **children of local schools and children of employees were delivered toys and Christmas packages**.

CONSORCIO SERVICIO SUR

Consorcio Servicio Sur is a special purpose vehicle led by Acea International in partnership with Peruvian partners, which manages the corrective maintenance contract for the water and sewerage system in the **area south of Lima** (Peru), for the publicly owned Peruvian water Company SEDAPAL. The contract, which began in August 2018, was implemented in the service area of Surquillo and involved all extraordinary maintenance works required for the maintenance of full functionality of the water and sewerage service, and of hygiene, sanitary and environmental conditions.

CONSORCIO SERVICIO SUR – MAIN CORPORATE AND OPERATING DATA

country (area)	Peru (south Lima)
inhabitants served	1,121,886
customer	Sedapal (drinking water and sewerage service in Lima, state owned)
sources of financing	equity
duration of the contract	24.08.2018 – 24.08.2021
purpose of the project	preventive and corrective maintenance of the water and sewerage system in the area south of Lima
shareholders	Acea International (50%), Acea Ato 2 (1%), Conhydra (29%), Valjo (14%), India (6%)
no. of employees	166
turnover (in € thousand)	5,942

From the standpoint of the **sharing economy**, the Company allows employees to use **Company cars** for **commuting** and to share them with other employees.
Regarding **health and safety**, in order to contain the spread of coronavirus, the Company launched a "**Covid Plan**", which included measures to limit infections amongst employees, including working from home and performance of **regular testing**.

CONSORCIO ACEA

Consorcio Acea, a special-purpose vehicle led by Acea Perù, at the end of 2020 won a contract put to tender by the public operator of the drinking water and sewerage service of Lima (Peru) SEDAPAL, for the management and control of 253 pumping stations for drinking water serving the areas of Ate, Breña and San Juan de Lurigancho, for a total of 3 million citizens served.

CONSORCIO ACEA – MAIN CORPORATE AND OPERATING DATA

country (area)	Peru (Lima, central zone)
inhabitants served	3,000,000
customer	Sedapal (drinking water and sewerage service in Lima, state owned)
sources of financing	equity
duration of the contract	5.12.2020 – 5.12.2023
purpose of the project	management and control of pumping stations for drinking water in the central zone of Lima
shareholders	Acea Perù S.A.C (99%), Acea Ato 2 (1%)
no. of employees	920
turnover (in € thousand)	566

ACEA DOMINICANA SA

Acea Dominicana deals with the commercial management of the water service **in the northern and eastern areas of Santo Domingo** in the **Dominican Republic**. The activities include the management of customer relations, the billing cycle and cost estimates, the installation of new meters (17,000 installed in 2020), maintenance of existing meters and directing the works for new connections.
The Company implemented a **Quality Management System** certified according to the **UNI ISO 9001:2015** standard, which covers all activities performed.

ACEA DOMINICANA SA – MAIN CORPORATE AND OPERATING DATA

country (area)	Dominican Republic (north and east Santo Domingo)
inhabitants served	1,500,000
customers	Corporación del Acueducto y Alcantarillado de Santo Domingo (CAASD) and Corporación de Acueducto y Alcantarillado de Boca Chica (CORAABO)
duration of the contract	01.10.2003 – 30.09.2023
purpose of the project	commercial management of the water service
shareholders	Acea SpA (100%)
no. of employees	147
turnover (in € thousand)	3,468

Due to the Covid-19 pandemic, educational campaigns were suspended aimed at students of schools in the capital, issued in previous years to raise awareness on the correct use of water, along with campaigns on reforestation. The Company supported the **campaign for the clean-up and removal of waste in the municipality of Boca Chica**, providing protective clothing and tools to the volunteers.
Regarding **health and safety**, in order to contain the spread of coronavirus, the Company adhered to regulations issued and implemented measures to protect its employees from infection.