



Water Stewardship Report 2022



Sustainability has always been a fundamental pillar of Gruppo Hera's business strategy since its founding. The aim is to create and promote a shared value through the implementation of activities and projects that respond to the "call to action" of the UN Global Agenda for 2030. This entails a feasible and sustainable resource management with a particular focus on water. As manager of the Integrated Water Services, Gruppo Hera has been committed for several years to support and promote national and international initiatives that aim to protect water resources. Not only is Gruppo Hera a participant in the CEO Water Mandate as an Endorsing Company, but also the first multi-utility in Italy to have joined the Ellen MacArthur Foundation. Gruppo Hera is also an active, promoting member of the Circular Economy Network and the Italian Circular Economy Stakeholder Platform.

To further consolidate its commitment to water stewardship and encourage a responsible use of water in the local territory, Gruppo Hera has chosen to undergo the Alliance for Water Stewardship (AWS) Certification journey by **implementing and promoting the five AWS Outcomes:**

- **good water governance**
- **sustainable water balance**
- **good water quality status**
- **protection of Important Water-Related Areas (IWRA)**
- **provision of safe water, sanitation and hygiene for all (WASH)**

The site undergoing Certification is the Val di Setta potabilization plant of Sasso Marconi (BO), which services the Primary Aqueduct network of Bologna. The Implementation of the AWS Certification aims at reducing the site's water footprint in the catchment context, by improving and continuously adapting water-related mitigation actions and strategies in order to achieve resilient and responsive solutions to face the current and future scenarios related to water availability.

Becoming more resilient means establishing concrete business strategies and actions in order to implement and disclose amongst local stakeholders a water management system that aims in increasing efficiency and optimizing water savings in daily consumptions.

Active engagements amongst key stakeholders is strategic and necessary in order to communicate the AWS philosophy and share best practice solutions with the catchment territory. The aim is to collaborate with local stakeholders and work together in a transparent and proactive way towards a common water stewardship goal.

Gruppo Hera's commitment to safeguarding the water resource and the environment are furthermore highlighted by continuous collaborations with local authorities for watershed governance strategies and sustainability plans, as well as their full compliance to National and Regional regulatory requirements.

The implementation and consolidation of the AWS Standard will allow the Val di Setta potabilization plant to become a certified water steward, committed to perform sustainable water-related management practices and promote collaboration engagements with local catchment stakeholders, directly or indirectly dependent on the same potable water resources.

Gruppo Hera's water stewardship journey will be achieved over time, by applying all the necessary organizational capacities to consolidate a multi-disciplinary process that includes not only the implementation of best-practice actions but also performance evaluations and improvements, which involve both the site and the surrounding territory. Certification obtainment will therefore require full commitment from all Gruppo Hera's company structures that will, however, work together united in an alliance towards the AWS milestone.



Water Stewardship Report 2022



GOOD WATER
GOVERNANCE

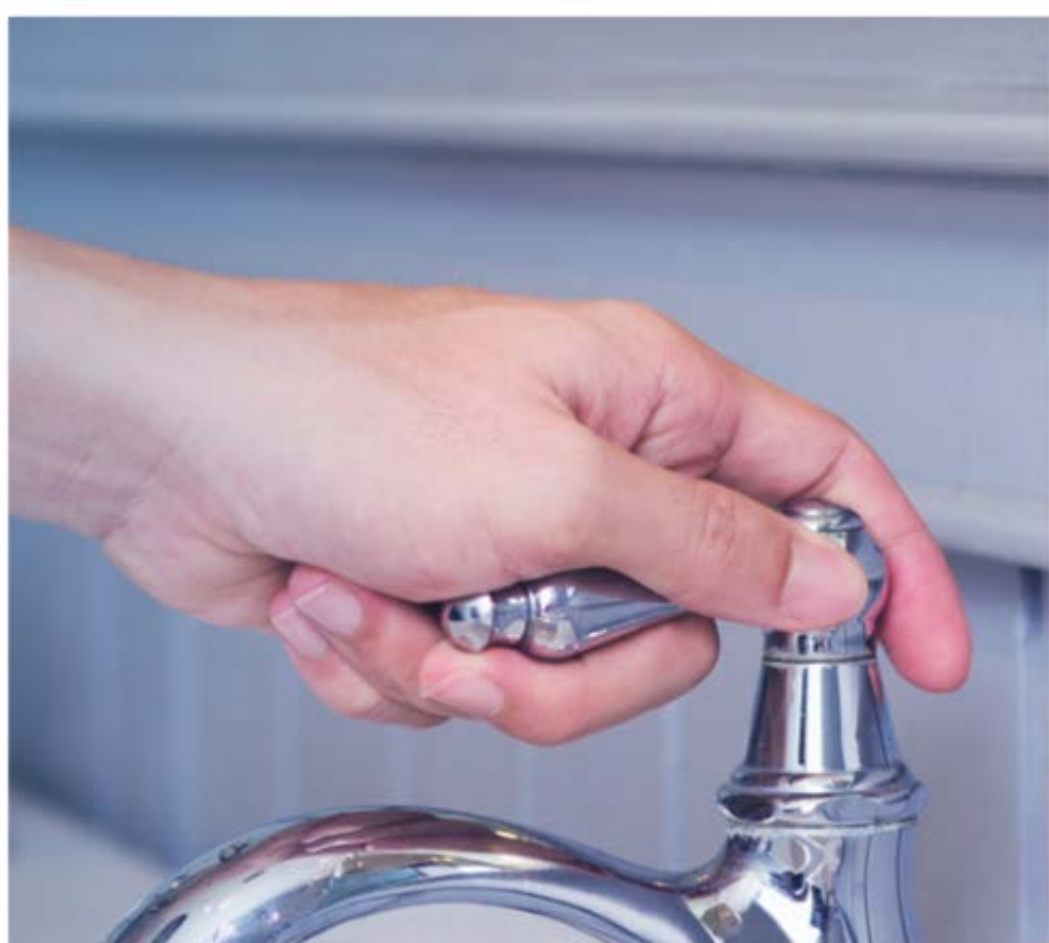


SUSTAINABLE
WATER
BALANCE

Together for water protection

The "*Diario dei Consumi*" is a tool useful to raise awareness of the domestic use of water resources. Through histograms and graphs, each user can see how their water consumption habits compare with other similar average and virtuous users. The report, received every two months, gives valuable tips to implement small home-made water saving tricks.

Engaged users in 2020 -> 145.000
Engaged users in 2021 -> 200.000
Engaged users in 2022 -> 260.000



GOOD WATER
QUALITY
STATUS



GOOD WATER
GOVERNANCE



SUSTAINABLE
WATER
BALANCE

Quality control of water resource

The WSP (Water Safety Plan) minimizes the risks of lack of qualitative compliance of the water supplied by acting on:

- Knowledge sharing between SII operator and control bodies
- Preventive identification of hazardous events
- Insight into the chemical, physical and microbiological characteristics of water
- Scheduling unconventional screening
- Planning of rational and targeted monitoring
- Planning of operating and capital costs

What we promised-> Finalization by 2021 of the WSP for the Val di Setta Plant
What we did-> Presentation of the WSP for the Val di Setta Plant



Water Stewardship Report 2022



GOOD WATER
GOVERNANCE



SUSTAINABLE
WATER
BALANCE

Optimization of the filtration compartment in Val di Setta Plant

A test phase carried out on the sand filtration compartment has optimized the backwashing phases, reducing their duration. In fact, testing the concentration of SST has allowed to reduce the overall cycle by 5 minutes, decreasing the water flow rate required without affecting the backwash accuracy.

The water saving reached 2.400 mc/day

Water saving in 2021 -> 2.700.000 mc



Digitalization 2021 -> added new online sensors to increase efficiency and ensure water quality



GOOD WATER
GOVERNANCE



SUSTAINABLE
WATER
BALANCE

Automation of the primary aqueduct

Every year:

- 80 million cubic meters of water fed into the network - of which approximately 38 million from the Val di Setta plant
- 8 large plants
- 13.000 machine controls

These are just some of the main numbers shaping the automation of Bologna's primary aqueduct system. An intelligent robot linked to the TLC, governs all this autonomously. The logic has been developed to ensure at the same time: **continuity of service, energy saving and reduction of groundwater withdrawals.**



Water Stewardship Report 2022



GOOD WATER
GOVERNANCE



SUSTAINABLE
WATER
BALANCE

Water Saving in Gruppo Hera

From 2019, Gruppo Hera has defined targets to reduce its water consumption required to run offices and plants, across all business chains (water, waste, energy).

Many projects have been implemented and planned: process optimization, construction of new plant sections for reuse and rainwater recovery.



Water saving in 2019 -> 79.000 mc (5% vs 2017 consumptions)
Water saving in 2020 -> 182.000 mc (12% vs 2017 consumptions)
Water saving in 2021 -> 255.000 mc (16,6 % vs 2017 consumptions)



GOOD WATER
GOVERNANCE



SUSTAINABLE
WATER
BALANCE

Setta Stream water withdrawal structure renewal

Every year, Gruppo Hera makes numerous investments in the Integrated Water Service.

Among the activities of renewal that will end in 2022, there is also the reconstruction of Setta Stream water withdrawal structure. This activity will allow the withdrawal of water from the stream, for drinking water purposes, and to contribute to the respect of the minimum outflow of the stream itself.



Water Stewardship Report 2022



IMPORTANT
WATER-RELATED
AREAS

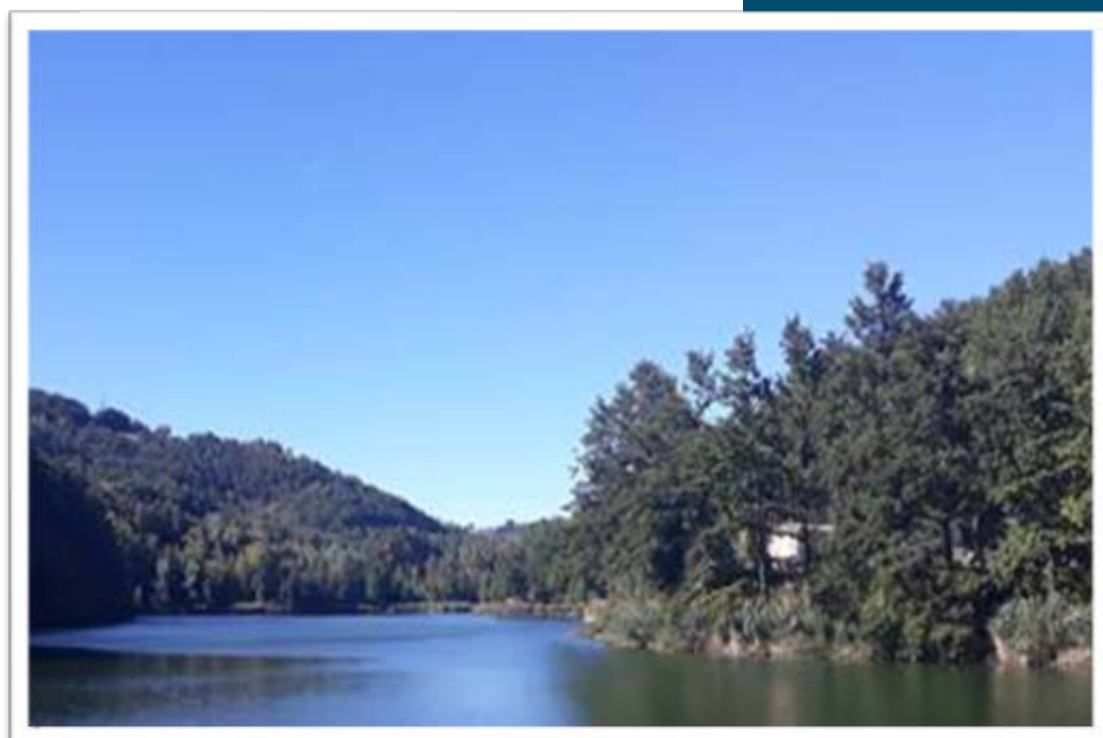


GOOD WATER
GOVERNANCE

Protect water to safeguard the territory

Since 2019, Gruppo Hera has participated in the hydraulic conservation and protection initiative of Castel dell'Alpi Lake, by financing the CdBR (Consortium of the Renana Land Reclamation). This allowed to manage and implement the works necessary to safeguard the water body.

IWRA - Monte dei Cucchi, Pian di Balestra



Renewal for the three-year period 2022-2024



**1.354
New Trees**



IMPORTANT
WATER-RELATED
AREAS



GOOD WATER
GOVERNANCE

ECO Alberi: planting trees to improve the climate

With the ECO Alberi initiative, Gruppo Hera has joined the project of the Emilia Romagna Region «*Let's put down roots for the future*», aimed at planting 4.5 million trees, one per inhabitant.

Gruppo Hera contributes to the planting of 10.000 trees by supporting the projects of municipalities and entities participating in the Region's call for tenders.

More specifically, with the Consortium of the Renana Land Reclamation we will contribute to increasing biodiversity in freshwater environments by planting in Bologna's territory 1.354 plants by 2023.