Water Stewardship Report 2021

ALLIANCE FOR WATER STEWARDSHIP

GRUPPO HERA

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.

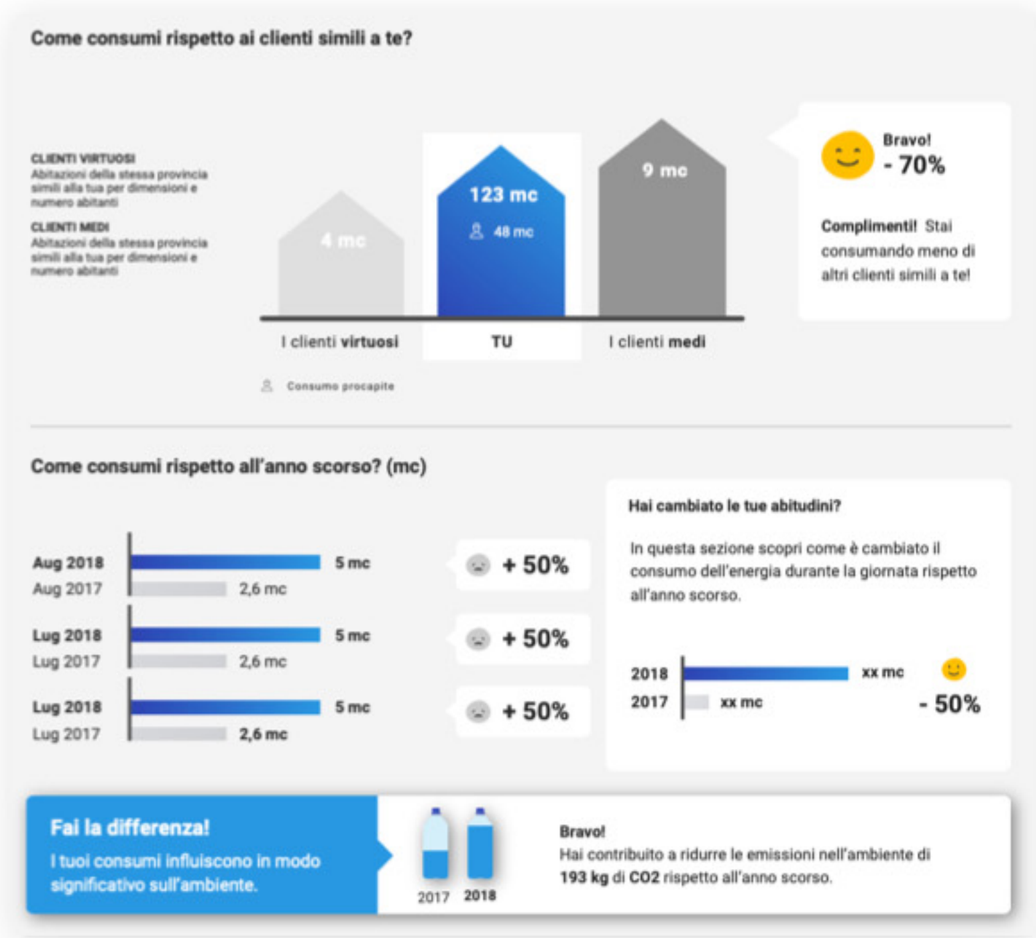
The implementation and consolidation of the AWS Standard will allow the Val di Setta potabilization plant to become a certified water steward, committed to perform sustainable water-related management practices and promote collaboration engagements with local catchment stakeholders, directly or indirectly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

Safeguarding water together with our consumers

In 2021 the **Diario dei Consumi,** the water Consumption Diary, will be sent to 200.000 domestic consumers whose e-mails have been registered (145.000 domestic consumers were activated in 2020).

The **Diario dei Consumi** is a tool aimed at raising awareness on domestic water use. Through the use of histograms and other graphs, every consumer is able to understand their water consumption and domestic habits compared to an average and virtuous consumer. Domestic consumers will receive the report every two months and will also be provided with useful advice regarding water saving strategies



GOOD WATER GOVERNANCE

SUSTAINABLE WATER BALANCE

Qualitative management of the water resource

The Water Safety Plan for the Val di Setta plant will be issued in 2021. The WSP will allow the effective reduction of water risks related to qualitative non-compliances, mainly through:

- **Knowledge sharing between the Integrated Water Service (SII) manager and control bodies**
- **Identification of dangerous events, as a preventive measure**
- **In depth study of the physicochemical and microbiological parameters**
- **Scheduling of unconventional screenings**
- **Planning of targeted monitoring programs**
- **Budget organization of operational and capital costs**

GOOD WATER QUALITY STATUS

GOOD WATER GOVERNANCE

SUSTAINABLE WATER BALANCE

Safeguarding the water resource means protecting the territory

Since 2019, Gruppo Hera has been involved in a restoration and conservation project related to the Important Water Related Area (IWRA) of the Castel dell'Alpi Lake. Gruppo Hera has financially contributed to the project together with Consorzio della Bonifica Renana, responsible for managing the safeguard of the water body.

IWRA – Monte dei Cucchi, Pian di Balestra

IMPORTANT WATER-RELATED AREAS

GOOD WATER GOVERNANCE

WASH and Covid-19 pandemic

Throughout the Covid pandemic, Gruppo Hera has raised awareness amongst all employees on correct hand sanitation measures.

Hand hygiene is strongly associated to hand-washing and the availability of optimum water quality. On a yearly basis, the Val di Setta drinking water plant produces an average of **38 million cubic meters of water for the citizens of the Bologna Province. This represents a controlled, good quality and continuous potable water supply.**

SAFE WATER, SANITATION AND HYGIENE FOR ALL (WASH)

Filter washing optimization in the Val di Setta plant

A pilot test carried out on sand filters allowed the optimization of the backwash phase duration, thus reducing the time interval. The verification of the SST concentration allowed a reduction of the entire cycle by 5 minutes, leading to a decrease in potable water use without affecting the accuracy of the backwash.

The overall water saving is of 2.4000 mc/day.

GOOD WATER GOVERNANCE

SUSTAINABLE WATER BALANCE

Automation of the Primary Aqueduct System of Bologna

Every year:

- **80 million cubic meters of water, of which approximately 38 million come from the Val di Setta plant, enter the network**
- **8 major production plants**
- **13.000 control machines**

These are just some of the numbers which represent and shape the automation of the Primary Aqueduct System of Bologna. A robot, connected to the TLC, is responsible for the automatic management of the System. This has been developed in order to guarantee: **service continuity, energy saving and reduction in groundwater withdrawals.**

GOOD WATER GOVERNANCE

SUSTAINABLE WATER BALANCE