

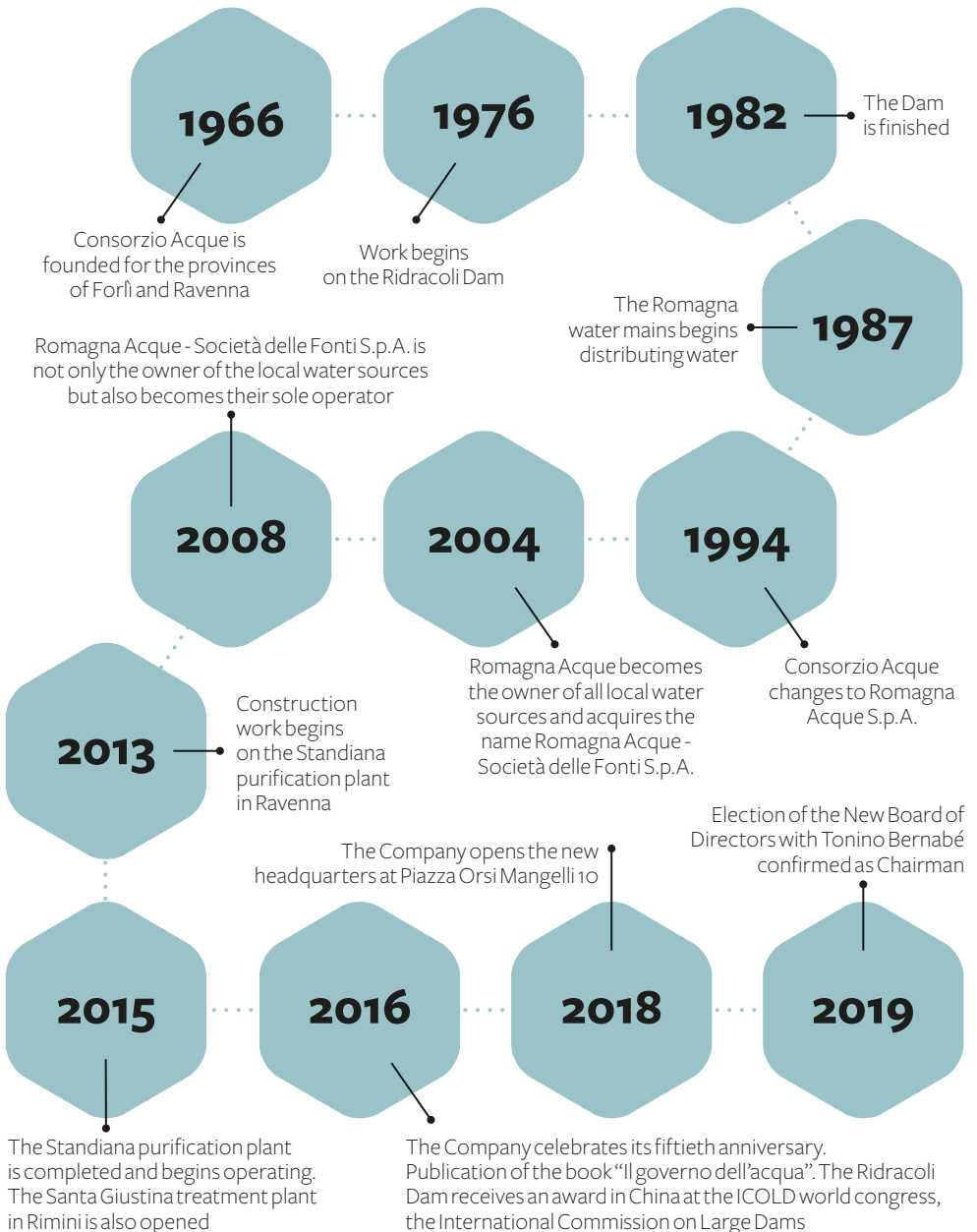
**SHORT
VERSION**



Romagna Acque
Società delle Fonti

A stylized illustration of a woman with blue hair, wearing a green tank top, holding a large, brown, water tap. She is looking down at the tap with a slight smile. The background is composed of large, overlapping blue and green shapes, suggesting water and nature.

**INTEGRATED
REPORT**
2019



**“IT WAS NOT JUST WATER,
BUT THE VOICE OF LIFE, THE VOICE OF BEING,
THE VOICE OF PERPETUAL BECOMING.”**

Hermann Hesse

So simple yet so extraordinary: water is a unique and essential element for the world. So strong yet so fragile: water is a value-rich resource that needs to be cared for and protected. It is a source of vitality, harmony and growth and **our Company identity reflects that very essence**. Indeed, **managing water resources is a commitment with broad prospects**, aiming to promote quality of life, the environment and the future.

A commitment that we have made for more than 50 years with an **integrated approach**, with an unwavering **focus on the future and with a leading role in social, economic, environmental and cultural debate** not only in our area, but also at national level.

OUR WORK THUS MAKES US THE
SPRING OF A WORLD OF VALUES
FOR THE COMMUNITY, FOR PEOPLE
AND ESPECIALLY FOR THE YOUNGER
GENERATIONS.

With our activity, which we carry out as a limited company with wholly public capital and in synergy with all the subjects involved in the Integrated Water System, **we cover nearly the entire residential requirement of water for the region** of Romagna.

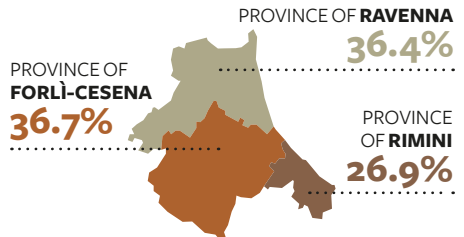
Within the Integrated Water System, we are the producer and wholesale supplier of water resources, Hera S.p.A. is the distributor to the

end user, while other subjects regulate, plan and control the entire service across the region.

The agreement entrusting the management of drinking water sources in Romagna to our Company is valid for the **period 2009-2023**.

OUR SHAREHOLDERS

As of 31/12/2019, Romagna Acque has 49 Shareholders. The structure meets the requirements of totally public share capital and includes, either directly or through publicly controlled companies, the Municipalities and Provinces of the three relevant regional areas - **Forlì-Cesena, Ravenna and Rimini**.



COMPANY POSITIONS AS OF 31.12.2019

Board of Directors

Chairman: Tonino Bernabé

Vice Chairman and Director: Roberto Biondi

Directors: Giovanni Crocetti Bernardi, Giulia Bubbolini, Ilaria Morigi

Board of Statutory Auditors

Chairman: Gaetano Cirilli

Standing Auditors: Mattia Maracci, Silvia Vicini

Alternate Auditors: Silvia Muratori, Stefano Sirri

OUR KEY NUMBERS

5,102 km²
total surface
of service area

100%
total residential
requirement met

1,100,000
people residents
and tourists
served

604 km
length of the water
supply network

111,569,860
m³ water
distributed
in 2019

159
employees as of
31.12.2019



WE DEPLOY **STRATEGIES AND ACTIONS**, WE CULTIVATE **SKILLS AND INNOVATION**, WE DEDICATE **INVESTMENTS AND PROJECTS** TO ENSURING A **SERVICE THAT IS ESSENTIAL TO EVERYDAY LIFE**, IN STEP WITH CONSTANTLY EVOLVING SCENARIOS AND DIRECTING OUR WORK TOWARDS **AN INCREASINGLY INTEGRATED WAY OF THINKING**.

This is how, **by optimally managing sources and the network of infrastructures present in all three provinces of Romagna, we produce and supply wholesale drinking water** to the area under our responsibility.

In this sense, we have always worked according to a **vast scale** approach, pioneering a concept now adopted by many public and private companies. **The most important source is the artificial reservoir of the Ridracoli Dam**, the most significant and symbolic

structure of the entire Romagna water mains network, which covers roughly **half of the total requirement**. Alongside the Ridracoli reservoir, there are **many other local sources**, including surface water and groundwater, all across the region.

To preserve the groundwater, for at least 70% of the water injected into the network **we privilege the withdrawal of water from surface sources**, while also respecting the concept of **minimum vital flow to safeguard fluvial ecosystems**.

SOURCES OF WATER DISTRIBUTED

Source / Year	2017	2018	2019
From Ridracoli	40%	51%	47%
From groundwater	30%	24%	27%
From surface and river-bed underflows	30%	25%	26%
Total m³ of water abstracted	117,173,033	115,214,351	113,290,214
Total m³ of water consumed in purification processes	1,744,163	1,642,627	1,720,354
Total m³ of water supplied	115,428,870	113,571,724	111,569,860

More than **50% of the water** that we distribute also comes **from sources located in protected areas: a guarantee at the source of water quality**, in addition to the **more than 300,000 analyses we perform every year**, the treat-

ment processes we adopt, which are effective and safe, and our implementation of an **integrated control system throughout the entire drinking water supply chain**, in line with the most recent regulations on the matter.

THE WHOLESALE WATER RATE



397 km in operation, plus approximately 207 km of pipelines serving local sources: the infrastructural system we manage, represented primarily by the **Romagna Water Mains, is a total of roughly 604 km long**. The water mains system is formed of **facilities for water collection** (catchment), **the subsequent treatment** (purification or other intermediate processes) **and therefore the delivery**, in certain cases also through transit in storage tanks (adduction), **to the water**

service operator, which organises the subsequent distribution to the end user. The modern **Standiana** purification plant in Ravenna is **particularly strategic**, as it enables us to **better diversify sources** and **more easily handle many of the drought events** that have been impacting our region with greater frequency. In fact, the plant provides more high-quality drinking water than is required thanks to **ultrafiltration** technologies.



THE **WELL-BEING OF THE GENERAL PUBLIC** IS THE HORIZON OF OUR ACTIVITY, IT IS THE FOCUS OF OUR MAIN OPERATING TARGETS, WHICH ARE THE **CONSERVATION OF NATURAL CAPITAL AND ACCESS TO WATER.**

Our main commitment is **to safeguard and make available water resources**, guaranteeing **safety and continuity** for residential and industrial uses: **a high-quality service for a high quality of life.**

All of this **with an awareness of the scarcity of resources**, the continuous progress **of climate change, the essential protection of the environment** from which water is taken, **the need to guarantee limited impacts on rates** and, with a particular focus on the future, **the importance of combining research, innovation, and technical and scientific skills** to guarantee water in suitable qualities and quantities in every condition.

Knowledge, skill and presence

Education and information

Research and innovation, to do today what we will need tomorrow

A focus on the environment and the community

AIMING TO



Protect the environment and resources

Spread best practices and guidelines of optimal conduct

Take all actions required to guarantee the availability of good water, even in the future, without overlooking any of the correlated aspects

Safeguard the health and safety of workers and the population

To improve and innovate continuously

ETHICS AND TRANSPARENCY

In carrying out our activities, we have always conducted ourselves in accordance with **rigorous ethical principles** ratified in specific documents, particularly the **Code of Ethics**. In more recent years, we have adopted new policies consistent with new regulatory obligations concerning anti-corruption and transparency, such as the **Organisation and Management Model, in addition to the Three-Year Corruption Prevention and Transparency Plan.**

A NEW WAY OF THINKING ABOUT THE COMPANY: THE INTEGRATED REPORT

A **SYSTEMATIC APPROACH TO SOCIO-ENVIRONMENTAL ASPECTS**
AND THE **COMPANY'S ABILITY TO BE SOCIALLY RESPONSIBLE**
ARE A **DISTINCTIVE ADDED VALUE FOR ROMAGNA ACQUE.**

For this reason, the Company has been disclosing these non-financial aspects for the last 15 years in its **Sustainability Report**, which has become **an increasingly important document** and, in a perspective of continuous evolution, **today has found a new expression in the Integrated Report.**

The Integrated Report is **a new communication document that outlines how the strategy, governance, performance and perspectives of an organisation enable it to create value in the short, medium and long term** within the context in which it operates.

It is offered as a **tool to “integrate” the processes, time frames and methods** for gathering, processing and preparing said information.

In addition, the approach not only requires documenting financial, environmental, social and governance results, but also and above all, **steering the work of the Company towards an “integrated way of thinking”.**

The aim is to create value for the organisation.

With this in mind and thanks to the constant exchange with the Sustainability Report work group, the Presidency, General Management and relevant administrative and government bodies decided **to launch a non-financial corporate reporting project aimed at the creation of the so-called Integrated Report**, and in the last couple of years there have been many meetings to define the objectives, identify the operational steps and complete it.

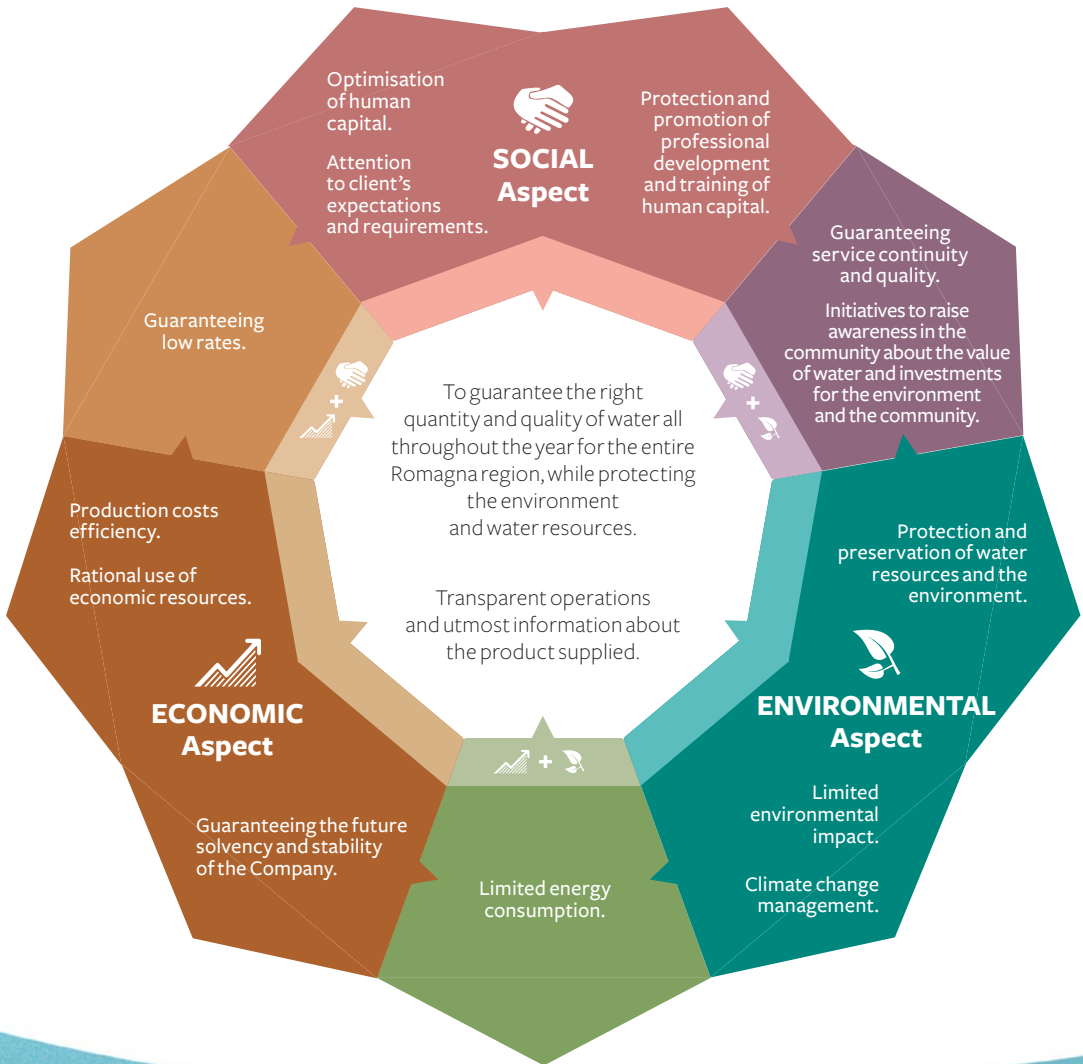
The Company is dealing with **a new culture that needs to be nurtured.** It uses these reporting tools to put on record its ability to innovate, get involved and take responsibility and to **create connections among internal roles and with the local region** in which it operates.

THE INTEGRATED REPORT ENTAILS
A **HOLISTIC AND CROSS-CUTTING**
VISION OF THE COMPANY THAT
ENHANCES ITS RESPONSIBILITY,
RELIABILITY AND TRANSPARENCY.



MAP OF PRINCIPLES

IN ACCORDANCE WITH THE SUSTAINABILITY REPORTING GUIDELINES DEVELOPED BY THE GLOBAL REPORTING INITIATIVE (GRI), **THE OBJECTIVES OF THE COMPANY TRANSLATE INTO AN INTEGRATED SET OF MATERIAL ASPECTS AND FUNDAMENTAL PRINCIPLES.**



SUSTAINABILITY IS AT THE HEART OF A SERVICE LIKE OURS, WHICH IS INDISPENSABLE TO LIFE.

Supplying drinking water means that we impact the world around us, and with this awareness we deploy **initiatives and projects to act with a fair and balanced approach in all**

aspects: economic, environmental and social, in line with many of the **objectives identified by the UN in its 2030 Agenda for Sustainable Development.**



“WATER IS NOT A COMMERCIAL PRODUCT LIKE ANY OTHER BUT, RATHER, A HERITAGE WHICH MUST BE PROTECTED, DEFENDED AND TREATED AS SUCH”.

EUROPEAN DIRECTIVE 2000/60/EC

UN 2030 AGENDA Sustainable Development Goals



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



“WATER IS WHAT MAKES OUR PLANET UNIQUE”. *Philip Ball*

WATER IS THE LIFEBLOOD OF OUR SOIL. IT MUST BE SAFEGUARDED AND, WITH IT, THE PLACES FROM WHICH IT IS DRAWN, BY ALWAYS PUTTING RESPECT FOR THE ENVIRONMENT AT THE CENTRE.



6 RESPONSIBLE CONSUMPTION AND PRODUCTION



7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



15 LIFE ON LAND



“IT’S NOT TRUE THAT ONE PLUS ONE IS ALWAYS TWO: ONE DROP PLUS ONE DROP MAKES A BIG DROP”.

Tonino Guerra

IT IS IMPORTANT TO CULTIVATE SYNERGISTIC EXCHANGES WITH STAKEHOLDERS IN ORDER TO MANAGE THE WATER RESOURCE TO BEST ADVANTAGE AND LOOK TOWARDS THE FUTURE TOGETHER.



8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



9 INDUSTRY INNOVATION AND INFRASTRUCTURE

FROM PRINCIPLES TO ACTIONS: ACTING IN THE PRESENT, WHILE LOOKING TO THE FUTURE

The approach used to draft the Integrated Report is based **on the materiality analysis**. This is an internal study used to identify each economic, environmental and social aspect that could have a positive or negative impact on the Company's performance and which is able to influence Stakeholder decisions. This activity makes it possible **to map all of the relevant matters for Stakeholders**

and the Company, translate them into strategic priorities and then **plan the actions to be taken, monitor the activities carried out and identify future intentions**.

It results in a two-dimensional graph, the **materiality matrix**, in which the economic, social and environmental themes identified are reported on a scale from 0 to 10.



ECONOMIC ASPECT

THE DISTRIBUTION OF VALUE ADDED

Value added helps determine **how much wealth has been generated by the Company, how it was generated and how it is distributed**. It is a tool that lets us **re-read the Financial Statement from the Stakeholders' perspective**.



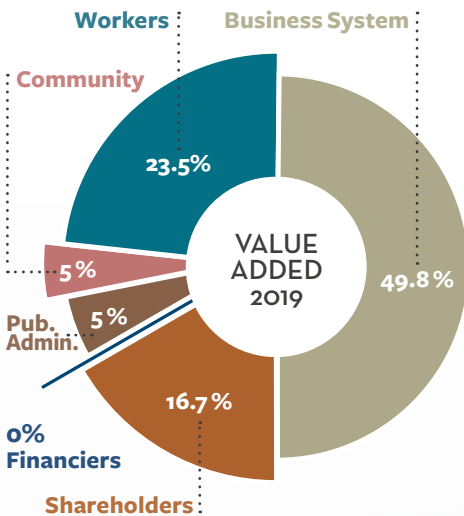
€1.9 MILLION OF VALUE ADDED WAS DISTRIBUTED TO THE **COMMUNITY**.

THE **TOTAL GROSS VALUE** GENERATED IN 2019 FOR STAKEHOLDERS WAS **€39.2 MILLION**, AN **INCREASE OF €+0.9 MILLION** FROM THE PREVIOUS YEAR.

The Company also turns down its shares of revenues when it comes to wholesale water rates and fees recognised by the IWM operator for the goods it constructs and manages, but which are financed and owned by the Company.

It thus contributes to **reducing rates** and generating **immediate savings for end users**.

This is simply a “different way” of distributing value added.



THE COMPANY TURNED DOWN €20.7 MILLION IN 2017-2019 TO HELP LOWER RATES FOR END USERS.

THE INVESTMENT PLAN

The Romagna Acque Investment Plan is based on **five sections, three of which reflect the main sectors** of activity:

- **wholesale water supply;**
- **the financing of IWM work carried out and run by the IWM operator;**
- **the production of electricity from renewable sources.**

The other sections cover activities related to environmental sustainability topics and enhancement of the area where the main activities take place and the **sector of “common services”**, in other words, instrumental goods, which are instrumental to all activities (e.g. Forlì headquarters).



INVESTMENTS IN 2019 TOTALLED €21.3 MILLION,
AN INCREASE OF APPROXIMATELY + €1.3 MILLION
FROM THE PREVIOUS YEAR.

INVESTMENTS (in Euros)	2017	2018	2019
Goods for wholesale water supply	3,517,758	4,531,915	6,833,947
Goods provided for a fee to the IWM operator	10,252,834	14,363,719	13,778,274
Goods for the production and sale of electricity	166,899	-	9,131
Common services	4,257,842	845,506	624,908
Other goods	96,988	269,770	101,060
TOTAL TANGIBLE + INTANGIBLE ASSETS	18,292,321	20,010,910	21,347,321

Source: Financial statement (including investments in tangible and intangible assets and excluding financial investments).

INVESTMENTS IN 2019



GOODS FOR WHOLESALE WATER SUPPLY
€6.8 million, 32% of the total



GOODS PROVIDED FOR A FEE TO THE IWM OPERATOR
€13.8 million, approximately 65% of the total



GOODS FOR THE PRODUCTION AND SALE OF ELECTRICITY
€9,131



COMMON SERVICES AND OTHER GOODS
Common services: €0.6 million
Other goods: €0.1 million

ENVIRONMENTAL ASPECT

WATER RESOURCE MANAGEMENT STRATEGIES

In recent years, **climate change has been changing levels of rainfall significantly**, and it is necessary **to optimise water resource management strategies in light of this trend**. As can be seen in the graph concerning Ridracoli Dam reservoir volume trends, while initially during the year there were two periods of maximum water levels, in the spring and in the autumn, we are now witnessing a **shift of rainfall towards only the spring**.

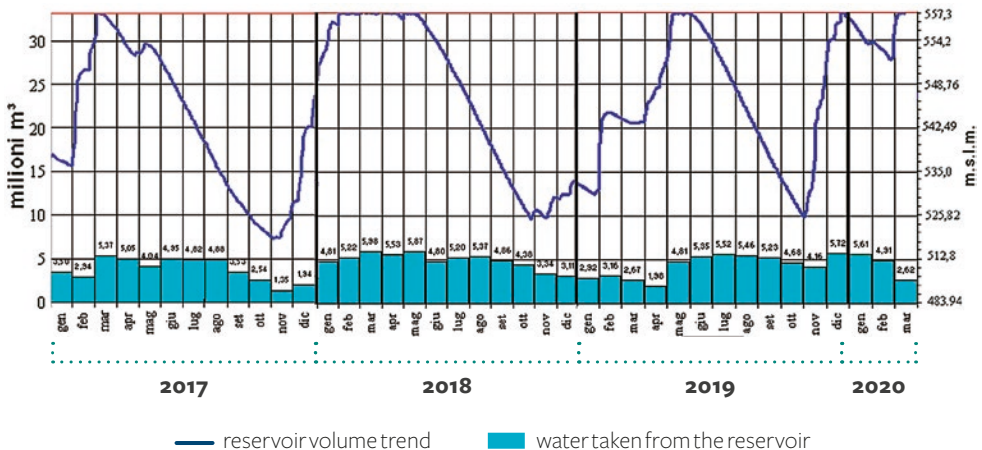
After the dry situations in 2017, **the water balance in 2018**, with the **significant contributions made by the Ridracoli Dam in the first six months of the year**, made it possible to **increase the use of water from the reservoir**, resulting in a **reduction in production from groundwater supplies as well as the Bassette and Standiana**

plants near Ravenna, which draw water from the Po River.

In the last part of the year, we also sought to **safeguard the reservoir water levels** to attenuate any critical water procurement issues in subsequent months: a far-sighted decision, since the rains in 2019 came only in late spring, when the Dam's water reserves began to be quite scarce arousing concerns for the coming summer.

Fortunately, in just a few weeks' time, the reservoir was filled, once again, **overflowing** for practically the entire month of May. Together with the plants near Ravenna, it guaranteed **water supply for the entire summer and early autumn period until the rainfall picked up**, allowing a new overflow at the end of the year.

Trend of reservoir volumes at Ridracoli during 2017 – 2019 and in the first months of 2020



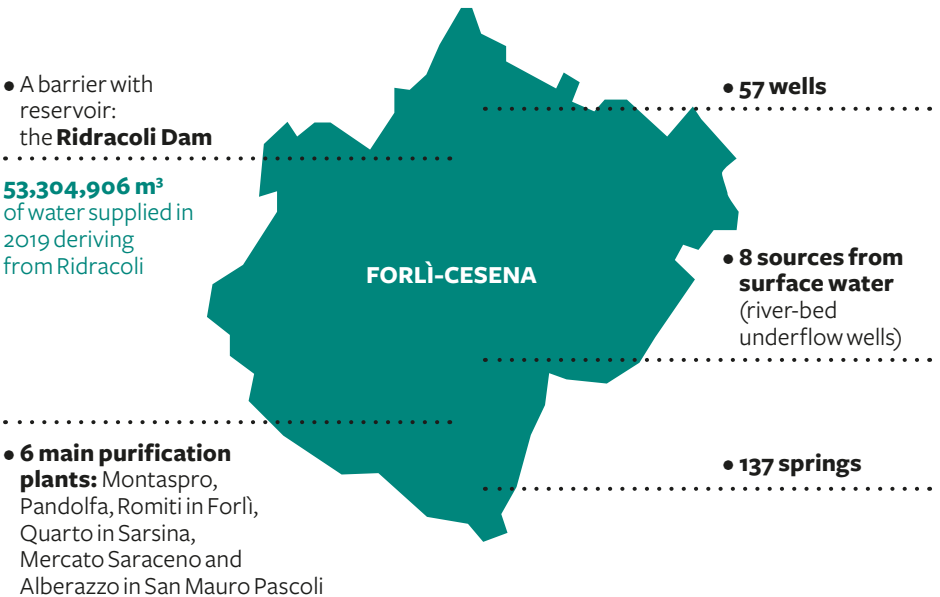
WATER SOURCES AND PURIFICATION PLANTS

RomagnaAcque produces drinking water from various different sources (from surface water and groundwater) and in varying amounts, scattered across every province in the region. Both in terms of its history and supply, **the most important source by far is the Ridracoli Dam**, the construction of which began in the Seventies to the south of the village of the same name in the upper Bidente valley. **Alongside this source, which still produces half the region's drinking wa-**

ter requirements on average, there are many others, all owned and run by Romagna Acque. More specifically, there are **various types of sources: primarily groundwater in the area around Rimini and surface water around Ravenna, while both are used across the areas of Forlì and Cesena.**

Every type of water has different organoleptic properties and is treated in plants at various points across the region of Romagna.

THE PROVINCE OF FORLÌ-CESENA



Water abstracted in m³ in 2019

TOTAL 65,169,977

THE PROVINCE OF RAVENNA

• **3 wells** around Lugo



• **3 purification plants:**

the Bassette Plant, the Standiana Plant and a third one in Lugo

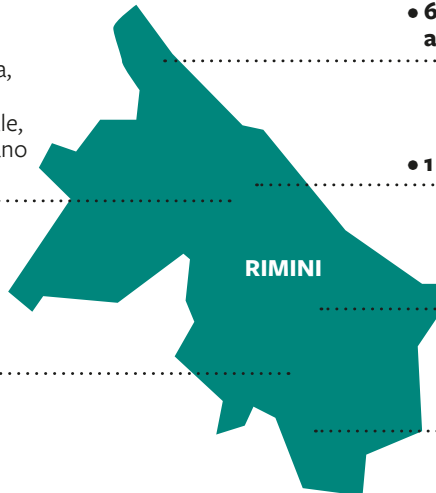
Water abstracted in m³ in 2019

TOTAL 24,628,603

THE PROVINCE OF RIMINI

• **10 purification plants**

Raggera, Dario Campana, Conca, Baseball, Via Rossa, Sarzana, Tonale, Bordonchio, S.M. del Piano and Via Erta



• **6 surface catchments and drainage tunnels**

• **1 barrier with reservoir**

• **10 pumping stations**

• **10 tanks**

• **104 wells**

Water abstracted in m³ in 2019

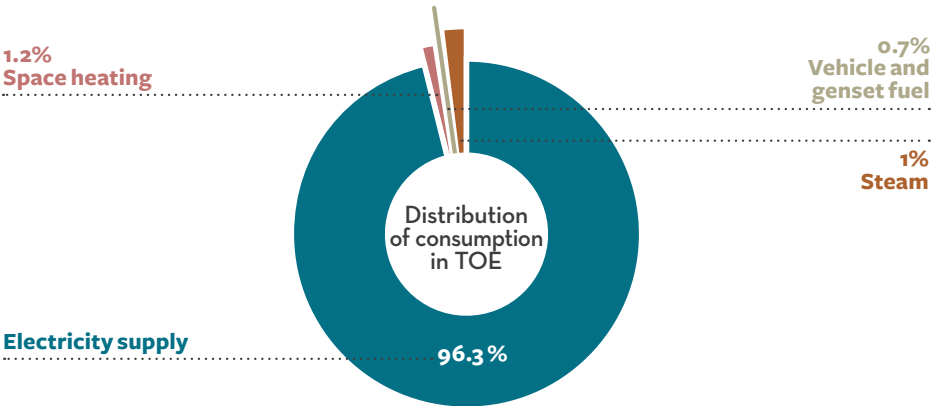
TOTAL 23,166,224

THE ENERGY REPORT

Energy planning requires quantitative knowledge of the production and use of energy, making it possible to **monitor consumption as well as implement improvement plans**. The **energy report** is therefore a reconnaissance tool of great importance, because it provides **an overview of all ener-**

gy flows, up to the end uses. When we talk about energy consumption, **electricity for Romagna Acque represents the most significant item, on which it is important to focus attention** to boost energy efficiency, reducing consumption, costs and environmental impacts.

Distribution of Romagna Acque energy consumption in 2019 in TOE (Tonnes of Oil Equivalent)



ELECTRICITY CONSUMPTION IN 2019

WAS EQUAL TO **40,305,121 KWH**, **616,934 KWH OF WHICH SELF-CONSUMED BY OWN PLANTS FROM RENEWABLE SOURCES** (HYDROELECTRIC AND PHOTOVOLTAIC).

Consumption increased over 2018 (+13.5%), mainly **due to a decrease of water production at Ridracoli**, which, from an energy point of view, is currently **Romagna Acque's most efficient source**, leading to

a normal **increase in energy consumption associated with catchment and ad-duction processes**.

For the Company, the **concept of energy dependence is a particularly strategic one** and is closely **correlated with the production of energy from renewable sources and energy efficiency**.

AN ENERGY DEPENDENCE COEFFICIENT OF 0.751 WAS ACHIEVED IN 2019.

THE ENERGY PLAN (2019 - 2021)

SUSTAINABILITY, EFFICIENCY AND COST REDUCTION HAVE FOR YEARS REPRESENTED **ESSENTIAL POINTS** OF THE CORPORATE PHILOSOPHY OF ROMAGNA ACQUE.

With this in mind, the Company implemented an **Energy Management System (EMS) certified according to UNI EN ISO 50001:2011**, which is fully integrated with the other Company management systems (Quality, Environment and Safety), and also implemented the **new energy plan** with ambitious objectives for the 2019-2021 three-year period.

THE **2021 ENERGY DEPENDENCE COEFFICIENT TARGET** IS **0.66**.

To improve the monitoring of this target, a **new model was implemented, normalised to an average water year** in order to **assess energy consumption and production independent of yearly hydrological and meteorological variability**, which can cause significant changes and alter the energy dependence coefficient.

The energy plan includes **two main macro-areas for intervention**.



RENEWABLES PLAN

The plan calls for the construction of **3 new photovoltaic plants** at the Ravenna (Standiana) and Bellaria Bordonchio purification plants, as well as at the Forlimpopoli warehouse.

THESE PLANTS WILL ALLOW FOR A **TOTAL ANNUAL PRODUCTION OF ROUGHLY 1,800 MWH**.



EFFICIENCY PLAN

The energy efficiency plan calls for a **series of activities intended to optimise consumption** which regard the Company overall as well as specific strategic sites that are significantly energy intensive. The **first lot** specifically calls for **work at the Bassette purification plant near Ravenna** and at the **Dario Campana and Raggera plants near Rimini**.

COMPLETION OF THE WORKS IN THE PLANNED PERIOD WILL ENABLE A **DECREASE IN CONSUMPTION OF APPROXIMATELY 1.5 GWH**.



ANALYSES AND CONTROLS: WATER QUALITY



10,473

SAMPLES ANALYSED IN 2019



409,347

ANALYSES CONDUCTED IN 2019

The water quality checks carried out by the Romagna Acque laboratories are based on **careful selection of the control points and sampling frequencies**. They aim to ensure that the water which is abstracted, treated and supplied from the mains does not contain any substances or micro-organisms harmful to human health.

All the water distributed is thoroughly checked to ensure it complies with the strict requirements laid down by existing Italian legislation, **Ministerial Decree of 16**

June 2017, which amends annexes II and III of Legislative Decree No. 31/2001, on the quality of water intended for human consumption.

Certified in accordance with UNI EN ISO 9001:2008 for many years now, **the Romagna Acque laboratories, making up a multi-site laboratory, have obtained accreditation in compliance with the UNI CEI EN ISO/IEC 17025:2005 standard**, confirming the high level of their technical resources, staff skills and the management system, so as to guarantee accurate and reliable data as well as results.

THE WATER PRODUCED AND DISTRIBUTED BY THE ROMAGNA ACQUE PURIFICATION PLANTS HAS EXCELLENT CHARACTERISTICS AND CAN BE **CLASSIFIED AS LOW MINERAL¹** (CAPACCIO AND STANDIANA) **AND MINERAL²** (BASSETTE).

¹ Low mineral (or slightly mineral) water: under Italian law (Legislative Decree No. 105/1992) water is defined as low mineral water if it contains between 50 and 500 mg/l of dissolved solids.

² Mineral water: under Italian law (Legislative Decree No. 105/1992) water is defined as mineral water if it contains between 500 and 1,500 mg/l of dissolved solids.

Comparison between the average values of the water produced in purification plants at Standiana, Bassette (Ravenna) and Capaccio (Santa Sofia) in 2019 and mineral waters

2019	Legal limits under Legislative Decree 31/2001	Mineral Waters* (min-max)	Min-max values CAPACCIO	Min-max values STANDIANA	Min-max values BASSETTE
pH	6.5-9.5	5.8-8.4	7.6-8.1	7.3-8.3	7.2-8.1
Specific electrical conductivity at 20°C	2,500	n.d.	263-371	328-691	356-883
Total hardness (°F)	15-50**	1-77	15.4-19.0	13.5-30.3	16.3-33.5
Total dissolved solids dried at 180°C (mg/L)	1,500**	21.4-955	184-260	230-484	249-618
Ammonium (mg/L)	0.5	n.d.	<0.05	<0.05-0.20	<0.05-0.10
Sodium (mg/L)	200	0.2-47.9	5.5-9.0	16.7-48.7	16.3-85.5
Nitrates (mg/L)	50	n.d.	0.8-2.3	2.5-36.4	2.4-20.9
Nitrites (mg/L)	0.1	n.d.	<0.01	<0.01	<0.01
Chlorides (mg/L)	250	0.3-78.7	7.3-18.2	28.0-79.9	20.2-105.7
Calcium (mg/L)	-	1.4-287	48.6-59.1	37.0-85.3	50.1-90.5
Manganese (mg/L)	50	n.d.	1.8-19.2	<1-3.8	<1-2.5

Source: Water Quality Control Service

**Recommended values under Legislative Decree 31/2001.

*The "Mineral waters (min-max)" values available have been taken from a recent study conducted by the "Altroconsumo" journal (No 261, July/August 2012) on a sample of 40 mineral waters on sale, except for pH and chlorides, which have been taken from the 2012 Sustainability Report of the Hera S.p.A. Group and determined based on the labels of 17 mineral waters widely available on the market.

SOCIAL ASPECT

THE DIALOGUE WITH STAKEHOLDERS

ITS ABILITY **TO DEAL WITH STAKEHOLDERS** SO IT CAN SHARE DECISIONS IN THE UTMOST **TRANSPARENCY AND TRUST** IS A **PRIMARY OBJECTIVE** FOR ROMAGNA ACQUE.

With the constant involvement of the various Stakeholders, a veritable **network of synergistic exchange** is created with the development of a **dialogue policy** to meet individual needs and, therefore, the cultivation of a **higher level of sharing of the objectives pursued and the results achieved** by the Company.



EXTERNAL STAKEHOLDERS



CLIENT

Due to the specific sector in which it operates, the Company fundamentally interacts with a **single client, Hera S.p.A.**, the IWM operator, **which absorbs roughly 99% of the water production.** The fundamental objective of the Company is to satisfy both explicit and implicit client requirements, **to guarantee the proper management of the entire process and satisfy end users.**



INSTITUTIONS

With its actions, Romagna Acque **engages with a range of institutional players** such as regulatory control bodies, the Region, research institutions and government administrations, implementing a policy of **close collaboration.**



SUPPLIERS

It is essential for Romagna Acque to establish an **honest and balanced relationship** with its suppliers to achieve **mutual benefits**, also guaranteeing the utmost **transparency and openness to the market** thanks to the Supplier Qualification System and the Contracting Service.



FINANCIERS

Romagna Acque sees financial operators primarily as **subjects with which it can optimise the use of financial resources**, by engaging in relationships with the utmost transparency.



COMMUNITY

Working in close contact with the institutions representing its reference region, Romagna Acque maintains **transparent and constructive dialogue. The solutions sought out are thus increasingly targeted at the needs of Municipalities and therefore of citizens**, the end users of the service shared. The general public includes, in particular, **three categories with which the Company undertakes to maintain relationships of continuous collaboration and exchange:**



media: the Company is concerned with guaranteeing information about its actions that is always updated with constant and effective communications activities;



schools and educators: the Company believes it is fundamental to launch educational initiatives that engage students and educators from schools of every type and level, to raise awareness concerning the proper use of water and respect for the environment;



families and citizens: they are the end users of the service; therefore, the Company makes every effort to guarantee water to them in adequate quantities and qualities to meet their needs. The **recently launched new Company website** is more functional and accessible to all users, and represents an important tool for providing citizens comprehensive and frequent information on Company activities in an agile way.

INTERNAL STAKEHOLDER



SHAREHOLDERS

(Romagna institutions)

Municipalities, Provinces and their Companies which manage investments in external companies are the primary Shareholders of Romagna Acque. The Company dedicates the utmost attention and transparency to its Shareholders, also by adopting an approach of direct involvement. Moreover, looking ahead to 2023, the year in which the service concession agreement expires, it becomes essential to **convene specific meetings in order to share proposals and expectations** with regard to the decision to take.



EMPLOYEES

Romagna Acque is aware that **its employees are highly valuable assets** and is committed to optimising **occupational health and safety, enhances skills, promotes career development and supports compatibility be-**

	2017	2018	2019
Executives	3	4 (**)	4 (**)
Managers	7	7	7
Clerks	75	73	90 (***)
Workers	70 (*)	69 (*)	58
Tot. Employees	155	153	159

(*) of which in a temporary position: 1 in 2017 and 1 in 2018.

(**) of which in a temporary position: 1 in 2018 and 1 in 2019.

(***) of which with an apprenticeship contract: 6 in 2019.

tween the various professional skills and potential, equal opportunities and accurate performance assessment on the basis of objective criteria.



INTERNS

Every year, Romagna Acque welcomes many interns in different areas and at various levels.

18 students were hosted in 2019 and completed 3,599 hours of training overall.

OCCUPATIONAL HEALTH AND SAFETY

FOR ROMAGNA ACQUE, **THE HEALTH, SAFETY AND MENTAL AND PHYSICAL INTEGRITY OF ITS WORKERS ARE OF PRIMARY IMPORTANCE AND CONSTANTLY SAFEGUARDED.**

Managing safety at Romagna Acque has always meant guaranteeing that all staff (employees of the Company, third-party businesses and visitors to production plants) **have working conditions and environments that not only meet existing legislation,**

but are also **as comfortable as possible and therefore help keep accidents under control**, both in terms of numbers and seriousness. **In 2019, there were 3 accidents** at Romagna Acque, slightly up from 2018 but **in line with the previous years.**

COLLABORATION WITH EMERGENCY RESPONSE ENTITIES

To prevent and manage emergency situations in the best possible way, in addition to the internal tools in place (emergency plans) as laid down in article 43, paragraph 1 of Legislative Decree 81/2008, **collaborations with the following organisations were confirmed in 2019:**

- 118 Romagna emergency number;
- Regional Fire Corps;
- Soccorso Alpino e Speleologico Emilia-Romagna (SAER) (regional alpine and cave rescue corps) for coverage in hilly and mountainous regions;
- Ravenna Servizi Industriali (RSI) for First Aid service.

TECHNOLOGY IN SUPPORT OF SAFETY



Various vehicles in the Company fleet are equipped with devices to support safety, allowing the driver to request assistance in the event of an emergency as well as **remote monitoring**.

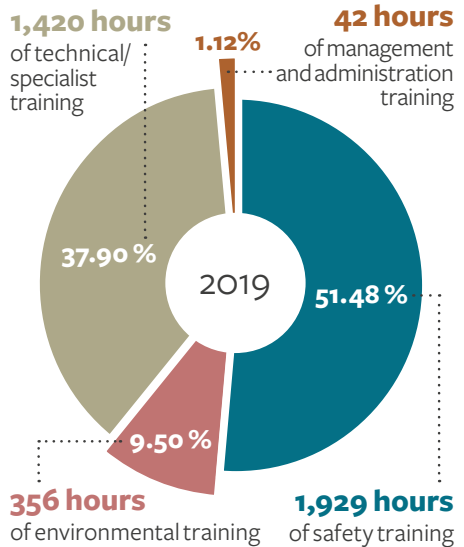


A pilot project was launched at the **Ridracoli Dam** for the **use of drones** to inspect the barrier and prevent any risks regarding direct access.

PERSONNEL TRAINING AND DEVELOPMENT

The Company considers **training** as a **cornerstone** of its activities and is committed to **ensuring that all employees** receive training on various topics, from safety and environment to administrative/managerial and technical/specialist aspects.

The planning for the training starts from the needs identified annually by each area and department. It is then developed into a **training plan** which is monitored to ensure that the various planned activities and their costs are carried out properly.



3,747 hours
TOTAL TRAINING IN 2019

RESEARCH ACTIVITIES

RESEARCH IS THE DRIVER OF THE PROGRESS AND DEVELOPMENT OF INDIVIDUALS AND SOCIETY IN GENERAL.

Education and training, on the one hand, and research and development, on the other, are the factors that allow a look into the future, fuelling growth. As a result, research is **an important investment from both a cultural and economic standpoint**. It is hard and challenging work and not just intellectually. Moreover, it does not only involve the people doing the work but rather, it represents a foundation of our society, also at the level of everyday life.

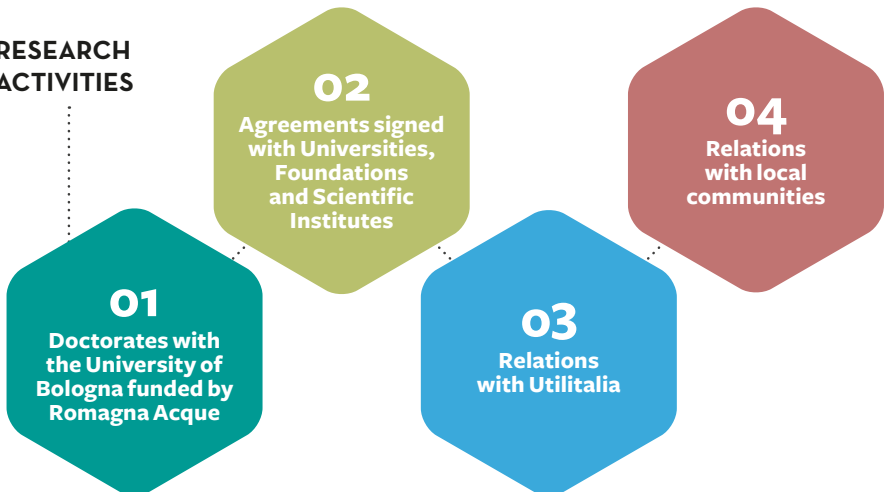
CONTRIBUTING TO THE
DEVELOPMENT OF RESEARCH
MEANS **LOOKING TO THE FUTURE**
AND **CONCRETELY PARTICIPATING**
IN ITS CONSTRUCTION.

For the reasons above, Romagna Acque has signed **agreements with a number of**

prestigious Italian universities and funded doctorates covering the themes of **supply, source efficiency, management system intelligence, water quality** (also through innovative purification systems), and maintenance of the environmental safety and quality of the resource's tributary region also by supporting forms of circular economy.

Particularly important in this regard is the research by the Consortium made up of the Institute of Management at the Sant'Anna School of Advanced Studies in Pisa, Carlo Bo University in Urbino and the REF Centre for Studies and Research in Milan whose objective is an **innovative and challenging study to identify the environmental value of water resources** at the local level. The official results of the study will be presented by the end of 2020.

RESEARCH ACTIVITIES



EVENTS OF THE FIRST MONTHS OF 2020

THE COVID-19 EMERGENCY

Even if outside of the time frame of this Integrated Report, **we need to spare a few words regarding the major events that took place in the first months of 2020** and which also affected Romagna Acque.

The spread of Coronavirus, an inevitable and common occurrence worldwide, generated the need for the Company to put in place extraordinary measures to deal with the emergency.

At the initial manifestations of the pandemic in Italy, even prior to the *lockdown*, Romagna Acque advised all external stakeholders to **avoid communicating with operators face to face and to use the phone or computer instead**.

In addition, **it closed access to the public at the Ridracoli Dam and Idro Ecomuseum** until further notice by the authorities.

Following Italian Legislative Decree no. 19 of 25 March 2020, it **reorganised its internal activities to ensure service continuity while at the same time safeguarding its workers**. As of today, no service anomalies or disruptions have been notified.

However, **the Company witnessed the loss of a high-ranking executive**

during the Covid-19 emergency in circumstances not linked to the workplace. **Andrea Gambi, Engineer and General Manager** of Romagna Acque is among the victims of the Coronavirus; he had been Managing Director ever since he joined the Company in 2012.

In his letter to Stakeholders in the 2017 Sustainability Report, Andrea stated:

“IN A PERIOD OF CRISIS - WHETHER ECONOMIC OR OF IDEAS OR VALUES - A STABLE SOCIETY MUST EXPOSE ITSELF AND ASSUME A PARTICIPATORY ROLE”.

Now that the crisis linked to the Coronavirus and its consequences is very real, **Romagna Acque can aim to strengthen its role as a driving force for faster recovery** of some local economic activities.

Andrea also stated that we have to commit to **“ensuring adequate economic growth to the areas where we operate** and with it, the maintenance of good employment levels of both direct and indirect labour, thanks to the impact on Romagna-based suppliers and service suppliers”.



ETHICAL FOOTPRINT, A CALL TO SUSTAINABILITY

During Impronta Etica's annual general meeting of shareholders held at the end of April 2020, the leadership of the association, of which Romagna Acque is part, proposed to participate in an open letter to Italian Prime Minister Conte requesting to restart the economy after the Covid-19 emergency by putting sustainability at the centre of attention.

“The recovery from the emergency is a great challenge with a great opportunity within it: **building a better future and not just merely returning to a past filled with problems** that would soon resurface and pose limitations to healthy and long-lasting prosperity”.

These are the key points of the appeal:

- so that the action of the Government be guided by the **compass of sustainability even during the economic reconstruction stage**;

- so that our country may definitely embark on **the path of decarbonisation and green economy**, where it already boasts a tradition of excellence, making it a catalyst for employment growth and social inclusion;
- so that **the financial system and public policies may reward those businesses that respond to social needs and counteract climate change**;
- so that **companies that adopt strategies aligned with sustainable development objectives be seen** as a virtuous example to follow.

**SO THAT THE ITALY
OF TOMORROW BE BETTER
THAN THE ITALY OF TODAY
AND YESTERDAY.**



ROMAGNA ACQUE FOR YOU

**Help us do better,
share your expectations.**

Unique, like you. Water is a valuable resource, just like your opinion. We invite you to share it with us by participating in the on-line citizen expectation survey.

At Romagna Acque we believe in the importance of exchanging views with people in order to gather ideas, inputs, and inspirations and having a shared vision on important topics regarding our activities.

Knowing what matters most to those who enjoy our service allows us to better evaluate the results achieved and properly orient our projects and objectives for continuous improvement. Because the future is in the hands of us all.

**Give us your opinion! Scan the QR code
and participate in the on-line survey.**



The survey is
anonymous and only takes
a few minutes to complete.
Thank you!

The 2019 Integrated Report has been reviewed by the auditing company, BDO Italia S.p.A., and can be viewed on the website: <http://bs.romagnacque.it>

For more information:
Romagna Acque - Società delle Fonti S.p.A.
Piazza Orsi Mangelli, 10 - 47122 Forlì
Tel (+39) 0543 38411
Fax (+39) 0543 38400
E-mail: sostenibilita@romagnacque.it

Coordination and revision of texts:
Stefania Greggì - *Corporate Activities and "Project 231" Support Service - Manager*
Giulia Carroli - *Accountant*

Graphic design, layout and editorial coordination:
Menabò Group S.r.l., Forlì

Front page illustration: Gianluca Rondoni

Printing: Stampare S.r.l., Diegaro di Cesena (FC)

Printed on FSC® certified and GMO-free Crush Corn paper, made with agro-industrial by-products, including 30% post-consumer recycled material and made with 100% self-produced green energy. We have reduced our carbon footprint by 20% by using agro-industrial waste and 100% green energy.



Certified Company
Management Systems ISO9001/ISO 14001/
OHSAS 18001/ISO 50001



Romagna Acque
S.p.A.
Società delle Fonti

SEDE LEGALE

Piazza Orsi Mangelli, 10 - 47122 Forlì (FC)
Tel (+39) 0543 38411 - Fax (+39) 0543 38400

www.romagnacque.it
mail@romagnacque.it
mail@pec.romagnacque.it