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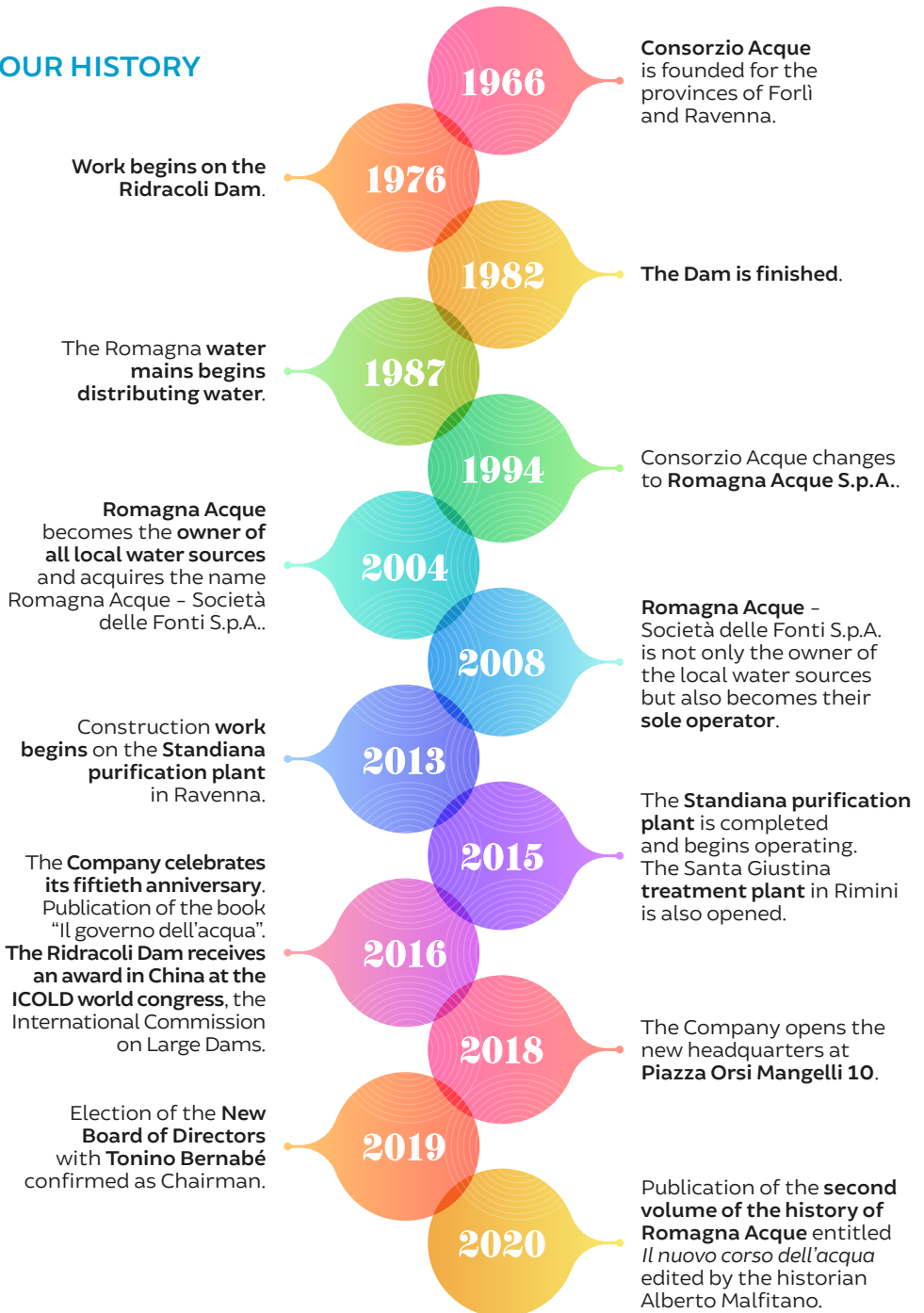


**Integrated Report**  
SHORT VERSION

 **Romagna Acque**  
Società delle Fonti<sup>S.p.A.</sup>



## OUR HISTORY



## ABOUT US

**Sensitivity, commitment, foresight: this is how we look at everything that revolves around the supply of drinking water for our region.**

**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.**

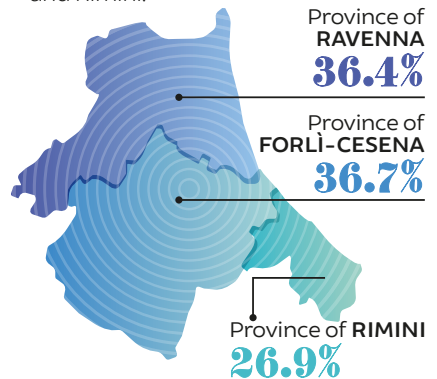
With our activity, which we carry out as a limited company with wholly public capital and in synergy with all the subjects involved in the Integrated Water System, **we cover nearly the entire residential requirement of water for the region** of Romagna.

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 31/12/2020**, 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 31/12/2020

### 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: Simona Muratori, Stefano Sirri

## OUR KEY NUMBERS

**5,102 km<sup>2</sup>**

total surface  
of service area

**The sources  
of water for  
the aqueduct**

The Ridracoli Reservoir,  
wells and surface water  
(CER, Lamone, Reno), springs,  
the Conca Reservoir

**604 km**

length of the water  
supply network

**156**

employees as  
of 31/12/2020

**375,422,521 €**

share capital  
fully paid-up

**99%**

approximately supplied  
to Hera S.p.A.  
for distribution  
to the end user

**45,806,493 €**

revenues from  
sales of water

**1,100,000**

residents  
and tourists  
served

**107,633,170 m<sup>3</sup>**

water distributed  
in 2020

**20.3 M**

of investments  
in 2020

**100%**

total residential  
requirement met

## WHAT WE DO

**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 Ro-

magna 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**.

Source / Year	From Ridracoli	From ground-water	From surface and river-bed underflows	Total m <sup>3</sup> of water abstracted	Total m <sup>3</sup> of water consumed in purification processes	Total m <sup>3</sup> of water supplied
2018	51%	24%	25%	115.214.351	1.642.627	113.571.724
2019	47%	27%	26%	113.290.214	1.720.354	111.569.860
2020	55%	21%	24%	109.365.809	1.732.639	107.633.170

**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

**treatment 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.



**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.



## OUR MISSION



**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.

## OUR VALUES



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, for some time now the Company has been disclosing these non-financial aspects in its **Sustainability Report**, a document that has become **increasingly important** and is **now a part of the Integrated Report**.

The Integrated Report, now in its second edition after 15 Sustainability Reports, is a **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 doc-

umenting 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.

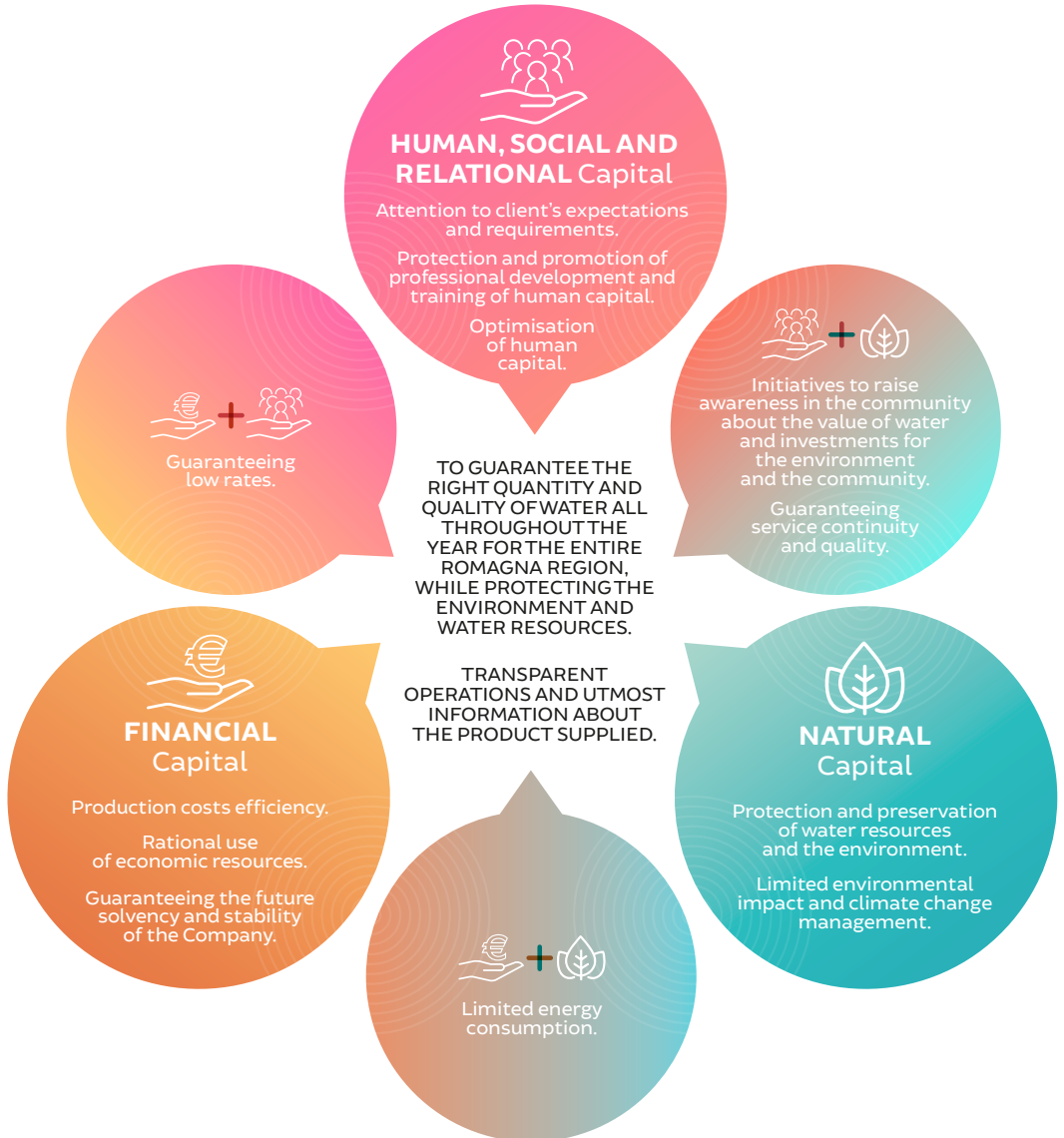
**THE INTEGRATED REPORT ENTAILS A HOLISTIC AND CROSS-CUTTING VISION OF THE COMPANY THAT ENHANCES ITS RESPONSIBILITY, RELIABILITY AND TRANSPARENCY.**

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.



## 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.** Because in our hands we have **pre-**

**cius, natural capital to safeguard and share, along with financial capital to be invested fruitfully and a human, social and relational capital to be cultivated,** in harmony with **the UN 2030 objectives** for sustainable development.



**FINANCIAL Capital**

INVEST RESOURCES, CREATE VALUE: THANKS TO THE FINANCIAL CAPABILITIES OF OUR COMPANY AND PROJECTS UNDER DEVELOPMENT, WE CAN PLAY THE ROLE OF ECONOMIC DRIVER FOR OUR REGION.

**UN 2030 AGENDA Sustainable Development Goals**



**NATURAL Capital**

WATER IS ONE OF THE MOST INCREDIBLE GIFTS OF NATURE: WE MUST COLLECT IT WITH CARE, PROTECTING THE ENVIRONMENT THAT IT ORIGINATES FROM AND FLOWS THROUGH TO MAKE LIFE FLOURISH.



**HUMAN, SOCIAL AND RELATIONAL Capital**

A COMMON GOOD: WATER IS A RESOURCE THAT UNITES US IN EXPECTATIONS AND RESPONSIBILITIES. A STRONG BOND, JUST LIKE THE CONNECTION BETWEEN OUR COMPANY AND THE ENTIRE COMMUNITY.

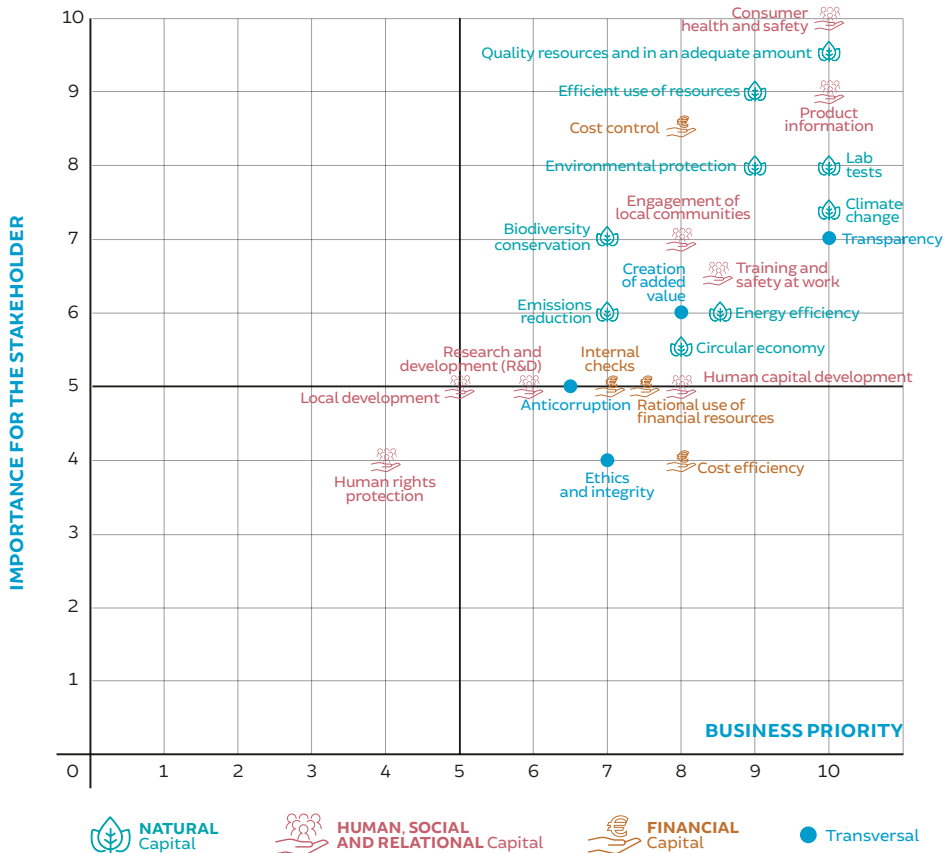


## FROM PRINCIPLE TO ACTIONS: ACTING IN THE PRESENT, WHILE LOOKING TO THE FUTURE

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.



## FINANCIAL CAPITAL 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 reread the Financial Statement from the Stakeholders' perspective.

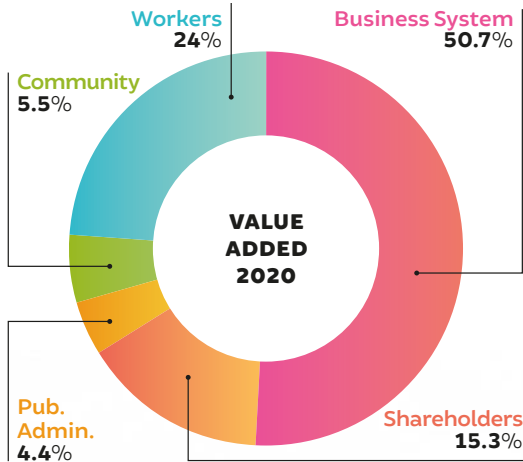
THE TOTAL GROSS VALUE GENERATED IN 2020 FOR STAKEHOLDERS WAS € 37.9 MILLION, A DECREASE OF - € 1.3 MILLION COMPARED TO THE PREVIOUS YEAR.

€ 2.1 MILLION OF VALUE ADDED WAS DISTRIBUTED TO THE COMMUNITY.

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 € 20.8 MILLION IN 2018-2020 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 2020 TOTALLED € 20.3 MILLION, A DECREASE OF APPROXIMATELY € -1 MILLION FROM THE PREVIOUS YEAR.**

<b>INVESTMENTS</b> (in Euros)	<b>2018</b>	<b>2019</b>	<b>2020</b>
Goods for wholesale water supply	4,531,915	6,833,947	10,500,972
Goods provided for a fee to the IWM operator	14,363,719	13,778,274	9,043,258
Goods for the production and sale of electricity	-	9,131	50,000
Common services	845,506	624,908	492,921
Other goods	269,770	101,060	228,040
<b>TOTAL TANGIBLE + INTANGIBLE ASSETS</b>	<b>20,010,910</b>	<b>21,347,321</b>	<b>20,315,191</b>

### INVESTMENTS IN 2020



#### **GOODS FOR WHOLESALE WATER SUPPLY**

**€ 10.5 million,**  
52% of the total



#### **GOODS FOR THE PRODUCTION AND SALE OF ELECTRICITY**

**€ 50,000**



#### **GOODS PROVIDED FOR A FEE TO THE IWM OPERATOR**

**€ 9 million,** approximately  
45% of the total



#### **COMMON SERVICES AND OTHER GOODS**

**Common services: € 0.5 million**  
**Other goods: € 0.2 million**

## NATURAL CAPITAL WATER RESOURCE MANAGEMENT STRATEGIES

**Annual rainfall has changed considerably in recent years due to climate change.**

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**.

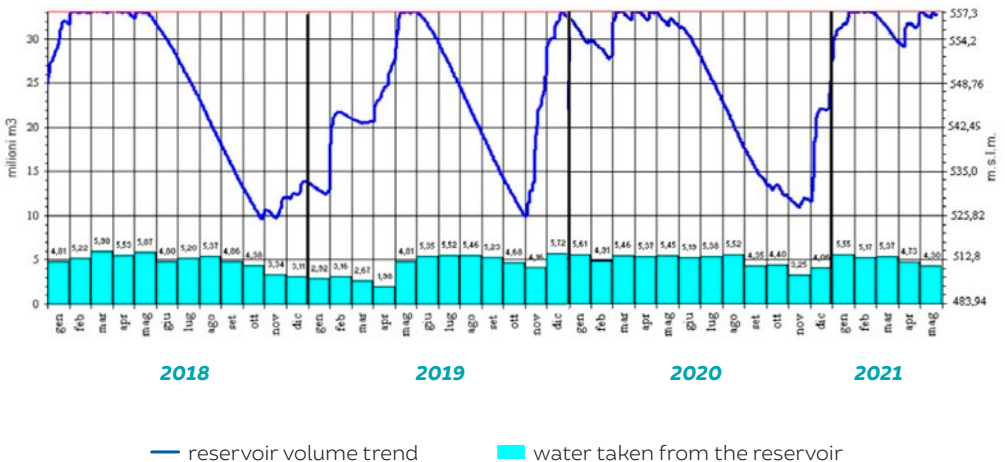
Therefore, it is **necessary to optimise water resource management strategies based on this trend**, as happened in 2018 when we sought to **safeguard the reservoir volume**, which had been abundant in the first six months, to attenuate possible critical water supply issues in subsequent months.

**The hydrological trend in 2020 was favourable and very similar to that of 2018**, with **constant additions in the springtime** that maintained the reservoir at the Ridracoli Dam at almost maximum levels.

In both years it was therefore possible to **increase the use of the Ridracoli reservoir to reduce production both from groundwater and the surface**.

In the autumn/winter of 2020, however, unlike in 2018, the contributions were rapid and abundant, allowing the overflow of the dam in the early months of 2021.

**Trend of reservoir volumes at Ridracoli during 2018 – 2020 and in the first months of 2021**





## WATER SOURCES AND PURIFICATION PLANTS

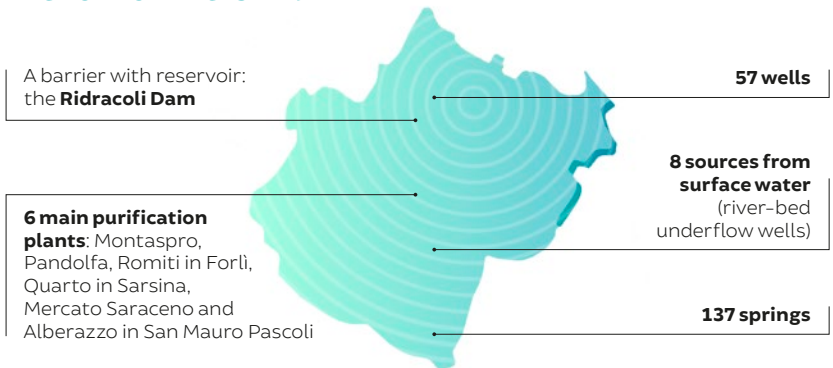
**Romagna Acque produces drinking water from various different sources (from surface water and groundwater) and in varying amounts, scattered across every province in the region.**

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 water 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.**

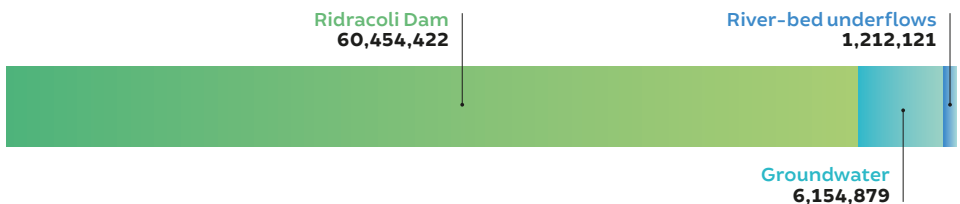
Every type of water has different organoleptic properties and is treated in plants at various points across the region of Romagna.

### THE PROVINCE OF FORLÌ-CESENA

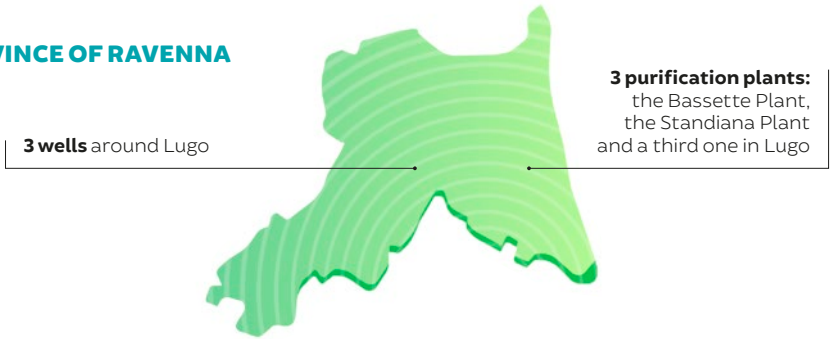


### WATER ABSTRACTED IN M<sup>3</sup> IN 2020

TOTAL **69,959,228**

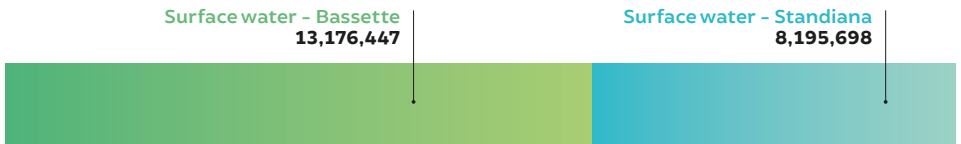


## THE PROVINCE OF RAVENNA

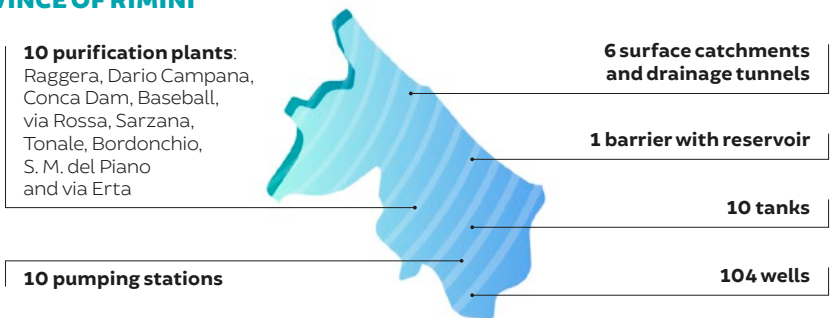


### WATER ABSTRACTED IN M<sup>3</sup> IN 2020

TOTAL **24,372,863**

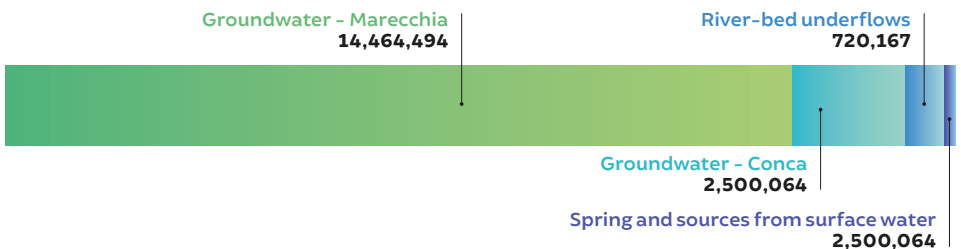


## THE PROVINCE OF RIMINI



### WATER ABSTRACTED IN M<sup>3</sup> IN 2020

TOTAL **17,711,363**



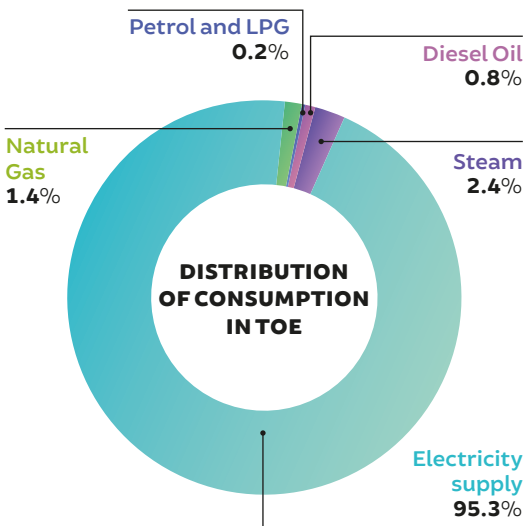
## THE ENERGY REPORT

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 energy 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 2020 in TOE (Tonnes of Oil Equivalent)**



**ELECTRICITY CONSUMPTION IN 2020 WAS EQUAL TO 32,482,488 KWH, OF WHICH 881,243 KWH CONSUMED INTERNALLY BY RENEWABLE ENERGY PLANTS (HYDROELECTRIC AND PHOTO-VOLTAIC). CONSUMPTION DECREASED SIGNIFICANTLY COMPARED TO 2019: -19.4%.**

This was mainly **due to a hydrologically favourable year**, which led to increased water production at Ridracoli, which from an energy point of view is currently Romagna Acque's most efficient source, and **to the implementation of the planned efficiency measures**, which led to a significant reduction in energy consumption associated with catchment and adduction 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 0.695 WAS ACHIEVED IN 2020, IN LINE WITH THE EXPECTED TARGET OF 0.69 AND A SIGNIFICANT DECREASE COMPARED TO 2019, EQUAL TO -7.5%.**

## THE PRODUCTION OF ENERGY FROM RENEWABLE SOURCES

For Romagna Acque, the production of energy from renewable sources is strategic and possible thanks to:

- **hydroelectric power plants** that use falling water;
- **solar power systems/photovoltaic plants** located across the distribution network.

**THE YEAR 2020 WAS A POSITIVE ONE IN TERMS OF ENERGY PRODUCTION FROM RENEWABLE SOURCES, REACHING A RECORD TOTAL OF 10,240,090 KWH.**

The marked increase compared to 2019 is mainly due to the **higher energy production of hydroelectric plants** (+9.3%) which benefited from a more favourable hydrological year compared to the previous one.

**Photovoltaic plants also showed a considerable increase in production** (+27.5%), partly due to the construction of the **Standiana photovoltaic plant** (about 1 MWp) in 2020 and its connection to the grid in October.



## 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 currently being implemented calls for the construction of **three new photovoltaic plants**: one at the **Standiana purification plant in Ravenna**, the first section of which became operational in October 2020, one at

**Bellaria Bordonchio**, built in 2020 in conjunction with the revamping of the plant and put into operation in April 2021, one at the **Forlimpopoli** warehouse, the first section of which will be operational by June 2021.

THESE PLANTS WILL ALLOW FOR A TOTAL ANNUAL PRODUCTION OF OVER 1.8 GWH.



### 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.

After the first year of the plan, mainly involving planning and designs, **in 2020 several energy requalification operations were launched**, including those at the **Bassette purification plant in Ravenna** and at the **Raggera, Santa Maria del Piano and Ordoncione plants in the Rimini area**.

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

## ANALYSES AND CONTROLS: WATER QUALITY

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.



**9,582<sup>1</sup>**  
samples analysed  
in 2020



**354,532**  
analyses conducted  
in 2020

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 com-**

**pliance 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 MINERAL<sup>2</sup> (CAPACCIO AND STANDIANA) AND MINERAL<sup>3</sup> (BASSETTE).**

<sup>1</sup> Total number of samples received by the laboratory throughout the year, including, in addition to samples of waters to be destined for human consumption, tests on drains, reagents, tankers, etc.

<sup>2</sup> 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.

<sup>3</sup> 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 2020 and mineral waters**

2020	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	7.7 - 8.1	7.0 - 8.2	7.3 - 8.2
Specific electrical conductivity at 20°C	2,500 n	n.d.	288 - 398	282 - 685	383 - 786
Total hardness (°F)	15 - 50**	1 - 77	16.2 - 19.8	12.5 - 29.1	17.8 - 34.7
Total dissolved solids dried at 180°C (mg/L)	1,500**	21.4 - 955	202 - 279	197 - 480	268 - 550
Ammonium (mg/L)	0.5	n.d.	< 0.05	< 0.05 - 0.10	< 0.05 - 0.20
Sodium (mg/L)	200	0.2 - 47.9	5.9 - 11.3	10.3 - 45.5	19.8 - 53.8
Nitrates (mg/L)	50	n.d.	0.8 - 4.6	2.3 - 12.4	1.8 - 15.1
Nitrites (mg/L)	0.1	n.d.	< 0.01	< 0.01	< 0.01
Chlorides (mg/L)	250	0.3 - 78.7	7.4 - 13.0	23.7 - 60.9	22.8 - 72.5
Calcium (mg/L)		1.4 - 287	50.9 - 59.3	39.2 - 79.9	50.3 - 95.9
Manganese (mg/L)	50	n.d.	1.6 - 17.3	<1 - 5.4	< 1 - 5.7

Source: Water Quality Control Service

*"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.*

*\*\* Recommended values under Legislative Decree 31/2001.*



## HUMAN, SOCIAL AND RELATIONAL CAPITAL THE DIALOGUE WITH STAKEHOLDERS

The overall water challenge is now seen as a governance challenge. That is, it implies the ability to govern resources in respect of the plurality of actors and bodies present in a given territory.

It is therefore essential for Romagna Acque to establish **long-lasting relationships with its external and internal stakeholders**, promoting listening and discussion. With the constant involvement of the various stakeholders, a true **network of synergistic exchanges** is created, a **policy of dialogue** is developed to meet individual needs and a **higher level of sharing of the objectives pursued and the results achieved** by the Company is cultivated.

### 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

Romagna Acque works in close contact with the community, embodying the relevant region, maintaining a **transparent, constructive dialogue**. **The solutions sought out are thus increasingly targeted at the needs of munic-**

**ipalities 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.

## INTERNAL STAKEHOLDER



### SHAREHOLDERS (Romagna institutions)

**Municipalities, provinces and their companies which manage investments in external companies are the primary Shareholders of Romagna Acque**, since the Company's capital is wholly public. The Company dedicates the utmost attention and transparency to its Shareholders, also by adopting an approach of direct involvement. Romagna Acque has also decided to allocate an **extraordinary share of the reserve for the three-year period**

**2020-2022** in addition to the normal annual dividend to support the shareholders' institutions **to deal with the complexities created by COVID-19.**



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

	2018	2019	2020
Executives	4 (**)	4 (**)	3
Managers	7	7	7
Clerks	73	90 (***)	88 (***)
Workers	69 (*)	58	58
<b>Tot. Employees</b>	<b>153</b>	<b>159</b>	<b>156</b>

(\*) of which in a temporary position: 1.

(\*\*) of which in a temporary position:

1 in 2018 and 1 in 2019.

(\*\*\*) of which with an apprenticeship contract: 6 in 2019 and 7 in 2020.



### INTERNS

**Every year, Romagna Acque welcomes many interns** in different areas and at various levels. Due to the restrictions put in place **for COVID-19, in 2020 the number of students was reduced to only three for a total of 607 hours of internship**, but the Company always remains available to host trainees and interns, trusting in the resumption of regular teaching activities.

## 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 2020** there was **one accident** at Romagna Acque, **down from 2019.**

## THE SARS COV 2 – COVID-19 EMERGENCY

**Romagna Acque performs an essential, everyday service that can never stop: the management of public water for the entire romagna region.**

The Company therefore had to deal with the complexities – unprecedented for everybody – created by the COVID-19 pandemic, completely reorganising its operations around three objectives: **the safety of its personnel, that of all those who usually come into contact with them** and, most importantly, **guarantee the constant flow of the water.**

To manage the emergency, the Company therefore promptly put in place **extraordinary measures, health surveillance protocols and new operating methods, including working remotely.**

From the first months of the year the Prevention and Protection Service took action to define and share with the employer and prevention managers an initial package of preventive and protective measures for workers.

Starting in the first days of March, a **COVID-19 Committee was established** consisting of the employer, the Head of the Prevention and Protection Service (RSPP), executives having responsibilities related to workplace safety and the human resources department. After the protocol drawn up by the government and trade unions was issued on 14 March 2020, the committee was expanded to include the local trade union representatives and the Workers' Safety Representatives (RLS).

**The committee met regularly, at least monthly**, both in a reduced form and with all members including trade union representatives and RLSs.

**ESTABLISHED ON 17/03/2020, THE COVID-19 COMMITTEE MET 8 TIMES DURING THE YEAR.**

On a few occasions the Company physician was also invited, who since July has also been involved in a **screening campaign for all workers, with participation on a voluntary, bi-monthly basis**, performing blood tests and SARS-CoV-2 antigen swabs.

**The workers were constantly updated**, both through timely written communications and through signage displayed in the workplace, in addition to constant and direct contact between the RLSs and the various members of the COVID-19 Committee.

It being impossible to perform audits in the field or in any case in person,

**remote audits** were initiated starting from the month of April.

In addition to allowing a **continuous monitoring of the working environments**, this system made it possible to **ensure greater proximity to workers** during a very particular and difficult stage of the emergency, when **new working methods** were being implemented: **the direct management of all unattended systems and teleworking**.

**IN 2020, 250,180 HOURS WERE WORKED, OF WHICH 47,326 VIA TELEWORKING.**

Romagna Acque has also given workers the **possibility of using COVID leave**: if a worker has suspicious symptoms or is aware of having been in contact with infected people, even if they are not currently being monitored by health authorities, they can be tested at the expense of the Company and remain at home and use their COVID leave hours until the test results come back, if they cannot work remotely. Moreover, as part of Company health monitoring, any worker who is absent from work due to illness is checked by the Company physician before returning by conducting a telephone interview to make sure that the worker does not have any COVID symptoms.

**IN TOTAL, 1,789 HOURS OF COVID-RELATED LEAVE WERE TAKEN (EXTRAORDINARY COVID LEAVE AS PER LAW 104/92, COVID PARENTAL LEAVE, COVID PAID LEAVE) WITH A PER CAPITA AVERAGE OF 11.4 HOURS.**

Due to the pandemic, at the end of March the **Company lost one of its top executives** in circumstances not related to the workplace: **Andrea Gambi, General Manager** of Romagna Acque, who had been Managing Director since his arrival in 2012 and until 2017. His passing was met with shock and dismay both in the Company and in the numerous technical and scientific circles that he was a part of.

The **second volume of the history of Romagna Acque is dedicated to his memory**, entitled *Il nuovo corso dell'acqua*, edited by the historian **Alberto Malfitano** and printed in the spring of 2020 by Il Mulino publishing house in Bologna. The Company also plans to organise a series of initiatives in his honour.

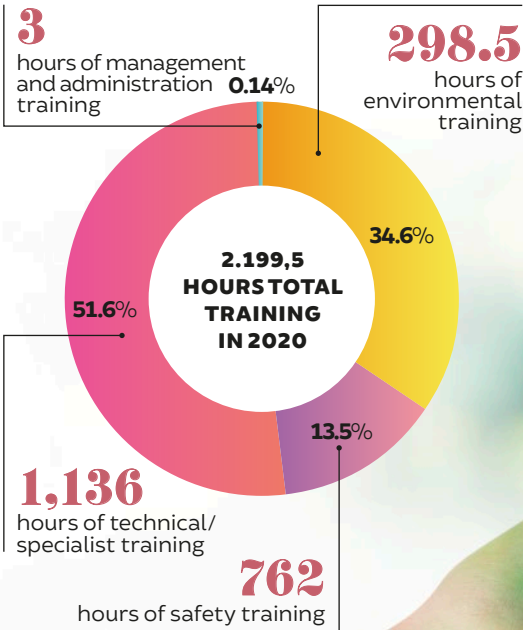
## PERSONNEL TRAINING AND DEVELOPMENT

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.

Taking into account the emergency situation, **the 2020 worker safety training plan was essentially completed for all the activities that could be carried out remotely**. In fact, the Company considered it appropriate to postpone all training involving practical exercises until the emergency is over in order to avoid any form of contact between workers.

**476 HOURS TEMPORARILY SUSPENDED, FOR SOME TRAINING THAT NEEDS TO BE DONE IN PERSON.**



## 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.

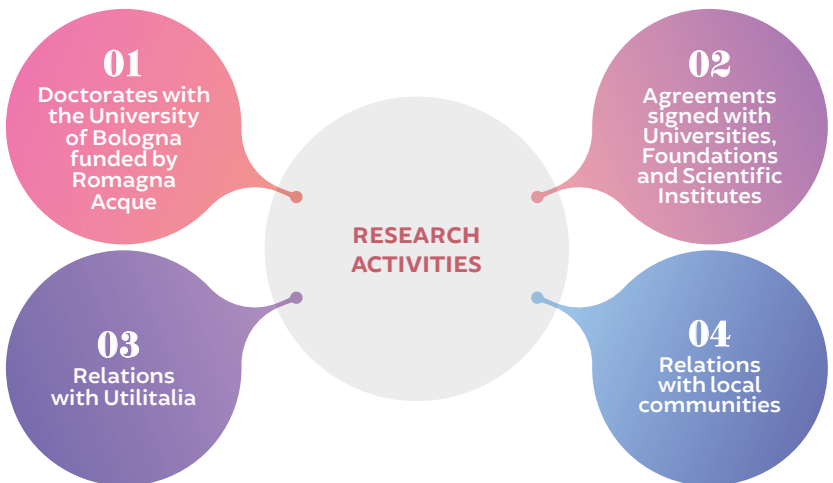
As a result, **research is an important investment from both a cultural and economic standpoint.** It is hard and challenging work and not just intellectually, for it does not only involve the people doing the work but rather, it represents a foundation of our society, also at the level of everyday life.

**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 study performed by a consortium made up of the Management Institute of the Sant'Anna School of Advanced Studies in Pisa, Carlo Bo University in Urbino and the REF Centre for Studies and Research in Milan. It is an innovative, challenging study on the identification of the environmental value of water resources at the local level, the results of which will be officially presented as soon as the emergency situation allows the reorganisation of the related events that have already been planned.





## ROMAGNA WATER AS AN ECONOMIC DRIVER IN THE REGION

Looking to the future to a post-COVID world, Romagna Acque could act as a driving force for a quicker relaunching of some local economic activities.

In this regard, the Company has made significant investments to develop several projects and **has the resources necessary to implement them**. In the near future it must strive to make sure that these projects are shovel-ready so they can help relaunch Romagna's economy.

One of the Company's objectives is to ensure that the **region is provided with the best possible water resource management**.


In this context, in addition to its commitment to seeking the best internal organisational posture, Romagna Acque considers **its role as "facilitator" vis-à-vis the main interlocutors delegated to issue authorisations for the development of projects to be criti-**

**cal**, starting from the strategic plans of the Emilia-Romagna Region, i.e. the Water Protection Plan.

Among the important issues discussed in 2020 – in particular with the involvement of the Emilia-Romagna regional councillorships for the Environment, Soil and Coast Protection, Civil Protection chaired by Irene Priolo, and for Mountains, Inner Areas, Territorial Planning, Equal Opportunities chaired by Barbara Lori – are those relating to the possible **construction of new reservoirs in Romagna to avert possible water crises** caused by climate changes already under way and the **quantification and recognition of ecosystem costs in tariffs**.





A hand holding a child's hand, with a landscape of mountains and a lake overlaid on the arm.

Environmental,  
economic and social  
sustainability:  
through a holistic  
and integrated  
approach, we aim  
at having all aspects  
of water both  
in mind and  
at heart,

FOR A BETTER QUALITY OF LIFE

**today and  
tomorrow**

The 2020 Integrated Report has been reviewed by BDO Italia S.p.A. auditing company and can be viewed on the website:  
<http://bs.romagnacque.it>

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



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