

# A.C.D.A. Sustainability Report 2016



**acda**  
azienda cuneese  
dell'acqua spa

# A.C.D.A. Mission...

*"We are a public company that works in close contact with both the territory and its users, for the public management of water service, the enhancement of water and the promotion of sustainable water resources use"*

## ...and Values

### Proximity



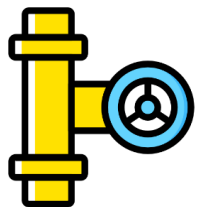
A.C.D.A. is closely linked to both the territory and the communities in which operates. It believes necessary to maintain everyday the proximity to its users by granting on one hand prompt and accurate response in case of need; on the other hand by foreseeing the needs of the territory and making the required changes to its infrastructures and processes.

### Safeguard of water resources



A.C.D.A. considers essential for the users and the company the ability to withdraw water, use and return it to the natural water system while maintaining and enhancing the water resources of the territory. Therefore the Company is committed to improving the collection and treatment infrastructures of wastewater, in order to bring it back to the natural water cycle.

### Public management of water



Water is a public asset and A.C.D.A. is committed to granting everyone the access to a reliable and high quality water source, as a fundamental right. Therefore the company works everyday in order to improve the quality and safety of the water resources and ensure to every citizen an ongoing and efficient service.

### Responsible usage



A.C.D.A. works in accordance with the belief that water resources have to be used, respected and not wasted. From the French word *eaux usées*, A.C.D.A. defines its notion of "used water", as a fundamental values at the base of its activities.

Being strategic for A.C.D.A. means...

*True value for the users*

## **INCLUSION AND AGGREGATION**

European funding

Management rationalization

*National and international partnerships*

## **Value creation for the territory**

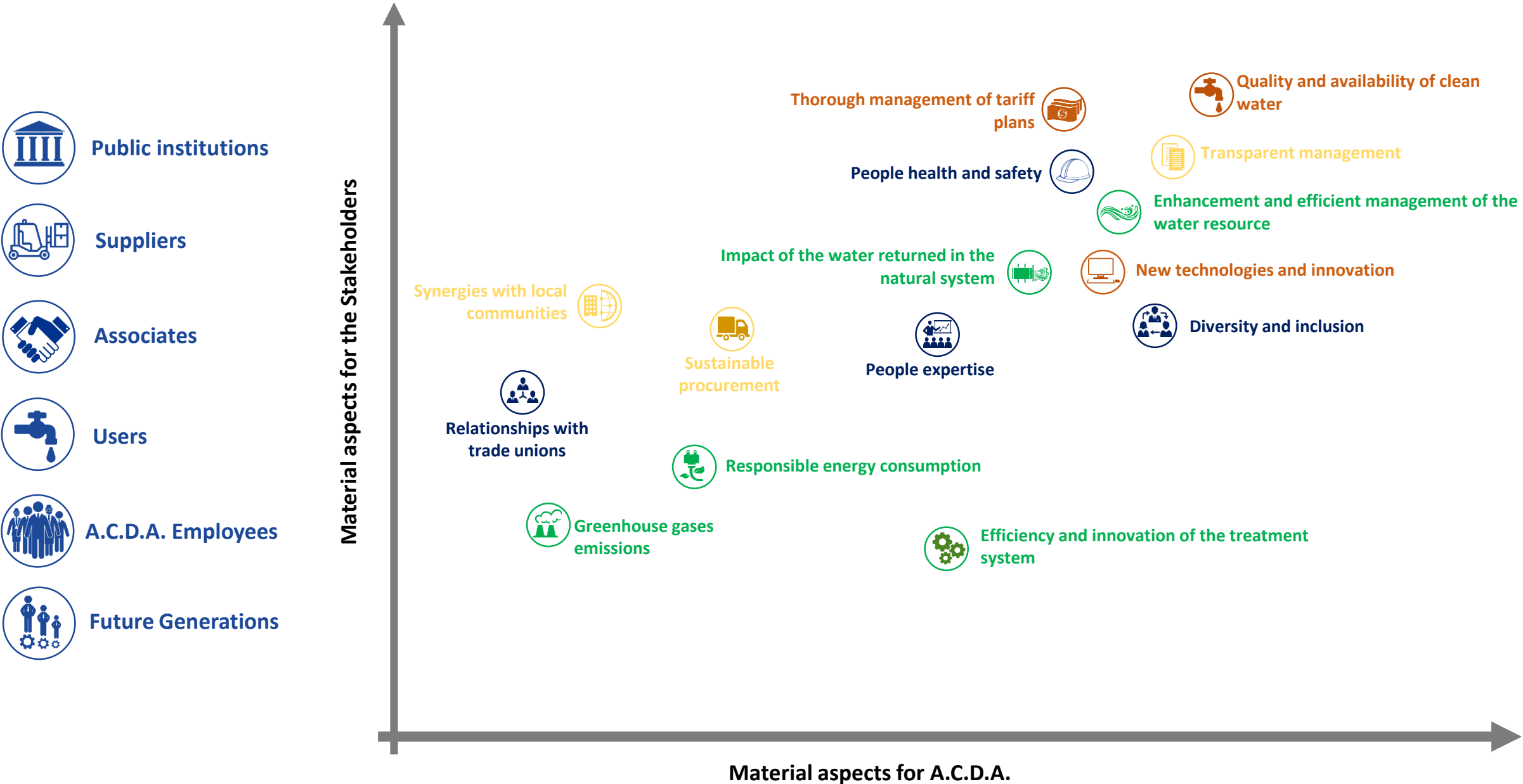
Tangible investment policy

**IMPROVEMENT IN QUALITY AND EFFICIENCY**

*Enhancement of people skills*

# A.C.D.A. and stakeholders priorities are.....

- Users
- Society and Governance
- Environment
- A.C.D.A. People



## Economic performance



**27.335.575 Euro**  
of production value



**19.536.258 Euro**  
of value created and  
distributed to the stakeholders



**Over 5.000.000 Euro**  
of investment for the improvement  
of infrastructures and services



**12.402.288 Euro**  
the value of supply purchased from  
local companies<sup>1</sup>



**26 Euro**  
the investment made during the year  
for single citizen served<sup>2</sup>



**276,51 Euro**  
the medium annual tariff for  
A.C.D.A. users



### Commitment for the future

- Strengthen the rewarding system for business partners and suppliers that show greater attention to environment and the community in which they operate.
- Increase the percentage of green purchases, raising the awareness regarding social and environmental topics in the supply chain

1. The figures refer to the value of purchases made during 2016, which might have multiannual duration.

2. Counting all the investment made the value is above 30€.

## The relation with the users



**91.147**

Utilities reached with the  
aqueduct service



**62.056**

Utilities reached with the  
sewer and treatment services



**+12%**

Increase of utilities served  
compared to 2015



**10.216**

Users served at the Cuneo  
desk during the year



**79%**

Percentage of customers totally  
satisfied by A.C.D.A. services



### Commitment for the future

- Improvement of quality standards through the alignment of the current management system to the new ISO 9001:2015 standard.
- Strengthening of operational synergies with the different Municipalities.
- Definition of new communication and awareness campaign regarding the responsible use of water.
- Evaluation of new manner of shared distribution of the water resource ("Water houses")

## Use of the water resource and respect of the territory



**49.224.595 m<sup>3</sup>**

Of withdrawn water



**Over 9.000**

Analytic determinations carried out  
regarding drinking water quality



**25.826.821 m<sup>3</sup>**

Of water treated and returned to  
the environment<sup>1</sup>



**2.154 GJ**

Of energy produced from  
renewable sources



**-11%**

Reduction of CO<sub>2</sub> emissions



**6.183,87 ton.**

of sludge sent to the recovery and  
composting processes



### Commitment for the future

- Definition of an environmental management system compliant to ISO 14001:2015 standard, through which valorize the environmental sustainability of the served territory.
- Identification of new manner of sludge management, lowering the produced quantity and increasing the percentage sent to sustainable recovery.
- Gradual removal of piping made out of asbestos cement.

1 the figure refers only to the users that benefit from the sewage and treatment service, which represent 2/3 of the served citizens.

## A.C.D.A. People



**108**

A.C.D.A. employees at 31.12.2016



**5.903.896 Euro**

A.C.D.A. personnel cost<sup>1</sup>



**4.500**

Hours of training provided to all  
A.C.D.A. personnel<sup>1</sup>



**38**

Medium hours of training for  
employee



**50.000 €**

A.C.D.A. investment in people  
training



**-22,7%**

Percentage reduction of the severity  
index compared to 2015



### Commitment for the future

- Optimization and enhancement of employees management system by strengthening the competences related to the tasks.
- Finalization of the new role model, based on equal growth opportunities among technicians, specialists and managers.
- With respect to existing legislation and in relation to the different needs, the Company will strengthen its own organigramme, through the use of lasting contractual practices.
- Identification of new ways to improve the working environment.
- Strengthening of female presence in responsibility role in the Company, in order to increase the values and results of A.C.D.A.