SUSTAINABILITY REPORT 2017



ACDA 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



ACDA 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.

Public management of water



Water is a public asset and ACDA 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.

Safeguard of water resources



ACDA considers essential for the users 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.

Responsible usage



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

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 EFFICENCY

Enhancement of people skills

ACDA and stakeholders priorities are.....

Material aspects for the Stakeholders





Public institutions



Suppliers



Associates



Users



ACDA Employees



Future Generations





People health and safety



Transparent management



Enhancement and efficient management of the water resource

Impact of the water returned in the natural system





New technologies and innovation









Synergies with local







The 2030 Agenda for Sustainable Development

The 2030 Agenda for Sustainable Development represent a commitment for the people, for the planet and the prosperity, endorsed in September 2015 by the 193 UN member countries. The Agenda includes 17 Sustainable Development Goals (SDGs), which encompass 169 targets, aiming at defining the path for worldwide sustainable development in the next decade.



ACDA contribution to the 2030 Agenda

The actions of ACDA:

• Establishment of Spring Safeguard Areas, in order to maintain the quality characteristics of water and grant the safeguard of the environment surrounding the water sources.

The actions of ACDA:

• Precise monitoring of treated water quality in order to give back to the environment a safe resource and safeguard the water ecosystem affected by the company's activities.



The actions of ACDA:

- Increase energy efficiency of water treatment plants;
- Use of self-produced energy, starting from biogas generated during water treatment processes.

The actions of ACDA:

- Conscious use of water resources, by restricting withdrawal within the limits of the natural regeneration capability of the withdrawal
- Development of innovative processes for water treatment,, in order to reduce the use of chemicals and energy;
- Reuse, through composting methods, of the sludge produced by water treatment processes;
- Use of biogas produces by water treatment processes for energy

The actions of ACDA:

- Active involvement of shareholders municipalities for a real discussion over sustainability topics: .
- Development of training activities aimed at raising people awareness over the conscious use of water and its nourishment .



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9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

The actions of ACDA:

- · Investment in innovation and technological development of the entire system of integrated water services:
- · Ordinary and extraordinary maintenance activities on networks and plants in order to improve their quality and reliability.





GOOD HEALTH

The actions of ACDA:

• Promotion of psychophysical wellbeing of employees, also through the definition of working solutions that allows a better equilibrium between personal and professional life.



The actions of ACDA:

- Training activities dedicated to the development of employees professional skills, also keeping into account the technological development of the company;
- Involvement of young students from the local territory in professional training activities though combined study/work experiences.



The actions of ACDA:

- Definition, inside the company Code of Ethics, of precise commitments to support equal opportunities;
- Development of support programs for women returning from maternity leave, such as paid leave in the event of children sickness and the baby week.



The actions of ACDA:

- Precise control of potable water provided to citizens, in order to deliver a safe and high quality water resource, without any chemical or biological contaminants;
- Investments for the continuous upgrade of the infrastructure used for collecting and treating waste water.
- · Leaks research activities along the aqueducts network, for a steady reduction of water release, and along the sewage network, in order to reduce the risk of spills of hazardous substances.

The actions of ACDA:

DECENT WORK AND

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- · Continuous investments for the development of the integrated water service infrastructure, according to what has been defined inside the "Piano d'Ambito":
- · Screening of suppliers following social and environmental criteria;
- Support to the local economy by relying on suppliers operating on the regional territory;
- Definition of the yearly performance related bonus for employees, in accordance with Trade Unions.

Economic performance



28,323,730 Euro of production value



11,749,995 Euro
the value of supply purchased from local companies¹



20,025,705 Euro

of value created and distributed to the stakeholders



43 Euro

the investment made during the year for single citizen served



Around 9.5 million Euro

of investment for the improvement of infrastructures and services



260 Euro

the medium annual tariff for ACDA users

The relation with the users



95,252
Utilities reached with the aqueduct service



66,578
Utilities reached with the sewer and treatment services



+5%
Increase of utilities served compared to 2016

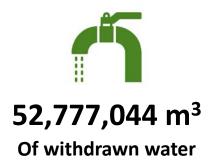


10,861
Users served at the Cuneo desk during the year



78%Percentage of customers totally satisfied by ACDA services

Use of the water resource and respect of the territory





Over 8,800

Analytic determinations carried out regarding drinking water quality



31,512,608 m³

Of water treated and returned to the environment



873 GJ

Of energy produced from renewable sources



5,103.79 ton.

of sludge sent to the recovery and composting processes

ACDA People



107 ACDA employees at 31.12.2017



28
Medium hours of training for employee



5,995,834 Euro

ACDA personnel cost¹



77,427 Euro

ACDA investment in people training



2,967

Hours of training provided to all ACDA personnel¹



53%

Percentage reduction of the severity index compared to 2016

An agenda for the future

In order to direct its commitment in terms of economic, social and environmental responsibility, ACDA defined, to complement its sustainability strategy, its own future goals, as an instrument for a progressive improvement of its performances and care for the request and needs of its own internal and external stakeholders. For this reason, the company undertook a path that led to present with transparency the contribution provided to stakeholders, local territory and communities, that more and more demand the introduction of sustainable practices for a true change.



Governance

• Establish the "Committee for social responsibility" and the "Security Committee", in order to integrate all sustainability aspects inside the company.



People

- Strengthen the training tool, in order to develop, inside the company, the expertise required for the management of the new technologies that ACDA wants to implement.
- Develop new maternity support tools, such as payed leave in case of baby sickness, and a day of payed leave each year for the first day of kindergarten or primary school of employees children ("baby week")
- Increase company flexibility through new form of smart working.



Users

- Improve the quality standard and align the current management system to the new standard ISO 9001:2015.
- Optimize the "cut cues" system, in order to better manage the waiting time at the counters.
- Implement a new platform for managing the call center service.



Suppliers

- Strengthen the rewarding system for partner and suppliers that pay more attention to social and environmental topics.
- Increase the percentage of "green" purchase, with a growing attention to social and environmental topics along the supply chain.



Future generations

- Development of an environmental management system pursuant to ISO standard 14001:2015, in order to enhance more and more the environmental resources of the served territory.
- Definition of a project of adjustment and modernization of the treatment plant in the municipality of Revello.
- Identification of new methods of management of treatment sludge, with a reduction of produced quantities and an increase of the percentage sent to sustainable recovery.
- Increase in the recovery of biogas for electric energy production, also through the deployment of a new cogeneration plant.
- Continue the works of removal of fibre cement pipes along the network.

Local territory

- Strengthen operational synergies with municipalities and the continuous involvement of majors in moment of dialogue over sustainability topics.
- Development of the methods for the management of hydric emergencies, also through the implementation of a new mobile pumping module, equipped with a electric power production system.
- Definition of new collaborations with Universities and national and international research institute, in order to promote innovation and technological development of integrated water systems.
- Definition of new communication and awareness campaigns on water consumption, for a more responsible use of water resources.
- Strengthen the role of ACDA ad training partner for the school of the territory, through new opportunities of internship inside the company.

