

SUSTAINABILITY REPORT

2017



acda
azienda cuneese
dell'acqua spa

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”

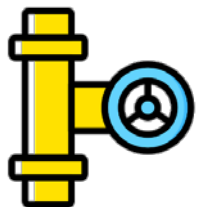
...and Values

Proximity



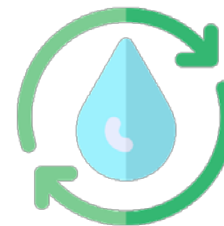
ACDA is closely linked to both the territory and the communities in which operates. It believes necessary to maintain everyday the proximity to its users by granting on one hand prompt and accurate response in case of need; on the other hand by foreseeing the needs of the territory and making the required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

Being strategic for ACDA means...

True value for the users

INCLUSION AND AGGREGATION

European funding

Management rationalization

National and international partnerships

Value creation for the territory

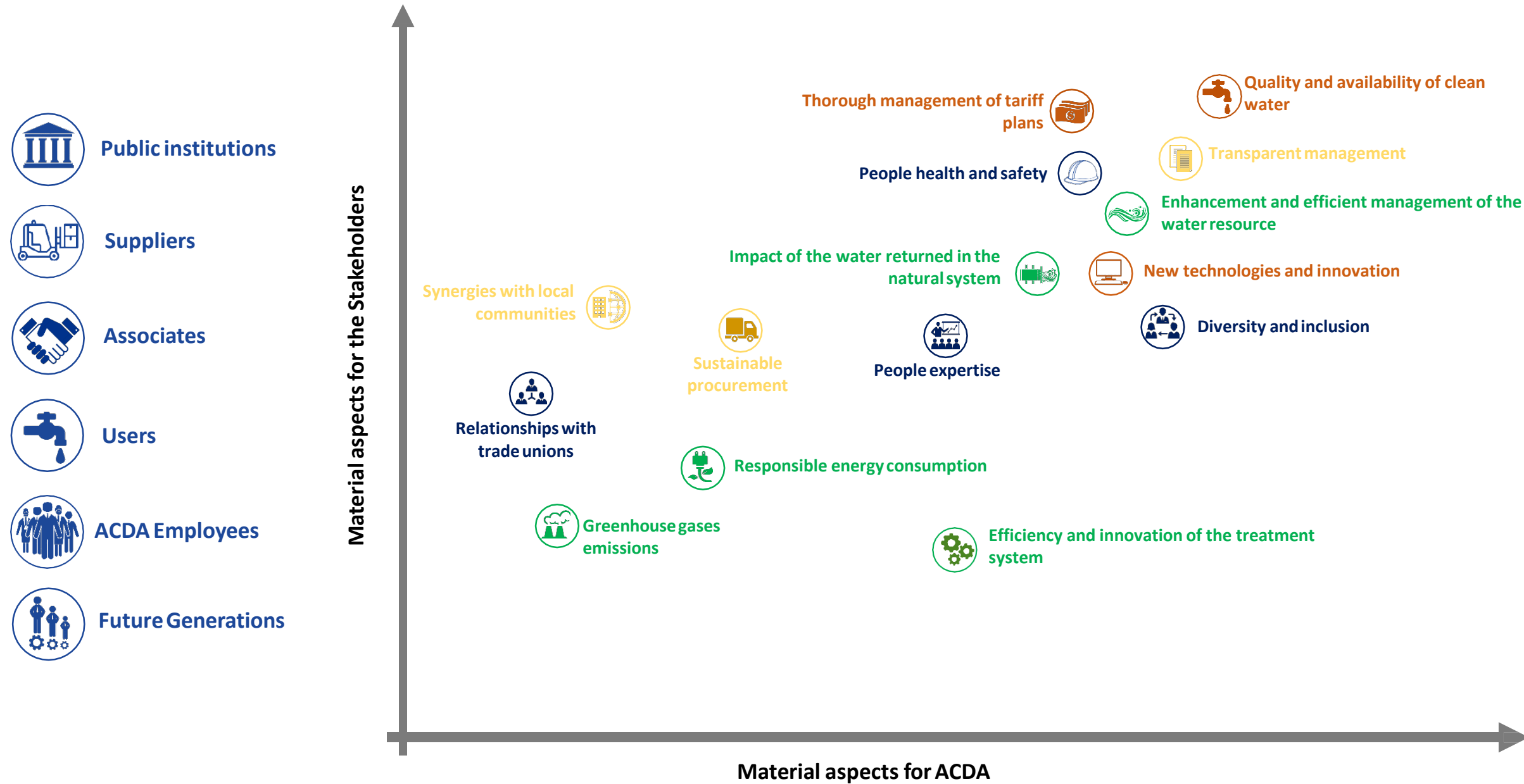
Tangible investment policy

IMPROVEMENT IN QUALITY AND EFFICIENCY

Enhancement of people skills

ACDA and stakeholders priorities are.....

- Users
- Society and Governance
- Environment
- ACDA People



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



Economic performance



28,323,730 Euro
of production value



20,025,705 Euro
of value created and
distributed to the stakeholders



Around 9.5 million Euro
of investment for the improvement
of infrastructures and services



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



43 Euro
the investment made during the year
for single citizen served



260 Euro
the medium annual tariff for
ACDA users

1. The figures refer to the value of purchases made during 2017, which might have multiannual duration.

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



52,777,044 m³

Of withdrawn water



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



5,995,834 Euro

ACDA personnel cost¹



2,967

Hours of training provided to all
ACDA personnel¹



28

Medium hours of training for
employee



77,427 Euro

ACDA investment in people
training



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.