



SEPTEMBER
2019

ACTIONS AND CHALLENGES OF EMASESA IN ITS CONTRIBUTION TO THE **SDG**





LETTER FROM JUAN ESPADAS

Chairman of Emasesa



Thousands of cities around the world have developed or are developing programmes for local implementation of the Sustainable Development Goals (SDG) and their targets. In Spain, the implementation of institutional mechanisms and tools for the development of the UN Agenda 2030 was carried out through the creation of the High Commissioner for the 2030 Agenda in June 2018, reporting directly to the Cabinet Office of the Government.

Seville is one of the cities that has been committed to the SDG from the outset. In February 2019, the City Council and the United Nations organised the “locating the SDG” event, where the so-called “Seville Commitment” was generated. But previously, in 2017, the Seville City Council had already prepared the SDG Diagnosis and Evaluation report for Seville. In addition, the Seville 2030 Strategic Plan, which is being prepared between 2016 and 2019, incorporated the vision of the SDG into both the City Model and the Objectives and Strategic Lines, as an argument articulating the entire process.

In this scenario, EMASESA, the public water corporation, acts as one of the main engines of sustainability in the metropolitan area of our city. It is not a coincidence, it is the result of years of work aimed at enhancing collaborative spaces, to generate territories of involvement with the social, cultural, business, administrative, academic and environmental fabric of the city, assuming **the construction of a sustainable living space, implementing actions and strategies for a climate-changing city.**

Let's not forget that **Seville was the first city in Spain to declare a state of climatic and ecological emergency** (at the plenary session of 25 July 2019) with the commitments that this entails, such as reducing carbon dioxide

emissions by 40% by 2030 and increasing the city's resilience to the impacts of climate change.

In this regard, EMASESA, and to a large extent through the Water Observatory, integrates participation as a fundamental axis for decision-making, an initiative that has been recognised by the Spanish Network of the Global Compact, whose principles we subscribe to, as an example of good practice for achieving the SDG to which we are faithfully committed.

I would like to thank all the people who make up EMASESA and all its stakeholders for their contribution to fulfilling the commitment to make it possible to **transform and adapt our city to the new climatic circumstances, thus ensuring a better quality of life and well-being for the citizens.**

LETTER FROM JAIME PALOP

Chief Executive Officer of Emasesa



It is particularly gratifying for me to present to you the actions and challenges we carry out at EMASESA, which we understand contribute directly to the Sustainable Development Goals (SDG). EMASESA, our Public Water Corporation, is firmly committed to the vision, spirit and implementation of the 2030 Agenda, as we share the desire to make SDG a reality.

Our most relevant contribution to its achievement revolves around a major axis that inspires all our actions, Goal 6: Clean water and sanitation. However, we go far beyond water and converge with other sustainable development goals, all within the framework established by our Strategic Plan (SPM - Sustainable Public Management).

Para EMASESA, este **Plan Estratégico ha supuesto un modo de hacer que, desde la transparencia, contempla nuevas formas de gobernanza de lo público, crea espacios novedosos como el Observatorio del Agua y se abre a la participación pública y ciudadana así como a todos nuestros grupos de interés,** para conseguir un nuevo modo de gestión, en el que se integran los valores necesarios **para poder alcanzar un mundo más justo, equitativo y sostenible.**

In our daily task of managing the Urban Water Cycle in an efficient, supportive, ethical and socially responsible way, we always bear in mind the concept of water as the backbone for change in the city and its metropolitan area: water as a reference in the creation of public spaces, as a driving force for transforming the city by generating sustainable spaces, promoting links with nature and the citizen, making the city a more human space.

Aware that we are the main environmental operator of our cities, we have an intergenerational commitment to society that tirelessly motivates us to work from the prism of sustainability and to take actions that respond to climate change. Thus, we measure and verify our emissions, we work to improve our energy self-consumption, we adapt our cities with new construction models to address the risks identified in our area of activity (droughts, heat waves or floods), we recover our waste and contribute to the Circular Economy, we promote active citizen participation in mitigating global warming through our educational programmes and environmental events, we restore spaces in the environment in which we operate, which we make available to the public, aware that the conservation of biodiversity is a fundamental factor in this fight that belongs to everyone.

But we know that much remains to be done, that the obsolescence of the sector's infrastructures is a reality, and we look to the future convinced of the need to distribute the costs necessary to renew infrastructures as equitably as possible, a renewal that cannot be avoided if we want to continue to contribute to the goals of the 2030 Agenda.

I am convinced that at EMASESA we are working from the best orientation possible, to continue making progress in the sustainability and transparency of our management. Thank you all very much, and I look forward eagerly to your continued partnership in the development of these challenges, and new ones in the future.

EMASESA is firmly committed to the vision, spirit and implementation of the 2030 Agenda, with the will to make the Sustainable Development Goals a reality.

Our most relevant contribution to achieving the Sustainable Development Goals revolves around a major axis that inspires our actions: Clean water and sanitation (SDG6).

In addition, we articulate this along with transparency and partnerships, contributing to the care of natural resources and improving the lives of all.

6 CLEAN WATER
AND SANITATION



WE ARE WATER... The SDG 6 Clean Water and Sanitation is the major axis that inspires our actions.

Ensure the availability and sustainable management of water and sanitation for all.

...beyond the SDG6,

We are more than water because we take care of our natural resources, reducing the negative impact on the environment.

7 AFFORDABLE AND CLEAN ENERGY



Promote the use of renewable energies and energy efficiency practices.

9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE



Promote innovations and sustainable technology in our sector.

11 SUSTAINABLE CITIES AND COMMUNITIES



Increase inclusive and sustainable urban development and reduce vulnerability.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Ensure sustainable consumption and production patterns.

13 CLIMATE ACTION



Take urgent action to combat climate change and its impacts.

15 LIFE ON LAND



Intensify protection of terrestrial ecosystems and biodiversity.

and as our management is **PUBLIC**,
we articulate our activity with
TRANSPARENCY and **PARTNERSHIPS**.

16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS



- Ethical conduct
- Create effective and transparent institutions.
- Access to information and fundamental freedoms.

17 PARTNERSHIPS
FOR THE GOALS



Promote partnerships for sustainable development (EMASESA Water Observatory).

we improve the well-being of all by increasing
the positive impact on our lives.

1 NO POVERTY



Eradicate poverty
in all its forms and
throughout the world.

**3 GOOD HEALTH
AND WELL-BEING**



Guarantee a healthy
life and promote
well-being.

**4 QUALITY
EDUCATION**



Training in
sustainability and
human rights.

**5 GENDER
EQUALITY**



Develop measures
against gender
discrimination in the
workplace.

**8 DECENT WORK
AND ECONOMIC
GROWTH**



Promote adequate
and dignified working
conditions for all
people.

EMASESA'S CONTRIBUTION TO THE S

7 AFFORDABLE AND CLEAN ENERGY



Promote the use of renewable energies and energy efficiency practices.

9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE



Promote innovations and sustainable technology in our sector.

11 SUSTAINABLE CITIES AND COMMUNITIES



Increase inclusive and sustainable urban planning and reduce vulnerability.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Guarantee sustainable consumption patterns and production.

13 CLIMATE ACTION



Adopt measures to combat climate change and its effects.

15 LIFE ON LAND



Intensify the protection of ecosystems, and terrestrial biodiversity.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



- Ethical conduct.
- Create efficient and transparent institutions.
- Access to information and fundamental freedoms.

6 CLEAN WATER AND SANITATION



Ensure the available management of v

SUSTAINABLE DEVELOPMENT GOALS 2030 AGENDA

ability and sustainable
water and sanitation for all.

17 PARTNERSHIPS FOR THE GOALS



Promote partnerships for sustainable development (EMASESA Water Observatory).

1 NO POVERTY



Eradicate poverty in all its forms and throughout the world.

3 GOOD HEALTH AND WELL-BEING



Guarantee a healthy life and promote well-being.

4 QUALITY EDUCATION




Training in sustainability and human rights.

5 GENDER EQUALITY



Develop measures against gender discrimination in the workplace.

8 DECENT WORK AND ECONOMIC GROWTH



Develop measures against gender discrimination in the workplace.

We act directly on these cross-cutting goals of the SDG to achieve a world that is fairer, poverty-free, more sustainable and that protects the planet.

6 CLEAN WATER AND SANITATION



- Access to drinking water.
- Access to sanitation and hygiene services.
- Water quality. Pollution and wastewater.
- Efficient use of water resources.
- Integral management of water resources.
- Water-related ecosystems.
- Creation of management capabilities.
- Participation of local communities.

1 NO POVERTY



- End poverty in all its forms everywhere.
- Access to basic services and financial resources.

3 GOOD HEALTH AND WELL-BEING



- Sanitation risk management.

4 QUALITY EDUCATION



- Skills for access to employment.
- Global Education for Sustainable Development.

5 GENDER EQUALITY



- Domestic care work, shared responsibility.
- Full participation of women and equal opportunities.

7 AFFORDABLE AND CLEAN ENERGY



- Renewable energy.
- Energy efficiency.

8 DECENT WORK AND ECONOMIC GROWTH



- Labour rights and safe work.

9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE



- Modernise clean and environmentally sound infrastructure, technology and processes.
- Scientific research, technological capacity.

11 SUSTAINABLE CITIES AND COMMUNITIES



- Inclusive and sustainable urban development.
- Disasters and vulnerability reduction.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Prevention, reduction, recycling and reuse of waste.

13 CLIMATE ACTION



- National policies, strategies and plans.

15 LIFE ON LAND



- Conservation and sustainable use of ecosystems.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



- Ethical conduct.
- Effective and transparent institutions.
- Access to information and fundamental freedoms.

17 PARTNERSHIPS FOR THE GOALS



- Global partnership for sustainable development.
- Public-private partnerships (EMASESA Water Observatory).

**SUSTAINABLE
DEVELOPMENT** **G**  **ALS** 

WATER



CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Access to drinking water

Goal 6.1 By 2030, to achieve universal and equitable access to safe drinking water at a price affordable to all.



When we open the tap, we have the guarantee that the water is not only drinkable, but also has excellent quality and health characteristics.

HOW DO WE DO IT?

- We collected rainwater from six reservoirs.
- We transport the water to our drinking water stations, where we guarantee that the water meets the health requirements set by prevailing regulations. We distribute the water through a 3,856 km-long supply network.
- We take care of our assets thanks to our Infrastructure Asset Management Methodology (IAM), which helps us detect our needs for renewing the supply network and plan its investment.
- We have extensive experience in the potable water treatment process, the best technologies and exhaustive operational and analytical controls from our water quality control laboratories.
- We apply Water Safety Plans, a comprehensive risk assessment model, to achieve the utmost safety in the surveillance and quality control of drinking water, supported by the WHO.





WHAT DO WE ACHIEVE?

In 2018

- 12 municipalities directly supplied.
- 1,065,000 users.
- 73.78 hm³ safe drinking water.
- 3,856 km of supply network, with an average age of 26 years.
- 175,000 annual analyses with which we control 150 parameters.
- In 2018 we started the construction of the new QA laboratory facilities.
- Obtaining ISO 22000 Certification for Food Safety Management.
- Water quality control laboratory accredited by UNE-EN ISO 17025.
- Customer satisfaction with the quality of water supplied is 8.10 out of 10 (2016).

A sustained investment effort is required to renew our patrimony in infrastructures, to which it will be necessary to propose solutions to take care of its financing.





CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Access to sanitation and hygiene services

Goal 6.2 By 2030, achieve access to adequate and equitable sanitation and hygiene for everybody and end open defecation, paying special attention to the needs of women and girls and people in vulnerable situations.



The correct sanitation of wastewater is one of the most important hygienic-sanitary measures a society can adopt, and also one of the most costly in economic terms.

HOW DO WE DO IT?

We transport the wastewater through the 2,955 km-long network to the wastewater treatment plants.

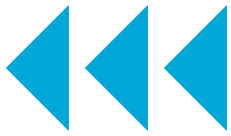
This network is in continuous diagnosis, maintenance and cleaning, with the aim of reducing sediments and avoiding obstructions at the entrance of treatment plants and thus optimise the purification process.

We take care of our assets thanks to our Methodology of **Infrastructure Asset Management (IAM)** which helps us to identify our sewerage network renewal needs and plan its investment.

We provide an effective response to new social challenges such as sewerage network bottlenecks due to wet wipes, through:

- #LasToallitasAlCubo dissemination campaigns.
- And collaborating in the preparation of Standard UNE 149002 “Acceptance criteria for disposable products via toilet”, which contributes to the improvement of water sanitation.





WHAT DO WE ACHIEVE?

In 2018

- 2,955 km of sanitation network, with an average age of 28.5 years.
- 1,183 km of network have been cleaned (≈40%).
- 126,409 outlets have been cleaned (≈100%).
- Renovation of sections of the sewerage network.
- Raising citizen awareness for the care of natural resources.





CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Access to sanitation and hygiene services

Goal 6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.



Managing the WWTPs that lead to continuous improvement of the receiving water bodies and their natural environment.

HOW DO WE DO IT?

In order to stop the pollution at source, we adopt treatment measures in the emitting source itself:

- We systematically monitor non-domestic discharges to the Public Sewerage Facility (PSF).
- We offer technical assistance to those activities whose discharges are polluting, in terms of measures to be implemented to improve the quality of their discharges.

We manage rainwater by combining conventional and cutting-edge means: spillways to evacuate excess rain that cannot be transported to treatment plants, rainwater retention tanks and sustainable urban water drainage systems.

In compliance with regulatory requirements, it is necessary to have sustainable elements that efficiently and economically prevent the dumping of materials transported by the sewerage system and that pollute the banks of watercourses. To this end, we have initiated a pilot programme for the installation of floating trapping devices in spillways that will help us to draw up a plan to eliminate pollution from discharges from sewerage systems.

We operate and maintain our wastewater treatment plants.



WHAT DO WE ACHIEVE?

To be able to guarantee water quality and minimise the impact that our activity can generate on ecosystems. The activity carried out by the Spillage Control Area is accredited by ENAC as an Inspection Agency under the criteria of Standard UNE-EN ISO/IEC 17020:2012.





CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Efficient use of water resources

Goal 6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

We promote environmental sustainability, to combat the effects of climate change, and it is a gesture of solidarity with future generations

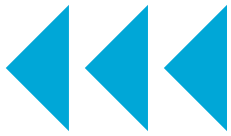


HOW DO WE DO IT?

We make efficient use of the **water in quantity and quality**, by means:

- EMASESA Drought Emergency Plan.
- Management of alternative sources of collection.
- Natural Resources Surveillance Programme, guarantee of good quality water at source.
- Systematic control of leaks and unauthorised consumption in the supply network.
- Reuse of treated water in activities such as irrigation of own facilities and golf courses or cooling of industrial equipment and facilities.
- Promotion of responsible water consumption.





WHAT DO WE ACHIEVE?

- Reduction of domestic unit consumption from 138 l/inhabitant/day in 2001 to 111 l/inhabitant/day in 2018.
- Adduction performance: 99.03%.
- Potable water treatment yield: 99.90%.
- Distribution performance: 84.89%.

The efficient use of water not only increases the term of guarantee of the available resources, but also favours care of the environment by not taking more resources from it than are strictly necessary.





CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Integral management of water resources

Goal 6.5 By 2030, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate.



In our daily endeavours we integrate interdepartmental collaboration as well as with external agents.

HOW DO WE DO IT?

- We collaborate with other administrations to guarantee the integral management of water resources. Thus, decision-making has an integrated approach.
- We promote cooperation for water security and ensure a fair and equitable distribution of water resources for society and, of course, for the environment.
- We participate in the planning processes of the Guadalquivir River Basin District, forming part of its governing bodies.
- On an autonomous level we cooperate with the Regional Government of Andalusia and, on another scale, with the Seville Provincial Water Consortium.





WHAT DO WE ACHIEVE?

In 2018

- Interlocution with the Guadalquivir River Basin District for monitoring of the Basin Hydrological Plan and the Special Action Plan in situations of Alert and Potential Drought.
- Review and update of the EMASESA Drought Emergency Plan.
- Participation in the Working Group of the Regional Government of Andalusia to promote the Regulation of the Integral Water Cycle for Urban Use.
- Participation in Working Groups of the Seville Provincial Water Consortium on Sludge and Discharge Regulations; Social Policies; Tariff Policies; and Chlorine in Networks.

The uncertainty introduced by climate change forces us to optimise the management of our water resources.



CLEAN WATER AND SANITATION

WHAT DO WE WANT?

Water-related ecosystems

Goal 6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.

Creation of management capacities

Goal 6.a By 2030, expand international cooperation and capacity-building support to developing countries in water- and sanitation-related activities and programmes, including water harvesting, desalination, water efficiency, wastewater treatment, recycling and reuse technologies.

Participation of local communities

Goal 6.b Support and strengthen the participation of local communities in improving water and sanitation management.



SUSTAINABLE DEVELOPMENT GOALS



Goal 6.6 will be developed with the SDG



Goal 6.a will be developed with the SDG



Goal 6.b will be developed with the SDG



MORE THAN WATER



NO POVERTY

WHAT DO WE WANT?

End poverty in all its forms everywhere

Goal 1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.

HOW DO WE DO IT?

We developed an accredited Vocational Training Plan for people at risk of social exclusion.

We work on training for social cohesion, integration and employment, by means of a credible training itinerary, with which students learn a trade and increase their chances of insertion into the labour market.

Learning by doing



To provide students with accredited training to carry out a remunerated trade and to get out of situations of risk of social exclusion.



WHAT DO WE ACHIEVE?

First edition, 2018:

- 12 students enrolled.
- 11 students with Certificate of Professionalism “Plumbing and Heating Operations - Domestic Air Conditioning”.
- 7 people have obtained gainful employment.
- 480 hours of training.

Second edition, 2019:

- 15 students enrolled.
- 13 students with Certificate of Professionalism “Plumbing and Heating Operations - Domestic Air Conditioning”.
- 2 people have obtained gainful employment.
- 480 hours of training.





NO POVERTY

WHAT DO WE WANT?

Access to basic services and financial resources

Goal 1.4. By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.

Water is a human right.

Since 2015, supply has not been suspended to any user accredited by Municipal Social Services as being in a situation of economic vulnerability.

HOW DO WE DO IT?

We have the following measures in place to ensure access to this basic service and to protect the human right to water:

- **Social measures programmes for families in situations of economic-social vulnerability, in coordination with municipal social services.**
- **Individualisation of meters as a valid solution to situations of inequality between neighbours supplied through a single meter.**
- **Flexibilization of the payment of invoices for community supplies.**
- **Reduction of the bill with reduced rate for consumptions ≤ 98 litres/person/day.**
- **Regulation of the invoice affected by involuntary leakage.**





WHAT DO WE ACHIEVE?

SOCIAL BENEFITS

758.000 € [2016]

1.747.000€ [2017]

1.018.000 € [2018]

FAMILIES RECEIVING SOCIAL BENEFITS

4.812 [2016]

7.799 [2017]

5.240 [2018]

BENEFICIARIES OF REDUCED RATE

26% of users [2018]





GOOD HEALTH AND WELL-BEING

WHAT DO WE WANT?

Sanitation risk management

Goal 3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.

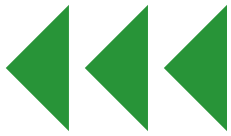
HOW DO WE DO IT?

We are committed to employee health, extending the concept of health beyond their work relationship and also taking care of it in their personal area, under the concept of “Total Health”.

We have set in motion **“Healthy EMASESA”** which is a project of healthy habits for physical well-being, fostering mental health and promoting social health.



Healthy EMASESA is a project for the care of the “Total Health” of workers.



SUSTAINABLE DEVELOPMENT GOALS



WHAT DO WE ACHIEVE?

First edition, 2018:

- Cardiovascular Risk Prevention Campaign.
- Promote the Mediterranean Diet and healthy eating campaign.
- Colon Cancer Prevention Campaign: 271 preventive controls for early detection of Colon Neoplasm.
- Prostate Cancer Prevention Campaign: 376 tests on men over 45 years of age.
- Training sessions Fitness for Effort: for 245 people.
- Inform about stretching exercises to improve back pain.
- Emotional Health Campaign, with weekly dissemination of interesting information.
- Thermal Stress Prevention Campaign.
- Participate in European Mobility Week.

Project: Healthy Emasesa





QUALITY EDUCATION

WHAT DO WE WANT?

Skills for access to employment

Goal 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.



The Water Master's Degree is practical training aimed at university students, professionals and companies in the sector.

HOW DO WE DO IT?

We have created the Water Chair together with the University of Seville, the purpose of which is the promotion of teaching, informative and research activities linked to the reality, problems and perspectives of the integral water cycle.

We promote training aimed at university students, sector professionals, teachers, research groups and companies and associations in the sector, by means of the **Master's Degree in Technology and Management of the Integral Water Cycle**. Degree of the University of Seville. The enrolment period for the 2nd Edition is now open.





WHAT DO WE ACHIEVE?

Successfully recognised projects that consolidate our joint work with the University through Programmes and technical workshops:

- 4 training workshops with 155 participants.
- 10 events and 5 technical seminars.
- Organisation of the “EMASESA and engineering” exhibition at the School of Engineering.
- Support programme for the completion of End of Course Work and Master’s Degrees, with 5 students.
- Special Internship Programme of the Water Chair with 8 students.

• Awards and Challenges

- Launch of 2 awards for the best End of Course Work and End of Master’s Work of the School of Engineering; and 1 award for the best Doctoral Thesis.
- Incorporation of 1 industrial doctoral student.
- Execution of 2 technological challenges by research groups from the University of Seville.
- Launch of 4 new technological challenges.



QUALITY EDUCATION

WHAT DO WE WANT?

Skills for access to employment

Goal 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

HOW DO WE DO IT?

Through the **EMASESA Internship Program**, as a clear sign of the company's commitment to Corporate Social Responsibility, we make the improvement of students' skills our own responsibility.

The Internship Programme has been consolidated in its objective of providing students with their first professional experience in training and university studies, improving their employability.



The EMASESA Internship Programme provides the first professional experience to more than 100 students per year.



WHAT DO WE ACHIEVE?

Welcoming more than a hundred students a year, from a wide range of educational centres and degree courses.

Students and teaching centres agree in highlighting the quality of the internships carried out and the high degree of commitment of our company.

In 2018 we have achieved:

- Incorporated 117 students.
- Interviewed 351 candidates.
- Achieved a degree of satisfaction of 4.8 /5 according to the students.
- Achieved a satisfaction rating of 4.6 /5 according to the company.
- Benefited from 100% of co-financing programmes until funds are exhausted, which has allowed 54% of remunerated internships to be co-financed in 2018.

EMASESA has been awarded the 5th Prize for Business Commitment to External Internship Students of the University of Seville within the framework of the Jobs Fair.



QUALITY EDUCATION

WHAT DO WE WANT?

Global Education for Sustainable Development

Goal 4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.

We want to show society our work to protect and preserve the environment.



HOW DO WE DO IT?

Environmental Education is essential to commit the whole of society to a more sustainable model. Our goals are:

- Transmit management of the integral water cycle and the environmental aspects derived from it.
- To present the facilities of the integral urban water cycle from the technical, environmental and socioeconomic point of view.
- Participatory Reforestations.
- Educate on the importance of water care.
- Promote socially and environmentally sustainable habits and attitudes.





WHAT DO WE ACHIEVE?

- 1,550 students attended to in Water in the Classrooms and Hospitals.
- 4,550 students attended to in the “STOP WET WIPES” awareness-raising programme.
- 9,654 students attended to in our facilities.
- 2,103 students attended to in Participatory Reforestation programmes.
- 5,905 people attended to in Environmental Raising Awareness Events.



Record participation with 23,762 people attending Environmental Raising Awareness Programmes and Events during the 2018/2019 course.



GENDER EQUALITY

WHAT DO WE WANT?

Domestic care work, shared responsibility

Goal 5.4 Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate.



More than 180 employees enjoy time flexibility for legal guardianship.

HOW DO WE DO IT?

We are highly sensitive to social protection policies and shared responsibility in the home and family.

Our Collective Bargaining Agreement in its Chapter XI, is dedicated to the **Reconciliation of personal, family and working life**. In this context, it promotes conciliation and shared responsibility through a wide range of articles that provide a privileged regulatory framework for measures in this area.





WHAT DO WE ACHIEVE?

In 2018 we have achieved:

- 182 employees with flexible working hours.
- 8 employees with reduced working hours.
- 2 leaves of absence for care of relatives.
- 17 leaves associated with maternity, paternity, birth, breastfeeding or intercountry adoption.
- 344 leaves for medical assistance for family members.

Balancing personal, family and working life is a reality at EMASESA.



GENDER EQUALITY

WHAT DO WE WANT?

Women's full participation and equal opportunities

Goal 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision making in political, economic and public life.

HOW DO WE DO IT?

We are committed to integrating equal opportunities between women and men in our organisation. To this end, in 2008 we began the process that culminated in the implementation of the **I Equality Plan** in our company.

A decade later, the time has come to make a Diagnosis of the current Situation that will culminate with the **II Equality Plan**.

EMASESA, a benchmark in equality. Our experience is valued and shared

In 2019 we are working on the II Diagnosis of Situation and the II Equality Plan.





WHAT DO WE ACHIEVE?

Achievements in equal opportunities:

- We guarantee equal opportunities for men and women in terms of pay and professional development.
- We guarantee equal opportunities for men and women.
- Business culture based on equality.

Awareness raising (measures I Equality Plan):

- Manual of non-sexist language.
- Statement of principles against sexual harassment and gender-based harassment.
- Contents of equality in the Welcome Manual for new personnel and in the Manual for admission tests.
- Training of staff in this area.

Reference in Equality:

We are invited to participate in forums where we share knowledge and contribute to the dissemination of effective equality between men and women:

- Conference “New measures on the salary gap”.
- Technical Conference “The Role of Women in Public Services”.
- Round table “The economy is not just a man’s business”.



AFFORDABLE AND CLEAN ENERGY

WHAT DO WE WANT?

Renewable energy

Goal 7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.



We are increasing the proportion of renewable energy in the set of energy sources of our facilities, reducing the environmental impact and improving everyone's quality of life.

HOW DO WE DO IT?

- We purchase energy with a certificate of renewable origin.
- In our WWTPs, we are increasing the generation of energy from cogeneration installations (co-digestion).
- We incorporate renewable energy generating facilities (hydraulic and photovoltaic).
- We are increasing the percentage of electric vehicles in the fleet.





WHAT DO WE ACHIEVE?

In 2018

- Production of renewable energy: 42.6 GWh
- Self-consumed renewable energy: 20.0 GWh
- Renewable energy purchased: 9.49 GWh



By 2019, 100% of our electrical energy consumption is from renewable origin.

We received the Gold Medal of the Spanish Sustainable Mobility Week Awards in 2018.



AFFORDABLE AND CLEAN ENERGY

WHAT DO WE WANT?

Energy efficiency

Goal 7.3 By 2030, double the global rate of improvement in energy efficiency.

The implementation of ISO 50001 is an example of EMASESA's commitment to energy efficiency, the reduction of associated financial costs and the reduction of greenhouse gas emissions.



HOW DO WE DO IT?

We implement an Energy Management System, in accordance with the ISO 50001 standard of continuous improvement:

- Improving energy metering of supplies.
- Controlling the processes and energy consumption, with the introduction of indicators and control points.
- Training and making people aware.
- Establishing energy efficiency criteria in the acquisition of equipments, services and energy.
- Improving energy efficiency in the design of new and existing facilities.

To this end we perform:

- Studies of the energy performance of facilities (energy reviews and audits).
- Design of the Energy Efficiency Plan.



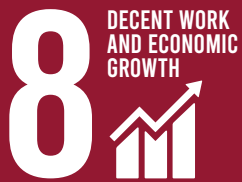
WHAT DO WE ACHIEVE?

- Improved efficiency and sustainability of our facilities.
- Make good use of energy.
- Reducing the energy impact of our activity.

Energy self-sufficiency in 2018 is 83.60%, +11.73% with respect to 2017.



Continuous improvement of our processes to increase energy efficiency.



DECENT WORK AND ECONOMIC GROWTH

WHAT DO WE WANT?

Labour rights and safe work

Goal 8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

“HEALTH CARE AND THE TOTAL ABSENCE OF ACCIDENTS” as primary objectives.



HOW DO WE DO IT?

- We integrate Health and Safety in all levels of the company. Certification in ISO 45001.
- We hold awareness-raising sessions, with the presence of the Labour Inspectorate and the Public Prosecutor specialising in Health and Safety, for Responsibility and Management of Occupational Health and Safety.
- We share thematic workshops with building contractors to extend the knowledge of EMASESA's safety procedures.





SUSTAINABLE DEVELOPMENT GOALS



WHAT DO WE ACHIEVE?

In 2018:

- 0 major accidents.
- 43 minor accidents.
- Severity rate*: 0.6.
Days of sick leave per thousand hours worked.
- Frequency rate*: 37.
Accidents per million hours worked.
- 0 work-related illnesses.
- We have carried out more than 6,800 On-site Health and Safety controls in 2018.
- We have adapted the environment of the Works to Citizens with reduced mobility.





INDUSTRIES, INNOVATION AND INFRASTRUCTURE

WHAT DO WE WANT?

Modernise clean and environmentally sound infrastructure, technology and processes

Goal 9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

The implementation of an Information Security Management System, ISO 27001, is a sign of EMASESA's commitment to cybersecurity and protection of information assets.

HOW DO WE DO IT?

We have drawn up a Strategic Plan for Information Systems (2018-2022) for the main purpose of responding to current deficiencies, as well as present and future needs in the field of Information Systems and Technologies.

With a total of 94 measures and a budget of 8.5 million euros, we aim to improve digital services to users and optimise the efficiency of business processes.



We are implementing improvements in technological equipment, electronic administration, and industrial systems, among others.



WHAT DO WE ACHIEVE?

- To guarantee technological support to the processes and services of the company in an efficient and safe way, adapted to the demands of the environment and of technological transformation that society is experiencing.
- Guarantee regulatory compliance in permanent evolution towards technification of the processes and the relations with the citizen and other stakeholders.
- Implementation of technological and procedural means to minimise the risks derived from Information Security and data protection.
- Guarantee the highest level of integrity, availability and resilience of the systems and technological infrastructures that support the company's processes and services.
- Advance in process intelligence and drive the company's innovative initiatives, usually associated with measures and solutions based on technological developments.



9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE

INDUSTRIES, INNOVATION AND INFRASTRUCTURE

WHAT DO WE WANT?

Scientific research, technological capacity

Goal 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.

In the circular economy, the CityLoops project allows us to participate as members of a European Consortium of about 30 companies.

Innovation allows us to improve our performance, improve our company and grow as people.

HOW DO WE DO IT?

We make our needs known to research groups, universities and businesses to find the best solution to our problems.

We convene an Ideas Competition to promote the participation of all employees so that they can contribute proposals that allow them to improve efficiency, increase productivity and reduce the costs of the organisation.



WHAT DO WE ACHIEVE?

- To develop R&D projects that provide solutions to real problems that affect our activity.
- These projects make EMASESA a pole of attraction for knowledge, talent and new opportunities, while at the same time making the sector more dynamic.
- Internally, participation in these projects improves the perception of the company, encouraging the emergence of innovative proposals within the organisation.



EMASESA's active projects, from 2013 to 2018, add up to a total of 13 and a budget of €2,922,672.



INDUSTRIES, INNOVATION AND INFRASTRUCTURE

WHAT DO WE WANT?

Scientific research, technological capacity

Goal 9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.



HOW DO WE DO IT?

Through the “**Prince Albert I of Monaco**” **Aquatic Ecology Station** located in the Cartuja Science and Technology Park, launched in 1993, thanks to the collaboration agreement signed with the University of Seville, with the objectives:

- The investigation of inland water resources (reservoirs, rivers and estuaries, among others) of the Guadalquivir river basin, in its limnological and ichthyological aspects, the comparison of such systems with other similar ones in the Mediterranean basin, as well as technological research in aspects of water management, treatment and purification.
- The planning and development of courses, conferences and tasks of environmental education in the topics related to the water cycle and especially with the conservation of nature.

Know and manage to better conserve the “water” resource.



WHAT DO WE ACHIEVE?

In the field of Aquatic Ecology we have participated in 23 research projects, written 44 publications in national and international journals, and prepared 58 communications to congresses and 5 Doctoral Theses.





SUSTAINABLE CITIES AND COMMUNITIES

WHAT DO WE WANT?

Inclusive and sustainable urban planning

Goal 11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.



In 2018 we have built more than 5,000 m² of SUDS.

HOW DO WE DO IT?

Working in four directions:

- Regulatory aspects: recommendations for the management of rainwater in Emasesa.
- Planning: strategy for the implementation of SUDS in Seville and advice and support for developers and consultants.
- Execution of infrastructures: experiences in SUDS:
 - Calle Manzanares. Well drainage and paving. Triana District. Seville.
 - SUDS in Parque Norte. Alcalá de Guadaíra.
 - Permeable pavements in Calle Puerto Zegri. Seville.
 - Infiltration well in Plaza Los Inventores. San José de la Rinconada.
 - SUDS in Avda. de El Greco (Healthy City Project). San Pablo-Santa Justa District. Seville.
 - SUDS at Avda. Asociación de Vecinos. Seville.
 - Filtering ditch in Avda. Seneca. Seville.
- Participation: Advisory Boards of the EMASESA Water Observatory.



WHAT DO WE ACHIEVE?

Progressively implement a Sustainable Urban Water Development (DUSA) strategy, which incorporates the so-called Sustainable Urban Drainage Techniques or Systems (SUDS) into urban development and urban planning processes, as a supplementary measure that reduces the risk of flooding, the generation of pollution and its mobilisation towards natural watercourses.



ciudad
saludable

Healthy City, Avda. de El Greco:

- Transitable pedestrian zones: 5,587 m²
- Bike lane: 1,330 m²
- Rain Gardens and Bioremediation: 1,941 m²
- Pedestrian zones with vegetation treatment: 1,286 m²





SUSTAINABLE CITIES AND COMMUNITIES

WHAT DO WE WANT?

Disasters and vulnerability reduction

Goal 11.5 By 2030, significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations.



We have the largest rainwater retention tank in the whole of Andalusia (Kansas City, Seville).

HOW DO WE DO IT?

Working in two directions:

- Hydrodynamic modelling of 100% of the supply and sewerage networks. Mathematical simulation models of our infrastructures, for self-diagnosis of problems and proposal of solutions.
- Construction of Large Rainwater Collectors and Retention Tanks to reduce the vulnerability of cities to flooding, with the aim of increasing water purification capacity and strengthening infrastructure.





WHAT DO WE ACHIEVE?

- Supply or Sanitation Master Plans, where problems are diagnosed and the necessary actions for the improvement of possible problems of quantity, pressure and quality are designed, assessed and prioritised, in the case of the distribution or urban drainage of a given basin, in the case of sewerage.
- Rainwater deposits:
 - Alameda, Félix Rodríguez de la Fuente in Dos Hermanas and Parque Centro in Alcalá de Guadaíra.
 - Retention capacity: 23,224 m³
- 76,000 more cubic metres of laminated urban runoff between the two new retention tanks (Kansas City and Miguel Fleta).

Rainwater retention tanks

In service

- Félix Rodríguez de la Fuente in Dos Hermanas.
- Parque Centro in Alcalá de Guadaíra.
- Alameda de Hércules in Seville.
- Kansas City in Seville.

Recently built

- Kansas City (Seville). Plant of 174 m x 40 m and 7.5 m maximum sheet of water.
- Miguel Fleta (Dos Hermanas). Plant of 126 m x 49 m and 6.25 m maximum sheet of water, under construction.

12

RESPONSIBLE
CONSUMPTION
AND PRODUCTION

RESPONSIBLE CONSUMPTION AND PRODUCTION

WHAT DO WE WANT?

Prevention, reduction, recycling and reuse of waste

Meta 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.



Our wastes are our new resources.

HOW DO WE DO IT?

- We recover the organic waste of other industries in the digesters of the WWTPs with the objective of increasing the production of biogas.
- We installed 3 sand treatment plants in our WWTPs to process the sand from the cleaning of the networks and from the purification process itself.
- We reuse process water at all company facilities to minimise water consumption.
- We recover 100% of the sludge generated in the potable water treatment and purification process by means of agricultural application or composting.





WHAT DO WE ACHIEVE?

In 2018

- 124,000 tonnes of waste recovered in co-digestion at the WWTPs.
- 70% reduction in the volume of sand sent to landfill (1,400 tonnes of sand treated).
- 1.03 Hm³ of reused water.
- 71,000 tonnes of sludge targeted at direct agricultural application.





CLIMATE ACTION

WHAT DO WE WANT?

National policies, strategies and plans

Goal 13.2 Integrate climate change measures into national policies, strategies and planning.



We calculate our emissions, mitigate them and adapt to climate change.

HOW DO WE DO IT?

We implemented measures to make EMASESA a climate-change resilient company.

Mitigation actions

- Emissions reduction strategy. We calculate and verify our emissions.
- Recovery of waste. We increase our energy self-sufficiency in wastewater treatment plants.
- We consume 100% renewable energy.
- Progressive electrification of the fleet. We travel around with zero-emission vehicles.
- We generate renewable energy in our mini-hydropower plants
- (Aracena, Zufre and Minilla).

Adaptation actions

- We build infrastructure that reduces our vulnerability to flooding (rainwater retention tanks).
- We care for our environment, increasing biodiversity, reducing soil erosion and improving water regulation through environmental restoration projects.
- We carry out urban development actions that encourage our city to become a model of a sustainable city.
- We draw up an investment plan to reduce our breakdowns and reduce water losses in the network.
- We carry out awareness-raising campaigns to ensure responsible and efficient water consumption.



WHAT DO WE ACHIEVE?

- Carbon footprint 2018 (tCO_{2e}) = 19,936
- 8,202 tCO_{2e} reduced thanks to the self-consumption of energy in the WWTPs.
- 8,546 tCO_{2e} avoided verified and recorded in the framework of climate projects (MITECO) through waste recovery in WWTPs.
- 9,238 tCO_{2e} emissions avoided through the production of renewable energy in mini-hydroelectric plants.

We have reduced our emissions by more than 30% in 5 years.





LIFE ON LAND

WHAT DO WE WANT?

Conservation and sustainable use of ecosystems

Goal 15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.



We preserve ecosystems as a guarantee for the future.

HOW DO WE DO IT?

We improve the knowledge of the water quality of the rivers of the supply basins and of the receiving environment by monitoring their ecological potential status.

We broaden knowledge about the ecological flow regime of the supply reservoirs that allows the use of water to be compatible with the conservation of the biodiversity of the rivers and their environment.

We improve the natural ecosystems related to EMASESA's activity by removing obstacles on riverbeds, clearing rubbish and waste in their surroundings, and reforestation.

We take measures to minimise the impact of works on flora and fauna.

We encourage the population to visit natural spaces, and citizen participation for environmental conservation.





WHAT DO WE ACHIEVE?

Actions along the Rivera de Huelva river and in the channelling of the Guadaira river, with:

- Elimination of 630 m³ of concrete from the riverbed, removal of 1,200 m³ of waste illegally deposited in the natural environment for treatment at an authorised waste manager, placement of informative posters and signposting of 5,000 metres of routes, the planting of 4,629 native trees and shrubs.

Making the 4 hectares El Arboreto Botanical Garden available to the public. This garden is home to more than 500 plant species.



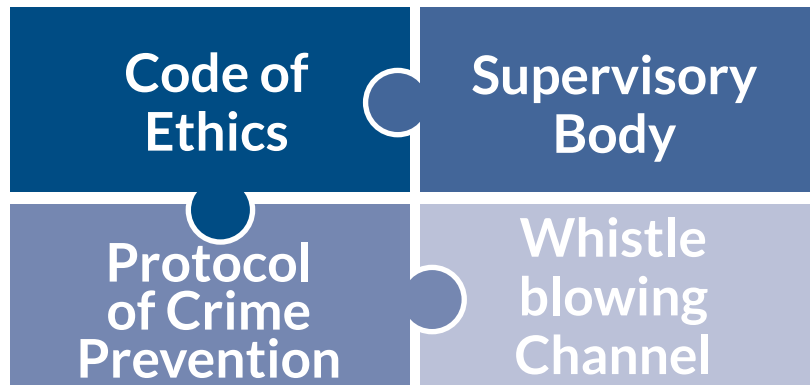


PEACE, JUSTICE AND STRONG INSTITUTIONS

WHAT DO WE WANT?

Ethical conduct

Goal 16.5 Substantially reduce corruption and bribery in all their forms.



HOW DO WE DO IT?

Good Governance Manual

- Code of Ethics: We train and inform employees of the principles governing the management of EMASESA and the ethical behaviour of the staff.
- Protocol for Crime Prevention and Detection: We have more than 130 checkpoints to prevent possible criminal liability actions.
- Whistleblowing Channel: This whistleblowing channel is available to employees and third parties to process any type of complaint.
- Supervisory body: Audit and Compliance Committee.

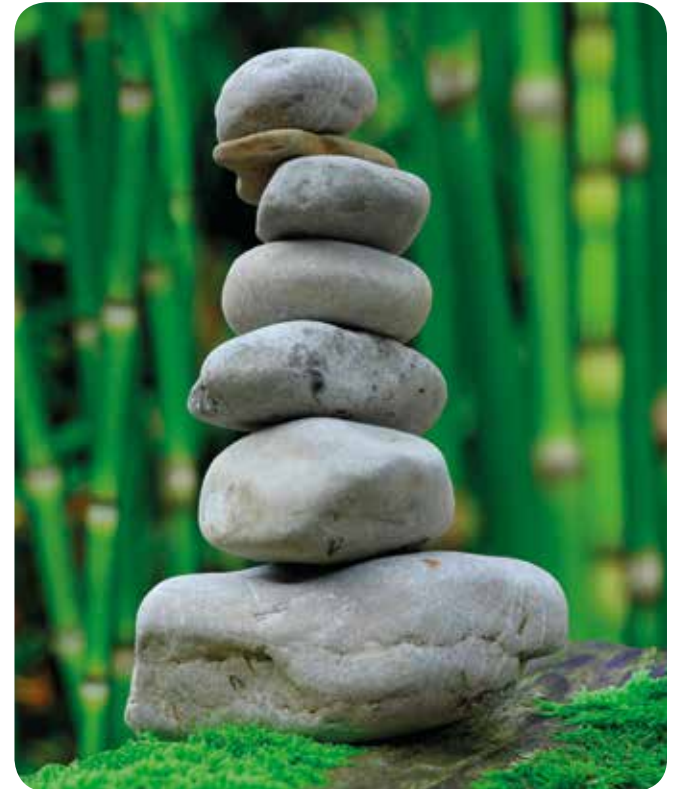
It is the responsibility of the company, its employees, suppliers and society to build a fairer world.



WHAT DO WE ACHIEVE?

- Be jointly responsible for building a fairer society.
- Involve Emasesa's employees so that they are points of reference.
- Raise awareness of our suppliers.
- Prevent the criminal liability of the company.
- Enable channels of communication with society that help towards better management.

We take an active role in the fight against unethical behaviour.





PEACE, JUSTICE AND STRONG INSTITUTIONS

WHAT DO WE WANT?

Effective and transparent institutions

Goal 16.6 Develop effective, accountable and transparent institutions at all levels.

HOW DO WE DO IT?

Transparency Portal

Through this tool we make it easier for citizens, users, suppliers, etc. the company's information of interest, in a secure and accessible way, so that everyone knows about all the services and information related to the company's activity in an integrated way.



In addition to providing information, transparency implies that it is reliable, clear and of high quality.





WHAT DO WE ACHIEVE?

- That the company's information is accessible, truthful, useful and comprehensive.
- Disseminate the information held by the company.
- Make society aware of how the company acts.
- Promote both internal and external communication.
- Greater efficiency of the company by being transparent.

To achieve this goal, the acts of companies must be transparent and not opaque, public and not secret.

Its address is:

<http://transparencia.EMASESA.com>



PEACE, JUSTICE AND STRONG INSTITUTIONS

WHAT DO WE WANT?

Effective and transparent institutions

Goal 16.6 Develop effective, accountable and transparent institutions at all levels.



The more we know about our users, the better we will be able to serve them and the closer our dealings with them will be.

HOW DO WE DO IT?

- We have customer service channels 24 hours a day 365 days a year.
- We set up on-site offices in all municipalities and districts.
- We implement Prior Appointment for face-to-face dealings.
- We promote and improve virtual channels (Virtual Office and APP).
- We improve the channels for payment of water bills.
- We increase reliability in the process of reading meters in order to bill.
- We warn users when consumption increases, to detect possible faults in their interior installation in time.
- We introduce quality commitments through SERVICES CHARTER.
- We carry out satisfaction and expectations surveys.
- We created the Office of the User Ombudsman to deal with, in the last instance, complaints from users and those derived from those that the user does not agree with the initial resolution.
- The Office of the User Ombudsman has drawn up a procedure to guarantee access to drinking water for all users with domestic supplies.



WHAT DO WE ACHIEVE?

- Proximity and closeness to contact the company.
- Avoid unproductive times for the user.
- Permanent focus on mobility.
- 96% of invoices issued for actual consumption, minimising complaints.
- Increase service quality.
- 111 complaints forwarded to the User Ombudsman. 100% complaints resolved.

elige tu canal



Tus gestiones con Emasesa, sin colas y sin esperas



A score of 7.9 out of 10 User satisfaction with EMASESA



PEACE, JUSTICE AND STRONG INSTITUTIONS

WHAT DO WE WANT?

Access to information and fundamental freedoms

Goal 16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.



To encourage society to participate in the management that we perform.

HOW DO WE DO IT?

We redouble our efforts to communicate in detail all our activities, from the prism of public management, which in addition to being of quality, must be transparent and in close proximity to stakeholders.

A través de:

- Media.
- Social Networks.
- Corporate Web emasesa.com
- Internal communication strategy.
- Participation and communication.
- Institutional relations with districts, users and stakeholders.



WHAT DO WE ACHIEVE?

In 2018

- More than 12,000,000 user interactions.
- More than 3,700 publications on social networks and digital media.
- More than 70 press releases.
- 400 minutes of information on radio and TV.
- More than 150 pages of news.
- Weekly Newsletter.
- More than 500 hours of attention to users and groups, neighbourhood associations, institutional representatives.

In 2018, we doubled our dissemination and communication actions with more than 3,500 references of our activity in different channels and media.



PARTNERSHIPS FOR THE GOALS

WHAT DO WE WANT?

Global Partnership for sustainable development

Goal 17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries.

HOW DO WE DO IT?

We have a strategy of International Cooperation whose mission is to **share knowledge** to achieve the (SDG), through the **strategies** marked by organisations, businesses and multilateral financing funds that support such goals, especially in the Americas, Caribbean and Pacific area, and **Mediterranean arc** by committing itself, to the best of its ability, **to cooperate** in achieving these goals.

Cooperation, a catalyst for generating spaces for shared knowledge, promotes the strengthening of networks of sister companies in the drinking water and sewerage sector.

Sharing knowledge to face common challenges.



WHAT DO WE ACHIEVE?

- Partnership with the Spanish Agency for International Development Cooperation (AECID), IDB and GWOPA.
- 33 cooperation actions in the last 4 years.
- International presence: EMASESA in the European Commission's "International Urban Cooperation (IUC) and World Cities" Cooperation programmes.





PARTNERSHIPS FOR THE GOALS

WHAT DO WE WANT?

Public-private partnerships

Goal 17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

HOW DO WE DO IT?

Citizen participation is the key to EMASESA's new governance model, a more participatory, collaborative, co-responsible, legitimate and transparent public water management.

We have taken a step forward by setting up the Water Observatory, which is an advisory and participatory body made up of stakeholders, specialists and EMASESA staff, who help us to generate and evaluate our public management strategy.



The EMASESA Water Observatory has been recognised as a best practice by the SPANISH GLOBAL COMPACT NETWORK.

observatoriodelaguaemasesa@emasesa.com
www.emasesa.com/conocenos/observatorio-del-agua

We strengthen the legitimacy of public decision-making.



WHAT DO WE ACHIEVE?

- Celebration of 17 calls for the 4 Advisory Boards since their implementation at the end of 2017.
- We have reached 55 commitments and specific technical proposals for improvement in the 4 areas of work.
- An average of 19 people took part in each round table; 42% of the participants were from outside EMASESA.
- Hosting of the First Meeting of Advisory Boards in February 2019, with a twin objective:
 - Participatory process referring to Governance and Water as a Human Right.
 - Participants' assessment of the improvement proposals for the EMASESA Water Observatory.



TARGETS
OF THE



TARGETS OF THE GOAL 6

CLEAN WATER
AND SANITATION



EMASESA

metropolitana

6.1 By 2030, achieve universal and equitable access to safe and affordable drinking water for all.

6.2 By 2030, achieve access to adequate and equitable sanitation and hygiene for all and end open defecation, paying special attention to the needs of women and girls and those in vulnerable situations.

6.3 By 2030, improve water quality by reducing pollution, eliminating dumping and minimizing release of hazardous chemicals and materials, halving the proportion of untreated wastewater and substantially increasing recycling and safe reuse globally.

6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.

6.5 By 2030, implement integrated water resources management at all levels, including through transboundary cooperation as appropriate.

6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.

6.a By 2030, expand international cooperation and capacity-building support to developing countries in water- and sanitation-related activities and programmes, including water harvesting, desalination, water efficiency, wastewater treatment, recycling and reuse technologies.

6.b Support and strengthen the participation of local communities in improving water and sanitation management.

TARGETS OF THE GOAL



1.1 By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day.

1.2 By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.

1.3 Implement nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable.

1.4 By 2030, ensure that all men and women, in particular the poor and the vulnerable, have equal rights to economic resources, as well as access to basic services, ownership and control over land and other forms of property, inheritance, natural resources, appropriate new technology and financial services, including microfinance.

1.5 By 2030, build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.

1.a Ensure significant mobilization of resources from a variety of sources, including through enhanced development cooperation, in order to provide adequate and predictable means for developing countries, in particular least developed countries, to implement programmes and policies to end poverty in all its dimensions.

1.b Create sound policy frameworks at the national, regional and international levels, based on pro-poor and gender-sensitive development strategies, to support accelerated investment in poverty eradication actions.

TARGETS OF THE GOAL



EMASESA

metropolitana

3.1 By 2030, reduce the global maternal mortality ratio to less than 70 per 100,000 live births.

3.2 By 2030, end preventable deaths of newborns and children under 5 years of age, with all countries aiming to reduce neonatal mortality to at least as low as 12 per 1,000 live births and under-5 mortality to at least as low as 25 per 1,000 live births.

3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases.

3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.

3.5 Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol.

3.6 By 2020, halve the number of global deaths and injuries from road traffic accidents.

3.7 By 2030, ensure universal access to sexual and reproductive health-care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes.

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination.

3.a Strengthen the implementation of the World Health Organization Framework Convention on Tobacco Control in all countries, as appropriate.

3.b Support the research and development of vaccines and medicines for the communicable and non-communicable diseases that primarily affect developing countries, provide access to affordable essential medicines and vaccines, in accordance with the Doha Declaration on the TRIPS Agreement and Public Health, which affirms the right of developing countries to use to the full the provisions in the Agreement on Trade Related Aspects of Intellectual Property Rights regarding flexibilities to protect public health, and, in particular, provide access to medicines for all.

3.c Substantially increase health financing and the recruitment, development, training and retention of the health workforce in developing countries, especially in least developed countries and small island developing States.

3.d Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.

TARGETS OF THE GOAL



4.1 By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and Goal-4 effective learning outcomes.

4.2 By 2030, ensure that all girls and boys have access to quality early childhood development, care and preprimary education so that they are ready for primary education.

4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.

4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

4.6 By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy.

4.7 By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.

4.a Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.

4.b By 2020, substantially expand globally the number of scholarships available to developing countries, in particular least developed countries, small island developing States and African countries, for enrolment in higher education, including vocational training and information and communications technology, technical, engineering and scientific programmes, in developed countries and other developing countries.

4.c By 2030, substantially increase the supply of qualified teachers, including through international cooperation for teacher training in developing countries, especially least developed countries and small island developing states.

TARGETS OF THE GOAL



5.1 End all forms of discrimination against all women and girls everywhere.

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.

5.3 Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation.

5.4 Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies and the promotion of shared responsibility within the household and the family as nationally appropriate.

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

5.6 Ensure universal access to sexual and reproductive health and reproductive rights as agreed in accordance with the Programme of Action of the International Conference on Population and Development and the Beijing Platform for Action and the outcome documents of their review conferences.

5.a Undertake reforms to give women equal rights to economic resources, as well as access to ownership and control over land and other forms of property, financial services, inheritance and natural resources, in accordance with national laws.

5.b Enhance the use of enabling technology, in particular information and communications technology, to promote the empowerment of women.

5.c Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.

TARGETS OF THE GOAL



7.1 By 2030, ensure universal access to affordable, reliable and modern energy services.

7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.

7.3 By 2030, double the global rate of improvement in energy efficiency.

7.a By 2030, enhance international cooperation to facilitate access to clean energy research and technology, including renewable energy, energy efficiency and advanced and cleaner fossil-fuel technology, and promote investment in energy infrastructure and clean energy technology.

7.b By 2030, expand infrastructure and upgrade technology for supplying modern and sustainable energy services for all in developing countries, in particular least developed countries, small island developing States, and land-locked developing countries, in accordance with their respective programmes of support.

TARGETS OF THE GOAL



8.1 Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7% gross domestic product growth per annum in the least developed countries.

8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.

8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.

8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.

8.8 **Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.**

8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products.

8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.

8.a Increase Aid for Trade support for developing countries, in particular least developed countries, including through the Enhanced Integrated Framework for Trade-Related Technical Assistance to Least Developed Countries.

8.b By 2020, develop and operationalize a global strategy for youth employment and implement the Global Jobs Pact of the International Labour Organization.

TARGETS OF THE GOAL



9.1 Develop quality, reliable, sustainable and resilient infrastructure, including regional and transborder infrastructure, to support economic development and human well-being, with a focus on affordable and equitable access for all.

9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product, in line with national circumstances, and double its share in least developed countries.

9.3 Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.

9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending.

9.a Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries, least developed countries, landlocked developing countries and small island developing States.

9.b Support domestic technology development, research and innovation in developing countries, including by ensuring a conducive policy environment for, inter alia, industrial diversification and value addition to commodities.

9.c Significantly increase access to information and communications technology and strive to provide universal and affordable access to the Internet in least developed countries by 2020.

TARGETS OF THE GOAL



11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.

11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.

11.3 By 2030, enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.

11.4 Strengthen efforts to protect and safeguard the world's cultural and natural heritage.

11.5 By 2030, significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations.

11.6 By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

11.7 By 2030, provide universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities.

11.a Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.

11.b By 2020, substantially increase the number of cities and human settlements adopting and implementing integrated policies and plans towards inclusion, resource efficiency, mitigation and adaptation to climate change, resilience to disasters, and develop and implement, in line with the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels.

11.c Support least developed countries, including through financial and technical assistance, in building sustainable and resilient buildings utilizing local materials.

TARGETS OF THE GOAL

12.1 Implement the 10-year framework of programmes on sustainable consumption and production, all countries taking action, with developed countries taking the lead, taking into account the development and capabilities of developing countries.

12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

12.3 By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.

12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.

12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

12.a Support developing countries to strengthen their scientific and technological capacity to move towards more sustainable patterns of consumption and production.

12.b Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.

12.c Rationalize inefficient fossil-fuel subsidies that encourage wasteful consumption by removing market distortions, in accordance with national circumstances, including by restructuring taxation and phasing out those harmful subsidies, where they exist, to reflect their environmental impacts, taking fully into account the specific needs and conditions of developing countries and minimizing the possible adverse impacts on their development in a manner that protects the poor and the affected communities.

TARGETS OF THE GOAL 13

CLIMATE
ACTION



13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

13.2 Integrate climate change measures into national policies, strategies and planning.

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

13.a Implement the commitment undertaken by developed-country parties to the United Nations Framework Convention on Climate Change to a goal of mobilizing jointly \$100 billion annually by 2020 from all sources to address the needs of developing countries in the context of meaningful mitigation actions and transparency on implementation and fully operationalize the Green Climate Fund through its capitalization as soon as possible.

13.b Promote mechanisms for raising capacity for effective climate change-related planning and management in least developed countries and small island developing States, including focusing on women, youth and local and marginalized communities.

TARGETS OF THE GOAL **15** LIFE ON LAND

15.1 By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in line with obligations under international agreements.

15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.

15.3 By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought and floods, and strive to achieve a land degradation-neutral world

15.4 By 2030, ensure the conservation of mountain ecosystems, including their biodiversity, in order to enhance their capacity to provide benefits that are essential for sustainable development.

15.5 Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.

15.6 Promote fair and equitable sharing of the benefits arising from the utilization of genetic resources and promote appropriate access to such resources, as internationally agreed.

15.7 Take urgent action to end poaching and trafficking of protected species of flora and fauna and address both demand and supply of illegal wildlife products.

15.8 By 2020, introduce measures to prevent the introduction and significantly reduce the impact of invasive alien species on land and water ecosystems and control or eradicate the priority species.

15.9 By 2020, integrate ecosystem and biodiversity values into national and local planning, development processes, poverty reduction strategies and accounts.

15.a Mobilize and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems.

15.b Mobilize significant resources from all sources and at all levels to finance sustainable forest management and provide adequate incentives to developing countries to advance such management, including for conservation and reforestation.

15.c Enhance global support for efforts to combat poaching and trafficking of protected species, including by increasing the capacity of local communities to pursue sustainable livelihood opportunities.

TARGETS OF THE GOAL



EMASESA

metropolitana

16.1 Significantly reduce all forms of violence and related death rates everywhere.

16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children.

16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all.

16.4 By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organized crime.

16.5 Substantially reduce corruption and bribery in all their forms.

16.6 Develop effective, accountable and transparent institutions at all levels.

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels.

16.8 Broaden and strengthen the participation of developing countries in the institutions of global governance.

16.9 By 2030, provide legal identity for all, including birth registration.

16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.

16.a Strengthen relevant national institutions, including through international cooperation, for building capacity at all levels, in particular in developing countries, to prevent violence and combat terrorism and crime.

16.b Promote and enforce non-discriminatory laws and policies for sustainable development.

TARGETS OF THE GOAL 17



Finance

17.1 Strengthen domestic resource mobilization, including through international support to developing countries, to improve domestic capacity for tax and other revenue collection.

17.2 Developed countries to implement fully their official development assistance commitments, including the commitment by many developed countries to achieve the target of 0.7 per cent of ODA/GNI to developing countries and 0.15 to 0.20 per cent of ODA/GNI to least developed countries ODA providers are encouraged to consider setting a target to provide at least 0.20 per cent of ODA/GNI to least developed countries.

17.3 Mobilize additional financial resources for developing countries from multiple sources.

17.4 Assist developing countries in attaining long-term debt sustainability through coordinated policies aimed at fostering debt financing, debt relief and debt restructuring, as appropriate, and address the external debt of highly indebted poor countries to reduce debt distress.

17.5 Adopt and implement investment promotion regimes for least developed countries.

Technology

17.6 Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism.

17.7 Promote the development, transfer, dissemination and diffusion of environmentally sound technologies to developing countries on favourable terms, including on concessional and preferential terms, as mutually agreed.

17.8 Fully operationalize the technology bank and science, technology and innovation capacity-building mechanism for least developed countries by 2017 and enhance the use of enabling technology, in particular information and communications technology.

Capacity building

17.9 Enhance international support for implementing effective and targeted capacity-building in developing countries to support national plans to implement all the sustainable development goals, including through North-South, South-South and triangular cooperation.

TARGETS OF THE GOAL 17



Commerce

17.10 Promote a universal, rules-based, open, non-discriminatory and equitable multilateral trading system under the World Trade Organization, including through the conclusion of negotiations under its Doha Development Agenda.

17.11 Significantly increase the exports of developing countries, in particular with a view to doubling the least developed countries' share of global exports by 2020.

17.12 Realize timely implementation of duty-free and quota-free market access on a lasting basis for all least developed countries, consistent with World Trade Organization decisions, including by ensuring that preferential rules of origin applicable to imports from least developed countries are transparent and simple, and contribute to facilitating market access.

Systemic issues

Policy and institutional coherence

17.13 Enhance global macroeconomic stability, including through policy coordination and policy coherence.

17.14 Enhance policy coherence for sustainable development.

17.15 Respect each country's policy space and leadership to establish and implement policies for poverty eradication and sustainable development.

Multi-stakeholder partnerships

17.16 Enhance the global partnership for sustainable development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the sustainable development goals in all countries, in particular developing countries.

17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

Data, oversight and accountability

17.18 By 2020, enhance capacity-building support to developing countries, including for least developed countries and small island developing States, to increase significantly the availability of high-quality, timely and reliable data disaggregated by income, gender, age, race, ethnicity, migratory status, disability, geographic location and other characteristics relevant in national contexts.

17.19 By 2030, build on existing initiatives to develop measurements of progress on sustainable development that complement gross domestic product, and support statistical capacity-building in developing countries.







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