

# Sustainability Report 2021



# 2021

Empresa Metropolitana de  
Abastecimiento y Saneamiento  
de Aguas de Sevilla, S. A.  
(Metropolitan Company for the Supply  
and Sanitation of Water of Seville)





For more  
information,  
access our  
website



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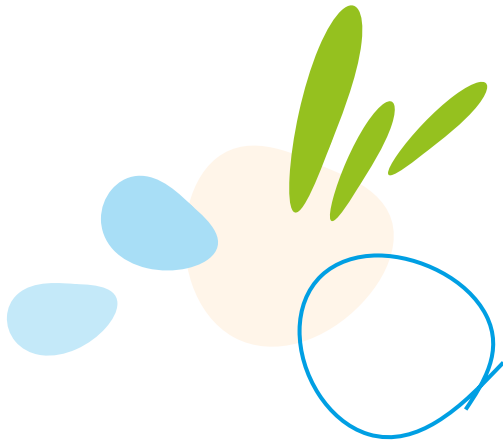
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## 2022 Horizon





As transformative agents of Seville's metropolitan area, we at EMASESA are working to make the city a more accessible, sustainable, and intelligent place, getting the entire society involved around water as a transformative element.

## LETTER FROM THE PRESIDENT

I am proud and pleased to share with you EMASESA's Sustainability Report for 2021; in it, we reaffirm our ever-growing commitment to sustainability and citizenship. This year has also been shaped by the pandemic's evolution, with new waves and vaccination campaigns, and where economic reactivation is articulated more than ever through a new model of long-term sustainable growth.

In this context, EMASESA plays a highly important role in the city of Seville and its metropolitan area: by improving the water cycle management, we're also encouraging an urban transformation that enables its economic and social reactivation, in addition to working toward achieving more sustainable and liveable cities.

For 2021, I would like to highlight a significant milestone for the company: the presentation of the **EMASESA 2030 Plan**. This is a participatory project of reflection where the lines of action have been defined to achieve the EMASESA we all want: an organisation focused on users and on contributing to the social, environmental, and economic development of our society.

The commitment to act on **global warming** remains to be one of our priorities, as it is necessary to protect water resources, addressing the effects of climate change and defining new actions to address this phenomenon in a comprehensive way with the ambitious objective of achieving carbon neutrality by 2025.





The EMASESA 2030 Plan entails a new roadmap that will shape our path to respond to the social, environmental, and economic challenges we face, becoming “a plan by all, for all.”




In this ambitious plan, we have redefined the policies and processes of the company; through it, we've consolidated our company as a leader in contributing to society's progress and the preservation of the natural environment through water.

This plan is articulated around 10 main axes, all aligned with global objectives and goals through which we define the lines of action and measures that will direct EMASESA's actions in the coming years and serve as a guide for employees, collaborators, and partners.

For all these reasons, EMASESA believes that we are more prepared than ever to face the new challenges and provide innovative, efficient responses focused on improving the quality of life for Seville's residents and its metropolitan area.

**Antonio Muñoz Martínez**

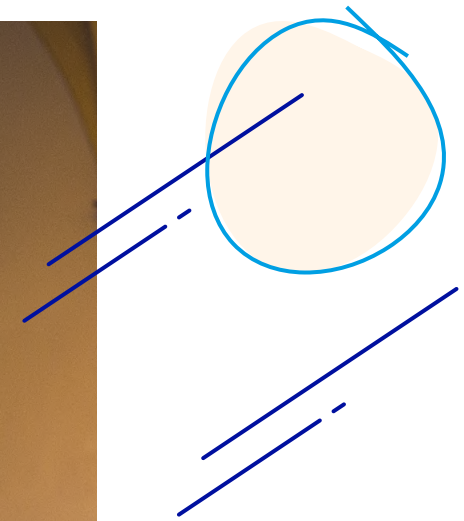
President of the Board of  
Directors of EMASESA



# LETTER FROM THE MANAGING DIRECTOR

In 2021, we laid the foundations for a fairer, greener, more resilient future that can allow us to adapt to the new social, environmental, and economic realities that arise disruptively. Factors as significant as climate change are shaping the priorities and lines of action we must focus on to protect our company and our planet. All this is in line with the new **EMASESA 2030 Plan**, which entails a paradigm shift in the organisation.

Likewise, we highlight the completion of our **Special Action Plan in Alert Situations and Eventual Drought** during this year; citizens participated in this project that we carried out with the aim of ensuring responsible water consumption. All this has gone hand in hand with a set of initiatives to protect aquatic ecosystems and boost urban development in the territories where we provide services.



At EMASESA, we're committed to working to promote excellence in water management through a strategic model where sustainability and efficiency in providing services are at the fore.

As part of EMASESA's commitment to supporting the most vulnerable individuals, we've been offering our **social rate** for one year, which ensures access to water for those at risk of social exclusion.

These participatory processes are in line with the governance model EMASESA implements to operate, thus fostering open dialogue with stakeholders to ensure optimal attention and public management. Therefore, our Water Observatory has played a critical role as a space for participation and interaction with citizens that lets us promote new initiatives based on their needs. In fact, we incorporated the Observatory as a body of the Executive Committee within the framework of the new water governance in 2021.

We must also mention our most valuable asset: the team of people that makes up EMASESA, which makes it possible to provide the best service for residents and plays a fundamental role in achieving

the ambitious objectives we set for ourselves. From here, I'd especially like to thank them for their commitment over these years to this common project that is EMASESA.

On the other hand, we're continuing to move forward in digital transformation, promoting more innovative and efficient work models to ensure quality service for our users, as well as conveying knowledge to promote the development of water culture in society. I should also not work we're doing toward more modern, efficient facilities through our Plan for Infrastructure Sustainability; we've gotten residents involved in drafting it.

From here, I invite you to learn more about these challenges, goals, and objectives, as well as how we're moving toward achieving them, and to join this joint effort to improve the natural surroundings we live in and contribute to the development and prosperity of our community.

**Jaime Palop**  
Managing Director of EMASESA



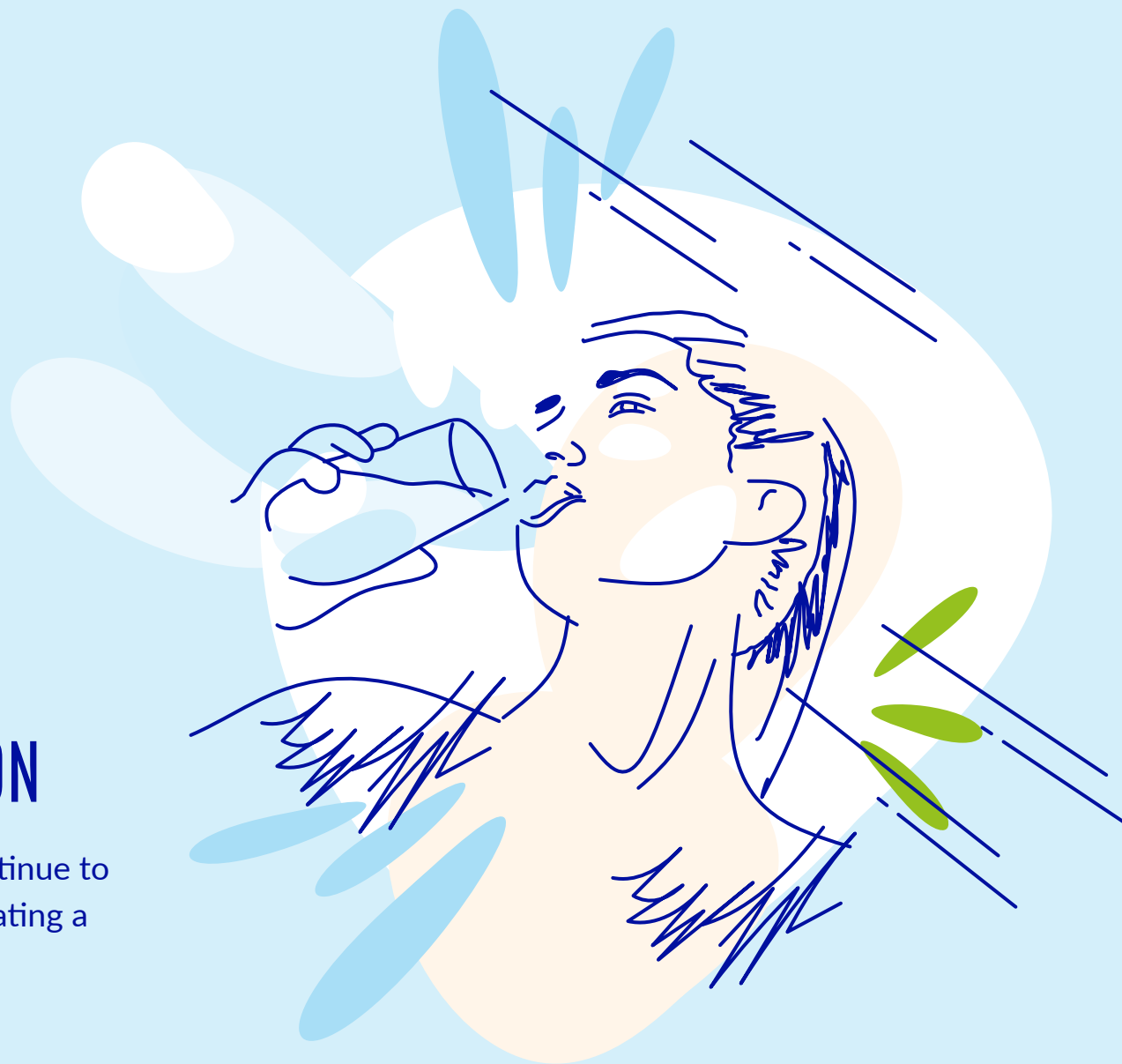
Street Manuel de Rodas, La Rinconada.



# 1

## INTRODUCTION

At EMASESA we continue to make progress in creating a sustainable company of all and for all.



# INTRODUCTION

Un año más publicamos nuestra Memoria de Sostenibilidad. For yet another year, we're publishing our Sustainability Report, a fundamental document for learning about EMASESA's progress in the organisation's priority areas, ranging from environmental commitments to contributing to social development, employee protection, and managing good governance during the 2021 financial year.

This report is published as part of our continued commitment to **transparency**, which we initiated more than 17 years ago when we published EMASESA's first Sustainability Report. It is an essential tool that provides accurate, detailed information to stakeholders about our actions in three fundamental areas: environmental, social, and governance (ESG).

The strategy in these three areas is articulated through the new **EMASESA 2030 Plan**, our roadmap reflecting the commitments and objectives to be met in the coming years through 10 strategic axes, in line with the national and international context and the Sustainable Development Goals (SDGs) approved by the United Nations as part of the 2030 Agenda. The fundamental objective of this plan, which we refer to throughout the report, is highlighting the results and impacts of our work and contributing to the social,



The new **EMASESA 2030 Plan** reflects, through of 10 strategic axes, the compromises and goals to meet in the next years.

territorial, environmental, and economic development of society, as well as environmental protection.

On the other hand, in preparing this report and determining the main contents to be included, we followed the guidelines of the international reporting standard, the Global Reporting Initiative (GRI), in its most updated version, GRI Standards, as well as the SDGs and the Ten Principles of the United Nations Global Compact, an organisation to which we are adhering.

In addition, we have evaluated and updated our materiality matrix in line with stakeholders' expectations in order to adapt EMASESA's strategy to the organisation's priorities in the three ESG axes.

# 2

## WE ARE EMASESA

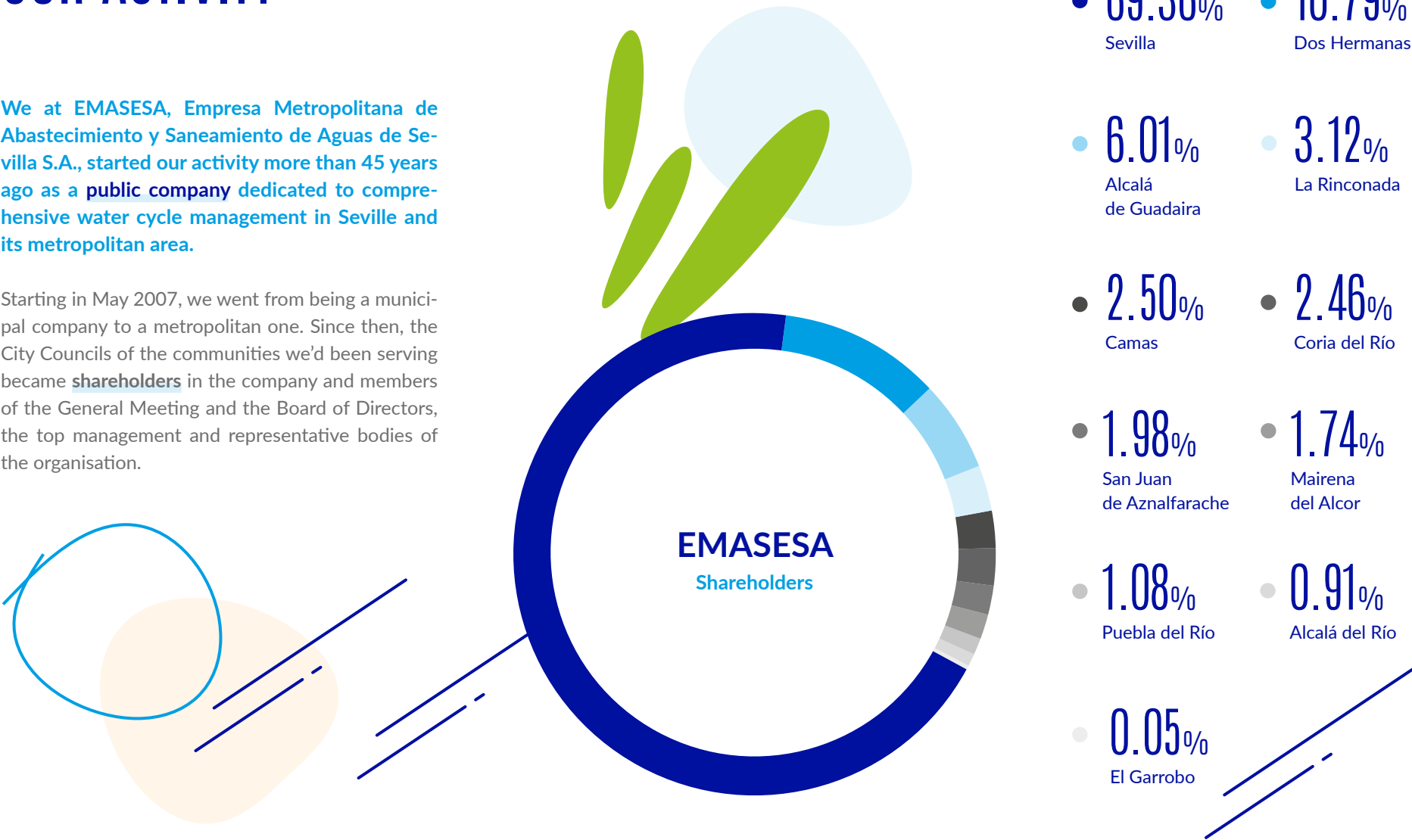
We commit ourselves and dedicate our activity to the management of the integral water cycle in Seville and its metropolitan area.



# OUR ACTIVITY

We at EMASESA, Empresa Metropolitana de Abastecimiento y Saneamiento de Aguas de Sevilla S.A., started our activity more than 45 years ago as a public company dedicated to comprehensive water cycle management in Seville and its metropolitan area.

Starting in May 2007, we went from being a municipal company to a metropolitan one. Since then, the City Councils of the communities we'd been serving became **shareholders** in the company and members of the General Meeting and the Board of Directors, the top management and representative bodies of the organisation.



Our Governing Bodies



BOARD  
OF DIRECTORS

Which is responsible for the company's management, administration, and representation. It is composed of fifteen municipal representatives, as well as the political groups represented in Seville's City Council, whose mayor holds the presidency.



EXECUTIVE  
COMMITTEE

The senior management body and management control of the company composed of the President, the Vice-President, and five members appointed by the Board of Directors.



GENERAL SHAREHOLDERS'  
MEETING

Composed of the mayors of the City Councils that are part of the company's shareholding.



The communities we serve



Our services are related to the comprehensive urban water cycle, managing the **direct supply of drinking water** of the Sevillian capital and eleven communities in the region. In those areas, we provide water supply, sanitation, and purification services, except in El Garrobo, where we only supply water to that city. We also supply raw, untreated water to 31 other communities in the Aljarafe region of Seville through Aljarafe-sa, a company supplying those communities, as well as to the municipality of Guillena.

Our vocation has always been **serving residents**, making almost 50 years of knowledge and accumulated experience available to users to ensure the provision of an essential service that responds to society's needs through efficient, sustainable public water management.

To this end, we focus on **creating shared value**, contributing to social, economic, and environmental development in the territories we operate in to improve quality of life for our users.



The comprehensive water cycle

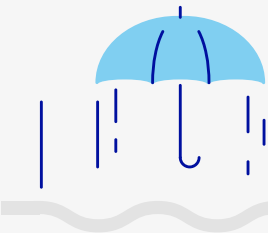
At EMASESA, we have various **infrastructures** to manage the **comprehensive water cycle**, ranging from its collection and treatment (in pipelines, drinking water treatment centres - WTCs, and laboratories) to its distribution (supply), and including its sanitation, treatment, and return to its natural channel.

We also have a complete **network of offices and Citizen Service Points (CSPs)**, which allow us to manage and resolve any requests or incidents from our customers.

Phases of the comprehensive water cycle

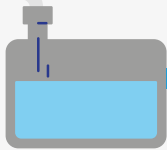
1. Collection

We take the water from the natural environment to treat it properly and make it suitable for human consumption, collecting it through the receiving basins spread out across our six reservoirs.



2. Treatment

We transform raw water into drinking water in the water treatment centre (WTC) through a treatment that guarantees its quality and health standards, and we store it, ready for use and consumption, in our 28 tanks.



3. Supply

We supply drinking water through our distribution network for domestic, industrial, and utility use, among others.

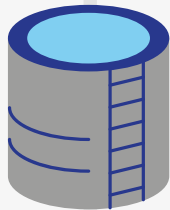
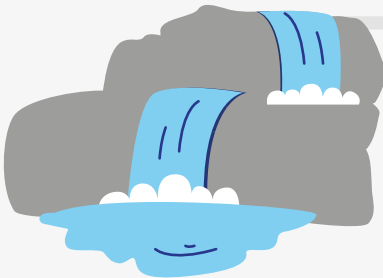


5. Sewage

Treatment: we treat wastewater so that it reaches the appropriate quality, and we carry out the corresponding control through our three Water Quality Laboratories to guarantee compliance with all legal requirements.

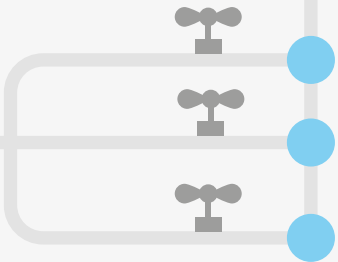
6. Revaluation

We condition and treat the sludge and slurry obtained in the WWTPs and the WTC in a composting plant.



4. Sanitation

We collect wastewater through a complex sanitation network and transport it to our six wastewater treatment plants (WWTPs).



# OUR STRATEGY: THE EMASESA 2030 PLAN

In addition to dedicating ourselves to the comprehensive water cycle, we at EMASESA have managed to be one of the main drivers of sustainability of today in our city's metropolitan area. We achieved this through many years of effort and dedication focused on bringing value to the social, cultural, business, academic, and environmental fabric of the city.

In line with this sustainable approach, which is deeply integrated into our organisation, we have articulated a new roadmap that represents a paradigm shift and an innovative tool to achieve our main strategic objectives: the **EMASESA 2030 Plan**: a plan by all, for all.

It is a question of **jointly responding to the major challenges** we've set for ourselves: combating climate change, boosting digitisation, reducing social inequalities, and guaranteeing universal rights.



The EMASESA 2030 Plan is the result of a **collaborative, comprehensive, and collective** participatory process created in order to establish the actions, goals, and objectives to be met in the coming years and which our stakeholders have played a key role in.

Algarrobo Mill. Banks of the Guadaira River. Redevelopment and restructuring of Sanitation.

# EMASESA 2030 PLAN

## Our strategic foundation



### PURPOSE

Contributing to society's progress and the preservation of the natural environment through water.



### MISSION

Ensuring continuity and quality in comprehensive water cycle service provision, conceiving it as a human right and providing drinking water and sanitation in a sufficient, healthy, accessible, and affordable way for all of society.



### VISION

Being a leading public company that is sustainable and has participation from society and the agents involved in providing our service.

### VALUES

**A vocation for public service** vocation, working by and for society.

**Ethics**, being trustworthy and honest.

**Commitment**, taking care of the natural and urban environment.

**Territorial cohesion**, working with different public organisations.

**Social, technical, economic, and environmental responsibility**, providing residents with an essential public service.

**A sense of belonging**, with each of us being aware of our role in the organisation in order to achieve common goals.

**Innovation**, integrating it as an essential element to making our company's vision a reality.





To create the EMASESA 2030 Plan, we've also focused on two key players: **society today and those who use our services**; with these fundamental pieces, we seek to optimise their experience and satisfaction through the following premises:



Effective and innovative response to their needs and interests..



Ensuring compliance with their rights and obligations.



Modern attention tailored to their needs, with open, comprehensive, personal management.



Active participation in the evaluation and decision-making processes.



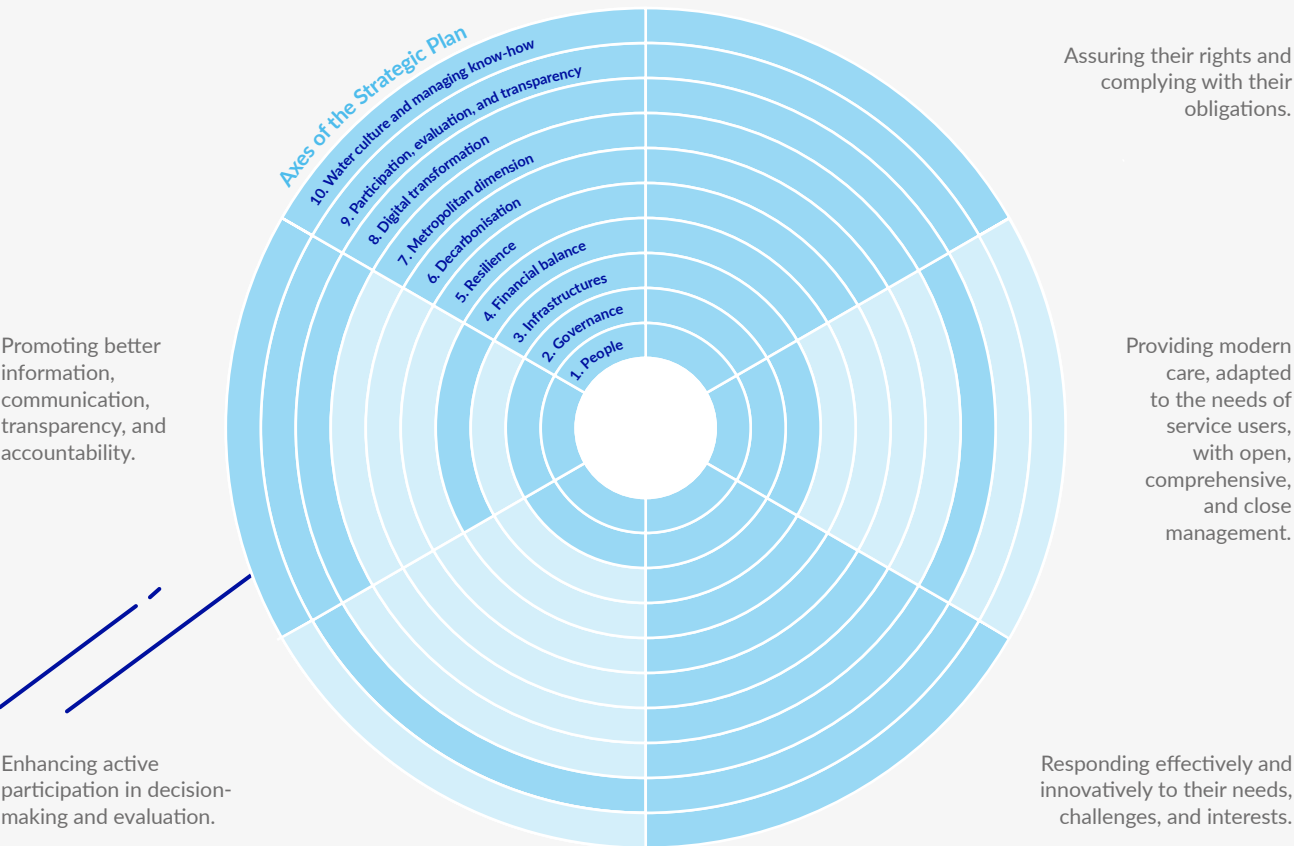
Improvement in the phases of information, communication, transparency, and accountability.



At EMASESA, we're striving to optimise the experience and satisfaction of our users and society at large.

Our strategic axes

- Axis that contributes to the achievement of the objective dimension.
- Axis that does not contribute to the achievement of the objective dimension.



These are EMASESA's ten fundamental axes, each aimed at **achieving a specific purpose**. They are structured in different phases:

- **Strategic objectives**, identifying the goals we want to set ourselves to achieve the transformations desired in the company.
- **Lines of action**, defining the actions we wish to carry out to achieve our objectives.
- **Measures**, establishing the actions needed for implementing the plan and achieving the expected results.



## THE BASES OF OUR NEW STRATEGIC PLAN

### Guaranteeing the Universal Right to Water

This is a **fundamental commitment** for us to ensure that citizens have access to the limited and essential resource that is water. We understand this universal right to be a fundamental pillar for humanity's development. It has taken on particular importance against the backdrop of a pandemic like the one we've gone through, where the vital need for water to protect people's health and hygiene has been made clear.

In addition, the right to drinking water and sanitation was recognised as an **essential human right** in 2010 by the General Assembly of the United Nations; it was also regulated in the new Directive 2020/218 on Drinking Water, where member states are required to find solutions to ensure access to this resource for communities that do not already have it.

### Contribution to the Sustainable Development Goals

The Sustainable Development Goals (SDGs) of the 2030 Agenda are positioned as a unique global commitment to meet the social, economic, and environmental challenges of the present and future. This is a



Our activity revolves around achieving one of the SDGs that inspires all of EMASESA's actions: **SDG 6 - Clean water and sanitation.** This objective focuses all our efforts on guaranteeing the provision of quality water to the community and sanitation that ensures adequate health and hygiene conditions.

commitment we're also making with EMASESA, integrating it as part of the EMASESA 2030 Plan and aligning its objectives with the organisation's strategy.





Within our sphere of influence, we're also participating in achieving the **following SDGs**:



**SDG 3 – Good Health and Well-being, SDG 4 – Quality Education, SDG 5 – Gender Equality, and SDG 8 – Decent Work and Economic Growth**, in line with our strategic axis 1 focused on “People,” to ensure the protection and well-being of our team, boost professional and personal training and development, and promote equality and non-discrimination between men and women.



**SDG 9 – Industry, Innovation, and Infrastructure**, articulated through axis 3 on “Infrastructures” and axis 8 focused on “Digital transformation,” which we carry out by integrating innovation as a fundamental pillar of our strategy.



**SDG 17 – Partnerships to achieve the objectives**, in line with our axis 9 on “Participation, evaluation, and transparency.” To this end, we create synergies and collaborative relationships with public and private entities, associations, and foundations, among others, that add value for both parties and contribute to achieving our strategic objectives.



**SDG 7 – Affordable and clean energy, SDG 11 – Sustainable Cities and Communities, SDG 13 – Climate Action, and SDG 15 – Life on Land**, through axis 5 on “Resilience and adaptation to new climate scenarios” and axis 6 based on “Decarbonisation to contribute to the fight against climate change and reduce the environmental impact generated by our activity.”



## The European Green Deal

Following the declaration of a climate emergency in Europe in 2019, the member states of the European Union have set themselves the goal of reducing greenhouse gas emissions by 55% compared to 1990 and achieving climate neutrality by 2050. Additionally, they've proposed developing a European Climate Law that makes this commitment a legal obligation.

## Alignment with the OECD Principles on Water Governance

These Principles are based on three important factors:

- **Effectiveness**, to help define, implement, and achieve the goals and objectives of water policies in all governing bodies.
- **Efficiency**, based on maximising the benefits of sustainable water management and well-being at the lowest social cost.
- **Trust and participation**, to ensure the inclusion of actors in democratic action through greater social equity.



Cortijo de Miraflores, Seville.

# IMPACT IN NUMBERS



## People

804   
professionals

94.15%   
of people with an  
open-ended contract

37,345   
hours of training

1,214   
social benefits  
received

209   
people with flexible  
schedules

## Infrastructures

6   
reservoirs for  
collecting water

5   
rainwater retention  
tanks


3   
mini-power plants  
managed

3   
water treatment  
centres (WTCs)

6   
wastewater treatment  
plants (WWTPs)

## Break-even

141.12   
million of euros in revenue  
from sales and services

143.7   
million of euros in economic  
value generated

126.3   
million of euros in economic  
value distributed

30.98   
million of euros in  
incentives received

Letter from  
the President

Letter from the  
Managing Director

Introduction

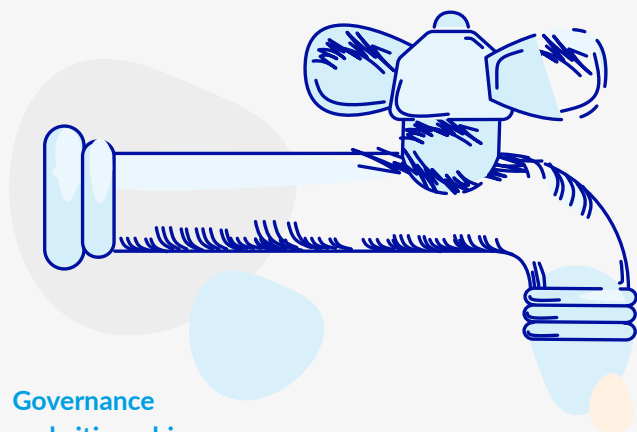
**We are  
EMASESA**

Contribution to  
the environment

Commitment  
to society

Responsible, ethical  
governance

2022  
Horizon



### Governance and citizenship

**+1,100,000**  
users and end-users

**12**  
municipalities supplied  
with drinking water

**445,907**  
procedures with residents

**7,057**  
households benefiting  
from the social rate

**96,586**  
users registered in the  
Online Office

**31**  
populations supplied  
with raw water

**16,204 MWh**  
of energy produced in our  
mini power plants

**48%**  
reduction in CO<sub>2</sub> emissions  
compared to 2015 (base year)

**100%**  
of sludge recovered

**69.34%**  
energy self-sufficiency

**343.08 hm<sup>3</sup>**  
of total water reserves

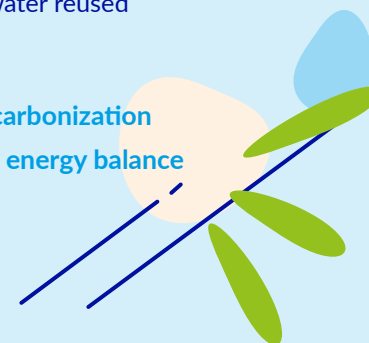
**20,600 MWh**  
of energy produced in biogas  
co-generation

**9,007 t**  
CO<sub>2</sub> prevented

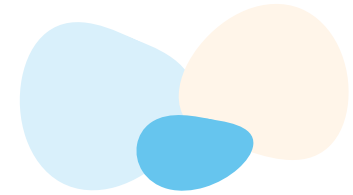
**2,729.36 dam<sup>3</sup>**  
of processing water reused at  
the Carambolo WTC

**0.46%**  
of water reused

### Decarbonization and energy balance



# MILESTONES IN 2021



## STRATEGY AND NEW INITIATIVES

- Launch of the **EMASESA 2030 Plan**, created in order to define the actions, objectives, and challenges proposed for the coming years in order to boost the company's efficiency and sustainability.
- Participation in the Committee of Experts that will approve the **Andalusian Cybersecurity Strategy** for the 2022-2025 period.
- Incorporation of the **Water Observatory** as a participatory body, stakeholder consultation, and Executive Committee counselling.
- The European Union's recognition of our **Innovation Radar** initiative for its excellence in innovation, which will enable more precise management of the water conveyance systems.
- €75 million received from the European Investment Bank (EIB) to **improve water facilities** and increase the quality and resilience of water services.

## THE FIGHT AGAINST CLIMATE CHANGE

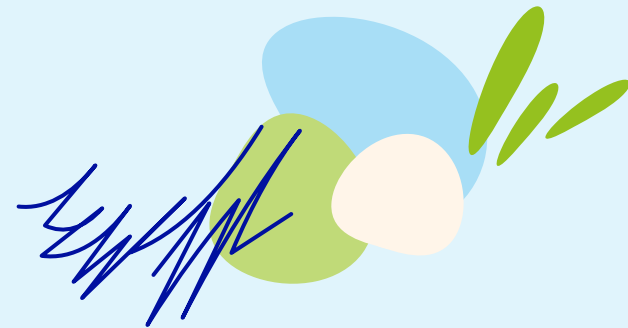
- Completion of the drafting of the **Special Action Plan in Alert Situations and Eventual Drought** after participation from citizens.
- Progress in work on the **Cartuja Qanat Project** for the urban transformation that will make it possible to buffer the high temperatures in Seville.
- Progress in renovating networks, implementing SUD elements and increasing the shade area in the framework of the **Life WaterCool Project**, which originated in the Cartuja Qanat project with the same objective of reducing high temperatures in Seville.
- Completion of the **C-HydroChange Project**, participating as researchers to learn how the effects of global warming affect water quality and greenhouse gas emissions.

## ENVIRONMENTAL PROTECTION

- Participation in the **MITLOP** Project for the **Comprehensive Management of Sludge and Organic Waste**.
- Drafting the Project “**Renaturation and enhancement of the oxidation ponds at the Ranilla WWTP** to improve the biodiversity of the Guadaira River (Seville).”
- Development of the study “**Evaluation of the ecological status/potential of aquatic ecosystems related to EMA-SESA’s activity.**”
- Implementation of an early warning system based on molecular techniques for **detecting invasive aquatic organisms**.
- Publication of the Final Report with the conclusions of the **Preliminary Market Consultation for the Project for Reducing the Impact of Sanitation on Bodies of Water (RIMAAS, in Spanish)**.
- Project for the **adaptation and renovation of the wastewater treatment network**.
- Start of construction on the **new Rainwater Pumping Station (RWPS)** in Tamarguillo.

## SOCIAL INITIATIVES

- Adoption of the **Second Equal Opportunities Plan**, which is structured around ten fundamental axes.
- Launch of a new educational and environmental content portal, **Sustainable Education**, aimed at schoolchildren and teachers.
- Continuation of the application of the **social rate** for those at risk of social exclusion.
- Launching the **prior appointment 5.0** project with the aim of serving users within a maximum period of 48 hours.



# 3

## CONTRIBUTION TO THE ENVIRONMENT

We take care of the environment  
to take care of our main resource,  
water, and the people around us.



# RESILIENCE TO CLIMATE CHANGE

Climate change is the greatest threat facing our society, and it directly affects all spheres of life, especially health and the areas in which we live.

We're aiming to achieve this **important goal** through the following **objectives**, which set the roadmap for fulfilling our strategic axis 5:

- **05.1.** Reducing our activity's vulnerability to extreme weather events. To this end, we're working toward providing an effective, adequate response to the situations caused by climate change, identifying measures to combat droughts, floods, and heat waves, especially in a territory like Seville and its metropolitan area that are sensitive to them.
- **05.2.** Diversifying the water supply routes. To achieve this purpose and maximise access to this limited resource, we're implementing various actions such as the use of regenerated groundwater and wastewater and sustainable urban drainage systems.

Through axis 5 of the EMASESA 2030 Plan, EMASESA wants to contribute to achieving a **society that's more resilient** in the face of the new climate scenarios, providing the necessary tools to face this challenge and respond to the threats stemming from climate change.

The objectives of the EMASESA 2030 Plan are fully aligned with the following SDGs; with them, we're contributing to achieving them by integrating them into our action plan:

## Axis 5. Resilience to climate change



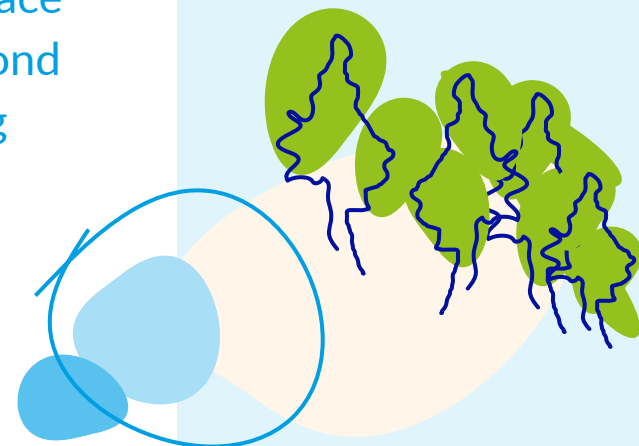
**SDG 6.** Clean water and sanitation



**SDG 9.** Industry, innovation, and infrastructure



**SDG 13.** Climate action







### Climate emergency plan

At EMASESA, following the declaration of the state of climate emergency in the city of Seville in 2019, we've reinforced our commitment to act against global warming, immediately responding by preparing the action plan "**EMASESA facing the climate emergency: #50measures.**" This plan is composed of fifty steps aimed at adapting to the new scenarios posed by climate change and setting objectives to address this phenomenon from a comprehensive perspective.

We subsequently developed the **Climate Emergency Plan** in 2020, and through it, we promoted coordinated action throughout the company to address the effects of climate change and achieve a more resilient, decarbonised company that's aligned with local, national, and international policies. In addition, we developed an internal tool that lets us know the main threats and risks that global warming entails for our organisation.

In 2021, the definitive **EMASESA Climate Emergency Plan** was published, which includes all the measures we will carry out to face and adapt to the effects of climate change.

In 2021, we once again offered residents the opportunity to participate in and provide suggestions for preparing our Climate Emergency and Drought Emergency Plans, which are comprised of short-term measures through 2023 and long-term measures through 2030, respectively.





## Drought Emergency Plan

Thus, through citizen participation, we have completed the drafting of the **Special Action Plan in Alert Situations and Eventual Drought**, having received a positive report from the Basin Authority (CHG) in May 2021.

The purpose of the plan has been to maintain consistency with the instructions set forth by the Basin Agency in the current **Guadalquivir River Hydrological Plan (PHG, in Spanish)** and its respective Special Action Plan in Alert Situations and Eventual Drought (DEP).

Thus, our fundamental objective is to ensure residents' **responsible water consumption**, which contributes to creating more resilient systems to face the consequences of climate change.

For this reason, and in order to ensure the water supply for domestic consumption in this worrying context of water scarcity, EMASESA has launched a **campaign on saving water and responsible consumption** this year to raise public awareness and become a leader in reasonable water use and environmental awareness.

Likewise, we have reinforced this exercise in raising awareness for the population in the framework of **World Water Day**, with an open house at the El Arboreto botanical garden, with family itineraries and workshops as well as school fieldtrips.

In November 2021, we activated the pre-alert for the drought predicted in our Emergency Plan for Drought Situations (DEP) due to the scarcity of rain, which has lowered the volume of reservoir water to 50%.



## Harnessing our water resources

Given the threat around water scarcity, it is a priority for EMASESA to act to achieve better use and **diversification of the ways of obtaining** this resource, as established in objective O5.2. of the EMASESA 2030 Plan. To this end, we're carrying out the following actions:

### SUSTAINABLE URBAN DRAINAGE SYSTEMS (SUDS):

To implement these, we work in three ways:

- **Aspects of planning**, developing a methodology to define the benefits of implementing techniques based on SUDS.
- **Execution**, studying its possible implementation in all possible actions.
- **Regulatory aspects**, drawing up recommendations that have become mandatory requirements.

### IMPROVEMENT OF THE STORM DRAINAGE SYSTEM

To ensure adequate sanitation systems, we clean the storm drains annually, thus ensuring their proper operation during rainy seasons. In addition, we carried out hydraulic studies for the main basins in order to identify improvements for the evacuation of rainwater.

### STORMWATER RETENTION TANKS

We maintain the operation of five tanks; the installation of two more is being planned: one is in the drafting phase, and the other is in the feasibility study phase.

### USE OF REGENERATED WATER

In 2021, we continued with the preparation of our Master Plan for Reusing Reclaimed Water to define the lines of action we will follow in this area.

### METER PERSONALISATION

We promote this measure, which favours more efficient water use and a per capita reduction in consumption, producing savings of up to approximately 5%.

### GROUNDWATER USE

To combat the scarce availability of water resources or the decline in quality, we are exploring the possibility of combining the use of surface water and groundwater.



### Improvement in water quality

Faced with the alarming effects of climate change, we're paying special attention to carrying out thorough **quality** control of the water supplied and minimising the impact of discharges. To this end, we have **laboratories with UNE-EN ISO 17025 certification** for water analysis and **UNE-EN ISO 9001 certification** for sampling and quality control management of public waters and inland waters.

In addition, we carry out a series of quality controls that cover the entire comprehensive urban water cycle through our Quality Monitoring and Control System. We carry these out in the framework of three main programmes:

- **Surveillance of the Aquatic Ecosystems**, which extends to all ecosystems related to the areas where we provide our services. It consists of carrying out limnological monitoring of the reservoirs to achieve the best water quality at the source.
- **Surveillance and Control of the Quality of Drinking Water**, which we carry out with controls at the WTCs, distribution tanks, supply networks, and consumer taps.
- **Surveillance and Control of the Quality of Wastewater**, which involves the control of collectors, industrial discharges, and flow into and out of WWTPs. In addition, we monitor the receiving medium of those effluents.

In addition, in 2021, the **C-HydroChange Project** - "*Carbon dynamics in lakes and reservoirs in the face of a changing hydrology: implications for ecosystem metabolism, gas flows, and sedimentary sinks,*" which we have participated in as part of the team of researchers, has been completed.

This year, we have also started the R+D+i project **Alteration of sinks and sources of carbon in inland waters in regression (alter-c)**. The objective is getting to know the impact

## The C-HydroChange Project, in line with our objective O5.1. of reducing vulnerability to extreme weather events, focuses on how the effects of global warming affect the quality of lake and reservoir waters and the emission of greenhouse gases.

and effects that the reduction of water levels in river networks as a result of climate change causes in the sinks.

Likewise, we are working on the implementation of **new treatments at WTCs** that will enable an improvement in the quality of the water treated.

Finally, in 2021, we've made a remarkable effort to prepare for the new Royal Decree on Water Consumption, which is still being drafted; it is expected to update the requirements and quality that drinking water must comply with, as well as the controls and sampling to be done. In addition, it will introduce a prevention approach based on risk analysis and control to enhance water quality safety, as well as minimum requirements for materials that come in contact with water, among other innovations.

### Calculating our carbon footprint

For yet another year, **we at EMASESA have calculated the emissions** generated by our activity to obtain accurate, objective information on the environmental impact of the organisation and to take the appropriate reduction measures.

To calculate our footprint, we use different methodologies such as **UNE-EN ISO 14064**, one of the most widely used and internationally recognised protocols and the **IPCC** (Intergovernmental Panel on Climate Change) Guidelines, as well as the indications of the National Greenhouse Gas Emissions Inventory and the Spanish Climate Change Office.

In addition, **we have recorded our footprint** in the Carbon Footprint, Compensation, and Absorption Projects Registry of the Ministry for the Ecological Transition and the Demographic Challenge since 2015.

In calculating our footprint, we take the following GHG emissions into account:

- **Scope 1, or direct emissions**, stem from the productive activities associated with the organisation.
- **Scope 2, or indirect emissions**, produced by the generation of electricity acquired and consumed in carrying out our activities.
- **Scope 3**, stemming from indirect emissions derived from activities carried out by third parties or from the use of products or services offered by others.





## Our carbon footprint in 2021\*



**Scope 1**  
(direct emissions)

737



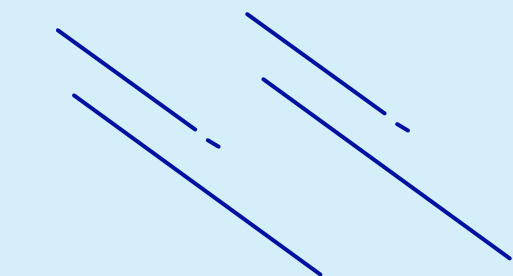
**Scope 2**  
(indirect emissions from imported energy)

1,127



**Scope 3**  
(other indirect emissions)

23,019



Total

24,883

emission (tCO<sub>2</sub>e)

Combustion in cogeneration engines and boilers	18,863
Composting	0
Mobile combustion	556
Nutrient removal	145
Fixed combustion of generators	14
Fixed combustion (domestic hot water)	10
Power consumption	1,127
Transport	5
Worker transportation	5
Transportation for work trips	0.11
Products used	52
Use of products/services	3,820
Other sources	19,142
Construction	9,041
Sludge composting	7,468
Mobile composting combustion	159
Direct agricultural application (DAA)	2,032
DAA mobile combustion	82

\*Data calculated pending verification in September 2022.

Letter from  
the President

Letter from the  
Managing Director

Introduction

We are  
EMASESA

Contribution to  
the environment

Commitment  
to society

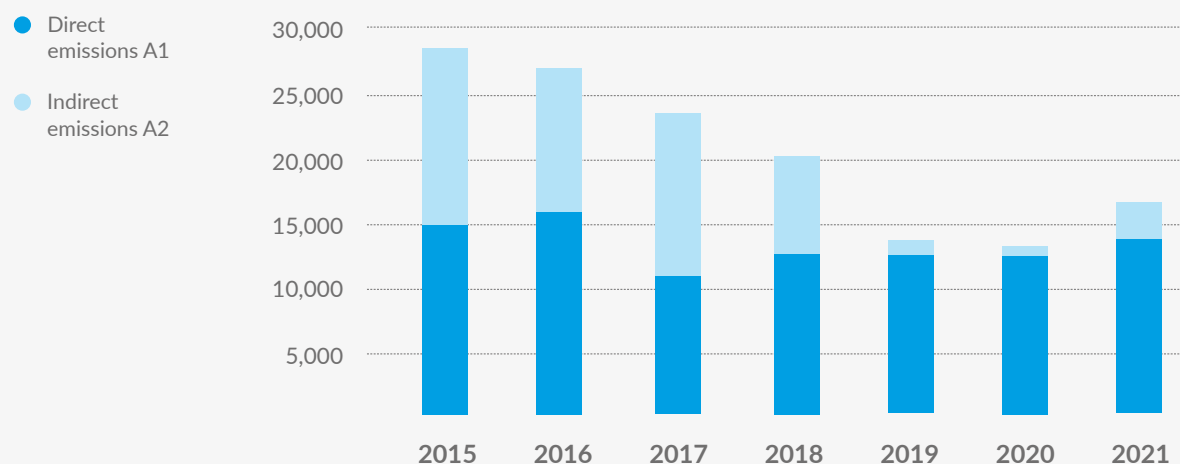
Responsible, ethical  
governance

2022  
Horizon

Based on the results obtained, we analyse the evolution of the GHG inventory, making an annual comparison and taking the data obtained in 2015 (base year) as a reference. This way, we can identify the mitigation measures needed to reduce our carbon footprint.

As part of our strategy to combat climate change, we have set ourselves the ambitious goal of achieving carbon neutrality by 2025, a challenge we are gradually achieving: emissions have decreased by almost 50% in 2021 compared to the base year in scopes 1 and 2.

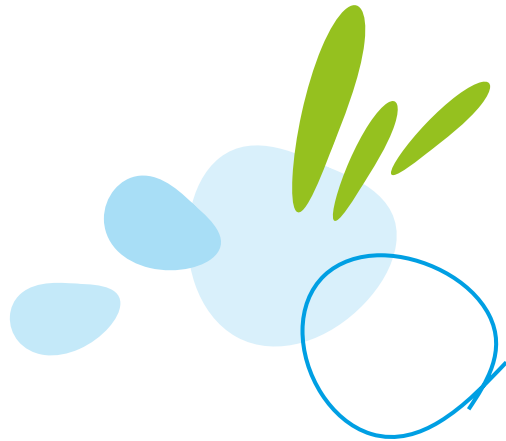
### Evolution of our Carbon Footprint



### Evolution of GHG emissions prevented (t CO<sub>2</sub>eq)

Emissions by source	2015	2016	2017	2018	2019	2020	2021
Co-generation	5,772	5,946	6,815	8,202	6,010	4,772	5,150
Photovoltaic	-	-	-	-	-	23	75
M.H. Aracena	2,146	1,911	2,524	2,941	2,859	671	1,214
M.H. Minilla	2,260	2,272	2,918	3,357	3,418	1,516	1,354
M.H. Zufre	2,146	1,911	2,524	2,941	2,859	1,856	1,214

# DECARBONISATION AND ENERGY BALANCE



At EMASESA, we want to contribute to **transforming the energy sector**, promoting efficiency and using clean energies that prevent GHG emissions in electricity generation.

This is an important goal that's defined in strategic axis 6 of our EMASESA 2030 Plan, based on decarbonisation and energy balance. To define action in this area, we're proposing the following **objectives**:

- **O6.1.** Improving the company's energy balance in order to achieve optimal management and energy use that contributes to mitigating climate change. To this end, we are committed to promoting renewable energies, improving energy yields and reducing consumption, and promoting sustainable mobility, both in the organisation and in society in general.
- **O6.2.** Accelerating the circular economy and the best use of resources, encouraging the zero-waste strategy by reducing, reusing, and recycling.

At EMASESA, we're striving for **maximum efficiency** in using energy in order to achieve **carbon neutrality**. To this end, we carry out measures for improvement, focusing on reducing consumption at our facilities, as well as increasing the use of renewable energy.

## Our Energy Efficiency and Sustainability Plan



Improving energy data acquisition and processing at the facilities.



Renewable energy generation, improvement of pumping facilities, and energy efficiency in buildings and vehicle fleet.



Implementation of the Energy Management System according to ISO 50001.



Plan for raising awareness and information.

It should be noted that we achieved an **energy self-sufficiency** rate of 69.34% in 2021.

Achieving this rate of energy self-sufficiency was possible at electricity production of 37,116 MWh, 16,204 MWh of which was discharged into the grid. On the other hand, our electricity consumption was 54,110 MWh, which means **20,912 MWh of self-consumed electricity**, 20,600 MWh of which was from co-generation, and 312 MWh was from renewable production from photovoltaic and wind sources.

In line with our objective O6.1., we are also committed to producing energy through the use of **renewable sources**. To this end, we carry out the following key actions to achieve our decarbonisation goal:

- **Energy production in the three mini-hydro power plants** located at the Aracena, Zufre, and Minilla reservoirs. Likewise, we've drafted the projects for the Gergal mini-hydro power plant and hydroelectric use at La Trocha to increase capacity.
- **Increase of energy generated with biogas at the WWTPs**, with the aim of achieving self-sufficiency at these facilities. To this end, we are working to increase gas production at the Ranilla WWTP. In addition, we're carrying out a pilot project in which the juice extracted from bitter oranges is used to generate

We have reached  
an index of **energy  
self-sufficiency**  
**69.34%.**





electrical energy through biogas for self-consumption at the Copero WWTP.

- **Photovoltaic energy generation**, through two facilities on the grounds of the Ronquillo WWTP and the Carambolo WTC; its expansion is being planned to increase renewable energy production.
- **Acquisition of electricity from renewable sources**, which has allowed us to reduce our Scope 2 emissions by 95% in 2020.

On the other hand, in the framework of the **progressive electrification of our fleet** of vehicles, we have had 20 electric vehicles since 2020, which account for more than 50% of the total fleet, and we have installed 75 charging points for these vehicles, with the expectation to reach 90.

### Boosting the circular economy

At EMASESA, we incorporate the principles of **circular economy** in carrying out our activity, basing it on the **use and optimisation** of raw materials and material flows, thereby achieving efficiency in using resources and minimising waste.

To this end, we carry out the following actions based on what's set forth in our objective O6.2.:

- **Recycling 100%** of the sludge created in the purification and treatment process for wastewater to be used in agricultural activities or for composting in the specialised plant.
- Installation of **three treatment plants** for sand that comes from maintenance for the sanitation network and the wastewater treatment process. This makes it possible to separate that waste, reduce it by up to 70%, and reuse a large part of it (more than 1,000 tons) in construction activities.
- **Using more than 100,000 tons of waste** with a high organic load to increase biogas production, which lets us generate more electricity and heat to achieve energy self-sufficiency at WWTPs.
- **Reusing** more than 2,729.36 dam<sup>3</sup> of process water at the Carambolo WTC to minimise consumption of this essential resource.



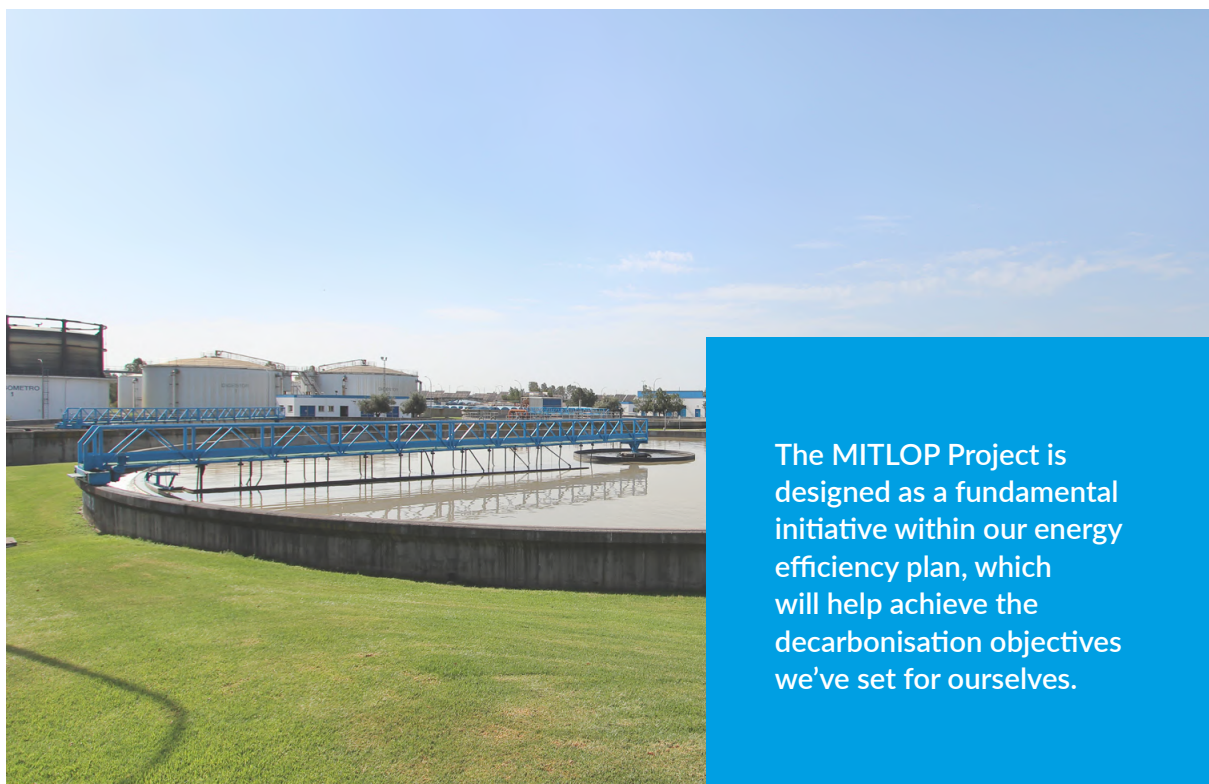
As the table shows, we increased both the waste reused for co-digestion and the biogas generated in 2021. Specifically, we have increased the former by 29.17% and the latter by 22.47%.

In addition, in order to boost the circular economy, we're working with the Ministry of Science and Innovation on the **MITLOP** Project to carry out the **Integrated management of sludge and organic waste**, which has been 64% financed through ERDF funds.

Within the framework of the MITLOP Project, we started work at the end of this year on the land where the **largest sludge treatment plant in Andalusia** will be located; its completion is scheduled for mid-2023.



Indicator	2017	2018	2019	2020	2021
Waste used for co-digestion (t)	85,733	123,279.72	128,583	131,236	169,526
Biogas generated (Nm <sup>3</sup> )	8,643,000	10,223,090	11,004,614	9,214,488	11,285,718



The MITLOP Project is designed as a fundamental initiative within our energy efficiency plan, which will help achieve the decarbonisation objectives we've set for ourselves.

# METROPOLITAN DIMENSION AND URBAN DEVELOPMENT

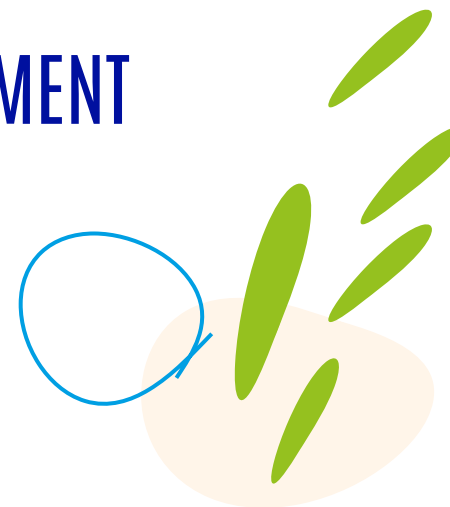
As transformative agents of the metropolitan area of Seville, we at EMASESA are encouraging a new model of urban development that's healthier, greener, and more human in the comprehensive water cycle.

This is a **fundamental aspect** for our organisation, which we address through axis 7 of the EMASESA 2030 Plan, which is focused on the metropolitan dimension and urban development. To this end, we are working towards achieving two prioritised objectives; these, in turn, are aligned with the following SDGs.

- **O7.1.** Promoting EMASESA's metropolitan value, strengthening the structuring and territorial cohesion with active participation from the organisation in local urban measures and neighbourhood plans, and partnering with residents to identify their needs.
- **O7.2.** Encouraging the company's proactive attitude to influence, contribute to, and generate a positive impact on the natural and urban environment, revitalising the local economy in collaboration with the City Council itself.

For our organisation, **natural elements in urban settings** are of particular importance, as they play a key role in the comprehensive water cycle: they have important benefits such as favouring the capture of carbon dioxide or improving air quality.

Therefore, we at EMASESA are always considering how to account for environmental criteria in carrying out projects; we strive to **maintain areas with trees** and ensure that the species are suited to the climate. All this is achieved by applying our **Manual of Good Practices** for managing projects and works, which includes the initiatives we're promoting in this scope to support a healthier, greener environment.



## Axis 7. Metropolitan dimension and urban development



**SDG 8.** Decent work and economic growth



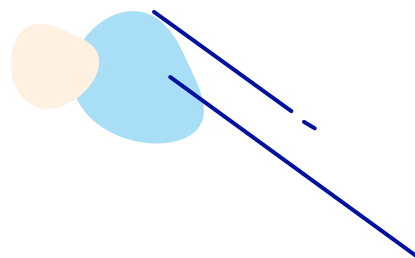
**SDG 11.** Sustainable cities and communities



**SDG 15.** Life on land



**SDG 17.** Partnerships for the goals





In 2021, we focused on a set of **initiatives** both **to protect aquatic ecosystems** and to achieve urban development in the municipalities we serve:

- **Monitoring the measures for protecting trees** in the works carried out in Seville and the surrounding towns where we provide services. Specifically, we carried out the following measures in 2021:

14

**Forestry Reports**, with a total of 1,364 wooded positions inventoried

12

**Forest Protection Studies**, with 1,306 positions for the protection of trees affected by the works planned

202

**Monitoring reports** on compliance with the Protection Plan while works were being executed

2

**Final work reports**

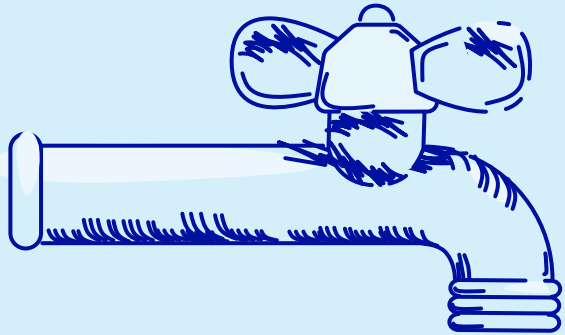






- **Drafting the Project “Renaturation and enhancement of the oxidation ponds at the Rianilla WWTP to improve the biodiversity of the Guadaira River (Seville)”.** The project aims to improve the biodiversity of the area and enhance supra-municipal connection, as well as the renaturalisation of the pools through the creation of a new ecosystem that improves the area environmentally.
- **Drafting the Project “Landscape integration of EMASESA infrastructures in the by-path gorge. Camas (Seville)”.** The actions focus on generating a positive impact on the area and complying with current regulations, which establish the need to restore the land by planting fixing species.
- **Developing the study “Preparation of the feasibility plan for the reintroduction of the damsel crane (Grus virgo) in Seville”.** The project meets the requirements under current legislation, as well as the recommendations proposed by local experts and international organisations; it consists of the following phases: 1) Technical documentary compilation and design of the Feasibility Plan, 2) Scientific analysis of the feasibility of reintroduction, and 3) Technical and economic definition of implementing reintroduction.
- **Developing the study “Evaluation of the ecological status/potential of aquatic ecosystems related to EMASESA’s activity”.** Through this project, an assessment of the environmental status of these ecosystems is done to minimise the impact of our activity on the environment.
- **Implementation of an early warning system based on molecular techniques for detecting invasive aquatic organisms.** It is based on the analysis of environmental DNA in order to detect invasive species; a rigorous control of hydraulic infrastructures is carried out to ensure the water supply from the source and to maintain the quality of service for residents. In addition, we contribute to minimising the impact of these species on the biodiversity of river ecosystems and, therefore, on the environment.

On the other hand, as part of objective O7.1. to contribute to the **transformation of the urban environment** in disadvantaged areas, we highlight the measure we took during 2021 in the Torreblanca neighbourhood, where we are finalising the works to improve the supply networks and renovating pedestrian spaces. We have invested a total of €11 million in this comprehensive plan since 2016.



# 4

## COMMITMENT TO SOCIETY

We turn to everyone,  
both those who are part  
of EMASESA and those of  
our community.





# THE VALUE OF OUR PEOPLE

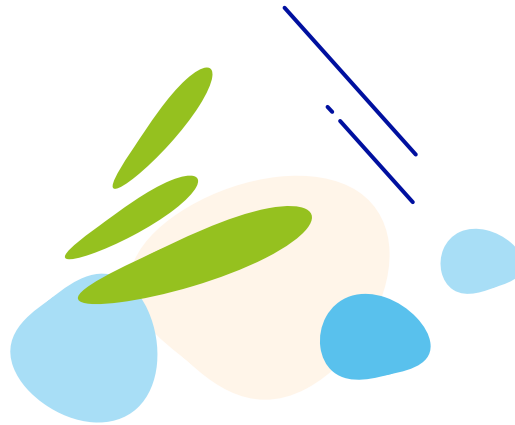
The people who make up the team at EMASESA are our most valuable asset and the essential pillar that makes it possible to provide quality service for residents.

Our priority is creating more resilient professionals who are prepared to face the challenges that arise on a daily basis and provide the best service for the population.

Based on these premises, we have articulated axis 1 of our EMASESA 2030 Plan, which is focused on People. In it, we set the following **objectives** to build a team that's focused on excellence, motivated, recognised, and committed:

- **O1.1.** Encouraging professional development, innovation, talent, and training.
- **O1.2.** Promoting solidarity, collaborative work, integration, and camaraderie.
- **O1.3.** Enhancing security, inclusiveness, and flexibility.

Here at the organisation, we focus on promoting our team's excellence, supporting their professional development, and ensuring their motivation and sense of pride around belonging to EMASESA.



## Axis 1. People



**SDG 3.** Good Health and Well-being



**SDG 4.** Quality education



**SDG 5.** Gender equality



**SDG 8.** Decent work and economic growth



**SDG 17.** Partnerships for the goals



## Our team of people

At EMASESA, we have a **team** of 804 people who are highly trained and qualified professionals; their experience and professionalism make it possible to position ourselves as a national and international leader in the water sector.

### Highlights about our team



**94.15%**

of our employees have an open-ended contract



**40.9%**

of the team belongs to the fringe of age between 46 and 55 years



**100%**

of the workforce is governed by the applicable Collective Agreement



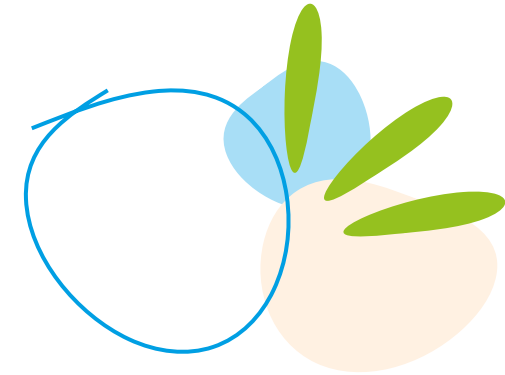
In 2021, we approved our **Second Equal Opportunities Plan**; we're one of the first companies in Andalusia to have such a plan, making us a leader in terms of equality.

## Committed to equality

One aspect that's of utmost importance in our organisation is ensuring gender **equality** and diversity, as set forth in line of action L1.5. in the EMASESA 2030 Plan.

Our **Second Equal Opportunities Plan** is structured around **ten fundamental axes** that, in turn, consist of a set of measures defining the objectives to be achieved and the timeframe within which this must be done:

1. Selection and recruitment process.
2. Professional classification.
3. Training.
4. Career advancement.
5. Working conditions between women and men.
6. Co-responsible exercise of the rights to work-life balance.
7. Female underrepresentation.
8. Remunerations.
9. Prevention of sexual and gender-based harassment.
10. Raising awareness.



Likewise, we've highlighted a set of **initiatives** that we have carried out over the course of this year to strengthen our commitment to equality:

- Holding the Workshop on “**Gender violence in the workplace,**” with the participation of Seville's City Council, creating a forum for reflecting on a problem and thereby reaffirming our aim to prevent possible situations of sexual harassment in the workplace.
- Holding the Workshop on “**Water, Women, and Science,**” in collaboration with the Water Chair, to celebrate International Women's Day; there, an analysis of the actual situation of women in science was carried out, along with plans to increase their presence and professional development.



- Teaching a **workshop on gender-based microaggressions**, encouraging women's participation in highly masculinised areas.
- Incorporating a gender perspective into **job postings** and the new model for professional groups.

Furthermore, we at EMASESA promote a set of measures to encourage **work-life balance**, such as flexible schedules, granting unpaid leave, and leave for personal reasons or caring for family members.

This year, we carried out a remuneration audit that concluded that there is no salary gap at our organisation.



### We're encouraging work-life balance



364

leaves approved for family medical assistance



209

people with flexible schedules



12

leaves without pay



5

reductions in working hours



17

parental leaves

Our main objective is to reduce workplace accidents and prevent any harm to the health of the team.

#### We take care of health and safety at work

As part of objective O1.3. of our EMASESA 2030 Plan to guarantee the **health and safety** of the workforce, we promote the **care and protection of the people who** are part of the organisation in their personal environment and their work setting. To this end, we focus on enhancing risk prevention and safety at work to achieve continuous improvement in their working conditions.

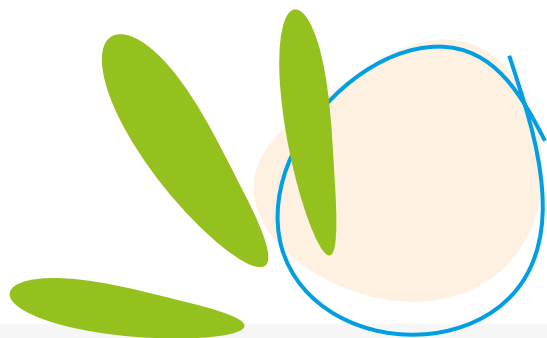
To ensure that we meet these aims, we have our **own Occupational Risk Prevention Service** that's in charge of implementing the necessary control measures in the different processes, integrating prevention as a fundamental part of the company's activity.

This commitment is also reinforced by our **Occupational Risk Management System**, which is certified according to ISO 45001 and whose scope encompasses the entire organisation.





As we can see in the table above, accidents with leave and incidence rates at our organisation have decreased slightly compared to the previous year.



In 2021, we carried out **5,595 inspections of works**, 17% more than the previous year, and we carried out the relevant security controls to identify the possible application of preventive measures.

#### We encourage our team's training

In line with objective O1.1. of the EMASESA 2030 Plan, it is essential for us to **promote the professional development**, talent, and training of the team in order to improve its excellence and strengthen and build its knowledge. This way, we manage to ensure better service and satisfaction for users with the service they receive.

To this end, we have **multi-year training plans** tailored to each professional's training needs, as well as additional training measures to facilitate adopting

#### Evolution of severity and incidence rates

Indicator	Formula	Unit	2016	2017	2018	2019	2020	2021
Severity Index	No. of working days missed per thousand hours of exposure to risk	days /1000 hrs worked	1.20	0.80	0.60	0.70	0.70	0.9
Incidence Index	No. of accidents / No. of workers per thousand people exposed	%	0.54	0.38	0.50	0.29	0.36	0.35
Accidents with leave	No. of accidents that have occurred at EMASESA resulting in leave	Units	45	32	43	25	30	29

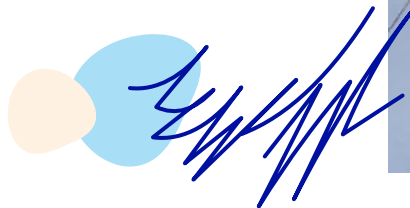
and updating knowledge in areas of interest or those that are necessary to perform a certain activity.

The main **training measures** carried out during this year have focused on the following aspects:

- COVID-19 prevention recommendations.
- Roadway safety.
- Coordinating business activities.
- Customer service for difficult cases.
- Waste management.
- Quality circles for user managers.
- Microsoft 365.
- Malware; what it is and how we should act on it.
- Protecting personal data.



Throughout 2021, EMASESA's team of individuals has received **37,345 hours of training**, 30% more than the previous year.



# WE'RE MOVING FORWARD IN DIGITAL TRANSFORMATION

At EMASESA, we are firmly committed to digitalisation as a **major challenge and an essential strategic pillar** to achieve a new digital culture that allows for more effective, innovative ways of working and relating to our stakeholders. This way, we're building a more automated, agile company, making artificial intelligence a key aspect of our action plan.

To this end, we're focused on meeting the following **objectives** defined in axis 8 of our EMASESA 2020 PLAN:

- **O8.1.** Generating efficiencies by automating processes and applying artificial intelligence, driving robotisation, and improving digital efficiency.
- **O8.2.** Consolidating the business intelligence strategy through investment in technology and data analytics processes and improving the use of information.
- **O8.3.** Developing a robust, scalable, secure, and sustainable system architecture, reinforcing comprehensive cybersecurity in the

company and creating an effective, innovative infrastructure.

These commitments also help us contribute to achieving the following SDGs:

Axis 8. Digital transformation



**SDG 8.** Decent work and economic growth



**SDG 9.** Industry, innovation, and infrastructure



**SDG 17.** Peace, justice, and strong institutions



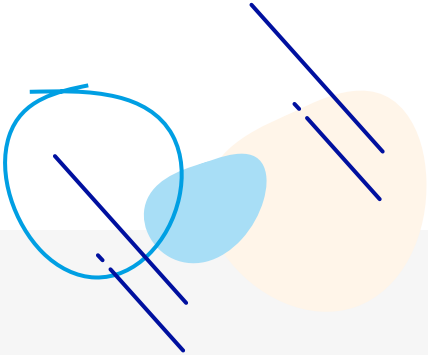
In line with our commitment to digital transformation, we have renewed the Mi Emasesa APP to make it easier for users to carry out their tasks more quickly and comfortably.

In this regard, promoting **digital services aimed at users** is also particularly relevant; this increased significantly as a result of COVID-19, and we have significantly improved it to offer quality service that meets residents' needs.

This is reflected in the following graph, which shows the **notable increase in non-in-person channels** (APP, Online Office, and e-mail), as opposed to the traditional in-person service that is steadily decreasing.

On the other hand, to continue advancing in digital transformation and taking it beyond EMASESA to share with our stakeholders, we highlight our participation in the Committee of Experts in 2021 that will validate the Andalusian Cybersecurity Strategy for the 2022-2025 period, as well as our participation in the **Smart & Digital Water Solutions Workshop**

within the framework of the International Water and Irrigation Exhibition, SMAGUA 2021.



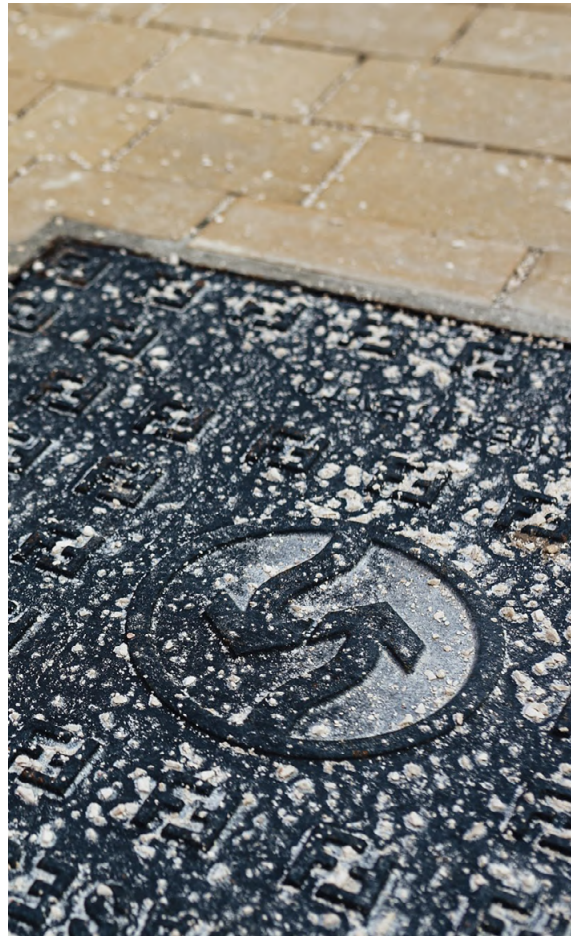


# WE ENCOURAGE PARTICIPATION, EVALUATION, AND TRANSPARENCY

In order to achieve optimal service delivery, it is essential for us to get our stakeholders involved in the processes of acting and making decisions so that we can ensure public management that's tailored to their needs. We achieve this through their participation, continuous evaluation of comprehensive water cycle management, monitoring the results, and reinforcing communication to make our action visible to all interested parties.

Based on these aims, **Axis 9** of our EMASESA 2030 Plan is articulated with focuses on "Participation, evaluation, and transparency;" we have set the following **objectives** in it:

- **O9.1.** Improving decision-making processes and strengthening organisational learning.
- **O9.2.** Knowing the results and impacts of the actions carried out by EMASESA.
- **O9.3.** Responding to the demands for information of both the people who make up the company and society as a whole.



All this is in line with the following SDGs:

## Axis 9. Participation, evaluation, and transparency



**SDG 6.** Clean water and sanitation



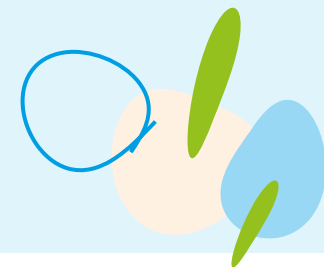
**SDG 9.** Industry, innovation, and infrastructure



**SDG 16.** Peace, justice, and strong institutions



**SDG 17.** Partnerships for the goals





## The Water Observatory

Through this advisory participatory body of EMASESA, we boost **transparent, participatory, open models of governance**, in addition to establishing alliances with residents that can facilitate adopting measures and improving economic and social conditions in the area where we operate.

The **Water Observatory** is structured in four distinct tables:

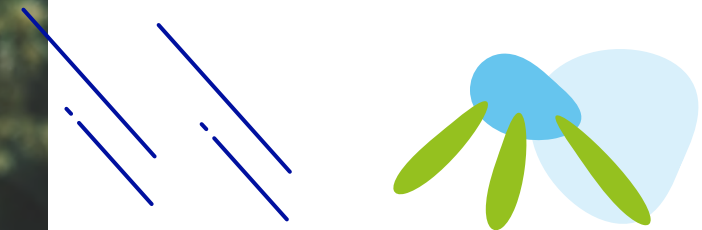
- **Table 1.** Infrastructure endowment in Seville and its metropolitan area.
- **Table 2.** Environmental projection, focused on sustainable water use.
- **Table 3.** Quality services, identifying avenues of action to improve the user's service and experience.
- **Table 4.** Knowledge and guidance for people by promoting new, more innovative and participatory forms of collaboration.

Throughout 2021, we have held various webinars, **citizen consultations**, participatory workshops, and specific technical sessions through the Water Observatory. These have focused on issues such as the Drought Emergency Plan or the Foundations



of the Strategic Plan and the materiality analysis of EMASESA.

In addition, we have carried out a **Situation Report**, which has offered us the Observatory's diagnosis to bolster continuous improvement, and we have launched the first issue of the Water Observatory Bulletin, both within and outside of the organisation.



**In 2021, we included the Water Observatory in the Company Bylaws as a participatory body, stakeholder consultation, and Executive Committee counselling within the framework of the new governance for water.**

# COMMUNICATION WITH OUR SOCIETY




As part of our commitment to involve residents in everything we do, it is essential to ensure communication and keep them informed of all our progress and relevant news. Therefore, we continually communicate through different means to reach everyone throughout the year.

In addition, we made **multiple updates to service information** during 2021 at our offices and in other communication channels with users, in addition to projects, general company data, banners, and requests for changes to services and sections, among others.




## OUR 2021 PUBLICATIONS IN NUMBERS

**500**   
news published in  
print media

**3,000**   
information references in  
digital spaces

**300**   
minutes of information  
on radio and TV

more than **2.3**   
million impressions on our  
social networks

more than **24,000**   
millions of reactions on our  
social networks

**16,741**   
total achieved in the  
continuous growth of our  
virtual community

# GROWTH IN THE VIRTUAL COMMUNITY

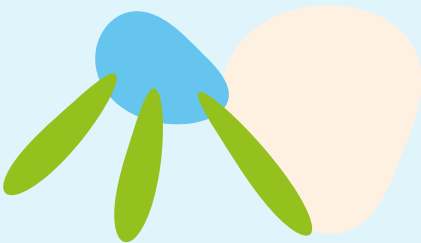
5,543   
Twitter

2,303   
Facebook

7,245   
LinkedIn

449   
Youtube

1,201   
Instagram



We made more than 3,000 new publications, and our website was visited over 1,000,000 times.

Finally, this year we have also been working on developing a new corporate website, published in 2022. This new website is much more accessible to all visitors, with information that is easier to find intuitively.



# WATER CULTURE AND MANAGING KNOW-HOW

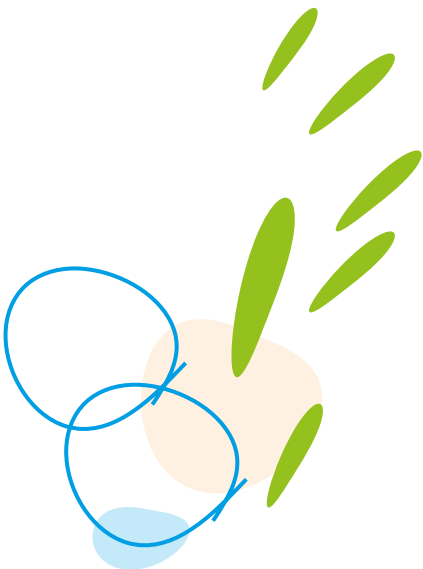


At EMASESA, one of our main priorities is working towards a more sensitive, trained, aware, and informed society, promoting responsible habits and practices in using and consuming water.

This is why conveying know-how is of vital importance to us; it is the main topic of Axis 10 in our EMASESA 2030 Plan: Water culture and managing know-how. In line with this strategic axis, we have set the following objectives for ourselves:

- **O10.1.** Encouraging the development of water culture in society through education and public awareness.
- **O10.2.** Sharing the know-how and good practices that the company values with society in managing the comprehensive water cycle, primarily via the Water Chair.

By fulfilling these objectives, we’re collaborating on achieving the following SDGs:



Axis 10. Water culture and managing know-how

**SDG 4.** Quality education

**SDG 6.** Clean water and sanitation

**SDG 8.** Decent work and economic growth

## Environmental education at EMASESA

As part of our objective O10.1. to promote **environmental education** and raise awareness in society, we celebrated World Environmental Education Day by launching a new educational and environmental content portal, **Sustainable Education**. This virtual platform is aimed at schoolchildren and teachers and contains environmental education programs that can be carried out both in-person and online.

The **environmental programs and projects** that we do through this portal are based on the following lines of action:

- **Environmental education programs** “Water in the classrooms,” “Stop wet wipes,” and “Putting the brakes on climate change.”
- **Programs with educational itineraries** through our “Come and Discover Us” and “Technical Program” set-ups for higher levels.
- **Environmental education programmes** in the natural environment.
- **Environmental sustainability events**, including guided trails in Rivera de Huelva and Guadaira, participatory reforestation, and botanical itineraries in the “El Arboreto” Botanical Garden.

Through these activities, we are proposing solutions to environmental problems; these let us acquire the necessary knowledge and skills, as well as adopting more sustainable, environmentally friendly lifestyles.

On the other hand, we have carried out various **sustainability and environmental outreach events** throughout 2021, both in-person and online, with a total of 610 people participating in the in-person events.

### Environmental education programmes conducted in 2021

Programme	Centre	N° of students	Degree of satisfaction over a 6
Come and discover us	• El Gergal Reservoir	677	5.67
	• El Gergal Reservoir online	90	
	• El Arboreto Botanical Garden	456	5.74
	• El Arboreto Botanical Garden online	25	
	• Mini LAP	66	5.95
	• Mini LAP online	90	
Technical program	At all EMASESA facilities	99	6
Water in the classrooms	At all educational centres in towns supplied by EMASESA	1,392	5.73
Programmes in the natural environment	• Fuente del Rey Lagoon	312	5.82



## Professional training and education

As we can see, professional training has increased significantly compared to 2020, as activities that had been limited in the wake of the pandemic have resumed.

In addition, a total of 76 students participated in our **Internship Program** in 2021. The program gives young people access to the labour market through specific agreements with different educational centres.

At EMASESA, we're carrying out training measures that let us acquire social and work skills for learning a trade, favouring social inclusion.



## Developments in training for integration

	2017	2018	2019	2020*	2021
Nº of courses	7	5	2	2	3
Nº of hours	177	555	529	170	612
Nº of external assistants	86	44	25	30	71
Satisfaction rating (scale of 1-6)	5.68	5.93	5.9	–	5.8

\*The situation due to the pandemic limited the activity, as it is in-person and high-risk. Classes for the first Dual Professional Training course in Water Treatment Stations and Networks Specialisation started in September at I.E.S. Heliópolis, with classes taught at EMASESA starting in 2021.

## Training activities for integration

### TRAINING FOR UNEMPLOYED PEOPLE

At risk of social exclusion with little or no professional experience.

### TRAINING FOR EMPLOYEES

Who do not have a formal qualification to carry out their work.

### PROFESSIONAL TRAINING FOR EMPLOYMENT

Through Professional Certifications and Dual Vocational Training to qualify students and improve their employability.

### ACCREDITATION PROCESS

Opened by the Andalusian Qualifications Institute to accredit workers in the water sector, allowing them to acquire the professional skills necessary for carrying out a work activity.

## The Water Chair

In collaboration with the University of Seville, we work in the **Water Chair** with the aim of promoting the implementation of **training, research, and dissemination activities** related to the current situation, problems, and perspectives around water.

The Chair is aimed at university students, teachers, researchers, organisations, and associations related to the sector. Through it, we contribute to meeting objective O10.2 of the EMASESA 2030 Plan, which focuses on **boosting knowledge** through training and research measures, launching challenges for stakeholders, and participation in conferences and workshops, among other significant activities.

In 2021, as part of the **technical challenges**, we launched the “Development and quantification of Value Networks” challenge. The research group “Ingeniería Web y Testing Temprano IWT2” (Web Engineering and Early Testing) from the Escuela Técnica Superior de Ingeniería Informática (Higher Technical School of Computer Engineering) was the winner.



Sanitation, redevelopment, and restructuring the Ribera del Guadaira.

# 5

## ETHICAL AND RESPONSIBLE MANAGEMENT

We build together with the citizens  
the EMASESA that we all want to  
achieve progress in our sustainable  
development model.



# GOVERNANCE IN COLLABORATION WITH CITIZENS

We put users at the heart of what we do, building a relationship of trust that lets us provide quality care and public management, thus improving their satisfaction and experience with the service received.

At EMASESA, our top priority is ensuring residents **optimal public management**, responding to society's demands and striving for excellence in the environment where we carry out our activity.

In line with these purposes, we developed **Axis 2 of our EMASESA 2030 Plan** based on managing

governance and citizenship and focused on meeting the following objectives:

- **O2.1.** Simplifying and streamlining user-EMASESA relationships, providing adequate, unique, comprehensive service through new digital communication channels that are easy to use, new features on the app and the online office, and more personalised attention.
- **O2.2.** Ensuring efficiency and innovation in management, providing added value through optimising systems and procedures, management control, and promoting innovative practices in the field of public action.
- **O2.3.** Promoting a stable regulatory framework tailored to the needs of users in the company's area of competence, anticipating conflict resolution through greater participation, coordination, and transparency.
- **O2.4.** Encouraging cooperation and promoting the company's alignment with other public administrations working in water and with the SDGs and the European Green Deal,

among others, under the principle of external coherence with policies and programs at different institutional levels.

## Axis 2. Governance and citizens



**SDG 1.** No Poverty



**SDG 6.** Clean water and sanitation



**SDG 9.** Industry, innovation and infrastructure



**SDG 16.** Peace, Justice, and Strong Institutions



**SDG 17.** Partnerships for the goals



Our citizen service channels

To ensure personalised attention that's close and tailored to the needs of users, in line with objective O2.1 of the EMASESA 2030 Plan, we have the following **communication channels**:

IN-PERSON CHANNEL

Since the beginning of the pandemic, digital channels have been encouraged, so we have seen a notable decrease in the use of the in-person format. This has let us delegate other relevant tasks to the user service manager. Even so, we've continued to uphold the system for user attention without an appointment to bridge the digital divide and ensure coverage in emergency situations or situations of need for vulnerable communities.

E-MAIL

In order to meet the goal of responding to e-mails within a maximum of 48 hours, we have created a metropolitan working group to provide service through this channel. In 2021, we answered a total of 30,237 e-mails, a 37% increase compared to the previous year.

CITIZEN SERVICE POINTS (CSPS)

We maintain the entire network of points available both in Seville and its districts as well as throughout the metropolitan area, ensuring an average time for getting an appointment in less than 48 hours. In 2021, we also implemented an automated touchscreen system that makes it easy to request the first available appointment at the nearest point.

TELEPHONE SERVICE

By contracting a new service that's more modern and tailored to actual needs, we are achieving an optimal level of automation and robotisation that enables more effective interaction with our users. In addition, we have incorporated attention through WhatsApp to further improve service for residents.

ONLINE OFFICE

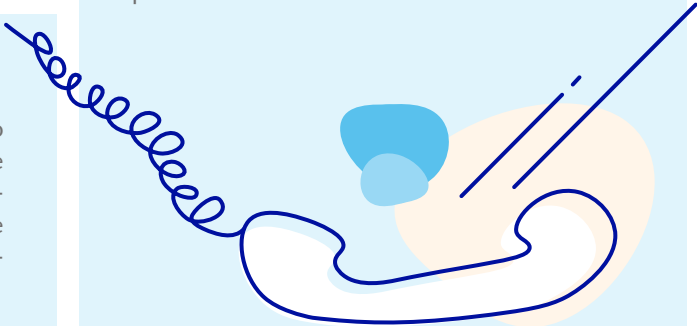
Currently, we have 96,586 users registered in this system, representing 25% of the total; they've accessed the online office 199,010 times. The second phase of this project, which will include more advanced features, will be developed in the first half of 2022.

APP

We have improved the user experience through our new APP for mobile devices; a total of 47,663 people have the app installed, and they have accessed it more than 3.5 million times.

OUR OFFICES

This same year, we launched the prior appointment 5.0 project. With it, we strive to attend to people who have requested an appointment within a maximum period of 48 hours while not having to make a trip to an office. In 2021, we managed to serve almost 4,000 people in all through this channel.



### Management System supported by our certifications



**ISO 9001: 2015**

Quality Management System



**UNE 166002:2014**

Research, Development, and Innovation Management System



**ISO 45001:2018**

Occupational Health and Safety Management System



**ISO 14001:2015**

Environmental Management System



**ISO 22000:2018**

Food Safety Management System



**ISO 50001:2018**

Energy Management System

### Our Integrated Management System

In accordance with objective O2.2 of ensuring efficiency and **innovation** in management, we have an **Integrated Management System** to ensure quality in providing our services; we are implementing it through the EMASESA Integrated Policy.

Through this Policy, we're addressing the objectives of ensuring quality according to users' needs, contributing to sustainable water use, improving people's working conditions, protecting the environment, promoting R&D&i, promoting energy management, and ensuring information.

With regard to environmental management, we also have registered the Carambolo WTC in the **European Union's environmental management and audit system (EMAS)**, which requires, among other things, preparing an Environmental Statement and external verification and validation.

In addition, it should be noted that we **passed all the corresponding certification audits** in 2021 and are continuing to work on the procedure to obtain certification of the Information Security System according to ISO 27001, which we expect to complete throughout 2022.

Likewise, we have accreditation from the **National Accreditation Entity (ENAC, in Spanish)**, which confirms the technical capacity of our Water Quality Control Laboratories, Meter Laboratory (UNE-EN ISO/IEC 170025:2017) and the Discharge Control Inspection Unit (UNE-EN ISO/IEC 170020:2012).





Street Manuel de Rodas, La Rinconada.



Our suppliers

It's also highly important for us to ensure the same level of quality and efficiency in our supply chain so that suppliers align with the commitments and values we have at EMASESA.

To this end, we ensure that the technical and administrative specifications include social and environmental clauses, such as promoting job stability and circular economy. In addition, we're introducing these types of clauses as special conditions of execution primarily in relation to meeting their labour obligations.

In this regard, it should be noted that we have carried out 334 environmental inspections throughout 2021, with the aim of identifying measures to improve our suppliers' performance.

## Legal certainty and transparency

One example of our commitment to open communication is the creation of the **Transparency Portal**, which is available on the EMASESA website through [this link](#). In this portal, we provide the population with relevant information, including important issues such as those related to EMASESA's organisation and governance, our agreements and contracts, and economic and budgetary information, among other outstanding matters.

In addition, for 17 years, we have presented our **Sustainability Report** along with the Annual Accounts, a key

document to understand the organisation's progress on environmental, social, and governance issues, as well as to communicate the ambitious challenges and objectives we set for ourselves in these areas.

On the other hand, it is also very important for us to ensure **regulatory compliance**, reinforcing our commitment to applying principles of good governance and criteria based on ethics and integrity.

In line with this commitment, we have a **Regulatory Compliance Protocol** that was updated in 2021. Its purpose is to develop our governance model through monitoring and control programs within the organisation, as well as complying with the new regulatory requirements.

Likewise, we have a **Code of Ethics** that's been recently updated, which establishes the values that must guide the behaviour of everyone who is a part of EMASESA, as well as a **Whistleblowing Channel**, through which it is possible to inform the organisation of any inappropriate or irregular behaviour.

On the other hand, we have the **Audit and Compliance Committee** that acts as a control and monitoring body to ensure compliance with both the Code of Ethics and our Regulatory Compliance Protocol and other internal policies.

**At EMASESA, we strive to ensure legal certainty and transparency in our actions through open, collaborative processes with participation from public administration and residents.**







Honduras Cooperation Project.

### We're driving cooperation for development

As part of objective O2.4. of the EMASESA 2030 Plan, cooperation and alignment of our institutional policies and programmes through **strong strategic alliances at national, European, and global levels** is key for us.

Below, we've highlighted the significant projects we have worked on throughout this year in collaboration with various agencies and public institutions:

- **Cartuja Qanat:** Urban transformation project consisting of a system inspired by the ancient Persian design to cushion the high temperatures in Seville, which will encourage using the street as a tool for social revitalisation, offering **natural air conditioning mechanisms** to lower the temperature ten degrees. Throughout 2021, we have made significant progress in the project's construction work, estimating its completion in mid-2022. This project involves an investment of €4.9 million, 80% of which is **co-financed by the European Regional Development Fund**. It is also worth noting the important work we are doing to communicate about the project and highlight its visibility, with the presentation of Cartuja Qanat at the Urban Transfers Workshops held in Madrid around the URBACT Transfer Networks project.
- **Proyecto MITLOP:** Public Procurement Project in Innovation based on the model for integrated management of sludge and other organic waste. It has a budget of €18 million, 64% of which is co-financed under Phase I by the European Regional Development Fund (ERDF). Throughout 2021, we carried out a series of conferences related to this project.
- **Vehicle electrification project:** In order to contribute to the fight against climate change, we launched a project for the progressive electrification of our fleet at EMASESA, with the acquisition of 20 electric vehicles. We are also in the process of installing 90 charging points for these vehicles at the different work centres. We have done all this through the Andalusian Energy Agency, partially financed by the European Regional Development Fund (ERDF).
- **Preliminary Market Consultation for Reducing the Impact of Sanitation on Bodies of Water (RIMAAS) Project:** In 2021, we published the Final Report with the conclusions of the consultation in order to address the problem of the presence of solid discharge in sanitation networks and launch a campaign to raise awareness around habits that should be changed, such as flushing wipes down the toilet. In preparing this report, we have taken the proposals received from the participating

companies into account, and, in addition, we are preparing a process for Public Procurement of Innovation; the conclusions can be obtained from it, and the specifications that will be tendered subsequently will be presented.

- **EDI project (European Data Incubator):** This is an innovation initiative co-financed by the European Union through its Horizon 2020 research and innovation programme, with a €5 million fund to promote the data economy in Europe and boost the development of technology and knowledge around Big Data. The project began in 2018 and has participation from 24 partners, including EMASESA. In 2021, we participated in the third and final call supporting the development of new processes and applications.
- **Life WaterCool:** This has been developed by the University of Seville with participation from EMASESA within the framework of the European LIFE WaterCool project. It originated with the Cartuja Qanat project, with the same aim of lowering high temperatures in this city through **adaptation techniques to climate change**. Specifically, we are designing a new concept of public space through the use of “green corridors” that will reduce air pollution and harness water from runoff. To implement this project, we have a budget



Through the European Commission's Innovation Radar initiative, the European Union has highlighted our Waterjade web tool, which enables more precise, flexible management of water conveyance systems and more effective decision-making. This tool was developed within the framework of the **European Data Incubator (EDI)** project, which we participate in as representatives of the water sector, along with twenty-five partners from ten different countries in other sectors like energy and transportation.





Life Water Cool Project. Redevelopment of la Avda. de la Cruz Roja. Seville.

of €3.7 million, 55% of which is co-financed by the European Union through the LIFE Programme. Throughout 2021, we have made progress in renovating networks, implementing SUD (sustainable urban drainage) elements and expanding shaded area. We also presented this initiative at the **third conference on adapting to Climate Change**, held virtually in April 2021.

For more information on the status of our projects, you can consult the EMASESA website at [this link](#).





On the other hand, we'll highlight our participation in the following **cooperation projects** carried out in 2021 at the **international level**:

- **Honduras:** Project to improve the water supply of twenty-three communities in the Comayagua Valley, in collaboration with the local operator Aguas de la Sierra de Montecillos.
- **Ecuador:** Initiative for improving the water supply and sanitation service in the city of Portoviejo, with the participation of the Ecuadorian company Portoaguas and with funding from the Spanish Agency for International Development Cooperation (AECID).
- **Palestina:** Cooperation agreement for implementing a project to improve the supply and sanitation of the cities of Ramallah and Al-Bireh, following the European Commission choosing our project and under the funding programme of the Global Water Operator Partnership Alliance (GWOPA).



Honduras Cooperation Project.



# IMPROVING OUR INFRASTRUCTURE

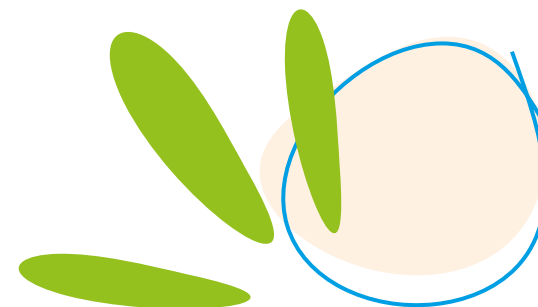
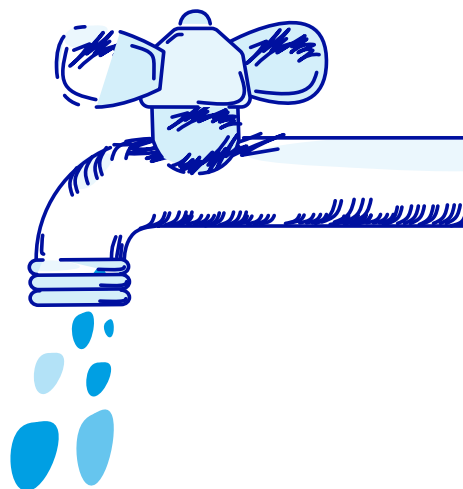
In order to ensure the quality of our services for users and sustainability in the use of resources, it is essential for us to have modern and efficient infrastructures managed under the criteria of safety and sustainability.

For this reason, we focused strategic axis 3 of the EMASESA 2030 Plan around our infrastructures, with the aim of ensuring the population with safe, renovated **facilities** and networks that are on the cutting edge of technology.

To achieve these purposes, we have identified a number of objectives that will help us meet the proposed plan, in turn linking them with the SDGs listed below:

- **O3.1.** Ensuring the sufficiency, viability, and sustainability of the infrastructures of the comprehensive water cycle through key measures such as the Supply and Sanitation Master Plans, the Asset Management Master Plan, and the Infrastructure Sustainability Plan, which are focused on proactive management of our facilities.

- **O3.2.** Achieving greater efficiency and ensuring the management of infrastructures of the comprehensive water cycle under criteria of safety and sustainability through renovating and digitising our facilities.
- **O3.3.** Guaranteeing the quality of the product and protecting the catchment and discharge basins through digital monitoring, the traceability of the various sources of catchment, and the improvement of the management and decision-making capacity.



## Axis 3. Infrastructures



**SDG 3.** Health and Well-being



**SDG 6.** Clean water and sanitation



**SDG 9.** Industry, innovation, and infrastructure



**SDG 11.** Sustainable cities and communities



**SDG 15.** Life on land

## Improving Our infrastructures

At EMASESA, as part of our objective O3.1. to ensure the viability and sustainability of the comprehensive water cycle's infrastructures, we have opened a citizen consultation process for drafting the **Plan for Infrastructure Sustainability**.

The participatory process for the Plan for Infrastructure Sustainability represents a new paradigm in asset management, moving from a reactive, action-oriented approach to a proactive action, which works eliminate the obsolescence of the networks in a proven, scientific way.

In line with this strategy of transforming, modernising, and renewing our infrastructure to meet the needs of society, EMASESA has received €75 million from the European Investment Bank (EIB) to **improve the water facilities** available and thus increase the quality and resilience of water services.

In this regard, it is also worth mentioning the renovation work being carried out at **the Water Treatment Centre (WTC) in Carambolo** to adapt to the requirements of the new regulations on water quality. To this end, we are improving coagulation techniques and completing the renovation of active carbon set-ups.

Through the Plan for Infrastructure Sustainability, we are making it possible for the population of the municipalities supplied to actively participate in defining that Plan, which will be strategic in deciding the projects we will launch for renovating our facilities.



### Environmental objectives in our infrastructure renovation projects



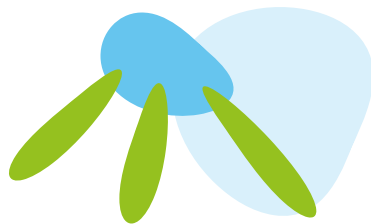
Maintaining product quality.



Ensuring the sustainability of the services.



Addressing future challenges, such as the fight against climate change and the management of extreme hydrological phenomena.



The financing we have obtained with the support of the European Investment Bank will generate significant benefits in society, thanks to the improvement of the service and significant employment generation.

On the other hand, we have implemented a series of **advanced treatments in the purification system** to eliminate nitrogen and phosphorus from the water returned to the ecosystem, applying a protocol endorsed by the competent public bodies. The Regional Government of Andalusia has Streetd for tenders for the remodelling of the Copero WWTP and the transfer of discharges from the San Jerónimo WWTP.



Street Tajo, Dos Hermanas.

### Sewage networks

Of particular importance are the works we're undertaking to keep sanitation networks in good condition and thus ensure the provision of quality services. This way, we can manage **to minimise the level of water losses** due to leaks. In 2021, that figure was around 13.7%; that's below the European and Spanish levels, which is 25%, as marked in the Hydrological Plan of the Guadalquivir Basin.

One of the notable measures taken to achieve this low index includes **investments in loss reduction** in the networks that we have been carrying out over the last 27 years, as well as the investment management tool that we developed along with the University of Seville, with the aim of identifying network sections with greater probability of failure.

In this line, it is also worth mentioning the **redevelopment and renovation of supply and sanitation networks** that we performed in 2021 in three streets - Enamorados, Manuel González Mateu, and La Laguna - in Bellavista, as well as in the Rochelambert neighbourhood, the San Diego neighbourhood, and another street (Street Coracha), with a total investment of €3.7 million.



## Wastewater treatment

This wastewater renovation project will allow us to **adapt fully to European regulations**, achieving an emissions reduction and meeting our environmental objectives in Doñana, thus protecting the environment in a very sensitive area. The execution of the works will begin this year, and they're expected to be completed between the end of 2022 and 2023.

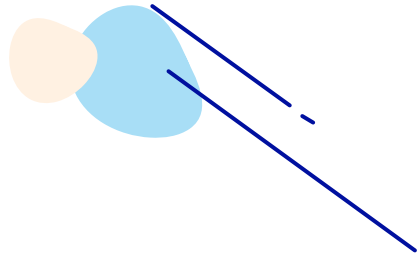
In this context, within the framework of collaboration with the Guadalquivir Hydrographic Confederation for adapting treatment at wastewater treatment stations (WWTPs) in Seville, we started construction on the **new Rainwater Pumping Station (RWPS)** in Tamarguillo. This station will be of great importance in meeting the environmental objectives set in our country and in the European regulations on wastewater treatment, and it will be partially financed with ERDF funds. This way, the hydraulic capacity of the sanitation network will be ensured for discharge to sensitive areas in the Doñana region.



In 2021, we started a significant project for **adapting and renovating the wastewater treatment network**, with a total investment of €93 million, 60% of which is financed by the European Union.



# WE'RE WORKING TO ACHIEVE AN ECONOMIC AND FINANCIAL BALANCE



As a public company dedicated to providing water, an essential resource, we strive to ensure **efficient, responsible economic and financial management** that allows us to achieve shared objectives for the benefit of society at EMASESA.

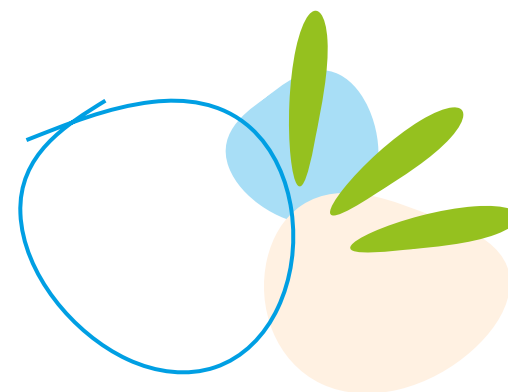
**This way, we can guarantee the best use of public resources in the short and long term, responding to the needs of citizens and covering particularly sensitive situations of economic and social crisis.**

Therefore, this **fundamental issue is a priority** at EMASESA; we're responding to it through strategic axis 4 of our EMASESA 2030 Plan, based on economic and financial balance. Specifically, we've set ourselves the following objectives to ensure sustainability and financial liquidity:

- **O4.1.** Reaffirming the economic and financial sustainability of EMASESA in the long-term through adequate planning, promoting digital transformation, and implementing mechanisms to open up new financing channels.
- **O4.2.** Safeguarding the stability and liquidity of the company in the short-term, focusing on the optimisation, reorganisation, and rationalisation of costs and investments, as well as improving internal efficiency.
- **O4.3.** Strengthening the social approach and redistributive equity, responding to the prioritised

issue of people's basic needs through our social rate model.

In alignment with these objectives and action plans, we have stayed **active in searching for funds** throughout 2021 at the regional, state, and European levels; these allow us to launch strategic projects to improve services and infrastructure for the benefit of citizens.



In 2021, our work to find funds for implementing strategic projects has paid off, achieving a significant improvement in the company's competitive position compared to European Institutions.

In this regard, it is worth highlighting the action carried out by our Department for Development Cooperation to **seek funding** for Water Digitisation projects.

In addition, the funding we have received from European institutions to improve and renew our infrastructure, such as the €75 million received from the European Investment Bank to support **investments in water infrastructure** in Seville, has been crucial.

On the other hand, in accordance with our objective O4.3., which is focused on strengthening the social approach and distributive equity, we have

maintained our **social rate** for one year; 7,057 households have benefited from it throughout 2021.

To do this, we apply an adjusted rate to household income, with bonuses ranging from 50% to 100% for lower incomes. In all, we have exceeded **€400,000 in support** for this programme, with an average bonus per invoice of €30.31. In addition, we've consolidated the guarantee of the **minimum vital supply** with an assured consumption of up to 110 litres of water per person per day for those at risk of social exclusion.

Likewise, we're carrying out exhaustive planning of the supply cut-off process, carrying out additional measures to **ensure that service is not interrupted** to those who are in accredited situations of social emergency.

Applying our social rate is part of our social commitment at EMASESA to provide access to water as a Human Right, drawing on the principle of solidarity with those who are in a situation of vulnerability or at risk of social exclusion.



# 6

## 2022 HORIZON

We continue working to address and respond from our actions to the great challenges of our society.



# HORIZONTE 2022

After this first year of implementing the 2030 Strategic Plan, we are facing major future challenges to integrate this new paradigm shift in day-to-day life at EMASESA, driving it as a **collaborative, comprehensive, collective work instrument: a plan by all, for all.**

Thus, together we will be able to address the main challenges ahead in 2022, such as decreasing water availability, advancing digital transformation, or taking another step in implementing the principles of circular economy.



At EMASESA, we're contributing to progress in society and preservation of the natural environment through water.



## Our next steps to continue building the EMASESA we want to be:

### BEING RESILIENT TO DROUGHT

We are going to analyse the current drought situation jointly in the advisory tables of the Water Observatory, how it affects our resources and services, and how we must face this to be as efficient as possible, both at EMASESA and with all our stakeholders, especially residents.

**We're continuing to move forward to be the sustainable public company we want, counting on society and becoming a leader: We are all EMASESA.**



### ADVANCING THE DIGITAL TRANSFORMATION

We will continue to rely on the latest technologies to achieve a comprehensive digital transformation that has an impact on improving the quality of service and generates a positive impact on the environment.

### DRIVING OUR CULTURAL TRANSFORMATION

We will continue to contribute to developing water culture in society through education and public awareness, and the promotion of good practices.

### COMPLETING NEW CUSTOMER SERVICE CHANNELS

We will enhance easy-to-use digital communication channels to ensure adequate, comprehensive service for all citizens, with new features in the app and the online office, as well as more personalised attention.

### CONTINUING TO MAKE PROGRESS IN IMPLEMENTING THE MITLOP COMPLEX AND THE PRINCIPLES OF CIRCULAR ECONOMY

We will continue to work on this innovative circular solution to achieve waste recovery in a more sustainable way, with the resulting reduction of carbon emissions.

### DEVELOPING AND DEPLOYING OUR SOCIAL RESPONSIBILITY PROGRAMME

We will continue to work to ensure protection and well-being for residents and to generate a positive impact on society by contributing to their prosperity and social development.

# GRI TABLE

GRI Standards Indicator	Description	Localization / Direct answer
ORGANIZATION PROFILE		
102-1	Name of the organisation	EMASESA, Empresa de Abastecimiento y Saneamiento de Aguas de Sevilla, S.A.
102-2	Activities, brands, products and services	<a href="https://www.emasesa.com/">https://www.emasesa.com/</a>
102-3	Location of headquarters	2.1. Our activity
102-4	Location of operations	2.1. Our activity
102-6	Markets served	2.1. Our activity
102-7	Scale of the organisation	2.3. Impact in numbers
102-8	Information on employees and other workers	4.1. The value of our people
102-9	Supply chain	5.1. Governance in collaboration with citizens
102-12	External initiatives	5.1. Governance in collaboration with citizens
STRATEGY		
102-14	Statement from senior decision-maker	Letter from the President Letter from the Managing Director
102-15	Key impacts, risks, and opportunities	2.2. Our strategy: the EMASESA 2030 Plan

GRI Standards Indicator	Description	Localization / Direct answer
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	2.2. Our strategy: the EMASESA 2030 Plan
102-17	Mechanisms for advice and concerns about ethics	2.2. Our strategy: the EMASESA 2030 Plan 4.3. We encourage participation, evaluation, and transparency 5.1. Governance in collaboration with citizens
GOVERNANCE		
102-18	Governance structure	2.1. Our activity
102-21	Consulting stakeholders on economic, environmental, and social topics	4.3. We encourage participation, evaluation, and transparency
STAKEHOLDER ENGAGEMENT		
102-42	List of stakeholder groups	4.3. We encourage participation, evaluation, and transparency
102-42	Approach to stakeholder engagement	4.3. We encourage participation, evaluation, and transparency 5.1. Governance in collaboration with citizens
102-44	Key topics and concerns raised	2.2. Our strategy: the EMASESA 2030 Plan
REPORTING PRACTICE		
102-46	Defining report content and topic Boundaries	1. Introduction
102-47	List of material topics	2.2. Our strategy: the EMASESA 2030 Plan
102-50	Reporting period	January, 1 - December 31, 2021

GRI Standards Indicator	Description	Localization / Direct answer
102-51	Date of most recent report	January, 1 - December 31, 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	José Francisco Pérez Moreno: jfperez@emasesa.com
102-54	Claims of reporting in accordance with the GRI Standards	1. Introduction
102-55	GRI content index	GRI table
102-56	External assurance	This 2021 Sustainability Report has not obtained external assurance
<b>103 MANAGEMENT APPROACH</b>		
103-2	The management approach and its components	2.2. Our strategy: the EMASESA 2030 Plan
103-3	Evaluation of the management approach	2.2. Our strategy: the EMASESA 2030 Plan
<b>201 ECONOMIC PERFORMANCE</b>		
201-1	Direct economic value generated and distributed	2.3. Impact in numbers
<b>203 INDIRECT ECONOMIC IMPACTS</b>		
203-1	Infrastructure investments and services supported	5.2. We're improving our infrastructures
203-2	Significant indirect economic impacts	2.3. Impact in numbers



GRI Standards Indicator	Description	Localization / Direct answer
<b>301 MATERIALS</b>		
301-1	Materials used by weight or volume	2.1. Our activity
301-2	Recycled input materials used	3.2. Decarbonisation and energy balance
301-3	Reclaimed products and their packaging materials	3.2. Decarbonisation and energy balance
<b>303 WATER</b>		
303-1	Water withdrawal by source	3.1. Resilience facing climate change
303-3	Water recycled and reused	3.1. Resilience facing climate change
<b>304 BIODIVERSITY</b>		
304-3	Habitats protected or restored	3.3. Metropolitan dimension and urban development
<b>305 EMISSIONS</b>		
305-1	Direct (Scope 1) GHG emissions	3.1. Resilience facing climate change
305-2	Energy indirect (Scope 2) GHG emissions	3.1. Resilience facing climate change
305-3	Other indirect (Scope 3) GHG emissions	3.1. Resilience facing climate change
305-4	GHG emissions intensity	3.1. Resilience facing climate change
305-5	Reduction of GHG emissions	3.1. Resilience facing climate change

GRI Standards Indicator	Description	Localization / Direct answer
<b>306 EFFLUENTS AND WASTE</b>		
306-2	Waste by type and disposal method	3.2. Decarbonisation and energy balance
306-3	Significant spills	No significant spills were observed in 2021
306-5	Water bodies affected by water discharges and/or runoff	Wastewater discharges are previously treated to be returned to the natural environment in the best possible quality conditions, so that it does not imply any negative impact on the ecosystem
<b>307 ENVIRONMENTAL COMPLIANCE</b>		
307-1	Non-compliance with environmental laws and regulations	No significant fines have been received in 2021
<b>308 SUPPLIER ENVIRONMENTAL ASSESSMENT</b>		
308-2	Negative environmental impacts in the supply chain and action taken	No environmental impact of this type has been
<b>401 EMPLOYMENT</b>		
401-3	Parental leave	4.1. The value of our people
<b>403 OCCUPATIONAL HEALTH AND SAFETY</b>		
403-1	Workers representation in formal joint managementworker health and safety committees	4.1. The value of our people
403-2	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, number of work-related fatalities	4.1. The value of our people

GRI Standards Indicator	Description	Localization / Direct answer
<b>404 TRAINING AND EDUCATION</b>		
404-2	Programs for upgrading employee skills and transition assistance programs	4.1. The value of our people
<b>406 NON-DISCRIMINATION</b>		
406-1	Incidents of discrimination and corrective actions taken	No such case has occurred
<b>412 HUMAN RIGHTS ASSESSMENT</b>		
412-1	Operations that have been subject to human rights reviews or impact assessments	5.1. Governance in collaboration with citizens
<b>413 LOCAL COMMUNITIES</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	5.1. Governance in collaboration with citizens
<b>416 CUSTOMER HEALTH AND SAFETY</b>		
416-1	Assessment of the health and safety impacts of product and service categories	3.1. Resilience facing climate change 5.1. Gobernanza en colaboración con la ciudadanía
<b>417 MARKETING AND LABELING</b>		
417-1	Assessment of the health and safety impacts of product and service categories	3.1. Resilience facing climate change
<b>418 CUSTOMER PRIVACY</b>		
418-1	Substantiated complaints regarding concerning breaches of customer privacy and losses of customer data	None in 2021
<b>419 SOCIO ECONOMIC</b>		
419-1	Non-compliance with laws and regulations in the social and economic area	None in 2021

For more  
information,  
access our  
website

