

Sustainability Report 2022

Your water, belonging to everyone and for everyone



Empresa Metropolitana de
Abastecimiento y Saneamiento
de Aguas de Sevilla, S. A.

(Metropolitan Company for the Supply
and Sanitation of Water of Seville)



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MESSAGE FROM THE PRESIDENT

Once again this year, we are providing you with EMASESA's 2022 Sustainability Report. With its publication, we wish to highlight our character as a **public and sustainable company** where we work seeking to improve the well-being of the citizens of Seville and its metropolitan area.

The release of this Report occurs in a complex context in our field of action, with a growing concern focused on **drought**. It is one of the greatest challenges we must face as we must continue to guarantee the availability of quality water for the entire population we supply.

For this reason, at EMASESA, we are doing everything we can to continue optimizing **water cycle management**. Therefore, we are focusing on diversifying methods for obtaining water resources, increasing energy and water efficiency, anticipating challenges, and collaborating with national and international entities for research and innovation projects.

Closely related to this issue is the **climate emergency** and its effects on our urban

environment. For this reason, we are continuing to work to be prepared for and face new situations.

We are developing these efforts within the framework of our **EMASESA 2030 Plan**. This is a strategic roadmap that, in its second year of implementation, has managed to implement a new **model of collective collaboration** towards sustainability in our corporate culture through an essential service guaranteeing the human right to water.

With all this, and with the efforts of our team, we will continue to position EMASESA as a leader contributing to social progress and conserving the natural environment through the management of water, which is **yours, belonging to everyone, and for everyone**.

Antonio Muñoz Martínez
President of the EMASESA Board of Directors



The effects of the **climate emergency**, which are increasingly more visible and more frequent, force us to intensify our efforts to contribute to a more resilient and adapted urban design that makes our cities more livable, healthier places.

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In 2022, we have launched awareness campaigns such as **Objective 90** to enhance our water efficiency and ensure responsible consumption by our users.

MESSAGE FROM THE CEO

In 2022, we have deepened the paradigm shift that the **EMASESA 2030 Plan** has represented for our organization, which in its second year, has already achieved tangible results that we intend to consolidate upon and expand.

We cannot discuss water management without referring to the serious drought situation affecting an area as vulnerable to climate change as our area of action, the city of Seville and the eleven municipalities in its metropolitan area. Therefore, we wish to highlight the **review of the Emergency Plan for Drought Situations** that we implemented this year, as well as the updates to the Declaration of the Temporary Shortage Situations and the activation of the Emergency Plan for Drought Situations.

Similarly, we are involved in carrying out projects to study the availability of **groundwater**, and we have begun to develop a **Reuse Plan for Regenerated Water** in order to make more than 7 cubic hectometers of this type of water available to the supplied population for various uses.

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Contribution to the environment	Furthermore, our commitment to the environment where we operate encourages us to achieve urban development that is more resistant to the impacts of climate change in our territories through projects such as Cartuja Qanat and Life WaterCool .
Commitment to society	
Ethical and responsible management	Closely related to the above is the need to keep infrastructures in good condition in order to reduce system losses and gradually integrate digitalisation to optimise their management. To this end, we are investing extensively in proactive management that incorporates technical, environmental, economic, social, and opportunity criteria for modernising and improving network efficiency.
Outlook 2023	Likewise, as a company with a vocation for public service, where we work on behalf of and for citizens in all facets of action, at EMASESA we are continuing to develop a policy for generating shared value with the society of Seville and its metropolitan area.

We are advancing along the path set to continue contributing to the development of an increasingly sustainable society.

To this end, we have the **Water Observatory**, an advisory body to the Executive Committee that is open to participation from our stakeholders. We also have the **Water Chair** and the **Water Training Centre**, both of which are leaders in the university and research fields. Additionally, we promote **dual vocational training** in the field of water for training skilled professionals with good career prospects.

In social matters, it is particularly important for us to continue to strengthen our commitment to the most disadvantaged people through our **reduced rate** which benefits almost 10,000 households at risk of social exclusion. This way, we are materialising their universal right to water and promoting the progress of these families with concrete actions.

Finally, I would like to emphasise that all our commitments could not be carried out without the collaboration and motivation of the excellent **human team** that makes up EMASESA, who provide the citizens of Seville and its metropolitan area with the best possible service on a daily basis. They are, therefore, our driving force so that together we can be more than just a public water company. Our thanks must go to them.

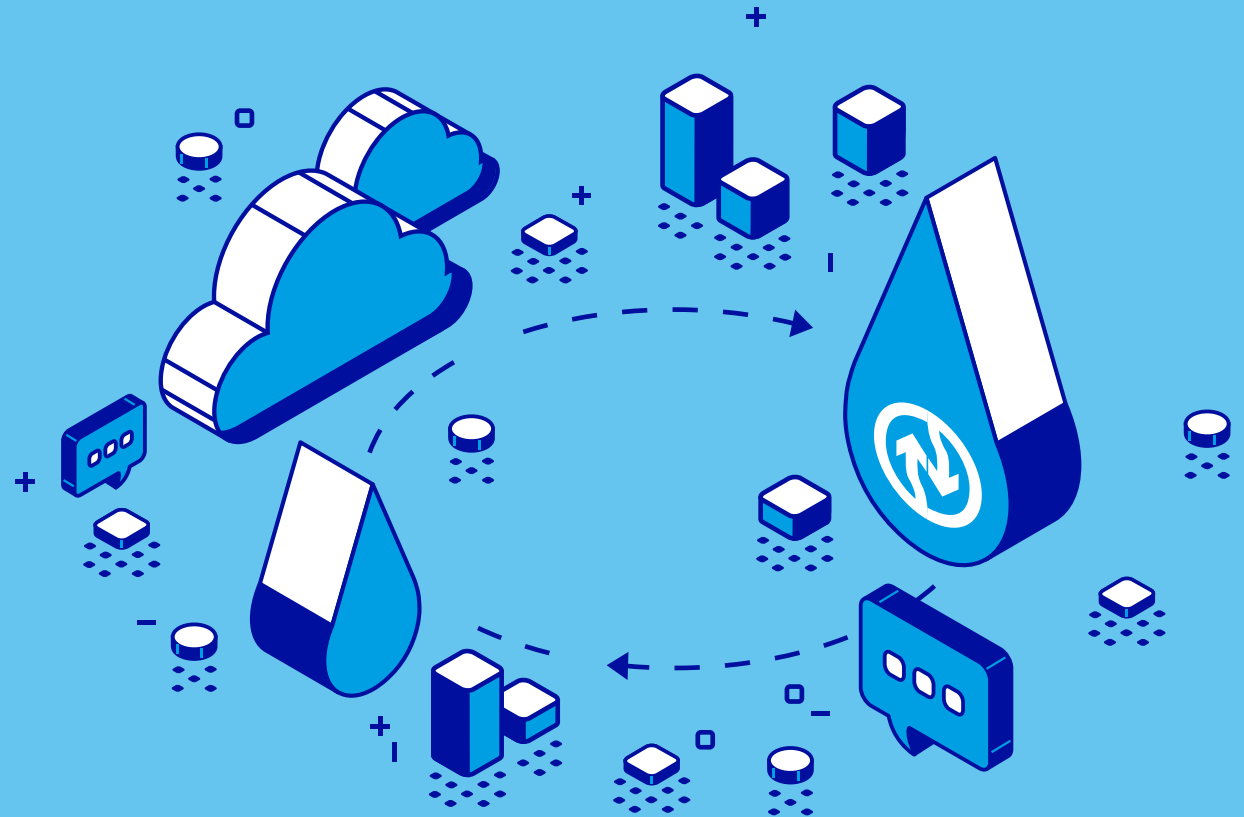
These words serve to invite you to learn in detail how our company seeks to give back to society everything it provides, contributing to the achievement of the most demanding sustainability objectives and creating **prosperity and progress in our area of action**.

Jaime Palop
CEO of EMASESA

01

INTRODUCTION

For yet another year, we are once again publishing our Sustainability Report to inform our stakeholders of how we are progressing in this area.



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EMASESA's Sustainability Report, which we began publishing 18 years ago, aims to inform our stakeholders, as well as the general public, of our performance in three fundamental areas: environmental, social, and governance (ESG).

In this sense, following criteria for **transparency** in our actions, through this Report, we will report on the impact of our activity on society, the environment, and the economy, showing the progress of our projects and initiatives in the area of sustainability. It also allows us to convey information to our stakeholders.

The Sustainability Report is aligned with the 10 strategic axes of our **EMASESA 2030 Plan** which place us at the forefront in seeking to contribute to the progress of society and conserving the natural environment through good water governance.

Finally, for creating this Report and determining the main content that must be included, we have followed the guidelines from the **Global Reporting Initiative (GRI)**

international reporting standards from the most updated version, the GRI Standards, as well as the SDGs and the Ten Principles of the United Nations Global Compact, an organization that we belong to.

Keeping our stakeholders informed about the progress we are making in sustainability is key to making their participation more effective.



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WE ARE EMASESA

We work continuously to contribute to the well-being of the citizens in the municipalities where we provide our services through comprehensive management of the urban water cycle.



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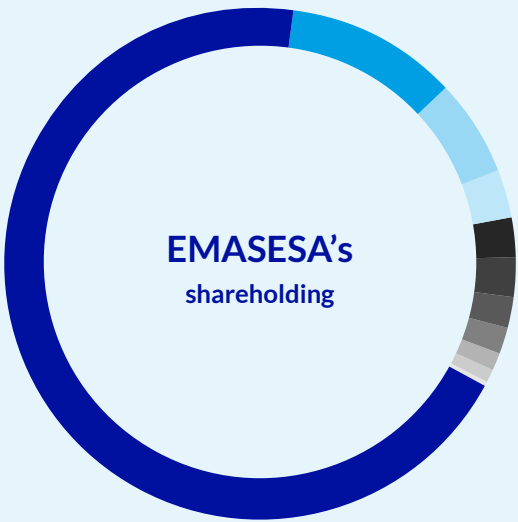
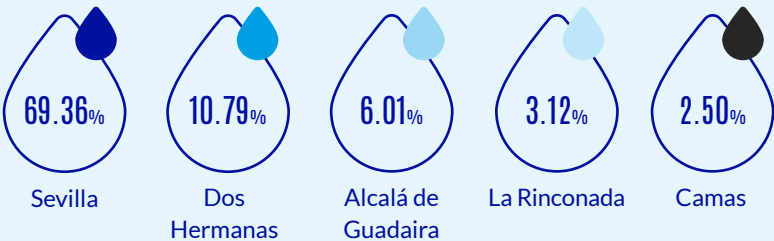
OUR ACTIVITY

We began our activity as **EMASESA, Empresa Municipal de Abastecimiento y Saneamiento de Aguas de Sevilla**, and in 2007, we were incorporated as **EMASESA Metropolitana**, and in addition to the Municipality of Seville, 10 other towns and cities became part of our shareholding structure.

At EMASESA, we are responsible for the **comprehensive** management of the **urban water cycle** through the supply of drinking water, wastewater treatment, wastewater control, and sludge management in the city of Seville and the metropolitan area that we manage.

We are governed by a General Shareholders' Meeting that includes representatives from the City Councils of all the municipalities in our service region, as well as a Board of Directors to which the Executive Committee reports.

Within the framework of the new Water governance, the **Water Observatory** was created in 2021 as a body for participation and consultation for the company's stakeholders and advice to the Executive Committee in order to open the company's management to the participation and consultation of our stakeholders.



1



General Shareholders' Meeting

The company's supreme governing body, made up of delegates from the municipalities for the communities supplied.

2



Board of Directors

Directs, administers and represents the company. It is composed of fifteen municipal delegates as well as members of the political groups present in the Municipality of Seville, under the presidency of the Mayor of Seville.

3



Executive Committee

Its members are selected from among the members of the Board to exercise the maximum direction and control of the company's management. It includes a President, Vice-President, and five Board members.

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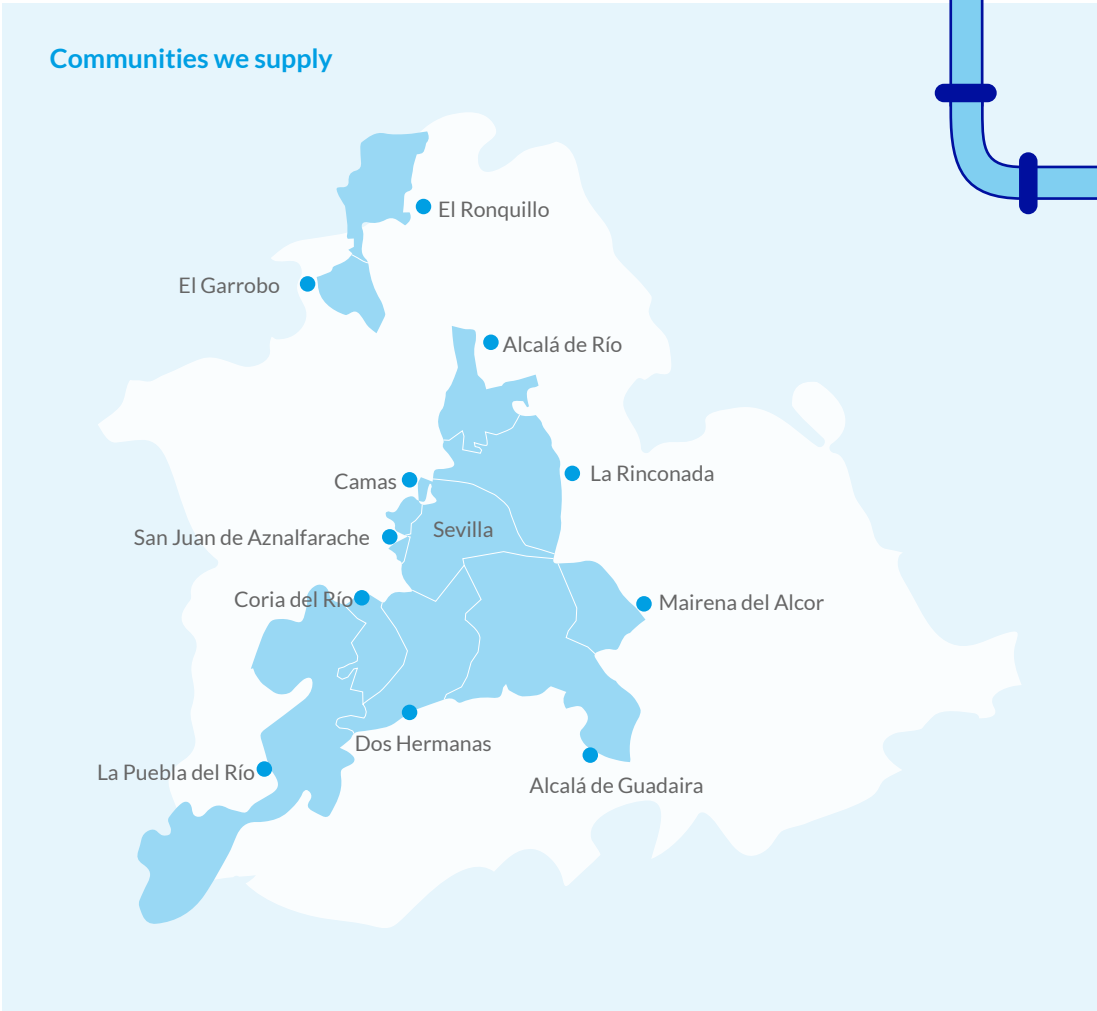
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The comprehensive water cycle

EMASESA manages the **direct supply of drinking water** in the city of Seville and eleven municipalities in the metropolitan area, and also provides wastewater and treatment services, except in El Garrobo, where we only supply water to its population. We also supply raw water to 31 other towns in the Aljarafe region of Seville, a service carried out through Aljarafesa, the supply company for the area, and through EMUSIN for Guillena (until September 25, 2022, when Aljarafesa also took over management in that municipality).

In order to perform our work, we have fundamental **infrastructures** in the different phases of the water cycle management process. Functions in the process include water collection and treatment (pipelines, Drinking Water Treatment Plants (DWTP) and laboratories), water distribution (supply network), water treatment and purification (sewage network and Waste Water Treatment Plants (WWTP)), and the return of water to natural watercourses to complete the comprehensive cycle.

Another fundamental aspect of our activity is our interaction with users in order to offer them the best service at all times and meet their needs and demands. To this end, we have a complete network of **Citizen Service Points**



(CSPs) and **our own offices** for face-to-face service, as well as an **Online Office**, an **App** (My EMASESA), assistance online or by phone, and

the User Ombudsman's office which allow us to manage and resolve any request or incident at any time.

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Phases of the comprehensive water cycle

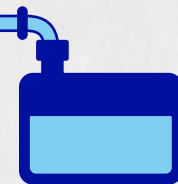
1. Collection

We take water from the natural environment using the collection areas distributed among the six reservoirs we manage to treat it properly and make it suitable for human consumption.



2. Treatment

We purify the raw water collected at the three drinking water treatment plants (DWTP) we have to ensure the highest quality and safety, and then we store it in our 28 reservoirs, ready for use and consumption.



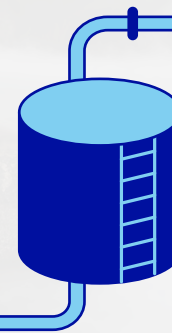
3. Supply

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



5. Purification

We treat wastewater so that it reaches proper quality levels, which we monitor at our three Water Quality Laboratories to ensure compliance with legal requirements.



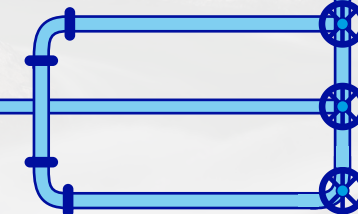
6. Recovery

We condition and treat the sludge obtained from the WWTP and the DWTP and use it in a composting plant.



4. Sanitation

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



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OUR STRATEGY: THE EMASESA 2030 PLAN

At EMASESA, we are characterised by two essential aspects: our status as a public company and the importance of the asset we manage.

From the first comes our vocation to serve the public, involving ourselves in the social, economic, and environmental development needs of the communities where operate by creating shared value. In this way, we work to improve people's quality of life.

On the other hand, as providers of an essential service for the population, we are focused on being a driving force for sustainability in Seville and its metropolitan area. We seek to be an agent of change towards a model that is more respectful of everyone's resources.

In 2021, to promote creating a greater positive impact as a company, we completed the participatory draft of the **EMASESA 2030 Strategic Plan**. It was established as the new roadmap to ensure efficiency and sustainability as the premises of our actions, in addition to articulating our company's response to the enormous problems, needs, and challenges of society, the

environment (natural or urban), and the people around us: climate change, digitalisation, inequalities, and rights for all, among others.

Through our **EMASESA 2030 Plan**, we lay the foundations of the roadmap to be followed by the company to address the current challenges in terms of sustainability.



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The **EMASESA 2030 Plan** is inspired by the objectives signed relating to water in international, European, and national forums which have provided us with valuable bases for its development, including:

Access to water as a universal right

As stated by many international authorities, all people must have guaranteed access to a limited and essential resource for survival such as water, which must be considered an **essential human right** due to its role as a fundamental pillar for the development of humanity.

Contribution to the Sustainable Development Goals (SDGs)

Our activity aims to achieve **SDG 6 - Clean water and sanitation**, which serves as an inspiration for targeting our efforts toward guaranteeing the supply of quality water to communities and sanitation that ensures adequate hygiene and health conditions.

In addition to this, we also contribute to the achievement of the following SDGs:



SDG 3 - 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 ("People"), with people as the focus of our action and providing them with stable, quality employment and the necessary benefits.



SDG 9 - Industry, innovation, and infrastructure, through axes 3 ("Infrastructures") and 8 ("Digital transformation"), incorporating innovation as a core value in our organisation.



SDG 7 - Affordable and clean energy, SDG 11 - Sustainable cities and communities, SDG 13 - Climate action, and SDG 15 - Life of terrestrial ecosystems, through axes 5 ("Resilience and adaptation to new climate scenarios") and 6 ("Decarbonisation to contribute to the fight against climate change and reduce the environmental impact created by our activity"), committing to becoming climate neutral by 2030.



SDG 17 - Partnerships to achieve the goals, in line with our axis 9 ("Participation, evaluation, and transparency"), creating networks for collaboration and mutual impulse with public and private entities, as well as with the third sector.

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The Plan has been structured into **10 strategic axes** that are vital to EMASESA and are structured as follows:



Objectives, which identify the 27 goals that we have to achieve to transform the company.



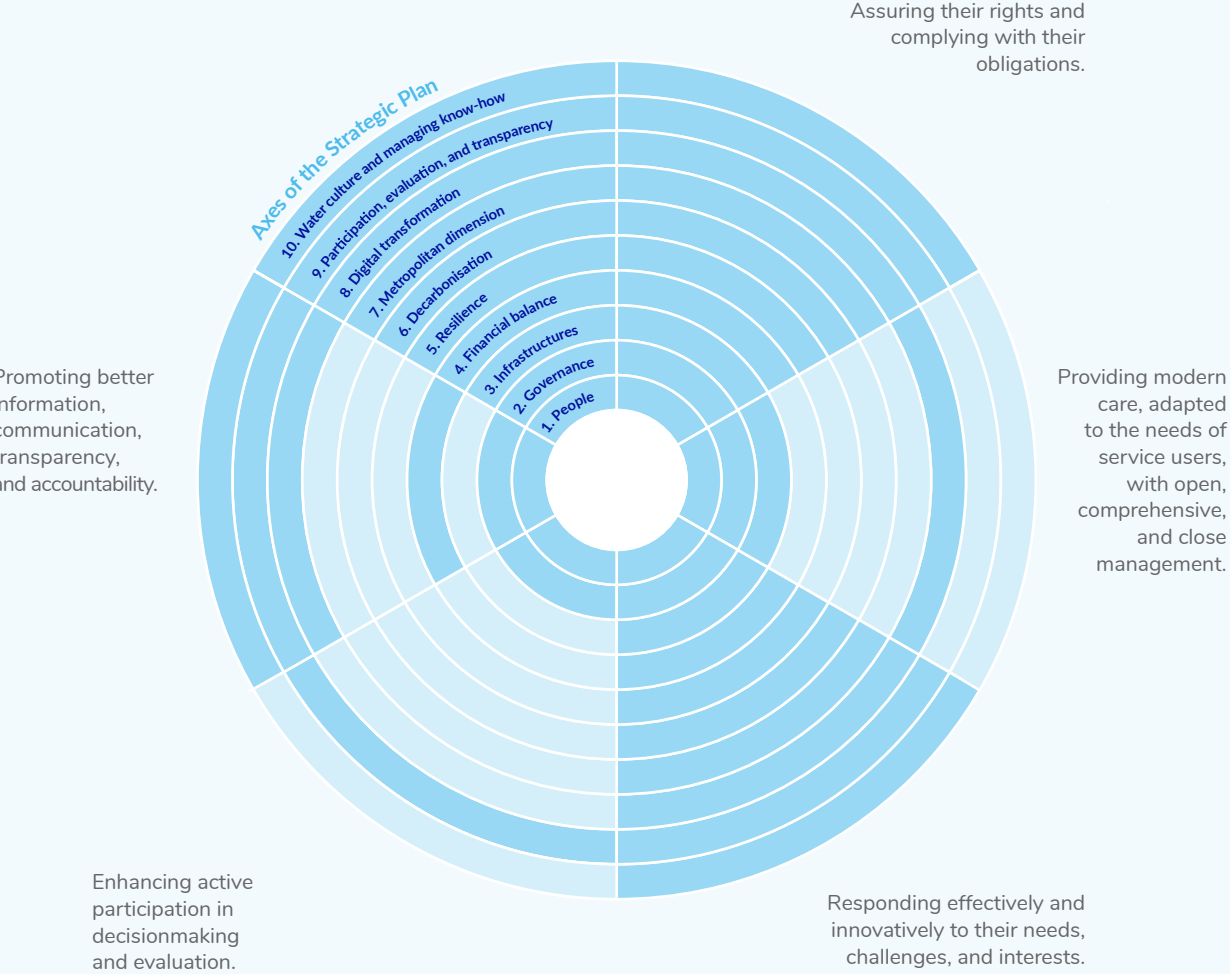
Lines of action, which define the 46 actions we need to perform to achieve our objectives.



Measures, which account for the 106 strategies and concrete actions to fully implement the Plan and achieve its objectives.

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.



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Our strategic rationale

1

Purpose



Contributing to the progress of society and conserving the natural environment through water management.

We are more than a public water company, we are committed to creating shared value and contributing to the social, economic, and environmental development of the communities where we operate.

2

Mission



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

3

Vision



To be a public and sustainable company of reference, relying on the participation of society and the stakeholders involved in the provision of our service.

4

Values



- **A vocation for public service**, working on behalf of and for society.
- **Ethics**, being trustworthy and honest.
- **Commitment** caring for the natural and urban environment and our society.
- **Territorial cohesion**, collaborating with the different public organisations and valuing the particular characteristics of each area.
- **Social, technical, economic, and environmental responsibility**, which implies effective and efficient management of our resources.
- **A sense of belonging**, each of us being aware of our role in the organisation in order to achieve common objectives.
- **Innovation**, integrating it as an essential element for making our company vision a reality.

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The EMASESA 2030
Plan has established
itself following
its first year of
implementation.

The first year of the Plan

In its first year, the Plan has shown tangible results for fostering our **culture of anticipation and preparation** for future situations. It is also helping to increase our capacity for providing excellent service and having a positive impact on the communities and environments where we operate.

However, the Plan is a living roadmap and we are continuously working to adapt it to the needs and demands of each moment. Therefore, in order to understand the current context and identify the demands and needs of our stakeholders, this year we have **updated our materiality matrix**.

We reviewed a total of **27 topics** with this update, with drought and how we cope with it at EMASESA taking on increased importance this year.

To conduct the analysis, we developed a questionnaire that our employees completed in order to determine how these topics are valued from within the company as well as our stakeholders in order to determine their perspective and what they expect from our activities as a company.

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As a result, **nine material topics** were identified, with drought-related topics standing out due to the current situation. These topics are listed below and are classified according to the three ESG criteria:

Material topics

Environmental	
1	Water analysis and safety, and information on its characteristics.
2	Comprehensive water cycle: action in response to drought.
3	Energy efficiency.
4	Sustainable investments.
5	Climate change mitigation and adaptation.
Social	
6	Guarantee of water availability and quality for users.
7	Occupational health and safety.
Governance	
8	Management of risks resulting from drought.
9	Incident forecasting and response plans.



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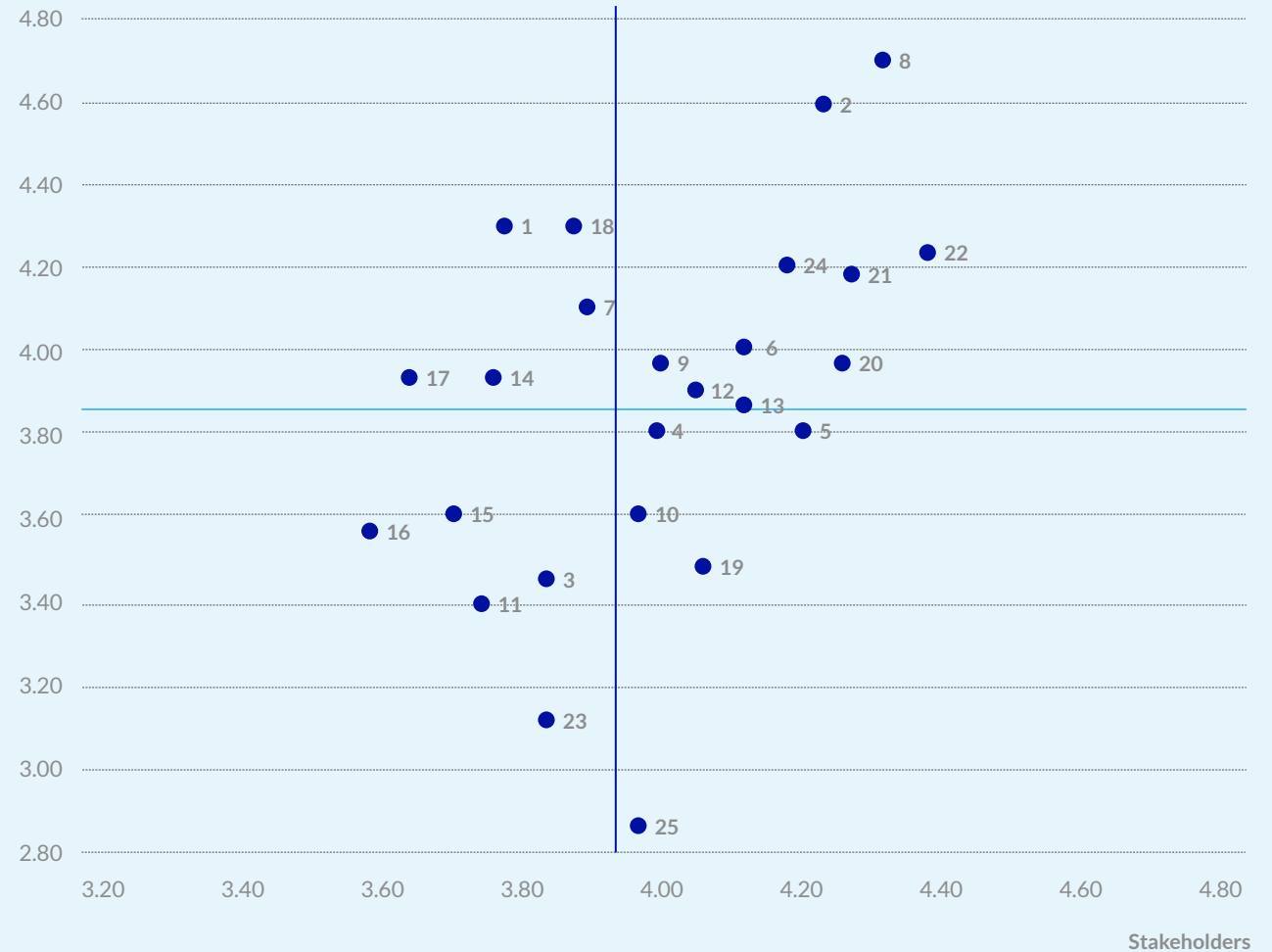
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Valued topics

1. Economic performance.
2. Sustainable investments.
3. Responsible public procurement.
4. The fight against corruption and fraud.
5. Transparency.
6. Innovation.
7. Energy balance.
8. The comprehensive water cycle.
9. Ecosystem protection.
10. Environmental improvement for urban environments.
11. Environmental education activities.
12. Change mitigation and adaptation.
13. Waste management and circularity.
14. Labour relations and human resources.
15. Diversity, equality, and inclusion.
16. Internal communication.
17. Talent development and recruitment.
18. People's health and safety.
19. Citizen participation.
20. Payment facilities and reduced rates.
21. Service for citizens and management of their concerns.
22. Water analysis and safety, and information on its characteristics.
23. Activities to promote Water Culture.
24. Incident forecasting and response plans.
25. Cooperation programmes.

Materiality matrix

EMASESA employees



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IMPACT IN NUMBERS

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People



789
professionals.



96%
of staff with
permanent contracts.



49,438
hours of training.



1,217
benefits received.



218
people with flexible
schedules.

Infrastructure



6
reservoirs for water
collection.



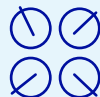
28
water reservoirs and 5
rainwater retention reservoirs.



3
managed mini-power stations.



3
drinking water treatment
plants (DWTP).



6
wastewater treatment
plants (WWTP).

Financial balance



176.6
million euros of revenue from
sales and services.



144.6
million euros of economic
value generated.



135.7
million euros of economic
value distributed.



358.9
million euros in
incentives received.

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Governance and the general public

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+1,100,000
users and end users.



396,338
end-users with
subscription contracts.

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450,000
transactions with
the public.



124,877
registered users for the
Online Office and App.



+1,500,000
invoices generated.

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9,465
households benefiting from
the reduced rate (€828,090).



94
social loans
granted.



53,764
people with the
App installed.

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12
municipalities supplied
with drinking water.



31
communities supplied
with raw water.



1,344
homes with
individualised meters.

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Decarbonisation and energy balance

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7,739

MWh of energy produced in
our mini-power stations.



22,298

MWh of energy produced
with biogas cogeneration.



187,250

tonnes of waste with a high
organic load from other
industries for co-digestion
in WWTPs.



50%

reduction of CO₂e emissions
compared to 2015 (base year)
for categories 1 and 2.



9,610

t of CO₂e prevented.



100%

of sludge recovered.



97%

of waste generated in the
comprehensive water
cycle recovered.



2,729.4

dam³ of processing
water reused at the
Carambolo DWTP.



54.8%

energy self-sufficiency.



0.5%

of water reused.



289.2

hm³ of total water reserves.

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MILESTONES IN 2022

Strategy and new initiatives



- The second year of the **EMASESA 2030 Plan**.
- Revision of the **Emergency Plan for Drought Situations**.
- Creation of the **Seville Water Supply Users' Community** through the signing of an agreement between EMASESA and Aljarafe.
- The search for European funding for **Water Digitalisation** projects.
- The **Conflict of Interest Action Plan** and the Declaration of Lack of Conflict of Interest were implemented.

The fight against climate change



- The **Shortage Situation Declaration** and activation of the **Emergency Plan for Drought Situations**.
- Development of an **Energy Efficiency and Sustainability Plan**.
- Completion of the **Cartuja Qanat Project** as a model for urban transformation to mitigate the high temperatures in Seville.
- Progress in renovating networks, implementing SUD elements, and increasing shaded areas within the framework of the **Life WaterCool Project**.
- Application for funding from the Andalusian Energy Agency to reduce emissions by incorporating **aerothermal equipment** in our facilities.

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Environmental protection



- Study on the quality and quantity availability of groundwater in the area and beginning to develop the **Reuse of Regenerated Water Plan (RRWP)**.
- Participation in the **MITLOP** Project for the **comprehensive management of sludge and organic waste** with implementation at the El Copero Environmental Complex and the Ranilla Thermal Hydrolysis Plant.
- Preliminary Market Consultation (PMC) for EMASESA's **Sustainable Management of Water Resources Project (ESMWR)** which includes the CEEIWATER Project.
- Start of the drafting for the “**Landscape Integration for Company Infrastructure in Barranco de La Trocha. Beds (Seville).**”
- Development of the “**Evaluation of the Ecological Status/Potential of Aquatic Ecosystems Related to EMASESA's Activity**” study.

Social initiatives

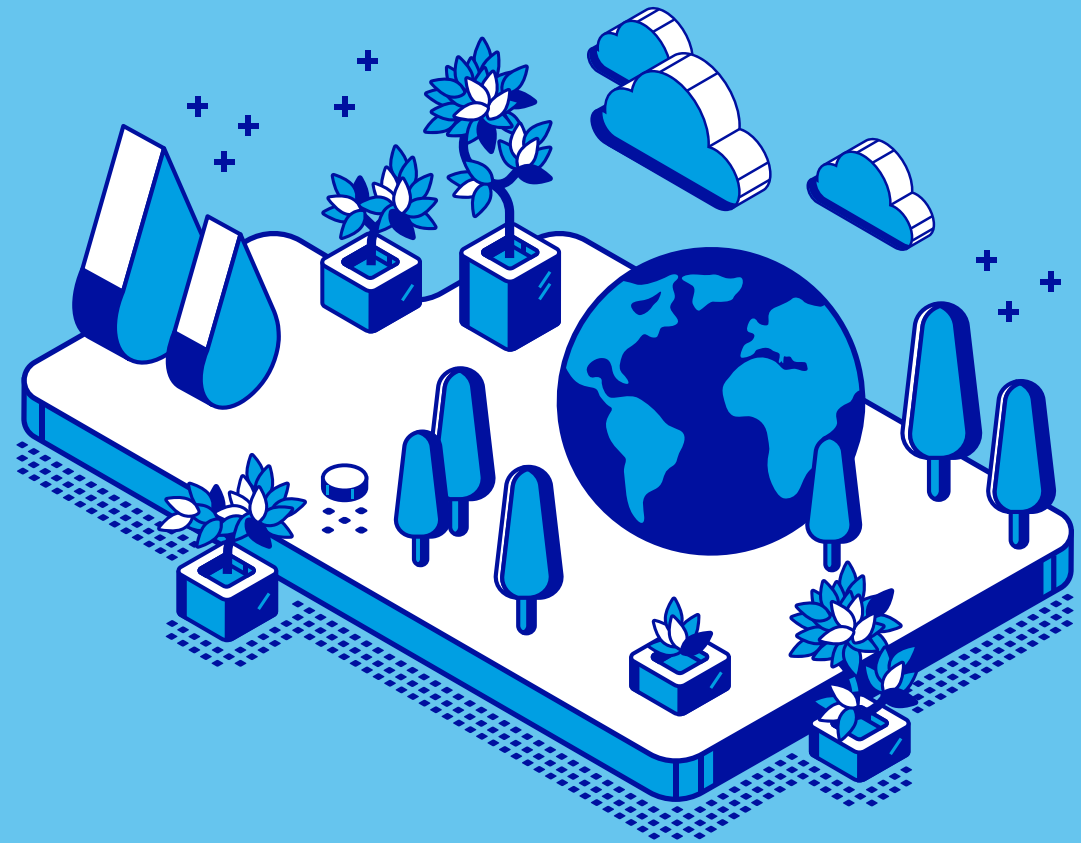


- **Prevention Awards**, which recognise the track record of the company and all the people who form part of EMASESA in prevention culture.
- **Development cooperation** projects in collaboration with the Spanish Agency for International Development Cooperation (AECID) and the signing of a strategic cooperation alliance with the Development Bank of Latin America.
- Use of **reduced rates** for people and families at risk of social exclusion.
- The figure of the **User Ombudsman** is available to deal with issues from users.

03

CONTRIBUTION TO THE ENVIRONMENT

Our activity is directly linked to the environment in which we operate, being essential to maintain a healthy environment to guarantee the well-being of all.



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RESILIENCE TO CLIMATE CHANGE

The fight against climate change is an unavoidable challenge that our society must face. The consequences of its effects are already a reality and, as the most recent [IPCC](#) study shows, they will be even more recurrent and more complex in the coming years.

At EMASESA, as a public company that operates in urban and rural areas, we must be uniquely suited to contribute to **improved social resilience** in the face of the threats posed by this emergency.

In accordance with this responsibility, our strategic axis 5 pursues the following **objectives**, linked to **SDG 6** ("Clean water and sanitation"), **9** ("Industry, innovation, and infrastructure"), and **13** ("Climate action"):

- **O5.1.** Reducing the vulnerability of our activity to extreme weather events.
- **O5.2.** Diversifying the ways we source water.



Axis 5. Resilience against climate change



SDG 6. Clean water
and sanitation.



SDG 9. Industry, innovation,
and infrastructure.



SDG 13. Climate action.

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Responding to climate change effectively

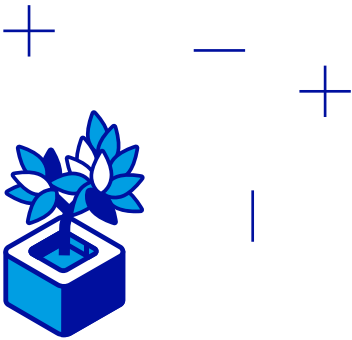
We have used many tools in recent years to **respond effectively and appropriately to climate change**, in line with objective 05.1. The most important milestones are listed below:

- **The Emergency Plan for Drought Situations:** development of the actions proposed in the Plan, created after the Declaration of the state of climate emergency in the city of Seville, and the **Climate Emergency Plan**. Both are the basis for our climate actions.
- **The Emergency Plan for Drought Situations:** also approved in 2021, it was reviewed in 2022 to improve management aspects such as those relating to the coordination of measures with the rest of the areas surrounding the Seville supply system to clarify the objectives for reducing demand during these episodes and to perfect the protocol for beginning and discontinuing the various phases of a shortage situation.

These include the publication of various notices to inform the public about the situation, urging them to take appropriate measures to reduce consumption and prolong water reserves. For example, in June

we issued an informational notice, but in October the **drought alert** was activated and a regulation restricting the use of non-essential water went into effect.

- **Promoting green cities through 'renaturalisation':** we pay special attention to introducing natural elements in urban environments such as tree species adapted to the climate, and we have a manual of best practices for project management in this area.



After the November 2021 activation of the drought pre-alert from our Emergency Plan for Drought Situations (EPDS), in 2022 the system remained in a **Shortage Situation** due to low rainfall, so we have launched various actions intending to ensure the achievement of the Emergency Plan objectives, as well as to identify and plan mitigation measures for more severe stages of this situation.

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Diversifying the ways we source water

On the other hand, it is a priority to **maximise access to water** in an area such as Seville and its metropolitan area, which is particularly exposed to climate change. In order to comply in this way with objective 05.2 of our plan, we are working on numerous initiatives:

- **Use of reclaimed water:** we have continued to develop our **Plan for the Reuse of Reclaimed Water** in 2022 in order to limit the consumption of quality water

Our objective is to promote the development of the necessary infrastructures to collect up to 7 hm³ per year of reclaimed water for uses such as irrigation of public spaces and street cleaning, and recreational, environmental, and industrial uses.

whenever possible and as an additional gesture of responsibility for environmental sustainability. In 2022, we made contacts with administrations and developed reports to promote the use of reclaimed water for irrigation and cleaning in Seville and Alcalá de Guadaira.

- **Improvement of the rainwater evacuation system:** we clean the gutters every year to ensure their proper operation during rainy seasons, and we conduct hydraulic studies for the main basins in order to identify improvements for rainwater evacuation.



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- **Sustainable Urban Drainage Systems (SUDS):** Their main function is to prevent the risk of flooding, but they also have other functions such as: improving the urban landscape, providing better management of urban runoff, preventing the overflow of sewage networks by reducing the amount of water entering them, etc. This large-scale sustainable drainage system is already in place in the city on Avenida del Greco and Avenida de la Cruz Roja, among others.
- **Rainwater retention tanks:** we operate five tanks, located in Alameda and Kansas City, in Seville; Plaza Félix Rodríguez de la Fuente and Miguel Fleta, in Dos Hermanas; Parque Centro, in Alcalá de Guadaira. In addition, we plan to install two more.
- **Individualisation of meters:** we support the replacement of community meters with individual meters, which leads to a reduction in per capita consumption estimated at up to 5%. Throughout 2022, we individualised meters for 1,344 homes that were supplied with community meters, providing more than €159 thousand in direct aid for this individualisation.

- **Raising public awareness:** in 2022, we continued our awareness-raising projects, such as educational tours of our facilities, Environmental Education Programmes in the natural environment, and sustainability and environmental awareness events that were attended by more than 6,000 people.

We are focused on encouraging responsible water consumption by citizens and fostering co-responsibility among users so that we can all contribute to the development of more resilient systems to deal with the consequences of climate change.



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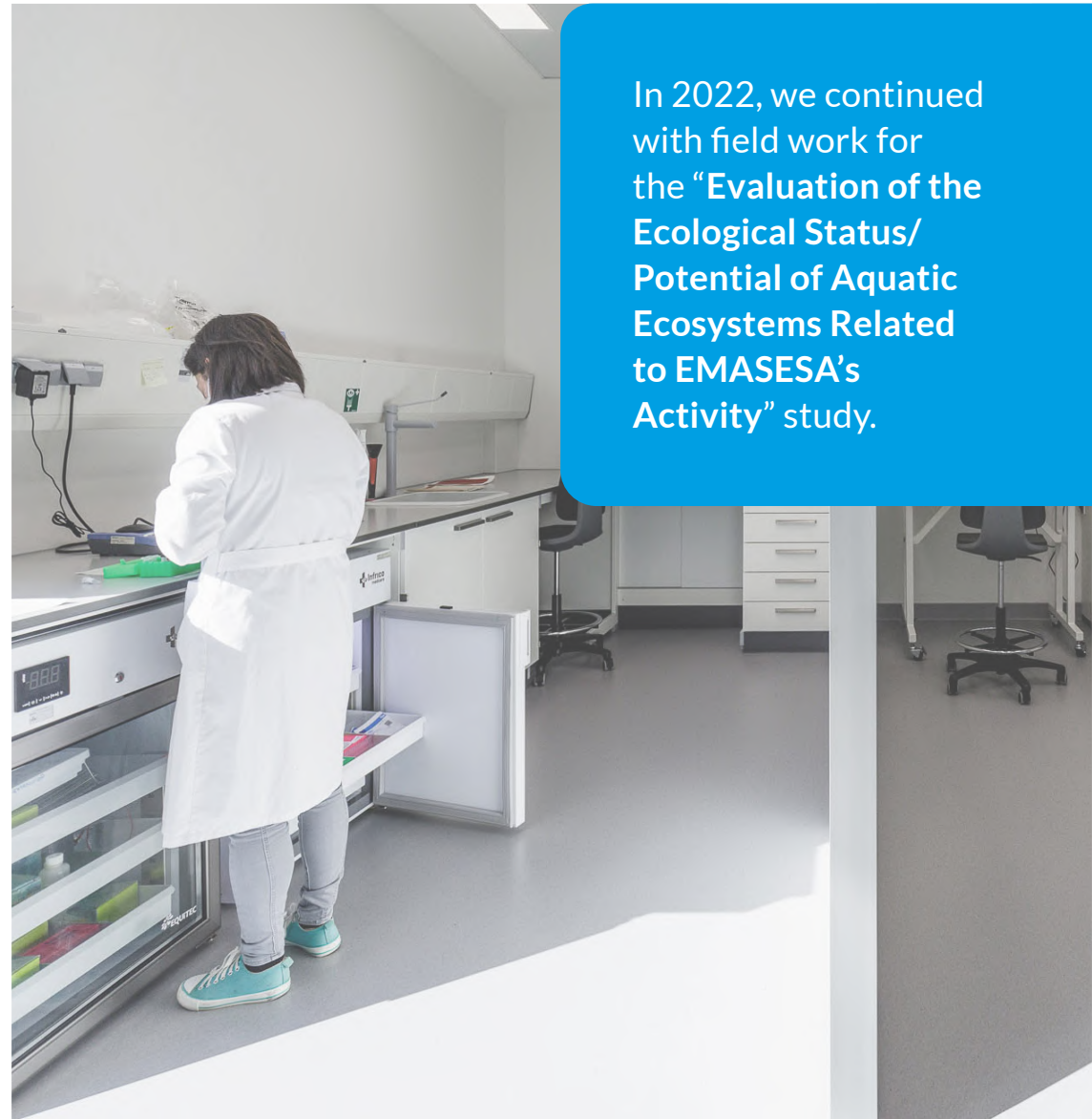
Maintaining water quality

The above objectives are further enhanced by the attention we pay to **improving the quality of the water** we provide to our users in the face of climate change which has a significant impact on the functioning and balance of aquatic ecosystems.

We carry out this mission with the following **measures**:

- We have laboratories with **UNE-EN ISO 17025 accreditation** for water analysis and **UNE-EN ISO 9001 certification** for sampling and quality control management of water for public consumption, inland water, reclaimed water, wastewater, and sludge.

In 2022, we **extended the scope of accreditation for the laboratory under the UNE-EN ISO 17025 standard** with the aim of guaranteeing the results provided by the laboratory, including the quantification of SARS-CoV-2 in wastewater.



In 2022, we continued with field work for the “Evaluation of the Ecological Status/Potential of Aquatic Ecosystems Related to EMASESA’s Activity” study.

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- Through our **Monitoring and Control System**, we carry out controls covering the entire comprehensive water cycle. We perform this supervision through three main programmes:

We are promoting innovative actions to reduce the high levels of solid waste entering the network, such as wipes, as well as the impact that their presence causes in the sanitation and treatment system through the “**Solutions for Waste Treatment**” initiative, for which we launched a Preliminary Market Consultation in 2020.

Monitoring of Aquatic Ecosystems intended for Supply, which consists of limnological monitoring for each of the aquatic ecosystems involved in the supply. This way, we are able to apply the necessary recommendations for active management of the entire reservoir system in order to achieve the best water quality at the source.

Drinking Water Quality Monitoring and Control, which we carry out through controls at DWTPs, distribution reservoirs, supply networks, and the consumer’s tap. In 2022, **25 incidents were detected** (19 corresponding to Autocontrol, which includes controls carried out at the outlet of the DWTPs, in the distribution tanks, and the distribution network, and 12 to Control of the Consumer Taps), of which only 3 incidents were confirmed, all at consumer taps due to problems in the internal network. **The degree of compliance was 99.99%.**

We are developing a model that allows us to **predict areas with quality problems** in order to make operational decisions.

Wastewater Quality Monitoring and Control, which involves the control of collectors, industrial discharges, input, and output for WWTPs. In addition, we control the receiving environment of these effluents.

In 2022, we continued to monitor the “sentinel” sampling points to **follow the spread of SARS-CoV-2 virus genetic material in wastewater**. In total, EMASESA has analysed more than 20% of the 1,538 controls performed this year in our microbiology laboratory.

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The **VASTUM Project** seeks to evaluate the presence and persistence of pathogens in wastewater, as well as the capacity of WWTPs to remove these pathogens.



- We have implemented **advanced treatments in the water treatment system**, aimed at removing nitrogen and phosphorus from the water returned to the ecosystem.

At the end of 2022, the **mobiMET Project** (New strategies for the sustainable production of reclaimed water through modular electroactive wetlands: METland) was launched, with funding from the Ministry of Science and Innovation and participation from EMASESA. It is based on the use of the modular METland® solution for the purification and reuse of wastewater.

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Carbon footprint

At EMASESA, we carry out an annual inventory of greenhouse gas (GHG) emissions generated by our activity, in accordance with the standards and methodologies established at the national and international level in order to gain first-hand knowledge of our environmental impact and mitigate it appropriately.

As part of our strategy to combat climate change, we have set ourselves the ambitious goal of achieving carbon neutrality by 2025, having reduced category 1 and 2 emissions by around 50% in 2021 compared to the base year.

Our carbon footprint in 2021*

Emissions sources	Emissions (tCO ₂ e)
Category 1 (direct emissions)	13,601
Combustion in cogeneration engines and boilers	12,683
Composting	0
Mobile combustion	568
Nutrient removal	145
Stationary combustion in generator sets	14
Stationary combustion (domestic hot water)	10
Category 2 (indirect emissions from imported energy)	1,606
Electricity consumption	1,606
Category 3 (indirect emissions from transportation)	23,019
Transportation of workers	1,167
Transportation for business travel	6
Category 4 (indirect emissions from products used by the organisation)	32,142
Supplies	722
Services	17,839
Construction	13,581
Category 5 (indirect emissions associated with the use of the organisation's product)	0
Category 6 (indirect emissions from other sources)	9,717
Sludge composting	7,144
Mobile combustion associated with sludge composting	159
Direct Agricultural Application (DAA)	2,032
DAA mobile combustion	82
Total	43,032

*Result from the 2021 GHG emission inventory. Data from the 2022 inventory are not yet available.

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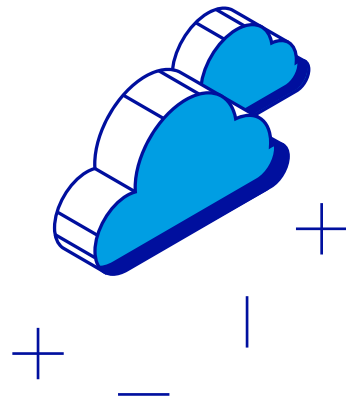
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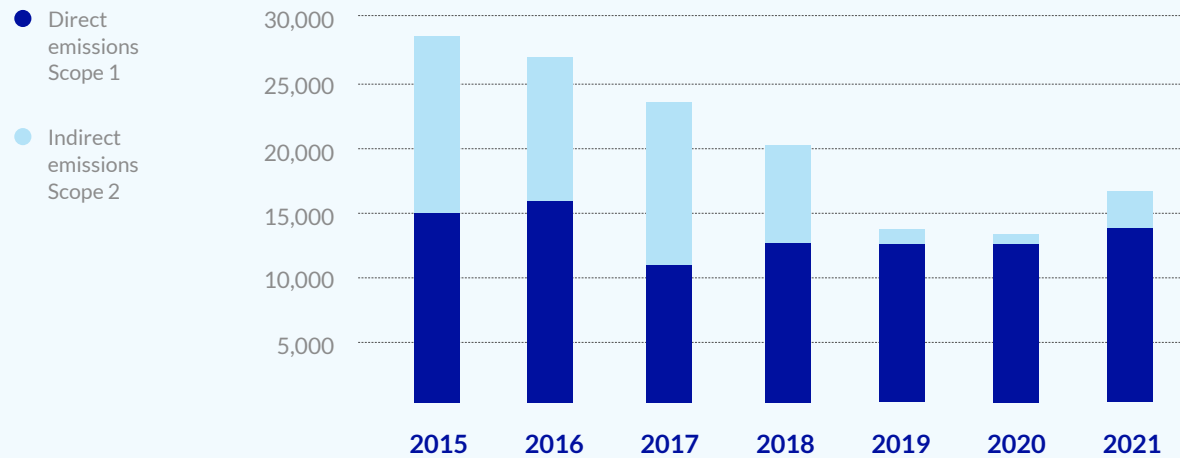
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CO₂ 43,032 tCO₂e
total emissions



We analyse the **evolution of the GHG inventory** based on the results obtained by doing an annual comparison and using the data obtained in 2015 (base year) as a reference. In this way, we can identify the mitigation measures needed to reduce our carbon footprint.

Evolution of our carbon footprint*



*Pending consolidated data for 2022.

Evolution of GHG emissions avoided (t CO₂eq)*

Emissions by source	2015	2016	2017	2018	2019	2020	2021
Cogeneration	5,772	5,946	6,815	8,202	6,010	4,772	5,335
Photovoltaic	-	-	-	-	-	23	78
M.H. Aracena	2,146	1,911	2,524	2,941	2,859	671	823
M.H. Minilla	2,260	2,272	2,918	3,357	3,418	1,516	1,858
M.H. Zufre	2,146	1,911	2,524	2,941	2,859	1,856	1,516

*Pending consolidated data for 2022.

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Considering our hydro and water footprints

In order to increase our knowledge of the environmental impact of the activities we carry out at EMASESA, we have incorporated the calculation of our water footprint and hydro footprint. In this way, we can quantify the use of water resources in our daily work.

The results obtained are used as environmental indicators in our daily decision-making. They enable us to **analyse the evolution over time of the total impact** of the supply and sanitation services on the environment, providing a holistic view of the comprehensive water cycle. Therefore, we can understand the impact of our activity on the environment.

In addition, we can identify **points for improvement and raise awareness** to promote responsible water use.

This exercise has provided us with data since 2018, with 2021* being the most recent year from which we have been able to extract results.

*Consolidated data calculation for 2022 is pending.

The water footprint (WF) focuses on quantifying the environmental impacts derived from the use of water resources in our daily work. The hydro footprint (HF) quantifies the direct and indirect water consumption necessary to provide the service and make drinking water available to users.



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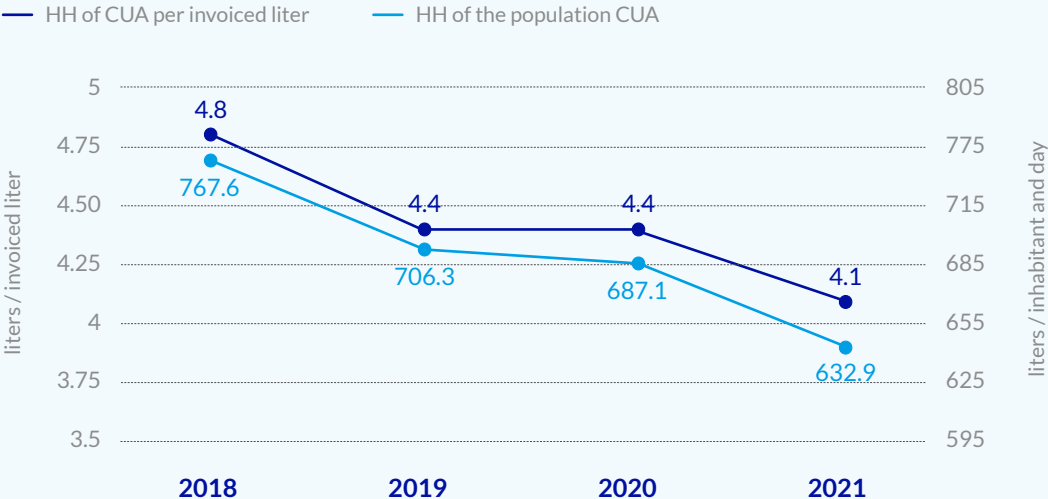
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As a result, we can see how we are managing to reduce the total water footprint of the provision of the comprehensive urban water cycle (UWC) service thanks to the measures for improving network management that we are implementing and the reduction of the water evaporated in the reservoirs as the volume of reservoir water decreases.

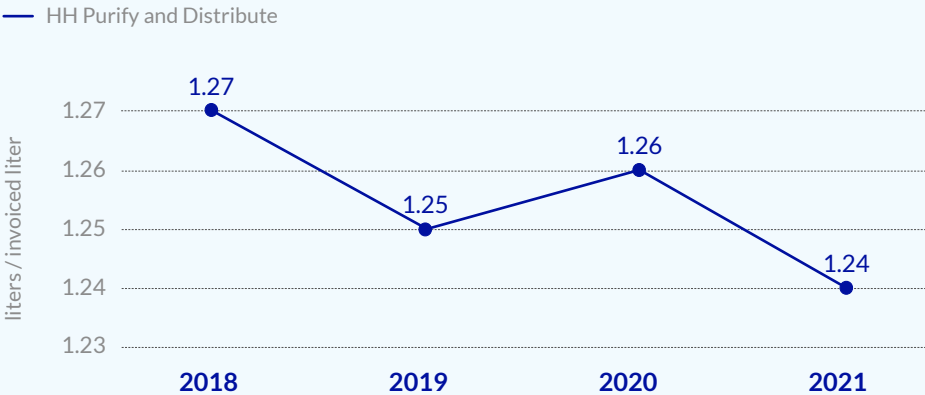
We also see a reduction in the unit water footprint per inhabitant, due to lower consumption of drinking water due to the drought and the lower volume of water reservoirs.

Our commitment to sustainability and effective water management has gained our designation as a **benchmark company in the EsAgua Gold Category** by EsAgua, a pioneering network of companies committed to the sustainable use of water and the hydro footprint.

Water footprint (high level indicators)



Water footprint (drinking water supply)



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Improving our hydro efficiency

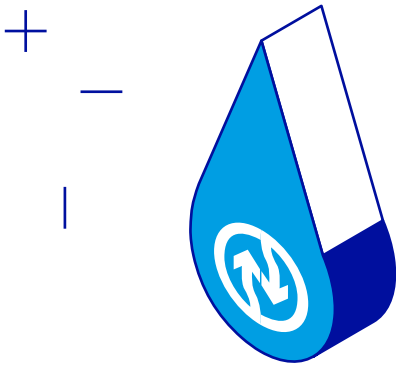
In 2022, we developed new initiatives to improve the water efficiency of our facilities and processes. Because of the implementation of these initiatives, we have managed to bring the **total water consumption** entering the system to **95.72 hm³**, compared to 97.17 hm³ the previous year, representing a 1.5% reduction.

Among the actions we have implemented, the following stand out:

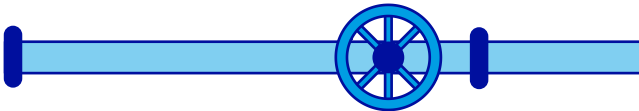
- The **Shortage Situation Declaration** and the activation of the **Emergency Plan for Drought Situations** in 2021, which continued in 2022, activating the alert in October of the same year.
- The **presentation of submissions and proposals for amendments to the applicable regulations for hydrological planning**, which we have addressed to the Ministry for Ecological Transition in legal matters, as well as to the Guadalquivir Hydrographic Confederation regarding upcoming Special Plans for Drought.
- The **establishment of the ALJARAFESA-EMASESA users' community**, which represents a significant step forward in our ties

with this entity, as well as in the administrative regularisation of water use.

- The **optimisation of the use of all available water resources** through more detailed study of the availability in quality and quantity of groundwater in the area, as well as work to draw up a Plan for the Reuse of Regenerated Water (PRRR).
- The **implementation of remote reading for distribution network purges**, with the development of SCADA (system for automation and control used to control, supervise, collect and analyse data, as well as generate reports) for the detection of incidents.
- **Carrying out monthly hydro balances** for our collection system, drinking water treatment, and distribution system, "from the reservoir to the tap," and an annual water balance for all activity (collection, drinking water treatment, distribution, sanitation, and purification), "from the reservoir to its return to the river," making the results available to the public.



These measures have improved our water efficiency, achieving a hydro distribution efficiency of 88.03%.



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Axis 6. Decarbonization and energy balance



SDG 7. Affordable and
clean energy.



SDG 11. Sustainable cities
and communities.



SDG 12. Responsible
production and consumption.



SDG. Climate action.

DECARBONISATION AND ENERGY BALANCE

At EMASESA, we are firmly committed to achieving climate neutrality by 2025. To achieve this, we must promote **efficiency, circularity, and the use of clean energies** in our facilities as well as in the development of our activity.

To achieve this purpose, we pursue the following **objectives** through axis 6 of our Strategic Plan, which are connected to **SDG 7** ("Affordable and clean energy"), **11** ("Sustainable cities and communities"), **12** ("Responsible production and consumption"), and **13** ("Climate action"):

- **O6.1.** Improving the company's energy balance.
- **O6.2.** Accelerating the circular economy and the best use of resources.



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Generating renewable energy

We use our facilities and the processes associated with the activity we perform to mitigate the greenhouse gas emissions generated as a key component of meeting the decarbonisation goal we have set ourselves:

- **We produce hydroelectric power** at the three mini-power stations located at the Aracena, Zufre, and Minilla reservoirs. We are also moving forward with our strategy to increase our production capacity with the Gergal mini-hydroelectric plant and the La Trocha hydroelectric development

projects, which are in the environmental prevention file resolution phase.

- **We are increasing the use of biogas at the WWTPs** with the aim of achieving self-sufficiency in these facilities, focusing our efforts on the Ranilla WWTP so that by 2022 the self-sufficiency rate reached 55.76%. We are also carrying out a pilot project to use the juice extracted from bitter oranges to generate electricity through biogas for self-sufficiency at the Cope-ro WWTP.

- **We generate photovoltaic energy** at two facilities located on the grounds of the Ronquillo WWTP and the Carambolo DWTP with plans to expand them to improve the renewable energy output.
- **We purchase electricity with a guarantee of renewable origin** along with the rest of the municipal companies, which has allowed us to reduce our category 2 emissions by 80% in 2021 compared to the base year.

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Our Energy Efficiency and Sustainability Plan



Improving the acquisition and
processing of energy data at
our facilities.



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



An Energy Management System
Maintenance certified in accordance
with the ISO 50001 standard.



An awareness and
information plan.

Improving our energy efficiency

We implement strategies for **reducing demand and optimising consumption**, with the aim of achieving a more balanced use of energy resources, for which we carry out different actions:

- We have an **Energy Efficiency and Sustainability Plan**, which addresses this issue across our organisation.
- We perform **energy audits** to comply with European legislation.

In 2022, we
achieved an **energy
self-sufficiency**
rate of 54.8%.



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Promoting sustainable mobility

Lastly, within objective 06.1, we have been engaged in a process for the **electrification of our vehicle fleet** since 2015.

As a result, in 2022 we had 108 zero-emission vehicles, including 103 that are 100% electric and 5 plug-in hybrids. This means that

zero-emission vehicles account for 46.8% of the total fleet.

We are also investing in the installation of electric charging points to facilitate this transition towards a more efficient fleet. As a result, by the end of 2022, we installed a total

of 112 recharging points for these vehicles, dispersed across all work centres. Among these, we have 98 units with 7.4 kW of power for slow charging and 14 units with 22 kW for semi-fast charging.



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Promoting a zero-waste strategy

In compliance with objective 06.2, at EMASESA, we incorporate circular economy principles. This involves **reducing, reusing, and recycling** raw materials and material flows to minimise waste generation using measures that convert waste into useful resources:

- **Recovery of 97% of the waste** generated during the management of the comprehensive water cycle by authorised managers, a high percentage taking into account that 90% and higher can be considered zero waste as there is always a small fraction of waste that has to be managed in a special way due to its nature and that does not allow for its recovery.
- **Recovery of 100% of the sludge** created in the wastewater treatment and purification process.
- **Recovery of almost 700 tonnes of sand** at the three treatment plants, which comes from sewerage network maintenance and the wastewater treatment process. This makes it possible to segregate this waste, reduce it by up to 70%, and reuse a large portion of it (more than 1,000 tonnes) for construction activities.

- **Co-digestion of more than 185,000 tonnes of waste** with a high organic load to increase biogas production, which allows us to generate more electricity and heat for achieving energy self-sufficiency for the WWTPs.
- **Reuse of more than 2,729.36 dam³ of process water** at the Carambolo DWTP to minimise consumption of this essential resource.

Following the systematic approach adopted for creating the Supply Safety Plan (SSP), in 2022, we developed Sanitation Safety Plans (SSP) to ensure user health and safety.



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In this area, the **MITLOP Project for the comprehensive management of sludge and organic waste**, promoted by EMASESA in collaboration with the Ministry of Science and Innovation and financed with FEDER funds is a key element contributing to our decarbonisation objectives.

Cogeneration from waste and biogas production

Indicator	2018	2019	2020	2021	2022
Waste used for co-digestion (t)	123,279.72	128,583	131,236	169,526	187,250
Biogas generated (Nm³)	10,223,090	11,004,614	9,214,488	11,285,718	11,162,306

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METROPOLITAN DIMENSION AND URBAN DEVELOPMENT

Due to our dual urban and rural nature, at EMASESA we have a special obligation to generalise transformational urban development that reinforces the character of our city and metropolitan area as a **habitable, green place adapted to the environment in the comprehensive water cycle**.

This **essential task** for our company is implemented through the seventh strategic axis of the EMASESA 2030 Plan which aims to achieve the following two strategic objectives linked to SDG 8 (“Decent work and economic growth”), 11 (“Sustainable cities and communities”), and 15 (“Life of terrestrial ecosystems”):

- **O7.1.** Enhancing the metropolitan value of EMASESA, strengthening territorial structuring and cohesion.
- **O7.2.** Promoting the company’s proactive attitude to influence, contribute to, and create a positive impact on its natural and urban environment, boosting the local economy.



Axis 7 – Metropolitan dimension and urban development



SDG 8. Decent work and economic growth.



SDG 11. Sustainable cities and communities.



SDG 15. Life of terrestrial ecosystems.

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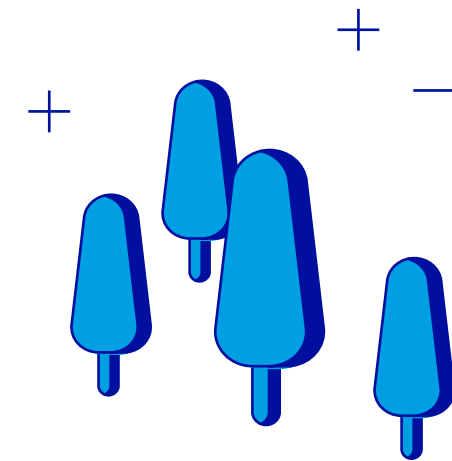
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In December 2022, we approved the **Environmental Control Manual for Construction (ECMC)**, which seeks to minimise both the environmental impact of construction on the area and the inconvenience to the public, bearing in mind that a very significant part of our activity is related to performing construction work.



Promoting greener and more adapted local urban planning

EMASESA promotes the use of **environmental criteria in the implementation of our projects**, providing best practices for incorporating natural aspects into urban surroundings. In this way, we contribute to promoting biodiversity in our areas of action, as well as compensating for the possible impact generated in the environment as a result of these actions.

As a result, we support the comprehensive water cycle and provide several benefits, both for our population and for the city's wildlife and flora.

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Actions for the
protection of trees



5

Tree Reports (with 1,755 inventoried tree locations).



17

Tree Protection Studies (with 2,420 protection measures for trees affected by projected construction).



9

Tree Protection Plans (drafted by construction contractors).



166

Monitoring Reports on compliance with the Protection Plan during construction.



12


Auxiliary inventories with a total of 8,447 trees inspected.

Creating a positive
impact on natural and
urban environments

The steps we take in this regard aim to **conserve aquatic ecosystems** while also promoting healthy urban planning. Among these, we would like to emphasise the following:

- **Monitoring of tree protection measures** in the municipalities where we operate.
- Completion of the first phase of implementation for an **early warning system to detect invasive aquatic organisms** based on molecular techniques, to combat invasive species such as the brackish water mussel or bryozoans, present in some of the aquatic ecosystems, or the zebra mussel, whose proximity to Seville's water supply is increasing.

We continued to work on the **LIFE WaterCool** project, developed by the University of Seville with participation from EMASESA, with the aim of reducing the high temperatures in Seville by using climate change adaptation techniques such as increasing shaded areas, the implementation of SUDS, and determining cooling elements to be installed at bus stops.



In 2022, we completed the **Cartuja Qanat Project** which consisted of creating a pilot urban ecosystem that promoted the use of streets as a social dynamiser, providing natural climate control mechanisms for lowering the temperature by about ten degrees.

04

COMMITMENT TO SOCIETY

We always work seeking to contribute to the well-being of people, both those who are part of EMASESA and those of our society.



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THE VALUE OF OUR PEOPLE

People are at the core of the activities we carry out at EMASESA, as we consider it our responsibility as a public and sustainable company committed to the society where we work. As far as our professionals are concerned, we try to provide them with the necessary tools to access training according to their work needs, in addition to promoting their motivation within the company. In this way, we also encourage them to offer **quality service** to our users.

Through strategic axis 1 of our EMASESA 2030 Plan, we seek to maintain an **excellent, motivated, recognised, and committed** human team. With its implementation, we seek to contribute to achieving **SDG 3** ("Health and well-being"), **4** ("Quality education"), **5** ("Gender equality"), **8** ("Decent work and economic growth"), and **17** ("Partnerships to achieve the goals") through the following objectives:

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

Axis 1 – People



SDG 3. Health and well-being.



SDG 4. Quality education.



SDG 5. Gender equality.



SDG 8. Decent work and economic growth.



SDG 17. Partnerships to achieve the goals.

We achieved the approval for the Collective Bargaining Agreement applicable to our entire workforce in 2022, agreed upon with the social partners and workers' representatives. The agreement is the framework within which we seek to develop an optimal working environment, offering improvements and benefits to our team's working conditions.

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Our commitment to
people in numbers



96%
of professionals with
permanent contracts.



50,000
hours of training
provided to our teams.



No gender pay gap in
our organisation.



24%
of our staff
are women.



100%
of our professionals are
governed by our own
Collective Bargaining
Agreement.

The **789 people** who make up EMASESA work on behalf of and for the society we belong to, to whom we provide an essential service that we strive to perform with the utmost excellence and professionalism, with the ambition of being more than just a public water company.



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Promoting excellence among our people

Objective O1.1. from our EMASESA 2030 Plan helps us to enhance the skills of our professionals. We are aware that this is the only way to achieve an **innovative and resilient workforce** with the capacity to face changing problems and adapt to the needs of our users at all times.

For this reason, we always implement **multi-year training plans** adapted to the training needs of each professional, as well as supplemental training opportunities. The aim of all this is to facilitate acquiring and updating knowledge in areas of interest or for areas necessary for performing a specific activity.

The main **training measures** that we carried out in 2022 focused on the following topics:

Training actions of 2022



- CONAMA 2022.
- PERTE (the Strategic Project for Economic Recovery and Transformation) of Water.
- Efficient water management in times of drought.
- Inclusive language.
- Disability and service to citizens.
- Effective time management.
- A campaign to update the COVID-19 prevention recommendations.
- Road safety.
- Coordination of business activities.
- Waste management.
- Quality circles for user managers.
- Microsoft 365.
- Malware: what it is and how to respond.
- Personal data protection.



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2023**Training actions
for integration**

Training for unemployed people at risk of social exclusion and with little or no professional experience.



Training for employed people who lack formal qualifications to perform their work.



Vocational training for employment through Professional Certificates and Dual Vocational Training to qualify students and improve their employability.



The Accredita Process, launched by the Instituto Andaluz de Cualificaciones for accrediting workers in the water sector, enabling them to acquire the professional skills required for the development of work activity.

Promoting social inclusion

In compliance with our strategic objective O1.2, at EMASESA, we also provide our team members with social and work skills to **learn a trade**. In this sense, we develop initiatives focused on improving the skills of our society and contributing to their integration into the labour market, especially for the most disadvantaged groups.

In 2022, Dual Vocational Training hours increased greatly compared to 2021 because the restrictions imposed by authorities due to the pandemic were finally lifted.

We also developed an **Internship Programme** for young professionals for students from vocational programs and universities which we carry out through agreements with different educational centres.

Evolution of training for integration

	2018	2019	2020*	2020	2022
Number of courses	5	2	2	3	5
Number of hours	555	529	170	612	1,065
Number of external participants	44	25	30	71	76
Satisfaction rating (scale 1-6)	5.93	5.9	-	5.8	5.75

*The situation due to the pandemic limited training activities because they were face-to-face and carried a high risk. Since 2021, in collaboration with the I.E.S. Heliópolis, the Dual vocational training course for Network and Water Treatment Station Technicians has been developed.

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Caring for the health and safety of our teams

Objective O1.3. from our Strategic Plan encourages us to work towards a **safer organisation** for our staff.

Being finalists in four categories (COMPANY OF THE YEAR (LARGE COMPANY), PREVENTIVE CULTURE, ROAD SAFETY, AND SDG PREVENTION) and winning two awards for **COMPANY OF THE YEAR (LARGE COMPANY)** and **ROAD SAFETY** at the 2022 PREVENTION Awards has been the result of the great teamwork and collaboration of all the people who make up EMASESA. Therefore, we are grateful for their commitment to safety, health, and well-being so that we can all work in the best possible conditions at the company.

In addition, it should be noted that the award organizers told us that our candidacy stood out for **innovation, results, and replicability**. These awards are a national reference in the fields of workplace health, safety, and well-being due to their independence, transparency, and commitment to society.

At EMASESA, we have our own **Occupational Risk Prevention Service** which applies the principles of preventive activity across our organization.

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We also have an Occupational Risk Management System which is part of the Integrated Management System and is certified in accordance with the ISO 45001:2018 standard.

Finally, we are part of the **Andalusian Network of Health Promoting Work Centres**, with whom we collaborate to develop activities to promote health among our workers, both in their daily work and in their personal and family lives.

Our results in 2022 were similar to those recorded in recent years, with the number of accidents remaining on the decline and the severity rate reducing by nearly half.

In 2022, we performed 5,639 inspections on construction sites in order to identify the necessary preventive measures to be implemented.



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Risk assessment indicators



4

workplace evaluations.



49

hygienic and ergonomic
evaluations carried out in
3 departments.



33

evaluations of workstations
occupied by 67 people.



20

noise assessments.



39

tasks and 15 positions
occupied by approximately
250 people in which the
manual handling of loads
has been evaluated.

Evolution of severity and incidence rates

Indicator	2017	2018	2019	2020	2021	2022
Severity rate*	0.80	0.60	0.70	0.70	1.20	0.7
Incidence rate**	0.38	0.50	0.29	0.36	0.35	0.35
Accidents with leave***	32	43	25	30	29	28

* Severity rate: Number of days missed per thousand hours of risk exposure (days/1000h worked).

** Incidence rate: Number of accidents / Number of workers per 1,000 people exposed (%).

*** Accidents with leave: Number of accidents occurring at EMASESA resulting in sick leave (units).



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Committed to equality

At EMASESA, we strive to guarantee **equality among our professionals**. As a result, we maintain a consistent effort across the organization by implementing various strategies and actions.

Therefore, in compliance with action line L1.5. from the EMASESA 2030 Plan, last year we approved our **Equal Opportunities Plan II**, under which we have carried out several **initiatives** this year that reaffirm our standing as a leading company in terms of equality:

- A call for a public competition for a **network specialist worker** with the goal of bringing women to a historically male-dominated industry.
- Training on equality for the entire workforce, such as **workshops on inclusive language** for written and verbal communications to eliminate gender stereotypes, sexist biases, and other forms of discriminatory language, and a course on abuse prevention and intervention.
- **Mandatory training** for sexual and gender-based harassment prevention and action protocols for new employees.
- Participation in **initiatives and celebrations commemorating women**, such as the International Day of Women and Girls in Science, Women's Day, and the International Day for the Elimination of Violence against Women, and campaigns for Women of Water for History and Educating in Co-Responsibility.
- Incorporating **gender perspective** in the special evaluation of ergonomic risks and the authorisation of new PPE, as well as the provision of differentiated changing rooms for work centres.
- Drafting of a **Meeting Policy with an Equality Perspective**, which has been submitted to the Equality Commission.

We conducted salary audits that indicate that there is no salary gap in our company.

Promoting work-life balance



359

leaves of absence for medical care for family members.



218

people with flexible schedules.



19

unpaid leaves of absence.



7

reduced working hours.



10

parental leaves.

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- **Participation** as a benchmark company in the field of equality for various events and conferences, as well as presentations for the media related to this topic.

Likewise, we have furthered the implementation of **measures to balance work and family life**, such as flexible working hours, granting leaves of absence for caring for family members, and providing benefits for studies or disability, among many others.

In 2022, we handled and resolved 1,282 benefit-related inquiries from our employees, accounting for 100% of the requests.

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MOVING FORWARD IN DIGITAL TRANSFORMATION

At EMASESA, we understand that sustaining an **innovative culture** is critical for supplying water with the highest quality and safety assurances, managing the comprehensive cycle of this resource in accordance with the highest standards and promoting increasingly efficient and sustainable technologies. For that purpose, we are involved in the development of a **Comprehensive Digital Transformation Programme**.

This programme encompasses a group of coordinated projects that focus on the **intensive use of digital technologies** and are designed to bring about a change in the way the company is managed. Its aim is to increase efficiency in water management and the quality of the service we provide.

With axis 8 of our Strategic Plan, we focus on reaching the following goals which aim to achieve a new digital culture, thus contributing to the achievement of SDG 8 ("Decent work and economic growth"), 9 ("Industry, innovation, and infrastructure"), and 16 ("Peace, justice, and strong institutions"):

- **O8.1.** Generating efficiencies by automating processes and using artificial intelligence.
- **O8.2.** Solidifying the business intelligence strategy.
- **O8.3.** Developing a robust, scalable, secure, and sustainable systems architecture.

Axis 8 – Digital transformation



SDG 8. Decent work and economic growth.



SDG 9. Industry, innovation, and infrastructure.



SDG 16. Peace, justice, and strong institutions.

Through our Digital Transformation, we seek to create a new type of management based on more and better information which will have a greater impact on efficiency and that can be implemented in a cross-disciplinary manner.



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Our areas of action for Digital Transformation



Implementation of a **remote reading system**, which will allow us to know the consumption for each meter on a daily basis.



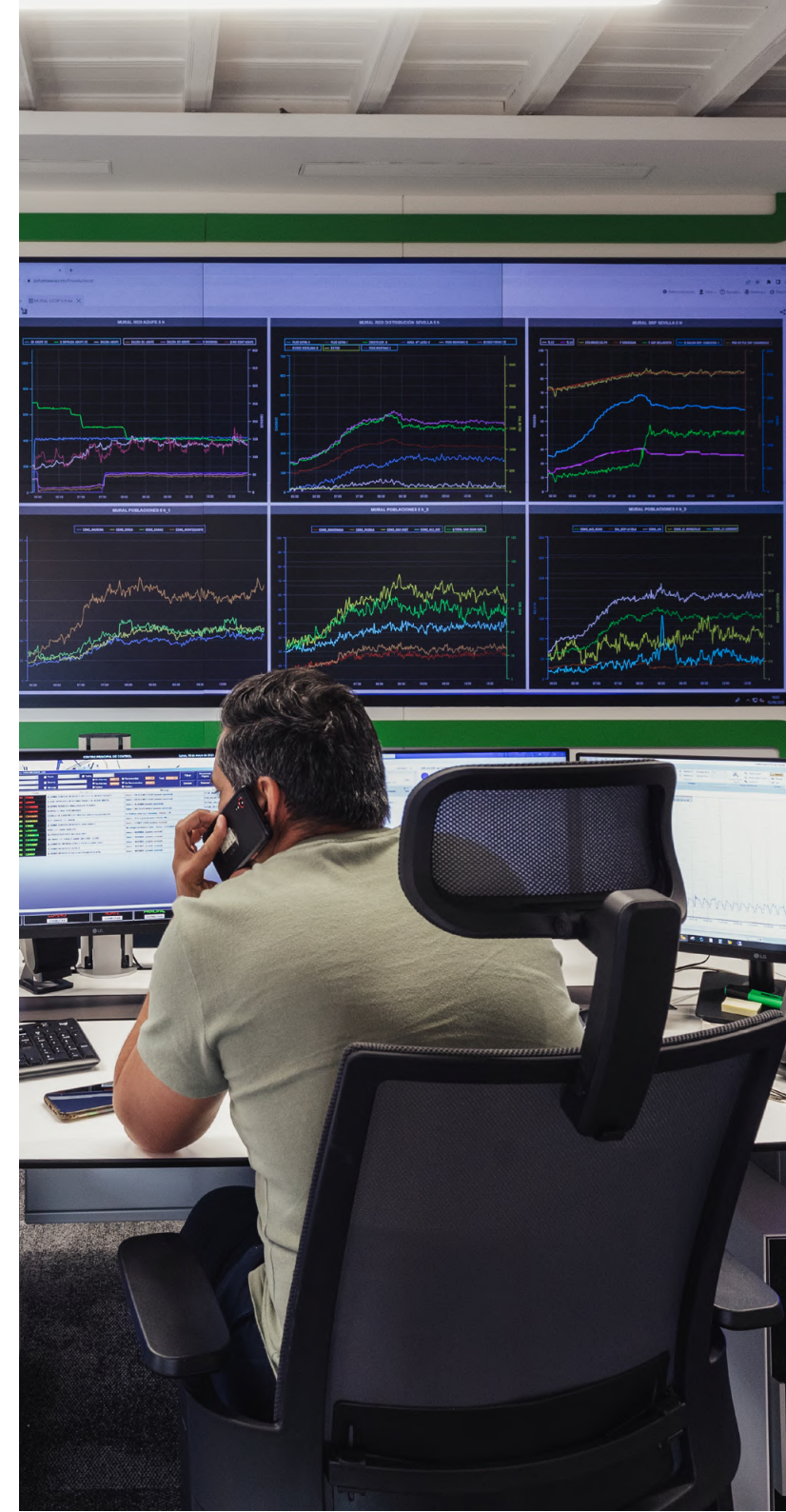
Improvement of the sensorisation of supply and sewerage networks, not only for information on flow but also for circulating water quality and even the risk of spillage to provide additional degrees of security.



Storage of all the information collected in a "data lake" equipped with artificial intelligence for each of the use cases that allow us to improve efficiency (management of leaks, fraud, digital twins of the network, water quality management, environmental calculator, etc.).



Improvement of the robotisation/automation of production processes (mainly drinking water treatment and purification), thereby improving the capacity for obtaining relevant information for improving the quality of these processes.



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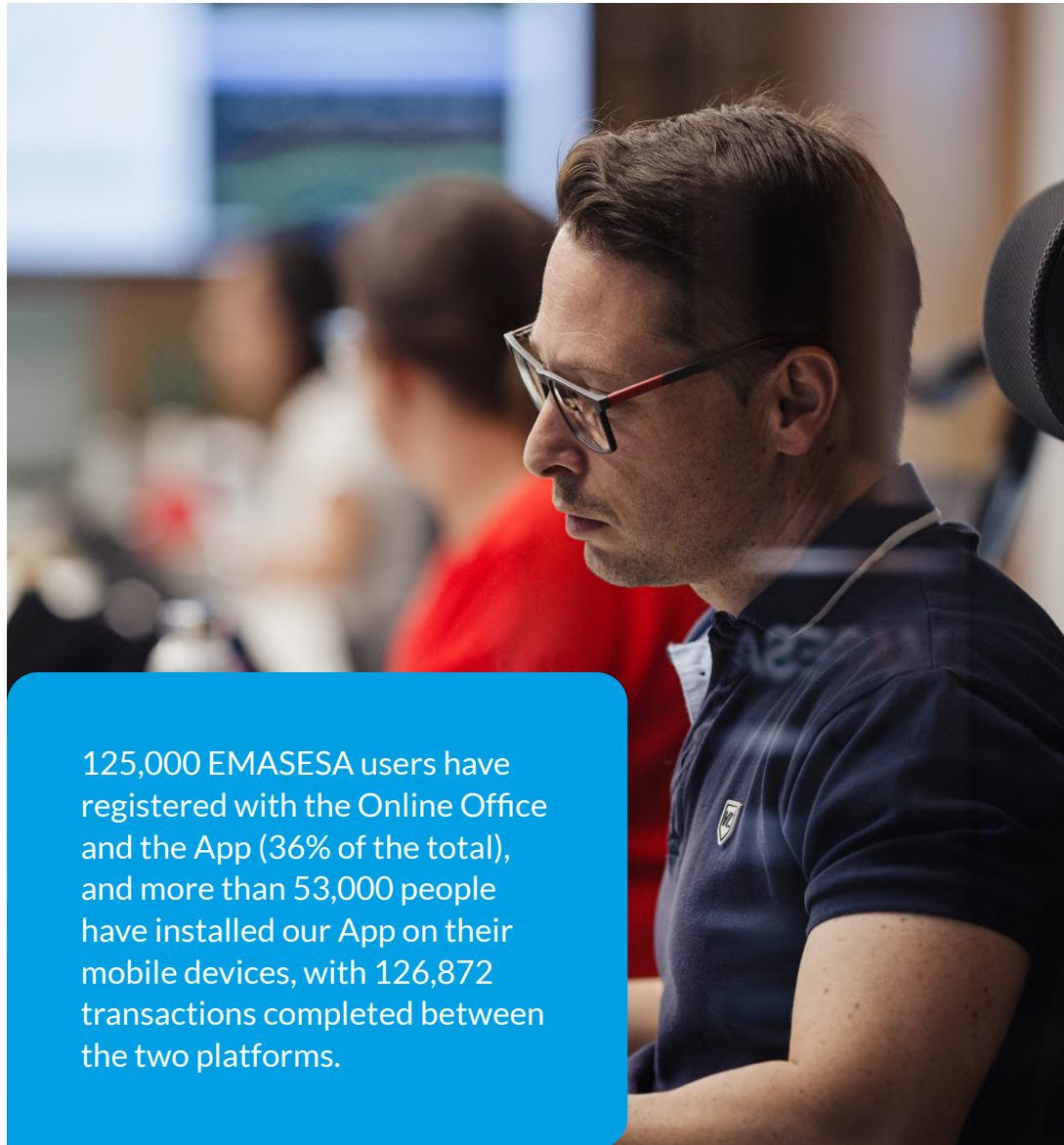
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125,000 EMASESA users have registered with the Online Office and the App (36% of the total), and more than 53,000 people have installed our App on their mobile devices, with 126,872 transactions completed between the two platforms.

Advancing the digitalisation of our service

Process automation is key for improving the service that we provide as a public company for the community where we operate.

This is particularly evident in the field of **customer service**, which we are continually improving in terms of efficiency and quality with the implementation of digital tools for managing appointments and queues and automated triage for our CSPs and offices.

In 2022, we managed to reduce the time allocated for each type of appointment with increased automation, reducing the average time for obtaining an appointment to 1.6 days.

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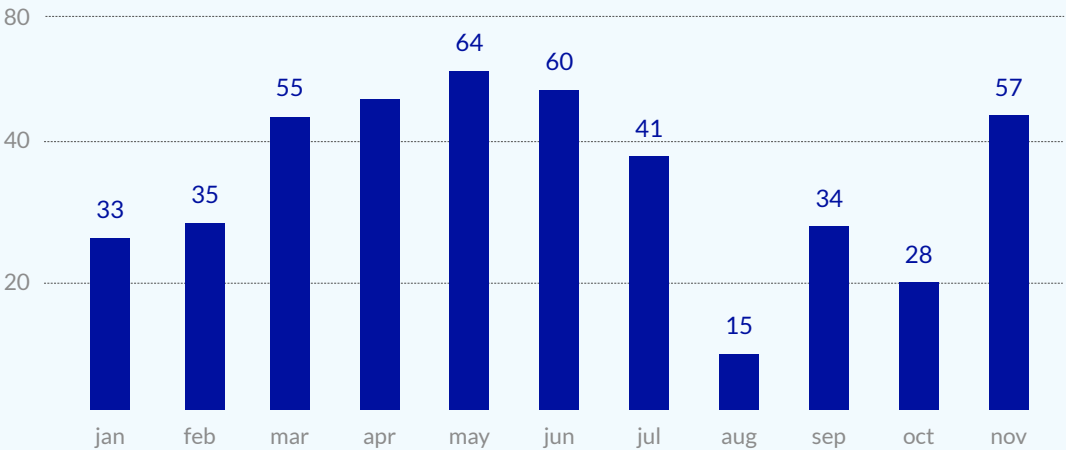
Strengthening our
comprehensive cyber security

We live in a **digital society** where citizens have an inalienable right to security, both physical and intellectual. However, digitalisation is accompanied by an increase in the number, sophistication, and severity of cyber-attacks.

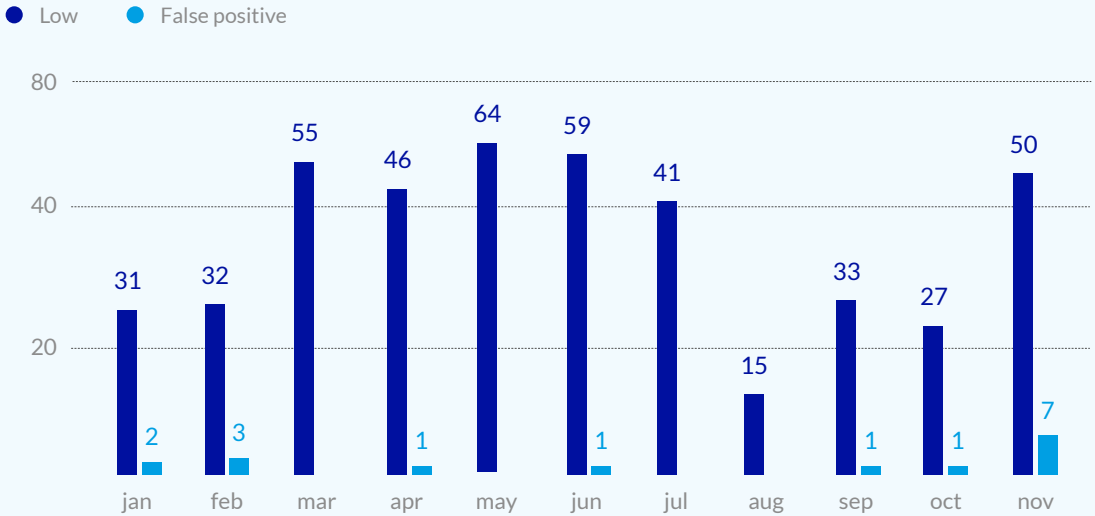
At EMASESA, we provide an essential service to society that depends on the proper functioning of our networks and information systems. Therefore, fully aware of this situation, we work every day to **strengthen and improve our cyber-resilience capabilities**.

We were the first 100% public water cycle management company to obtain ISO 27001 certification for our Information Security Management System.

Total incidents per month*



Monthly distribution by impact*



*Pending confirmation of December data.

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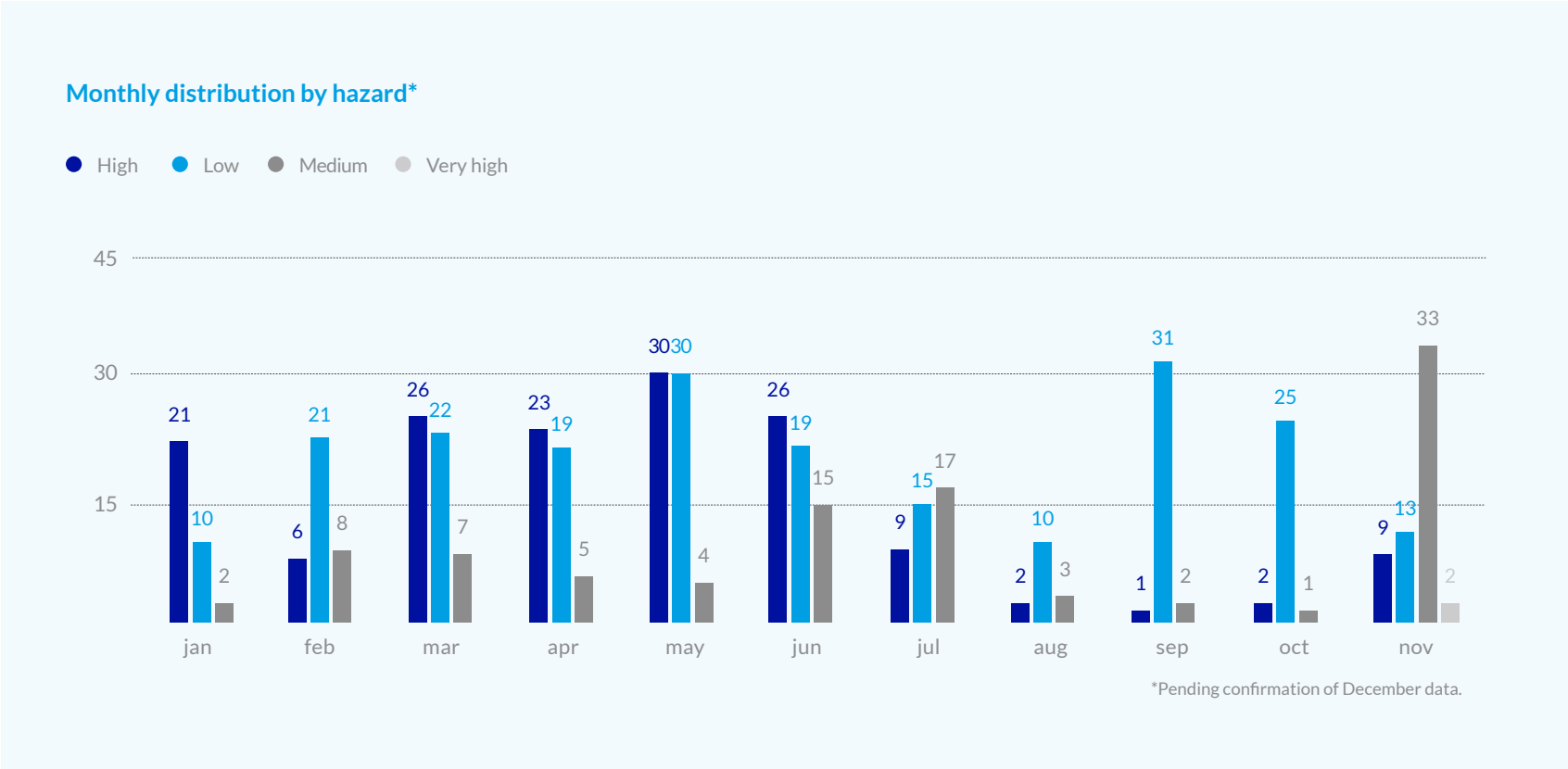
In this regard, in 2022, we completed important projects such as the reinforcement of our backup system, the deployment of a platform for 24/7 recording and monitoring of events that allows for earlier detection of possible cyber threats, and the implementation of a new

system for the control of equipment accessing the corporate network (NAC), currently in the pilot phase, among other actions.

In addition, in the area of information security governance, special mention should be made of the **ISO**

27001 certification obtained at EMASESA for our Information Security Management System (ISMS).

At the operations level, in 2022 we detected and investigated nearly five hundred cyber-incidents, none of which had a significant impact.



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ENCOURAGING PARTICIPATION, EVALUATION, AND TRANSPARENCY

Developing a responsible and sustainable business model is not possible without strong **involvement from our stakeholders in the public management of the company, as well as in the continuous evaluation of the comprehensive water cycle. At EMASESA, we believe that it is essential to rely on the society we work for and to actively and transparently engage society into our decision-making process.**

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.

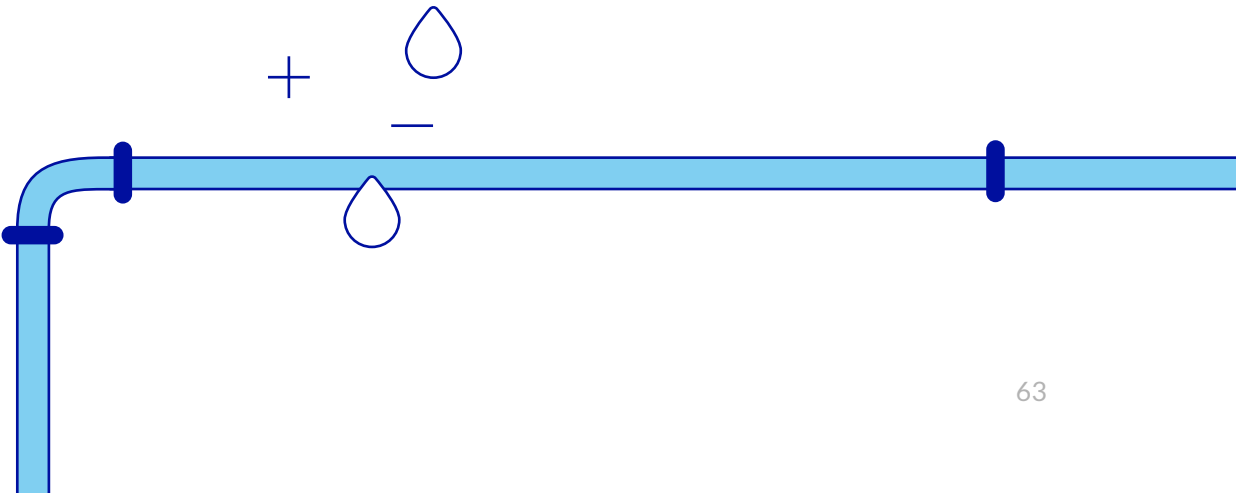


SDG 17. Partnerships to achieve the goals.

This is the purpose of strategic axis 9 of our EMASESA 2030 Plan, in which we have set the following objectives aligned with **SDG 6** (“Clean water and sanitation”), **9** (“Industry, innovation, and infrastructure”), **16** (“Peace, justice, and strong institutions”), and **17** (“Partnerships to achieve the goals”):

- **O9.1.** Improving decision-making processes and strengthening organisational learning.
- **O9.2.** Understanding the outcomes and impacts of EMASESA’s actions.
- **O9.3.** Responding to the information demands of both the company’s employees and society as a whole.

We enhance close collaboration with our stakeholders through numerous scientific and professional associations in the water sector. We also collaborate with business and society organisations.



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We include our society at the highest level of governance

In 2021, we incorporated the **Water Observatory** as an advisory body to the Executive Committee of our organisation. In this way, we are able to integrate public opinion and

perspective in the company’s decision-making, building a channel for direct participation and consultation with our stakeholders.



In 2022, the **Water Observatory** was consolidated as a platform for engagement for more open, inclusive, and collaborative sustainable public water management with people and stakeholders for the company as key participants. In this manner:



It participated in the **Revision of the Emergency Plan** for Drought Situations.



It carried out **11 participation and consultation actions** with 38 participating entities with an average of 34 people per activity.

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Drought has been a central issue for the EMASESA Water Observatory this year, given the current situation for the city of Seville and its metropolitan area. In this regard, it has played an essential role both before and during the temporary shortage situation declared in October 2022, acting as a link for involvement and information about the status of the system, the effect of the measures proposed, and the

objectives to be achieved during the shortage situation, as well as the plan of measures to be considered.

Participants have had the opportunity to bring up questions, opinions, and experiences related to the scarcity situation during five participation spaces held throughout the year.

A list of the EMASESA Water Observatory actions for 2022

Name	Date
EMASESA Water Observatory Plenary Session	March 7
Advisory Committees on "Infrastructure Provision," "Environmental Projection," and "Quality Services," focused on reflection and open participation relating to drought	April 21 and 25
EMASESA Water Observatory Plenary Session, "EMASESA's Digital Transformation"	June 20
EMASESA Water Observatory Plenary Session, "Drought"	October 5
EMASESA Water Observatory Plenary Session, "Drought"	December 15

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Bringing sustainability to our supply chain

Our suppliers are a fundamental part of our ability to provide the service that citizens need. Therefore, their alignment with our commitments and values is essential for providing optimal quality and efficiency to EMASESA's users.

To help achieve this alignment, we include **social and environmental clauses** in our technical and administrative contracting specifications. These clauses are intended to foster job stability, promote the hiring of seniors, and encourage personal and professional life balance, as well as to protect the environment, prevent pollution, and promote noise reduction, among other issues.

We also ensure compliance with these clauses through various monitoring mechanisms such as the **381 construction environmental inspections** conducted in 2022.



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Our 2022 publications in numbers

Print media



550

news items
published.

Social media



+1.4

million views.

Digital spaces



3,120

information
references.



18,840

users on the virtual community.



5,895

on Twitter



2,467

on Facebook



8,540

on LinkedIn



588

on YouTube



1,350

on Instagram

Radio and TV



576

minutes of
information.

Reporting on our performance

Our nature as a public company and the management we carry out for an essential asset for life motivates us to **communicate the results of our activity**. In this sense, we attempt to respond to legitimate information requests from our stakeholders through various communication channels, as well as through our points of contact in person.

In 2022, the **corporate website** consolidated its position as EMASESA's most accessible and clear communication tool with the society we work on behalf and for, with more than 621,000 visits and 18,191 downloads*.

*Measured from June to November 2022.

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WATER CULTURE AND KNOWLEDGE MANAGEMENT

Seville and its metropolitan area are located in an area highly exposed to the effects of climate change and, in particular, to droughts. The current situation of exceptional drought that we find ourselves in and the prediction that it will continue over time, in addition to the likelihood of droughts occurring more and more frequently in the future, requires us to lead the change towards a responsible society by promoting conscious use of water.

At EMASESA, we want our people to become fully aware of their important role in conserving this essential resource by improving their consumption habits. It is also vital to share the knowledge acquired on the management of the comprehensive water cycle with our service users so that it can serve as a guide for them to use water resources more responsibly.

This necessary transfer of knowledge serves as the driving force behind axis 10 of our Strategic Plan, which articulates the following objectives to help achieve SDG 4 (“Quality education”), 6 (“Clean water and sanitation”), and 8 (“Decent work and economic growth”):

- **O10.1.** Encouraging the development of a water culture in society.
- **O10.2.** Sharing the knowledge and best practices that the company has for the management of the comprehensive water cycle with society.

Axis 10 – Water culture and knowledge management



SDG 4. Quality education.



SDG 6. Clean water and sanitation.



SDG 8. Decent work and economic growth.

In March 2022, we launched a campaign that, under the slogans “Water is life” and “Objective 90,” sought to progressively reduce water consumption by 22%, to 90 litres per person per day, thanks to the efforts not only of users but also of other groups and stakeholders.

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Our commitment to public awareness

We promote environmental education as part of our strategic objective O10.1. To this end, we have a portal with educational and environmental content called **Sustainable Education**, intended for schoolchildren and teachers, as well as several lines of action in very diverse fields:

- **Tour programmes around our facilities**, both educational (which had 3,154 participants in 77 sessions) and technical (with 325 attendees in 12 sessions), resumed in 2022 once COVID-19 restrictions were lifted.

- The “Stop Wipes” and “Stop Climate Change” **environmental education programmes**, as well as classroom programmes on the comprehensive water cycle.
- **Environmental education programmes in the natural environment**, including interpretative trails in the Rivera de Huelva and the Fuente del Rey lagoon and hands-on reforestations and tours at the “El Arboreto” Botanical Garden.
- **Holding environmental sustainability events** and activities on commemorative

days related to water and the environment worldwide, which have involved the participation of more than 6,000 people, with tens of thousands of interactions on social media.

Likewise, in the last quarter of 2022 **programs were resumed**, such as “Water in hospital classrooms,” “Water Ambassadors” in Preschool and Primary Education, and “H2O Ambassadors” for higher grades, as well as an orientation to STEAM (Science, Technology, Engineering, Arts, and Mathematics) professions in the water sector.



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Sharing knowledge

To complete our strategic objective O10.2, we rely mainly on an essential instrument, the **Water Chair**.

Set up in collaboration with the University of Seville and created in 2017, through this institution, we can convey the knowledge and learning we have acquired in the sector to new generations of water professionals so that they are able to **improve, innovate, and provide** value to people and consumers.

Through it, we attract our stakeholders and contribute to maintaining the university ecosystem in Seville and its metropolitan area. In addition, the programme is designed to serve as an engine for employment generation for Seville and its metropolitan area.

To this end, it has been developed with a detailed plan of activities based on the following basic pillars: **specialised training, outreach and dissemination, and research and development**. It also consists of six modules: water resources and hydrological planning, water purification, water supply networks, sewage networks, water treatment, water company management including management systems, and a final master's degree project.

Similarly, through EMASESA's **Water Training Centre** (CEFORA from the Spanish acronym), we provide training actions in the following modalities: in-person, live streaming, e-learning, 3D virtual reality, and hybrid. CEFORA offers different training actions such as:

- **Specialised training:** a range of courses from basic training to higher technical qualifications, covering the complete management of the Comprehensive Water Cycle.
- **Approved training for obtaining a Specialist Licence:** Welder, Polyethylene Pipes Specialist, Gress Pipe Installer, and Plastic Pipes Installer (PP, PVC, PE, PRFV).
- **Certificates of professionalism from the National Catalogue of Vocational Training Professional Qualifications:** Assembly and maintenance of water networks, organisation and control for the startup and maintenance of water and sanitation networks and facilities, plumbing and domestic heating-air conditioning operations, and water treatment station operations.
- **Dual Vocational Training:** Intermediate Level Training Cycle in Water Treatment Networks and Stations Technician in collaboration with IES Heliópolis in Seville.



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ETHICAL AND RESPONSIBLE MANAGEMENT

As a public company, we have
a responsibility to ensure good
governance in everything we do.



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GOVERNANCE IN COLLABORATION WITH THE PUBLIC

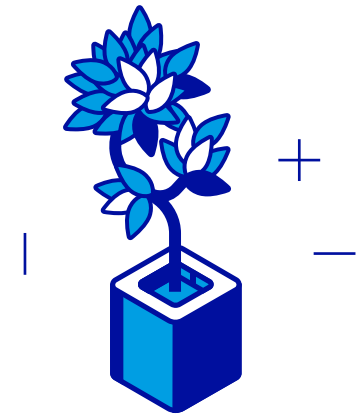
Our commitment to the society which we are a part of exemplifies EMASESA's public service vocation. We act in accordance with the general interests of the population and our stakeholders, maintaining solid relationships to ensure their trust, as well as making use of everyone's resources in accordance with sustainability and excellence criteria.

With this vision, **axis 2** of our Strategic Plan is oriented towards the fulfilment of SDG 1 ("End poverty"), 6 ("Clean water and sanitation"), 9 ("Industry, innovation, and infrastructure"), 16 ("Peace, justice, and strong institutions"), and 17 ("Partnerships to achieve the goals") in line with the following **objectives**:

- **O2.1.** Simplifying and streamlining user-EMASESA relations, facilitating satisfactory, unique, and comprehensive service.
- **O2.2.** Ensuring efficiency and innovation in management, providing added value.
- **O2.3.** Promoting a stable regulatory framework adapted to user needs in the company's scope of responsibility.

- **O2.4.** Encouraging cooperation and supporting the company's alignment with the rest of the public administrations responsible for water as well as the SDGs and the European Green Pact, among others.

The nature of EMASESA's basic public service that is essential for citizens inspires all our management and drives us to reinforce our social commitment based on engagement, which puts users at the centre.



Axis 2 – Governance and citizenship



SDG 1. End poverty.



SDG 6. Clean water and sanitation.



SDG 9. Industry, innovation, and infrastructure.



SDG 16. Peace, justice, and strong institutions.



SDG 17. Partnerships to achieve the goals.

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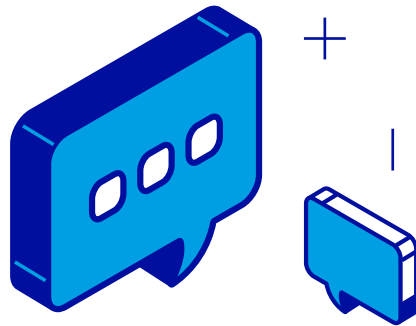
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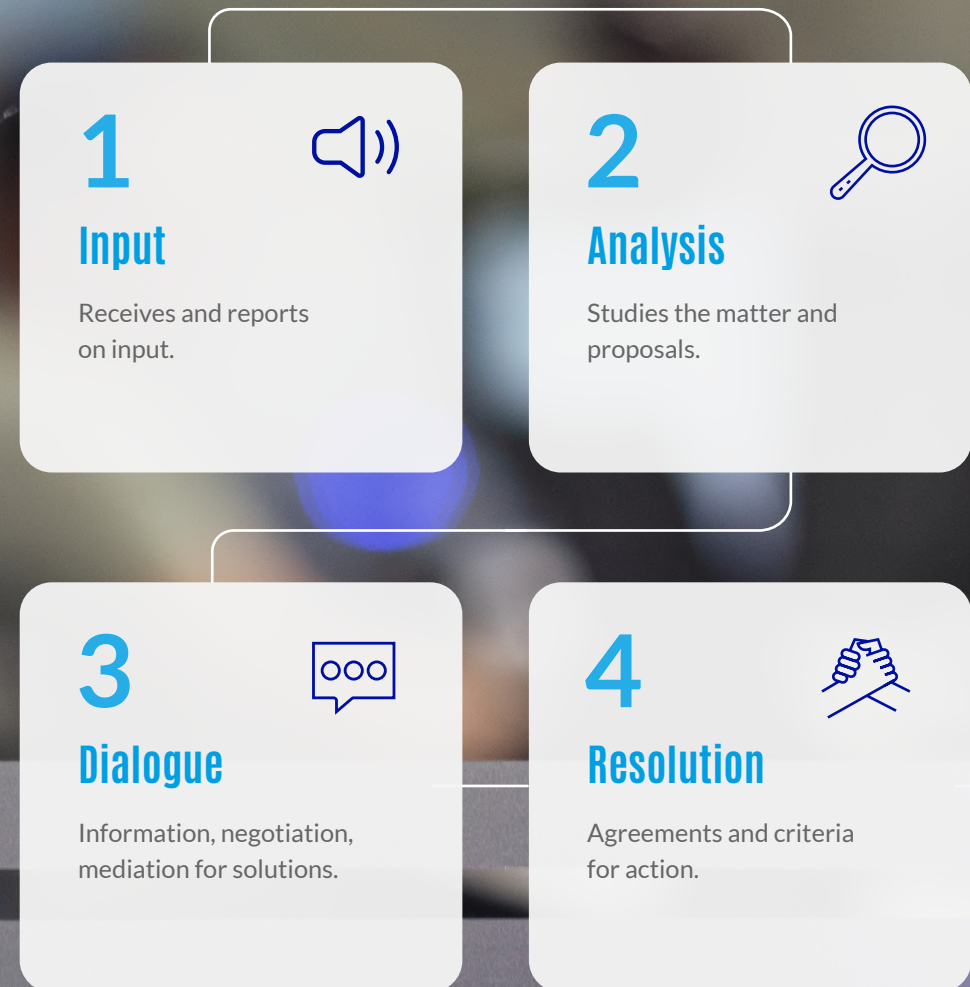
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In order to offer the best guarantees to our users, we have a User Ombudsman, an independent figure responsible for ensuring the protection and defence of the rights and interests of citizens and the people to whom we offer our services in regard to EMASESA. It is, therefore, an additional service channel for those who turned to the standard User Services channel, and therefore serves as a second option.

It also has the function of **identifying opportunities for improvement** in the quality of service and attention and proposing recommendations so that the company can improve in this regard.

How does the User Ombudsman function?



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Our commitment to digitalisation in communication with users has not resulted in the loss of the **close, human contact** that has always distinguished us, particularly with the most vulnerable groups. For this reason, in 2022, we were working to certify ourselves as a company **“Committed to the elderly.”**



Communicating with our society

We are developing the O2.1 objective through **new** digital and user-friendly **communication channels**. Likewise, we are still developing new features for the app and the online office while continuing to enhance more personalised, accessible service adapted to our users' needs.

In 2022, use of **face-to-face channels**, such as our Citizen Service Points (CSP) and our own offices has remained nearly consistent. We have also made additional progress in the implementation of **automation tools** which have allowed us to reduce the average wait time for obtaining an appointment and avoiding travel for more than 5,000 people who have benefited from the wider implementation of the 5.0 appointment project.

In 2022, we launched our new **toll-free 900 822 010 helpline** which already registers around 3,000 calls per month.

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We have also seen a substantial increase in the use of **non-face-to-face channels**, thanks to the increased use of the App and the Virtual Office, improved levels of telephone customer service, and the increased use of email:

Online office



In 2022, we completed phase II of the New Online Office. This has involved the most costly and complex recruitment operations in terms of personal service, which have risen to 1,638.

App



We have continued to make improvements to our application, which has led to an increase in its rating to 4.5.

Electronic email

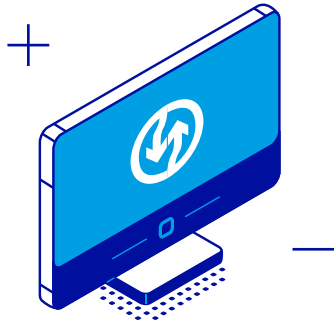


In order to meet the objective of responding to emails within a maximum of 48 hours, in 2022, we began a strategy of automating this channel so that people who contact us through this channel can initially receive an automatic response to their request. This year we have handled 30,532 emails in total.

Service by phone



In 2022, we continued to modernise this channel by implementing a chatbot and a virtual agent, expanding the use of WhatsApp, and increasing training for our staff dedicated to customer service.



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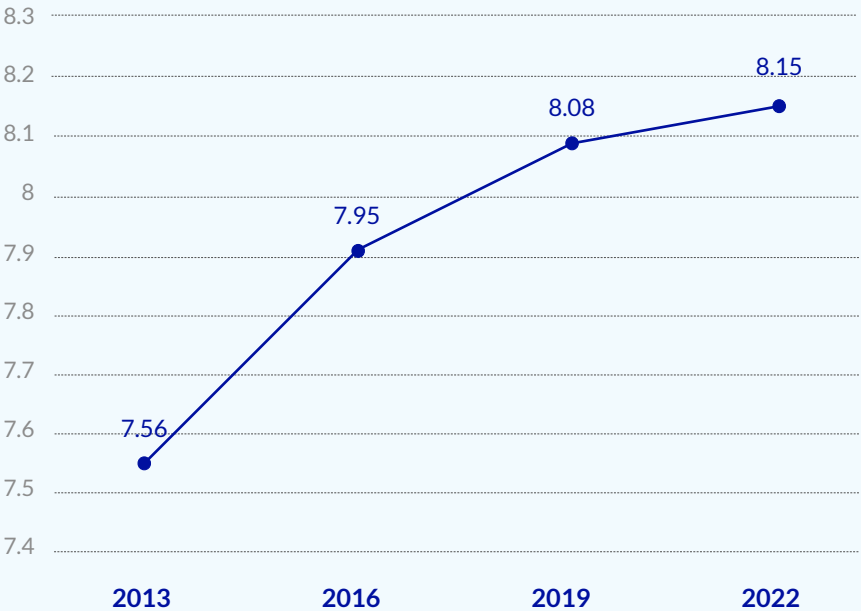
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On the other hand, we periodically conduct a **satisfaction survey** in order to learn about the opinions of the people we serve and to get their feedback on our activities. The results obtained allow us to identify areas where we must continue our improvement efforts.

The graph shows a clear **upward trend** in the degree of user satisfaction.

Evolution of the degree of customer satisfaction



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Optimising systems and procedures for quality management

Fulfilling objective 02.2 means carrying out **thorough monitoring and control** of the processes and procedures we follow for all areas of EMASESA. In this way, we seek to guarantee efficiency and innovation in the company's operations.

To this end, within the framework provided by our Integrated Policy, we have an **Integrated Management System** that brings together all the management systems we implement in our

company. Its development allows us to guarantee the quality and excellence of the services we provide for the benefit of our users and society.

We are also certified by the **National Accreditation Entity (ENAC, from the Spanish acronym)** for 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).

In addition to the certification of our **Environmental Management System**, we have the verification of the **Environmental Statement** for the Carambolo DWTP, renewed for the fifth consecutive year, and for the PICA W.C. for the second year. We are also included in the **EMAS** register for Environmental Management and Audits at the European level.

International standards and certifications endorsing our management systems

In 2022, we **passed all relevant certification audits.**



ISO 14064:2018
Carbon Footprint Calculation



ISO 22000:2018
Food Safety Management System



UNE 166002:2014
Research, Development, and Innovation Management System



ISO 9001: 2015
Quality Management System



ISO 45001:2018
Occupational Health and Safety Management System



ISO 50001:2018
Energy Management System



ISO 14001:2015
Environmental Management System

We are working towards ISO 55001:2014 – Asset Management System certification

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In 2022, we can highlight the following milestones achieved relating to the performance of our Integrated Management System:

- Expanding the scope of certification for the **Quality Management System** in External Training processes and the Operations and Planning Control Centre.
- Expanding the scope of certification for the **Environmental Management System** in the Store work centre and its associated activities.
- Stating implementation of the AENOR Model of **Organisational Commitment to the Elderly**.
- Starting implementation of the **Asset Management System** under the criteria of the **UNE-ISO 55001** standard.
- Carrying out comprehensive **Management Reviews** for the Collection and Drinking Water Treatment Process, Monitoring of Aquatic Ecosystems, Distribution and Sanitation Networks, Asset Maintenance, Environmental Education, Fleet Management, and Wastewater Treatment for the Quality and Environmental Management Systems, Occupational Risk Prevention, and Water Safety Plans.



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Preventing conflicts and anticipating conflict resolution

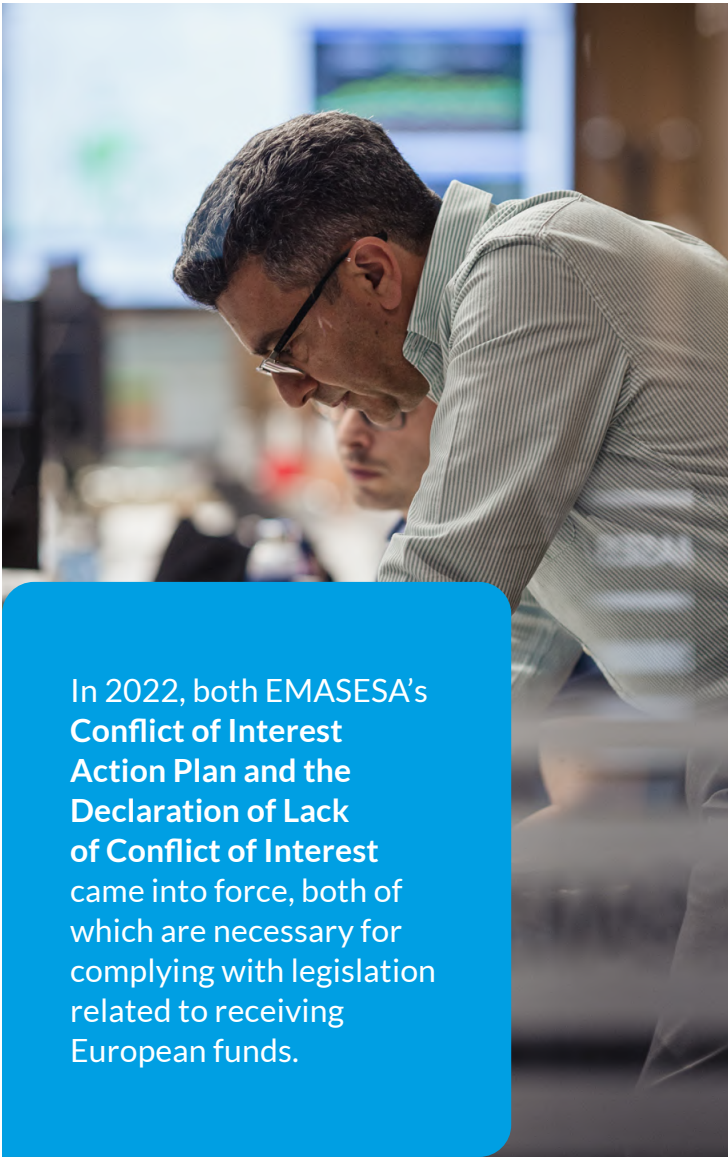
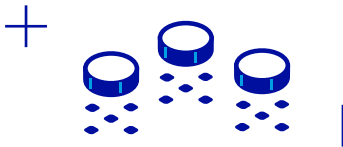
We are working to meet objective O2.3 of our Strategic Plan through greater citizen participation, increasing coordination between our stakeholders, and being more transparent with the information affecting all of us. We articulate this purpose at different levels:

- Every year, we publish our **Sustainability Report**, in which we have attempted to present key data and information to explain EMASESA's contribution to the progress of society and the conservation of the planet over the last 18 years.
- We have **regulatory compliance** tools that we have implemented by applying the principles of good governance and ethical standards, integrity, and honesty. To this end, we have our Corporate Compliance Policy, Regulatory Compliance Protocol, Code of Ethics, and Whistleblower Channel. In addition, our Audit and Compliance Committee is responsible for supervising the implementation of these tools.
- We have a **Transparency Portal** located on our website that makes the most relevant information about our organisation

available to the public in a simple, accessible, and free manner.

Likewise, at EMASESA we work with a **Comprehensive Risk Management System**, implemented by the Audit and Compliance Committee. Through its implementation, we identify the risks that may affect the achievement of the organisation's strategic objectives by analysing them, monitoring them, and establishing measures to respond appropriately to anticipate them in a company-wide manner.

The latest **Risk Map** we created includes 141 risks: 57% operational, 23% strategic, 12% reporting, and 8% compliance, with special emphasis on environmental risks and those associated with our infrastructure.



In 2022, both EMASESA's **Conflict of Interest Action Plan** and the **Declaration of Lack of Conflict of Interest** came into force, both of which are necessary for complying with legislation related to receiving European funds.

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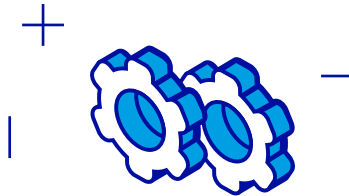
Committing to promoting an innovative culture

Throughout 2022, we worked on developing definitive actions to drive the four levers that make up our new innovation model.

For its development, we are working on the following actions:

- Defining and expanding the concept of a **liquid department** to encourage collaboration, multi-disciplinary work, and permeability of innovation at all levels of the organisation.
- Developing a **technology watchdog network**.
- Determining the criteria for the **Applied Innovation Award**.
- Improving mechanisms for **innovation outreach and communication**, both internally and externally.
- Enhancing the **system for identifying and prioritising needs**.
- Defining a **common management model for innovation projects**, based on PM2 methodology.

- Developing a **Knowledge Portal** for integrating aspects linked to innovation.
- **Promoting a culture of innovation** as part of EMASESA's cultural transformation process.



Innovation allows
us to address the
challenges we must
face by developing
effective solutions.

Our innovation model levers



Promoting an **innovative culture** and developing the concept of **collective intelligence**.



Improving EMASESA's **external positioning** in terms of innovation and establishing external alliances.



Developing **open innovation**.



Efficiency in **R+D+I management**.

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Obtaining funding for our innovative projects

At EMASESA, we seek coherence with the policies and programmes implemented by the institutional levels involved in the management of the comprehensive water cycle. As such, over the years we have forged **strategic alliances** with many stakeholders in a wide range of fields to support the design of innovative projects that result in improving the services we provide to the public.

In 2022, we worked on the following **projects** in collaboration with various public organisations and institutions:

- **Cartuja Qanat:** Successfully completed in 2022, it had an investment of 4.9 million euros, 80% of which was co-financed by the European Regional Development Fund (ERDF) through Urban Innovation Actions (UIA).
- **Life WaterCool:** Based on the previous project and with the same goal of implementing climate change adaptation techniques, we allocated a budget of 3.7 million euros, 55% of which was co-financed by the European Union through the LIFE 18 Programme.



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- **MITLOP:** Aimed at implementing an integrated management model for sewage sludge and other organic waste, it has a budget of 18 million euros, 64% of which was co-financed by Spain's Pluri-Regional Operational Programme 2014-2020 from ERDF through an 11.5 million euro grant from the Ministry of Science and Innovation. In 2022, we held the launch day for its implementation.

- **Adding aerothermal equipment:** In order to achieve our carbon footprint reduction targets, we have applied for funding from the Andalusian Energy Agency to install this equipment in our facilities.

- **Public Procurement for Innovation for the RIMAAS Project** for Reducing the Impact on Water Bodies Due to Sanitation Overflow Channels: In 2022, we finished the project's drafting and published the corresponding report. In this way, we have been able to start work on preparing the project proposal to **address the problem of the presence of solid discharges** in sewage networks, for which we will seek funding.

- **Preliminary Market Consultation for EMASESA's Sustainable Management of Water Resources (ESMWR) project**, which aims to control the presence of

invasive exotic species in our water infrastructure and make water drinkable through innovative solutions for generating ozone by hydrolysis. It has a budget of 5 million euros, which may be co-financed by the ERDF through the Ministry of Science and Innovation's Line of Promotion of Innovation from the Demand for Public Procurement of Innovation (PID-PPI).

- **Water digitalisation projects** in collaboration with other large companies in the sector.



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Promoting cooperation for development

Our commitment to sustainability and the advancement of the society in which we operate also extends to **cooperation to help less privileged countries**. In this regard, we collaborate as part of various international initiatives:

- We have signed a collaboration agreement with the Spanish Agency for International Development Cooperation (AECID) in order to share our knowledge with different nations, with Latin America as the priority.
- We received funding from **UN-HABITAT** for a project to improve the Municipal Sanitation Plan in Ramallah (Palestine), which foresees a disbursement of 721,000 euros over three years, of which about 321,000 euros will be co-financed by this United Nations agency.
- We have signed a strategic partnership for cooperation with **CAF - Development Bank of Latin America** for the implementation of two pilot projects in 2023.

- In 2022, we participated in the “**Sustainable Urban Drainage Systems (SUDS) as a Measure of Adaptation to Climate Change**” International Conference that took place in Bolivia, where we presented how we have applied these systems for various streets in our city.



In 2022, we successfully completed the training tour for the water supply and sanitation sector in **Paraguay**, strengthened our partnership with the operator for Aguas de la Sierra de Montecillos in **Honduras**, and collaborated on a project to guarantee access to and improve drinking water and sanitation services in the municipality of Portoviejo in **Ecuador**.

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TAKING CARE OF OUR NETWORKS AND INFRASTRUCTURES

We provide our services related to the comprehensive water cycle through **quality, safe, and sustainable infrastructure**, for which we devote a significant portion of our resources for its maintenance. In this way, we contribute to realising the human right to water for our population.

For this reason, the third pillar of our EMASESA 2030 Plan revolves around the need to ensure that our users have **renovated, safe, and technologically advanced facilities and networks**. This purpose is linked to **SDG 3** ("Health and well-being"), **6** ("Clean water and sanitation"), **9** ("Industry, innovation, and infrastructure"), **11** ("Sustainable cities and communities"), and **15** ("Life of terrestrial ecosystems") through the following objectives:

- **O3.1.** Ensuring the adequacy, viability, and sustainability of comprehensive water cycle infrastructure.
- **O3.2.** Achieving greater efficiency and assurance in the management of the comprehensive water cycle infrastructure under safety and sustainability criteria.
- **O3.3.** Guaranteeing the quality of the product and protecting the collection and discharge basins.



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 of terrestrial ecosystems.

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One of our main strategies to achieve a more sustainable organisation is to move from reactive management of our facilities, based on repairing problems, to **proactive management**, which introduces technical, environmental, economic, social, and opportunity criteria to eliminate network obsolescence by anticipating deterioration.

Proactively managing our facilities

We implement our objective O3.1. through **careful planning** of the actions to be implemented in our water infrastructure. We try to anticipate network obsolescence so that water quality is not compromised.

To this end, we collaborated with the University of Seville to develop an **Infrastructure Asset Management System (IAM)** based on the results obtained by the investment management tool that we launched to identify network sections with a higher probability of failure to improve the formulation of our Investment Plans from a scientific perspective.

In line with the same proactive approach, we are working on an **Infrastructure Sustainability Plan**. In 2022, we completed the public consultation process regarding this plan, which will help us decide which projects we will prioritise for renovating our facilities.

We are also continuing to prepare the various tools included in our Strategic Plan, such as the **Water Supply and Sanitation Master Plans** and the **Asset Management Master Plan**.

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In line with this effort to improve our facilities, in 2022, we continued the modernisation work for the **Carambolo Drinking Water Treatment Plant (DWTP)** to adapt it to future water quality requirements. We also managed to obtain a tender for renovating the Copero WWTP and the transfer of discharges from the San Jerónimo WWTP with the aim of implementing **advanced treatments for the purification system** to eliminate nitrogen and phosphorous from the water returned to the ecosystem.

In 2022, we can highlight the development of the following actions to continue improving our facilities:

- Defining and improving the Infrastructure Asset Management (IAM) methodology to identify network sections with a higher probability of failure.
- Incorporating drones to improve safety management for essential infrastructure.

Environmental objectives
used for updating
our infrastructure



Guaranteeing product quality.



Ensuring the sustainability
of services.



Improving resilience to
challenges such as the effects
of climate change and extreme
hydrological phenomena.

The **drought** situation we are experiencing compels us to investigate additional mechanisms for increasing the water efficiency of our facilities to the greatest extent possible, as well as to identify and plan the necessary actions and infrastructures that will be required for more severe scarcity conditions.

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Modernising our networks

Objective 03.2 encourages us to maintain the supply and sanitation **networks in proper condition** so that we can guarantee the quality of our service for the entire population. We have allocated a large amount of resources over the last 28 years for this essential purpose.

In this way, thanks to the IAM, we have **minimised the level of water losses** due to leaks, which in 2022 was reduced to 12.08%. This percentage is below the European and Spanish levels and is also less than half of the 25% threshold established by the Guadalquivir Basin Hydrological Plan.

Likewise, we are involved in **updating our sewage networks**, replacing materials used during the last century in the construction of these networks with materials that are more waterproof. This measure, therefore, contributes to the aim of reducing losses and increasing efficiency.



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WORKING TO ACHIEVE ECONOMIC-FINANCIAL BALANCE

As a municipal public company, we manage the resources we receive from society in an **honest, transparent, responsible, and efficient economic-financial manner**. Furthermore, we are accountable to the public and we focus on creating shared value with the society where we operate.

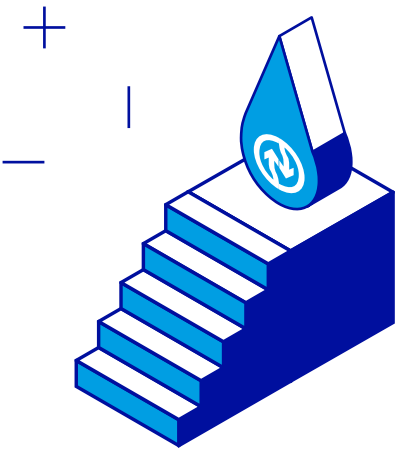
The **proper use of public resources** is the focus of strategic axis 4 of our Strategic Plan, which establishes the following objectives:

- **O4.1.** Reaffirming EMASESA's long-term economic and financial sustainability.
- **O4.2.** Safeguarding the company's short-term stability and liquidity.
- **O4.3.** Strengthening our social approach and redistributive equity.

Regarding objective O4.1, we work continuously to **obtain new funds** that allow us to adequately plan and execute our investment and digital transformation strategies. With these investments, we seek to have a positive impact for the benefit of the citizens of Seville and the eleven

municipalities in the metropolitan area where we operate.

In this regard, we have signed **two agreements** with the aim of adapting Seville's waste disposal to the new regulations. One agreement was with the Regional Government of Andalusia for concentrating the San Jerónimo and Tablada discharges in Copero in addition to adapting Copero for more advanced treatment. The other agreement was with the Guadalquivir Hydrographic Confederation (GHC) for the installation of six sections of collectors and a new pumping station (Tamarguillo RPS).



The MITLOP, Cartuja Qanat, and Life WaterCool projects are examples of how we seek new funding channels to improve our services in the long term and thus benefit our users, significantly improving the company's competitive position with regard to European institutions.

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Objective O4.2, on the other hand, is related to guaranteeing the **proper use of everyone's resources**, particularly in situations of strain on public finances. For this reason, we continuously optimise our costs, highlighting our plan formulation based on scientific criteria for ensuring efficient investments.

Within the framework of objective O4.3, we consider access to water as a human right. Therefore, we attempt to respond to the **basic needs of citizens**, including particularly sensitive economic and social crisis situations.

For that purpose, we have maintained our updated **reduced rate** since 2020 with the goal of consolidating a minimum vital supply through subsidies of up to 100% of the cost. We also guarantee that there will be no interruptions in service for people in social emergency situations.

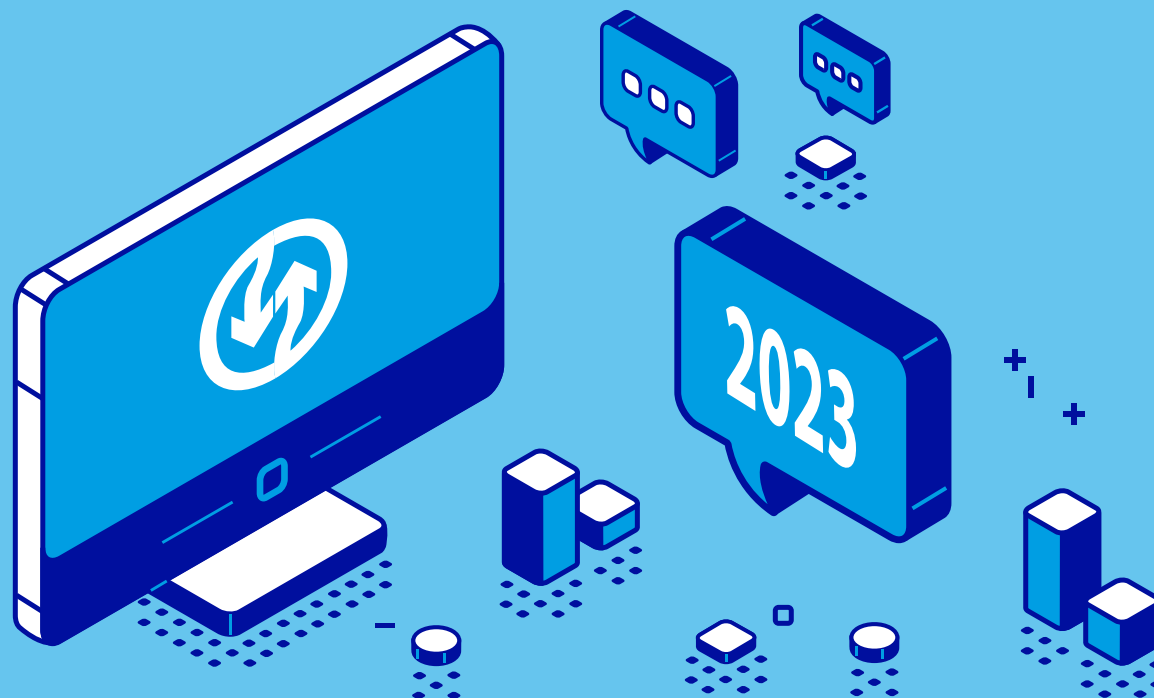


In 2022, **9,465 households** benefited from our rate model, through a subsidy of more than 828,000 euros that has managed to cover a total of 29,635 bills.

06

OUTLOOK 2023

We continue working to anticipate future challenges in order to be prepared to continue offering our service with the best possible quality.



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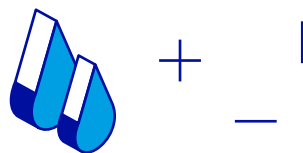
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The EMASESA 2030 Plan has meant a paradigm shift in the company's day-to-day management after two years of implementation. In 2023, we must continue to work hard to integrate this **new model of collaborative, comprehensive, and collective work** into our business culture, allowing it to transcend the manner in which we perform the essential service we provide to the public.

Between all of us, managers and employees, administrations, and civil society, in 2023, we have to **face challenges** as critical as the worsening of the drought situation, the social and organisational challenges that come with digital transformation, and the role of urban sustainability in the fight against the climate emergency. All of these have a major impact on our company's activity.



At EMASESA, we contribute to the progress of society and the conservation of the natural environment through water.

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Our sustainability ambitions for 2023 (I)

1



Strengthen our actions in the face of drought

We will continue to work together with Water Observatory advisory boards to address the current drought situation, taking measures that allow us to anticipate its impact on our resources and services, seeking efficiency both from EMASESA and from all our stakeholders, especially the public.

2



Advancing towards the decarbonisation of our activity

We will continue to develop initiatives that allow us to reduce our carbon footprint, focusing on categories with greater magnitude in order to achieve more significant results.

3



Continuing to make progress in digitalisation

We will work to implement the latest technologies and achieve a comprehensive Digital Transformation in order to improve the quality of our service and to create a positive impact on the environment.

4



Continuing to promote water culture

We will move forward in developing a water culture in our community, improving knowledge among citizens through education and public awareness, as well as by promoting best practices.

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Our sustainability ambitions for 2023 (II)

5



Enhancing and improving our service to users, in addition to increasing our commitment to Social Responsibility

We will continue to work to provide all users with the service they need, while also making progress in the development of initiatives that promote the well-being of the population and contribute to the advancement of our society.

6



Adapting and anticipating various possible scenarios related to drought

Conducting extensive monitoring on the status of the volume of water in reservoirs and available water, where a continual decrease in volume has been recorded in recent years and this trend is expected to continue. We are therefore working to be able to continue guaranteeing essential water service for our society.


7



Digitalisation to address periods of drought

The PERTE (Strategic Project for Economic Recovery and Transformation) call for water digitalisation promoted by the Ministry for Ecological Transition and the Demographic Challenge through European Next Generation funds will serve as a catalyst for the implementation of our project, allowing us to advance in the digital transformation in the management of the comprehensive water cycle.

Working together, we
will be able to make
additional progress
towards sustainability
and ensure our service.



We continue to address the challenges of our society through sustainability and collaboration to ensure an essential resource and contribute to the well-being of the population: **EMASESA**, taking care of your water, belonging to everyone and for everyone.

