

AdP by US

Making a difference in the lives of people

SUSTAINABILITY REPORT 2021



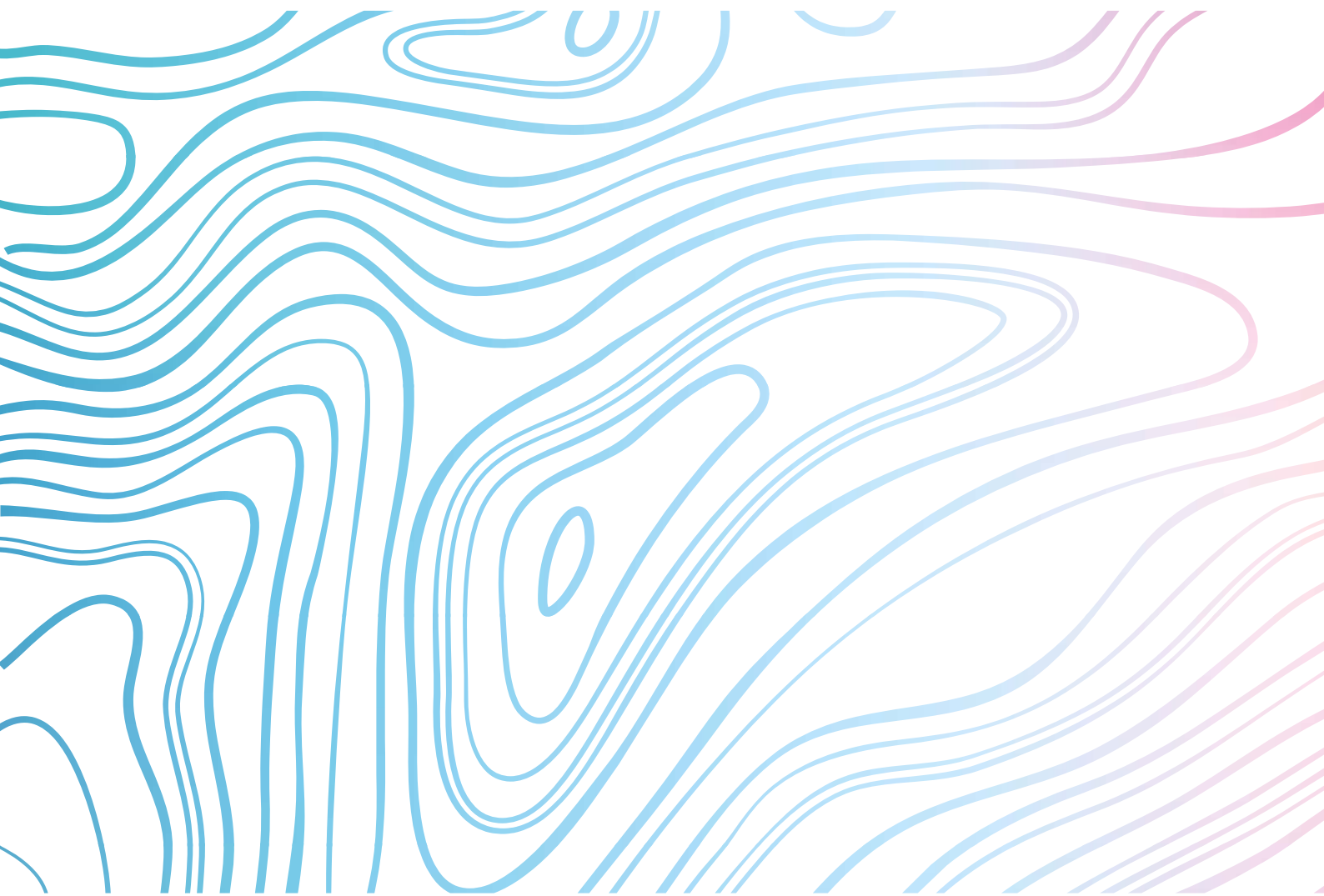


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**3. MAKING THE
DIFFERENCE IN
THE LIVES OF
PEOPLE
OUR
PERFORMANCE**





We manage the urban water cycle in balance with the cycles of nature.



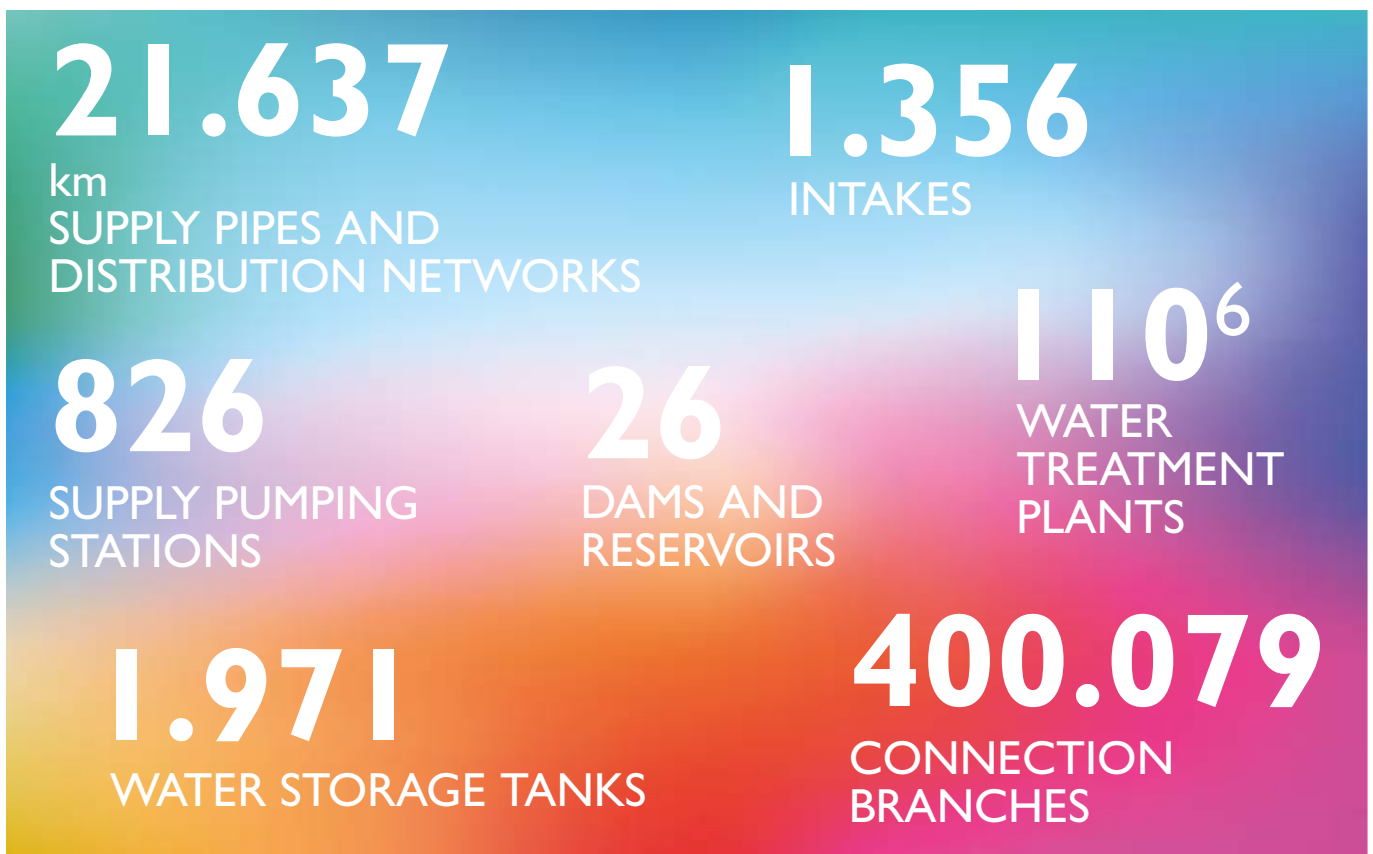
Water provides the fundamental link between societies and the environment.

The supply of water in sufficient quantity and quality is essential to public health and to the wellbeing of populations.

The Águas de Portugal Group contributes through operating and maintaining water treatment and supply systems as well as the rehabilitation and construction of infrastructures so that such a simple act as turning on the tap and getting quality water at whatever the time has become a reality that society can no longer imagine doing without.

We take on the dual responsibility for the continuous supply of drinking water to populations and extracting only the essential water flows (minimising waste), thus preserving and valuing bodies of water as a natural resource.

TREATMENT AND SUPPLY OF WATER⁵



The AdP Group contributes significantly to the position Portugal holds in the rankings of countries that best respect the right to water.

⁵ Does not include AdSA infrastructures for the production of industrial water.

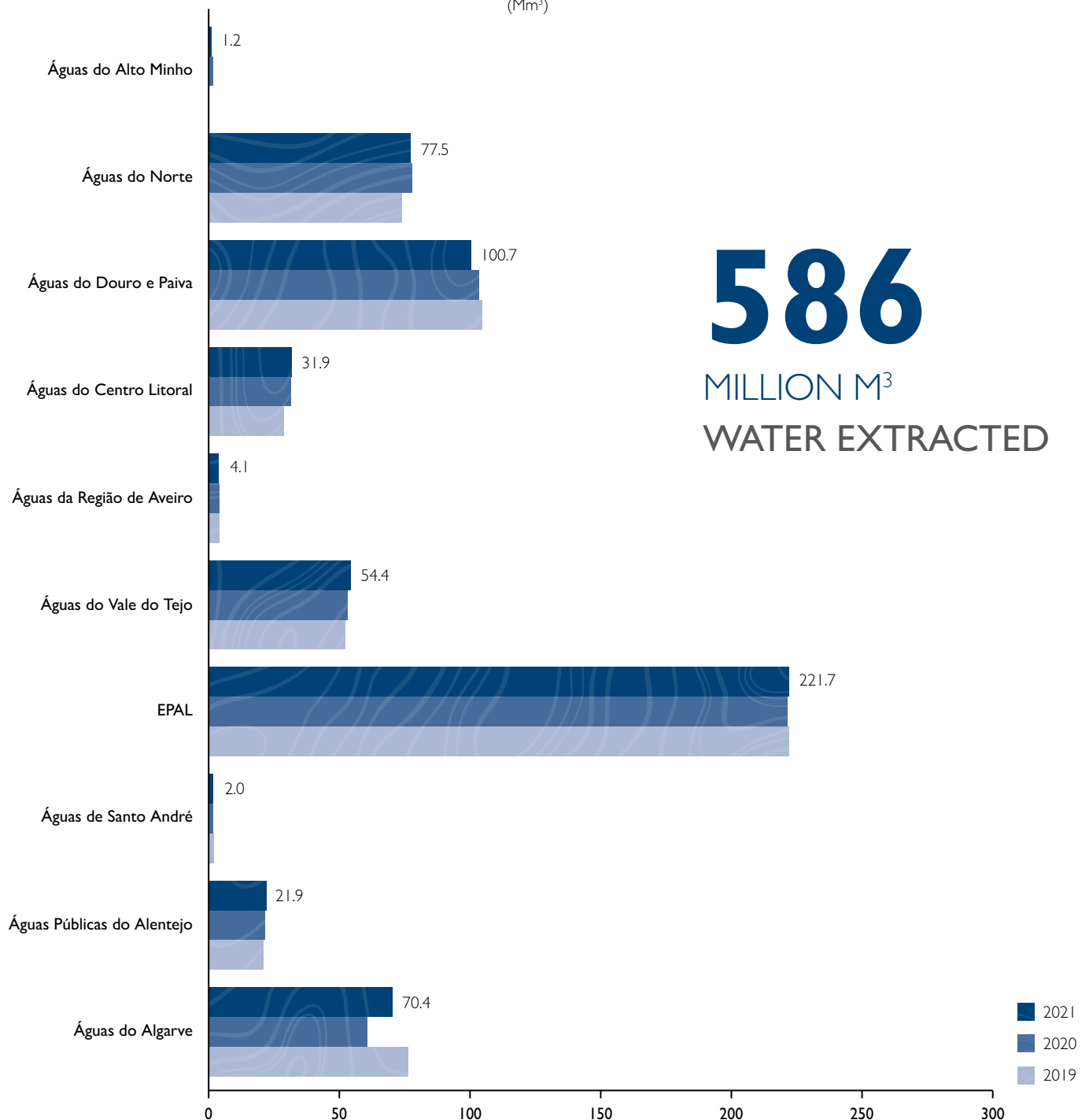
⁶ There are another 459 treatment installations. The total number of water treatment plants is lower than 2020 following the taking out of operation of two plants and with a third classified under the item of "Other treatment installations".

The path to the sustainable development of water resources increasingly involves extracting only the quantities necessary, recourse to surface capture points and cutting real water losses. The daily management of water capture takes place to avoid reducing the water availability in the surface and subterranean reserves and to guarantee the maintenance of minimum flow levels to thereby safeguard the ecosystems depending upon them.

In 2021, 586⁷ million m³ of water was abstracted, which reflects an increase of 1.47% on 2020, for the supply of 214 municipalities.

⁷ Water obtained by AdP Group company catchment or by companies under its management. Águas de Santo André in 2021, abstracted 23 million m³ from the River Sado to feed the Morgavel reservoir (an amount not included in the graph as this does not result in water for human consumption), from which 18.45 million m³ was sourced for the production of industrial water.

Water extracted for supply
(Mm³)



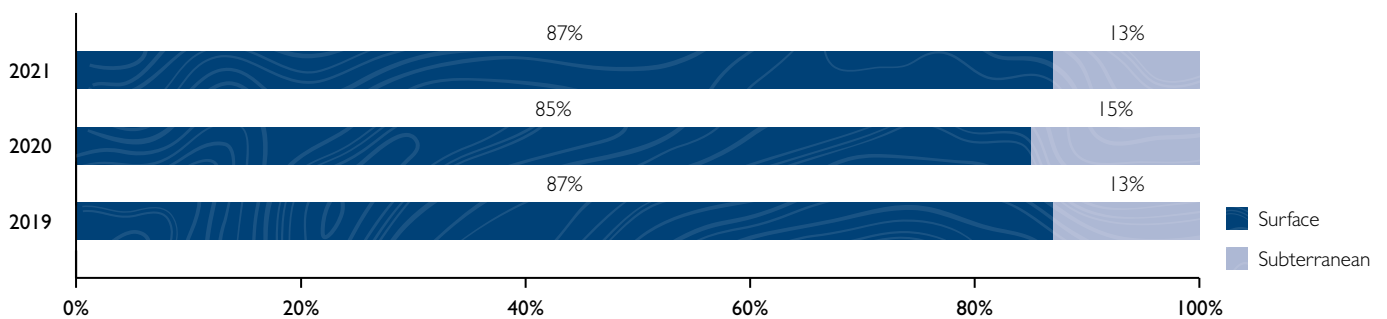
586
MILLION M³
WATER EXTRACTED

Through its sustainable management of water resources, the AdP Group generates a positive long term impact on current society and on the generations to come.

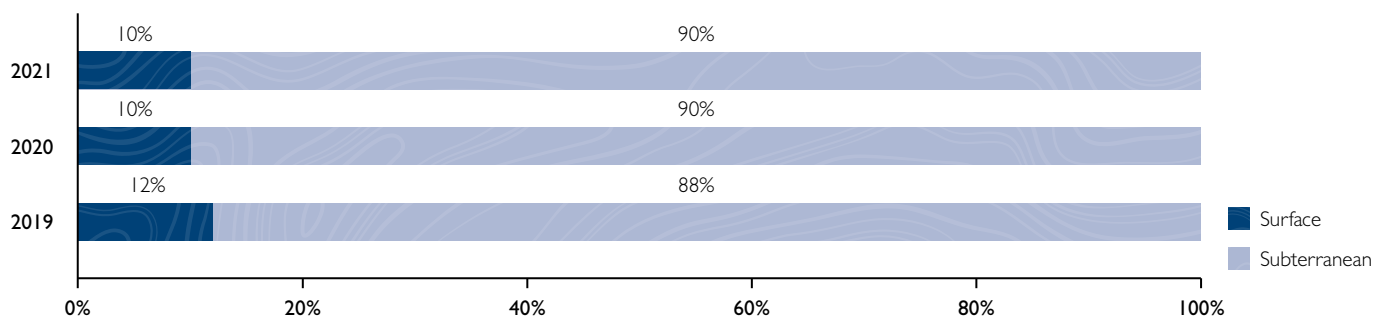
Respect for the limitations set by the licences issued by the competent authorities guarantees the sustainable utilisation of resources. Currently, 92% of the water was abstracted under licence (with the remainder under the process of licencing). In 2021, 48% of the maximum volumes defined by the licences was abstracted.

In 2021, the number of surface abstraction points (133) accounted for 87% of the total volume abstracted, a higher level than 2020. The number of subterranean abstraction points declined from 1 227 to 1 223. The greater surface abstraction capacity existing at Group companies enables the preferential usage of this water source to the detriment of subterranean catchment and thereby guaranteeing high levels of replacement and safeguarding subterranean aquifers to better conserve the water resources. In 2021, the volume of water obtained via surface abstraction stood at 510 Mm³ and against 75.6 Mm³ from subterranean sources.

Water sources - volumes
(%)



Water sources - abstraction
(%)



Another fundamental aspect for the conservation of water bodies is to minimise inefficiencies. In addition to the economic facet of this question, the reduction of real water losses is a matter of environmental concern. The AdP Group is duly attentive and has been investing continually to this end, especially targeting the real losses in the transport and distribution of water. In 2021, we may correspondingly report that the real losses in the bulk systems did not experience any major variation, rising from 3.7% to 3.9%. In the retail distribution systems, the real losses advanced from 12.3% to 12.9%.

The reduction in leaks through preventive maintenance and the renovation of networks, the existence of specialist teams for such purpose associated with the technological investment has contributed efficiently to improving the AdP Group results in water resource management.

**THE RELIABILITY
AND RESILIENCE
OF OUR WATER
SYSTEMS ENSURE THE
CONTINUITY AND
QUALITY OF SUPPLY.**



**MEASURES ADOPTED
TO COMBAT LOSSES:**

- Continuously monitoring the flow and pressure (by remote inspection);
- Carrying out load tests on the pipes and storage tanks;
- On site periodic inspection routines (e.g.: areas with pipes, storage facilities);
- Verification and ascertaining the flow levels;
- Renovating storage facilities and replacing pipes at the end of their working life spans;
- Undertaking monthly water balance reports;
- Specialist teams;
- Investment in technology.



Portugal with 372
beaches awarded
the Blue Flag
in 2021



In the basic sanitation sector, we perform a fundamental role in protecting both the environment and public health through contributing daily with services of excellence. The conservation and valuation of bodies of water intrinsically interconnects with the operation of sanitation systems and conveying the company commitment towards people, public health and the environment.

The effective collection, treatment and discharge of wastewaters safeguards the quality of the receptor environments and their respective ecosystems. Compliance with the limits defined in the licences issued by the competent authorities enable the sustainable utilisation of resources for their own respective purposes. Improving the quality of bodies of water as a result of the impacts of AdP Group activities enables the national economy. For example, we may point to the consequences of depolluting beaches and watercourses for the tourism activities ongoing in Portugal.

TREATMENT AND TRANSPORT OF WASTEWATERS

11 622¹⁰
km
SEWERS

227 659
CONNECTION BRANCHES

2 408⁹
SANITATION PUMPING
STATIONS

1 029⁸
WASTEWATER TREATMENT
PLANTS

19
SUBMARINE
WASTEWATER EMITTERS

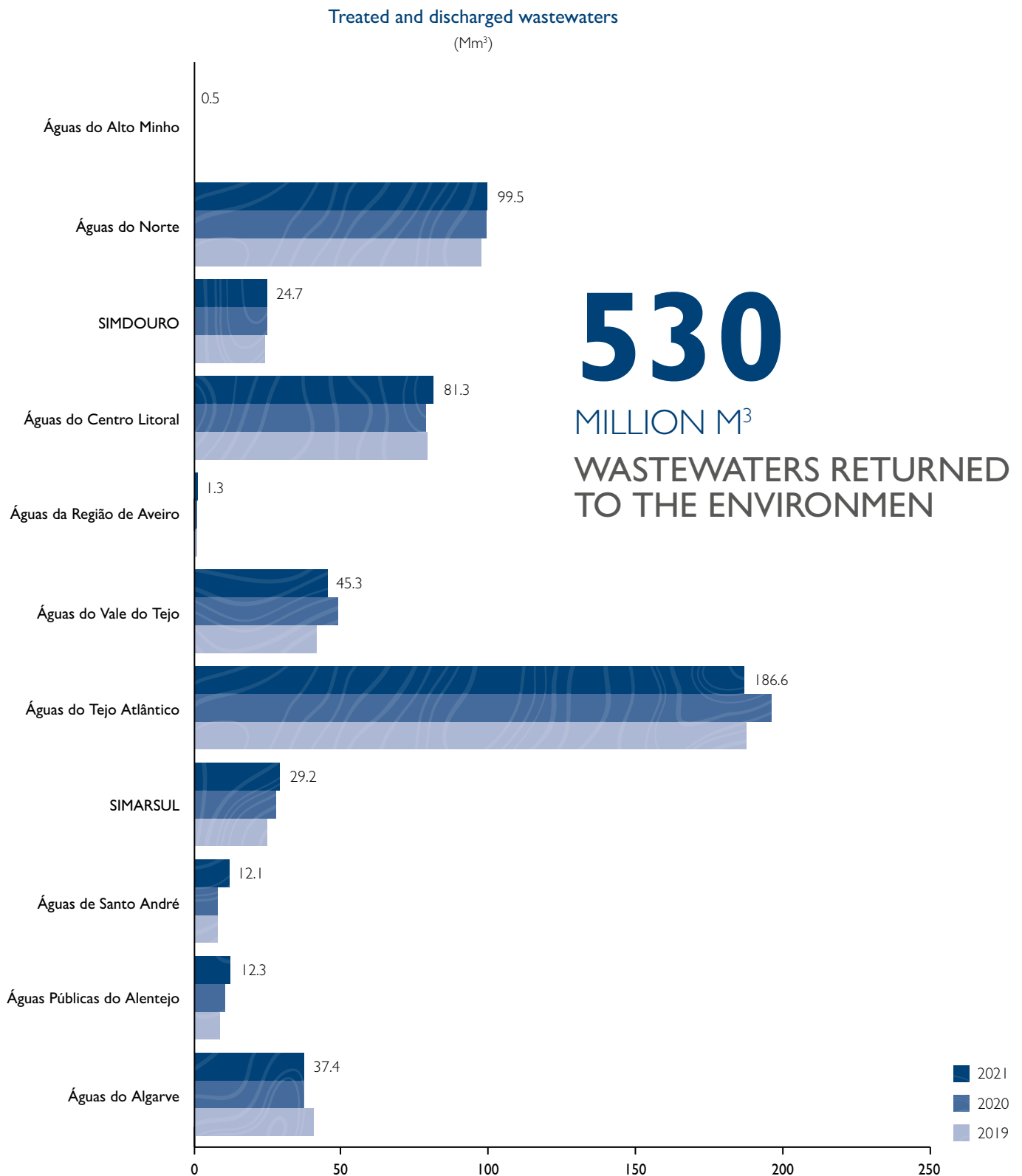
90%
REPLACEMENT OF WATER INTO THE
ENVIRONMENT IN RELATION TO THE
VOLUME OF WATER ABSTRACTED

⁸ This does not consider the septic tanks in the total number of treatment plants. The year-on-year rise in their number took place primarily due to the reclassification by AdVT of collective septic tanks as a wastewater treatment plant in accordance with instructions from the regulator, ERSAR.

⁹ The annualised increase in the number of Lifting Stations stems from the completion of construction work and the entry into operation of facilities in the majority at AdRA and AdTA.

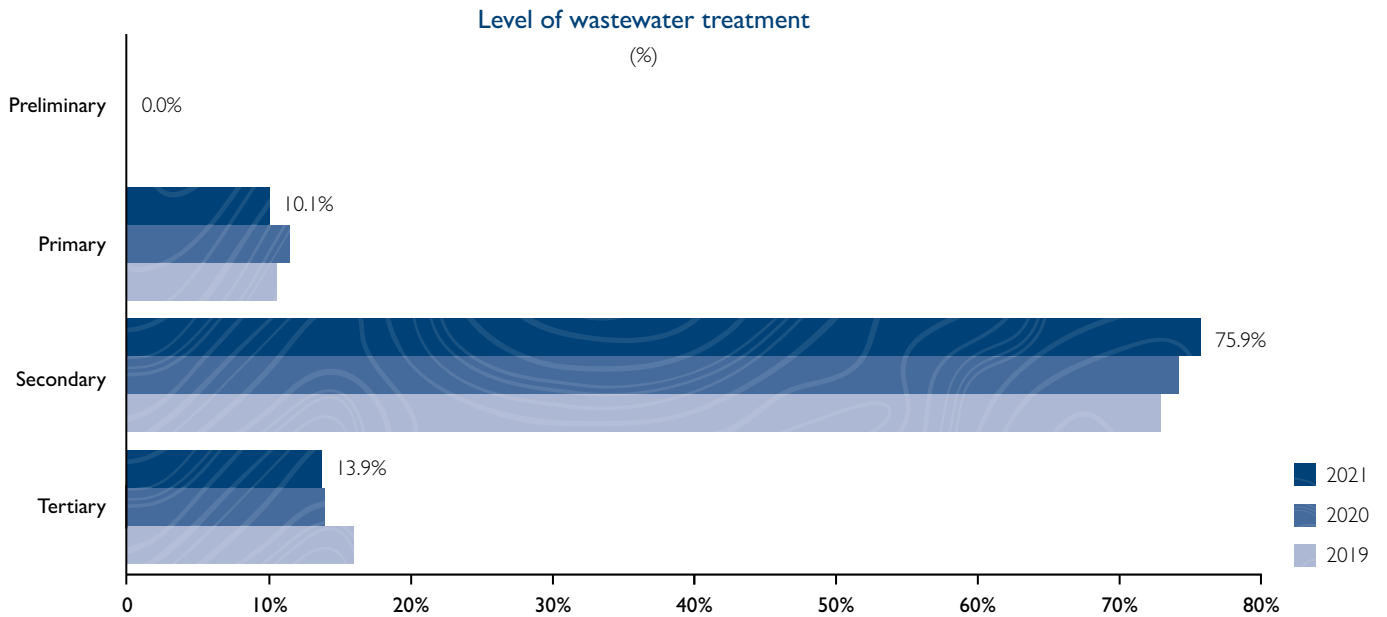
¹⁰ The reduction in the total as regards 2020 results from a deviation in the total reported by AdN that year.

In 2021, 217 municipalities received sanitation services from the AdP Group. The volume of wastewaters treated and returned to the environment totalled 530 million m³, down 2 million m³ on 2020. AdP Group companies with retail sanitation services collected 48 million m³ of wastewaters in 2021, with the majority of these flows delivered to bulk companies for treatment and discharge.

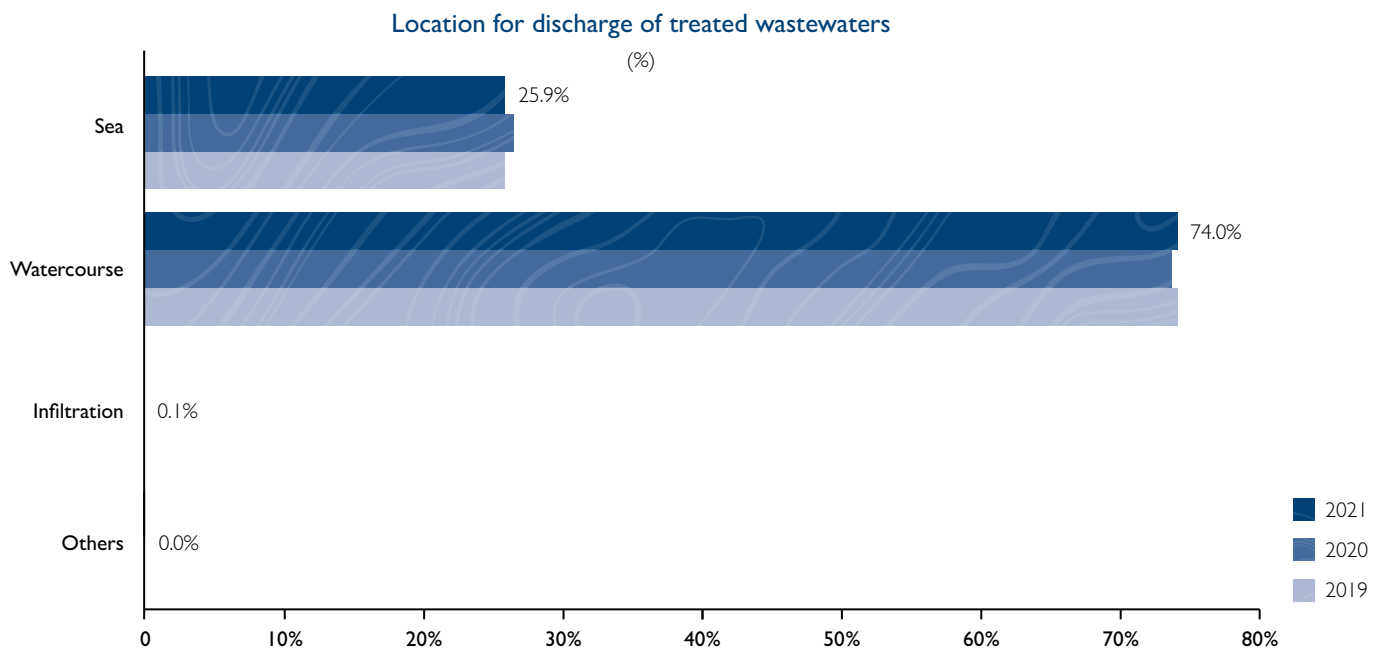


The return of treated wastewaters into watercourses contributes decisively to the maintenance and safeguarding of the riverside ecosystems, especially in zones subject to long dry seasons.

The high quality levels required by diverse uses in the receptive environments needs different types of wastewater treatment. The predominant treatment ongoing at AdP Group installations is secondary. In particular situations, defined in the discharge licences, wastewaters are additionally subject to tertiary treatment for the removal of nutrients, particularly nitrogen and phosphorus.



Watercourses are the preferred sites for the discharge of treated wastewaters (74% of effluents) given their proximity to treatment installations followed by rejection through underwater emitter into the sea (26%).



The environmental management systems provide an important contribution to the appropriate management and valuation of the resources, enabling the minimisation of risks and the elimination of wastes, bringing added value to the Group and to the societies we operate in. 88% of AdP Group companies are certified by the ISO 14001 norm. The extent of certification, 14 of 16 companies with certification, reflects throughout the core business and all the infrastructures. The remaining two companies have obtained partial certification with the target of obtaining the certification of all companies almost reached across every facet.



ENVIRONMENTAL PROTECTION

7th Principle

Companies should support preventive approaches to the environmental challenges.

Criterion 9: Existence of robust commitments, strategies and policies for environmental management.

Criterion 10: Management systems effectively integrate environmental principles.

Criterion 11: Effective monitoring and evaluation of environmental management mechanisms.

in "Progress Information on the United Nations Global Pact"

WE SUPPORT



NEGATIVE IMPACTS

- Large volumes of water abstracted
- Consumption of energy (electricity and fuels)
- Emissions
- Production of waste
- Impacts on biodiversity
- Alterations to the discharge environments
- Impacts on the local population (construction works, operating infrastructures)

POSITIVE IMPACTS

- Preservation of natural resources
- Preservation of ecosystems
- Promotion of alternative sources of energy
- Protection of public health
- Promotion of the economy (creating wealth), at the regional and national levels
- Posts of employment (direct and indirect)
- Tourism (raising the standards of watercourses and soils)
- Environmental education







THE PATHWAY TO OUR AMBITIONS

WORK WITH PURPOSE

TAKING ACTION FOR THE CLIMATE

ACCELERATING THE CIRCULAR ECONOMY OF WATER

ENHANCING THE VALUE OF TERRITORIES

INNOVATING TO IMPACT

ENSURING WATER AND SANITATION ACROSS BORDERS

EDUCATING FOR SUSTAINABILITY

3.1 WORK WITH PURPOSE



3.1 WORK WITH PURPOSE

To value the relationship with employees, encouraging their professional and personal evolution



3 589

TOTAL NUMBER OF EMPLOYEES

47¹¹

SENIOR MANAGEMENT POSITIONS

Within the framework of its corporate human resource management policy, the AdP Group assumes the commitment to actively foster the continuous development and valuation of all employees and thereby contributing to their involvement and commitment to the mission they are attributed. The main challenges that we face are motivation and satisfaction, the qualification and valuation of work, equal opportunities and the guarantee of working conditions with a major focus on workplace health and safety.

The AdP Group, which currently has 3 589 employees¹², 3 501 in active employment, has greatly contributed to boosting employment and local economies, strongly assisting in combating the desertification of the inland regions of Portugal. In 2021, 213 members of staff joined AdP Group companies with 127 departing.

In 2018, the AdP Group signed the Collective Working Agreement, applicable to all employees who were not hitherto covered by any collective regulatory agreement. The Collective Working Agreement constitutes an important instrument for the normalisation of labour relations, the sustainable development of companies and the valuation of employees. In 2021, the AdP Group launched the work of the parity commission under the auspices of the Collective Working Agreement, seeking to clarify any questions that may exist about the terms for interpreting the respective clauses.

¹¹ Positions held on the company bodies. In absolute terms, there are 38.

¹² Refers to the total of employees as at 31 December 2021, including employees with suspended contracts. Throughout the chapter "Work With Purpose" the ratios presented relate to the active number of employees.

WE SUPPORT



HUMAN RIGHTS

1st Principle

Companies should support and respect the protection of the internationally recognised human rights.

2nd Principle

Companies should guarantee their non-participation in violations of human rights.

Criterion 3: Existence of robust commitments, strategies and policies for human rights.

Criterion 4: The AdP Group management effectively integrates the principles of human rights.

Criterion 5: Effective monitoring and evaluation of the management mechanisms for human rights.

in "Progress Information on the United Nations Global Pact"



AdP GROUP COMPANIES ARE DRIVERS OF LOCAL EMPLOYMENT.

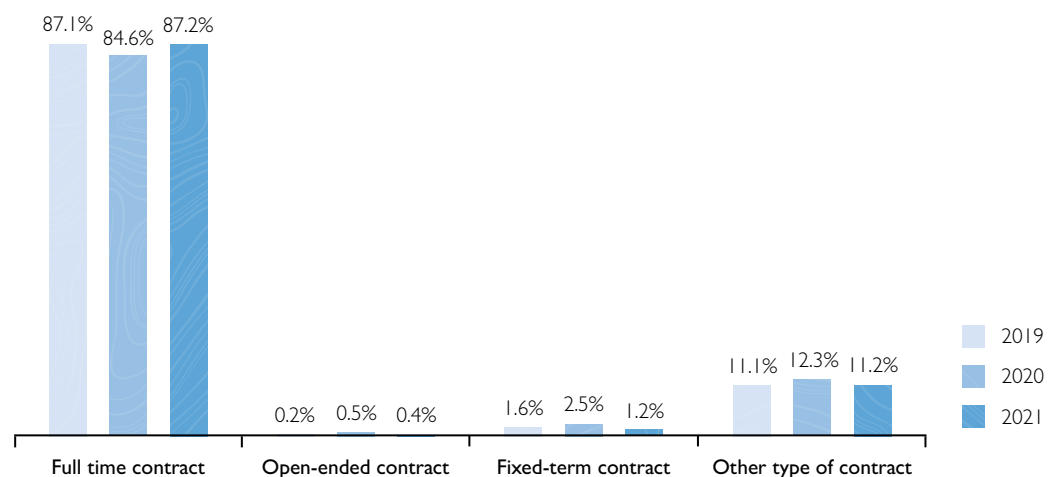
Total number of employees per company	2020	2021
AdAM	149	154
AdNorte	589	588
AdDP	140	138
SIMDOURO	80	78
AdCL	218	234
AdRA	273	272
EPAL+AdVT	998	1 019
AdTA	370	383
SIMARSUL	98	96
AdSA	59	57
AgdA	123	145
AdA	163	177
Holding and Instrumental Companies ¹³	151	160
Total	3 411	3 501

CHARACTERISTICS OF AdP GROUP HUMAN RESOURCES

The Group Human Resource policy rests on the pillars of trust, integrity, responsibility and respect for employees and prioritising stable and lasting working relationships reflected in the fact 87% of contracts are open-ended. Workers under an occasional loan regime between Group companies, or loaned in the public interest to other state organisms, are represented in the graph as “other type of contract” and are contractually bound to their companies of origin.

Employees by type of working contract

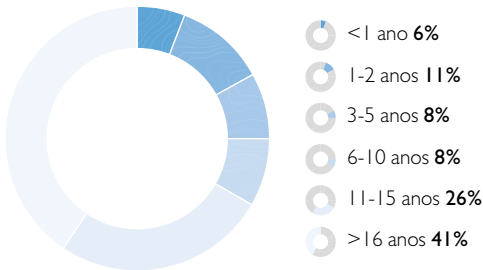
(%)



¹³ Includes the offices and subsidiaries of AdP Internacional

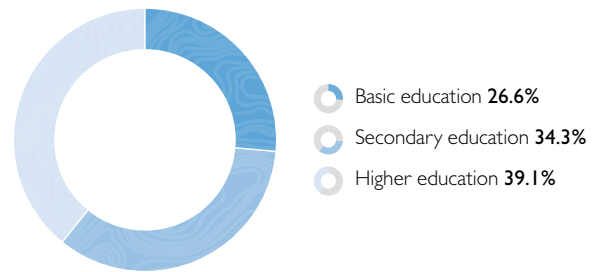
Around 8% of Group employees have a length of service record of between 6 and 10 years while 41% have been with the Group for over 16 years. The average length of Group service stands at 13 years.

Length of service (%)

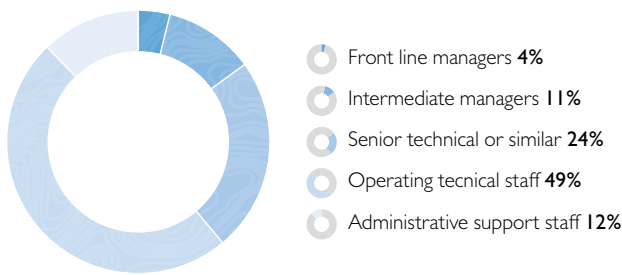


39%
GROUP EMPLOYEES WITH HIGHER EDUCATION DEGREES

Education Levels (%)



Employees by segment (%)



A significant proportion of Group employees are operating technicians.

EQUALITY OF OPPORTUNITY AND FOSTERING A BALANCE BETWEEN PERSONAL AND PROFESSIONAL LIVES

<p>45% SENIOR TECHNICAL SPECIALISTS AGED BETWEEN 36 AND 45</p>	<p>29% FRONTLINE MANAGERS AGED BETWEEN 36 AND 45</p>	<p>57% WOMEN SENIOR TECHNICIANS OR EQUIVALENT</p>
<p>100% RETURN FOLLOWING PARENTAL LEAVE</p>	<p>21 EMPLOYEES NATIONAL MINORITY</p>	<p>19¹⁴ WOMEN DIRECTORS</p>

¹⁴ Executive positions held by women

INVESTING IN THE DEVELOPMENT OF OUR PEOPLE

Professional and Personal Valuation and Development

The AdP Group Human Resource Strategy is leveraged on compliance with the objectives of excellence in our core business through the individual contributions of our members of staff. Efforts are deployed within the scope of fostering their motivation and the development of their competences. One of the AdP values is the contribution of employees through the acquisition of competences and life long learning. Members of staff are correspondingly encouraged to participate in Post-Graduate, Master's and Doctoral Degree programs in fields directly related with their activities and that unquestionably contribute to raising their intellectual capital. The participation in Professional Class Associations that contribute to professional recognition or that align with the objectives of the company is also encouraged and supported.

Performance Management

The Performance Evaluation Process contains the objective of managing and developing the individual contributions so as to guarantee the alignment of performance with the company strategy and objectives as well as enabling continuous improvement. The Performance Evaluation System foresees that this evaluation does not represent an isolated act but rather forms part of a permanent and continuous process that integrates the alignment of expectations, the definition of the targets and objectives to be obtained, the identification of the opportunities for the improvement and development of workers. Over the course of 2021, we evaluated all members of staff and embarked on a process of profound reflection and revision of the current system, with a new model having already been designed with implementation ongoing throughout 2022, which shall enable the perception of performance from the view of the true individual potential, strengthening as best we can the maxim that our people and their development are our core focus.

Continuous Training

Encapsulating the culture of continuous improvement, we understand that it is fundamental to empower our human resources with the competences necessary to enable them to achieve all their potential, thus contributing towards the success of AdP. Hence, the training of staff represents a core priority for Human Resource management policies for the professional and personal growth of our teams.

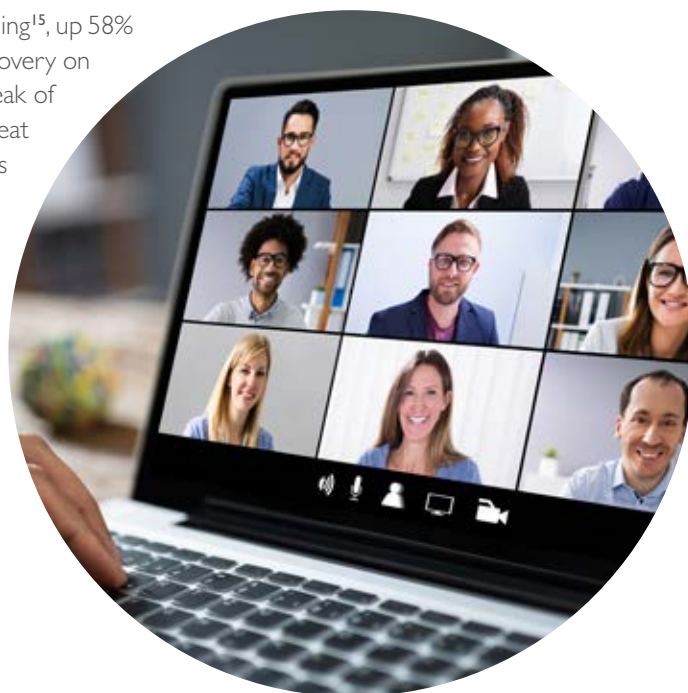
The training planning, management and evaluation processes seek to respond to the training needs identified and guarantee the quality, effectiveness and appropriateness of the programs. There are also dynamic training programs with a transversal and strategic focus in order to promote organisational development as well as strengthening and consolidating the values of sharing and aligned and joint working and development.

In 2021, we implemented our internal webinars model, held every fortnight, designated AdP T@lks, which were produced in a digital format and open to all AdP Group members of staff. With the objective of inspiring and promoting new ways of thinking and being, this led to 22 sessions over the course of 2021, with internal and external guest speakers, who brought their reflections, openness to the world and new perspectives.

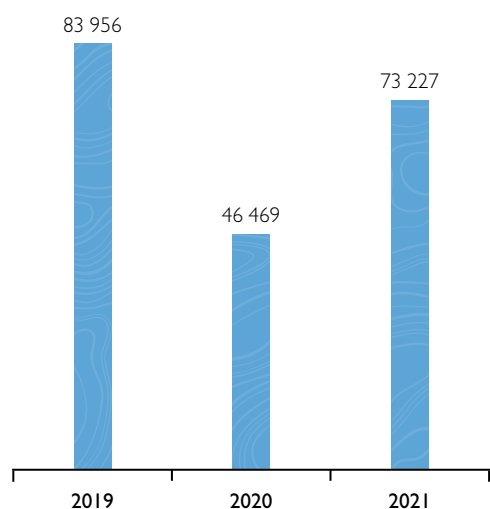
We invest in the policies and practices for human resource management that foster the acquisition of the competences necessary to achieve our strategic objectives and the personal and professional development of our employees.



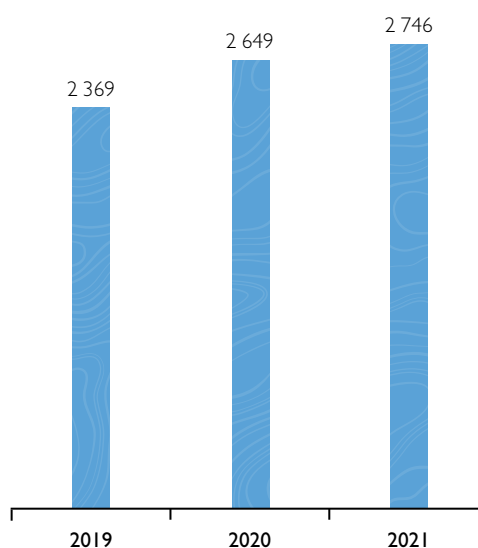
In 2021, Group employees received around 73,000 hours of training¹⁵, up 58% on 2020. This rise in the number of training hours reflects a recovery on the low levels registered in 2020, a year impacted by the outbreak of the pandemic. This recovery was only possible courtesy of the great capacity for adaptation shown by the participants, training entities and trainees, who easily incorporated the staging of training initiatives in a digital format in substitution of the traditional in-person sessions. The number of trainees has been rising consistently, especially through the digital format training initiatives made available to all employees.



Number of training hours

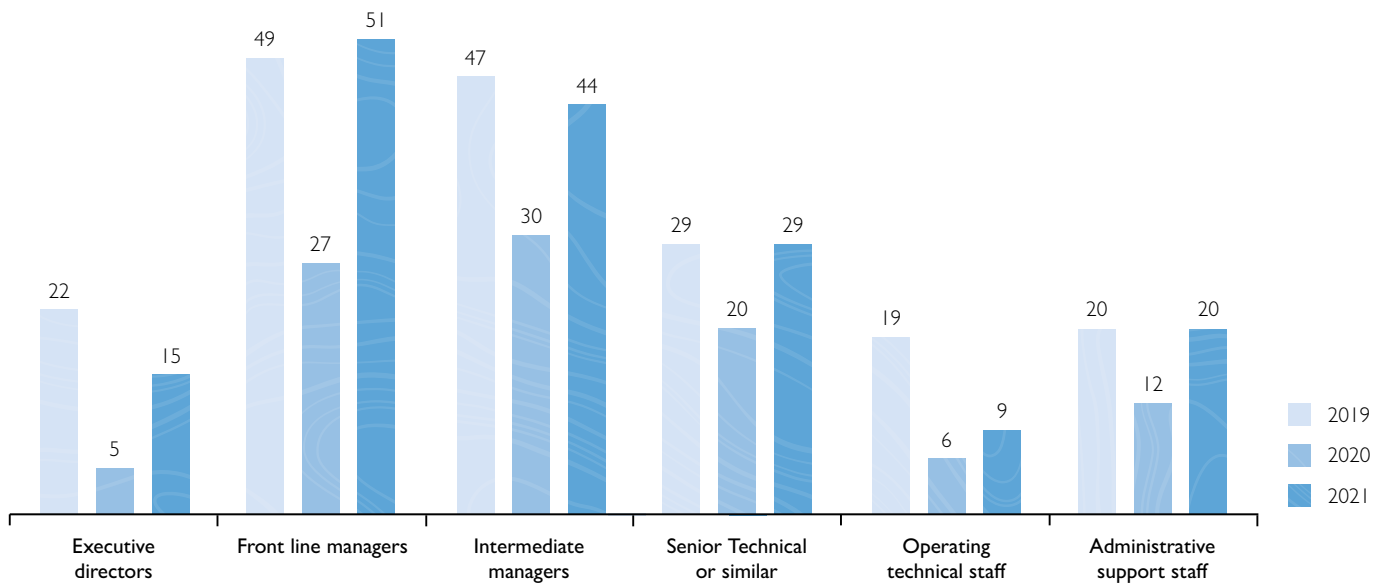


Trainees



¹⁵ Includes 1 472 hours of training taken by employees with their contracts suspended as at 31 December and who departed in the year under analysis. This does not include directors.

Average number of annual hours of training for staff and executive directors by segment



ACADEMY OF ÁGUAS LIVRES (AAL) - EPAL

The Academy of Águas Livres (AAL) holds the objective of overcoming the shortcomings in training supply for the technical and operational specialists in the water and environment sector at the national level. Hence, in addition to Group employees, AAL also takes in external trainees who recognise the excellence of its services.



HIGHLIGHT: AWARE LEADERSHIP

The Aware Leadership Program was set up with the mission to foster the vitality, passion, purpose and cohesion of the AdP Group leadership across its organisations and their surroundings, making teams more committed, working harder and better, with better results, better team spirit and greater motivation and personal realisation. Over the course of 2021, there were eight training groups, made up of senior management (directors, senior and frontline managers). We thus took our first steps along a path in which we believe and recognise ourselves – leadership by example.

In 2021, we may highlight the certification of AdDP and SIMDOURO in the wake of the holding company AdP SGPS, AdP Valor, AdP Energias and AdP Internacional under the Portuguese Norm 4552:2016 – a management system for work life balance.

The AdP Group has implemented a systematic policy for Gender Equality. In addition to the specific policy, there is a set of human resource policies striving to ensure non-discriminatory practices, the specific Code of Ethics and Conduct and the certification under the norms for Social Responsibility SA 8000 and for work life balance apply this theme. In 2021, eight of the 17 Group companies are certified according to the Portuguese Norm 4552:2016.



The AdP Group is also among the eight Portuguese flagship corporations leading the objective to obtain 40% of women in decision-making positions by 2030, having in 2021 subscribed to the National Target for Gender Equality, an act that reiterates the objective of promoting gender equality in treatment, opportunities and the balanced participation of men and women in professional activities.

GENDER EQUALITY POLICY

Equality between women and men means equal opportunities for their participation in every sphere of public and private life. This is consecrated in the Constitution of the Portuguese Republic, in article 13, and establishes a fundamental principle in European law under the auspices of article 2 of the European Community Treaty.

In terms of the workplace, this principle reflects in:

- Equality of opportunities in the access to labour, employment, professional training and career progression;
- Balanced participation of men and women in professional and family life, especially as regards the need for leave of absence on the occasion of maternity and/or paternity and to provide care for dependents.

Gender equality and reconciliation policies for professional and family obligations are not only a factor of development that enable progression and fostering the better deployment of human resources but are also a necessary component for the evolution of societies..

The Águas de Portugal Group, recognising the importance and added values from the balanced participation of the genders in professional activities as well as in family life, with this policy, aims to make an active contribution towards implementing best practices in promoting equality in society.



The principles underlying the key for Gender Equality Policy guidelines are the following:

I. Strategy, Mission and Values – this requires assuming the transversal nature of the Equality Principle through its inclusion in the company strategy and activity plans and materially expressed in the definition, in terms of human resource policies, measures and concrete targets to be achieved as regards equality between male and female workers.

II. Equality of Treatment and Opportunit – this requires implementing human resource policies and practices that guarantee equality of opportunities across every facet of labour relations, especially as regards recruitment and selection, performance evaluation, remunerations, contract management and career progression. This should release information relating to the rights and duties of male and female employees in the field of equality, non-discrimination, maternity and paternity.

III. Work life balance – this provides for the implementation of the flexible organisational working policies and practices that foster a balance between the professional, family and personal lives of male and female members of staff. This should pay particular attention to whoever experiences particular family situations, such as single parent households, staff with children facing disability issues or with chronic diseases, employees with grandchildren born to young parents, among other cases..

IV. Prevention of workplace harassment - This involves implementing policies and practices that guarantee the prevention and combat of workplace harassment, especially the prevention of practices offensive to the physical or moral integrity, freedom, honour or dignity of any employee.

V. Social Dialogue and Participation – Male and female employees should be called on to participate in the definition, implementation and evaluation of measures regarding gender equality, work life balance and the protection of maternity and paternity. This participation adds value to the companies in terms of their capacities for integration and motivation of their staff whatever their gender.

VI. Initial and Continuous Training – This needs to provide broad knowledge on the themes interrelated with equality, non-discrimination and balancing personal, family and professional lives through training actions and/or awareness programs, including the welcoming of new staff, guaranteeing equal access to information for all members of staff.

VII. Communications and Image – This should deploy language (written, unwritten and images) neutral, inclusive and non-discriminatory into internal and external communications processes. This should not make recourse to terminology and/or grammatical structures that cause differentiated impacts on men and women.

OTHER INSTRUMENTS FOR EQUALITY BETWEEN WOMEN AND MEN

In addition to the aforementioned specific policy, the existence of a set of human resource policies, non-discriminatory, the respective Code of Ethics and Conduct, the Collective Working Agreement, the certification under the norm for Social Responsibility SA 8000 and Work Life Balance 4552:2016 substantiate this theme. The Group Human Resource Policy guarantees respect for diversity and equality of opportunities, thereby boosting the corporate culture and social cohesion.

In order to solidify its positioning, in 2017, Águas de Portugal formally signed up to the iGen - Business Forum for Equality, strengthening the commitment to promote gender equality and improve the level of sustainability of organisational justice and the satisfaction of company employees. Through this participation, Águas de Portugal committed to developing actions capable of fostering gender equality, assuming commitments to improve on the dimensions incorporating the principles of equality and non-discrimination between males and females in their jobs and the workplace and as well as reconciling professional, personal and family lives and protecting parenthood.

Águas de Portugal is a flagship organisation for the Reconciliation Pact alongside eight companies, which highlights AdP SGPS, certifying the norm 4552: 2016 – management system for work life balances.





GENDER EQUALITY PLAN

Incorporating the principles declared in the Gender Equality Policy, the AdP SGPS Plan seeks to implement a set of measures aiming at obtaining effective equality in treatment and opportunities between men and women, eliminating discrimination and enabling the work life balance.

The Gender Equality Plan is structured into seven aggregating dimensions:

- Strategy, Mission and Values;
- Equality of Treatment and Opportunity;
- Work life balance;
- Prevention of workplace harassment;
- Social Dialogue and Participation;
- Initial and Continuous Training;
- Communications and Image.

Furthermore, the Sustainability Commitment of the AdP Group for 2022-2025 takes on the objectives of “Guarantee equal opportunities and promote diversity and inclusion” and “Promote a balance between work, family and personal life” and setting out four targets to be applied in every Group company:

- Design a program to promote diversity and inclusion across the Group
- Guarantee compliance with the annual Gender Equality Plan
- Ensure 40% of women in decision-making roles by 2030
- Raise the awareness of all Group members of staff about diversity and inclusion

Their implementation takes place through, among other measures, the Gender Equality Plans.

As the main initiatives in 2021 that strived to comply with the Gender Equality Plan, we would highlight here:

- Nomination of the Ethics Committee and a new Ethics Commission. Implementation of an Integrity Policy. Review of the Code of Ethics and Conduct. Implementation of new channels of communication.



- The AdP Group annually publishes its Business Report and Accounts (R&C) and the corporate Sustainability Report with relevant information on human resources, broken down by sex (as well as by each company). The Sustainability Report is sent to the leading stakeholders and made available on the Group and company websites as well as over the intranet.

- Membership of the Portuguese Association for Diversity and Inclusion, established to manage and guarantee the sustainability and development of the Portuguese Charter for Diversity and Inclusion. Signing up to GRACE – the Association of Responsible Companies.
- Monitoring of the explicit and measurable objectives of the Corporate Responsibility Management System and the definition of new targets within the scope of repositioning the Sustainability of the AdP Group.
- Consulting the Group's employees about their level of satisfaction with the policies and measures implemented in the field of diversity and equality, ethics, non-discrimination and balancing and reconciling professional, family and personal lives within the scope of sounding out the Organisational Climate.
- Staging training actions targeting all members of staff with the objective of mitigating the risk of unconscious bias in processes of performance evaluation: "Evaluation with Purpose" and disseminating the support document "Unconscious bias – a practical guide to evaluating with purpose."
- Staging the session Encontro em Nós AdP (Meeting with Our AdP) with witness accounts from members of the Paralympic Committee and awareness about equality and non-discrimination, resilience, motivation and spirit of mutual assistance in teams.
- Participation in the project "Engineers for a day" through the companies AdDP and AdP Energias with the empowerment of young students and breaking down the gender based barriers and prejudices associated with water and sanitation operations and maintenance and the choice of technical or higher education study programs. Furthermore, within the framework of empowerment and breaking down barriers and prejudices, we carried out a session with a vocational orientation towards the children of employees.
- Certification of AdDP and SIMDOURO according to the Portuguese Norm 4552:2016 – the management system for work life balance. This certification demonstrates our commitment to the objective of reconciliation as a management criterion compatible with the strategy and integration of its processes, leveraging benefits in terms of the retention and attraction of talent, reducing absenteeism and raising productivity, cutting labour conflicts, valuing the organisation before the local and international communities, and enhancing its products and/or services.
- Training in the 4552 norm at the focal points of the AdP Internacional and AdP Energias companies.
- Participation in the project "Divers@s and Ativ@s: Promoting Diversity and Non Discrimination in the Professional Context", run by APPDI in conjunction with the following partner entities: EAPN – the European Anti Poverty Network; KUN – the Intercultural European Club and the European Centre for Equality and Diversity.
- Carrying out a study of the psycho-social risks with the results referring to the non-existence of tendencies towards gender based discriminatory practices.
- Internal promotion of the Guide to Parenting Rights.





LABOUR PRACTICES

6th Principle
The elimination of discrimination in the workplace

in "Progress Information on the United Nations Global Pact"

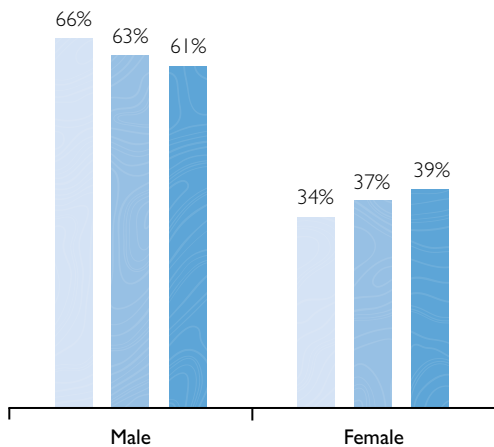
WE SUPPORT
UN GLOBAL COMPACT

- Signing up to the National Target for Gender Equality, 40% of women in decision-making positions by 2030, as a company flagship commitment, deepening its commitment to SDG5 – Gender Equality in the United Nations Agenda 2030.
- Participation in the organisation of the IV National Forum for Diversity and Inclusion – Perspectives on Diversity and Inclusion.
- AdP SGPS promoted the drafting of reports on that stipulated by no. 2 of the Council of Ministers Resolution no. 18/2014, of 7 March, as regards the 2020 financial year, on the remunerations paid out to women and men, releasing them internally and making them available for consultation via the following link: <https://www.adp.pt/pt/grupo-adp/governo-da-sociedade/remuneracoes/?id=93>. Given this report demonstrates the non-existence of differences in the remunerations paid to women and men, there is no need to foresee the adoption of specific measures to deal with eventual situations of wage inequalities detected between women and men as stipulated in no. 3 of the aforementioned resolution.
- All the indicators relevant to gender equality are made annually available in the AdP Group Sustainability Report.

In the Group, there are 47 executive directors¹⁶, 28 men and 19 women.

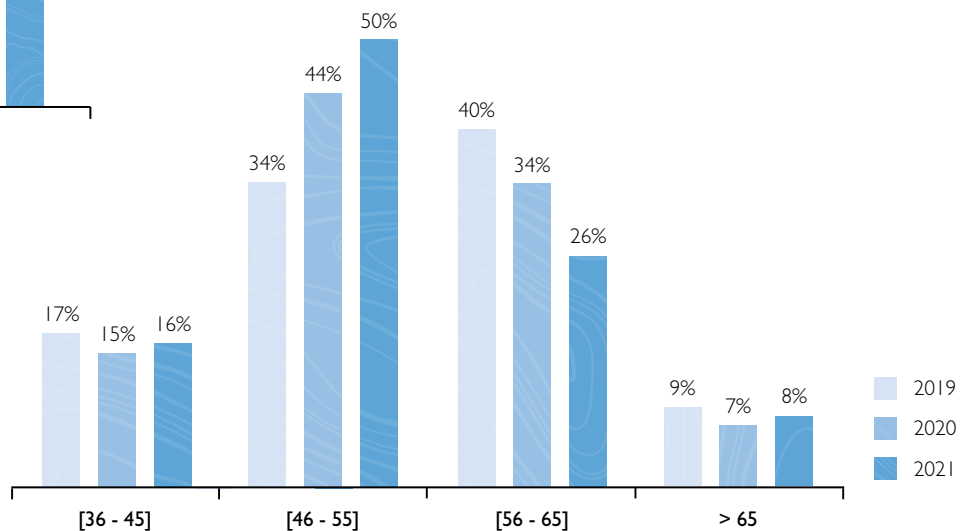
Executive directors by gender

(%)



Executive directors by age

(%)

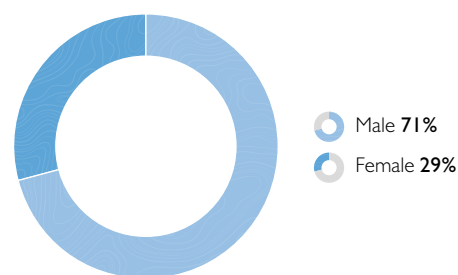


¹⁶ Executive positions held (with directors holding positions in more than one company). The statistics refer to the absolute number of directors.

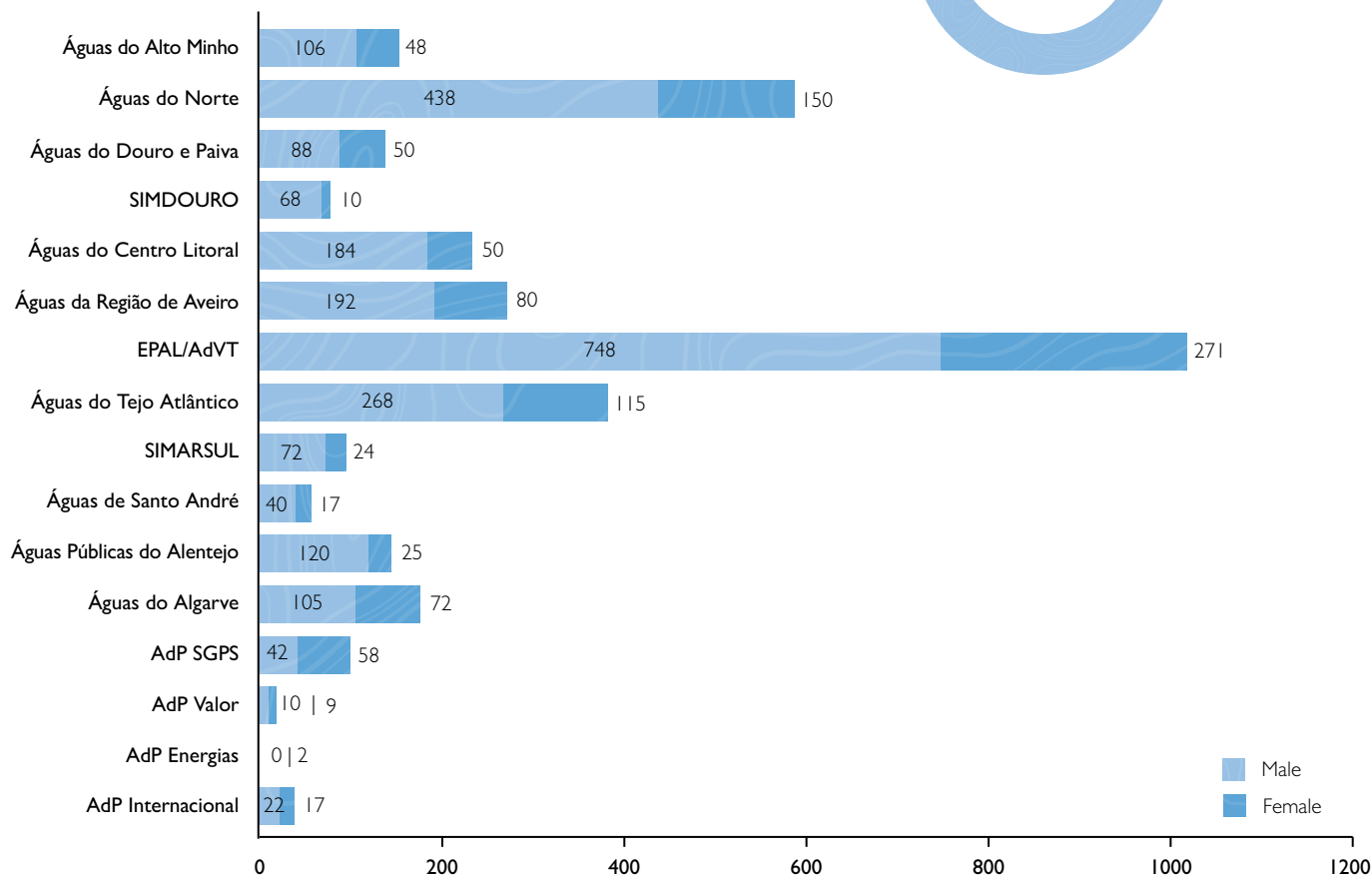
Across the Group, there is a balance between the number of male and female workers. At operating companies, given the greater emphasis on physical activities and taking into account the characteristics of the inherent types of function, there is a naturally greater representativeness of the male gender. Both genders are present in every professional category.

Gender distribution

(%)

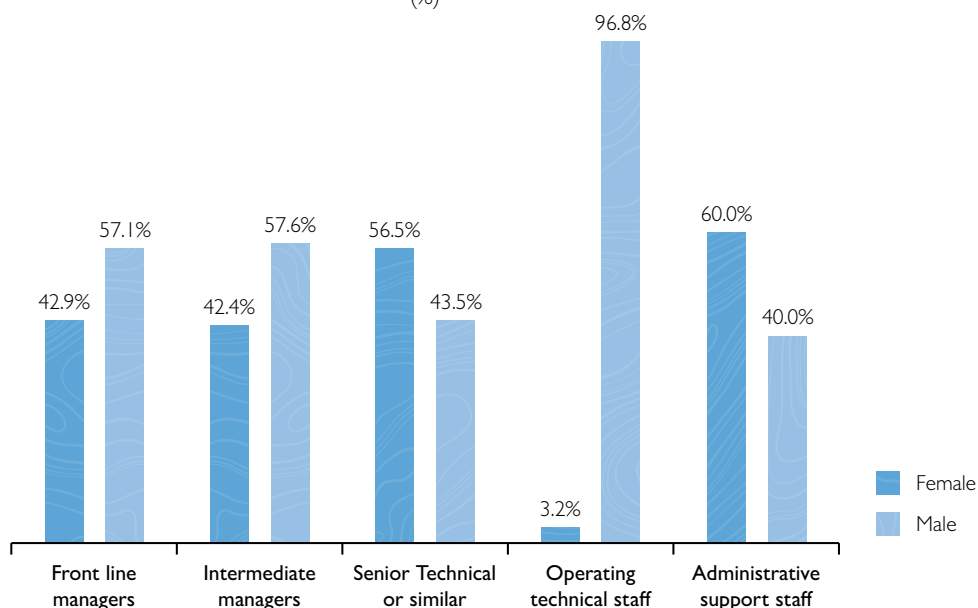


Male vs. female company members of staff



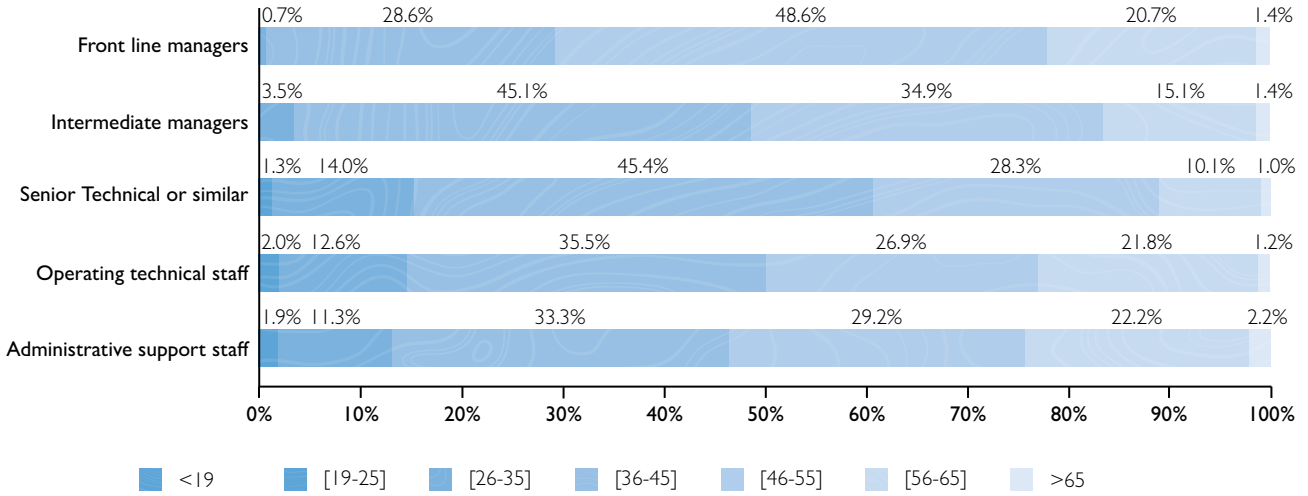
Employees by segment by gender

(%)



Employees by segment and age group

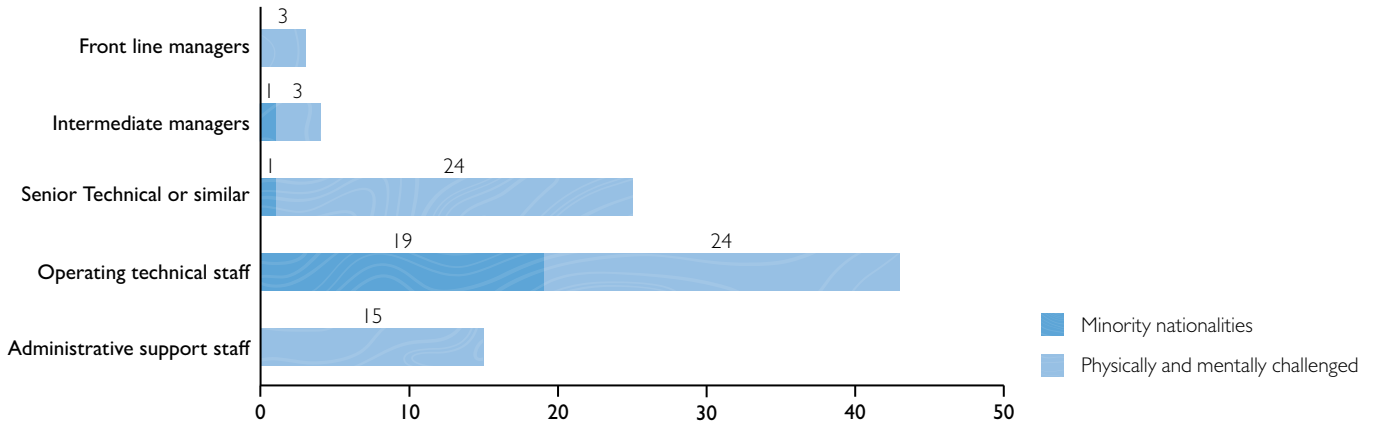
(%)



We currently count on 21 members of staff of non-national origin.

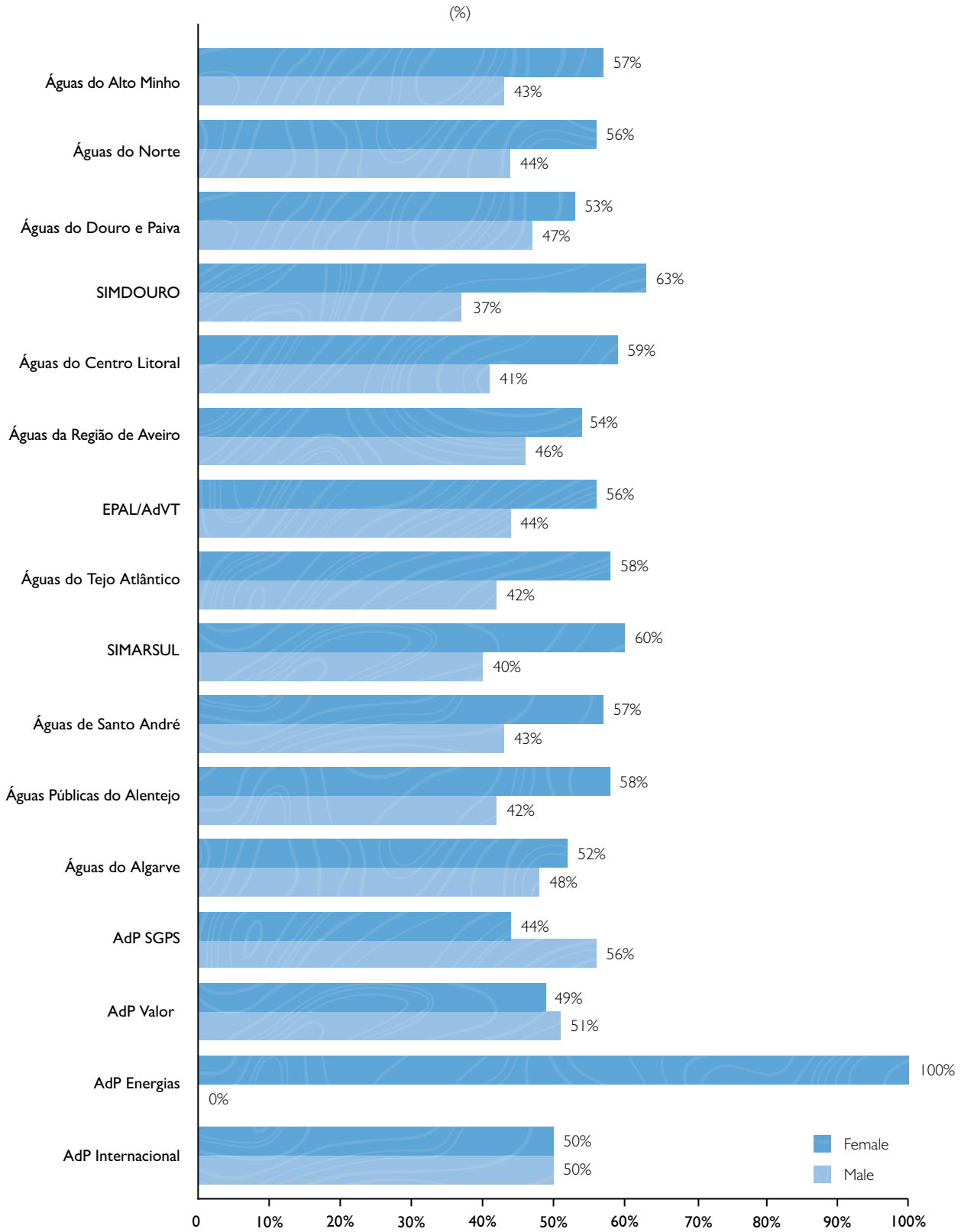
Diversity and inclusion

(n.º)

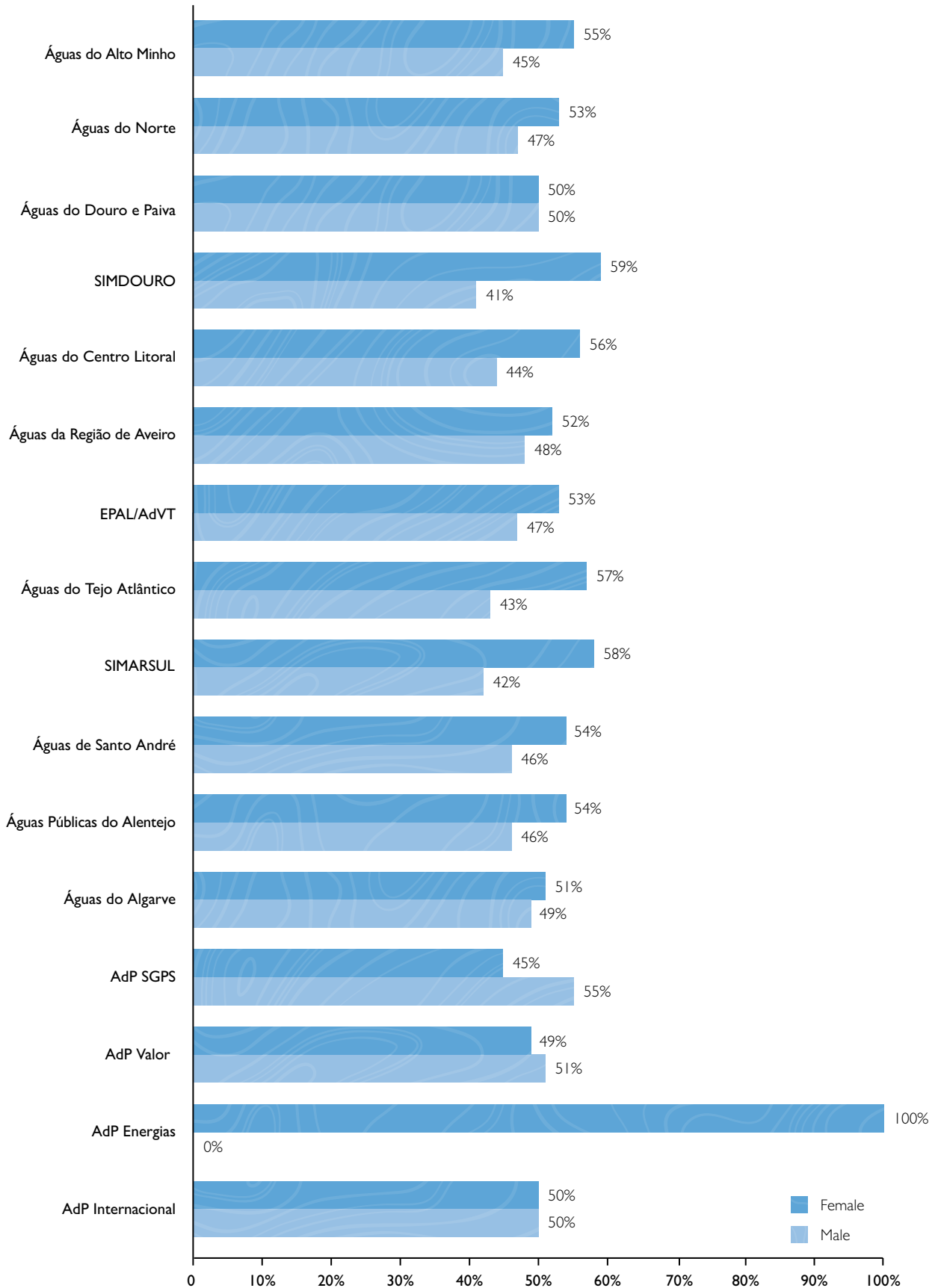


The AdP Group practices equity in the remunerations paid out to men and women.

Average base monthly wage by gender and by company

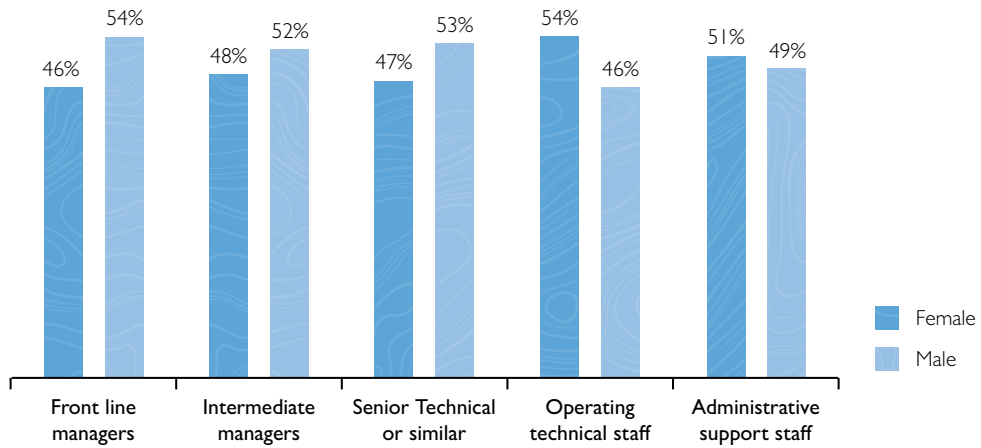


Average total monthly wage by gender and by company (%)



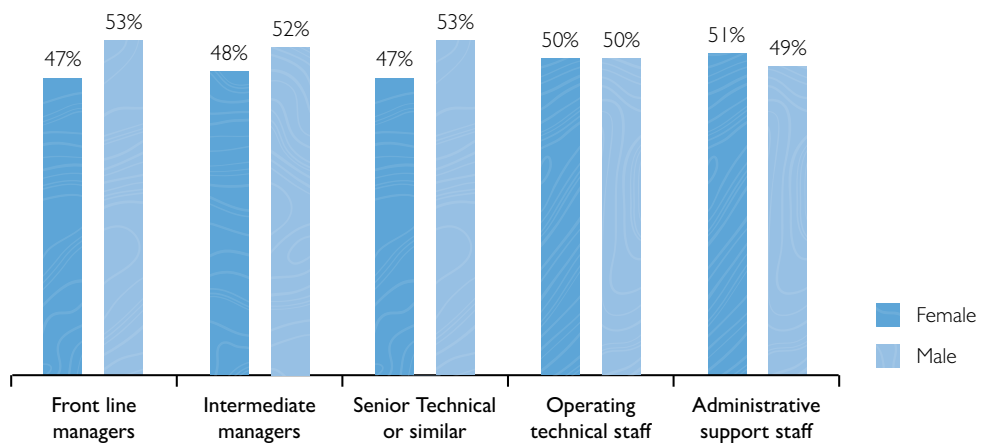
Average base monthly wage by gender and by segment

(%)



Average total monthly wage by gender and by segment

(%)



The principles of equality of opportunity foster a competitive, “value of employment” culture.

WE SUPPORT



LABOUR PRACTICES

3rd Principle

Companies should support freedom of association and the effective recognition of collective negotiation.

4th Principle

The abolition of all forms of forced and compulsory labour.

5th Principle

The effective abolition of all forms of child labour.

6th Principle

The elimination of discrimination in the workplace.

Criterion 6: Existence of robust employment commitments, strategies and policies.

Criterion 7: Effective management by the AdP Group as the means to integrate labour principles.

Criterion 8: Effective monitoring and evaluation of labour management mechanisms.

in "Progress Information on the United Nations Global Pact"

The AdP Group considers its human resources as the main factor of differentiation in the achieving of continuous service excellence. In 2021, we consolidated the "NÓS AdP" (We AdP) identity.

We invest in human resource management policies and practices that foster the acquisition of the competences necessary to achieving our strategic objectives and the personal and professional development of our staff. The continuous improvement in the hygiene and workplace health and safety management systems, in the Work Life Balance system and the social responsibility enables the appropriate management of the risks associated with AdP Group activities and the guarantee of best working practices, with 82%, 47% and 53% of companies certified by the ISO 45001, NP 4552 and SA 8000 respectively.

Core requisites considered under SA 8000:

- Child labour;
- Forced labour;
- Health and safety;
- Discrimination;
- Freedom of association and the right to collective bargaining;
- Disciplinary practices;
- Working timetables;
- Remunerations;
- Management systems.

The AdP Group aligns with the international conventions on social relationships and working conditions adopted by the ILO – the International Labour Organisation.



We prioritise internal mobility in recruitment processes: internal recruitment is perceived by us as a tool for the personal and professional development of employees, enabling them to encounter new contexts and challenges that drive the acquisition of new learning and competences.

The internal mobility of Group company works has been a strategic option contributing, on the one hand, to the continuity of human resource management and, on the other hand, to professional development through the sharing of experiences and/or better balancing the personal and professional lives of members of staff. The internal recruitment of professionals for allocating to projects and/or to overcome needs for specific know-how represents a process that adds value to the AdP Group and enables the exposure of employees to new contexts and challenges that foster their acquisition of new learning and competences in both national and international contexts.

AdP Group mobility	2020	2021
Temporary mobility among Group company workers	46	28
Temporary mobility of employees for Group company bodies	19	22
Definitive mobility, with contract termination in the company of origin ¹⁷	68	11

The complementary benefits made available by the AdP Group reflect the priority attributed to social policies in our companies and while also contributing to the work life balance.



COMPLEMENTARY BENEFITS¹⁸

- Health insurance, extended to the household unit
- Life insurance
- Transport allowances
- Agreements with sports facilities
- Workplace gymnastics
- Protocols with pharmacies
- Holiday camps for staff children
- Agreements with culture institutions
- Birthdays
- Christmas hampers
- Cradle giftsets
- Support for complementary training
- Study grants for the children of employees
- Distribution of fresh fruit in the workplace



CONCIATION

representing a means of managing professional responsibilities with family commitments and personal development.

¹⁷ The total for 2020 includes staff transferred from AdP Valor to AdP SGPS within the scope of the corporate reorganisation process.

¹⁸ These benefits are not homogeneous across all AdP Group companies.

WHAT DO YOU WANT TO BE WHEN YOU GROW UP?

The children of AdP Group staff gained the opportunity to attend an animated Session of Vocational Orientation.

This was an initiative by the Department of Sustainability and Social Responsibility, dynamically staged by Design the Future. In this type of session, young persons gain access to tools that enable them to make more clarified options about their futures.



PSYCHOLOGICAL SUPPORT PHONE LINE

In 2021, the AdP Group ran a psychological support telephone line from Monday to Friday between 9am and 7pm for all members of staff and their family members.

Everybody goes through moments of anxiety, panic, insomnia or depression and when this happens, we should not hesitate to make recourse to professional support.



AdP STUDY GRANTS

The corporate study grant program seeks to contribute to the development and learning of the children of members of staff and represents an internal Social Responsibility program with high impacts.

The children of staff applying to/attending Higher Education, with the best academic results and the lowest financial resources. In 2014, this program expanded to include the children attending Special Education establishments.

The program awarding study grants to the children of employees was first launched in 2013 and with 333 Higher Education and Special Education study grants hitherto awarded.

In 2021, the year with the largest number of applications submitted, a total of 64 study grants were awarded, 33 Higher Education scholarships and 31 grants for special needs education, each for the amount of 1,200 euros.



HEALTHY MIND, HEALTHY BODY. KEEP YOURSELF HEALTHY!

Doing physical exercise and adopting healthy habits holds particular relevance given the current period we are living through.

Águas de Portugal adapted its gymnastics program to the current pandemic situation and made available a program of post-working gymnastics classes online and prepared exclusively for employees from every company.



Para nos mantermos saudáveis e ativos

AULAS DE GINÁSTICA ONLINE
2ª, 4ª e 6ª, às 19h00

It is our responsibility at the AdP Group to guarantee the safety of our workers and correspondingly provide safe and healthy places to work in. Balanced and healthy life styles sustain long and rewarding careers and also help us retain our talents.

The health and safety area is a constant concern at the core of Group activities with the approach to these questions essential to guaranteeing the physical and psychological integrity of our members of staff.

The identification and evaluation of workplace conditions in our companies have contributed towards safer working environments, driving a decrease in the potential risks that employees are exposed to within their daily activities.



In 2021, fourteen Group companies had Worker Representative elected and/or assigned to social performance teams.

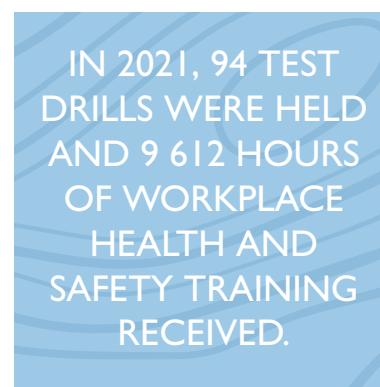
2,985 workers have had their representation ensured for matters related to workplace hygiene, health and safety. These representatives provide an important channel of information between the management, the senior workplace health and safety managers and workers in general.

	2019	2020	2021
Number of accidents*	233	168	180
Frequency rate (based on the no. of accidents)	41	30	31
Total of accidents require medical leave	139	122	125
Total of serious accidents**	1	1	8
Rate of serious accidents	0.18	0.18	1.38
Number of employees with professional diseases	6	6	11
Rate of professional diseases	1.06	1.08	1.90
Rate of seriousness	717	561	487
Rate of absenteeism	4.95%	5.09%	10.89%
Number of deaths due to workplace accidents	0	2	0

*Notified to the insurer.

**With medical leave in excess of six months and potential.

The emergency plans developed are regularly tested through staging drills that seek to evaluate the responses made in terms of human resources, internal procedures and the equipment available.



ÁGUAS DO TEJO ATLÂNTICO TEAMS CARRY OUT HEIGHT WORKING TRAINING

The correct application of safety equipment, for example harnesses, working ropes, safety lines, provisional or fixed, are all fundamental to avoiding accidents when working at height. With the objective of endowing teams with the tools necessary for planning and carrying out repairs and other works that require climbing heights, a set of AdTA employees carried out training in working at height and in confined spaces. During this activity, it was possible to implement various techniques for working in such conditions and as well as means of rescue.



ERGOCOACHING AND BIOMECÂNICA 3D

Ergo coaching and Biomechanics 3D – Innovation in safety

"Occupational muscle-bone injuries account for the majority of injuries occurring at AdDP and at SIMDOURO and the leading cause of lost days of work, which impacts on the organisation and the productivity of operating teams. This is a transversal problem to multiple sectors and hence the urgency in encountering innovative solutions for its mitigation. In AdDP, the solutions implemented include Ergo coaching and Biomechanics 3D programs.

The design and implementation of the Ergo coaching 2.0 program exceeded the objectives and expectations, which was confirmed by the high levels of satisfaction expressed by participants and the positive consequences for their health and bringing about a reduction in the injury rate. The dimension approached by Biomechanics 3D involves recourse to a NOTCH Wearable 3D Motion Capture system for monitoring movements which enables the coupling of technological innovation with the level of detail of relevance to ergonomic evaluations. Through digitalisation of the tasks via creating a virtual avatar that then dismantles the task into diverse variables: joint angles, body positions, lateral movements, speed of execution and strength applied in order to evaluate how each body segment moves during task performance and what types of impact are experienced.



BEHAVIOR BASED SAFETY – WATER AND SANITATION

At AdDP and SIMDOURO, safety management stems from implementing innovative and disruptive solutions to respond to the risks and responsibilities in order to create organisational value and discipline and facilitate significant advances in the safety culture ensuring this becomes the first priority for every worker. In 2021, the 360° Safety Strategy gained greater interdisciplinarity in order to respond to the challenges set by the ILO – the International Labour Organisation, which set out a human-centred agenda for the future of work. To achieve this evolution, the Behavior Based Safety – Water and Sanitation program was designed and developed based on behavioural psychology, the training of social and affective competences that directly or indirectly influence behaviours and the relationships with work and safety.

WORLD DAY OF WORKPLACE PREVENTION AND SAFETY

AdA took part in the commemorations on 28 April to reinforce some of the main objectives associated with this date and pay homage to all the victims of workplace accidents and professional diseases with this a relevant means of fostering awareness about the importance of workplace health and safety. This data was also commemorated through a dynamic internal event with the various Workplace Health and Safety technical staff that work with us on this World Day for Workplace Prevention and Safety.

The Group pays particular attention to social dialogue within the scope of its human resource policies. Social cohesion is a highly important factor to the good performance of companies.

Transversal communications within our organisation, given the scale and geographic dispersion of the Group, are of the greatest importance, enabling employees to accompany the evolution of their own companies and the Group business.

We invest in the continuous improvement of our internal channels of communications, both at the company level and at the Group level. The internal website, a tool for intra and inter company communications, is available to all employees in AdP Group companies.

Given the pandemic context we have experienced since 2020, there was the acceleration of the digital transformation through the provision of more and better collaborative and productive tools (Microsoft Teams, for example).

As a year of change, this also represented a favourable period for launching the diagnosis of major human resource processes in order to update, modernise and simplify them and transversally place people at the heart of this discussion.

In 2021, nine Group companies ran Social Performance teams, ensuring the representation of workers in terms of company social responsibility, thereby enhancing communications between the management and the employees.

Internal mechanisms were developed and implemented for staff to submit suggestions and recommendations that thus contribute to improving the performance of companies and the satisfaction of employees and their expectations.

WE GUARANTEE
INTERNAL,
TRANSVERSAL
AND EFFECTIVE
COMMUNICATION.



LABOUR PRACTICES

3rd Principle

Companies should support freedom of association in the workplace.

in "Progress Information on the United Nations Global Pact"



99%

WORKERS

COVERED BY COLLECTIVE NEGOTIATING AGREEMENTS

895

WORKERS

(26% OF THE ACTIVE TOTAL)

BELONG TO TRADE UNIONS

The AdP Group respects Freedom of Association and the Right to Collective Negotiation at the Group and company levels.

3.2 TAKING ACTION FOR THE CLIMATE



3.2 TAKING ACTION FOR THE CLIMATE

Reducing GHG emissions, mitigating our impacts, adapting operations to climate change



The activities for producing and distributing water and the collection and treatment of wastewaters consume large quantities of energy, hence, the AdP Group has long since assumed its commitment to energy efficiency and consequent reductions to greenhouse gas emissions.

Water takes on an increasingly high profile within the framework for the urgency of climate change actions with a transversal importance to the Sustainable Development Goals (SDG) of Agenda 2030, even while the effects of climate change call into question its availability in quantity and quality and therefore one of the great challenges facing the AdP Group.

According to the 2018 Global Risks Report from the World Economic Forum, extreme events, the incapacity to act to combat, mitigate and adapt to climate changes and the water crisis rank in the TOP 5 of the risks identified, which reflects their importance around the world.

The rise in the temperature and the heatwaves, torrential rain or the absence of precipitation and the consequent period of extended droughts have extraordinary impacts, affecting the health and quality of life of people, the environment and the sustainability of the Planet.

Company may play a decisive role in the adaptation, mitigation and combat of climate change not only through their impacts on their chains of value but above all by the potential investment, knowledge and innovation their businesses may drive.

There is a general consensus that the supply of water and wastewater sanitation services, fundamental to the quality of life and the environment of our society, are responsible for the consumption of significant amounts of energy and the consequent greenhouse gas emissions, in particular CO₂. As such, the AdP Group accepted our responsibility as regards climate change placing priority on the resilience of systems, establishing a model for the circular economy that fosters water efficiency, its recycling and the recovery

of other subproducts of high ecological value (see the chapter on “Accelerating the circular economy of water”) and as well as raising awareness on the value of water and its efficient usage (see the chapter on “Education for Sustainable Development”). In parallel, we hold clear objectives in terms of mitigating our impacts, which aim to achieve energy neutrality in 2030 through the ZERO program, involving every Group company and activity and integrating the reduction in energy consumption into sharply increasing the inhouse production of 100% renewable energy. Combating climate change includes a program designed to ensure complete neutrality in terms of greenhouse gas emissions within the nationally established deadline.

The AdP Group, through AdP Energias, has incorporated into its mission the rationalisation of energy consumption, the maximisation of usage of its assets and endogenous and renewable resources and the reduction or compensation for the greenhouse gas emissions of AdP Group companies within a framework of economic, social and environment sustainability.

In keeping with the structural role the AdP Group holds in the water sector in Portugal and given the rising challenge that the Group seeks to respond to, in 2015, it embarked on a Climate Adaptation Strategy, which has involved the implementation of measures and actions that lead to:

AdP PARTICIPATES IN THE UN GLOBAL COMPACT CLIMATE AMBITION ACCELERATOR PROGRAM

AdP SGPS and AdP Energias participate in the Climate Ambition Accelerator, the acceleration program of the United Nations Global Compact for the combat of climate change that promote the transition to zero net emissions, supporting and empowering companies in understanding and managing their risks in relation to greenhouse gas emissions and in defining targets aligned with The Science Based Targets initiative (SBTi).

- Promoting the energy efficiency of infrastructures through a reduction in their consumption resulting from the implementation of operating, structural and other management measures, within the scope of partnerships with other managing entities for the design of measures designed to reduce water losses and any undue excess flows in sanitation networks.
- Reducing costs, further improving the energy purchase process, optimising levels of tension, reducing the contracted potential, eliminating reactive energy, adjusting the consumption profile of the networks in accordance with the tariff periods and the functional cycles for the efficient management of energy.
- Raising the internal production of energy for self-consumption through means of leveraging the endogenous potential (in particular, enabling the production of biogas and the corresponding co-generation and taking advantage of the piezometric declines existing in micro-hydraulic installations) and the renewable sources (solar and wind), enabling a reduction in the consumption of national grid supplied energy and, consequently, reduced dependence on the markets.
- Maximisation of the energy produced for self-consumption through alterations in the operating patterns, incorporating the production and storage of energy within the core of supply, sanitation and reutilisation activities, promoting the re-engineering of systems and processes to boost their efficiency, digitalisation and investing in the qualifications of employees.
- Establishment of a network of energy flows, enabling the taking advantage of surpluses produced internally by renewable energy sources for other production company infrastructures and/or other infrastructures at other Group companies.
- Production and co-production of bio-methane and/or green hydrogen, fostering reutilisation and reindustrialisation.



ELECTRICITY

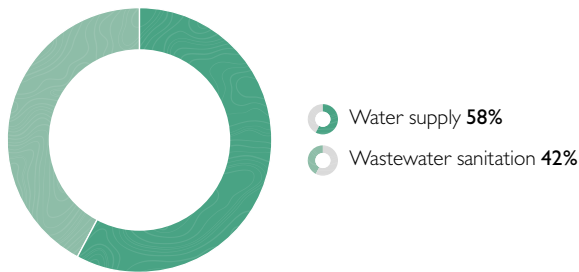
In every phase of the urban water cycle, from the production and distribution to the lifting and collection and treatment of wastewaters, the consumption of electricity is constant. Electricity consumption is therefore inherent to the activities of the Águas de Portugal Group. The better utilisation of the resources available, both in terms of boosting the efficiency of their utilisation and by the production of energy through renewable sources, represent essential measures for reducing the dependence on external energy sources and the emission of pollution and of corresponding importance to combating climate change.

In 2021, the electricity consumption of the AdP Group totalled 742.0 GWh¹⁹ (the total amount including "other consumption"²⁰ stands at 764.74 GWh). Of these, 715.7 GWh were sourced from the national grid (RESP), which corresponds to an 0.8% decrease on 2020, and with 26.3 GWh of self-consumption deriving from endogenous and renewable sources (+6.2% year-on-year). This total of 715.7 GWh results from supply by retailers of 713.8 GWh and supply by REN within the scope of the Regulatory Reserve pilot project of 1.95 GWh. The RESP consumption of the AdP Group in 2021 by level of tension was: 22.0% high tension, 68.0% of medium tension, 3.8% of special low tension and 6.2% of normal low tension.

The greatest contribute to electricity consumption stems from water supply services.

Electricity consumption²¹

(%)



We would note that 2021 saw AdP Energias provide continuity to the support rendered to AdP Group companies within the infrastructure certification process under the auspices of ISO 50001 relating to their energy consumption. At the end of 2021, 110 infrastructures had already been certified across 10 Group companies, an increase of 36 infrastructures (+48.6%) on the first year of evaluation (2018).

Another highlight derives from the role played by AdP Energias in supporting AdP Group companies as regards carrying out energy audits of their energy consuming infrastructures within the framework of Decree Law no. 68-A/2015, of 30 April. In 2021, there was one more audit undertaken than in 2020, totalling 389 audits at 13 companies, which represents an increase of +142 audited infrastructures (+57.5%) than registered in 2018 (the first year of evaluation).

¹⁹ Total corresponding to RESP consumption plus the self-consumption of energy produced inhouse.

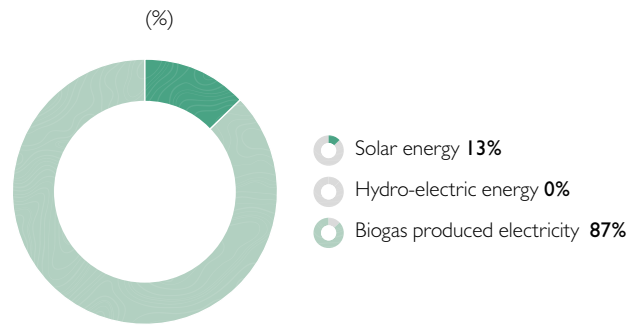
²⁰ The "other consumptions" item refers to outsourcing by AdNorte, the municipalities in AdCL and the reduction in consumption at the Beliche Lifting Station, at AdA (part relating to the lifting of water for reagents)

²¹ Includes other consumables.

In terms of compliance with Decree Law no. 68-A/2015, of 30 April, this requires 38 audits for full compliance.

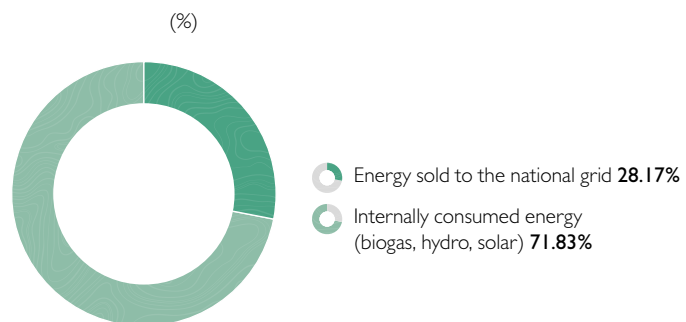
The year of 2021 stands out for the inhouse production of energy, whether for injection into the national grid or for self-consumption. The 2021 figures point to output of 36.6 GWh²², (+2.6% on 2020). In terms of energy self-sufficiency, the AdP Group obtained approximately 4.9%²³ of its total energy consumption (4.8% in 2020).

Energy produced by source



The energy produced for sale to the national grid amounted to 10.3 GWh in 2021 (-5.4% on 2020).

Destination of energy produced



In general terms, the AdP Group balance with RESP in 2021 came in at 705.4 GWh, which represents a -0.7% variation on 2020, when the balance stood at 710.7 GWh.

In terms of CO₂ emissions, the self-production of energy enabled a lower level, 7,982 tons, representing a reduction of 550 tons on 2020 (-6.5%).

The energy neutrality commitment assumed by the Águas de Portugal Group clearly emerges in the ZERO Energy Neutrality Program, which aims to reduce consumption and sharply raise the internal production of 100% renewable energy enabling the energy neutrality target to be met in 2030.

²² Includes energy produced for self-consumption and injection into the national grid.

²³ Considering electricity consumption without "Other Consumption."

As a benchmark Group in the field of the environment and a consistent partner in achieving the Sustainable Development Goals (SDG) of Agenda 2030, energy and carbon neutrality is approached by the AdP Group as a priority commitment.

ZERO - THE AdP GROUP ENERGY NEUTRALITY PROGRAM

The program, defined in accordance with the results of PEPE (Plan for Energy Efficiency and Production), the EPAL 0% innovation program for energy neutrality and the European and Portuguese government targets for environmental and carbon sustainability, involve all the AdP Group companies and will enable the Group to become self-sufficient in energy and appropriately sustainable by 2030, making a strong contribution to the regional cohesion, economic development and environmental sustainability of Portugal. In achieving this, we shall become the first Group worldwide in the water sector to attain energy neutrality and self-sufficiency.

The Program is promoting the maximisation of the energy produced for self-consumption through alterations to the patterns of operation, incorporating the production and storage of energy into the core of water supply, sanitation and reutilisation activities, bringing about the re-engineering of systems and processes to raise their efficiency, digitalisation and investing in the qualifications of our employees as well as regional development and social support beyond taking advantage of the opportunities for the production and co-production of green hydrogen, nurturing reutilisation and reindustrialisation, boosting the competitiveness of regional economic structures, creating value for the country, and contributing to differentiating the competences of the Portuguese water sector in international markets.

Energy neutrality will enable a contribution to reducing CO₂ emissions and considering not only the electricity consumed by operating installations but rather electricity consumption at every AdP Group installation (operating and non-operating) in Portugal and internationally and as well as the service vehicle fleet.

The objective does not only involve the production of our own energy but sets out the reduction of energy consumption at Group company managed infrastructures as a priority and an ambition in conjunction with promoting partnerships for the reduction in water losses and leakages from bulk networks, and establishing opportunities in terms of taking advantage of the production and co-production of green hydrogen, fostering reutilisation and reindustrialisation.

The ZERO Program involves investment of 370 million euros and will enable production of 765 GWh, a level corresponding to the estimated energy consumption forecast for 2030, including both operating activities and the vehicle fleet, thus attaining energy neutrality and self-sufficiency across every AdP Group activity.

THE AdP GROUP HAS
DEFINED TARGETS TO
BECOME THE FIRST
INTERNATIONAL
SCALE GROUP TO
ATTAIN ENERGY
NEUTRALITY IN ALL
ITS NATIONAL AND
INTERNATIONAL
ACTIVITIES
WORLDWIDE.



FUELS

The provision of water supply and sanitation services requires frequent visits to infrastructures to undertake routines operations and maintenance. Such travel is responsible for the majority of the diesel and petrol fuel consumption of the AdP Group, even while there are other forms of consultation associated with the operating infrastructures (heating the digestors, emergency generators, among others), laboratory and administrative facilities.

Fuels	2020	2021
Petrol consumption (m ³) (fixed and moving sources)	55	91
Diesel consumption (m ³) (fixed and moving sources)	2 435	2 711
Liquified Gas (m ³)	7 144	1 711
Natural gas (m ³)	104	180
Propane (ton)	1,09	3,58

The AdP Group fleet totals 1 436 vehicle: 128 electric vehicles, 15 hybrid vehicle and/or plug-in and 1 293 combustion engine vehicles.

In 2021, the AdP Group combustion engine vehicles consumed around 2.8 million litres of fuel (diesel and petrol) and which represents a 12.5% variation on 2020 when 2.5 million litres were consumed - and down -1.7% on 2019 (with 2.8 million litres of fuel consumed), which in average terms represents global consumption of 7 676 l/day (in 2020, the average daily consumption stood at 6,803 l/day, and 7,806 l/day in 2019).

In terms of distances, in 2021, AdP Group vehicles covered 34.1 million kilometres (which spans the earth's perimeter 850 times).

Electric mobility

Sustainable mobility is another core factor for combating climate change. In 2021, the 128 100% electric vehicles that make up part of the AdP Group service fleet covered over 2.1 million kilometres, having avoided the consumption of over 176,000 litres of fossil fuels and accounting for a reduction in the equivalent of 593 barrels of oil.

In terms of primary energy, the reduction came to -57.4% (-86.47 tep), and with electricity consumption of 299 MWh and, in terms of CO₂ emissions, the reduction over combustion powered vehicles stood at -402 tons (-86.1%).

13 AdP Group companies, which in total account for 1 436 vehicles, have their vehicle fleets energy certified with classifications that vary between Class B and Class D, with an average classification of 57% (Class C). To maintain this certification, there was analysis of the practices adopted for fleet management by each company taking into account various facets – vehicles, drivers, maintenance and consumption.



TOTAL ENERGY CONSUMPTION BY THE AdP GROUP

In summary, in 2021, the total energy consumption of the AdP Group was 2 860 495 GJ.

Total energy consumption in GJ	2019	2020	2021
Effective electricity (RESP)+Other consumption	2 610 527	2 687 905	2 658 371
Diesel	100 287	87 405	97 312
Petrol	1 827	1 810	2 991
Natural gas	6 649	3 956	6 814
Liquified gas	461	670	161
Propane	167	51	167
Electricity for self-consumption	84 686	89 164	94 679
Electricity sold	37 226	39 259	37 133
Total²⁴	2 804 604	2 870 961	2 860 495

GREENHOUSE GAS EMISSIONS

In 2021, the AdP Group companies emitted 169,000²⁵ tons of CO₂ deriving from the consumption of electricity and fuels.

CO ₂ emissions	2020	2021
	(ton of CO ₂)	(ton of CO ₂)
Effective electricity (RESP) + Other consumption	191 140	160 981
Petrol	126	207
Diesel	6 476	7 210
Liquified gas	42	10
Propane	3	11
Natural gas	254	437
Total	198 041	168 856

The greenhouse gas emissions associated with the consumption of electricity are clearly those accounting for the largest proportion of the total emission. The production of electricity (for self-consumption and sale) impacted with a reduction of 7 982 tons of CO₂ emissions in 2021, in contrast with consumption of an equal amount from the RESP grid.

In 2021, and specifically analysing the items referenced in the table above, the AdP Group registered a reduction of around -22,500 tons of CO₂ emissions in comparison with 2020 (-11.8%). As regards 2019, the Group cut its emissions by -25,300 tons of CO₂ (-13.0%).

As the Group produced around 10.31 GWh/year of renewable electricity for sale to the grid, it avoided the network emitting 2,200 tons of CO₂/year.

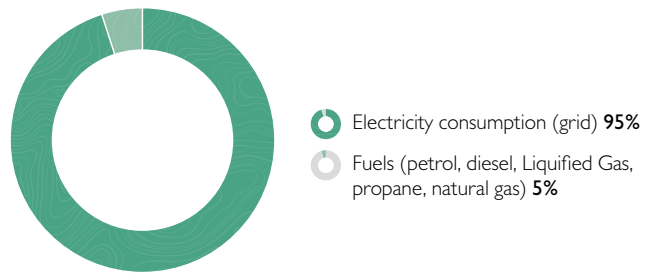
²⁴ This total does not include electricity sold to the grid.

²⁵ In fact, electricity emissions were 0.218 kg CO₂/kWh. The 2020 totals were recalculated based on 0.239 and 0.253 kg CO₂/kWh, respectively. The electricity emission factors were sourced from the RNC 2050 (2015 and 2016), and the report "Energia em Número", a publication by the Observatory of Energy, DGEG, ADENE and APA (2019, 2020 and 2021).

As regards the contribution of the electric vehicles, despite the rising number of vehicles planned to take place gradually over forthcoming years, directly connected to the rise in energy consumption through means of their utilisation, their impact shall always be more relevant in the reduction of greenhouse gas emissions and the cutting of fossil fuel consumption than increasing the consumption of electricity with a clearly positive balance.

In terms of CO₂ emissions, the reduction obtained in comparison with combustion engine vehicle was -402 tons (-86.1%).

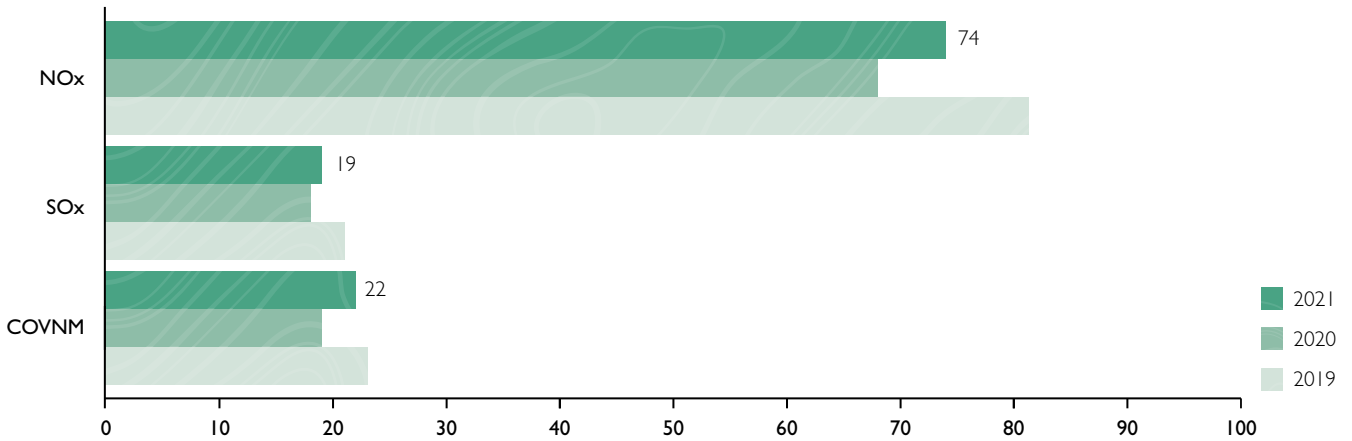
Origins of emissions (%)



Emissions of NOx, SOx and NMVOC

Associated with the consultation of petrol and diesel by the service vehicle fleet, the Group companies emitted NOx, SOx and NMVOC.

Emissions of other pollutants – mobile sources (tons)



From a perspective of continuous improvement, and within the scope of undertaking a rigorous inventory of the AdP Group carbon footprint, a project was launched to develop a tool for monitoring the emissions of all Group companies (scope 1, 2 and 3) that shall subsequently enable the operational launch of the AdP Group Carbon Neutrality Program – NEUTRO - for each of its companies as well as enabling the provisioning of multi-annual budgeting for carbon neutrality.

This additionally refers to how this perceives the NEUTRO Program as an essential piece in Group financing, enabling access to green bonds designed to generate support for climate and environmental projects and business and company sustainability.

INNOVATIVE PROJECT FOR THE PRODUCTION OF HYDROGEN AND BIOGAS

In partnership with Dourogás, Águas do Tejo Atlântico is to produce biofuels through using the biogas generated from the wastewater treatment process of the Frielas Water Factory.

This represents an innovative project capable of contributing to sustainable mobility with clear economic and environmental benefits that foster the decarbonisation of the economy, reduce greenhouse gas emissions and raise air quality.



3.3 ACCELERATING THE CIRCULAR ECONOMY OF WATER



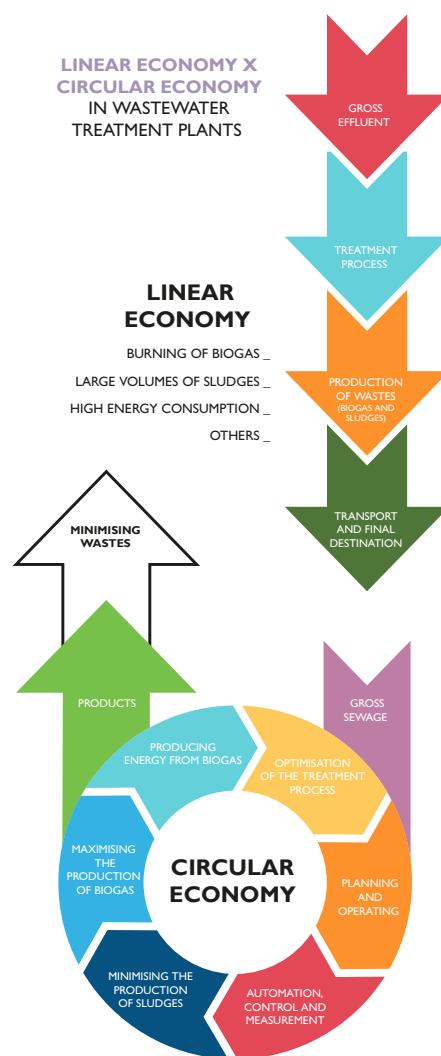
3.3 ACCELERATING THE CIRCULAR ECONOMY OF WATER

Managing the urban water cycle in balance with nature, ensuring the transition to a circular economy



The circular economy makes a determinant contribution to balancing the management of the urban water cycle and nature. Along the path we are travelling, towards ever more efficient water and energy management, with lower environmental impacts and greater resilience to extreme situations such as water shortages, there are circular economy practices present in which the Group has been investing and strengthening its positioning in the production of water for reutilisation (ApR hereafter) and valuing the subproducts resulting from water treatment processes, including the sludges and nutrients for example, as well as making energy usage of the assets and endogenous resources on route to carbon neutrality (a theme approached in the “Taking Action for the Climate” chapter). We may state that our Wastewater Treatment Plants are coming to resemble Water Factories in which wastewater is perceived as a raw material replete with resources that should be rationalised, used, reused, recycled and valued. In these factories, in industrial processes, there is the transformation of used wastewaters into new products, recycled water for agriculture, irrigation, washing roads and vehicles, equipment and industrial facilities; recycled water for the production of green hydrogen; industrial water for the cooling systems of buildings and for producing algae and biofuels, biogas and/or biomethane for energy purposes; biosolids for agricultural purposes; bioplastics and/or nutrients to be incorporated into new production processes.

Following a long and intensive investment program, hitherto unprecedented in wastewater collection and treatment systems, focused on the Wastewater Treatment Plants, it is now the time for the AdP Group to evolve into a new paradigm, within the logic of a circular economy for the water in which attributing the maximum value to resources constitutes one of the key priorities.



THE APPLICATION
OF TREATED
WASTEWATERS
INCORPORATES THE
CHALLENGES OF THE
CIRCULAR ECONOMY
IN MANAGING THE
URBAN WATER
CYCLE, GENERATING
SIGNIFICANT
ENVIRONMENTAL,
SOCIAL AND
ECONOMIC BENEFITS.

WATER FOR REUTILISATION - ApR

Water is essential to life and, even while undergoing constant renovation, is limited and neither subject to fabrication nor replacement by other resources.

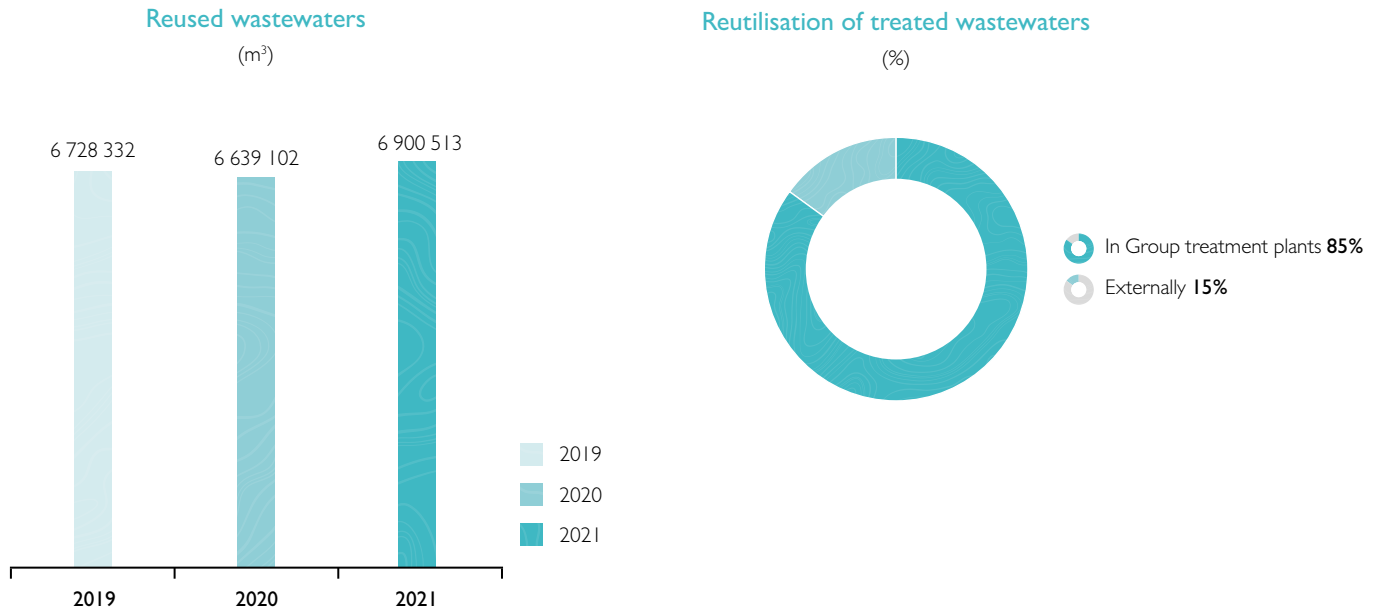
Aware of the great needs for water conjugated with increasingly inconstant and/or reduced periods of precipitation requires the search for alternative solutions, the Group perceives in the production of treated wastewaters a source with enormous potential for usages that do not require drinking water standards and also originating in sources without significant oscillations in availability and a vehicle for nutrients and micronutrients essential to the growth of vegetation. This is not any new utilisation, especially for the washing of equipment, the cleaning of public spaces, irrigating green areas, among other purposes with lower quality requirements, as well as their application for refrigeration systems and the production of green hydrogen. At the beginning of 2021, the production of water for reutilisation (ApR), deriving from the treatment of wastewater, was integrated into the core activities of the wastewater sanitation multi-municipal systems.

Hence, the AdP Group seeks to reach out and meet the needs of the societies and communities where it operates, furthermore contributing to the sustainable utilisation of water resolution enabling the maintenance of water in the environment and the respective preservation of future uses while safeguarding the present usage in accordance with the principles of the circular economy. One example stems from our Action Plan for Reutilisation that fosters an increase in the circularity of the utilisation of water and the improvement of water efficiency, involving diverse projects for the production of water for reutilisation (ApR) at around 50 installations across the Group - and regional plans that seek to study the viability of water reutilisation within the context of each operating company and defining concrete measures for each region, having already developed diverse and different reutilisation projects on different scales and in regional contexts – for example, for agricultural irrigation, watering golf courses and urban green spaces, industrial washing and usages, among others -, which have contributed to raising knowledge, enabling innovation and development to create synergies among stakeholders, overcoming barriers and developing safe and appropriate solutions.

The utilisation of recycled water constitutes an adaptation measure to climate changes and best practice in water management, specifically to respond to the rise in the frequency and intensity of the period of drought and water scarcity, thereby also enabling increased system resilience.

The disinfection of treated wastewaters corresponded to 33% of the total effluent flow treated in 2021. Of the 167 million m³ disinfected, around 7 million m³ were reutilised internally and externally (+3.9% on 2020), which enabled the minimising of network water consumption and contributing to the active preservation of natural resources.

1.35% of treated wastewaters reutilised in the internal and external installations of our companies.



WHAT ARE THE PURPOSES OF WASTEWATERS TREATED FOR REUTILISATION:

- Irrigation for agriculture, green spaces and forests
- Reutilisation for recreational purposes
- Reutilisation for environmental purposes
- Reutilisation for industrial purposes
- Reutilisation for the production of renewable gases

EXAMPLES INCLUDE:

- Washing installation pavements, equipment and treatment components;
- Irrigation of green spaces (private and public, including golf courses);
- Refrigeration cooling systems;
- Municipal usages, such as washing vehicles, streets and containers;
- Discharge of sanitation installations;
- Fire fighting;
- Production of green hydrogen.

The diverse reutilisation projects developed by the Águas de Portugal Group, on different scales and in different regional contexts, have contributed to raising awareness, creating synergies among stakeholders, overcoming barriers and developing safe and appropriate solutions in cost-benefit terms, based on the fit-for-purpose approach and risk evaluations enabling proportional solutions tailored to the forecast usages and any specific prevailing conditioning factors.

GOLF COURSES AND PUBLIC GARDENS OF THE ALGARVE IRRIGATED WITH RECYCLED WATER

2021 saw the utilisation of around 8 Mm³ ApR from the Quinta do Lago and Albufeira Poente wastewater treatment plant for the irrigation of golf courses and public gardens respectively by Golfe São Lourenço and Salgados and the Infraquinta Municipal Company.

The amount of recycled water in the Algarve region led to a clear reduction in the volumes abstracted and, therefore, better safeguarding of water resources that then remain available to the environment, eventually for more worthwhile purposes, such as the production of water for human consumption. The need to channel efforts into the usage of ApR constitutes a strategy identified in the Regional Water Efficiency Plan of the Algarve Region enabling the safeguarding of both the water available and the water reserves in the region, which shall ensure a better balance between demand and the availability of this hydric resource.



ÁGUAS DO TEJO ATLÂNTICO WITH A STRONG COMMITMENT TO THE DYNAMIC IMPLEMENTATION OF ÁGUA+ UTILISATION

Águas do Tejo Atlântico is currently developing the strategy for the production and utilisation of Água+, which will set out a target for reutilisation for 2030 and alongside the identification of potential clients within the 23 municipalities that make up its concession areas. This includes:

- a) Definition of the 7+2 PWF - Priority Water Factories that will enter into the “Capacity and Appropriateness Analysis”,
- b) Definition of the Proximity Lines for each PWF across three levels; 2km; 5km and 10km and identification of potential clients within each level of proximity,
- c) Estimate the investments necessary for each of the 7+2 PWF to deliver (as the Factory output) between 10% and 20% of its capacity (including internal consumption), at a quality level to be defined by UEPE – the “reference” costs (in accordance with the consumption expectations of potential clients and the quality of the ApR required by level of proximity).

The supply of Água+ to IKEA in Loures for its cooling systems is one of the examples of ApR application ongoing since 2010 which, in 2021, accounted for the consumption of 26 2610 m³ of ApR.



FROM WASTE TO SUBPRODUCT

The wastes generated in the processes of water and wastewater treatment, as they cannot not be produced, have to be minimised through the selection of the best technologies available to the Group, thereby acting on the indirect impacts of its activities.

Alongside this reduction, the AdP Group has focused on demand and implemented robust solutions for valuing these wastes even while they may be considered the subproducts of other activities, thus actively fostering the circular economy. Examples include the incorporation of sludges deriving from water treatment processes into the cement and ceramics industry as well as valuing the wastewater treatment plant sludges as a source of organic materials, nutrients and energy.

Circularity performs a preponderant role in the transformation of wastes into subproducts with significant social, environmental and economic impacts.

The current context seeks to create the opportunity to rethink the Group's wastewater treatment plant sludge management models, in addition to rendering investments in sludge treatment installation viable, raises the importance of innovating in the internal management model on the AdP Group agenda, benefitting from scale and based on the principles of efficiency, valuing resources and the circular economy while simultaneously strengthening the environmental control over the chain of value of this waste. To this end, the AdP Group seeks to act on managing the wastewater sludge chain of value through its strategy reflected in the AdP Group Sludge Plan that foresees an evolution in the paradigm based on the principles of the circular economy and valuing the effects of scale provided by the dimension and organisation.



Commitment to recover value from the wastes produced.

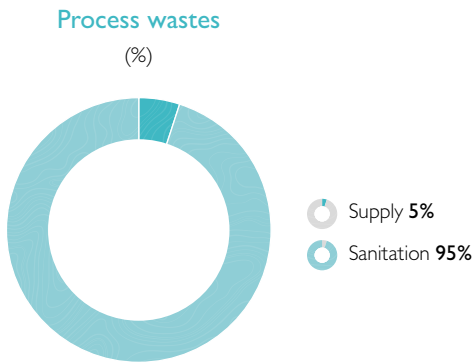
THE STRATEGY CONTAINS THE FOLLOWING OBJECTIVES:

- Reduce by a half the quantity of sludge dispatched from AdP Group installations to the final destination
- Reduce by a half the annual costs of sludge management
- Enhance the resilience of the solid phase of treatment in installations
- Define the targets for the recovery of sludges /similar products for all AdP Group companies
- Reduce CO₂ emissions throughout the sludge management processes

The AdP Group Sludge Management Strategy incorporates the following pillars:



In 2021, 413 828 tons²⁶ of waste were produced (of which 412 555 tons were process wastes) which corresponds to an increase of 9.5% on 2020. There were 26 427 e-GAR (Eletronic Waste Monitoring Guides) generated as regards the transport of all the wastes produced by 591 infrastructures and sent to their final destination (valuation and elimination). The overwhelming bulk (95%) derives from sanitation activities.



²⁶ Does not include the wastes stemming from AdSA waste management activities. This does include the wastes produced by the AdSA company Morgavel wastewater treatment plant. This does not include the wastes that are under the management and the responsibility of Service Providers.

SUPPLY

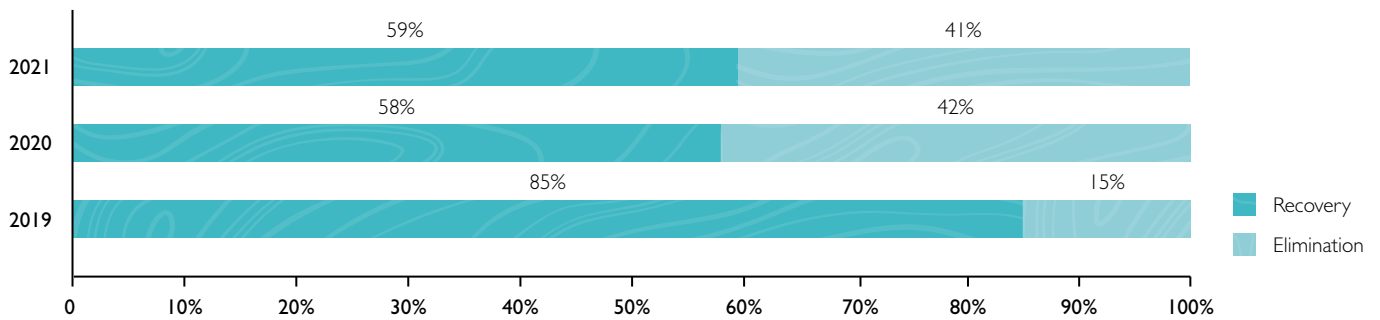
The water supply treatment processes in 2021 resulted in the sending to a final destination (valuation / elimination) around 22 398 tons of waste with 99% made up of sludges deriving from water clarification processes. Of these, 59%²⁷ were recovered predominantly for the cement and ceramics industries, transforming this waste into a subproduct.

Process wastes – Supply	2019	2020	2021
Graded (ton)	34	15	10
Sands (ton)	112	137	138
Sludges (ton)	17 849	18 388	22 250
Total	17 994	18 539	22 398

THE AdP GROUP, AWARE OF THE RISING POTENTIAL OF CLARIFICATION SLUDGES AS SUBPRODUCTS, IS FOCUSED ON RECOVERY THROUGH INCORPORATING THE RAW MATERIALS INTO MANUFACTURING PROCESSES, FOSTERING THE CIRCULAR ECONOMY.

Recovery and final destination of water supply sludges

(%)



TREATMENT PLANT SLUDGES NO LONGER WASTE AND NOW A RAW MATERIAL FOR EPAL AND AdVT

The year of 2021 was spent seeking out market opportunities and clients following the declassification of treatment plant sludges as waste in 2020 and opening the path to their commercialisation as a raw material in the ceramics industry and as a reagent in the treatment of wastewaters. This declassification represented the culmination of a four-year project with NOVA FCT (NOVA School of Science and Technology) and the CTCV – the Centre of Ceramics and Glass Technology. The sludges deriving from the water treatment processes that supply a third of Portuguese citizens are to serve for making bricks and treating wastewaters while in the future may also be incorporated into civil construction and road building.

Now, the sludges produced by the Asseiceira Treatment Plant are left to dry, are turned over and subject to a natural dehydration process that does not consume any energy. It is this dry material that may then serve new purposes.

FROM WASTE TO MAKING CERAMIC TILES

In 2021, the 1,500 tons of sludge produced during water treatment processes at the Lever Treatment Plant were incorporated into the manufacturing of roofing tiles. This solution is the most appropriate from the environment perspective.



This provides an excellent practical example of the circular economy, in effect at AdDP ever since 2006, accounting for the water clarification sludges that make up 93% of the total quantity of waste produced by this company. This initiative, ongoing for various years, resulted from a partnership between AdDP, a ceramics sector company and a university research project.

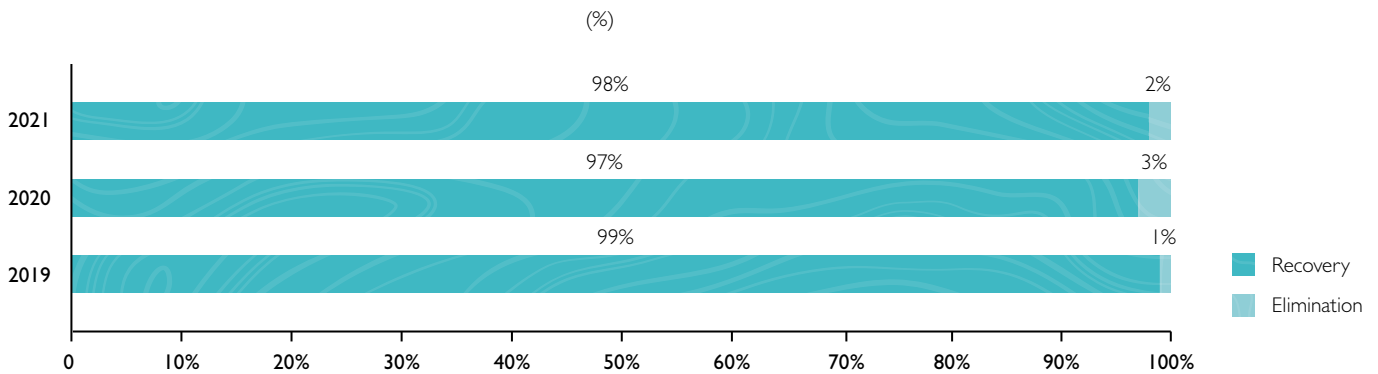
²⁷ In 2020 and 2021, the effects of the pandemic reflected in the percentage of supply sludge recovered.

SANITATION

In 2021, in the wastewater treatment processes dispatched to their final destination (recovery / elimination) 390 157 tons of waste, a year-on-year increase of 9%, with 92% of this total corresponding to sludges. With the recovery of waste products one of the major concerns of the AdP Group, there has been major consistency in the values reported over the course of the years. Of the 360 388 tons of sludge produced, 98% were recovered for utilisation in agriculture.

Sanitation – process wastes	2019	2020	2021
Graded (ton)	8 729	8 663	9 516
Sands (ton)	9 340	9 461	10 744
Fats (ton)	3 204	3 715	3 658
Sludges (ton)	361 018	333 950	360 388
Others (ton)	1 768	2 795	5 851
Total	384 060	358 584	390 157

Recovery and final destination of sanitation sludges



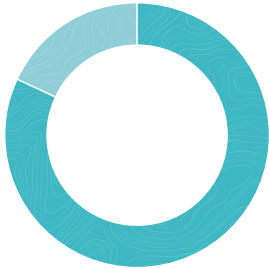
LAUNCHING A NEW ADDED VALUE PRODUCT - COMPOST

In 2021, the two composting stations at the Évora and Castelo Branco wastewater treatment plants were the target of applications submitted to the COMPETE 2020 Program with the objective of launching a new added value product (compost), based on aerobic processes and through recourse not only to the treatment plant sludges but also to green wastes (structural materials).

In addition to the wastes deriving from the transport and treatment of water and wastewater, 2021 also saw the production of 1 273 tons of waste due to administrative, maintenance and laboratory activities.

Wastes produced (not processed)

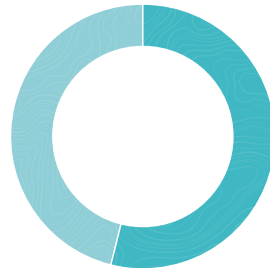
(%)



- Not dangerous **82%**
- Dangerous **18%**

Wastes produced (not processed)

(%)



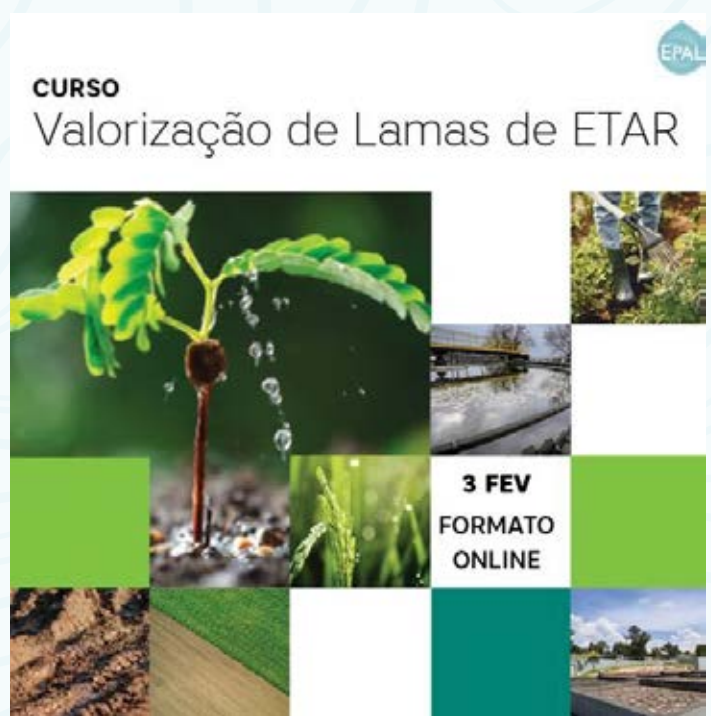
- Recovery **54%**
- Elimination **46%**

ÁGUAS LIVRES ACADEMY STAGES A STUDY PROGRAM IN VALUING TREATMENT PLANT SLUDGES FOR AGRICULTURE

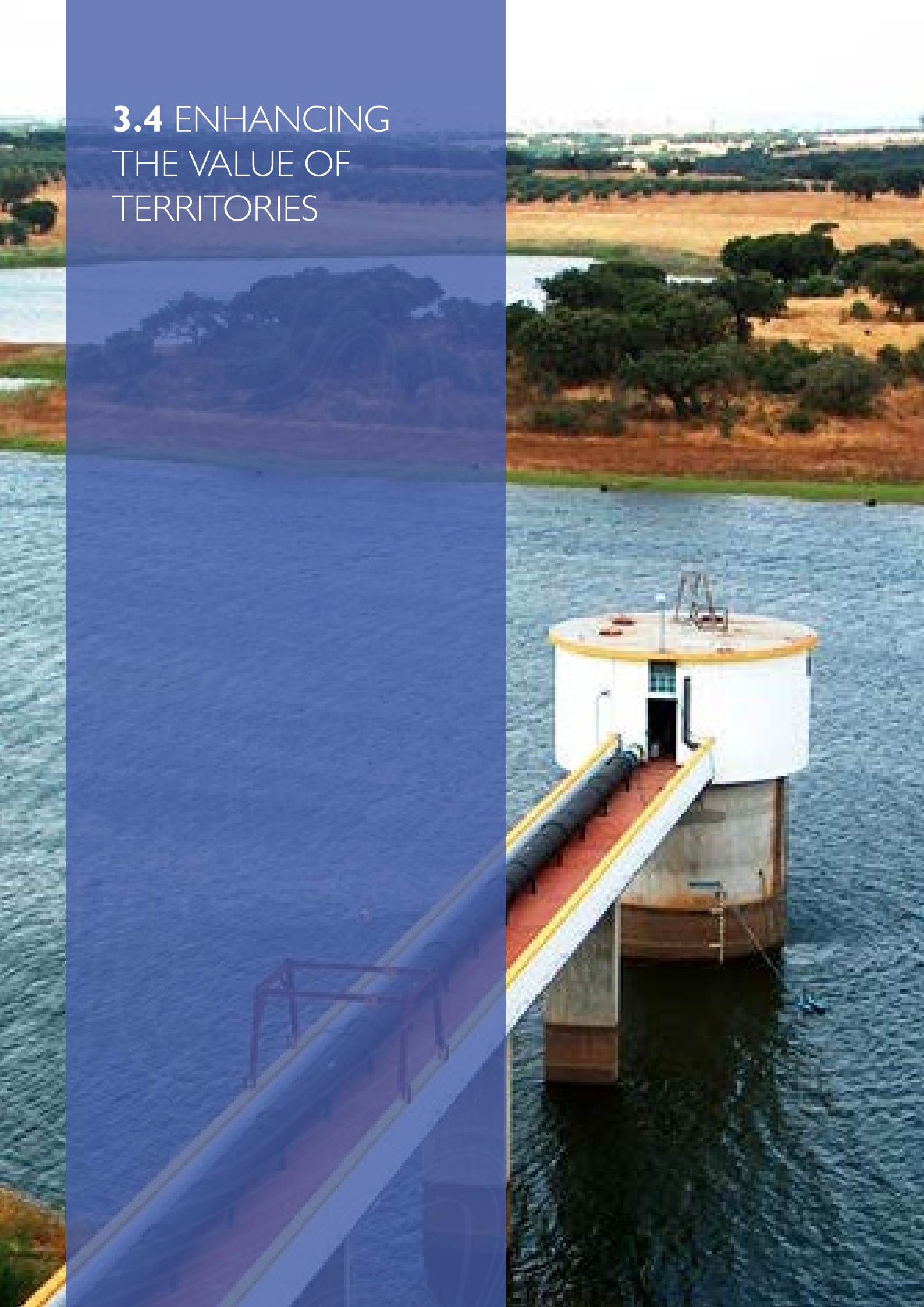
Within the framework of establishing environmental policies based on the circular economy, the recovery of sludges and compost as an organic material for agriculture and forestry takes on a significant role.

In 2021, the EPAL Academy Águas Livres ran a course on the “Agricultural Recovery of Wastewater Plant Sludges” with support from the Higher Agrarian School of Coimbra.

This training program held the objective of enabling technical specialists with higher education or equivalent qualifications in the agricultural, forestry or environmental areas to deepen their theoretical and practical knowledge on the utilisation of sewage sludges in agricultural soils, including the legal norms established by Decree Law no. 276/2009, of 2 October.



3.4 ENHANCING THE VALUE OF TERRITORIES



3.4 ENHANCING THE VALUE OF TERRITORIES

Providing a public service of excellence, with a direct impact on improving the population's quality of life



Water is an essential factor to the socioeconomic development of regions. Its utilisation spans the entire range from the most basic needs for human consumption through to industry, agriculture, tourism and ecosystems as a whole.

Companies and their members of staff are one of the greatest forces for change in societies, performing a fundamental role in the construction of a more equitable and, above all, a more sustainable world.

Based on these two assumptions, the AdP Group works daily, from the north to the south of the country, across 237 municipalities, to create value and thereby positively impact on the territories that host its activities and/or its businesses, with direct and indirect consequences.

With 3 589 employees and coverage of 237 municipalities, we contribute to dynamically boosting employment and the economy and combating the desertification of Portugal inland regions.

We guarantee efficient technical-financial management, ensuring high rates of water supply and sanitation coverage through the appropriate scaling of new infrastructures and the maintenance of those already in operation.

We guarantee the accessibility of water and sanitation services, ensuring social justice and the quality of life of populations.

WE IMPACT DIRECTLY TO IMPROVE THE QUALITY OF LIFE OF POPULATION AND THE REQUALIFICATION OF TERRITORIES.

214

MUNICIPALITIES SERVED

Water supply services

217

MUNICIPALITIES SERVED

Wastewater sanitation services

680 797

DIRECT CLIENTS

(Retail water supply)

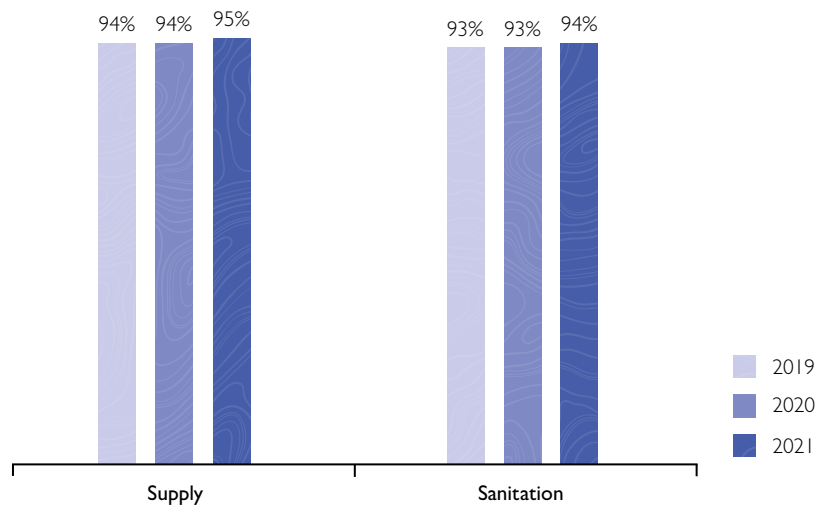
279 867

DIRECT CLIENTS

(Retail wastewater sanitation)

Coverage of bulk service

(%)



95%

RATE OF BULK COVERAGE

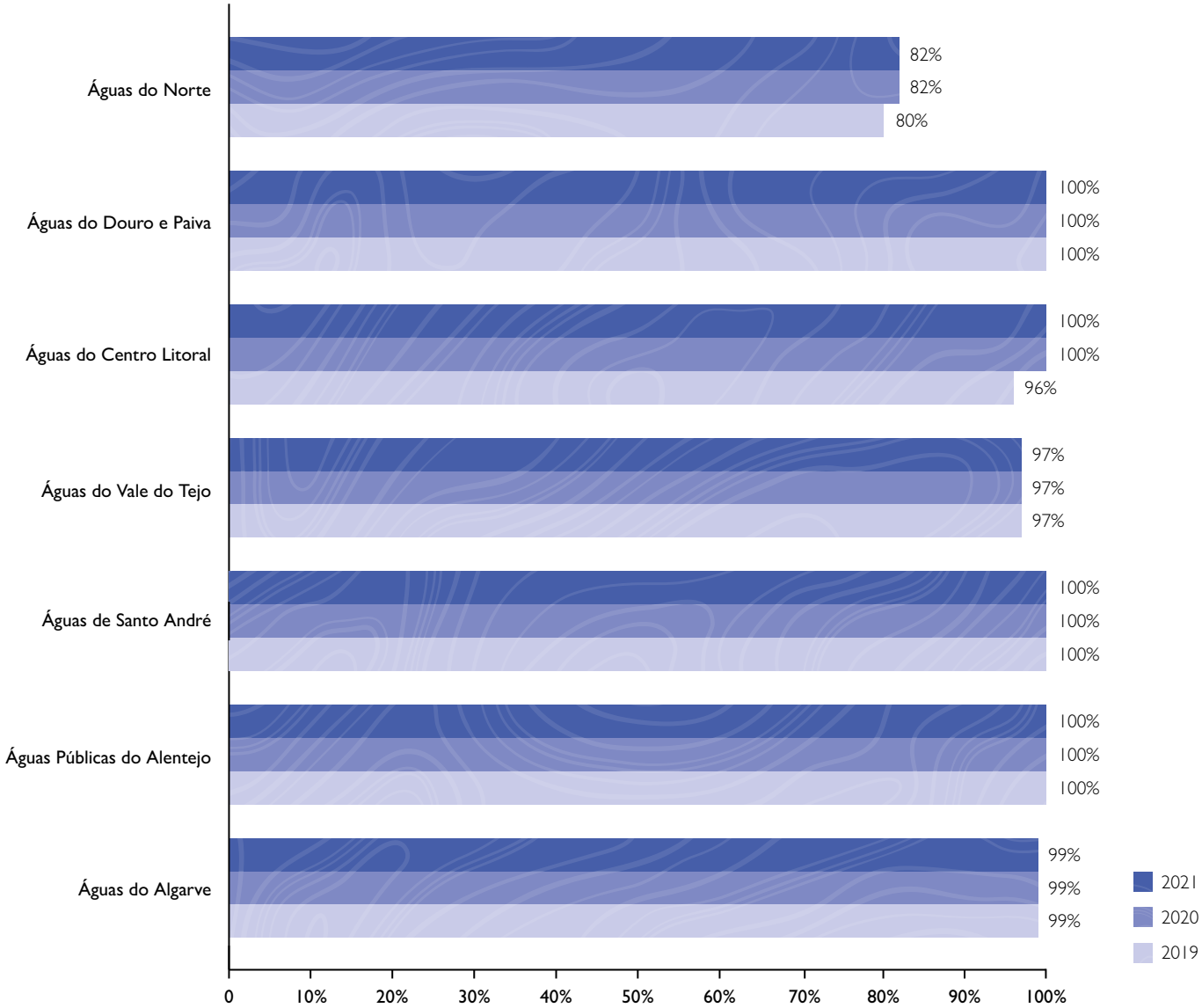
WATER SUPPLY SERVICES

94%

RATE OF BULK COVERAGE

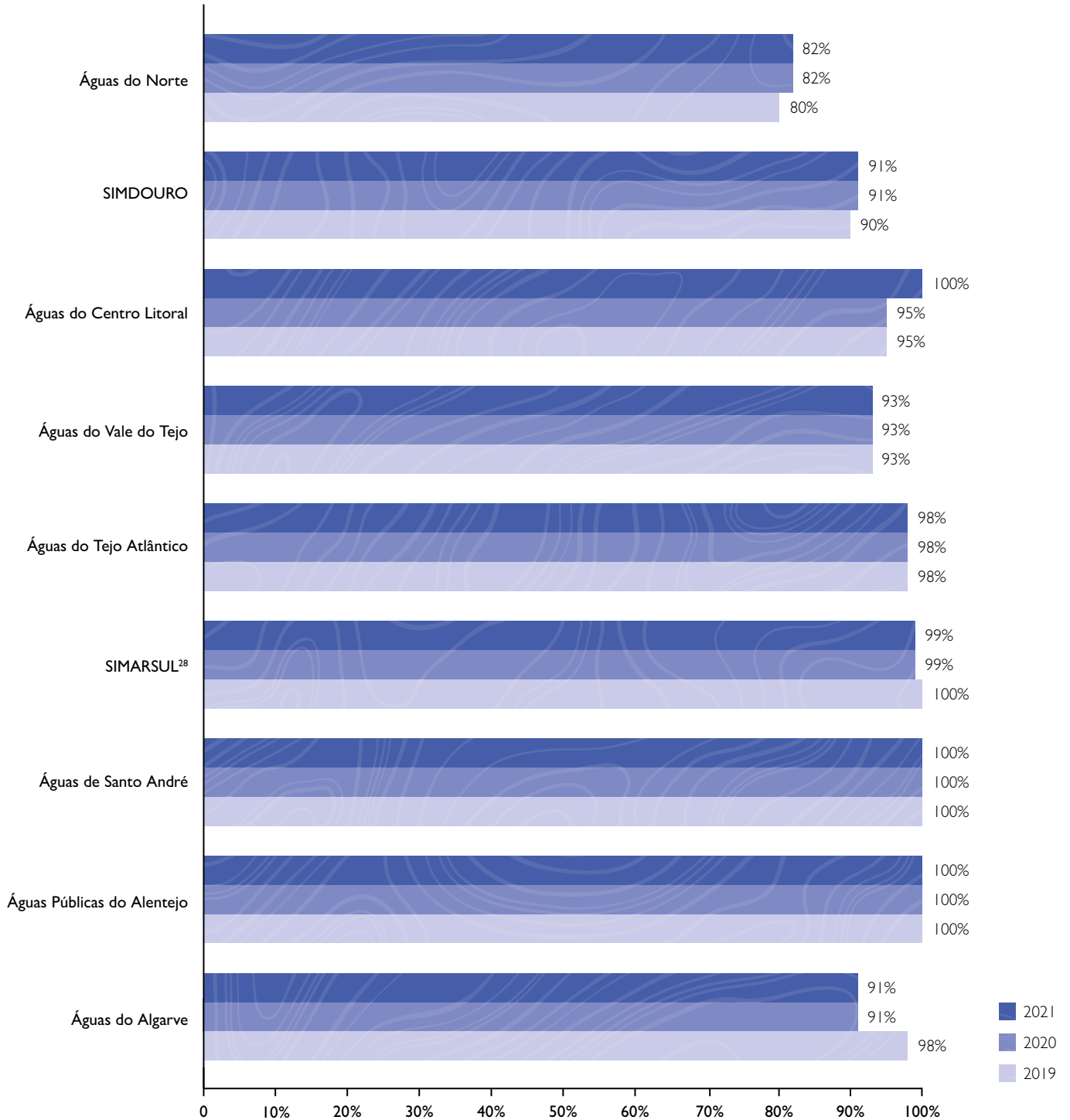
WASTEWATER SANITATION SERVICES

Coverage of bulk supply service
(% of households served)



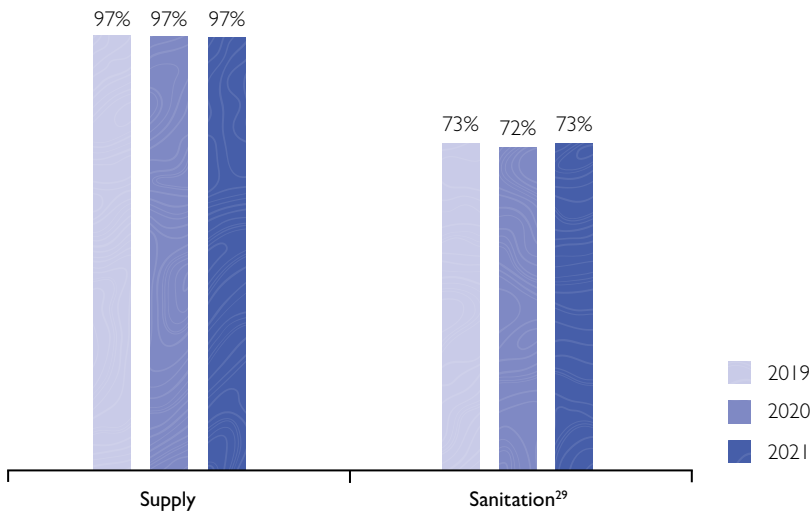
Coverage of bulk sanitation service

(% of households served)

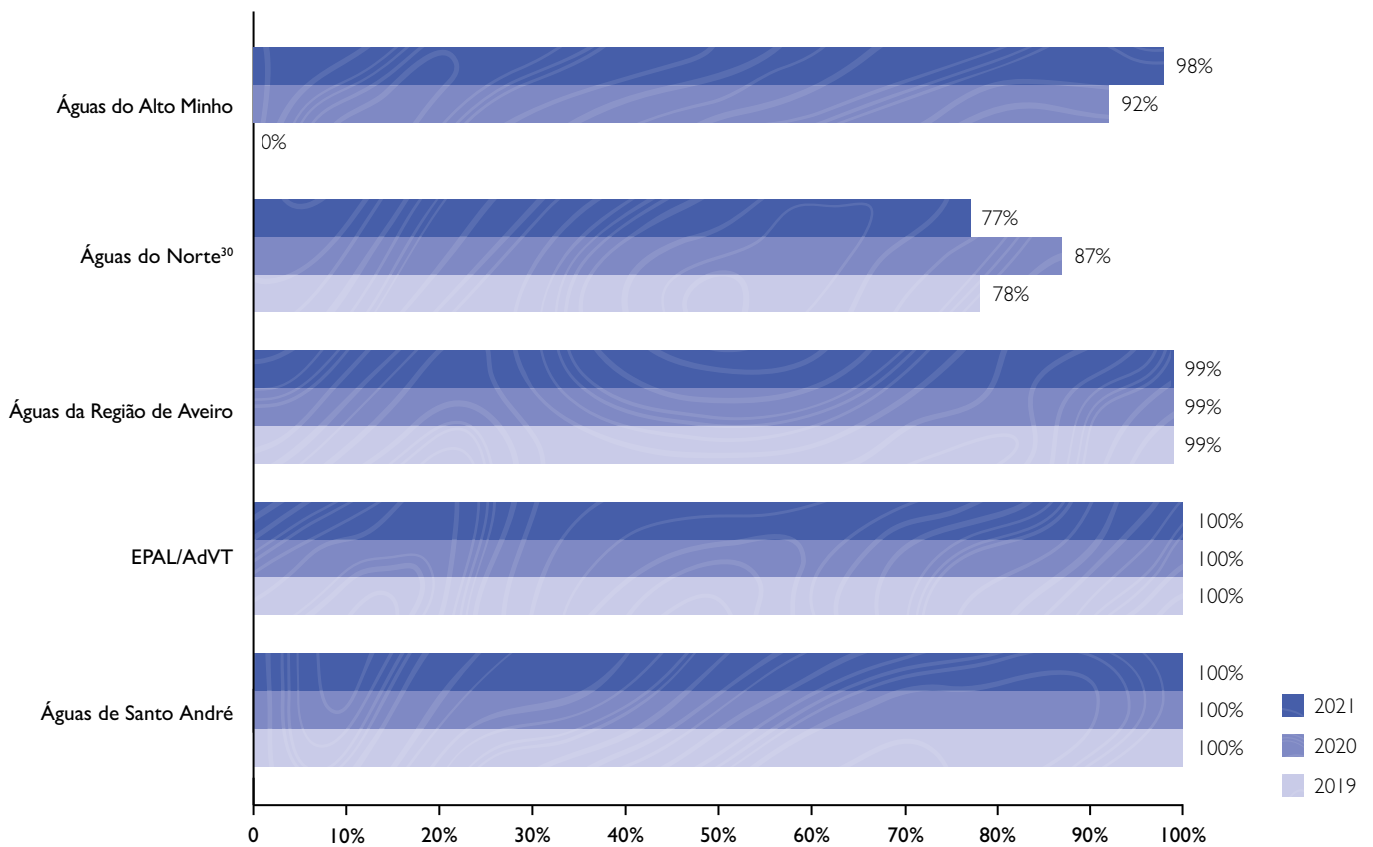


²⁸ The SIMARSUL coverage rate for 2020 was altered in accordance with the agreement of the regulatory entity.

Coverage of retail service (%)



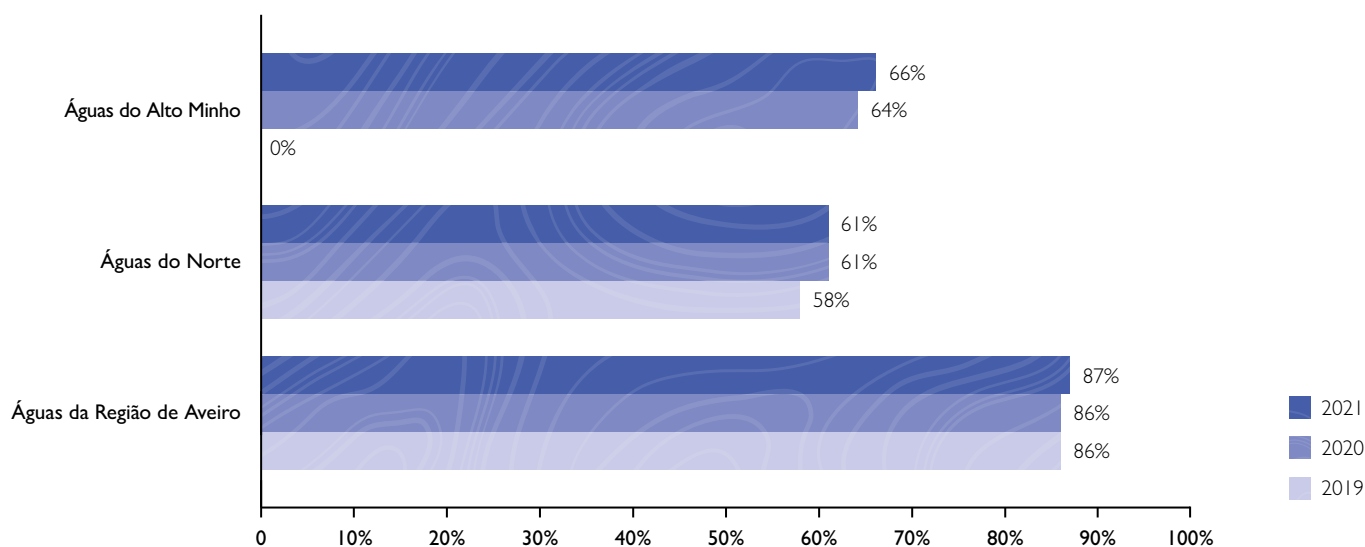
Coverage of retail supply service (%)



²⁹ The sanitation coverage rate with reference to 2020 dropped from 75% to 72% as this does not take into consideration the AdAM coverage.

³⁰ The decrease in the AdN company results, on the one hand, in 2020 from the audit by ERSAR with the ascertained value having been corrected to 82%, a downturn that deepened in 2021 due to the Amendments to the Partnership and Management Contracts resulting from the integration of the Vale do Leça water supply system in Santo Tirso Municipal Council, signed in June 2021.

Coverage of retail sanitation service (%)



WE CONTINUE TO, ALONGSIDE CLIENTS, RAISE THE PERCEPTIONS OF SERVICE VALUE AND HENCE BOOSTING THE ENVIRONMENTAL AND SOCIAL VALUE OF WATER.

In 2021, we rendered continuity to our mission in providing an increasingly broad and continuous level of public service, with high quality and at socially acceptable costs.

The implementation of a culture with greater proximity to clients, acting and innovating in the sense of simplifying access to water and sanitation services, strengthening the level of trust and satisfaction of users and fostering dialogue with clients as a means of meeting their expectations.

There is furthermore a relationship of proximity prevailing between Group companies and the Municipalities (clients for bulk service and also shareholders). The existence of open channels of communication heightens the transparency and trust established. The bilateral relationships, that take place daily across various different levels, both in institutional and in technical terms, allows for the alignment of objectives and improvement to the supply and sanitation services received by the final consumer.

At companies providing retail services, the major Group challenge, due to the high number of direct clients, focuses on ensuring the provision of services to the entire universe of potential clients. Company websites incorporate exclusive areas for clients with the provision of relevant information and means of direct contact for further clarification.

In promoting dialogue with clients and the ways we perceive their opinions, Group companies periodically (usually biannually) evaluate the satisfaction of bulk and retail users of water supply and sanitation services, with seven companies having undertaken such evaluations in this period.

In 2021, the Group received 516 complaints from bulk clients, a higher number than in 2020 (473) and with 9 717 complaints from retail clients, again rising year-on-year (9 020). The rate of response within the legally stipulated deadlines remained at 98% for bulk services and rose to 67% (44% in 2020) for retail services.

ÁGUAS DE SANTO ANDRÉ IMPROVES CLIENT SERVICES

In seeking to facilitate client access to its services, AdSA has launched the new myAQUA® app in conjunction with a new call-centre to ensure swifter answers to the majority of contractual questions and eliminating the need for any in-person visit.

myAQUA® is a free application for smartphones, developed by EPAL, that enables users to manage their contract details, submit meter readings, access water bill payment details, among other functions. This application also enables the notification of any problems related to water quality, leaks, burst pipes, etcetera.



We guarantee the efficiency, reliability and quality of the service and product safety.

The improvements made to the quality of life of populations stemming from the evolution in water supply and sanitation services become particularly clear in the higher levels of public health indicators. The government, which designs and promotes new public policies that impact on the sector, the regulator, independent, which accompanies and monitors our activities, as well as our partner municipalities, with their collaboration of fundamental importance, play determinant roles within the scope of efficiency in the sector; the quality of provision of these services essential to the quality of life of the populations and to the success of public policies in our fields of activity.

The quality of the water supplied by Group companies is ensured by regular product monitoring in accordance with the Water Quality Control Plans approved by the regulator, ERSAR.

In 2021, there were 94 729 (94 171 in 2020) and 46 438 (46 271 in 2020) water analysis tests carried out on the bulk and retail systems respectively. The results of this analytical control are regularly published, enabling consumers to access the water quality information and the compliance with the legal parameters. Furthermore, companies also operate internal monitoring plans ensuring more demanding analytical control and again guaranteeing the quality of the water supplied.

WATER AS AN
ESSENTIAL FACTOR
OF GROWING
PROTECTION TO
PUBLIC HEALTH.

99.6%

OF COMPLIANCE

WITH THE WATER CONTROL PARAMETERS
FOR BULK SUPPLY SYSTEMS

99.3%

OF COMPLIANCE

WITH THE WATER CONTROL PARAMETERS
FOR RETAIL SUPPLY SYSTEMS

In 2021, six of the ten AdP Group operating companies engaged in supply activities had implemented water security plans, boosting the response capacities of their systems to situations that may jeopardise the integrity of supply safety and correspondingly raising the trust of consumers and the other entities involved in the water production process.

WATER SUPPLY CONTROL AND MONITORING MEASURES

- Continuous measuring of the process parameters (flow, pressure, levels of storage water, pH, chlorine, among others);
- PCQA – Water quality control plans;
- Water quality operating control plans;
- Monitoring plans for infrastructures operated by service providers;
- Water security plans;
- Control and monitoring of hydrological characteristics of water supply sources;
- Control of water losses;
- Implementation of operating and maintenance software.

96.92%

RATE OF COMPLIANCE

WITH BULK SYSTEM WASTEWATER DISCHARGE LICENCE REQUIREMENTS

The collection and effective treatment of wastewaters prevents the discharge of untreated effluents, safeguarding watercourses, preserving ecosystems and avoiding contamination of the soils. The maintenance of watercourses enables the community to safely enjoy their water resource and all their diverse usages, ranging from enjoyment of the landscape, bathing, irrigation, abstraction for water supply purposes, among others.

Across the Group, the analytical control of treated wastewaters takes place regularly in accordance with that stipulated in the discharge licences and the legislation in effect. In 2021, there were a total of 83 129³¹ analytical tests of the bulk and retail systems. The results of this monitoring are regularly published to enable users to gain access to information on the quality of the wastewaters returned to hydric environments and compliance with legal parameters. Furthermore, the companies also deploy internal monitoring plans, providing more demanding analytical control and guaranteeing the quality of discharged wastewaters.

97.85%

RATE OF COMPLIANCE

WITH RETAIL SYSTEM WASTEWATER DISCHARGE LICENCE REQUIREMENTS

WASTEWATER SANITATION CONTROL AND MONITORING MEASURES:

- Analytical control plans in accordance with the discharge licences;
- Operational analytical control plan;
- Underwater emitter monitoring plan;
- Continuous measurement of pH, of potential redox, of oxygen;
- Gaseous emissions plan;
- Monitoring plan for treated wastewater discharge environments;
- Monitoring plans for infrastructures operated by service providers.

³¹ Analysis carried out on infrastructures operating according to discharges licences.

Taking an increasingly proactive approach, the Group is advancing with the rehabilitation of the already existing pipes, interconnections and collectors and in need of replacement as an essential measure contributing to the operational efficiency of systems. Supply failures and collapses in collectors may have consequences for the services provided to populations and hence the response capacity for such situations is fundamental. The maintenance of equipment and infrastructures, from both reactive and preventive perspectives, is crucial to service management.

The water reserve capacities of multi-municipal systems contribute to the continuity of the supply service. In 2021, the bulk system reserve capacity stood at 1 624 329 m³ (1 613 926 m³ in 2020) and with the retail system containing 540 153 m³ (551 857 m³ in 2020). The number of service interruptions was 74 and 145 in the bulk and retail systems, respectively.

24 Hours

OF RESERVE CAPACITY

BULK WATER SUPPLY SYSTEMS

37 Hours

OF RESERVE CAPACITY

RETAIL WATER SUPPLY SYSTEMS

The number of structural collapses in the sanitation collection network was 49 in the bulk system and 55 in the retail system.

49

STRUCTURAL COLLAPSES

BULK SANITATION SYSTEMS

55

STRUCTURAL COLLAPSES

RETAIL SANITATION SYSTEMS

WE PROTECT AND RESTORE BIODIVERSITY AND THE ECOSYSTEMS

Good ecological functioning strongly contributes to the mitigation, resilience and adaptation to climate changes, to the protection of biodiversity, to fair and equitable access to food and drinking water and consequently to improving health and wellbeing as well as to the social and economic balance and territorial revitalisation, themes that intrinsically interlink with the Sustainable Development Goals.

The AdP Group core business has, in its own right, a positive impact on the natural resource of water, which every living being depends on.

At the AdP Group, the commitment to the conservation of biodiversity and fostering ecosystem services represents a daily activity in the supply of water through the controlled abstraction of water flows and the appropriate treatment of wastewaters. The maintenance of minimal flows, the prevention of pollution of watercourses and the sea and the depollution that has taken place due to operation of wastewater collection and treatment systems, guaranteeing the hydric environment, displays the quality and quantity of water necessary for the conservation and development of biodiversity. We may thus affirm that the sustainable management of the urban water cycle preserves the soils, the water tables and the hydric environment to nurture the conservation of biodiversity and the effective functioning of ecosystem services.

The promotion of healthy marine and terrestrial ecosystems enables the improvement and/or maintenance of the productivity and capacity that ecosystems hold to respond to the needs of societies.

FOR A BLUER PLANET

EPAL launched the campaign "For a Bluer Planet" with the objective of raising general awareness around the efficient usage of water. Within the framework of a protocol with Quercus, EPAL and Águas do Vale do Tejo sponsored five wild animals that are undergoing recovery at CERAS in Castelo Branco. The first sponsor is a tawny owl that will be baptised following a naming competition launched on Earth Day and held for the children, grandchildren and nephews/nieces of employees.



NATIVE FISH PROJECT

The Native Fish Project was launched in November 2017 and results from a partnership between the ISPA university and Águas do Tejo Atlântico. The project carries out the Monitoring of the Hydrographic Basins of Oeste Rivers, located within the geographic area of Águas do Tejo Atlântico activities in order to raise environmental awareness and implement scientific research fostering their conservation and preservation, especially the indigenous fish existing there.

In 2021, Tejo Atlântico accompanied various awareness raising actions, workshops and field visits related to the classes and the seven municipalities participating in the project. Integrated into this project is the particular highlight of the children's book "Os meninos-do-rio" and the production of a touring exhibition about the indigenous ichthyofauna of the rivers in the Oeste region and that has gone on display in the municipalities of Torres Vedras, Óbidos, Caldas da Rainha and Sintra.



We continue to contribute to dynamically support the regional business sector and local employment.

Taking into account the value of water and recognising its role as a leverage for regional development and the affirmation of local power, AdP Group activities generate a dynamism in the business sectors (national and local), due to their potential for sustaining growth in every economic sector. This highlights how, through the provision of our water supply and sanitation services, we have greatly contributed towards valuing the respective territories, especially through the development of local/national tourism and therefore contributing to the creation of direct and indirect employment and for the creation of value in the regions. Portugal has registered significant improvements in the quality of its bathing waters, especially as a result of the development of the water sector. These improvements hold great relevance to public health, the enjoyment of the natural environment and contributing to highly positive results for economic activities, especially in the tourism sector.

The relationship with suppliers and the local community are also axes of action not only within the scope of the Group mission but also as the means of enabling its role in national development across the social, environmental, economic and technological levels. We promote partnerships essential to the implementation of our core business, in the majority with local and national suppliers, thus reflecting our commitments towards social responsibility.

The selection of our goods and service suppliers takes place rigorously, under the auspices of the principles of transparency, equality and competition in accordance with the legislative in force for state owned companies.

We currently count on an external network of suppliers with a great diversity in their scope of actions, from the north to the south of Portugal, from the coast to the inland border. Hence, we dynamically support the economy, generating employment at the local level while reflecting at the national level with an impact above all in more remote inland regions. In 2021, the AdP Group maintained relationships with 5 461 suppliers and around 99.57% of our acquisitions of goods and services come from national suppliers.

WITH WHOM WE WORK

AdP Group counts on 48 service providers associated with its core business of operating infrastructures. In 2021, these partnerships contributed to the existence of 766 positions of employment.

ETHICS AND TRANSPARENCY IN THE SUPPLY CHAIN

The pre-contractual procedures obey the rules and objective criteria seeking to maximise utility to the Group, optimising the binomial quality/price for all its acquisitions and always taking into consideration the effects of externalities in the sense of encouraging economic actors to also be more efficient at the environmental and social level within a framework of shared effective responsibilities.

THE EXCELLENCE OF SERVICE PROVISION, CONTINUALLY AND WITH QUALITY BY THE ADP GROUP IS CLOSELY BOUND UP WITH THE SUCCESS OF ITS SUPPLY CHAIN PARTNERSHIPS.



This individual and collective change in behaviours disseminates best environmental and social practices in keeping with the policies established by the Government and fosters the creation of value to society. Today, it is universally recognised that it is clearly insufficient for companies to act only according to an internal logic. There is a need for a proactive attitude along the chain passed on from supplier to supplier.

Aware of the importance of this principle, the AdP Group has embedded the continuous promotion of the alignment between the social and environmental principles, behaviours and ethics with its chain of supply as well as disseminating the commitments assumed under the United Nations Global Pact in a continuous approach throughout the goods/service supply chain.

BCSD Portugal Charter of Principles

In 2017, the Group subscribed to the BCSD Portugal Charter of Principles, which encourages subscribers to adopt and develop the principles guiding good business management according to ethical, social, environmental and quality standards, applicable to any context in the global economy. The Charter of Principles represents a document establishing the principles that constitute these guidelines for good business management and seek to establish a reference framework voluntarily adopted by companies on various scales. Its objective is to encourage the massification of sustainable management practices based on six principles: (1) Legal Compliance & Ethical Conduct, (2) Human Rights, (3) Labour Rights, (4) Prevention, Health and Safety, (5) Environment and (6) Management. We also committed to inviting our most relevant suppliers to subscribe to the Charter.

We foster the commitments assumed in the BCSD Portugal Charter of Principles throughout our supply chain.

This has been the path down which the AdP Group has been advancing, deploying various tools that seek to ensure greater commitment from suppliers. Such examples include the supplier regulations, the declaration of social responsibility, the Code of Ethics and Conduct, the national ecological procurement strategy, audits, awareness raising actions and supplier evaluation processes. In 2021, we carried out 12 audits of suppliers and held 86 awareness raising sessions.

Key points in the social responsibility norm applicable to the AdP Group and its suppliers:

- Child labour
- Forced labour
- Health and safety
- Freedom of association and right to collective bargaining
- Discrimination
- Disciplinary practices
- Working timetables
- Remunerations
- Management systems



12

AUDITS OF SUPPLIERS

86

AWARENESS ACTIONS
OF GOODS/SERVICE
SUPPLIERS

We have solid and transparent relationships with our suppliers.

The Supplier Regulation seeks to ensure:

- Product quality and safety;
- Continuity of supply;
- Efficient and sustainable usage of resources;
- Application of energy efficiency criteria;
- Minimising the environmental impacts and the safety risks.

The dissemination of best social and environmental practices in the supply chain is essential to ensuring a better society.

WE ADOPT AN ACTIVE ROLE OF INVOLVEMENT WITH THE POPULATION ON SOCIAL QUESTIONS

At the AdP Group, Social Responsibility is a driver of development and innovation.

Companies and their employees are one of the greatest forces of change in societies, performing an essential role in the construction of a more equitable world from the social (and environmental) and sustainable points of view. At the AdP Group, the creation of value and relationships with society are bound by compliance with our mission and the values inherent to our social responsibility policy.

There are diverse initiatives that the AdP Group has been developing and/or subscribing to over recent years and that have strengthened the alignment of its Social Policy, internally and externally, with its management policies, especially in key areas such as human rights, labour practices, environmental protection and transparency. In 2009, the Group was a signatory of the Global Compact and, since then, has annually strengthened its commitment to the principles assumed. In 2016, the Group joined the Alliance for the Sustainable Development Goals and, in 2017, became an ambassador for the Alliance for SDG6 – Drinking Water and Sanitation and SDG9 – Industry, Innovation and Infrastructures. In 2016, the Group signed up to the Portuguese Charter for Diversity.

Our objective: to respond to the demands of the realities that we face, aware not only of the need of the communities we operate in but also of our own members of staff.

WE SUPPORT



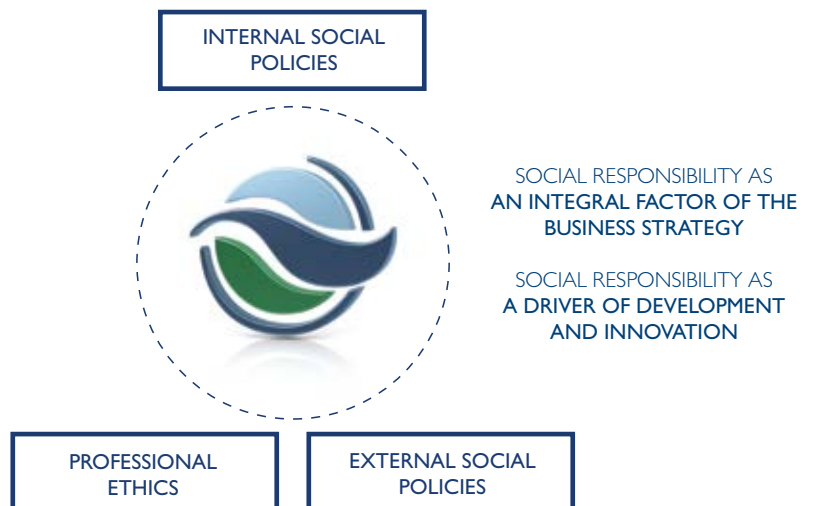

HUMAN RIGHTS

1st Principle
Companies should support and respect the protection of the internationally recognised human rights.

2nd Principle
Companies should guarantee their non-participation in violations of human rights.

in "Progress Information on the United Nations Global Pact"

WE GUARANTEE A CONSISTENT SOCIAL POLICY, PROVIDING RESPONSES TO THE DEMANDING REALITIES THAT SURROUND US.



Together for more inclusive societies.

ADHERENCE TO THE NATIONAL TARGET FOR GENDER EQUALITY

Achieving 40% of females in decision-making roles by 2030, as a flagship company, strengthening the commitment to SDG5 – Gender Equality of the United Nations Agenda 2030.

PARTICIPATION IN THE DIVERS@S AND ATIV@S PROJECT

Fostering diversity and non-discrimination in the professional sphere run by APPDI in conjunction with the following entities – the EAPN – the European Anti Poverty Network; the Intercultural European Club; KUN - Centre for Equality and Diversity.

EPAL PROMOTES MORE ACCESSIBLE AND INCLUSIVE CLIENT SERVICES

EPAL established a partnership with the Deaf Citizens Website that enables its clients to access services more easily. The objective is to ensure more personalised services through the video link by which deaf clients are able to communicate with EPAL through sign language.

THE AdP GROUP PARTNERS PARALYMPIC SPORT

In 2021, the AdP Group extended the partnership with paralympic sport through support for the Paralympic Committee of Portugal and its preparation for the Tokyo Olympic Games 2020, held in 2021. There were 32 athletes from eight different sports representing Portugal at the Paralympics Games. Within the framework of our social responsibility strategy, we have supported sport for @ll throughout over two decades, defending the sporting practices of the physically and mentally challenged as a factor of social inclusion.

We act on a voluntary basis in the communities, contributing to improving the quality of life of all those involved.

DROP BY DROP, WE CHANGE LIVES!

There was continuity to the Corporate Volunteering Program, Gota a Gota Mudamos Vidas (Drop by Drop, We Change Lives) that encourages the voluntary participation of Group members of staff in community actions, contributing with their time, solid technical knowledge but, above all, with enormous generosity. Within the framework of the Group Social Responsibility Policy, this Volunteers Program strengthens our corporate culture in keeping with the commitment to the wellbeing of populations.



GIRL MOVE

The AdP Group is one of the partners in the Girl Move project, an initiative designed for young Mozambican women with the purpose of working towards a world in which women have access to opportunities to be benchmark reference leaders and actors of positive change, capable of contributing to the political, social, economic and cultural development of their country. One of the programs developed is entitled Change and targets young graduates, aged between 20 and 30, who are able to take a life internship, with a one year durations, with the support of the project partners. Within this framework, we correspondingly hosted the young Mozambican, Taniça.



BANCO ALIMENTAR: SHALL WE MULTIPLY THIS IDEA?

In October 2021, AdRA and Banco Alimentar de Aveiro (Aveiro Food Bank) Against Hunger launched another solidarity campaign, gathering donations and appealing for the active participation of AdRA clients. The latter have only to sign up to digital water bills and/or AdRAnet (the online digital service). For each such digital participation, AdRA donates 50 cents to the Banco Alimentar de Aveiro.

In just three months of campaigning, over 5 000 AdRA clients have participated in this initiative resulting in around 2 500 euros being donated to the charitable institution.



WATER WITHOUT BORDERS PROGRAM

The Voluntary Program for Water Supply and Wastewater Sanitation (A&S) specialists seeks to provide a response to requests for humanitarian assistance and international cooperation. This represents an emergency humanitarian aid program under the auspices of which a Rapid Response Unit for Emergency Situations was set up with the voluntary participation of AdP Group workers with the mission to re-establish A&S services in the wake of natural catastrophes. This program plans for the establishment of partnerships with NGOs and emerges as an important source of motivation and sharing of employee know-how, called in to reinforce their determinant role as social actors and agents of change.



IES - INSTITUTE OF SOCIAL ENTREPRENEURSHIP

In 2021, we continued with our strong investment in social entrepreneurship ecosystems with the AdP Group a member of the IES – Institute of Social Entrepreneurship ever since 2009, a non-executive director and holding the chair of the General Assembly position. In terms of its Social Responsibility Policy, the theme of social innovation is clearly stated among the commitments assumed within the scope of fostering a growing proximity with the communities served and to contribute towards compliance with the SDGs. We are going to continue investing in social innovation as a means of responding to social problems in sustainable and long lasting approaches.



ENIPSSA - NATIONAL STRATEGY FOR THE INTEGRATION OF PERSONS FACING HOMELESSNESS

In 2021, the Águas de Portugal Group continued to be an integral member of ENIPSSA – the National Strategy for the Integration of Persons Facing Homelessness, participating in the interventions and communications groups of the aforementioned strategy.

INTEGRATION INTO SOCIETY



The AdP Group maintains close ties with professional, technical and industrial associations, adhering and accompanying trends in relevant themes to the companies.

ASSOCIATIONS/ INSTITUTIONS/ ORGANISATIONS

ABS - Baía do Seixal Association
AdPorto - Oporto Energy Agency
AES - Sines Business Association
AIDA - Industrial Association of the District of Aveiro
Alliance for the Sustainable Development Goals
AMESEIXAL - Seixal Municipal Energy Agency
ANQIP - National Association for Building Installation Quality
APCE - Portuguese Association of Communications Companies
APDA - Portuguese Association of Water Distribution and Drainage
APEE - Portuguese Association of Business Ethics
APESB - Portuguese Association of Sanitation and Environmental Engineering
APQ - Portuguese Association of Quality
APRH - Portuguese Association of Hydric Resources
APSEI - Portuguese Association of Safety
APMI - Portuguese Association of Industrial Maintenance
APPDI - Portuguese Association for Diversity and Inclusion
AREAL - Regional Energy and Environmental Agency of the Algarve
Humanitarian Association of the Voluntary Fire Brigade of Coimbra
ASPEA - Portuguese Association of Environmental Education
Aspiring Geoparque of Oeste
ATL - Tourism Association of Lisbon
BCSD Portugal - Business Council for Sustainable Development
Camões - Institute of Cooperation and for the Portuguese Language
CASPAE - Parents and Friends of the School Centre of Social Support
CATIM - Centro of Technological Support for the Metal Working Industry
CCDesert - Centre of Compensation in the Campaign against Desertification
CEBAL - Centre of Agricultural Biotechnology and Agro-foodstuffs of the Alentejo
CEEP-PORTUGAL - European Centre of Publicly Owned and/or Companies of Interest to the General Economy
CESAB - Centre of Environmental Services
CIAB - Court of Consumer Arbitration
CPA - Port Community of Aveiro
COMSINES - Council of Sines Communities
Consultive Council of the Polis Company of Ria de Aveiro
Consultive Council of the Nature Reserve of Paul de Tornada – a Local Protected Landscape Area

Consultive Council of the World Surf Reserve of Ericeira
CVR - Centre of Water Recovery
EPIS - Business Owners for Social Inclusion
Enerarea - Regional Energy and Environment Agency of the Interior
Energaiá - Energy Agency of the South Metropolitan Area of Oporto
ENIPSSA - National Strategy for the Integration of Persons Facing Situations of Homelessness
Serralves Foundation
FUTURESEA - Social, Economic and Environmental Sustainability
Global Compact Network Portugal
GRACE - Socially Responsible Companies
IAREN - Norte Region Institute of Water
IES - Institute of Social Entrepreneurship
IGen - Organisational Forum for Equality
IPQ - Portuguese Institute of Quality
IHRH - Institute of Hydraulic and Hydric Resources
IWA - International Water Association
Lisboa E-Nova - Municipal Agency for Energy and the Environment
NERA - Business Association of the Algarve Region
NERBE - Business Association of Baixo Alentejo and Litoral Alentejo
NERGA - Business Centre of Guarda Region
NERLEI - Business Association of the Leiria Region
Oeste Sustentável - Oeste Regional Agency of Energy and the Environment
OIKOS - Cooperation and Development
PPA - Portuguese Partnership for Water
PSAT - Association for Promoting the Safety of Technical Assets
PWN Lisbon - Professional Women's Network
RELACRE - Association of Accredited Laboratories of Portugal
S. Energia - Regional Energy Agency of the Councils of Barreiro, Moita and Montijo
SWAN - Smart Water Network Forum
UN - **Global Compact**
WAMU-NET - Water Museums Global Network
Water Footprint Network
WRE - Water Reuse Europe
WSMART - Water Security Management Assessment, Research & Technology

3.5 INNOVATING TO IMPACT



3.5 INNOVATING TO IMPACT

Fostering open, collaborative innovation that creates value for the AdP Group and its companies



The AdP Group has incorporated into its mission the promotion and acceleration of innovation both within and beyond its companies, contributing to the continuous improvement in the economic, social and environmental sustainability of the water and environment sector in Portugal.

This is a unique moment in the life of various generations, due to the appearance of uncertainties in the surrounding world whether resulting from environmental, economic, public health crises or the credibility of leadership but equally characterised by the hope placed in the capacity and speed of innovation. The constant evolution of society, its mobilisation, the growing demands of users of water supply and wastewater sanitation systems, the know-how of our employees, the networking we maintain with all our stakeholders, the duty to share knowledge with lesser developed countries and learning from the best examples lead the AdP Group to increasingly invest in innovation on the path to a better future.

ENVIRONMENTAL PROTECTION

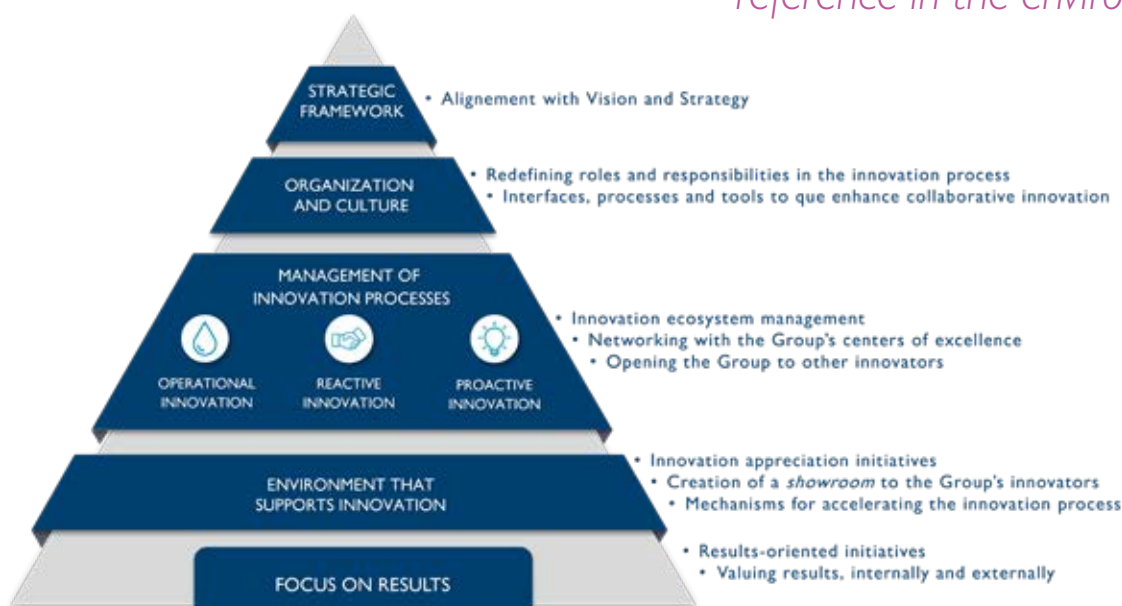
9th Principle

Companies should encourage the development and spread of environment friendly technologies.

in "Progress Information on the United Nations Global Pact"

WE SUPPORT
UN GLOBAL COMPACT

Innovation is the guarantee of the consolidation and growth of the AdP Group as a benchmark reference in the environment sector.



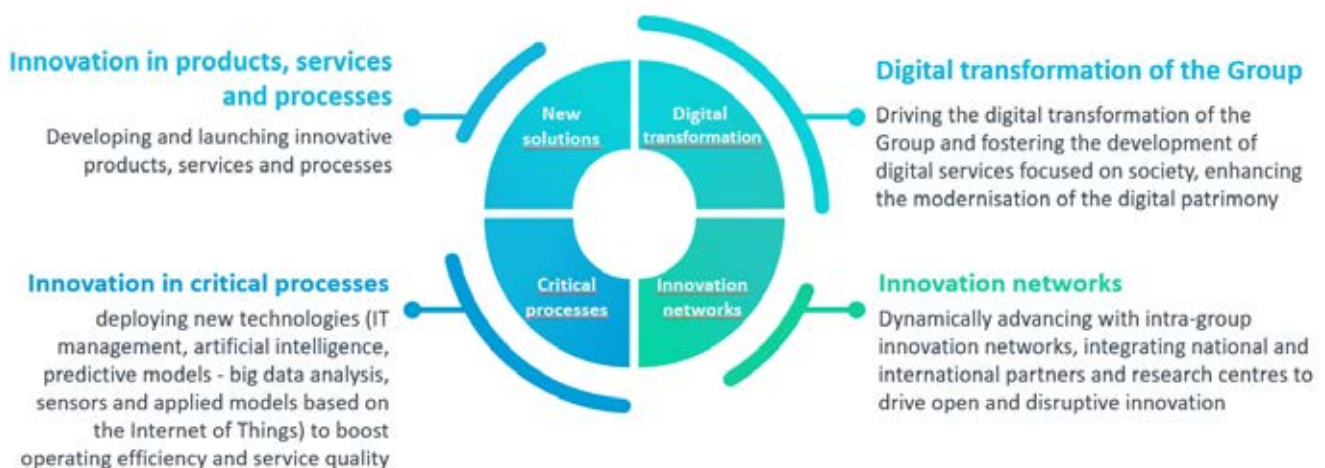
THE ROUTE TO OBTAINING THE ENVIRONMENTAL, SOCIAL AND ECONOMIC GOALS, INCREASINGLY AMBITIOUS, IS THROUGH INNOVATION.

The AdP Group path leads to the Innovation 360° strategy that fosters open innovation, sustainable, leveraging synergies and collaboration among the diverse Group centres of excellence, prioritising partnerships with other external entities, in particular the RD&D networks and universities and that are implemented through three mutually complementary dimensions: proactive innovation, reactive or collaborative innovation and operational or organic innovation.

The Innovation 360° challenge is transversal to all the other strategic challenges taken on by the Group from the outset in its strategic framework. Based on optimising existing solutions, developing new solutions and the digital transformation of the Group, this enables the sharing of knowledge and mobilises workers for a new AdP culture, more open, innovative and collaborative.



INNOVATION 360:



The innovation capacities of any organisation include the capacity to grasp and respond to changes in its context, seeking out new opportunities and enabling knowledge and the creativity of people within the organisation and in collaboration with external stakeholders.

In NP ISO 56002:2019

Through AdP Valor, we set up a Corporate Innovation area that strives to serve as a catalyst for innovation in the AdP Group, contributing as an accelerator so that this becomes more resilient, more efficient and more sustainable in managing the urban water cycle; and promoting a strong Group culture based on innovation and its relationships with clients and communities. Of extreme relevance, the innovation area constitutes a leverage for the development of new businesses in strategic areas for the Group, such as the circular economy, making use of technological progress to better achieve its mission. Its activities are ongoing in alignment with the Strategic Framework of Commitment of the AdP Group, actively contributing to achieving the objectives defined and working in a networked context with all AdP Group companies and in partnership with external entities. This defined three major groups of initiatives as essential:



In 2021, there was the drafting, following the participation of all Group operating companies, of an ambitious agenda for innovation, with its focus centring on the resilience and efficiency of infrastructures, the circular economy and energy and carbon neutrality.

The AdP Group was involved in a diverse range of projects over the course of 2021²⁷, aware beforehand of the challenges to be confronted daily, creating new needs and opportunities and with COVID-19 representing one such example. The AdP Group with its know-how in the collecting and treatment of wastewaters swiftly mobilised to study the presence of the SARS-CoV-2 virus in wastewaters so as to improve the national response to any new outbreaks of disease.

AdP VALOR PARTICIPATES IN 14 PROJECTS³², WITH FINANCING AWARDED BY DIFFERENT NATIONAL AND EUROPEAN FUNDS AND WITH A WIDE NETWORK OF PARTNERS.

³² The AdP Valor annual report contains brief descriptions of the 14 projects ongoing in 2021

WASTEWATERS USED FOR THE EARLY DETECTION OF THE SARS-COV-2 VIRUS

AdP Valor coordinated the Covidetect project that set out to study the role of wastewaters as a sentinel for the presence of the SARS-CoV-2 virus and its variants in the community, contributing to improving the response to new outbreaks of the disease. The project, financed by Compete 2020, integrated into the national and European initiatives deemed strategic to preparing the country for future waves of the epidemic as a tool for detecting, quantifying, characterising and modelling the virus through analysing its presence in wastewater treatment plants.

The project, begun in 2020, served to demonstrate how wastewaters may provide a means for the early identification of new outbreaks of COVID-19 and investigating the diversity in the SARS-CoV-2 virus genomes circulating in a community. The results of this research project also confirm the potential for genomic surveillance of wastewaters for the detection of any new mutations and variants emerging in association with syndromic/clinical surveillance.

Other examples of innovation in the sanitation sector include the developments focused on water for reutilisation (ApR). The chapter on the circular economy for water approached the importance of creating new alternative sources of water for less demanding usages that do not require drinking water quality. As there is now a consensual opinion that treated wastewaters provide an effective and excellent alternative solution for such aforementioned usages, water for reutilisation (ApR) has been the target of diverse innovation projects at the AdP Group, including the irrigation of green spaces and agricultural crops, among many others, whether in regions that experience low precipitation and high solar exposure or from a perspective of efficiency in the usage of water resources.

Pomegranate orchard irrigated with water for reutilisation (ApR)

AdP and Águas Públicas do Alentejo, in a partnership with EDIA, ISA, EFACEC and the Operational Centre of Irrigation Technology, developed REUSE project, financed by the Environmental Fund, which strove to promote the deployment of water for reutilisation (ApR) for agricultural irrigation in the Alentejo through recourse to environmentally sustainable and low cost technologies while also creating knowledge and developing communications campaigns for water reutilisation. The methodology adopted holds the objective of reutilisation in a safe and appropriate approach to the purpose in question supported by cost-efficiency analysis.

The pilot project returned some very significant results. The solar disinfection technology produced ApR with the quality necessary for a drip system of irrigation for a pomegranate orchard and there were no significant impacts observed either for the irrigation system or the growth of the plants and fruits.



Alentejo vines irrigated with water for reutilisation (ApR)

AQUA VINI is the name of the project that brought AdP Valor to wine making activities in the Alentejo region, more specifically to the Ravasqueira Estate to contribute towards promoting the production and utilisation of ApR and simultaneously contributing to advancing the technical knowledge about the reutilisation of water in irrigation activities, the effects of this applications on the growth of the irrigated crops and the impact on the receptor environments and water resources as well as on irrigation systems.

The results obtained were positive, having verified that the methodology adopted for project development enabled the reutilisation of water safely and in keeping with the specific purpose, drip irrigation of vines, based on a Risk Evaluation and, consequently guaranteeing a balanced and competitive cost-efficiency relationship (a fit-for-purpose approach). The ApR produced was used for irrigating the vines from the beginning of August through to the end of October 2021 with no perceivable alterations in the irrigation system, the growth of plants and fruits or in the soils.



Furthermore, new challenges were faced in the supply of water, greatly associated with climate changes. The forest fires that devastate the country every year are but one example: on the one hand, for the destruction caused to infrastructures and water supply equipment, which may condition the availability of the service and, on the other hand, the impact of the pollution generated by the fires, especially the ashes that may jeopardise water quality. The AdP Group, aware of the impact these may have on the water sector, has participated in various projects interconnected with forest management and combating forest fires, with the SILVANUS project representing one example.

AdP PARTICIPATES IN A SUSTAINABLE FOREST MANAGEMENT AND CLIMATE RESILIENCE PROJECT

In 2021, AdP Valor coordinated the SILVANUS - Integrated Technological and Information Platform for Wildfire Management project, financed by the Environmental Fund, which seeks to provide a platform for sustainable forest management and climate resilience, that provides innovation resources to combat the ignition and propagation of forest fires as well as how to mitigate their effects.

The platform, under development through to the end of 2022, will combine environmental and social aspects with technological and scientific innovations providing decision-makers with a more holistic and integrated vision on the management of forestry spaces and the associated risks of fire. Hence, the SILVANUS platform operates across three levels: a) prevention and preparation; b) detection and response; c) restoration and adaptation.

Within the scope of this project, Portugal will be developing a pilot project that focuses on two essential goods: water and energy. The Portuguese pilot will be led by EDP New and counts on the collaboration of the partners AdP Valor, the Higher Technical Institute and TerraPrima as well as Águas do Vale do Tejo in the capacity of a tertiary entity. The core objective of this pilot is to demonstrate the implementation of prevention and restoration actions for forest fires may simultaneously benefit the conservation of nature. To this end, this combines conventional agricultural practices (such as pasture land) with digital technologies to develop and implement nature friendly forest management practices.

The positive impact generated by innovation throughout the AdP Group chain of value acts in a wide reaching fashion in keeping with how innovation is not the focus in its own right but rather the path towards achieving the results we seek to obtain. AdP Group companies participate actively in disseminating innovation and maintain presences in various different forums and dynamically promote the water sector agenda.

AdP GROUP IN WATEREUROPE

AdP Valor continues to represent the AdP Group in WATEREUROPE, specifically on the Policy Advisory Committee, in the role of Water Ambassador, seeking to promote AdP Group innovation in this international context but also contributing towards positively influencing European policies on the water sector.

ÁGUAS DO DOURO E PAIVA COMPANY DAY

AdDP and SIMDOURO participated in the FEUP Days of Initiative, integrated into the Company Days of Águas Douro e Paiva. The initiative sought to provide a moment for reflection and debate over the importance of water and the future challenges of the sector: the digitalisation of water, the wastewater reutilisation management model, the valuation of wastewater plant sludges, biogas, producing hydrogen, among others. In this session, among others, there was the presentation of the project connecting the Areinho and Febros wastewater treatment plant and the vision of SIMDOURO on themes such as valuing wastewater sludges and the Wastewater Reutilisation Management Model.

ÁGUAS DO TEJO ATLÂNTICO AGAIN PROMOTES THE “PATH OF INNOVATION”

2021 saw the staging of the 5th edition of the “Path of Innovation” with the central theme “Water and the Environmental Pact”. The initiative, organised by Águas do Tejo Atlântico, dedicated to innovation in the water sector, seeks to bring to the front line of the future of water the sharing of knowledge and the presentation of innovative case studies. This online edition approached the themes of the circular economy, the environment and spoke of the practical experience of reutilisation in the production of articles and as well as its applications for agriculture, visiting various case studies in Portugal, Turkey, San Francisco and Spain.



AdN CERTIFIES ITS RESEARCH, DEVELOPMENT AND INNOVATION MANAGEMENT SYSTEM

The Águas do Norte company was the first in the AdP Group to successfully obtain the status of a company certified in Research, Development and Innovation (RDI) in accordance with the Portuguese Norm NP 4457. The core objective that led the company to set this challenge was the ambition to raise its effectiveness and performance in the search for innovation solutions in the area of water, wastewater sanitation and energy systems. Equally, there was also the objective of ensuring greater flows of information throughout the organisation, improving the recognition and understanding of their responsibilities and the interrelationships between the various areas of activity.

The concept of innovation that was underlying all of this system is as broad reaching as possible, including new products, services, processes, marketing or organisational methodologies, with 27 innovation projects currently ongoing.



All the AdN members of staff are invited to innovate and with the results clearly reflecting this: 39 ideas submitted to the website “One Drop, One Idea” in 2021.

CANDIDACY PRESENTED UNDER THE AUSPICES OF MOBILISING AGENDAS PRR - RECOVERY AND RESILIENCE PLAN

Under the auspices of the Recovery And Resilience Plan (PRR), the AdP Group presented two Expressions of Interest for Project Development of the Mobilising Agendas for Business Innovation, involving two Group companies, small and medium sized companies, R&D entities and universities:

- Agenda +ZERO – Digitalisation and Operational Efficiency in the Water Sector (with operational leadership attributed to AdP Energias);
- Agenda +C - Products and Technologies for Circularity in the Water Sector.

The +ZERO agenda falls within the scope of energy neutrality and with the objective of developing solutions fostering water efficiency and consequently reductions in energy consumption, also including digital transformation projects. The total budget of +ZERO amounts to around €60 million. The Consortium developing this project is led by the AdP Group and integrates eight Group companies and around 25 partner entities, including small and medium sized companies, R&D entities and different universities.

The +C agenda contributes directly and unequivocally to fostering the circular economy in the water sector and leveraging the development of new products, services and solutions with high added value through the incorporation of knowledge and technology that enable the response to the challenges of the green transition in the direction of environmental sustainability and carbon neutrality with a particular focus and high impact through the introduction of raw materials / products into other sectors, whether in agriculture, forestry and/or industry (ceramics and cement). The total budget allocated to +C stands in the region of €67 million. The consortium involves the collaboration of 53 promoters that, out of the diversity of their experiences and areas of action, are mutually complementary and cover the entire extent of the chain of value.

The most advanced companies are those that deploy the greatest capacity to innovate, with this innovation resulting from courageous and unbiased approaches to knowledge.



3.6 ENSURING WATER AND SANITATION ACROSS BORDERS



3.6 ENSURING WATER AND SANITATION ACROSS BORDERS

Cooperating internationally to promote sustainable water management



The AdP Group fosters universality, continuity and the quality of water services beyond the national boundaries. We are aligned with the Sustainable Development Goals of Agenda 2030 fostering dialogue and establishing international partnerships with governments, the private sector and civil society, especially developing countries.

We are dedicated to expanding international cooperation and supporting the empowerment of activities and programs interrelated with water, sanitation and energy, including the abstraction of water, water use efficiency, the treatment of effluents, recycling and reutilisation technologies to strengthen the implementation of the SDG6 targets that impact on all the remainder SDGs.

The development of AdP Group capacities and competences in the national and international markets enable the capitalising our experience, know-how and the technological solutions for its international profile. AdP Internacional collaborates with the multilateral institutions, governments, aid agencies, non-governmental organisations, public and private entities of relevance to the water sector, with various cooperation, empowerment and technical support projects and initiatives currently ongoing in diverse countries. We are present in Angola, Brazil, Cape Verde, East Timor, Guinea-Bissau, Granada, Ivory Coast, Mozambique, Rwanda and Tunisia.

AdP Internacional engaged in a diverse set of projects over the course of 2021³³, with the mission of contributing beyond the national boundaries to improving water supply and sanitation services supplied to the population, fostering the sustainability of the companies that support the continuous empowerment of their teams in the various geographies in which we are present.

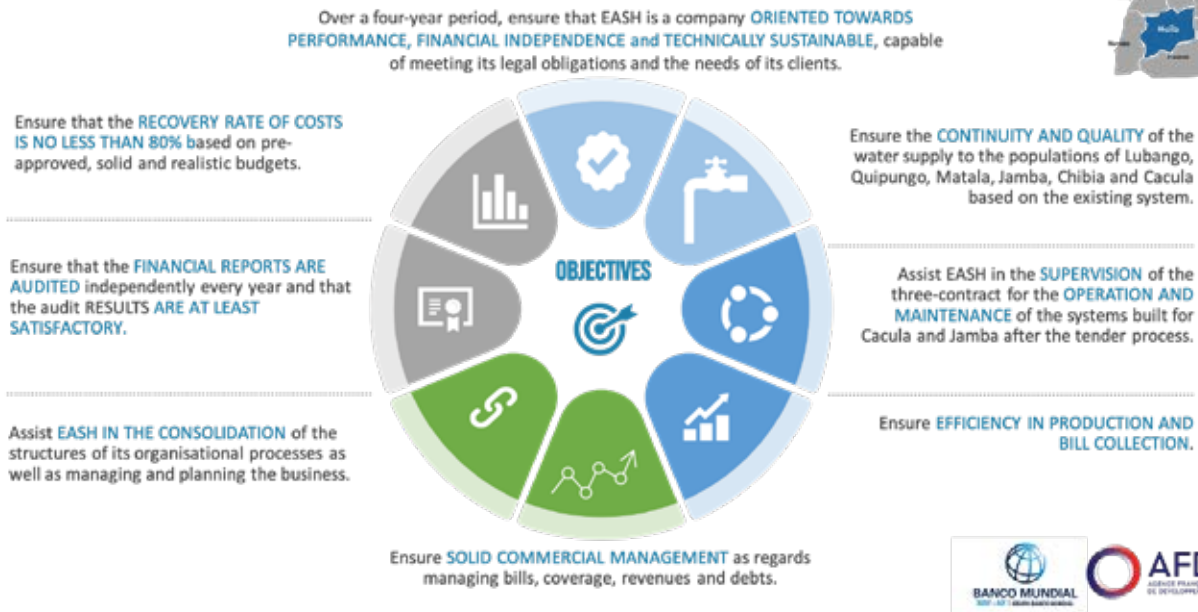
³³ The AdP Internacional annual report contains a brief description of all projects undertaken in 2021.

IN ANGOLA

In Angola, a country in which the AdP Group has developed various partnerships over the years, we work in close collaboration, with one example of this the contract currently in effect, for the Management, Operation and Maintenance Services for the Water Supply System of Huíla Province.

Supports the management, operation and maintenance of the water supply systems for Huíla province

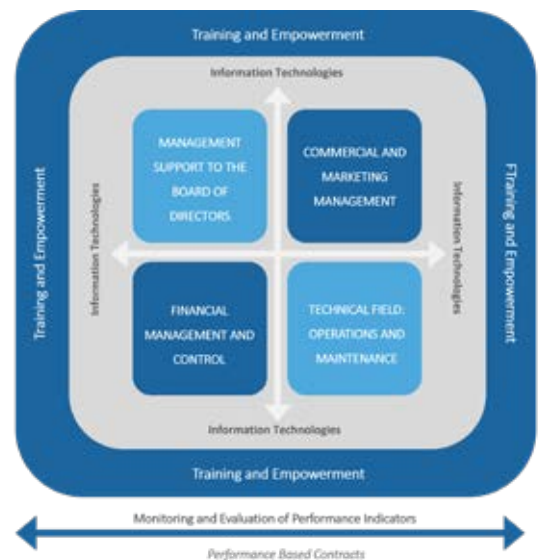
In 2021, AdP Internacional embarked on the beginning of a technical assistance contract in southern Angola, spanning the municipalities of Lubango, Chibia, Cacula, Quipungo, Matala and Jamba in Huíla Province (79,022 km²).



The AdP Internacional team works daily and directly with all the EPASHuíla technical team within the objective of improving the services provided to the population, fostering company sustainability and the continuous empowerment of its technical staff.

This reflects a Performance Based Contract, with monitoring and evaluation of the performance indicated with well defined annual targets. The key areas of interventions covered by this contract are set out in the diagram while also planning for the implementation of additional services, specifically:

- 10-year Investment Plan
- Loss Reduction Program and improvements to the hydraulic efficiency of the distribution networks
- Vision for Universal Service Coverage
- Water Quality Management Plan



The contracting entity is the National Directorate of Water, of the Ministry of Energy and Water of Angola, with financing from the World Bank and the French Development Agency totalling USD 6.3M. The project, with a 48 month duration, ends on 31 May 2025 and with the final client being EPASHuíla - EP – Empresa Pública de Água and Saneamento da Huíla.

IN GUINEA-BISSAU

The project to improve the water and energy services of EAGB – the Electricity and Water Company of Guinea Bissau, financed by the World Bank and in partnership with AdP Internacional, EDP Internacional (leader) and Leadership Consulting (partner) resumed its in-person activities at EAGB in April 2021. Due to the COVID-19 Pandemic, the permanent project members had been forced to return to Portugal on 29 March 2020 in accordance with the directives handed down by the national consular service.

Between April and December 2021, the team focused on restarting the activities defined in the working plan, accelerating the pace of implementation so as to recover the time lost to the suspension. The core project activities are the following:

- Raising revenues, highlighting the implementation of the new “Medidata” Client Management System that enables a significant increase in the number of bills issued but also the simultaneous application of measures to reduce client debts through triggering cuts in the energy and water supply and as well as direct contacts with clients to recover outstanding amounts.
- Implementation of the ERP (Primavera) system at EAGB, a critical point in the organisational restructuring of the company involving the transversal mobilisation of specialist staff in the financial, accounting, logistics and human resource departments.
- Implementation of the SIG, which enabled for the structured launching of the updating of the active client database as well as improving asset management through means of implementing and standardising the registration of incidents and working orders.
- Implementation of new structures and systems for HR development as well as redesigning the remunerations system.
- Improving the Operation and Maintenance of SAA through the production of maps providing records of occurrences to facilitate decision-making (repair, replacement, investment) as well as the continuous rehabilitation of the distribution network and other water supply infrastructures (pumps, electricity systems, etcetera). This highlights the design of an operational prototype for the purpose of providing a SIG G/InterAqua solution and placing flow meters in boreholes/storage tanks.

IN CAPE VERDE

In many countries, especially where there are low levels of available water, conflicts emerge over its usages. During 2021, in Cape Verde, and alongside other projects, there was continuation of the project designed to strengthen the competences for preventing and managing conflicts over water usage.

Strengthens competences in Cape Verde for the prevention and management of conflicts over the usage of water

The Project for Strengthening the Existing Competences in Cape Verde for the Prevention and Management of Water Use Conflicts provided continuity to a Project first launched in 2017 and ongoing in 2018 and 2019 within the scope of preventing and managing water use related conflicts.

In 2021, AdP Internacional maintained this empowerment project with the training of Cape Verdean technical specialists to enable them to disseminate the tool-kit, thus endowing knowledge at the trainer level over the innovative techniques presented. To this end, there were training trainer sessions targeting those who participated in previous years and demonstrated greater capacities for tool-kit dissemination. Equally, there was specific training for senior management at the central and local levels in order to bring about greater alignment between the different company bodies and the ways they deal with water usage based conflicts.

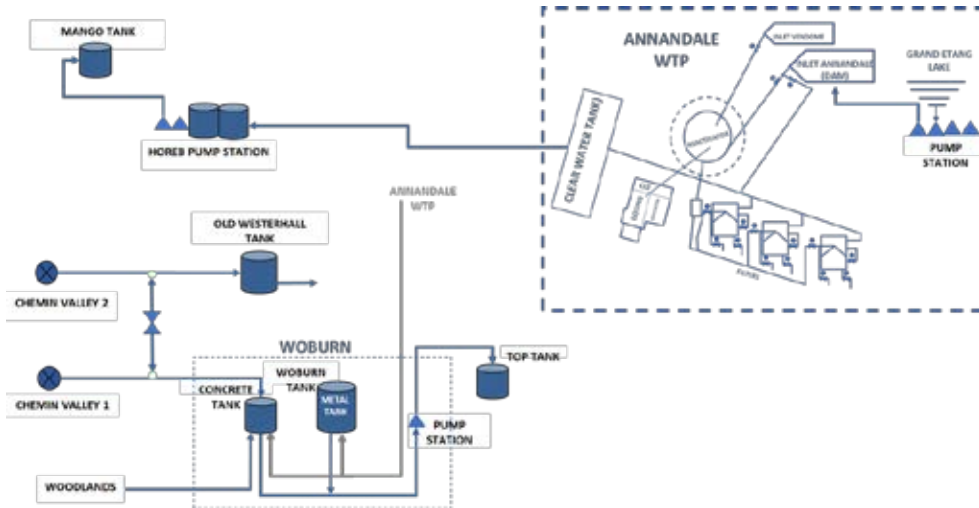


IN CENTRAL AMERICA

Management of water resources and services with a view to ensuring greater resilience against climate change

In 2021, AdP Internacional launched the G-CREWS consultancy project on the Caribbean island of Grenada, which foresees supporting the GFA in its management of water resources and services in order to provide greater resilience against climate change, with financing from GIZ. Between November and December 2021, the AdPI team made its first mission to Grenada with specific responsibilities for supporting the following themes:

- Support for the production of the ToR for supplying and installing a SCADA system at selected infrastructures in Grenada.



- Develop the Emergency Response Plan and supporting its implementation;
- Contribute to evaluating environmental, social, health and safety risks to NAWASA activities, including the civil construction projects contracted;
- Provide support to NAWASA health and safety management.

**FINANCIER CONFERENCE – MOZAMBIQUE
INVESTMENT PROGRAM FOR THE SUPPLY OF URBAN DRINKING WATER IN MOZAMBIQUE**

Águas de Portugal was one of the co-organisers of the Financier Conference promoted by FIPAG – the Investment Fund for Water Assets with the objective of attracting national and international partners and investors for the investment program for the supply of urban drinking water in Mozambique over the 2022-2032 period.

This conference took place on September in Maputo, Mozambique, with the following partners, among others: the World Bank and the African Development Bank, entities with which the Águas de Portugal Group already collaborates internationally on various projects.



WATER DAYS IN MOZAMBIQUE

The Water Days took place in Maputo in an initiative organised by Águas de Portugal and FIPAG – the Water Supply Investment and Patrimony Fund of Mozambique and that counted on the participation of senior representatives of both entities in conjunction with the sector regulators from both countries seeking to share more sustainable, resilient and inclusive water service solutions.

The closing ceremony was also attended by the Minister of the Environment and Climate Change of Portugal and the Minister of Public Works, Habitation and Hydric Resources of Mozambique.



UTILITIES OF THE FUTURE

Under the auspices of the World Bank financed project entitled Utilities of the Future - UoF, AdP Internacional maintained its technical support to the World Bank in 2021, providing specialist inputs with the objective of promoting and implementing wide reaching and efficient plans for transforming and preparing the concessionaries for the mounting new challenges and for the increasingly demanding climate, social and demographic changes. The underlying UoF concept involves not only the digital transformation and technological modernisation but also new business processes, innovative organisational structures and cultural changes. In 2021, this highlights the support provided by AdPI technical specialists to two water and sanitation concession holders, specifically:



- CAGEPA in Paraíba (Brazil). Support given to company technical staff for the implementation of a diagnosis toolkit and short and medium term planning as set out by the UoF initiative, especially in the dimensions of i) commercial, ii) financial management, iii) technical expertise, iv) organisations and strategy and v) human resources.



- WASAC in Rwanda. Carrying out a rapid diagnosis to evaluate the current situation of the commercial processes of this company, across the functional, digital and organisational dimensions taking into account its short and medium term objectives. This evaluation provided support for WASAC decisions as regards their future plans to improve their commercial and financial performances.



UoF pyramid of success
(source: World Bank)

3.7 EDUCATING FOR SUSTAINABILITY



3.7 EDUCATING FOR SUSTAINABILITY

To be a benchmark actor in education for sustainable development



FOSTERING THE SUSTAINABLE UTILISATION OF ESSENTIAL WATER AND SANITATION SERVICES

Environmental education is a transversal strategic initiative of the AdP Group with the objective of actively contributing towards implementing activities strongly oriented towards more aware environmental education in order to be able to nurture the adoption of more sustainable behaviours as regards the use of water as a scarce resource and essential to life and every facet of human activities.

Raising environmental awareness spans an increasingly large scope, ranging from wastage of network supplied water; the undue disposal of waste (the wastewater treatment plants annually remove thousands of tons of waste disposed of through the domestic sanitation networks and equipment and in addition to the large quantities that are not retained in the wastewater transport and treatment systems and end up in the watercourses and oceans).

Hence the importance of education to acquire new behaviours in the consumption and utilisation of essential water and sanitation services, more sustainably and in defence of a better environment. This has been the role of the Águas de Portugal Group.

Raising awareness about the role each of us may play in the diverse stages of the urban water cycle will bring about effective changes in behaviour.

AdP Group companies maintain very proximate relationships of partnership with their local community. The promotion of greater popular awareness around the sustainable utilisation of water and sanitation services has been a constant concern of Group companies, especially through the awareness campaigns and education initiatives ongoing in 2021 in an online format.

THE MORE SUSTAINABLE THE ATTITUDES OF THE POPULATION TOWARDS THE USE OF WATER, THE MORE EFFICIENT THE ACTIVITIES OF THE AdP GROUP WILL BECOME.



The Group has played a preponderant role in environment focused awareness campaigns across diverse target publics. These have conveyed the rational usage of water supply, avoiding waste and the appropriate disposal of urban wastewaters. These actions, whether individually developed or in partnership (municipalities, associations and other entities), have had a strong impact nationally.

AQUAQUIZ GAME

The Aquaquiz game reflects a tool made available by the AdP Group to teachers and education communities in order to support the development of participative, creative and dynamic pedagogic practices that foster the value of water within the context of the Sustainable Development Goals (SDGs).

The logo for Aquaquiz is a dark blue ribbon with the word "AQUAQUIZ" written in white, bold, uppercase letters. The ribbon has a slight 3D effect with shadows on the sides.

The Water at 360° Environmental Education Centre provides an instrument for implementing the objectives of implementing the National Environmental Education Strategy, specifically the main guidelines and thematic axes: Decarbonising Society, Making the Circular Economy and Valuing the Territory, and represents a space dedicated to awareness and hosting various different activities focused on the value of water across its different facets and displaying a rotating series of latest generation educational materials that constitute a multiplier of the messages and information through recourse to modern and technologically advanced methods in which technological innovation becomes the main vehicle for learning and enjoyment, with activities generating the close involvement of visitors with the water cycle and environmental values. Through an application that runs on smartphones inserted into 3D glasses, this provides visitors with the maximum level of virtual reality and able to provide detailed insights through an online approach to the physical contexts surrounding the core water infrastructures (water and wastewater treatment plants), guaranteeing visitors a truly immersive experience without leaving their chair. This voyage includes an explanation, with the objective of preserving and sustaining the environment, as well as appealing to the individual sensitivity of the unique and finite resources that is water and its preservation. The targets are wide reaching, ranging from school groups (from primary to the end of secondary schooling), through to spontaneous groups of citizens belonging to different age groups, especially the senior population. Irrespective of the range established, the great focus is on a younger audience as they serve as the great agent for multiplying the information and action, focusing their awareness on the development of respect and care for the natural resources through participative, enjoyable, dynamic and emotional innovative tools.

Throughout the year of 2021, the Water at 360° Centre remained closed in keeping with the pandemic context.

THE VALUE OF WATER

The Águas de Portugal Group provided continuity to the Awareness Campaign for the efficient utilisation of water, seeking to raise the population's awareness about the value of water and the importance of quitting wasteful habits.

We want to convey the value of water, the management of the urban water cycle and the impact that Group activities have on conserving water bodies.

The continued initiatives of the AdP Group, essentially through its companies, brought together school age populations, the future opinion makers, with the objective of leveraging change for a better world. As regards raising the environmental awareness among the active and retired populations, this aims to transmit the values associated with best practices that enable environmental and economic sustainability with positive and clear consequences for the quality of life prevailing.

Fostering a change in attitudes and behaviours towards the environment will bring about a society better prepared for aware, dynamic and informed citizenship as regards the current environmental problems.

AND WHAT IF WE DIDN'T WASH OUR HANDS? AdP at the Social Responsibility Week 2021

“And what if we didn't wash our hands?” was the session theme that Águas de Portugal co-organised at the 16th Edition of SRS - Social Responsibility Week ran by the APEE – the Portuguese Association of Business Ethics and the UN Global Compact Network Portugal. The importance of the invisible reality of water and sanitation services, essential to public health, the environment, the economy and the societies on a sustainable planet was highlighted and the question posed to the panel of guests made up of António Correia de Campos, University Professor and former Minister of Health, Gonçalo Órfão, Director of Emergencies at the Portuguese Red Cross, Fátima Loureiro, AdP Internacional project manager and Inês Freitas, responsible for Water Sustainability at Águas do Douro e Paiva and SIMDOURO, and moderated by Marcos Batista, Director of Communications and Development at Águas do Tejo Atlântico.

WE PROMOTE
AND SUPPORT
ENVIRONMENTAL
EDUCATION IN
THE AWARENESS
THAT WATER IS A
VITAL ELEMENT FOR
HUMAN LIFE.

WATER – AN UNFILTERED EXHIBITION

World Environment Day saw the inauguration of Water – An Unfiltered Exhibition, at Lisbon's Pavilion of Knowledge. This display, with contributions by Águas de Portugal, Águas do Tejo Atlântico and EPAL, highlights the importance of water to sustainable development and may be visited through to September 2022.

THE ALCÂNTARA WATER FACTORY GREEN ROOF

With unique characteristics, the garden of the Green Roof is already an international reference point for integration into the natural landscape of Monsanto Park and for its exclusive irrigation through recycled water.



WORLD ENVIRONMENT DAY AT THE AdP GROUP

To commemorate World Environment Day, our companies engaged in activities alongside their communities whether involving communications campaigns or awareness raising actions, of which we would here highlight:

Águas do Centro Litoral opened the doors of the Olhalvas wastewater treatment plant in Leiria to the local community. This action came in partnership with CIA – the Environmental Interpretation Centre of Leiria, under the auspices of the EU Green Week 2021. Through the social networks, it was also possible to go on a virtual tour of the Góis wastewater treatment plant.



AdCL and AdRA were present at the Eco Adventure – Action for the Environment event, held in the Infante D. Pedro Park Gardens in Aveiro, with a series of recreational-pedagogic actions with the objective of raising awareness and promoting sustainable environmental practices. The children in attendance were surprised by a scenic musical performance on the theme of "water".



At AdRA, also within the scope of World Environment Day commemorations, there was the online activity "Voyage to the Source of your Tap Water", which counted on the participation of APCDI users and the winning classes in the "The Importance of Water" competition in Sever do Vouga.



Águas do Algarve associated this date to Children's Day, held on 1 June, to launch a photograph competition that seeks to connect families with the protection of nature.



The EPAL Museum of Water commemorated the date with guided tours of its centres in the Águas Livres Aqueduct and the Mãe d'Água Storage Reservoir. The Barbadinhos Lifting Station, in turn, hosted the exhibition "Invisible water", an initiative to raise awareness about the water consumption that goes unseen.



Águas do Norte and EPAL stage digital initiatives for a young audience, targeting AdP Group families, especially for reading the story "The planet is our home" and the experimental workshop "Minimum microorganisms", fostering interactions with children.

EPAL AND AdTA INVEST IN ONLINE ENVIRONMENTAL EDUCATION

Even in confinement, the environmental education actions of our companies did not halt:

Within the scope of the partnership with SSAP – the Social Services of the Public Administration, EPAL staged a dynamic webinar for Turismo de Portugal staff that approached the concepts around the value of water, the efficient usage of water, hints for consuming with greater satisfaction and, among others, promoting knowledge about the H₂O Quality app, the water consumption control service - Waterbeep and recipes with tap water.

In turn, Águas do Tejo Atlântico continued to stage its environmental education actions focused on the school audience but now adopting a virtual format as an alternative to the suspended study visits to installations. These sessions last for one hour and deal with different issues related to the value of water and have the specific objective of demonstrating the role of Water Factories (wastewater treatment plants) in the management of the urban water cycle and their contribution towards preserving the regional hydric resources and the circular economy in valuing the resources therein generated.

WHAT YOU SHOULDN'T PUT DOWN THE TOILET

Águas do Norte launched the environmental awareness campaign "What you shouldn't put down the toilet", in conjunction with the eight municipalities that make up the Noroeste Region Water System. This initiative sought to warn the population about the problems caused by waste inappropriately disposed of down the drains to the respective wastewater collection and treatment systems, compromising not only their appropriate functioning but also environmental protection and public health.

THE SEA STARTS HERE

Águas do Centro Litoral, Águas do Tejo Atlântico, EPAL, Águas do Vale do Tejo and Águas do Algarve participated in the project "The Sea Starts Here", an initiative run in partnership with ABAE that seeks to raise popular awareness about the need for the preservation of ecosystems and biodiversity in general and the quality of fresh and salt waters in particular because "everything that falls on the floor, will end up in the sea". This initiative, that stimulates the creativity of students and fosters active citizenship involved 124 municipalities and 374 schools and culminated in the painting of the gutters.



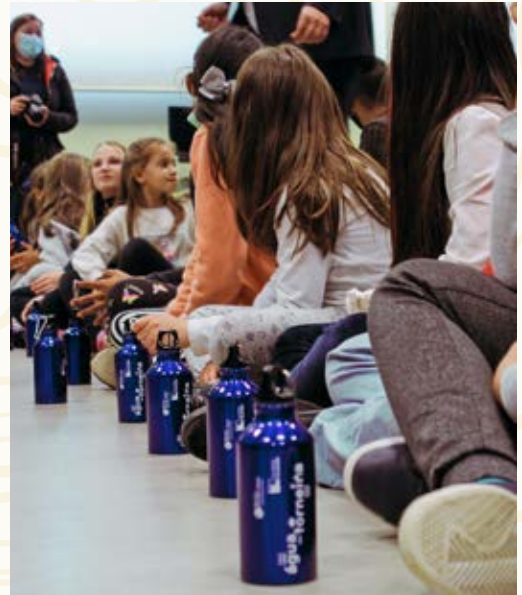
Water and basic sanitation are human rights and the deprivation of these services constitutes a threat to health, the eradication of poverty and economic and social development.

BIOSCHOOL 360° CHALLENGE –TAP WATER

The “Bioschool 360° Challenge –Tap Water” project, developed by the Águas do Douro e Paiva in partnership with the Lousada Municipality, held the objective of promoting the consumption of tap water among 7 000 students at 27 primary schools in the municipality. To this end, drinking flasks were distributed to students and drinking fountains installed in the schools.

The project integrates into a pro-environment strategy and this measure prevented the utilisation of disposable plastic, nurtured ecological awareness and the value of the scarce and precious asset that is water.

This correspondingly prevented the throwing away of 2.5 million plastic bottles, the equivalent to 34 tons as well as the saving of 480,000 euros, the amount the students would have spent on purchasing bottled water over the course of the next five years.



BE A SUPER-FRIEND. NO RUBBISH DOWN THE DRAIN!

SIMARSUL launched the campaign “Be a Super-friend. No Rubbish Down the Drain!” in the Setúbal Peninsula region to warn about undue influences, showing some of the consequences of waste thrown into the toilet. The initiative went on display as a touring exhibition at Rio Sul Shopping.



It is the responsibility of the entire society to maintain a balance between what nature is able to offer us and the demands we make of it.

MICHELANGELO AND DA VINCI IN 360°

Mãe d'Água das Amoreiras provided the backdrop to another immersive initiative designed by OCUBO. This exhibition counted on the already accustomed sensorial format and enabled us to tour the most beautiful works by Michelangelo and Leonardo Da Vinci, two of the great Renaissance artists.



BOOK OF EPAL RECIPES THAT PROMOTES THE CONSUMPTION OF TAP WATER AND THE REDUCTION OF FOOD WASTE

EPAL presented a book of recipes written by Isabel Zibaia Rafael. The author of the well-known culinary blog “Cinco Quartos de Laranja” accepted the challenge of presenting a set of Portuguese gastronomic recipes with a different touch, making water the main ingredient.

The book, part of the collection “Irresistible Tap Water on the Table with...” published by EPAL, seeks to raise awareness about the importance of choosing to consume water from the public network and reduce food waste.



FILL FOREVER FAUNA

On the occasion of World Animal Day, commemorated on 4 October, EPAL launched a new edition of its iconic Fill Forever bottle.

The Fill Forever Fauna, produced in glass, bring together a set of 20 animals from different ecosystems, fostering awareness about the need to protect biodiversity and the animal species on our Planet.



EPAL PROMOTES BEST PRACTICES AGAINST FOOD WASTE

Chef Vítor Claro and two mini-Chefs, Clarisse and Francisco, raised awareness about the best practices for the reutilisation of water and foodstuffs through videos released over the EPAL online platforms, specifically the social networks.

This cycle of six videos with ideas and information about how to reutilise water and take advantage of water in the making of various recipes in the daily lives of Portuguese households makes up part of the pilot project “Circular Water for Nature”, which strives for the efficient usage of resources and the sustainable utilisation of water launched by EPAL in 2019.



