

Alle sorgenti dell'acqua

Sustainability report | 2020

- Summary -



Community Commitment Passion



**“We never know
the worth of water
till the well is dry.”**

Thomas Fuller

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SUSTAINABILITY REPORT**

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Our values

Community

Being the custodians of the water and environment in the province of Bergamo is our great responsibility, but at the same time it is also an important opportunity for us to contribute to safeguarding the water resource and the land around us.

We dedicate ourselves to this work by protecting and safeguarding natural resources and developing the social and economic capital of the territories in which we operate, because we are convinced that Uniacque must be the spokesperson for the **sustainable development of the region** so that future generations can use the water and benefit from a healthy environment.

Commitment

For us, being an organisation means not only being able to provide the services entrusted to us with precision and timeliness, but also being able to **promote the well-being and individual growth of the people** who are committed to carrying out Uniacque's mission together with us, every day.

We strive to guarantee a good and stimulating company climate. We invest in people and we protect their health and safety in the workplace.

Passion

We pursue sustainable management of each stage of the water cycle and the dissemination of a water culture that focuses on environmental, social and economic resilience. Our approach to sewage management is to recover sludge for energy production and to reuse it for the benefit of agriculture. This allows us to reduce the amount of waste disposed of in landfills and to make efficient use of our natural resources.

We would like to tell you about our efforts for the sustainable development of our region and our ambition to look to the future with dynamism and optimism.

Water and sustainable development: Uniacque's contribution

Contributing actively to the achievement of global sustainability challenges has become an integral part of the work of institutions, businesses and civil society organizations in recent years, and it will become more and more so in the near future.

Uniacque wants to play a leading role in the global sustainability game, bringing its small but precious brick to build a world fit for future generations.



Through the 2030 Agenda, the United Nations have defined 17 Sustainable Development Goals globally and identified 169 targets and over 200 indicators to measure their progress.

**SUSTAINABLE
DEVELOPMENT GOALS**

Uniacque's sustainable development goals

Uniacque's contribution to these challenges focuses in particular **on 4 of the 17 Sustainable Development Goals and 16 targets of the 2030 Agenda**, closely related to Uniacque's material issues, i.e. those issues that are an expression of the significance of the company's environmental, social and economic impacts and/or relevant to stakeholders.

Goals ONU	Impact area	How does Uniacque contribute to the achievement of this goal?	Target Agenda 2030
6 ACQUA PULITA E SERVIZI IGIENICO-SANITARI 	Water quality and protecting the region	Uniacque can contribute to goal number 6: <ul style="list-style-type: none"> by preserving the characteristics of water through continuous monitoring and compliance with the parameters that guarantee the quality of the water resource; by treating domestic and industrial wastewater through an approach geared towards the sustainability impacts generated on the environment and the region. 	6.4 6.5 6.6
8 LAVORO DECENTO E CRESCITA ECONOMICA 	Well-being and growth of our employees	Uniacque can contribute to goal number 8: <ul style="list-style-type: none"> by protecting health and safety in the workplace, guaranteeing well-being and a company climate favourable to individual growth. 	8.2 8.4 8.5 8.6 8.8
9 IMPRESE, INNOVAZIONE E INFRASTRUTTURE 	Investments and infrastructure for sustainability	Uniacque can contribute to goal number 9: <ul style="list-style-type: none"> by assessing the environmental impacts of its activities both at the design stage of new plants and during normal business activities in order to limit its impact on climate change; by investing in technology to increase the water efficiency of its networks and guarantee continuity of supply to citizens; by making sure there are effective tools for dialogue and listening to citizens' needs. 	9.1 9.4 9.5
12 CONSUMO E PRODUZIONE RESPONSABILI 	Protection and circulation of water	Uniacque can contribute to goal number 12: <ul style="list-style-type: none"> by preserving the water resource through sustainable and proper management of the water cycle, ensuring responsible and efficient production and consumption; by adopting a circular approach to waste water management, reducing the amount of waste disposed of in landfills; by ensuring transparent disclosure of information on consumption, billing and tariffs; by increasing the environmental, social and economic resilience of the region in which it operates, including through the creation and distribution of economic value in the short and long term. 	12.2 12.4 12.5 12.7 12.8



Main plants



Springs



Water wells



Waste water treatment plants

Years of purchase



2007



2008-2010



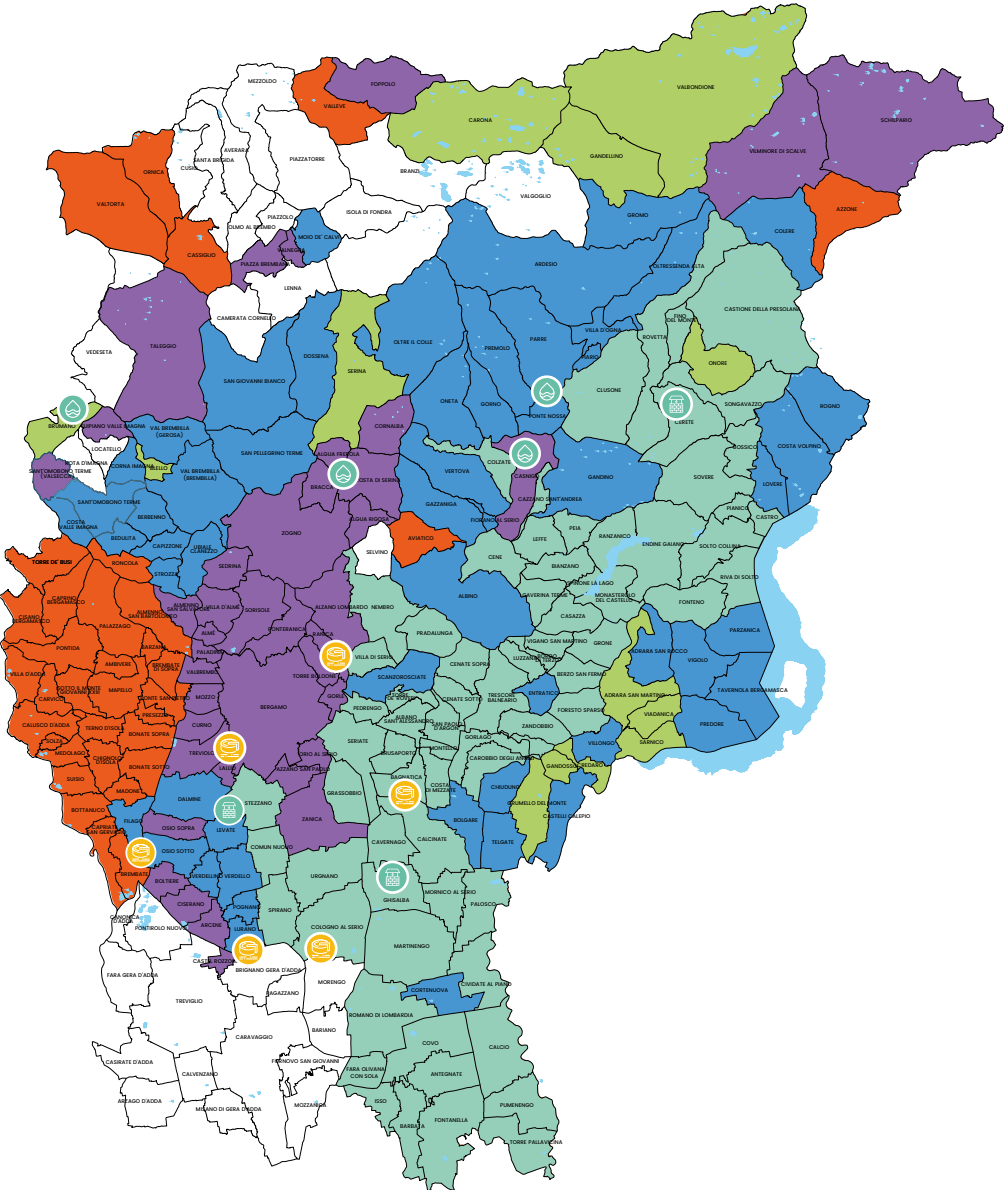
2011-2013



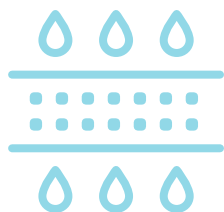
2014-2018



2019-2020



Uniacque, about us



14

years of business

423

employees

211

municipalities serviced
by drinking water pipes

212

municipalities serviced
by waste water
treatment plants

192

municipalities
serviced by sewer
pipes

1 million

inhabitants



We manage the entire water service, from the aqueduct to the waste water treatment plant



7.024 km of drinking water pipes



4.495 Km of sewer pipes

519 sources

212 wells

1.440
drinking water
storage tanks

7.541
drinking water
quality tests

zero cases of non-compliance with the regulations in force to protect the health and safety of the supplied water.



70

of drinking
water pipes

3.542

waste water quality tests



4

certified
management systems

zero

non-potable
water ordinances



SEE HOW THE WATER
MANAGEMENT CYCLE WORKS

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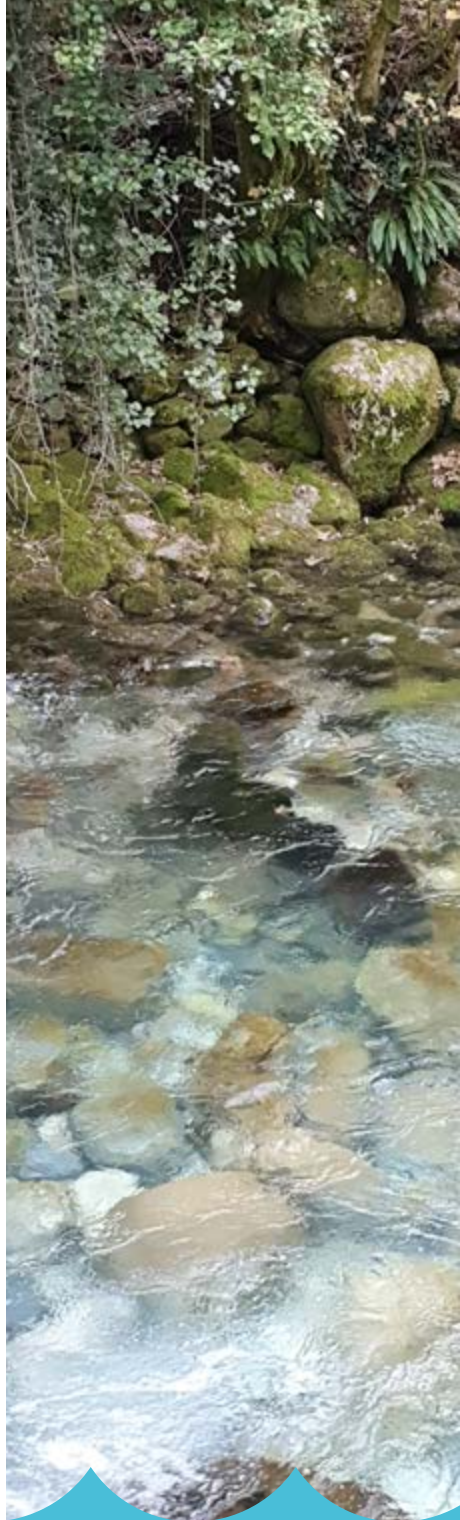
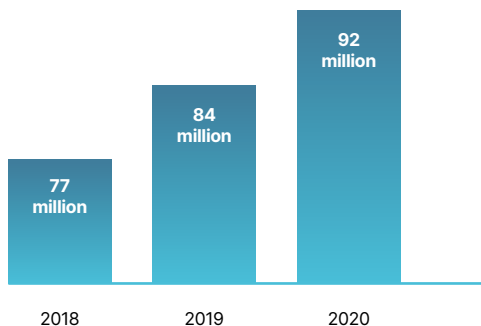


We create value for the province of bergamo: our investments

Every year we generate wealth through our business activities, thereby contributing to the economic growth of the province of Bergamo.

The economic value generated increased by 16% YOY compared to 2019, amounting to over **€122.5 million**. The increase is mainly due to the increase in the value of production following the acquisition of the new municipalities of Isola Bergamasca. The economic value distributed has increased steadily over the last three years, amounting to over **€92 million** in 2020.

Economic value distributed (€)



6 million

109 interventions
for new works



13 million

955 interventions of
extraordinary
maintenance

We have **invested over €84 million** in new works and extraordinary maintenance over the last 3 years.

Despite the lockdown due to COVID-19, works for almost **€21 million** were carried out in 2020, equalling about **€20 per inhabitant**.

Investment per segment [in millions of euros]			
	2018	2019	2020
Drinking water pipes	11,3	12,7	8,5
Sewer pipes	7,3	7,9	6,6
Waste water treatment	8,2	12,6	4,3
Infrastructure	1,8	1,9	1,5
Total	28,6	35,1	20,9

CHECK OUT ALL THE WORKS
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Caretakers of the water

We're improving the network's water efficiency

The water we distribute is **100% sourced from groundwater**. The excellence of these sources guarantees **excellent water quality** for human consumption, which is naturally filtered by the soil.

57% 43%

spring water

well water

In order to optimise efficiency of the drinking water pipe system and save water, we have adopted various solutions over time that have allowed us to reduce leakage throughout the distribution system so we can minimise waste and optimise energy consumption and related costs.



Flow balances

Systemic leak detection

Smart metering

Water distribution network district metering

Study of future water availability

6 ACQUA PULITA
E SERVIZI
IGIENICO-SANITARI



SEE THE WATER PARAMETERS
IN YOUR MUNICIPALITY

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Quality drinking water

We monitor every stage of the water service through both field and laboratory analysis. In 2020, the number of controls carried out in the laboratory increased, a fact that is mainly a consequence of the incorporation of the municipalities of Isola Bergamasca. In particular, 7,541 controls were carried out for the collection, supply and distribution phases, compared to 6,462 in 2019.

Controls carried out [number]			
	2018	2019	2020
Well water	762	788	1.150
Spring water	1.028	1.176	1.105
Water supplied	4.585	4.498	5.286
Total number of controls	6.375	6.462	7.541

Our future water

139 million cubic metres of water fed into the network

Water availability and climate change are two closely related phenomena, especially considering that climate change will lead to a reduction in rainfall and greater seasonal variability.

Together with the Department of Earth Sciences of the University of Milan, we have investigated how climate change is impacting and will impact the water availability of the Nossana spring, the most important in the Bergamo area and also one of the main ones in the region, supplying more than 315 thousand inhabitants. These studies, which have shown a tendency for the average flow rate of the spring to decrease over time (but not be depleted in the short term), should encourage us to use such an important resource more carefully and wisely.

In order to better understand the origin of the water flowing from the spring and its circulation in the subsoil, special analyses were carried out by the laboratories of the Universities of Bremen and Avignon, in which the isotopes of hydrogen, oxygen, carbon, tritium and helium were detected. On the basis of the results of these analyses, the infiltration zones of the Nossana spring water were defined in more detail and with greater precision to better control the area and avoid possible accidental pollution.

Caretakers of the environment

9 IMPRESE,
INNOVAZIONE
E INFRASTRUTTURE



143 million cubic metres of waste water treated

Protecting our community

Aware of our role in protecting and preserving the environment and the territory, as early as 2013 part of our investments were concentrated on upgrading sewers. In the last two years, we have invested around €9,800,000 in collecting untreated terminals. In fact, if in 2019 it was possible to connect to the sewerage system almost 5,500 equivalent inhabitants belonging to 26 terminals, in 2020, these interventions involved almost 2,000 equivalent inhabitants, even despite the pandemic.

In addition to the

70

waste water treatment plants, there are

73

Imhoff tanks (small tanks used to treat sewage in small communities)

only

0,5%

of collectable wastewater was untreated on 31/12/2020.

SEE HOW A WASTE WATER
TREATMENT PLANT WORKS

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Circular economy

The most promising developments for a circular approach to economics in waste water treatment are those aimed at interacting advantageously with certain sectors such as energy and agriculture through the reuse of waste.

Uniaque has always paid a lot of attention to the waste management chain to ensure that sewage sludge, which is made up of organic substances that have not been completely degraded and represents the majority of the waste generated by the water treatment process, is used for material recovery, to the benefit of agriculture, or for energy recovery in waste-to-energy plants.

Recovery and disposal of dry sludge	2020 [Tonnes]	%
Recovered for agricultural use	1.797	23,81%
Recovered via compost plants	3.890	51,54%
Waste-to-energy recovery	1.796	23,80%
Disposal in landfill	64	0,85%
Total	7.547	100,00%

COVID-19 and waste water treatment plants

During the months of the pandemic, we carried out extraordinary sampling of the wastewater entering the Bergamo, Brembate and Ranica treatment plants so that it could be analysed for scientific purposes.

The wastewater samples were used by the Mario Negri Institute for Pharmacological Research and the State University of Milan to monitor the progress of the COVID-19 pandemic by analysing the virus using an innovative approach known as 'wastewater epidemiology'.

The study, which involved 8 wastewater treatment plants in Lombardy chosen from the areas most affected by the first wave of COVID-19, demonstrated the reliability of wastewater analysis as a tool for monitoring the progress of the epidemic, anticipating the epidemic curve by 7-14 days compared to existing surveillance systems.

Fighting climate change

We can play an important role in the overall reduction of energy consumption. Looking at the latest available data, electricity consumption related to the integrated water system in Italy corresponds to 2.1% of total national electricity consumption. In 2020, around 48% of Uniacque's electricity use was for the operation of water treatment plants, 45% for the operation of aqueduct plants, 6% for sewage plants and the remainder for the operation of administrative offices.

12 CONSUMO E
PRODUZIONE
RESPONSABILI



Between
2019 - 2020,
**100% of our
electricity
was
purchased
from
renewable
sources**



1.065 tonnes CO₂_{eq} emitted by company fleet and heating



448 tonnes CO₂_{eq} emitted by electricity consumption re-invoiced by previous operators



238 tonnes CO₂_{eq} saved thanks to self-produced and consumed electricity from renewable sources



7 tonnes CO₂_{eq} saved by using hybrid and electric cars instead of diesel-powered cars

We have expanded our company fleet with **two hybrid cars**. The addition of these machines is part of the move towards more sustainable mobility.



3

Electric



2

Hybrid



14

LPG



30

Methane



Serving our community



Our commitment every day

2 freephone numbers available to customers

24/7 emergency service

131.375 calls for commercial information

7 branches throughout the region

6,82 minutes average waiting time at the branch

69% overall customer satisfaction



800.123.955

BREAKDOWNS AND EMERGENCIES

Freephone number

Available 24 hours a day, every day



800.26.95.95

INFORMATION AND BILLING

Freephone number

Available 24 hours a day, every day

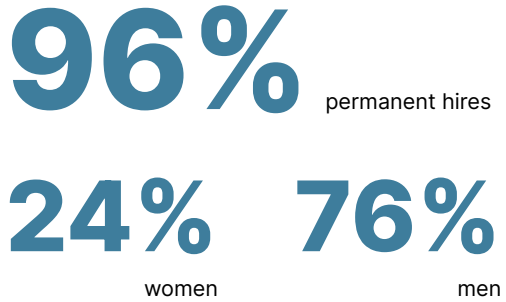
If calling from a mobile phone, please use: **035 3070111**

We have expanded the tools for dialoguing and listening to users, adding Online Customer Assistance to the traditional services of telephone and digital assistance by e-mail. Through the online customer assistance, citizens can access contractual information, their credit and debt position, and view their invoices digitally.



The well-being and growth of our employees

In 2020 following the acquisition of the municipalities of Isola Bergamasca, Uniacque's workforce increased by 12% compared to 2019 to 423 people, of which 101 were women and 322 men. 57.9% of the workforce are white-collar employees, 37.6% blue-collar workers and the rest are managers (2.8%) and executives (1.7%).



A wide range of **welfare services** (education, family assistance, mortgages, health insurance, public transport, integrated welfare, sport, culture, leisure).

The pandemic and our response to remote working

We took this challenge as an opportunity and as a chance to demonstrate our adaptability and resilience as well as our flexibility in providing our employees with a more flexible and result-oriented working environment.

175
employees working remotely

137
employees who were given equipment

We immediately took steps to ensure the continuity of the Water Service in order to protect both our operators and citizens during the COVID-19 emergency.

In March Uniacque signed the 'Shared protocol for the regulation of measures to combat and contain the spread of COVID-19' in order to respond organically to the various essential services. It defines the 'CODIV-19 company protocol' following the April DPCM and is continuously being updated.

- We guaranteed the supply of disinfectants, equipment and PPE;
- We organised customer safety desks, limiting access by appointment and reviewing their layout;
- We guaranteed the health surveillance of our workers, giving priority to those most at risk due to pre-existing medical conditions;
- We carried out extraordinary sanitation of the premises, ventilation systems and company vehicles;
- We limited the capacity of changing rooms, training rooms and offices to avoid crowds.

We guaranteed our employees a 30% wage supplement compared to the benefits paid by INPS for Covid-related parental leave for a total of

426
days



Social and cultural solidarity initiatives

7 social **solidarity initiatives**

2 initiatives for the **environment** and **sustainability**

50 mila for the “**Una Bandiera per Bergamo**” (A Flag for Bergamo) project to convey a symbol of sharing, solidarity and closeness to its users.

100 thousand **banners** with “**We love Bergamo**” written on them, a strong message to proclaim the unity of the Bergamo area restarting.

10 of our technicians worked alongside **Russian military personnel** in sanitising the province's nursing homes, setting up water supply points in the area as the military experts proceeded with sanitisation.

2.500 for the **Green to the People** project to create a **therapeutic garden** in the outdoor areas of Bergamo's Papa Giovanni XXIII Hospital **in memory of the fight against the pandemic**.





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CHECK OUT OUR
SITE DEDICATED TO
SUSTAINABILITY

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