



# **Alliance for Water Stewardship Assessment Report**

**Prepared for, HERA S.p.A.**

**(Via Setta 4, Sasso Marconi, Bologna, Emilia Romagna, Italy)**

**AWS-000213**

**Prepared by: SGS**

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## REPORT DETAILS

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CLIENT:	HERA S.p.A. <b>Via Setta 4, Sasso Marconi, Bologna, Emilia Romagna, Italy</b>
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## **1 EXECUTIVE SUMMARY**

The scope of services covers the conformity assessment of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for **HERA S.p.A.** (hereinafter referred to as “the site”) located at **Via Setta 4, Sasso Marconi, Bologna, Emilia Romagna, in Italy**.

The assessment has been completed in compliance with the AWS Certification requirements, Version 2.0 dated March 2019.

HERA S.p.A., is a group which gives service to 3.6 million of citizen, Val di Setta plant produce potable water.

On March 31<sup>st</sup> and April- 1<sup>st</sup>, 2021, SGS Tecnos, S.A.U., (hereinafter referred to as “SGS”) conducted the conformity assessment for site’s facilities and activities with regard to certification to the AWS Standard on site by Simona Olivi and on remote by Jerónimo Casas. A total of one finding was raised during the course of the audit process, and it was categorized as observation.

On June 17<sup>th</sup>, 2021, SGS Tecnos, S.A.U., (hereinafter referred to as “SGS”) conducted the site visit with regard to certification to the AWS Standard. No findings were raised during the visit.

Given the review of evidence produced at the **HERA S.p.A.**, SGS recommends that **HERA S.p.A.** is awarded **AWS Core Certified** status with a surveillance audit interval of annual frequency.

## 2 SCOPE OF ASSESSMENT

The scope of services covers the conformity assessment of water use in compliance with the AWS International Water Stewardship Standard (Version 2.0) for **HERA S.p.A.** (hereinafter referred to as “the site”) located at **Via Setta 4, Sasso Marconi, Bologna, Emilia Romagna, in Italy.**

The assessment has been completed in compliance with the AWS Certification requirements, Version 2.0 dated March 2019.

On March 31<sup>st</sup> and April- 1<sup>st</sup> , 2021, SGS, conducted the conformity assessment of site’s facilities and activities with regard to certification to the AWS Standard. Table 2.1 presents SGS audit team. The audit plan is attached as a separate document.

On June 17<sup>th</sup>, 2021, SGS Tecnos, S.A.U., (hereinafter referred to as “SGS”) conducted the site visit with regard to certification to the AWS Standard. No findings were raised during the visit.

Table 2.1 SGS Audit Team

Audit Team	Qualifications/Experience	
Jerónimo Casas de Gonzalo	Leader Auditor	AWS certified auditor, with more than 19 years experience in pollution control, environmental impact assessment, ISO14001 audit and training.
Anna Giuliani	Local Auditor	Local expertise
Paula Gómez Geras	Technical Reviewer	AWS certified auditor, with more than 14 years experience in pollution control, environmental impact assessment, ISO14001 audit and training.

During the conformity assessment, the audit team spent 0,5 day on the stakeholder consultation meeting, and 1,5 days on the inspection of site’s documents, installations and activities in its plant, together with personnel interviews and document reviews.

Site provided most of the requested supporting documentation as evidence before the audit carried out. SGS provided initial feedback on the gaps between site's current management and the level required by the standard during the closing meeting of the conformity assessment on April the 1st, 2021.

Site visit pictures.







### 3 STAKEHOLDER ANNOUNCEMENT AND CONSULTATION

Following the AWS Certification Requirements, before the on-site conformity assessment, site's prepared a stakeholder announcement, which stated intention to pursue AWS certification.

The pursue of AWS certification for the site was publicly available on AWS site and in a twitter and instagram



They have shared this information with their external stakeholders and their employees with various internal tools.

The AWS certification audit was carried out in remote and the site provided the stakeholder's mapping in advance of the audit to enable communication with a selected sample and replace the on-site stakeholders' consultation meeting.

The stakeholders Identified by **HERA S.p.A.** are the following:



- Philip Morris Manufacturing & Technology Bologna (PM MTB)
- ARPAE Environmental Authority (Region level)
- ATERSIR genzia Territoriale dell'Emilia Romagna per i Servizi Idrici
- Autorità del Bacino del Fiume Po
- Città Metropolitana di Bologna
- Comune di Marzabotto
- Comune di Sasso Marconi
- Confindustria Emilia
- Consorzio della Bonifica Renana
- Regione Emilia Romagna
- G.A.C.R.E.S. - Gestione Acque Canali Reno e Savena
- Aeroporto G. Marconi
- CAMST Food and catering industry
- Ducati Motor Holding
- Fabbri 1905
- Granarolo
- Grandi Salumifici Italiani Alcisa
- Gruppo Unipol
- BASF

Follow stakeholders were interviewed during the audit :

- ARPAE
- Consorzio della Bonifica Renana
- PMI MTB
- Granarolo

Previously, **HERA S.p.A** , organized several individual stakeholder meetings, where the majority of identified stakeholders actually participated. Evidences about these meetings were showed during the assessment.

## 4 DESCRIPTION OF CATCHMENT

In 2002, the Hera Group pioneered Italy's first aggregation of municipalized companies that, with a multi-business approach, manage the provision of water, energy and waste and waste management services to citizens and businesses.

The Primary Aqueduct of Bologna, managed by Hera Spa, draws water from superficial and deep water sources but not from spring sources. The groundwater is drawn from active wells

The surfacewater is drawn from the Reno and Setta River.

The Val di Setta plant, located at the confluence of these two rivers, is responsible for the catchment and treatment of the collected water.

AWS HERA is referred to Val di Setta potabilization plant.

The Reno River's watershed (approximately 6,000 km<sup>2</sup>) extends over most of the Emilia-Romagna region as illustrated in Figure 1 and 2.

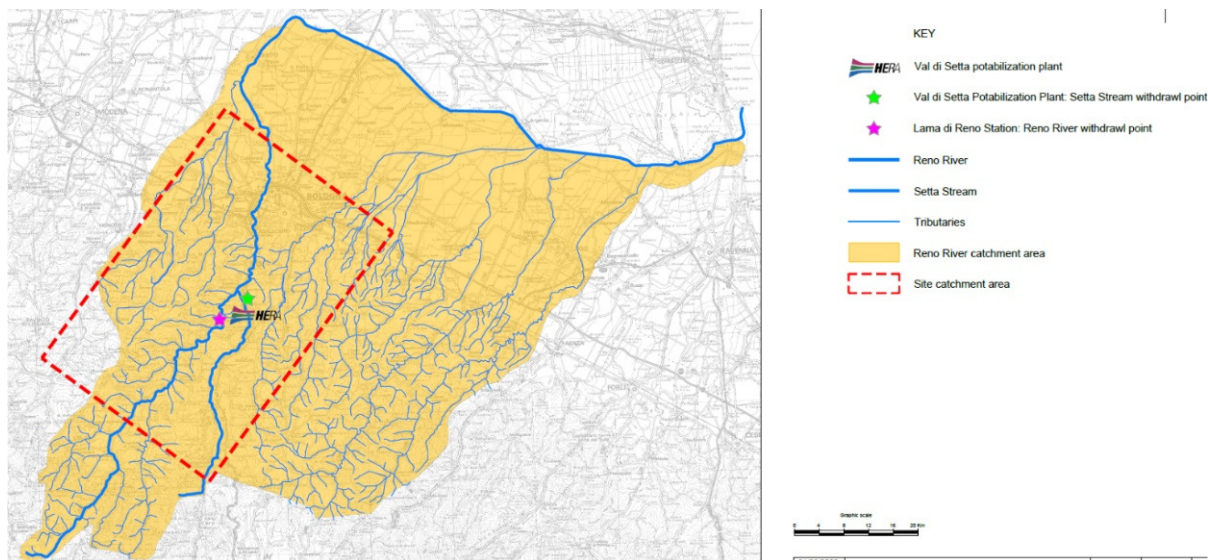


Figure 1- Val di Setta catchment area 1

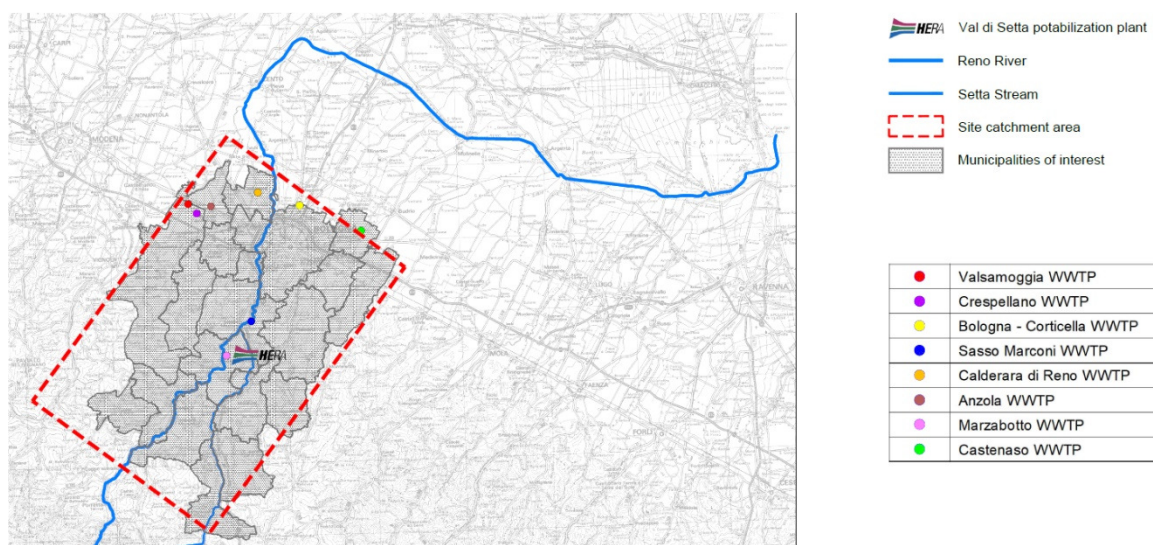


Figure 2 - Catchment area-municipalities 1

See below the location of the plant with respect to the fork of the Setta and the Reno in figure 3.

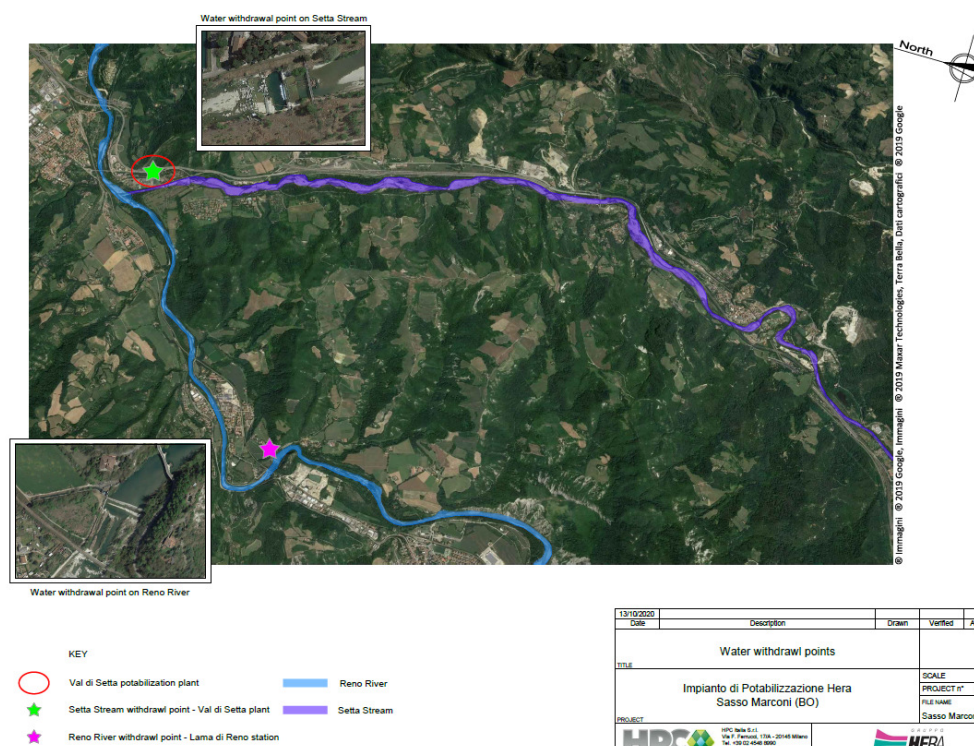


Figure 3 - Val di Setta Water withdrawal points

The catchment area, especially in the fork of the two rivers, is related to some naturalistic sensitive important areas, like Parco Regionale del Montesole (8) Monte Radicchio Rupe di Calvenzano (7). See Figure 4

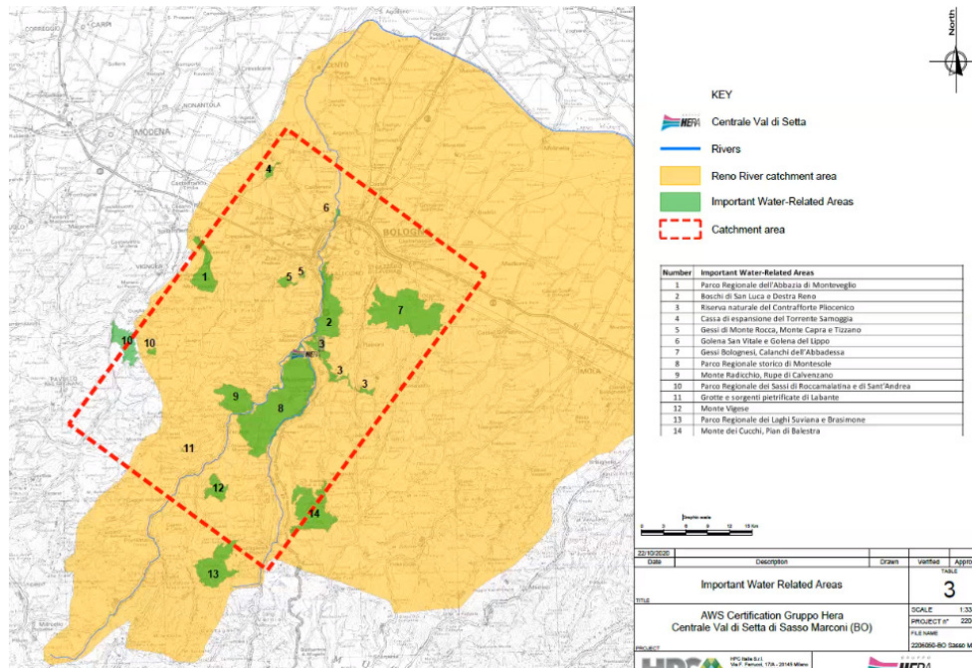


Figure 4 - Natural sensitive areas 1

Principle data for Val di Setta :

- Overall withdrawals permission from both Reno/Setta:
- Maximum daily production: (variable in order to respect minimum vital flow of Setta and Reno)
- Potable water feeded to distribution network
- Aqueduct feeded, acquedotto primario bolognese:
- Citizens : 738.899 (data 2017)

The environmental condition of surface water of rivers and streams, is evaluated throught the analysis of chemicals-phisicals-biologicals parameters. The monitoring network of ARPAE (Emilia Romagna Region) is characterized by some representative sampling point, each one with specific sampling profile

The last available Report is referring the last three years 2017-2018-2019.



The analysis chemical-physical-biological for the evaluation of environmental state are carried out on specific points of the regional monitoring network. In the map below, Figure 6, the 5 stations in red colour are included in the catchment; the 2 ones in green colour are outside the catchment but influencing them.

Every station is checked with specific frequency, the final results are summarized below in the figure n.7. When the results are not so good, ARPAE can change the frequency schedule of sampling; so for example occurred for Sasso Marconi – Ponte Giordani, passed from a 8 time year check (2014-2016) to an operative control, quarterly sampling.

LIMECO index measures the chemical and physical state of water streams through analysis of OD, N-NH<sub>4</sub>, N-NO<sub>3</sub>, P tot. To complete the analysis of LIMeco index also pollution from nutrients and biological and microbiological charge (BOD<sub>5</sub>, COD, E. Coli) are measured.

In the catchment, only the station of Casalecchio chiusura bacino montano has registered an out-range value for Escherichia coli.

The evaluation of biological state measures elements as diatoms, benthic macro invertebrates, benthic and aquatic macrophytes.

**RESULTS:** The ecological state is classified as Good and Adequate for all the monitoring stations of the catchment and it has been stationary during last five years except for Lama di Reno (6001200) that passed from a level Good (2014/2016) to Scarce (2017).

To evaluate chemical state they are monitored the substances listed in list of priority (E list), the priority substances (P list) and dangerous priority substances (PP list) of regulation 76/464/CE that defines the standards of environmental quality to be in compliance with in terms of yearly average concentration (SQA-MA) and of maximum allowable concentration (SQA-CMA) if required.

**RESULTS:** The chemical state is classified as Good for all the monitoring stations of the catchment and it has been stationary during last five years.

The ecological status of surface water downstream the artificial basins depends significantly on the variability of the flow rates during the year.

This factor is increased by temperature trend with the consequent development of trophic phenomena.

Therefore, the increase in drought events is currently the main factor that has the greatest impact on water stress, often mitigated by the management of the basins located in the mountains upstream the catchment area.

However, the management of these basins may involve some risks for the chemical quality and biological ecosystems of the rivers, during and following the periodic emptying and maintenance activities. Above this, it should be noted what has happened recently for the Pavana basin.

Pavana basin (used for hydroelectric production) has limited size and it's outside the regional territory but the effects affected by its emptying during summer 2020 has created significant consequences for Reno river quality status (see note 1 below).

Pavana basin is.

Note1\_On 28/07/2020 there was a release of sediment from the overrun in the Limentra stream of Sambuca, which caused a clear increase in turbidity and fish death as a result of reduced oxygen availability, with consequences for the entire river ecosystem.

A new regional law is being studied to regulate hydroelectric concessions, setting strict rules for the correct and sustainable use of overseas.












## 5 SUMMARY OF SHARED WATER CHALLENGES








**HERA S.p.A.**, has developed a list of main shared water challenges. Reasons for ranking was provided together with reasons why the challenges are to be considered priorities for both stakeholders and the site.










Below a list of the identified shared water challenges:



- a) good water management
  - a. Joint campaigns with AWS site of PM MTB
  - b. AWS dedicated webpage and commitment disclosure
  - c. In Buone Acque Report
- b) sustainable water use, reduce water consumption in HERA S.p.A. factory ; Improve water balance and governance
- c) good water quality
- d) Contribute to prevention of spread of Covid-19 within the premises.
  - a. Hand sanitizer production
  - b. WASH best practice disclosure
- e) Raise awareness between stakeholders within the basin and take collective actions to address shared water challenges
- f) compliance with legal and other requirements related to water management and water quality, at least in the area under the control/influence of the company








A more detailed presentation of shared water challenges, risk and opportunities identified by **HERA S.p.A.** has been presented in Table 4.1 below. Information in the table below has been extracted from reference Water Stewardship Plan.




SC 2021.02	Joint campaigns with AWS site of PM MTB	<ul style="list-style-type: none"> <li>• Conduction of joint campaigns with local stakeholder and AWS-certified site of PM MTB located in the same catchment territory</li> <li>• Joint forces with a fellow AWS site in order to work together towards common AWS outcomes</li> </ul>	 
SC 2021.01	Val di Setta Virtual Tour	<ul style="list-style-type: none"> <li>• Virtual Tour of the Val di Setta Plant with an interactive commentary from a Hera employee</li> <li>• The tour aims at reaching out to children from local schools in order to raise awareness and disclose information on the potabilization process which takes place in the Val di Setta plant</li> <li>• Active actions/efforts to engage with young generation of water users to increase general understanding on water-related themes</li> </ul>	 
SC 2020.14	Hand sanitizer production	<ul style="list-style-type: none"> <li>• Production and provision of hand sanitizer for employees in order to mitigate COVID-19 spreads</li> <li>• Awareness on basic WASH principles related to COVID-19 virus diffusion amongst local population</li> </ul>	
SC 2020.13	Project Adaptation	<ul style="list-style-type: none"> <li>• Awareness videos on the platform Adaptation (<a href="http://www.adaptation.it">www.adaptation.it</a>) related to the effects of climate change on the Emilia Romagna Region with a particular focus on the importance of water</li> <li>• Presentation and disclosure of Gruppo Heras water-related projects and actions</li> </ul>	 
SC 2020.12	AWS dedicated webpage and commitment disclosure	<ul style="list-style-type: none"> <li>• Dedicated AWS section on Gruppo Hera's website in order to publicly disclose periodic news and information regarding AWS</li> <li>• AWS V 2.0 Commitment has been disclosed and published on Gruppo Hera's website: the Val di Setta potabilization plant has publicly divulged its commitment to the 5 AWS Outcomes and Standard requirements</li> </ul>	
SC 2020.11	Employee information disclosure	<ul style="list-style-type: none"> <li>• Internal disclosure amongst employees regarding AWS achievements, initiatives carried out, outcome and benefits related to water stewardship implementation</li> <li>• Internal communication is obtained via banners, PIA (<i>Portale Informativo Aziendale</i>), newsletters, internal communications videos (i.e. <i>Facciamo il Punto</i>), Led wall videos etc.</li> </ul>	

SC 2020.10	Consumer Associations Meetings - <i>Incontri Associazioni Consumatori</i>	<ul style="list-style-type: none"> <li>Active actions/efforts to inform and raise awareness with water consumers on Hera's water stewardship journey, implemented best practices and outcomes to address shared water-related risks</li> </ul>	
SC 2020.09	<i>In Buone Acque Report</i>	<ul style="list-style-type: none"> <li>Public disclosure on implemented best practices for sustainable water stewardship</li> <li>Raised visibility amongst catchment users on tap water quality</li> <li>Direct effort in reaching out to the local population and community</li> </ul>	
SC 2020.08	Customer information disclosure	<ul style="list-style-type: none"> <li>External information disclosure via newsletter VedoHera to consumers related to water themes and sustainability topics</li> <li>Information and best practice disclosure related to water related projects</li> </ul>	
SC 2020.07	Social media disclosure	<ul style="list-style-type: none"> <li>External information disclosure on social medias (Instagram, LinkedIn, Twitter) related to commitment to sustainable water management and announcement of AWS standard implementation for the Val di Setta plant</li> <li>Raised awareness amongst users in the catchment community on good water governance strategies and the need of responsible water management to conserve shared water resources</li> </ul>	
SC 2020.06	Stakeholder engagements	<ul style="list-style-type: none"> <li>Active actions/efforts to address water challenges and adopt a sustainable approach at catchment level by engaging relevant stakeholders in the AWS certification journey</li> <li>Participation to technical tables, one-on-one interviews and programs for safeguarding the water resource by involving national as well as local stakeholders</li> <li>Increased awareness of proper water resources management with stakeholders both at local and national scale through dedicated meetings, follow-ups and sharing of information</li> </ul>	 
SC 2020.05	Advertising campaign focused on water stewardship	<ul style="list-style-type: none"> <li>Public disclosure via advertising campaigns on tap water quality and control procedures behind potabilization production processes</li> <li>Raise awareness amongst potable water users in the local territory</li> </ul>	




SC 2020.04	Educational videos and laboratories for Schools	<ul style="list-style-type: none"> <li>• Educational laboratories, workshops and videos (i.e. <i>La Grande Macchina del Mondo</i>) focused on water-related themes in order to raise awareness on the importance of water especially amongst young water users</li> <li>• Engagement with local schools and community members with the scope of better understanding water-related risks and water-saving strategies that can be carried out at home (i.e. closing the tap when washing your hands)</li> </ul>	 
SC 2020.03	Press Release: <i>Comunicato Stampa</i>	<ul style="list-style-type: none"> <li>• Official press release in occasion of World Water Day (WWD)</li> <li>• Raise awareness amongst all users on Hera's water stewardship milestones by 2022: reduce its internal water consumptions by 10%</li> <li>• Press release related to articles in which Hera</li> </ul>	
SC 2020.02	House Organ (HO) magazine	<ul style="list-style-type: none"> <li>• Periodic articles related to water matters are published in Hera's internal magazine, House Organ (HO - n.151, n. 156, n.157), in order to raise awareness amongst employees on water topics</li> <li>• Disclosure in occasion of World Water Day (WWD) and for the announcement of the AWS Standard implementation at the Val di Setta plant</li> <li>• Hera water challenge competition launched on HO</li> <li>• Better understanding amongst employees of AWS and water-related topics</li> </ul>	
SC 2020.01	WASH best practice disclosure	<ul style="list-style-type: none"> <li>• Disclosure amongst employees of WASH best practice actions in bathrooms and lavatories</li> <li>• Availability of potable water dispenser in common area</li> <li>• Better understanding of sanitation and hygiene practices to undertake, also in relation to the COVID-19 pandemic</li> </ul>	
SC 2019.04	Hera Business Solution - <i>Audit Idrico</i>	<ul style="list-style-type: none"> <li>• Due to Stakeholder engagements related to AWS activities, Granarolo has requested a Water-related Audit to share with Hera water reduction technologies and strategies to reduce potable water consumption and implement water stewardship</li> </ul>	 
SC 2019.03	Diario dei Consumi	<ul style="list-style-type: none"> <li>• Domestic users will be provided with a report (sent via email) illustrating their yearly water consumption and their water use compared to that of an average user</li> <li>• The project has the purpose to create awareness amongst the local population, encourage water savings and facilitate the tracking of their water consumption</li> <li>• The project will be created together with <i>Politecnico di Milano</i> which will analyse and certify the results</li> </ul>	 

SC 2019.02	IWRA conservation project - Lago di Castel dell'Alpi	<ul style="list-style-type: none"> <li>• Support of a joint and resilient project with Stakeholder Consorzio di Bonifica Renana related to IWRA n. 14, Monte dei Cucchi - Pian di Balestra</li> <li>• The project aims to restore and conserve a lake area, Lago di Castel dell'Alpi, located in IWRA n. 14 and created due to a landslide event in 2014</li> </ul>	
SC 2019.01	App. Acquologo	<ul style="list-style-type: none"> <li>• Mobile App for domestic users in order to track their water quality status in their municipality, and inform on leakage detection. The App also provides users with various function related to water monitoring and screening</li> </ul>	

T 2021.01	Water Safety Plan (WSP)	<ul style="list-style-type: none"> <li>• Application of the WSP to the Val di Setta plant in order to optimize and ameliorate potable water quality controls and monitoring activities for the production line</li> <li>• Implementation of best practices for quality and quantity production of potable water</li> </ul>	  
T 2020.03	Setta water withdrawal structure renewal	<ul style="list-style-type: none"> <li>• Planned renewal operations related to the water withdrawal structure on the Setta Stream</li> <li>• The project aims to optimize water removal from the Val di Setta plant for the well being of downgradient IWRAs and Stakeholders</li> </ul>	 
T 2020.02	Water reduction settings in filter washing	<ul style="list-style-type: none"> <li>• Optimized settings and consequent water reduction during filter washing for a total of 12 filters:               <ul style="list-style-type: none"> <li>- shorter washing times</li> <li>- rationalization</li> <li>- 30% efficiency before the implementation of new settings</li> <li>- use of raw water instead of potable</li> </ul> </li> </ul>	
T 2020.01	Strategic study on climate change scenarios (CMCC-NOMISMA study)	<ul style="list-style-type: none"> <li>• Joint project in cooperation with Stakeholders: Autorità di Bacino del Fiume Po, Consorzio di Bonifica Renana and Canali di Bologna</li> <li>• Aim to evaluate the impact of climate change scenarios on water availability in Città Metropolitana di Bologna</li> <li>• The outcome is the implementation of mathematical forecasting models to define future scenarios in water availability</li> <li>• The purpose is the appropriate investment on water assets in order to prevent water scarcity</li> </ul>	

T 2019.07	Water consumption reduction - Gruppo Hera		<ul style="list-style-type: none"> <li>By 2023 Hera Group aims at reducing by 15 % its water consumption for internal (baseline consumption 1,500,000 cm registered in 2017)</li> <li>Water reduction achievements will be evaluated on a yearly basis</li> <li>All Offices of the Group are involved in this project and actively participate to this common reduction milestone</li> </ul>	
T 2019.06	Predictive maintenance of pipelines		<ul style="list-style-type: none"> <li>Application of forecasting mathematical models to detect water leakages by use of: <ul style="list-style-type: none"> <li>historical data regarding pipe ruptures</li> <li>pipeline age and construction data (i.e. material)</li> <li>geological data (i.e. soil type)</li> </ul> </li> </ul> <p>This data will be successively used to create a maintenance timeline</p>	
T 2019.05	Automation of <i>Acquedotto Primario Bolognese</i>		<ul style="list-style-type: none"> <li>For the production of drinking water, the <i>Acquedotto Primario Bolognese</i> is dependent on withdrawals from: <ul style="list-style-type: none"> <li>surface water bodies in the Val di Setta plant (simultaneously from the Reno River and Setta Stream)</li> <li>underground waterbodies in Hera's well plants.</li> </ul> </li> <li>By withdrawing from different water bodies: water stress is reduced, local aquifers are preserved, ground subsidence effects decreased and the DMV of the rivers is respected</li> </ul>	 
T 2019.04	Implementation of Monitored Districts		<ul style="list-style-type: none"> <li><i>Distrettualizzazione</i> : division of the aqueduct system in districts in order to monitor water consumption in nocturnal hours and verify water losses in a more effective way</li> </ul>	
T 2019.03	Water loss detection in distribution network	Programmed maintenance of pipelines	<ul style="list-style-type: none"> <li>Periodic monitoring of pipeline status via programmed inspections and substitution in order to reduce leakages and water losses</li> </ul>	
		Programmed water loss detection	<ul style="list-style-type: none"> <li>Scheduled water leakage detection in the Provincial territory of Bologna: different portions of the water distribution network are controlled in order to detect hidden leakages and losses and successively carry out maintenance activities</li> </ul>	
		Emergency interventions	<ul style="list-style-type: none"> <li>Emergency interventions in case of problematics related to failure or leakage detection</li> </ul>	
		Scouting for new technologies	<ul style="list-style-type: none"> <li>Investigation and scouting for new technologies in order to increase leakage detection effectiveness and efficiency (i.e. by use of cosmic-rays)</li> <li>Currently, ultrasound detection is the most used technology to detect water losses</li> </ul>	

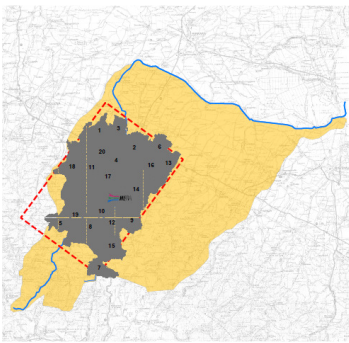


T 2019.02	Integrated management of the <i>Acquedotto Primario Bolognese</i>	<ul style="list-style-type: none"> <li>• For the production of drinking water, the Acquedotto Primario Bolognese is dependent on withdrawals from: <ul style="list-style-type: none"> <li>- surface water bodies in the Val di Setta plant (simultaneously from the Reno River and Setta Stream)</li> <li>- underground waterbodies in Hera's well plants.</li> </ul> </li> <li>• By withdrawing from different water bodies: water stress is reduced, local aquifers are preserved, ground subsidence effects decreased and the DMV of the rivers is respected</li> </ul>	 	Aqueduct Emilia Management Office F. Maffini
T 2019.01	Water bagging	<ul style="list-style-type: none"> <li>• Resilient action in case of malfunctioning or interruption of potable water provision: domestic users will be provided with water bags</li> </ul>		Aqueduct Emilia Office

## 6 INDICATORS CHECKLIST

As per the requirement set out in the AWS certification requirements below is a checklist of all the CORE AWS indicators with the relevant reviewed evidence provided by **HERA S.p.A.**, and the indicator with which it is associated.

**Table 5.1 Evidence reviewed by SGS against each CORE AWS indicator**

Clause	Details	Yes	No	Comments/Evidence
<b>1</b>	<b>GATHER AND UNDERSTAND</b>			
<b>1.1</b>	<b><i>Gather information to define the site's physical scope for water stewardship purposes, including: its operational boundaries; the water sources from which the site draws; the locations to which the site returns its discharges; and the catchment(s) that the site affect(s) and upon which it is reliant.</i></b>			
1.1.1 (core)	<p>The physical scope of the site shall be mapped, considering the regulatory landscape and zone of stakeholder interests, including:</p> <ul style="list-style-type: none"> <li>- Site boundaries;</li> <li>- Water-related infrastructure, including piping network, owned or managed by the site or its parent organization;</li> <li>- Any water sources providing water to the site that are owned or managed by the site or its parent organization;</li> <li>- Water service provider (if applicable) and its ultimate water source;</li> <li>- Discharge points and waste water service provider (if applicable) and ultimate receiving water body or bodies;</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Within the framework the AWS Policy, the company defined as the scope of the public commitment to respect AWS "the area under its control/influence", the site is defined within the factory limits</p> <p>The site boundaries delimitate the entire area over which the site has control. They include the built area and the lands associated to the facility. This information can be visioned in mapped format in 1.1.a.</p> 

Clause	Details	Yes	No	Comments/Evidence
	- Catchment(s) that the site affect(s) and is reliant upon for water.			<p>Val di Setta potabilization plant is a raw water treatment plant for the production of potable drinking water from superficial water sources. It is composed of two treatment lines: one of which treats water withdrawn from the Setta Stream while the other from the Reno River. The Val di Setta plant provides potable water to the Primary Acqueduct System of Bologna (Sistema Acquedottistico Primario di Bologna) which consequently supplies the Provincial Municipalities of Bologna (32 Municipalities). The territories served by the Primary Acqueduct System of Bologna can be viewed in 1.1.b.</p> <p>The water-related infrastructures related to the site and the various treatment steps, phases and hydraulic piping network can be visioned in mapped format in 1.1.b. The maintenance and monitoring protocols of the infrastructures are also available.</p> <p>The main stages of the raw water potabilization treatment include, Pre-flocculation, Pre-sedimentation/desanding, Lifting system, Pre-ozonation, Distribution and conditioning, Clariflocculation, Filtration (with sand), Ozonation, Final disinfection and immission into the supply network:</p> <p>From these basins and via an adductor conduct, the potabilized water is transfered to the accumulation basin of Casalecchio and the tangenziale idrica of Bologna. The potable water will then be passed on to the Cunicolo Romano, the Roman aqueduct of the Bologna, which is responsible in delivering the potable water to centrale di rilancio di Viale Aldini, the central station of Viale Aldini in Bologna.</p> <p>The sludge produced in the pre-sedimentation and clariflocculation phases undergoes two main stages of waste treatment, Sludge thickening, Mechanical dehydration: via a pressure treatment</p> <p>Since 2009, the Val Di Setta plant draws water simultaneously from two superficial water bodies:</p> <ol style="list-style-type: none"> <li>1) Reno River, specifically from the Lama di Reno station in the Municipality of Marzabotto (BO)</li> <li>2) Setta Stream, specifically from an intake structure at the Val di Setta plant in the Municipality of Sasso Marconi (BO)</li> </ol>

Clause	Details	Yes	No	Comments/Evidence
				<p>From September 2009, the overall derivation concession for both the Reno River and the Setta Stream</p> <p>The production capacity of the Val di Setta Plant is seasonably variable according to the minimum vital flow of the Reno River and Setta Stream.</p> <p>The Val di Setta Plant discharges in:</p> <ul style="list-style-type: none"> <li>Public sewage network Ziano di Sotto, the following mixed waters originated from the HeraTech laboratory, industrial waste waters, from the washing of laboratory instruments and equipment, domestic waste waters, from sanitary services and meteoric waters, from run-off waters of parking and covered areas.</li> <li>Superficial waters (Reno + Setta), the following mixed waters originated from the Site area:</li> </ul> <p>Discharge n.1 and n.2 in the Setta Stream: meteoric waters (from the run-off of external and covered areas) and excess superficial waters not sent to the potabilization plant.</p> <p>Discharge n.3 in Reno River: industrial waste waters (from sludge treatment), domestic waste waters (from sanitary services) and meteoric waters (from the run-off of external and covered areas).</p> <p>The receiving water bodies of the site's discharge can be identified in the dedicated map in 1.1.d. Water discharge permits and relative modifications to the Environmental Authorization (AUA) for the Val di Setta plant are also available in 1.1.f.</p> <p>Site's catchment has been defined on the basis on the site's water withdrawal bodies as well as their up and down-stream areas of influence. For the Val di Setta plant, these are superficial water bodies, the Reno River and Setta Stream. The Site's catchment area has a dimension of approximately 1,680 km<sup>2</sup>. This information can be visioned in mapped format in 1.1.e.</p>
1.2	<b><i>Understand relevant stakeholders, their waterrelated challenges, and the site's ability to influence beyond its boundaries.</i></b>			

1.2.1 (core)	<p>Stakeholders and their water-related challenges shall be identified. The process used for stakeholder identification shall be identified.</p> <p>This process shall:</p> <ul style="list-style-type: none"> <li>- Inclusively cover all relevant stakeholder groups including vulnerable, women, minority, and Indigenous people;</li> <li>- Consider the physical scope identified, including stakeholders, representative of the site's ultimate water source and ultimate receiving water body or bodies;</li> <li>- Provide evidence of stakeholder consultation on water-related interests and challenges;</li> <li>- Note that the ability and/or willingness of stakeholders to participate may vary across the relevant stakeholder groups;</li> <li>- Identify the degree of stakeholder engagement based on their level of interest and influence.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>According to AWS, the company has defined the following categories of internal (top management and employees) and external stakeholders (entities other than HERA S.p.A.):</p> <ul style="list-style-type: none"> <li>• Those who impact the organization such as regulators, water service provider.</li> <li>• Those on whom the organization has ( or is perceived to have) an impact such as other water users, neighbors, NGOs, municipalities, local community.</li> <li>• Those who have a common interest such as similar business sectors, contractors.</li> <li>• Those who are neutral, with no specific link, but with whom it is beneficial to maintain a positive reputation and relationship such as consumers and employees.</li> </ul> <p>The main/most relevant stakeholder groups, that is the groups of individuals, organizations and/or companies that affect and/or could be affected by the site's activity, have been identified and mapped: the Stakeholder Map, 1.2.b. shows the location of each relevant stakeholder present in the catchment area, while the Stakeholder List, 1.2.a., states:</p> <ul style="list-style-type: none"> <li>• Type of stakeholder and if external/internal</li> <li>• Level of Interest (High/Moderate/Low)</li> <li>• Current and/or potential degree of Influence</li> <li>• Engagement date</li> <li>• Stakeholder concerns</li> </ul>
1.2.2 (core)	Current and potential degree of influence between site and stakeholder shall be identified, within the catchment and considering the site's ultimate water source and ultimate receiving water body for wastewater.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Demonstrated and provided evidence of active outreach and consultation on water-related interests and challenges with relevant Stakeholders has been illustrated in the Stakeholder Communication Memorandum, 1.2.c., and in the Stakeholder Communication Evidence, 1.2.d.
1.3	<b><i>Gather water-related data for the site, including: water balance; water quality, Important Water-Related Areas, water governance, WASH; water-related costs, revenues, and shared value creation.</i></b>			
1.3.1 (core)	Existing water-related incident response plans shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Emergency Response Plan identifies the functional areas of the potabilization plant, the emergency actions associated to each hazardous product as well the emergency procedure to follow in case of accidents.

				<p>Scenarios described include: exceedances in emissions/discharges, flood events, pipe ruptures and spillages, fires etc.</p> <p>There is Map illustrating the ubication and stockage of the hazardous substances stored on-site as well as the location of security signage and fire extinguisher ubication.</p> <p>The behaviour procedures to adopt in case of accidents and emergency numbers to call are available to employees.</p> <p>In the event of on-site events, they shall be recorded, at this moment there are not any event.</p>
1.3.2 (core)	Site water balance, including inflows, losses, storage, and outflows shall be identified and mapped.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Site water balance: illustrated in 1.3.b., shows the water demanding potabilization phases and successive water losses before emission in the Acqueduct System.</p> <p>Site water efficiency (average potable water production efficiency) is of 92%.</p> <p>The ratio of raw water withdrawn from the environment to potable water fed into the Acqueduct System is therefore equal to 1.08 l withdrawn per 1 l fed into the network.</p>
1.3.3 (core)	Site water balance, inflows, losses, storage, and outflows, including indication of annual variance in water usage rates, shall be quantified. Where there is a water-related challenge that would be a threat to good water balance for people or environment, an indication of annual high and low variances shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Site has a quantified annual variation in water usage rates which depend on water turbidity and the minimum vital water flows (DMV). This has been shown in a ppt. in 1.3.b. which illustrates that surface water withdrawals are at their minimum during summer</p> <p>In order to mitigate the effects of shared water-related challenges (i.e. water scarcity due to scarce precipitations and summer water shortage), between 1999 - 2008 the Site has utilized water from the Invaso di Brasimone, an artificial basin in use for hydroelectric use, during the summer months.</p>
1.3.4 (core)	Water quality of the site's water source(s), provided waters, effluent and receiving water bodies shall be quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>HERA S.p.A performs the qualitative monitorings, according to the legal requirements in force:</p> <ul style="list-style-type: none"> <li>• Raw water</li> <li>• Potable water</li> <li>• drinking water analysis</li> <li>• analysis of water after treatment</li> <li>• Discharge water</li> </ul>



1.3.5 (core)	Potential sources of pollution shall be identified and if applicable, mapped, including chemicals used or stored on site.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The Site has identified the following potential sources of pollution:</p> <p>Hazardous substances storage: there are several dedicated in-house storage areas. Stored substances include flammables, chemicals used in the laboratories and during the potabilization phases. Chemicals are stored in a roofed-in area and are equipped with proofing pools. No chemical spillage incidents have ever occurred. The Hazardous substance storage and signage map are available in 1.3.a.</p> <p>Sludge treatment plant: the site operates its own sludge treatment plant and discharges treated wastewater into the public sewage network sewage of Ziano di Sotto (in accordance to Annex 5 - Table 3 of Lgs. Decree 152/2006 - Part 3).</p>
1.3.6 (core)	On-site Important Water-Related Areas shall be identified and mapped, including a description of their status including Indigenous cultural values.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Within the facility in Val di Setta, there are no significant water-related areas
1.3.7 (core)	Annual water-related costs, revenues, and a description or quantification of the social, cultural, environmental, or economic water-related value generated by the site shall be identified and used to inform the evaluation of the plan in 4.1.2.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Annual water-related costs for 2019 were divided and the data were showed to the audit Team.</p> <p>All water-related costs for the functioning, management, and maintenance (ordinary and extraordinary) of the Val di Setta plant are included in the overall costs for the management of the Integrated Water Service (SII) in the ATO territories.</p> <p>The water tariff will consequently depend on all activities related to the management and maintenance of the SII as well as costs related to new infrastructures being built or purchased.</p>
1.3.8 (core)	Levels of access and adequacy of WASH at the site shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The Site ensures access and adequacy of WASH
1.4	<b><i>Gather data on the site's indirect water use, including: its primary inputs; the water use embedded in the production of those primary inputs the status of the waters at the origin of the inputs (where they can be identified); and water used in out-sourced water-related services.</i></b>			
1.4.1 (core)	The embedded water use of primary inputs, including quantity, quality and level of water risk within the site's catchment, shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Embedded water (or virtual water) is essentially the hidden water used behind a product or service.

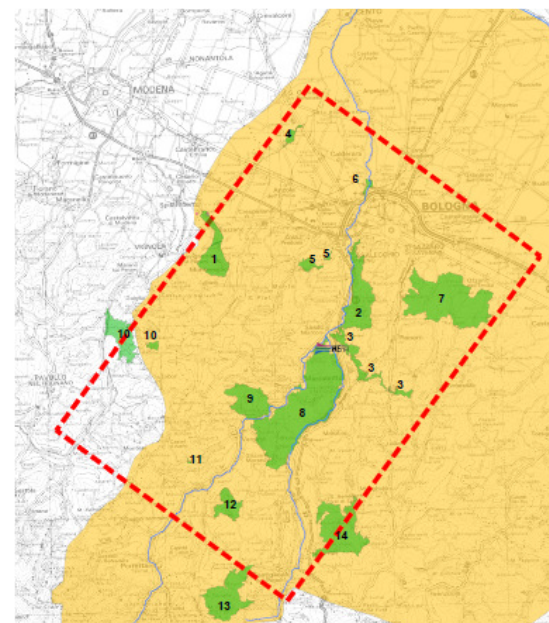
				<p>The Indirect water use is the water used within a site's supply chain: it is the water used for the creation, processing and transportation of goods and services supplied and used by the site.</p> <p>The ratio of raw water withdrawn from the environment to potable water fed into the Aqueduct network is equal to 1.08 l withdrawn per 1 l fed into the network.</p>
1.4.2 (core)	The embedded water use of outsourced services shall be identified, and where those services originate within the site's catchment, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Outsourced services that consume water are typically processes that are required for the ongoing operations of the site. The HeraTech Laboratory is located within the Site boundaries but is an independent outsourced service that supplies the Val di Setta Plant with the analytical results for physical and chemical parameters regarding the Site's water quality.</p>

1.5	<b>Gather water-related data for the catchment, including: water governance, water balance, water quality, Important Water-Related Areas, infrastructure, and WASH</b>			
1.5.1. (core)	Water governance initiatives shall be identified, including catchment plan(s), water-related public policies, major publicly-led initiatives under way, and relevant goals to help inform site of possible opportunities for water stewardship collective action.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>HERA S.p.A., has identified the most important initiatives in the catchment</p> <p>The water-management strategies and water stewardship plans for the catchment territory water resources are governed at Regional, Provincial and Local scale by 3 main water Governance Plans,</p> <ol style="list-style-type: none"> <li>1. Piano di Tutela delle Acque (PTA) of the Emilia-Romagna Region (<a href="https://ambiente.regione.emilia-romagna.it/it/acque/temi/piano-di-tutela-delle-acque">https://ambiente.regione.emilia-romagna.it/it/acque/temi/piano-di-tutela-delle-acque</a> )</li> <li>2. Piano Territoriale di Coordinamento Provinciale (PTCP) of the Bologna Province (<a href="https://www.cittametropolitana.bo.it/pianificazione/PTCP_-_documenti_di_piano/Variante_al_PTCP_in_materia_di_Tutela_delle_Acque">https://www.cittametropolitana.bo.it/pianificazione/PTCP - documenti di piano/Variante al PTCP in materia di Tutela delle Acque</a>)</li> <li>3. Piano d'Ambito di ATO5 - Ambito Territoriale Ottimale of the Bologna Province (<a href="http://www.atersir.it/servizio-idrico/territorio-provinciale-di-bologna">http://www.atersir.it/servizio-idrico/territorio-provinciale-di-bologna</a> )</li> </ol> <p>Site is integrating governance actions in the AWS strategy plan in order to safeguard the quality and quantity of the catchment surface water resources.</p>
1.5.2. (core)	Applicable water-related legal and regulatory requirements shall be quantified, including legally-defined and / or stakeholder verified customary water rights.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>HERA S.p.A., aims to identify all legal and regulatory requirements with specific environment, therefore, including for water management.</p> <p>Applicable water-related legal and regulatory requirements have been identified and described in detail in 1.5.c. folder</p> <p>HERA S.p.A., complies with the applicable water related legal and regulatory requirements.</p>
1.5.3. (core)	The catchment water-balance, and where applicable, scarcity, shall be quantified, including indication of annual, and where appropriate, seasonal, variance.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The catchment water balance has been developed in "Catchment Water Balance" file.</p> <p>The catchment water-balance has been illustrated in a ppt.: the data for this study has been obtained from ARPAE/Emilia Romagna Region and Hera and the relative documentation used has been saved as supporting documents.</p> <p>This document describes the catchment as it was mentioned in the Criteria 1.1.1. Physical Scope".</p>

				<p>The report «Idrometeoclima 2019» of the Emilia Romagna Region highlights that all Regional rivers have a highly variable waterflow during the year. The flow rates are however higher than average.</p> <p>The same trend has been observed for the Reno River and its basin, the Primary aqueduct network of Bologna feeds only the Provincial territory of Bologna and a little contribute to Ferrara aqueduct. The other Provincial territory have their own aqueduct and water source</p> <p>In addition to the catchment water balance calculated in this present study, various analysis on public environmental literature sources (i.e., <i>ARPAE</i>, <i>Regione ER</i>) regarding catchment water availability have been conducted. The following future scenarios can be consequently highlighted:</p> <ul style="list-style-type: none"> <li>temperatures are rising while rainfalls are projected to decrease in the future</li> <li>deep aquifer water bodies act as important water storages for the local territory and should not be overexploited</li> </ul> <p>Considering that the main contributor to catchment area inflows is rainfall and the main contributor to outflows is evapotranspiration, these two projections highlight a future increase in evapotranspiration rates together with a decrease in precipitation.</p> <p><b>To conclude, although the Site's catchment water balance illustrates a catchment territory which is not overexploited in terms of water use, future climate change scenarios illustrate a dramatic toll in temperature raises that, together with unsustainable usages of deep aquifer water bodies, could trigger increasing stress in terms of water availability and use.</b></p>
1.5.4. (core)	Water quality, including physical, chemical, and biological status, of the catchment shall be identified, and where possible, quantified. Where there is a water-related challenge that would be a threat to good water quality status for people or environment, an indication of annual, and where appropriate, seasonal, high and low variances shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Data supplied by ARPAE (2017, updated each 3 years) describes the water quality, including physical, chemical and biological status.</p> <p>There are two sampling points downstreams which quality is identified as enough. There is a sampling point upstream which quality is identified as enough. It's due to a hydroelectric plant.</p> <p>ARPAE assess the ecological and chemical state</p> <p>The water quality is described in document 1.5.e. Catchment water quality_2020.10.07.ppt</p>
1.5.5 (core)	Important Water-Related Areas shall be identified, and where appropriate, mapped, and their status assessed including any threats to people or the	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>HERA, S.p.A. has identified 14 Important Water-Related Areas in the catchment.</p> <p>The IWRA were identified using:</p> <ul style="list-style-type: none"> <li>World Database on Protected Areas (WDPA): <a href="https://www.protectedplanet.net/">https://www.protectedplanet.net/</a></li> </ul>

natural environment, using scientific information and through stakeholder engagement.

- Rete Natura 2000
- Geoportale Nazionale:  
<http://www.pcn.minambiente.it/viewer/index.php?project=natura>



HERA, S.p.A., has evaluated their status and water risk. IWRA number 14 is the most important one, Monte Dei cucchi, Pian di Balestra. It's a lake that must be maintained.

This IWRA has

- Many protected species
- Extensive forest cover
- Presence of different habitats, with spread of local plant species (oak and beech)

1.5.6.  
(core)

Existing and planned water-related infrastructure shall be identified, including condition and potential exposure to extreme events.



Information regarding status (i.e. maintenance and control protocols) and details (i.e. hydraulic calculations) on the water withdrawal infrastructures and potabilization phases is available in 1.1.b. and 1.1.c.

1.5.7. (core)	The adequacy of available WASH services within the catchment shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Population's access to safe drinking water and sanitation facilities at catchment Area.
<b>1.6</b>	<b><i>Understand current and future shared water challenges in the catchment, by linking the water challenges identified by stakeholders with the site's water challenges.</i></b>			
1.6.1 (core)	Shared water challenges shall be identified and prioritized from the information gathered.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The shared water challenges have been identified and prioritized, on the basis of their impact on relevant Stakeholders, and the initiatives to address them identified.
1.6.2. (core)	Initiatives to address shared water challenges shall be identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>	See point 5 from this report.
<b>1.7</b>	<b><i>Understand the site's water risks and opportunities: Assess and prioritize the water risks and opportunities affecting the site based upon the status of the site, existing risk management plans and/or the issues and future risk trends identified in 1.6.</i></b>			
1.7.1 (core)	Water risks faced by the site shall be identified, and prioritized, including likelihood and severity of impact within a given timeframe, potential costs and business impact.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The water risks faced by the Site have been illustrated in a water-related risk assessment conducted for the catchment territory using the Water Risk Filter ( <a href="http://waterriskfilter.panda.org/">http://waterriskfilter.panda.org/</a> ) an AWS Standard Tool.
1.7.2 (core)	Water-related opportunities shall be identified, including how the site may participate, assessment and prioritization of potential savings, and business opportunities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>At global scale, the WRF highlights a very high baseline water stress risk for the catchment area</p> <p>The baseline water stress risk indicator is based on the total annual water withdrawals to total available renewable supply - a higher value indicates more competition amongst users</p> <p>At local scale, studies of the Emilia Romagna Region highlight that the Provincial territory of Bologna has been subjected to ground subsidence due to past over-exploitation of underground water bodies and water recharge areas, especially those associated to the acquifer <i>Conoide del Reno</i>.</p> <p>In accordance to the Regional policies of the Water Protection Plan, a minimum vital water flow (<i>DMV – Deflusso Minimo Vitale</i>) for superficial water bodies must be respected in order to maintain optimum water quantity and healthy water-related environments. The DMV for the Setta Stream is of 270 l/s while the DMV for the Reno River 800 l/s for the Reno River</p>



At regional scale, ARPAE weekly monitoring campaigns highlight the *DMV* and water-surface elevation of the tributaries in the Reno River watershed.

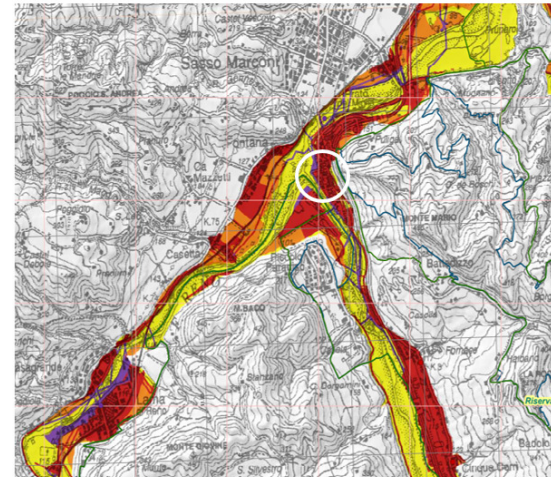
#### Flood risk

At global scale, the WRF highlights a **high flood risk** for the catchment area.

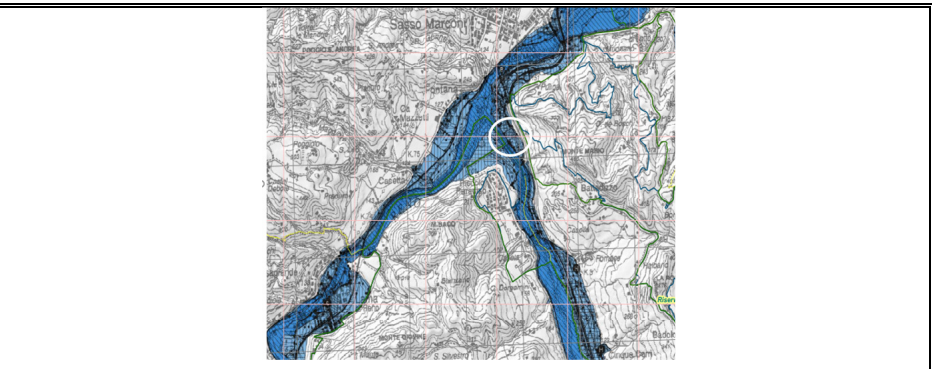
The flood risk indicator is based on the recurrence of severe floods within the 30-year time frame period of 1987- 2017

At regional scale, the Flood Risk Management Plan of the Emilia Romagna Region also highlights the ubication of the Site in a high flood risk area (flood return period between 100 - 200 years) and adjacent to an area subjected to a very high flood risk (flood return period between 20 - 50

At local scale, the Flood Risk Management Plan of the Emilia Romagna Region highlights the location of the Site in a high flood risk area (R3).



At local scale, the Flood Risk Management Plan of the Emilia Romagna Region highlights the location of the Site in an area subjected to a medium flood probability (P2 – M) with a flood return period between 100 - 200 years.



## Drought occurrence

At global scale, the WRF highlights a low drought risk for the catchment area. However, the projected change in occurrence of droughts is moderate. This means that droughts are expected to increase in the future.

The drought risk indicator is based on drought conditions over the last three years (May 2015 - May 2018) using Standardized Precipitation and Evaportaion Index.

At regional scale, ARP AE hydrometoclimate monitoring campaigns highlight that 2019 resulted as the hottest and rainiest year since 1961: climate change is triggering periods of excessive and disastrous rainfalls to periods of water scarcity and consequent drought occurrence.

Surface Water contamination

At global scale, the WRF highlights a high surface water contamination risk for the catchment area.






The surface water contamination risk indicator is based on a wide range of pollutants with negative effects on water security (i.e. toxic effects, oxygen depletion, algal blooms etc.) for both humans and freshwater biodiversity.


At regional scale, ARPAE monitoring campaigns on surface water quality highlight, for the 8 sampling points present in the catchment area, a generally good water quality status

## Conclusion

Risk	Classification		
	Global WRF	Regional data	General
Baseline water stress	Very High	High	High
Water depletion	High	High	High
Flood occurrence	High	High	High
Surface water contamination	High	Low	Moderate
Drought occurrence	Moderate	High	Moderate
Ecosystem degradation	Very Low	-	Very Low

Risk	Mitigation Solution
Baseline water stress	<ul style="list-style-type: none"> <li>Decrease water removal from stressed aquifer bodies</li> <li>Decrease water removal from catchment area by implementing water saving strategies</li> <li>Raise awareness on shared water-related risks with engagements and campaigns involving stakeholders and relevant catchment authorities</li> </ul>
Water depletion	
Flood occurrence	<ul style="list-style-type: none"> <li>Implement safe-guarding actions along the Setta Stream in order to control and protect the local areas subjected to flood risk</li> </ul>
Surface water contamination	<ul style="list-style-type: none"> <li>Monitor water quality parameters for optimum chemical and ecological conditions</li> <li>Accurate maintenance activities on water-related infrastructures</li> </ul>
Drought occurrence	<ul style="list-style-type: none"> <li>Decrease potable water use by optimizing on-site potabilization procedures and distribution network</li> <li>Raise awareness on water stewardship through water-sensibilization strategies in catchment territory</li> </ul>
Ecosystem degradation	<ul style="list-style-type: none"> <li>Maintain optimum water quantity for catchment ecosystems by compliance of minimum vital water flow in Reno and Setta</li> <li>Support a project to restore and improve an IWRA</li> </ul>

1.8	<b>Understand best practice towards achieving AWS outcomes: Determining sectoral best practices having a local/catchment, regional, or national relevance.</b>			
1.8.1. (core)	Relevant catchment best practice for water governance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>All that results in actions necessary from risk analysis and documented in the Action Plan of the Register of AWS risks and opportunities are information that can be registered in the category "Good practices"</p> <p>The annual management analyses on AWS performance mention which of the actions set to achieve the objectives were effective and declared "Good practices" in Management Analysis Report, following their classification, as far as possible, into the main categories:</p> <ul style="list-style-type: none"> <li>• Good AWS management practices</li> <li>• Good practices related to quantitative water balance sheet</li> <li>• Good water quality practices</li> <li>• Good practices related to access to drinking water, sanitation and hygiene facilities (WASH)</li> <li>• Good practices related to important water-related areas (IWRA), if applicable.</li> </ul> <p>The best-practices implemented to achieve the 5 AWS outcomes are illustrated in the Water Stewardship Plan &amp; Strategy in 2.3.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">   <b>GOOD WATER GOVERNANCE</b> </div> <div style="text-align: center;">   <b>SUSTAINABLE WATER BALANCE</b> </div> <div style="text-align: center;">   <b>GOOD WATER QUALITY STATUS</b> </div> <div style="text-align: center;">   <b>IMPORTANT WATER-RELATED AREAS</b> </div> <div style="text-align: center;">   <b>SAFE WATER, SANITATION AND HYGIENE FOR ALL (WASH)</b> </div> </div>
1.8.2. (core)	Relevant sector and/or catchment best practice for water balance (either through water efficiency or less total water use) shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
1.8.3. (core)	Relevant sector and/or catchment best practice for water quality shall be identified, including rationale for data source.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
1.8.4. (core)	Relevant catchment best practice for site maintenance of Important Water-Related Areas shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
1.8.5. (core)	Relevant sector and/or catchment best practice for site provision of equitable and adequate WASH services shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

2	COMMIT AND PLAN			
2.1	<p><b><i>Commit to water stewardship by having the senior-most manager in charge of water at the site, or if necessary, a suitable individual within the organization head office, sign and publicly disclose a commitment to water stewardship, the implementation of the AWS Standard and achieving its five outcomes, and the allocation of required resources.</i></b></p>			
2.1.1. (core)	<p>A signed and publicly disclosed site statement OR organizational document shall be identified. The statement or document shall include the following commitments:</p> <ul style="list-style-type: none"> <li>- That the site will implement and disclose progress on water stewardship program(s) to achieve improvements in AWS water stewardship outcomes</li> <li>- That the site implementation will be aligned to and in support of existing catchment sustainability plans</li> <li>- That the site's stakeholders will be engaged in an open and transparent way</li> <li>- That the site will allocate resources to implement the Standard.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>AWS Commitment of the Val di Setta Plant has been publicly disclosed Gruppo Hera's official Webpage in both Italian and English language</p> <p><a href="https://eng.gruppohera.it/group/business_activities/business_water/sustainability/aws_certification">https://eng.gruppohera.it/group/business_activities/business_water/sustainability/aws_certification</a></p> <p>AWS Policy contains the following information:</p> <ul style="list-style-type: none"> <li>• the scope of AWS</li> <li>• general objectives in accordance with the specifications of the AWS standard.</li> </ul> <p>AWS Policy signed and updated whenever necessary is communicated to all employees, as well as to external stakeholders (as appropriate).</p> <p>VIDEO dedicated to AWS</p> <p>The AWS certification and the related path undertaken by Hera, were presented in a short video which from November 2020 were broadcasted to two monitors located inside the Bologna headquarters.</p> <p>The video shows images of the plant and the area on which it stands and superimposed short texts that briefly explain the value of certification and the importance of a shared commitment between the company and the community in a 360° prospective.</p> 

2.2.	<b><i>Develop and document a process to achieve and maintain legal and regulatory compliance.</i></b>		
2.2.1. (core)	<p>The system to maintain compliance obligations for water and wastewater management shall be identified, including:</p> <ul style="list-style-type: none"> <li>- Identification of responsible persons/positions within facility organizational structure</li> <li>- Process for submissions to regulatory agencies.</li> </ul>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<p>The system identifies the responsible persons/positions within the organization to maintain compliance with water related legal or regulatory requirements.</p>
2.3	<b><i>Create a water stewardship strategy and plan including addressing risks (to and from the site), shared catchment water challenges, and opportunities.</i></b>		
2.3.1. (core)	<p>A water stewardship strategy shall be identified that defines the overarching mission, vision, and goals of the organization towards good water stewardship in line with this AWS Standard.</p>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<p>The responsive and resilient Water Stewardship Strategy Plan has been created in response to the risks and challenges identified in Step 1. It contains:</p> <ul style="list-style-type: none"> <li>• Risks and challenges that concern not only the site and its water supply but the entire catchment territory</li> <li>• SMART (Specific, Measurable, Achievable, Realistic and Time-based) targets and objectives</li> <li>• Actions that work towards obtaining all 5 AWS outcomes in line with the Standard requirements (i.e. good water governance, sustainable water balance, good water quality status, IWRA, WASH)</li> </ul> <p>The actions and projects illustrated in the responsive and resilient Water Stewardship Strategy Plan have been classified in:</p> <ul style="list-style-type: none"> <li>• Technological, projects focused on water-saving and optimization</li> <li>• Social and Community, actions focused on raising awareness, engagement and best practice disclosure</li> </ul> <p>Prior to the obtainment of the AWS Certification for pilot plant Val di Setta, Gruppo Hera was already involved and engaged in ambitious projects and actions in order to mitigate water-related risks by optimizing potable water consumption, reducing water losses and raising awareness on the importance of water throughout the local territory.</p> <p>Activities with local communities and stakeholders were implemented in order to communicate and disclose best-practices actions as well as engaging on common</p>



				<p>projects for the well-being of common IWRA. With the obtainment of the AWS Certification, Gruppo Hera has become the first water service provider and multi-utility in the world to formalize and consolidate its efforts regarding water stewardship implementation.</p>
2.3.2 (core)	<p>A water stewardship plan shall be identified, including for each target:</p> <ul style="list-style-type: none"> <li>- How it will be measured and monitored</li> <li>- Actions to achieve and maintain (or exceed) it</li> <li>- Planned timeframes to achieve it</li> <li>- Financial budgets allocated for actions</li> <li>- Positions of persons responsible for actions and achieving targets</li> <li>- Where available, note the link between each target and the achievement of best practice to help address shared water challenges and the</li> </ul> <p>AWS outcomes.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The Action Plan is issued (from Register of AWS risks and opportunities) specifying:</p> <ul style="list-style-type: none"> <li>• shares (short-term or long-term)</li> <li>• term</li> <li>• responsible</li> <li>• resources</li> <li>• other stakeholders involved</li> <li>• relationship with AWS Objectives</li> </ul> <p>During the audit are reviewed the following actions.</p> <p>Social and community actions:</p> <ul style="list-style-type: none"> <li>• Join Campaigning with AWS site PM MTB</li> <li>• Val di Setta Virtual Tour</li> <li>• Hand Sanitizer production for workers</li> <li>• Project Adaptation, Social activity with a famous regional journalist where the citizens are asked about water sustainability</li> <li>• Water Audit, program to make audits to the most important companies in the catchment in order to identify ways to reduce the water consumption, at this moment, Granarolo, Ducati and Fruit company at Ravenna.</li> <li>• Diari del consume or Consumptions Diary.</li> <li>• IWRA action at IWRA number 14</li> </ul> <p>Technological Actions</p> <ul style="list-style-type: none"> <li>• Water safety plan</li> <li>• Strategic study on climate change, this study help to understand and know the water availability. It's focused about water but it studies other topics.</li> <li>• Water consumption reduction</li> <li>• Pipeline predictive maintenance activities.</li> <li>• Automation of Aquedotto Primario Bolognese</li> <li>• Water loss detection in distribution Network <ul style="list-style-type: none"> <li>• Programmed pipelines maintenance</li> <li>• Programmed water loss detection</li> </ul> </li> </ul>

				<ul style="list-style-type: none"> <li>• Emergency interventions</li> <li>• Scouting for new technologies</li> </ul> <p>This activity is focused to avoid water leakages, not to reduce the consumption but it's the consequence of this action.</p> <ul style="list-style-type: none"> <li>• Water Bagging, Water bags are distributed in case of interrupt of distribution.</li> </ul>
<b>2.4.</b>	<b><i>Demonstrate the site's responsiveness and resilience to respond to water risks</i></b>			
2.4.1 (core)	A plan to mitigate or adapt to identified water risks developed in co-ordination with relevant public-sector and infrastructure agencies shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The responsive and resilient Water Stewardship Strategy Plan (2.3) has been created in order to mitigate and responded quickly and positively to water-related events and/or risks.

3	IMPLEMENT			
<b>3.1.</b>	<b><i>Implement plan to participate positively in catchment governance.</i></b>			
3.1.1. (core)	Evidence that the site has supported good catchment governance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The site has also actively engaged with relevant stakeholder groups in order to support and contribute to good catchment governance. Evidence of engagement and active outreach (i.e. written correspondence, meetings, questionnaire disclosure etc.) is illustrated in 1.2.c. Stakeholder Communication Memorandum and 1.2.d. Stakeholder Communication Evidence.
3.1.2. (core)	Measures identified to respect the water rights of others including Indigenous peoples, that are not part of 3.2 shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N/A
<b>3.2.</b>	<b><i>Implement system to comply with water-related legal and regulatory requirements and respect water rights.</i></b>			
3.2.1. (core)	A process to verify full legal and regulatory compliance shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Site has in place the following: <ul style="list-style-type: none"> <li>AUA-related documentation demonstrating legal compliance and AWU prescription check-list for the 3 discharge points</li> <li>documentation of corrective actions taken to address water quality related deviations</li> <li>reference documentation already gathered by regulatory bodies in the form of authorizations, auditor records, compliance submissions, etc. (2.2).</li> </ul>
3.2.2 (core)	Where water rights are part of legal and regulatory requirements, measures identified to respect the water rights of others including Indigenous peoples, shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N/A
<b>3.3.</b>	<b><i>Implement plan to achieve site water balance targets.</i></b>			
3.3.1 (core)	Status of progress towards meeting water balance targets set in the water stewardship plan shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Water balance improvement activities are included in the responsive and resilient Water Stewardship Strategy Plan (2.3).

				<p>Activities that have been performed to improve water balance are both site-specific to the Val di Setta Plant as well as catchment based for the Primary Aqueduct Network of Bologna.</p> <p>The Val di Setta Plant supplies potable water to the Primary Aqueduct Network of Bologna so, in order to have resilient and consistent progress in terms of water balance, the following catchment and site specific actions have been implemented:</p> <ul style="list-style-type: none"> <li>Investing in infrastructure (to increase efficiency)</li> <li>Eliminating wastages (i.e. reduce leakages via maintenance and monitoring, predictive activities etc.)</li> <li>Implementation of water efficient processes (i.e. water reduction settings)</li> <li>Investigating and scouting for new technologies (to help further identify opportunities for water savings)</li> <li>Engaged with identified Stakeholders in order to raise awareness and seek collaborations in public and private water saving initiatives</li> </ul>
3.3.2 (core)	Where water scarcity is a shared water challenge, annual targets to improve the site's water use efficiency, or if practical and applicable, reduce volumetric total use shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The site is currently not planning to increase its withdrawals. Concessions and limits for surface water withdrawals have been set in based on Regional and National laws in accordance with the minimum vital water flow (DMW).</p> <p>They are described deeply in the action plan.</p>
3.3.3. (core)	Legally-binding documentation, if applicable, for the re-allocation of water to social, cultural or environmental needs shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N/A
<b>3.4.</b>	<b><i>Implement plan to achieve site water quality targets.</i></b>			
3.4.1. (core)	Status of progress towards meeting water quality targets set in the water stewardship plan shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Site currently guarantees optimum water quality, in accordance to legal limits and targets,</p> <ul style="list-style-type: none"> <li>Daily online and manual samples monitor the various potabilization phases</li> <li>Management procedures are in place in case of threshold exceedances in water quality parameters</li> <li>Turbidity values are monitored daily in order to regulate and adapt surface water withdrawals</li> </ul>
3.4.2. (core)	Where water quality is a shared water challenge, continual improvement to achieve best practice for the site's effluent shall be identified and where applicable, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

				<ul style="list-style-type: none"> <li>Waste water quality is monitored daily in line with AUA prescriptions and limits illustrated in Table 3 of Annex 5 of the Lgs. Decree no. 152/2006</li> <li>Potable water quality is monitored daily before emission in Primary Aqueduct Network</li> </ul> <p>The site has demonstrated, with quantitative data, performance relative to the water quality maintainance and monitoring</p> <p>Water quality in the catchment has been illustrated as good in a study conducted by the site in 1.5.e</p>
<b>3.5.</b>	<b><i>Implement plan to maintain or improve the site's and/or catchment's Important Water-Related Areas.</i></b>			
3.5.1. (core)	Practices set in the water stewardship plan to maintain and/or enhance the site's Important Water-Related Areas shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The IWRAs identified in the catchment area are illustrated in 1.5.f.</p> <p>IWRA improvement activities are carried in order to restore and improve the status of IWRAs in the catchment territory.</p> <p>The project is illustrated in the responsive and resilient Water Stewardship Strategy Plan (2.3) and evidence of implementation is available in 3.1.</p> <p>The project is carried out with stakeholder Consorzio della Bonifica Renana in order to collaborate synergically to the well being of water-related and vulnerable environments in the common territory</p>
<b>3.6</b>	<b><i>Implement plan to provide access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers at all premises under the site's control.</i></b>			
3.6.1. (core)	Evidence of the site's provision of adequate access to safe drinking water, effective sanitation, and protective hygiene (WASH) for all workers onsite shall be identified and where applicable, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Workers have access to safe drinking water, adequate sanitation and hygiene awareness, especially in relation to the COVID-19 pandemic. Evidence of implementation is available in 3.1
3.6.2. (core)	Evidence that the site is not impinging on the human right to safe water and sanitation of communities through their operations, and that traditional access rights for Indigenous and local communities are being respected, and that remedial actions are in place where this is not the case, and that these are effective.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	N/A


<b>3.7.</b>	<b><i>Implement plan to maintain or improve indirect water use within the catchment.</i></b>			
3.7.1. (core)	Evidence that indirect water use targets set in the water stewardship plan, as applicable, have been met shall be quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To address its indirect water use, the site has must take action beyond its property boundary and engage members of its supply chain and/or outsourced water-related services located within the catchment.
3.7.2. (core)	Evidence of engagement with suppliers and service providers, as well as, when applicable, actions they have taken in the catchment as a result of the site's engagement related to indirect water use, shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The only outsourced service identified is the HeraTech Laboratory.</p> <p>The HeraTech Laboratory is located within the Site boundaries but is an independent outsourced service that supplies the Val di Setta Plant with the analytical results for physical and chemical parameters regarding the Site's water quality.</p>
<b>3.8</b>	<b><i>Implement plan to engage with and notify the owners of any shared water-related infrastructure of any concerns the site may have</i></b>			
3.8.1. (core)	Evidence of engagement, and the key messages relayed with confirmation of receipt, shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Shared water-related infrastructures are out of the control of the site, but represent a key area of risk exposure i.e. due to ageing, degradation and inadequate infrastructures and/or infrastructures that is exposed to extreme events and other risks.</p> <p>Shared water-related infrastructures in the catchment territory connected to storing, withdrawing, moving or delivering water are directly connected to HERA.</p> <p>The site has however provide evidence of engagement with owners of water-related infrastructures in the catchment territory, Canal Consortium (responsible for managing the canals in the catchment territory and ENEL managers of artificial basins, Invaso di Brasimone and Bacino di Pavana, located in the catchment area and up-stream to the site.</p> <p>This is reported in 1.2.c. and 1.2.d., with focus to reach out and raise awareness on concerns.</p>



<b>3.9</b>	<b><i>Implement actions to achieve best practice towards AWS outcomes: continually improve towards achieving sectoral best practice having a local/catchment, regional, or national relevance.</i></b>			
3.9.1. (core)	Actions towards achieving best practice, related to water governance, as applicable, shall be implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Action plan is introduced information about the objectives with which the actions are related, but also the category of "Good practices" associated, following the classification in one of the categories:</p> <ul style="list-style-type: none"> <li>• Good aWS management practices</li> <li>• Good practices related to quantitative water balance sheet</li> <li>• Good water quality practices</li> <li>• Good practices related to access to drinking water, sanitation and hygiene facilities (WASH)</li> <li>• Good practices related to important water-related areas (IWRA), if applicable.</li> </ul>
3.9.2. (core)	Actions towards achieving best practice, related to targets in terms of water balance shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3.9.3. (core)	Actions towards achieving best practice, related to targets in terms of water quality shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3.9.4. (core)	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3.9.5. (core)	Actions towards achieving best practice, related to targets in terms of the site's maintenance of Important Water-Related Areas shall be implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

4	EVALUATE			
4.1	<b><i>Evaluate the site's performance in light of its actions and targets from its water stewardship plan and demonstrate its contribution to achieving water stewardship outcomes.</i></b>			
4.1.1 (core)	Performance against targets in the site's water stewardship plan and the contribution to achieving water stewardship outcomes shall be evaluated	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The evaluation of the site's water stewardship performance includes: <ul style="list-style-type: none"><li>• List of actions taken and the extent at which they are being, or have been met</li><li>• Evaluation of improvements: if the actions are being effective in mitigating water-related risks/challenges</li><li>• Evaluation of the shared-values/benefits generated at catchment level (i.e. reducing water-related risk, improving natural capital and ecosystem services)</li><li>• Evaluation of the financial cost-benefit component: investment costs and cost savings in order to help justify the measures taken</li><li>• List of 5 AWS outcomes achieved</li></ul> Performance information is available in the AWS water strategy plan.
4.1.2 (core)	Value creation resulting from the water stewardship plan shall be evaluated.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4.1.3 (core)	The shared value benefits in the catchment shall be identified and where applicable, quantified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4.2	<b><i>Evaluate the impacts of water-related emergency incidents (including extreme events), if any occurred, and determine the effectiveness of corrective and preventative measures.</i></b>			
4.2.1 (core)	A written annual review and (where appropriate) root-cause analysis of the year's emergency incident(s) shall be prepared and the site's response to the incident(s) shall be evaluated and proposed preventative and corrective actions and mitigations against future incidents shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No significant water-related emergency incident (i.e. spills, leakages, natural disasters such as gulfloods or droughts that have disrupted the water infrastructures and water availability etc.) has been recorded to date

<b>4.3.</b>	<b><i>Evaluate stakeholders' consultation feedback regarding the site's water stewardship performance, including the effectiveness of the site's engagement process.</i></b>		
4.3.1 (core)	Consultation efforts with stakeholders on the site's water stewardship performance shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			<p>The site has proven evidence of communication efforts towards various stakeholders and interest groups.</p> <p>The site will continue to involve stakeholders in the future in order to share and review water stewardship performance and outcomes.</p> <p>Feedback and comments from the stakeholders have also been reported.</p>
<b>4.4.</b>	<b><i>Evaluate and update the site's water stewardship plan, incorporating the information obtained from the evaluation process in the context of continual improvement.</i></b>		
4.4.1. (core)	The site's water stewardship plan shall be modified and adapted to incorporate any relevant information and lessons learned from the evaluations in this step and these changes shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
			The site's responsive and resilient Water Stewardship Strategy Plan (2.3.) will be evaluated and updated periodically (at a minimum on an annual basis) in order to ensure positive progress and regular data collection and monitoring. The evaluation document is available at 4.1.

5	COMMUNICATE & DISCLOSE			
5.1	<b>Disclose water-related internal governance of the site's management, including the positions of those accountable for legal compliance with water-related local laws and regulations.</b>			
5.1.1. (core)	The site's water-related internal governance, including positions of those accountable for compliance with water-related laws and regulations shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The site's water-related internal governance focuses on responsibility and accountability of water-related matters and water stewardship implementation (5.1). This has been disclosed publicly to the stakeholders during the various meetings and presentations (1.2.d).</p> <p>The roles and responsibility of those accountable for water related emergencies and compliance in water-related matters is also available in 1.3.a.</p>
<p>Every year Hera organizes 2 tours of meetings with the representatives of the Consumer Associations of the 7 territories served in Emilia-Romagna. The meetings focus on a presentation dedicated to various topics that may be of interest to the Associations (rates, bonuses, regulatory updates, news in environmental services, etc.). This year the 1st round of meetings was canceled due to COVID, while the 2<sup>nd</sup> was organized online.</p> <p>The meetings were held on the TEAMS platform between the 21<sup>st</sup> and 29<sup>th</sup> October 2020 and were attended by a total of 33 representatives of 16 of the main consumer associations of Rimini, Forlì-Cesena, Bologna, Modena, Ferrara and Ravenna</p> <p>The VedoHera newsletter is the communication tool dedicated to providing news of the Group's main projects linked to sustainability. VedoHera is sent by e-mail and reaches all customers who have activated online services, such as bills.</p>				
 <p>The infographic is divided into two main sections. The left section, titled 'VEDOHERA' and 'NOTIZIE SULLA SOSTENIBILITÀ', features a green header and a blue header 'In buone ACQUE'. It mentions the '12ª edizione DATI 2019' and 'Perché bere l'acqua di rubinetto'. The right section, titled 'Il contesto internazionale Perché è importante', has an orange background and displays four statistics: 40% for 'domanda di acqua dolce' (freshwater demand), 1,87 € for 'costo dell'acqua' (water cost), 29% for 'FAMIGLIE italiane' (Italian families) who prefer not to drink tap water, and 42,4% for 'PERDITE' (losses) on the Italian water network.</p>				

<b>5.2</b>	<b><i>Communicate the water stewardship plan with relevant stakeholders.</i></b>
5.2.1. (core)	<div data-bbox="309 295 560 630">The water stewardship plan, including how the water stewardship plan contributes to AWS Standard outcomes, shall be communicated to relevant stakeholders.</div> <div data-bbox="560 295 672 630"> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> <div data-bbox="672 295 2036 630"> <p>Stakeholder engagement and communication actions have been illustrated in 1.2.c. Stakeholder Communication Memorandum and 1.2.d. Stakeholder Communication Evidence, in which the site presented its water stewardship journey, disclosed relevant catchment-based information regarding shared water-related risks and implemented best practices in line with AWS outcomes</p> <p>A Communication Plan for all AWS communication activities performed to-date are available in 5.2. These actions have also been highlighted in the responsive and resilient Water Stewardship Strategy Plan in 2.3.</p> <p>Links to the following, Report in Buone Acque:  <a href="https://www.gruppohera.it/documents/688182/4526990/In_buone_acque_2019_Versione_completa.1600681935.pdf/a50b8f3c-aadf-f488-8f40-72ac06c7dafc?t=1607000207170">https://www.gruppohera.it/documents/688182/4526990/In_buone_acque_2019_Versione_completa.1600681935.pdf/a50b8f3c-aadf-f488-8f40-72ac06c7dafc?t=1607000207170</a> </p> </div>
<b>5.3</b>	<b><i>Disclose annual site water stewardship summary, including the relevant information about the site's annual water stewardship performance and results against the site's targets.</i></b>
5.3.1. (core)	<div data-bbox="309 726 784 976">A summary of the site's water stewardship performance, including quantified performance against targets, shall be disclosed annually at a minimum.</div> <div data-bbox="784 726 952 976"> <input checked="" type="checkbox"/> <input type="checkbox"/> </div> <div data-bbox="952 726 2036 976"> <p>The site has publicly disclosed its water stewardship performance via 5 dedicated social media posts (on Instagram, Twitter and Facebook), highlighting how each AWS outcome (i.e. good water governance, water quality, water quantity, IWRA and WASH) have been specifically applied and implemented through AWS dedicated projects and actions. Some evidences of disclosure are available below.</p> <p>Prior to AWS Certification obtainment, the Site will disclose a dedicated Water Stewardship Report on its official WebPage in the dedicated section to the AWS Certification.</p> </div>





Hera  
72.050 follower  
Post sponsorizzato

Gruppo Hera conferma il proprio impegno nella gestione sostenibile della risorsa idrica: con la centrale di potabilizzazione Val di Setta a Sasso Marconi (BO), la multiutility avvia il percorso per l'ottenimento della certificazione AWS - Alliance for Water Stewardship, il primo standard internazionale che certifica l'impegno per promuovere un corretto utilizzo dell'acqua, migliorandone l'efficienza e seguendo le best practice di settore.

Un impegno che continua a crescere, con importanti investimenti per aumentare resilienza e innovazione degli impianti, e con un'intensa attività di comunicazione e coinvolgimento delle comunità locali sull'importanza dell'acqua. Anche grazie alla partecipazione attiva di cittadini e istituzioni Hera ha già raggiunto significativi traguardi di sostenibilità e continua a impegnarsi ogni giorno per costruire insieme un futuro migliore.

#A4WS #WaterStewardship #SDG6 #SDG17  
Alliance for Water Stewardship (AWS)



115 • 2 commenti

GruppoHera  
@GruppoHera

Gestire l'acqua in modo **#sostenibile**: è l'impegno che **#GruppoHera** porta avanti da anni e che oggi ribadisce con l'avvio del percorso di Certificazione **#A4WS** Alliance for Water Stewardship per il potabilizzatore Val di Setta. Un impegno per l'**#ambiente** e per le generazioni future.



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**gruppohera** Gestire l'acqua in modo sostenibile: un impegno per l'ecosistema e per le generazioni future che il **#GruppoHera** porta avanti da anni e che ci fa essere la prima multiutility a intraprendere il percorso di certificazione **#AWS** Alliance for Water Stewardship con la centrale di potabilizzazione Val di Setta 💧💧💧.

Ricerca, **#innovazione** e investimenti con cui garantiamo ai territori serviti acqua di qualità nel pieno rispetto dell'ambiente e della risorsa idrica. **#herasostenibile**

Visualizza 1 commento

5 giorni fa



**Hera**  
79.920 follower  
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Continua l'impegno del Gruppo Hera nella certificazione **Alliance for Water Stewardship (AWS)** per il potabilizzatore Val di Setta di Sasso Marconi (BO). "Good water governance" è uno dei 5 outcomes da raggiungere e che Hera persegue anche attraverso l'automazione dell'acquedotto primario bolognese: mettere in campo le più avanzate tecnologie per gestire da remoto il sistema consente infatti di favorire la produzione di acqua potabile, preservando le falde e migliorando l'efficienza energetica dell'acquedotto primario bolognese.

#A4WS #WaterStewardship #SDG6 #SDG17



19 ore •

Ci sono aree naturali sensibili che hanno bisogno di protezione, come il lago Castel dell'Alpi nell'Appennino bolognese. Il Gruppo Hera insieme ad altri stakeholder del territorio contribuisce alla sua tutela, perseguendo così uno dei 5 outcomes del percorso di certificazione **Alliance for Water Stewardship (AWS)**: "protection of important related areas". Con questo percorso Hera conferma il proprio impegno per promuovere un utilizzo responsabile dell'acqua, a beneficio dell'ecosistema e delle generazioni future.

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**Gruppo Hera**  
81.885 follower  
3 giorni • Modificato •

Mancano pochi giorni all'audit di valutazione per la verifica di conformità all'**Alliance for Water Stewardship (AWS)**, il percorso volontariamente intrapreso dal Gruppo Hera per la centrale di potabilizzazione Val di Setta. 5 gli outcomes da raggiungere per ottenere la certificazione, tra questi "water sanitation and hygiene" e "good water governance".

Al primo la multiutility risponde con la qualità e la continuità del servizio che offre ai cittadini: l'impianto di Val di Setta, infatti, produce più di 38 milioni di mc di acqua potabile all'anno, che viene distribuita in oltre 30 comuni. Riguardo la buona gestione della risorsa idrica, Hera si impegna a perseguirla anche grazie al coinvolgimento delle persone, offrendo loro strumenti innovativi per evitare eventuali sprechi. Uno di questi è il Diario dei Consumi, il servizio che ci aiuta a tenere traccia dell'acqua che usiamo e a migliorare le nostre abitudini.

#A4WS #SDG6



27

**Hera**  
81.874 follower  
1x •

"Sustainable water balance" è uno dei 5 outcomes da raggiungere per ottenere la certificazione **Alliance for Water Stewardship (AWS)**. Il Gruppo Hera, da sempre impegnato nel promuovere un uso responsabile della risorsa acqua, lo scorso anno ha intrapreso questo importante percorso per il suo potabilizzatore Val di Setta di Sasso Marconi (BO). Come risponde al tema del bilancio idrico? Uno dei progetti più rilevanti riguarda l'efficientamento del sistema di lavaggio dei filtri a sabbia, che ogni giorno evita di prelevare dall'ambiente circa 2.000 mc di acqua.

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103 • 1 commento

**Hera**  
81.874 follower  
1x •

"Sustainable water balance" è uno dei 5 outcomes da raggiungere per ottenere la certificazione **Alliance for Water Stewardship (AWS)**. Il Gruppo Hera, da sempre impegnato nel promuovere un uso responsabile della risorsa acqua, lo scorso anno ha intrapreso questo importante percorso per il suo potabilizzatore Val di Setta di Sasso Marconi (BO). Come risponde al tema del bilancio idrico? Uno dei progetti più rilevanti riguarda l'efficientamento del sistema di lavaggio dei filtri a sabbia, che ogni giorno evita di prelevare dall'ambiente circa 2.000 mc di acqua.

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103 • 1 commento

5.4	<b><i>Disclose efforts to collectively address shared water challenges, including: associated efforts to address the challenges; engagement with stakeholders; and co-ordination with public-sector agencies.</i></b>			
5.4.1. (core)	The site's shared water-related challenges and efforts made to address these challenges shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Stakeholder engagement actions have been illustrated in 1.2.c. and 1.2.d. The site has provided information to the stakeholders regarding shared water-related challenges and risks common to the catchment territory. Information and studies conducted by the site (1.5.d. and 1.5.e.) were sent to public-sector agencies (ARPAE, Regione ER) for validation.</p> <p>•In addition to formal disclosure, the site has undertaken active actions and efforts to address shared water challenges with fellow stakeholders (i.e. Consorzio della Bonifica Renana on IWRA remediation project, Philip Morris Bologna on water stewardship awareness etc.). These actions are present in the responsive and resilient Water Stewardship Strategy Plan (2.3).</p>
5.4.2. (core)	Efforts made by the site to engage stakeholders and coordinate and support public-sector agencies shall be identified.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The above mentioned efforts has been performed to engage stakeholders and pubic-sector.
5.5	<b><i>Communicate transparency in water-related compliance: make any site water-related compliance violations available upon request as well as any corrective actions the site has taken to prevent future occurrences.</i></b>			
5.5.1. (core)	Any site water-related compliance violations and associated corrections shall be disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>During 2020 there have been no violations compliance.</p> <p>No corrective actions have been necessary to prevent future compliance violations.</p>
5.5.2. (core)	Necessary corrective actions taken by the site to prevent future occurrences shall be disclosed if applicable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5.5.3. (core)	Any site water-related violation that may pose significant risk and threat to human or ecosystem health shall be immediately communicated to relevant public agencies and disclosed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

## **7 AUDIT FINDINGS**

A findings log was issued to HERA S.p.A. which detailed the findings raised for the audit. As there were a large number of documents supplied to SGS as evidence and each one had to be reviewed, the findings log acted as a live document and was updated periodically until all indicators and documents had been reviewed for compliance. HERA S.p.A. was then afforded time to respond to the findings and supply additional information for SGS to the review and to either accept and close the finding or request further information or action. Once all findings were closed by the Lead Auditor all documentation and audit trail were then reviewed by the Certifier.

### **7.1 MAJOR NON CONFORMITIES**

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During the course of the audit non major non-conformances were raised.

### **7.2 MINOR NON CONFORMITIES**

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Non minor non-conformances were raised during the audit process.

### 7.3 OBSERVATIONS

One observation was raised during the remote audit which are only to be considered as improvement opportunities. No action is necessary during this audit period but these issues would most likely come under scrutiny during a surveillance audit scenario.

**Table 7.3.1. Observations and New Information Requests raised during the AWS audit process**

No.	Type	Ref.	Details	Response by HERA, S.p.A.	Relevant References
1.2.1.	Observation	121OBS	Observation 01  Although HERA, S.p.A. managed to engage and bring in consultation the stakeholders, the current COVID-19 situation has not allowed to plan and take more actions due to engage them..  It will be an strong point of interview in the first surveillance audit.		

## **8 SUMMARY**

In reviewing the body of evidence presented by HERA, S.p.A. it is apparent that a considerable quantity of effort and work has been put into the preparation for the audit for Alliance for Water Stewardship Certification.

Non major and minor non- conformities have been identified.

## **9 OPPORTUNITIES FOR IMPROVEMENT**

The certification audit for HERA, S.p.A. against the AWS Standard Version 2.0 is for the initial assessment of conformity and as such allows for some areas for improvement going forward.



## **10 CONCLUSIONS AND RECOMMANDATIONS**

Given the review of evidence produced and site audit performed at the HERA, S.p.A., SGS recommends that HERA, S.p.A. – located at Via Setta 4, Sasso Marconi, Bologna, Emilia Romagna, Italy is awarded AWS Core Certified status with a surveillance audit interval of annual frequency