



 **Conasa**
INFRAESTRUTURA

2023

ANNUAL AND
SUSTAINABILITY REPORT
**IF THE FUTURE DEMANDS,
CONASA MAKES IT**



Message from the President p. 02

01. Our Business

- Highlights p. 06
 - Timeline p. 10
 - Our business model p. 18
 - Corporate Governance p. 20
 - Our policies and commitments p. 25
-

02. People

- Our employees p. 37
- Local development p. 47
- Our users p. 54

03. The Future

- Environment p. 56
 - Environmental impact management p. 57
 - Water management p. 59
 - Ecosystems conservation p. 63
 - Energy management p. 66
 - Solid waste p. 67
-

04. Financial Performance

- Financial Report p. 73
- GRI Summary p. 77

Summary

MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

MESSAGE FROM **THE PRESIDENT**



Message from Conasa Infraestrutura President

GRI 2-22

W

We are pleased to share our second sustainability report, reflecting the actions carried out throughout 2023 by the Conasa team in favor of more sustainable operations. This year was marked by significant challenges, in which we reinforced our commitment to excellence in providing essential services to the population.

Our areas of activity – sanitation, roads, and energy – are intrinsically linked to the development of Brazil and the improvement of Brazilians' living conditions. Acting with excellence and responsibility, strictly fulfilling the commitments made, is fundamental to contributing to the development results sought nationally and in the regions where we are present.

"OUR AREAS OF ACTIVITY – SANITATION, ROADS, AND ENERGY – ARE INTRINSICALLY LINKED TO THE DEVELOPMENT OF BRAZIL AND THE IMPROVEMENT OF BRAZILIAN'S LIVING CONDITIONS."

We achieved unprecedented results, a reflection of the joint effort of our teams, which demonstrate our commitment to generating value for our stakeholders, be they shareholders, customers, or communities where we operate.

While 2022 was a year in which contracts were signed and implementations began, such as the concessions Via Brasil BR163 and Águas do Sertão, 2024 will be the first year with full commercial operation in all assets spread across eight Brazilian states.

Despite 2023 being a period of transition from pre-operational to operational assets, we recorded a growth of 70% and ended the period with 1.9 billion in net revenues and EBITDA of R\$498 million (an increase of 81% compared to 2022).

Our shareholders contributed around R\$508 million to Conasa, strengthening the capital structure and enabling relevant investments, such as the consolidation of 100% of Águas do Sertão and capital increases in Via Brasil BR163. With full commercial operations in 2024, leverage will be at more comfortable levels and compatible with the cash flow of projects on the average infrastructure market.

During the year, we focused our efforts on strengthening our operations by standardizing and optimizing processes. With the Consolidar project, developed in partnership with Bain & Company, we restructured our management model to increase efficiency and agility in decision-making. Conasa increasingly took the leading role in the strategic and centralized asset management.

We set goals related to our priority material themes, evolving in the construction of our ESG strategy. In the environmental context, we highlight water security and ecosystem conservation. In the social sphere, we prioritize access to essential services and the development of the communities in which we operate, as well as the safety and well-being of our employees. Finally, we reinforce our commitment to ethics, transparency, and diversity in business governance. For each of these topics, we defined goals for the 2030 horizon, which will be monitored and reviewed annually, maintaining our commitment to sustainability and recognizing our environmental and social responsibility.

We express our sincere gratitude for the trust and support we received from our shareholders, customers, employees, and partners throughout the year. We are confident that Conasa is prepared to stand out as a sustainable investment platform, delivering lasting value to all interested parties and playing its role in transforming Brazil's infrastructure.

“WITH FULL COMMERCIAL OPERATION IN 2024, LEVERAGE WILL BE AT MORE COMFORTABLE LEVELS AND COMPATIBLE WITH THE CASH FLOW OF PROJECTS ON THE AVERAGE INFRASTRUCTURE MARKET.”

Mario Vieira Marcondes Neto
President of Conasa

MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

01 OUR BUSINESS

2023 Highlights and results of the year

Valor Econômico Ranking:
CONASA among the 1,000 largest in Brazil and, in the ranking of the 500 largest in the south, it is among the **100 largest in Paraná.**

R\$ 508M
in **investment from Generate Capital**
Consolidating itself as the largest shareholder with a **60% economic stake** and **44% of the company's control**

+73% total revenue

Launch of the
Sustainable and Blue Financing Framework

Evolution of the management structure

SANITATION

+92% total revenue

+121% volume of water treated and distributed

+18% volume of domestic sewage collected and treated

Águas do Sertão

R\$ 50 million
in investments

Acquisition of a **50%** stake in Allonda

Water shortages due to investments not made by the granting authority

Signing of the rebalancing contract (January 24, 2024)

Issuance of debentures in progress (February 8, 2024)

Águas de Itapema

R\$ 16 million
in investments

Significant advance in urbanization driven by new vacation homes with a positive impact on the generation of operational results (+5% connections, +8% volume, +21% revenue)

Growth presents challenges, including new investments outlined in the revision of the municipal sanitation plan

The granting authority approved the change of the regulatory agency

SANESALTO

100% Renewable energy



TOLL ROADS

+535% total revenue

+286% toll revenue

+19% traffic

100% solar
clean energy

VIA BRASIL BR163

R\$ 800 million
in investments

Signing of four agreements with indigenous communities

VIA BRASIL MT246

R\$ 48 million
in investments

VIA BRASIL MT320

Early pavement rehabilitation on the highway

R\$ 100 million
in investments

VIA BRASIL MT100

R\$ 45 million
in investments



MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

ENERGY

+37% total revenue

358,000 public lighting units under management

88% of the total system in LED (22% in 2022)

LUZ DE BELÉM

64,000 LED points installed – 68%

TERESINA LUZ

Sale of the stake to other shareholders



CONASA GROUP

Timeline

2004

- Creation of the **Águas de Itapema** and **Sanesalto** Companies

2008

- Acquisition of **Águas de Santo Antônio**
- Foundation of **Sanetrat**

2015

- Acquisition of **Sanesul**, owner of 49% of **Águas de Meriti**
- Urbeluz wins the public lighting PPP in **Caraguatatuba** and founds **Caraguá Luz**

2017

- Acquisition of **Sanema**

2007

- Creation of **Holding Conasa** to manage the **Águas de Itapema** and **Sanesalto** Companies

2014

- Acquisition of 50% of **Urbeluz**
- **Urbeluz** wins the PPP for public lighting in **São João de Meriti** and founds **Alegrete**

2016

- Change of the corporate name to **Conasa Infraestrutura S.A.** with expansion of the company's operations
- Conasa, in consortium, wins the **Mauá** public lighting PPP and founds **Mauá Luz**

2018

- Consortium **Via Brasil**, led by Conasa, wins the Concessions for the **MT-100** and **MT-320** highways



2019

- **Teresina Luz Consortium** wins the Teresina Public Lighting Concession
- Conasa takes control of **Sanema**

2021

- **Generate Capital**, a North American green investment fund, becomes a **Conasa** shareholder
- Conasa wins the Concession for the **BR163** highway with the **Via Brasil** consortium
- **Sanema** hands over to CASAL the works of the asset lease contract, benefiting 130,000 people with access to sewage collection and treatment
- Merger of **Zetta**, a minority shareholder in five projects (Via Brasil MT100, MT320, MT246, Sanema, and Luz de Belém)
- **Conasa** wins, together with Allonda, the sanitation concession for Block B in the state of Alagoas, creating **Águas do Sertão**

2023

GRI 2-6

- **Conasa** is among the 1,000 largest companies in Brazil according to the Valor Econômico newspaper ranking
- Conasa's stake in **Teresina Luz** transferred to other shareholders (December 2023)
- **Generate Capital** becomes **Conasa's** majority shareholder with a 60% financial stake and 44% control
- Signing of the rebalancing of the **Águas do Sertão** concession, assumption of new investments by Casal

2020

- **FEC Consortium** wins SABESP bid for the New Pinheiros River clean-up program
- Conasa wins the Concession for the **MT246** highway with the Via Brasil consortium
- **Luz de Belém** Consortium, led by Conasa, wins the public lighting PPP in Belém

2022

- Signing of the BR163 Concession Contract. Acquisition of the minority shares of the **Via Brasil BR163** consortium, which becomes 100% Conasa
- Signing of the **Águas do Sertão** Concession Contract. Acquisition of the shares held by Allonda in **Águas do Sertão**, which becomes **100% Conasa**.
- Inauguration of **SABESP's** work carried out by the **FEC consortium** (Conasa, Etesco, and Fast)
- Start of operation of **Via Brasil MT246**, **Águas do Sertão**, and **Luz de Belém**



Profile and governance

GRI 2-1

GRI 2-6

OPERATING IN THREE SEGMENTS, CONASA OFFERS QUALITY INFRASTRUCTURE AND SERVICES TO THE POPULATION, HELPING TO BUILD THE FUTURE OF BRAZIL.

Headquartered in Londrina, PR, since 2007, the Conasa Group is an investment platform in medium-sized infrastructure concessions, with assets in the sanitation, public lighting, and road segments. Operating 23 companies in these sectors, which are essential to the well-being of the population, we actively contribute to the country's development, combining our investments with the efforts of public authorities. In 2023, Generate Capital became the majority shareholder with a 60% financial stake and 44% control of the company.

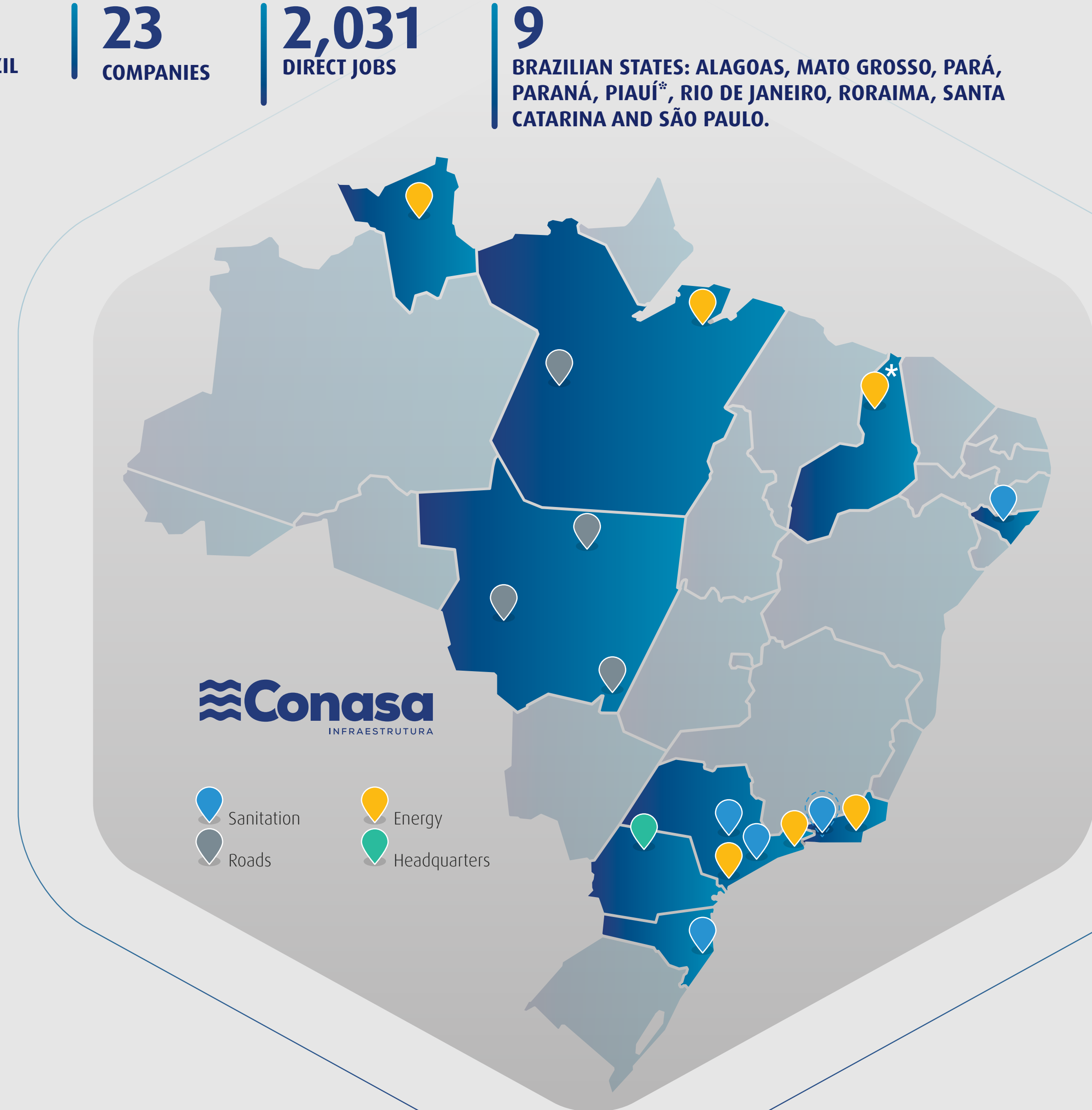
CONASA GROUP IN 2023

PRESENT IN THE
5 REGIONS OF BRAZIL

23
COMPANIES

2,031
DIRECT JOBS

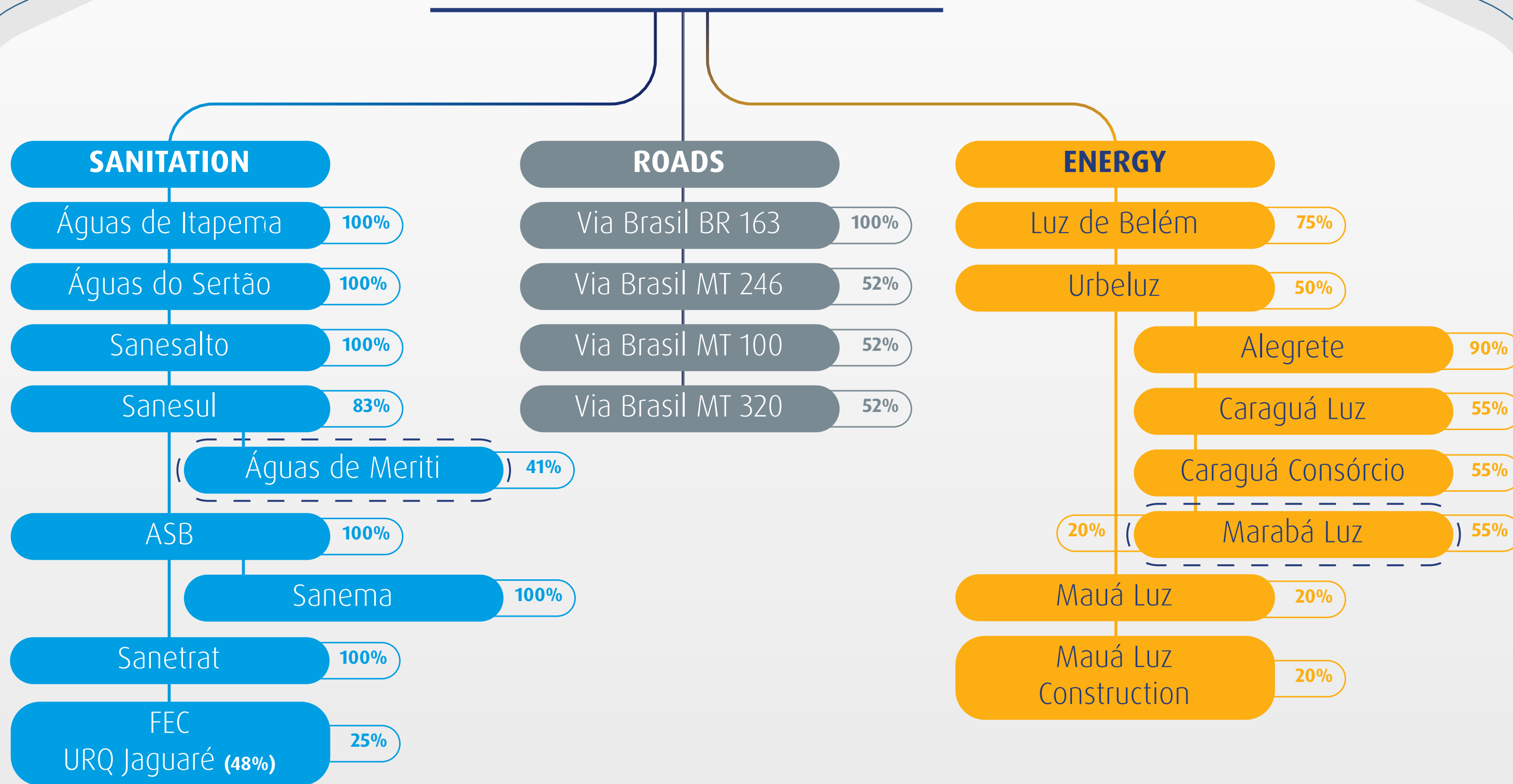
9
BRAZILIAN STATES: ALAGOAS, MATO GROSSO, PARÁ, PARANÁ, PIAUÍ*, RIO DE JANEIRO, RORAIMA, SANTA CATARINA AND SÃO PAULO.



* Conasa transferred its stake in Teresina Luz to the other shareholders in December 2023.



GRI 2-6



* Conasa transferred its stake in Teresina Luz to the other shareholders in December 2023.

(Pre-operational)

ENTITIES INCLUDED IN THIS SUSTAINABILITY REPORT:

GRI 2-2

Conasa Infraestrutura (holding); Companhia Águas de Itapema; Sanesalto; Sanema; Consórcio FEC (Conasa, Etesco, Fast); Águas do Sertão; Sanetrat; Via Brasil MT100; Via Brasil MT320; Via Brasil MT246; Via Brasil BR163; Urbeluz; Alegrete; Caraguá Luz; Luz de Belém; Mauá Luz; Teresina Luz*.

Conasa's Consolidated Financial Statements do not include Teresina Luz and Mauá Luz as they are not controlled companies. However, the Consolidated Financial Statements include five companies not included in the report: Águas de Santo Antônio, Sanesul, ASB, Consórcio Caraguá, Marabá Luz.

The approach used does not consider Conasa's percentage of participation in the companies. For companies not controlled by CONASA (FEC Consortium, Teresina Luz, and Mauá Luz) this report partially covers the material themes addressed.

Sanitation

More than 33 million Brazilians still live without access to drinking water and almost 100 million suffer from the lack of sewage collection and treatment. We are part of the effort to expand access to basic sanitation in Brazil, investing responsibly and contributing to achieving the national goal of universalizing the Water and Sewage System.

Water treatment and distribution Sewage collection and treatment Industrial sanitation

Water: 272,040 households

Sewage: 121,332 households

Brazilian Market: Alagoas, São Paulo, Rio de Janeiro and Santa Catarina

Main companies



4 STATES

1.4 MILLION INHABITANTS



5 STATES

3.7 MILLION INHABITANTS



Energy

Public lighting faces crucial energy efficiency and sustainability challenges that require innovative solutions. The modernization of systems, the use of renewable energy sources, and the adoption of efficient technologies, including LED lighting, are mechanisms that we have adopted in our operational units to promote more sustainable cities, providing effective cost savings for society and mitigating environmental impact. .

Public lighting management and energy efficiency

Total network: 358,000 public lighting points

Brazilian Market: São Paulo, Rio de Janeiro, Pará, Piauí and Roraima

Main companies



Roads

The country's future rides in our roads. Maintaining and expanding an efficient road network is essential for boosting productivity in the countryside and strengthening the country's economy as a whole. With Conasa Rodovias, we are increasingly present and active on national agribusiness routes and in the modernization of the fourth largest road network in the world.

Road administration

Average volume of equivalent vehicles:
904,438

Mercado Brasileiro: Mato Grosso and Pará

Main companies



2
STATES

1,542
KM OF ROADS



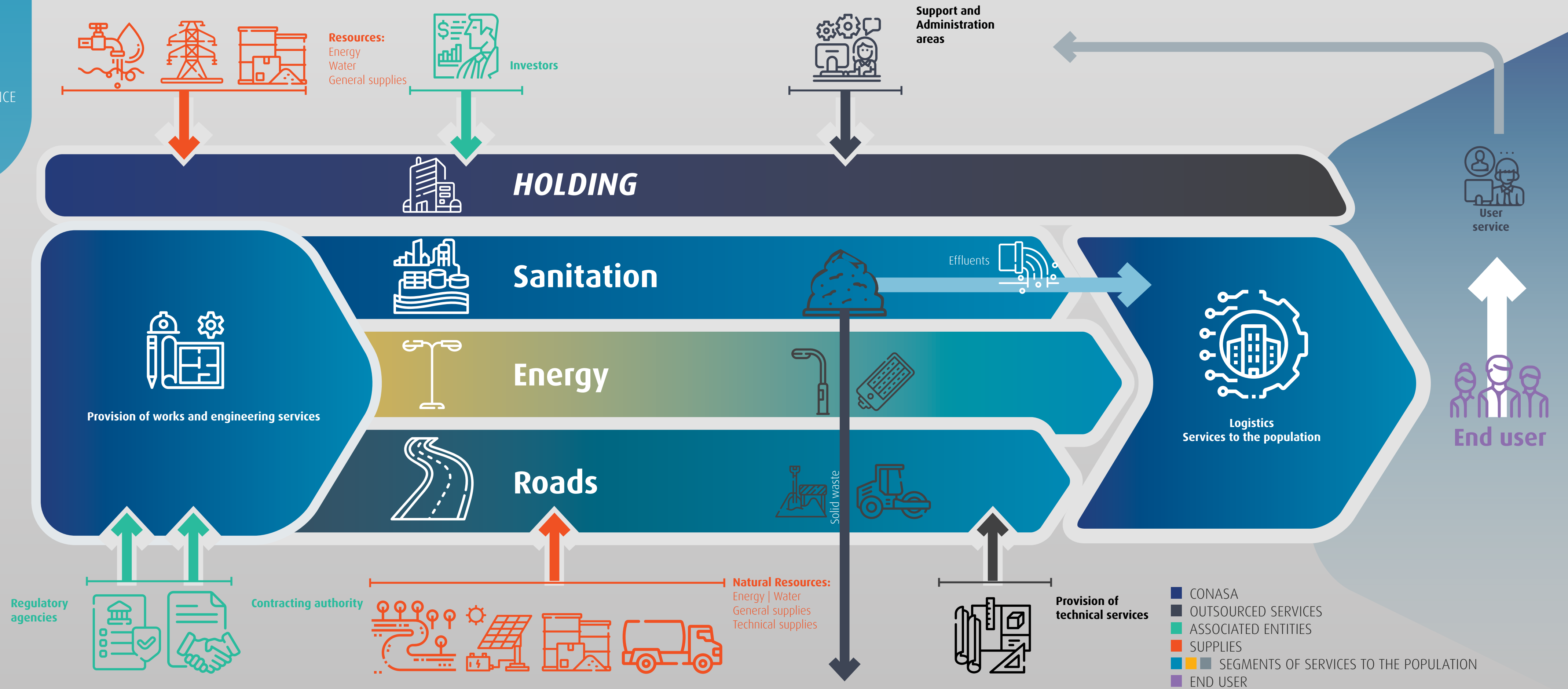
Our business model

GRI 2-6

In 2023, our supply chain mobilized R\$1.76 billion in payments from Conasa to suppliers, with whom we maintain short- and medium-term contractual business relationships, based on projects and Capex programming. All contracts signed in 2023 include clauses relating to human rights, environmental protection, data protection, confidentiality, and compliance.



Conasa Group's Value Chain GRI 2-6



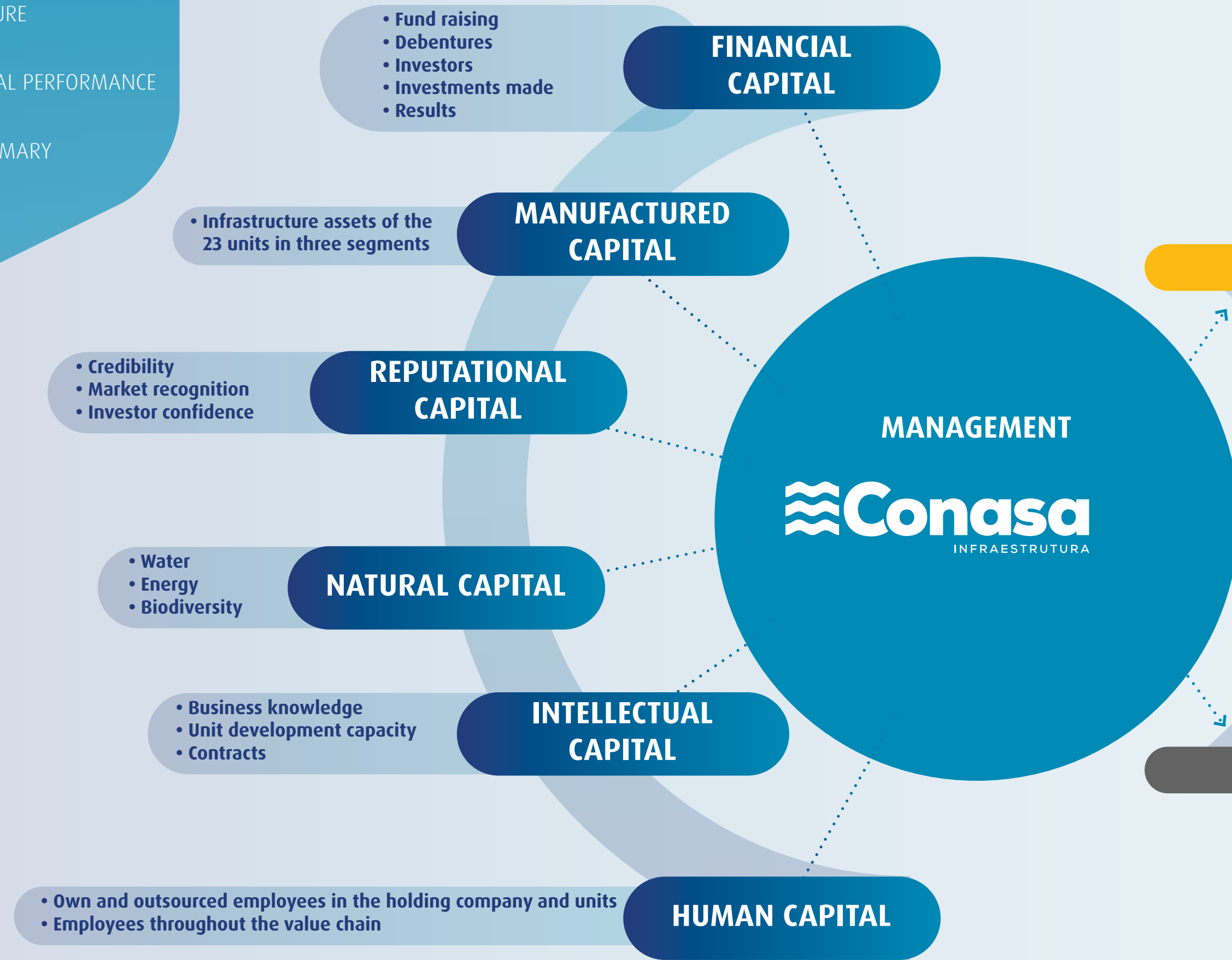
Significant technical supplies by segment:

Sanitation | chemicals, equipment (pumps and motors), water, plumbing supplies (pipes, connectors, etc.), electricity

Energy | electrical materials (lamps, connectors, reactors, cables), equipment, vehicles (own fleet)

Roads | maintenance materials (stone aggregates and asphalt materials), fuels, civil engineering equipment, vehicles (leased fleet)

Strategic Capitals GRI 2-6



VALUE FOR SOCIETY

ENERGY

- Modernization and intelligent management of public lighting networks
- Lower energy consumption with replacement of conventional light bulbs for LEDs
- Better lit public areas, which generates more security

SANITATION

- Sustainable management of springs and effluents, expanding and assuring the population's access to basic sanitation services
- Treatment of industrial effluents

ROADS

- By ensuring quality roads, we contribute to the economic development of the state of Mato Grosso and Brazil through the flow of grains and food to the national territory and for export.

RESULTS

- FINANCIAL CAPITAL**
 - Return on investments
 - Valuation of the holding company and business units
 - Distribution of dividends, proceeds
 - Transactions with business partners
- MANUFACTURED CAPITAL**
 - Expansion of the headquarters and holding structure
 - Perennial infrastructure for the population
 - Water and sewage treatment plants
 - Distribution and collection systems
 - Public lighting systems
 - Roads
- REPUTATIONAL CAPITAL**
 - Attraction of local and international investments
 - Generate Capital: first investment outside the North America
 - Ethical and sustainable professional performance
 - Population service contracts
 - Improvement to the population services
- NATURAL CAPITAL**
 - Quality drinking water
 - Treated domestic and industrial effluents
 - Preservation of biodiversity around roads
 - Reduction in energy consumption for public lighting
- INTELLECTUAL CAPITAL**
 - Implementation of new technologies in the services to the population
 - Training and qualification of professionals to work locally
- HUMAN CAPITAL**
 - Job and income generation
 - Professional development

Corporate governance

GRI 2-1

We base our management on the IBGC guidelines, adhering to its four principles: transparency, equity, accountability, and corporate responsibility.

By adopting the high standards of governance recommended by the IBGC (Instituto Brasileiro de Governança Corporativa - Brazilian Institute of Corporate Governance), Conasa Infraestrutura is committed to the best market practices. Despite being a privately held corporation it still adheres to the Securities and Exchange Commission (CVM - Comissão de Valores Mobiliários) guidelines for listed companies, seeking to meet the standards of the B3 Novo Mercado segment and the Corporate Sustainability Index (ISE - Índice de Sustentabilidade Companyrial). Quarterly, the company's balance sheets are audited by Pricewaterhouse Coopers - PwC Brasil and disclosed to investors on the IR website:

www.conasa.com/ri

Governance structure

GRI 2-9

In 2023, we began a governance restructuring plan, with the collaboration of Bain Consulting. The project, which defined a new operational model based on the company's growth, was structured in two phases:

1. Operating model and macrostructure redesign (2023)
2. Expansion to all levels of the company (2024)

Five principles guided the development of the new model:

Principles



Proximity of leadership to business units



Reinforcement of Conasa culture in all areas and business units



Adequate structure for Conasa's current life



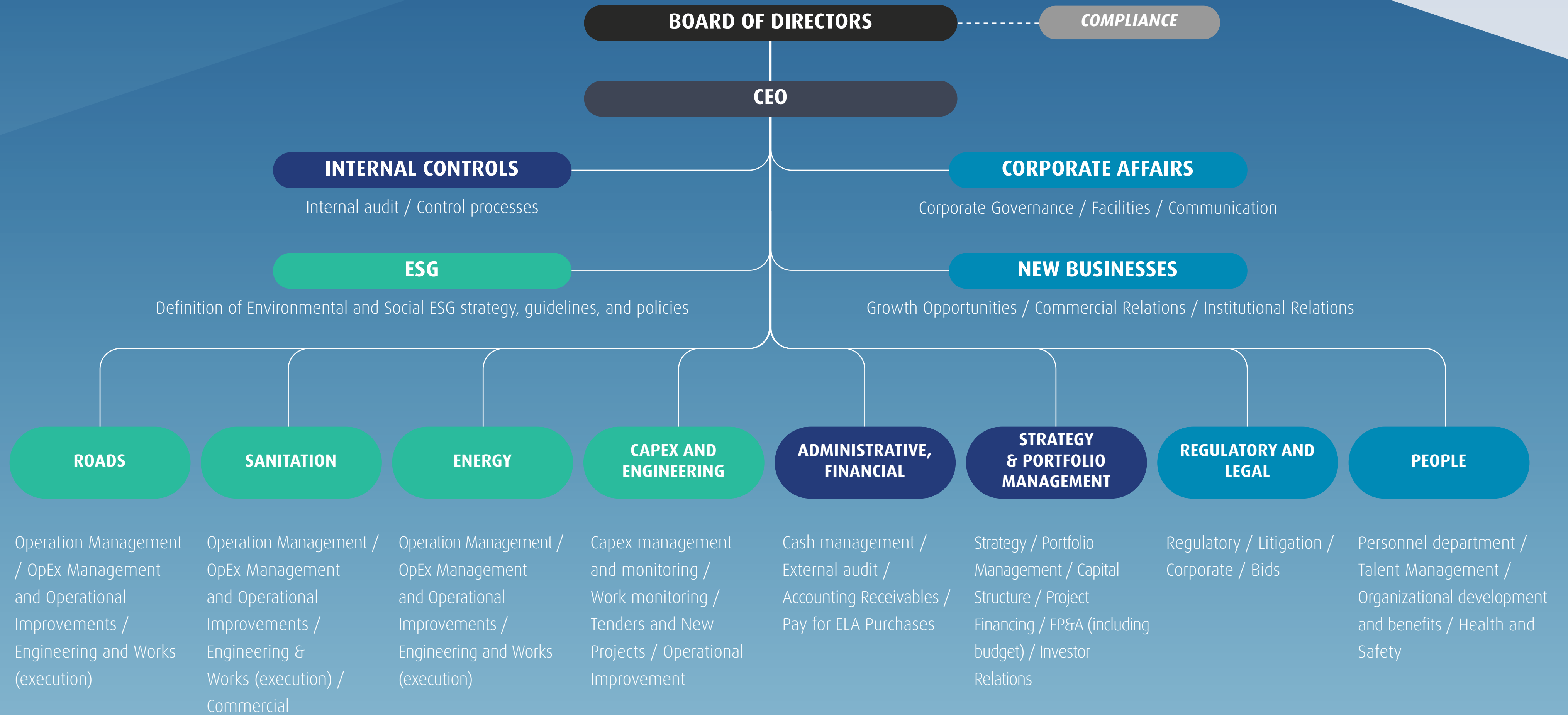
Focus on monitoring performance (especially CapEx)



Clear roles and responsibilities and standardized processes



Organizational structure GRI 2-9



Board of Directors

GRI 2-9

GRI 2-12

Responsibilities



- Defines Conasa’s strategy and goals with the leadership
- Monitors the company’s results and the evolution of strategic themes throughout the year
- Monitors and evaluates indicators related to compliance, health and safety at work, environment and social impact, as well as the risks inherent to these issues, through quarterly reports from the committees that manage such topics
- Approves policies and commitments
- Manages succession (CEO and executives), incentives, and monitors people management
- Makes decisions in the face of identified risks and deviations

Format and frequency



- Bimonthly (with extraordinary meetings on demand)
- Composed of seven members, two independent (28.7%), one Conasa executive, and one Generate Capital executive
- Two-year term
- Appointment criteria: 20% independent members, availability of time to perform their duties, diversity of knowledge, experiences, behaviors, cultural aspects, age group, and gender

Work model



- Defines Conasa’s strategic priorities
- Discusses committee recommendations and deliberates decisions

Board

Committees

- Assist in the deployment and monitoring of goals in accordance with the strategy defined by the Board
- Ensure reports to the Board and present recommendations
- Establish an agenda for discussions in accordance with the Board’s agenda and the specific scope defined in the regulations

- Monthly
- 3 committees with participants defined by the Board:
 - EHS Committee – one independent advisor, one Conasa executive, and one Generate Capital executive. The EHS committee has the delegation to manage environmental and social impacts, through the ESG team.
 - Audit and Risk Committee – one independent advisor, one Conasa executive, and one Generate Capital executive
 - Compliance Committee – four executives and two Conasa executives

- Deepen, analyze, and detail priorities defined by the Board
- Discuss and recommend actions to the Board

Conasa Infraestructura monitors the results of the operating units through its representatives on their boards of directors and executive boards.

Composition of the Board of Directors

GRI 2-9

GRI 2-11

David Bunce | Chairman of the Board and Independent Board member

Graduated in History from the University of Leicester and Accountant from ICAEW (England), he has more than 20 years of experience in corporate strategy, operational improvement, and corporate finance, including as a member of the Boards of Directors of KPMG International and KPMG Americas.

Mario Vieira Marcondes Neto | Board member

CEO of Conasa and advisor to other companies in the group. Lawyer, founder of Águas de Itapema and Conasa, with legal experience in the concessions area.

Jack Stark | Board member

Executive Vice President of Generate Capital. He has held senior management roles in finance, energy operations, and financial services. He was CFO of Imergy Energy Systems, Bright Source Energy, and Silicon Valley Bank. He holds an MBA from UC Berkeley and a Masters (MA) and Bachelors (BA) in Economics from UC Santa Bárbara.

Ricardo Kassardjian | Board member

Administrator from FGV-SP and specialized in Finance and Marketing, he manages the Patrimonial Fund (Conasa shareholders). He has been a director of agribusiness, construction, and retail companies. He has extensive experience in structuring consortia for infrastructure projects, structuring guarantees, and project finance non-recourse, notably in the energy, road concessions, and sanitation sectors.

Francisco Carlos Coutinho Pitella | Independent Board member

Graduated in Civil Engineering from the National School of Engineering at UFRJ. Independent advisor of GTD Participações S.A, a company with investments from EDP – Energias do Brasil S.A., where he is also an independent member of the administrative board and president of the Audit and Corporate Governance and Related Parties committees.

Nam Tran Nguyen | Board member

COO of Generate Capital and member of the Executive Board of Generac, a publicly traded company and global provider of technology solutions in energy services and electrical networks. With a Bachelor's degree in Economics from Columbia University and an MBA from Harvard University, she has more than 15 years of experience in the energy and renewable sector, having worked at companies such as SunPower and First Solar.

David Perl | Board member

Managing Director of Generate Capital. He holds a bachelor's degree in Biology from the University of Toronto and a master's degree in Finance and Accounting from the London School of Economics. He has more than 17 years of experience in investing in proprietary funds and investment banks and in developing projects in North America, Latin America, and Europe.


 DIRETORIA

Composition of the Executive Board

Mario Vieira Marcondes Neto | CEO

CEO of Conasa and advisor to other companies in the group. Lawyer, founder of Conasa, with legal experience in the concessions area.

Cláudio Ramos | Financial, Administrative, and Investor Relations Officer

A mechanical engineer with an MBA in finance from New York University, he was a director and partner at KPMG.

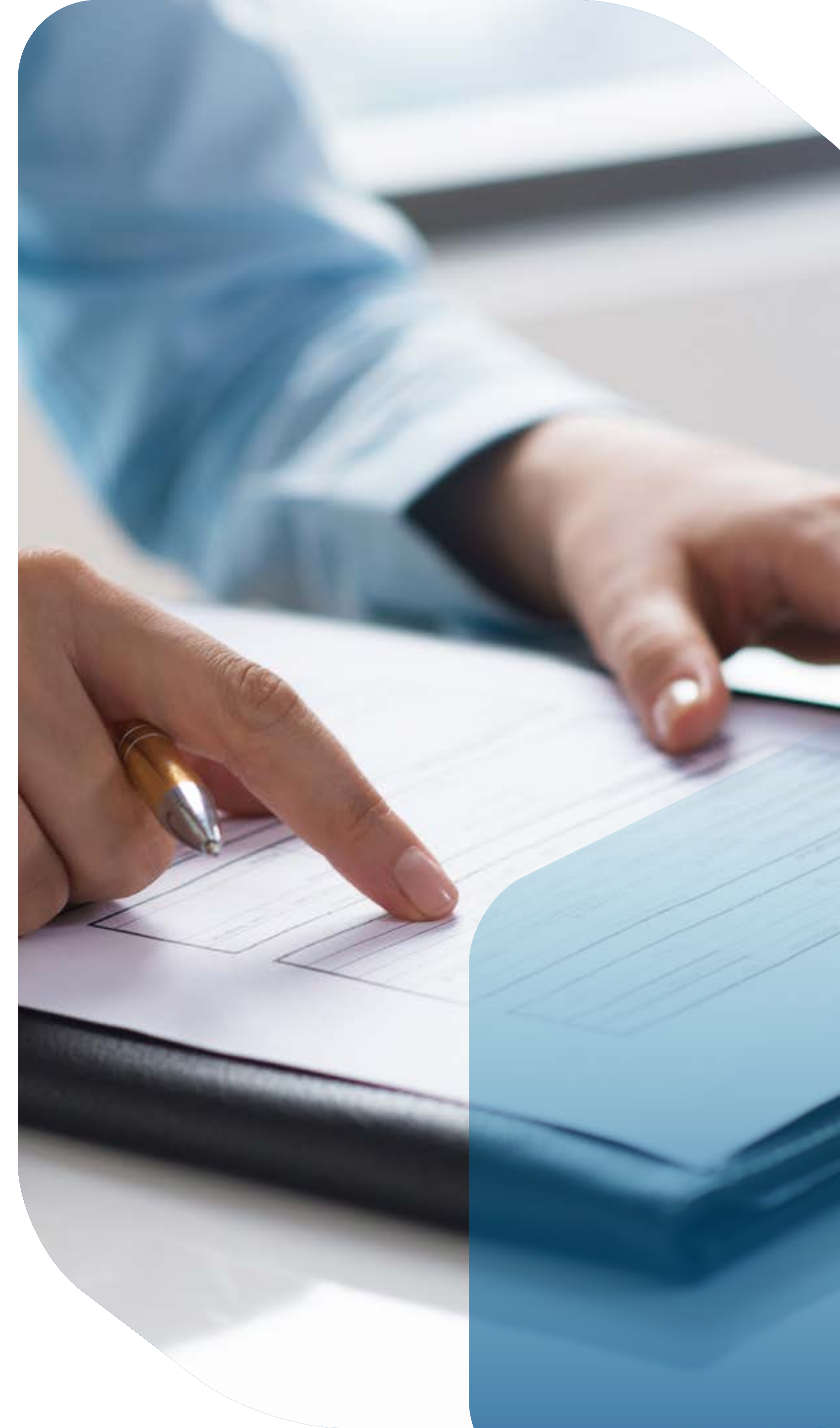
Ricardo Salles de Oliveira Barra | Officer of Engineering and Operations

A civil engineer with an MBA in Business Management from FGV, he was a director at Minas Arena and Concer.

Conflicts of interest GRI 2-15

The bylaws of the Board of Directors, the Related Party Transactions (RPT) policy, the risk management policy, and the code of ethics establish the mechanisms for resolving conflicts. The Audit and Risk Committee thoroughly analyzes business processes linked to related parties. Officers and Board members must report possible conflicts of interest involving relatives. The Bylaws, the RPT policy, the risk management policy, and the code of ethics outline approaches to dealing with these conflicts, and these interactions are recorded in internal controls by means of Tax Documents (TDs).

In 2023, we revised the Related Party Transactions Policy, adjusting jurisdictions and approvals. Holding company approval is now required for transactions over 1 million. We implemented due diligence and background checks on contracts, sending the resolution to the board for approval, highlighting the risks. In cases of possible conflict of interest, officers and Board members must report the situation, such as hiring on behalf of relatives, among other scenarios.



Our policies and commitments

GRI 2-16

GRI 2-23

Our mission

To provide services in infrastructure sectors such as sanitation, energy, and roads in a sustainable manner, with high quality and respect for the environment, generating value for users, investors, employees, and partners.

Our vision

To be recognized as a company of excellence in the private sector in the areas in which it operates.

Our values

- Transparency
- Respect
- Ethics
- Professionalism
- Integrity
- Solidarity
- Prevention
- Confrontation



ESG commitments and goals

GRI 2-23

Our journey to make Conasa an increasingly sustainable company involves implementing an ESG agenda. Since 2022, Conasa has been a signatory to the UN Global Compact, formalizing our commitment to contributing to the transition to a more sustainable world. In line with this purpose, we created the ESG area, which covers the management of environmental and social aspects arising from our activity.

Based on the materiality analysis, carried out in 2022, we identified the priority themes for Conasa. In 2023, we set specific goals for the four most relevant themes highlighted by the materiality matrix.



	Material Themes	Goals
E	Water security and conservation of ecosystems in the regions where it operates	1 - 100% of people in our concession areas (water treatment segment) with access to drinking water by 2030 2 - 90% of sewage in our concession areas collected and treated by 2030 3 - Collect 3,000 liters of used cooking oil with potential for inappropriate disposal in the environment and promote recycling by 2030 4 - Plant 10,000 native seedlings in degraded areas in our areas of operation by 2030
S	Access to essential services / Local development	1 - Benefit 3,000 families in communities without access to treated water and in social vulnerability with water filters by 2030 2 - Train 60 young people between the ages of 15 and 17 for the job market, with vacancies for children of employees of Conasa group companies by 2030
S	Work safety, promotion of physical and mental health, and well-being of employees	1 - Zero absences due to psychological illnesses related to work activities 2 - Reach an average of 50 hours of training per year, per employee, by 2030, with the Construa platform
G	Ethics and transparency in business	1 - Zero incidence of corruption 2 - Inclusion of at least one woman on the administrative boards of all investees by 2030



Materiality GRI 3-1 GRI 3-2

The materiality analysis process, carried out between June and August 2022, enabled us to understand the material themes for the company, their limits and impacts on society, and, by obtaining the materiality matrix, to define the content of this report.

The economic, social, and environmental impacts were assessed by evaluating the local context of the company's activities and consulting sectoral documents and references such as the Sustainability Accounting Standards Board (SASB), the Global Reporting Initiative (GRI), and the United Nations Sustainable Development Goals (SDGs). The ESG performance diagnosis carried out in 2021 was also taken into account. Interviews with the company's main managers, its subsidiaries, and members of the Board of Directors, together with extensive consultation with stakeholders, made it possible to determine the prioritization of the themes, listing those considered material.

A new list of material themes was drawn up, although it bears similarities to the previous one. The materiality analysis helped to define the themes to be prioritized in Conasa's ESG strategy.

Stakeholder engagement GRI 2-29

The materiality analysis process included consultations with the Group's main stakeholders, such as employees, outsourced workers, service users (roads and sanitation), partner companies, financial institutions, suppliers, representatives of the granting public authority, regulatory agencies, and the press, totaling 1,138 consultations. The demands of the indigenous communities located in the BR163 region in the states of Mato Grosso and Pará were also taken into account.



Material Themes of this report GRI 3-2

Water security and conservation of ecosystems in the regions where it operates ✨

Access to essential services ✨

Occupational safety, promotion of physical and mental health and well-being of employees ✨

Ethics, transparency, and anti-corruption ✨

Effluent quality management ✨

Waste management and reuse ✨

Local development ✨

Energy management - energy matrix, efficiency ✨

Quality of the drinking water distributed ✨

Professional development of employees ✨

Service quality and user satisfaction ✨





MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

Compliance GRI 3-3

The Compliance area, through the Compliance Program, is responsible for establishing and disseminating the Conasa Group's internal policies, ensuring their incorporation and compliance by all hierarchical levels and external workers. Specific training and communication are given to employees and external partners, notably in the area of fighting corruption.

In 2023, we strengthened our Compliance Program through the following actions:

- We promoted specialized training for leaders and directors conducted by IBGC, covering essential topics such as risk management, with attendance records and certificates issued;
- We reviewed and improved the related-party policy to ensure its effectiveness and alignment with best practices;
- We hired a dedicated professional responsible for internal controls;
- We promoted an internal audit conducted by Almap Auditoria e Consultoria in the areas of purchasing, payroll, tax collection, and information technology;
- We subjected our Compliance Program to a thorough audit conducted by Control Risks to assess its effectiveness and adherence within the company.

Compliance Program Assessment

In 2023, an internal audit carried out by the company Control Risks evaluated the effectiveness of the Compliance Program and its processes. Employees in critical roles were consulted, and the results highlighted the effective recognition of the program, the effectiveness of training, and the existence of policies. Internal adherence to the program was confirmed during the audit.

The development of the compliance program is in line with the growth seen in recent years. The audit identified areas for improvement, emphasizing the need to unify contract management procedures across all units. Based on the results, other points of evolution were established, such as the creation of new procedures, the provision of massive training in all units, and the structuring of a dedicated team compatible with the company's current stage of growth.

Main policies

GRI 2-23

GRI 2-24

Adopted by all companies in which the Conasa group holds more than a 52% stake, our internal policies are approved by the Executive Board and the Board of Directors. The main policies, which define conduct in relation to real or potential environmental, social, and governance impacts, are available for access on Conasa's websites:

Code of ethics and conduct

Supplier Code of Conduct

Risk Management Policy

EHS Policy (environment, health, and safety at work)

Personal Data Protection and Privacy Policy

The company's **Code of Ethics and Conduct and the Supplier Code of Conduct** ensure that standards of conduct are fully applied in all areas of activity. Both documents include clauses on human rights (notably in relation to child labor or labor analogous to slavery and discrimination), the environment, and the fight against corruption, which are present in all new contracts signed with partners, suppliers, and the granting authority. These clauses are also included in prior agreements for participation in tenders. All employees and partners receive training on the Code of Ethics when they join the company.



Ethics Channel GRI 2-26

Operated by an independent company, the Ethics Channel is able to receive complaints from employees, suppliers, and users while preserving anonymity. All occurrences are handled by the Compliance Committee and reported to the Executive Board and the Board of Directors. The channel is available 24/7 via the website (<http://www.conasa.com/a-Company/compliance>) or telephone 0800-602-6911. Users and the community can use the customer service channels (CSC) to report the impacts of the group's activities. See more information about these channels [here](#).

In 2023, the Ethics Channel received and dealt with 159 calls, seven of which were classified as doubts and four as suggestions. No cases of discrimination, corruption, or fraud were recorded.

In addition to the Ethics Channel, employees can seek guidance on the application of organizational conduct policies and practices directly from the compliance team at the Holding, from those responsible for each unit or by email at compliance@conasa.com.

Compliance education and training GRI 2-24

In addition to mandatory training for all employees and partners during their integration into the workplace, the company held, in 2023, in-company training for leaders. Conducted by the Brazilian Institute of Corporate Governance (*IBGC - Instituto Brasileiro de Governança Corporativa*), the program covered all directors and other managers of the company. The training covered essential compliance topics, with the purpose of discussing the responsibilities of governance bodies and tools for the development and better performance of the compliance function; discuss mechanisms to disseminate a culture against corruption, fraud, and money laundering, striving for company compliance; and understand the application of principles to create an environment and culture of integrity. In total, 73 leaders took part in the training, 69 of whom had attendance above 80%.



The following topics were covered:

1. Assumptions of internal relationships and fundamental rights
2. Relations with third parties
3. Antitrust and relationships with competitors
4. Anti-corruption law (law number 12,846/2013)
5. Fraud and financial crimes
6. Relationship with public administration
7. Data protection – General Personal Data Protection Law (Lei Geral de Proteção de Dados Pessoais - LGPD)
8. Ethics and conduct channel

Sustainability-related risk management

GRI 2-13

IFRS

Themes related to environmental and social impacts are addressed at the executive board meetings, following the agenda proposed by the CEO. At the quarterly meetings of the Board of Directors, issues related to compliance, EHS, environment, and social impact are presented. Mapping and monitoring is carried out based on the materiality matrix. Information on planned and carried out actions is reported quarterly in accordance with the internal regulations, or upon request from the Board of Directors. In 2023, the ESG agendas (mapping and actions), the compliance evolution program, and the EHS improvement program were highlighted.





Risks related to corruption

GRI 205-1

Conasa has a team dedicated to compliance issues which manages the survey and monitoring of risks, monitors internal controls, and reassesses the effectiveness of the improvement actions implemented. All the company's operations were assessed for risks related to corruption. The significant risks identified are linked to the relationship with the granting authority and related parties.

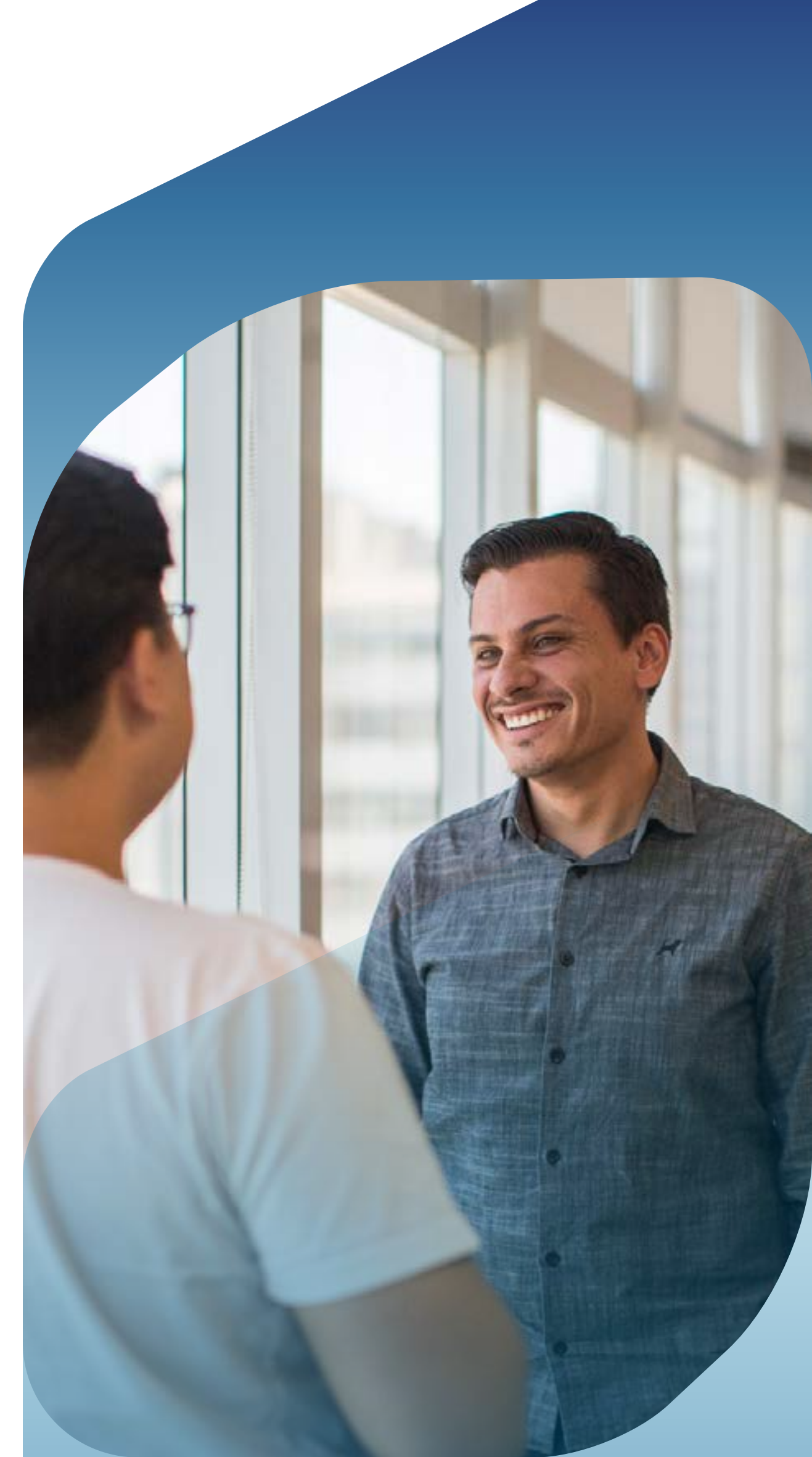
Identified risk

- 1 -** Risk of giving or receiving gifts or donations made in breach of the company's applicable policies.
- 2 -** Risk of ineffectiveness of the due diligence process
- 3 -** Risk of insufficient controls or mechanisms, or lack of tools and systems to manage and monitor points sensitive to the risk of corruption.
- 4 -** Risk that, due to the lack of definition of responsibilities, important Compliance issues are no longer adequately addressed (due to redundancy, conflict, or negligence).
- 5 -** Risk of not continuously monitoring the attitudes of a business partner and thus being vulnerable to possible misconduct on the part of that partner, which could put the company at odds with applicable compliance legislation.

Measures taken

- For all risks, we created a Compliance Program and stricter monitoring of internal controls.
- Board approval of service providers and main suppliers when identified as high risk.
- The Audit and Risk Committee requested actions for greater control and monitoring tools.
- Definition of responsibility in interfaces through a specific procedure.
- Implementation of materiality (due diligence/background check) and high-risk payments (specific procedure).

Identified risk	Measures taken
<p>6 - Risk of employees not feeling responsible or not paying due attention when signing documents or approving processes, allowing deviations and/or irregularities to go undetected.</p>	<p>Training and constant guidance, application of AI tools aimed at reducing operational action in the process, and assigning a sense of responsibility to the functions and actions of each activity.</p>
<p>7 - Risk of conflicts of interest between Conasa’s business and subsidiaries versus personal interests of employees. Example: hiring a family member’s legal entity..</p>	<p>Specific policy for related parties and active governance, with approval by the Board for cases of higher risk.</p>
<p>8 - Risk of the partner acting in breach of the code of ethics, contract, or relevant legislation, even with all the measures taken (due diligence, sending the code of ethics, signing a contract, among others).</p>	<p>Require partners to implement compliance systems (long-term goal).</p>
<p>9 - Risk of not having adequate treatment for payments considered risky (e.g. to third parties, conSouthtancies, public agents, individuals, round amounts, sequential notes, tax havens, etc.), leaving the company vulnerable to irregularities.</p>	<p>Internal controls involving internal audits with an external company. Creation of the Internal Audit Policy and risk mapping area, with mitigation.</p>
<p>10 - Risk of undue access to confidential company information.</p>	<p>LGPD and IT, implementation of a system with specific policies and control actions.</p>



Incorporation of anti-corruption guidelines in group's companies:

GRI 2-24

GRI 205-2

EMPLOYEES INFORMED
100%

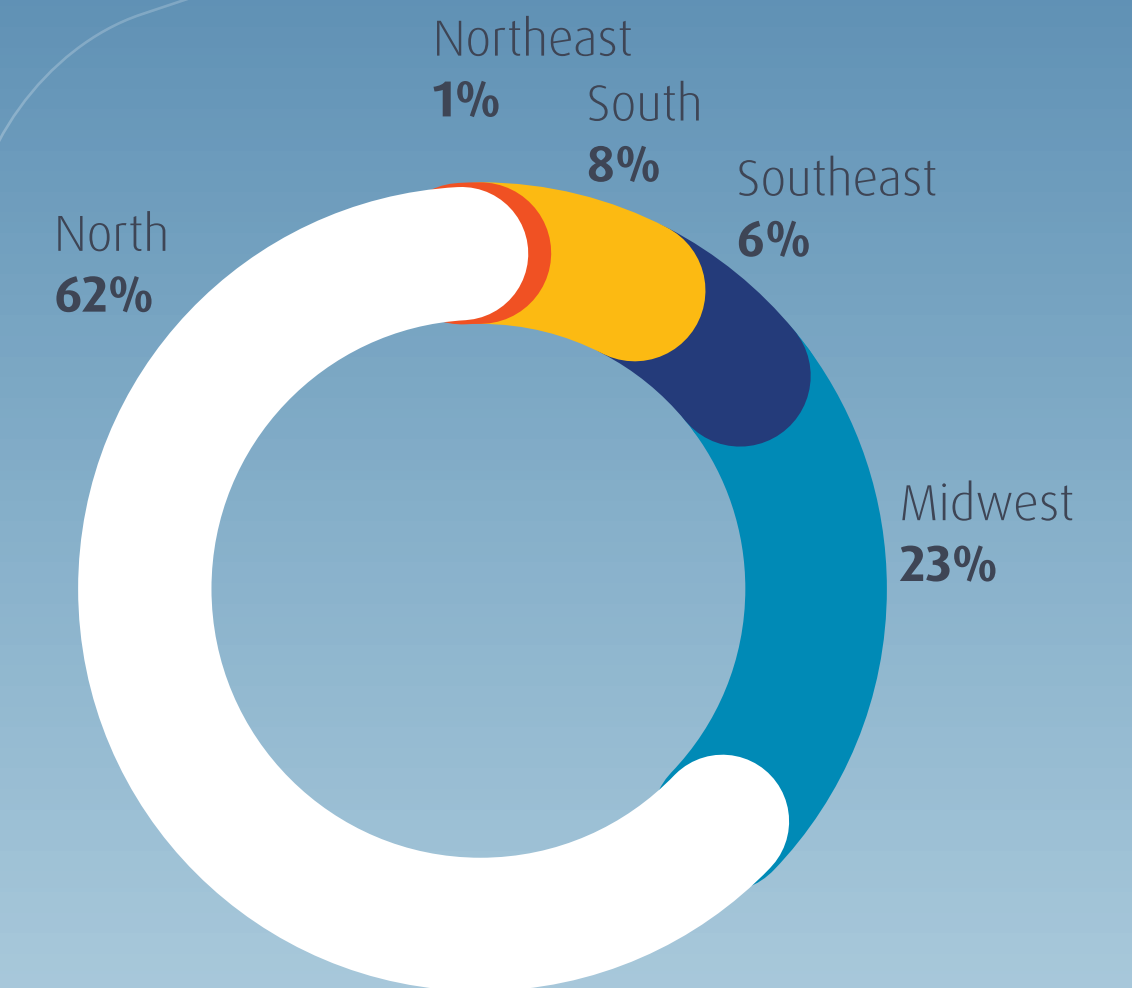
TRAINED EMPLOYEES
98%

BOARD MEMBERS COMMUNICATED
100%

TRAINED LEADERS
100%

Employees trained in anti-corruption policies and procedures

	BOARD OF DIRECTORS	EXECUTIVE BOARD	MANAGEMENT	COORDINATION	TECHNICAL AND SUPERVISION	ADMINISTRATIVE	OPERATIONAL	INTERNS AND TRAINEES	TOTAL
South									
n°	11	6	14	1	9	74	41	6	162
%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Southeast									
n°	8	9	4	0	8	17	229	NA	275
%	100%	100%	100%	0%	100%	100%	100%	-	100%
Midwest									
n°	3	2	20	2	22	51	363	4	467
%	33%	100%	100%	100%	100%	100%	100%	100%	100%
North									
n°	6	5	22	12	52	54	768	2	921
%	98%	100%	100%	100%	100%	100%	100%	100%	100%
Northeast									
n°	5	2	8	13	57	30	307	8	430
%	100%	100%	100%	100%	100%	100%	100%	100%	100%
TOTAL									
n°	33	24	68	28	148	226	1.708	20	2.255
%	99%	100%	100%	100%	100%	100%	100%	100%	99,9%



MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY



02 PEOPLE

Our employees

GRI 3-3

Fostering equal opportunities and professional growth have always been essential principles for the Conasa Group. To meet the challenge of organizational expansion, we intensified our efforts to attract and retain talent, investing in an internal restructuring that promotes the evolution of our organizational model and favors the construction of a safe and healthy work environment for all.

A new Group culture

In this journey, which began in 2023, we relied on Bain & Company's consulting services to promote a significant and successful internal restructuring. To effectively sustain our organizational growth, Conasa Infraestrutura takes on a more prominent management role, aiming to promote synergies and integrate activities across the portfolio of companies, with extensive use of shared services and the creation of centers of expertise.

This transformation in management implies the consolidation of a unique business culture, in which the holding company plays an active role in building a company that goes beyond the simple "sum of its parts".

The Human Resources structure was redefined, now having an executive board that includes the personnel department, talent management, organizational development, remuneration and benefits, and health and safety teams. Processes were thoroughly reevaluated to align with the cultural transformation underway in the company. Throughout the year, we implemented new processes, including the design of the job and salary plan. This plan, which incorporates variable remuneration as a strategic tool to boost employees' career management, provides for performance appraisals in all functional categories, strengthening our approach centered on professional development.



Indigenous Training Project in BR163

GRI 3-3

GRI 203-2

In 2023, the Via Brasil BR163 Concessionaire implemented the Training Project for Indigenous Work and Employment, with the aim of creating jobs in indigenous communities, training those hired, and promoting integration with the concessionaire's team. This initiative enables the exchange of cultural knowledge, enriching the work environment with diversity and promoting social inclusion. As a result, since the end of 2023, two young indigenous people from the Kayapó ethnic group have been part of the BR163 team at the Fratello Construction Site in Novo Progresso, Pará.



Professional development

GRI 3-3 GRI 404-2 GRI 404-3

Training offer

Throughout the year, employees in all areas were offered specialized training, focusing on training, recycling, and regulatory compliance. This approach aims to ensure that employees are fully qualified to perform their duties effectively, in line with the specificities of each business area.

All new employees receive comprehensive integration training, including activities at the Holding, specific safety training, and refresher training on regulatory standards. Professional development programs also incorporate Compliance training, covering the code of ethics and conduct and anti-corruption procedures.

Construa (Build)

Implementation of the Corporate Education Platform

In 2023, we began implementing the CONSTRUA Corporate Education Platform, with the development of career paths and gradual availability of the application to employees of the Holding, its subsidiaries, and investees. This initiative, the result of a partnership with Gupy Educação Corporativa, represents a significant investment in professional development, reinforcing our commitment to the growth and appreciation of our teams.

Via Brasil BR163: Simulation of Accident with Dangerous Cargo

In October 2023, an accident simulation involving dangerous cargo was carried out with the aim of improving the training of teams to deal with serious situations on the road and ensuring effective coordination with the responsible bodies. The simulation, which took place on BR163, had the participation of the National Land Transport Agency (ANTT - Agência Nacional de Transportes Terrestres), Federal Highway Police (PRF - Polícia Rodoviária Federal), Mato Grosso Fire Department, in addition to the companies Ambipar, Prosalv, and Posto Trevão. The municipal governments of Matupá and Guarantã do Norte were also involved, along with the State Environment Secretariat of the Guarantã do Norte region (SEMA - Secretaria Estadual de Meio Ambiente). This joint exercise had the main objective of strengthening preparation and coordination between the different actors involved, aiming for a more effective response in emergency situations.



Watch the video 

Training hours per employee by gender and professional category

GRI 404-1

		2023	
	Own collaborators	Training hours	Average per employee
Executive board	Men	439	25.8
	Women	205	20.5
	Total	644	35.8
Management	Men	695	63.2
	Women	129	12.9
	Total	824	68.7
Coordination	Men	455	22.8
	Women	369	46.2
	Total	824	29.4
Technical and supervision	Men	869	7.4
	Women	373	12
	Total	1.242	8.4
Administrative	Men	592	7
	Women	238	1.6
	Total	830	3.6
Operational	Men	2.853	2.4
	Women	1.950	5
	Total	4.803	3
Interns and trainees	Men	240	18.5
	Women	172	24.6
	Total	412	20.6
Total	Men	6.143	6.5
	Women	3.436	7.6
	Total	9.579	6.9

Employee profile

on 12/31/2023

GRI 2-7

GRI 2-8

Variation in the number of employees in 2023

Reduction in the total number of employees compared to the previous year 2,309 → 2,031

- reduction of the Via Brasil BR163 concession team: closure and outsourcing of conservation and maintenance work and new investments;
- expansion in the lighting segment: execution of efficiency and maintenance works on public lighting systems in the municipalities of Arraial do Cabo - RJ and Belém - PA;
- expansion in the sanitation segment: beginning of the structuring of the Call Center focused on the Commercial area of Águas do Sertão, beginning of infrastructure works resulting from new investments.

Workers who are not employees

101 workers outsourced through direct contracts who worked mainly in administrative and support functions.



137 NEW JOBS
GENERATED IN 2023

Functional category by gender (%)

Company	Region	2023		
		Men	Women	Total
Conasa Infraestrutura	South	2	3	5
Águas de Itapema	South	0	7	7
Sanesalto	Southeast	2	1	3
Sanetrat	Southeast	4	1	5
Urbeluz	Southeast and North	50	0	50
Águas do Sertão	Nordeste	19	21	40
Luz de Belém	North	2	2	4
Via Brasil MT100	Midwest	6	5	11
Via Brasil MT320	Midwest	0	9	9
Via Brasil MT246	Midwest	0	3	3
Total		85	52	137

Employees by type of contract, gender, and region GRI 2-7

Unit	State	Segment	Gender	2021	2022	2023
Conasa Infraestrutura	Paraná	Holding	Men	18	22	24
			Women	29	33	36
			Unit Total	47	55	60
Águas de Itapema	Santa Catarina	Sanitation	Men	51	65	64
			Women	10	13	21
			Unit Total	61	78	85
Sanesalto	São Paulo	Sanitation	Men	27	26	28
			Women	8	8	9
			Unit Total	35	34	37
Sanetrat	São Paulo	Sanitation	Men	6	6	10
			Women	6	5	6
			Unit Total	12	11	16
Urbeluz	São Paulo	Energy	Men	56	93	144
			Women	5	14	13
			Unit Total	61	107	157
Mauá Luz	São Paulo	Energy	Men	2	3	3
			Women	2	2	2
			Unit Total	4	5	5

Unit	State	Segment	Gender	2021	2022	2023
Caraguá Luz	São Paulo	Energy	Men	12	13	12
			Women	1	1	2
			Unit Total	13	14	14
Alegrete	Rio de Janeiro	Energy	Men	19	18	18
			Women	2	2	2
			Unit Total	21	20	20
Sanema	Alagoas	Sanitation	Men	2	1	
			Women	1	1	
			Unit Total	3	2	-
Águas do Sertão	Alagoas	Sanitation	Men		302	321
			Women		73	94
			Unit Total	-	375	415
Teresina Luz	Piauí	Energy	Men	97	102	95
			Women	10	8	8
			Unit Total	107	110	103
Luzde Belém	Pará	Energy	Men	1	21	23
			Women		7	9
			Unit Total	1	28	32
Via Brasil MT 100	Mato Grosso	Roads	Men	57	54	60
			Women	65	62	67
			Unit Total	122	116	127
Via Brasil MT320	Mato Grosso	Roads	Men	64	75	71
			Women	66	67	80
			Unit Total	130	142	151
Via Brasil MT246	Mato Grosso	Roads	Men	18	71	65
			Women	3	95	104
			Unit Total	21	166	169
Via Brasil BR163	Mato Grosso (32%) Pará (68%)	Roads	Men		854	480
			Women		192	160
			Unit Total	-	1046	640
Total			Total	638	2309	2031

* All employment contracts are permanent and full-time. The data comes from Conasa Infraestrutura's internal management system (personnel indicators platform).

Safety, health, and well-being

GRI 3-3

GRI 403-1

Throughout 2023, Conasa maintained its strong commitment to the well-being of its employees, focusing efforts on preventing accidents and illnesses, and promoting workplace safety and mental health. During this period, several campaigns and events focused on these fundamental pillars were held.



Integrated Management

With the implementation of the Corporate Management area in EHS (Environment, Health, and Safety) in 2022, Conasa Holding's dedicated team was able to continue the area's development and evolution strategy throughout 2023.

To ensure workers' well-being, we adopted the Corporate Management System (CMS) in accordance with Regulatory Standard NR-07. This system includes the Occupational Health and Safety Module, whose guidelines are applied locally by the Human Resources teams at each operating unit. The holding company's HR and EHS teams monitor the implementation of the guidelines in the units in a systemic way, using the Protheus software (TOTVS).

In 2023, the independent company Tetra Tech conducted an organizational diagnosis of the Corporate Management System on a sample basis. The Holding and the largest companies in each segment were inspected – energy (Luz de Belém), roads (Via Brasil BR163), and sanitation (Águas do Sertão). The purpose of this diagnosis was to validate the companies' compliance with the legal requirements applicable to their businesses and the Group's corporate guidelines.

The final reports of the independent inspections will be delivered at the end of February 2024. If applicable, any improvements and opportunities that may be identified will be addressed in their respective action plans during 2024.



Among the main developments in the EHS area in 2023, the following stand out:

- ▶ 21 on-site inspections to analyze compliance with the standards and legal requirements applicable to the business at the following units:

- | | |
|--------------------------------|--------------------|
| • Luz de Belém | • Caraguá Luz |
| • Sanetrat | • Alegrete |
| • Sanesalto | • Via Brasil BR163 |
| • Águas do Sertão | • Via Brasil MT100 |
| • Urbeluz and subsidiaries | • Via Brasil MT246 |
| • FEC Consortium - Jaguaré QRU | • Águas de Itapema |
| • Mauá Luz | • Via Brasil MT320 |

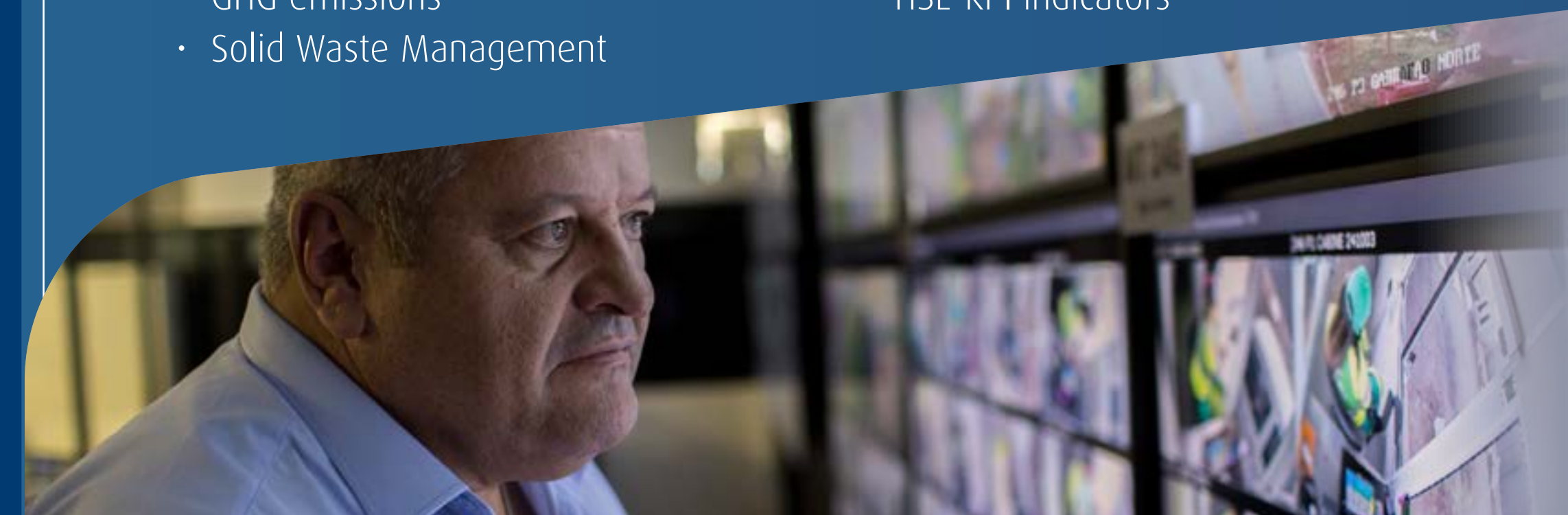
- ▶ Reports after each inspection to recognize the good practices of each business and propose improvements and possible adjustments, included in the action plan of each invested company;
- ▶ Monthly monitoring of the action plan with the local teams with continuous alignment and monitoring of implementation;
- ▶ Control of legal documents applicable to each business, such as license renewals, control of conditions, health and safety reports, legal requirements and corporate guidelines, among others;

- ▶ Monthly meetings with local EHS teams of investee companies;

- ▶ Publication of the EHS policy, which guides the company's actions in the areas of environment, health, and safety at work;

- ▶ Preparation of 16 corporate guidelines for Conasa and its subsidiaries, which guide and standardize the actions of each company in line with legal requirements and the group's internal EHS guidelines:

- | | |
|----------------------------------|-------------------------------------|
| • EHS Policy | • Materials Handling and Management |
| • EHS Manual | • Traffic Management |
| • Risks and Impacts | • Community Plan |
| • Licenses and Authorizations | • Workers' Policy |
| • Interested Parts | • Contractor Management |
| • Emergency and Contingency Plan | • Language and Culture of Safety |
| • Resource Efficiency Program | • HSE-KPI indicators |
| • GHG emissions | |
| • Solid Waste Management | |



Health promotion GRI 403-6

At the end of 2023, 98.5% of our employees benefited from access to accredited networks of clinics and hospitals or telemedicine, through insurance or health plans operated by renowned companies. Luz de Belém is the only company in the Group that does not yet offer this benefit (1.5% of Conasa employees).

Among the initiatives aimed at well-being, we promote gymnastics activities at work, collective flu vaccination extended to family members, lectures on health and well-being, and we offer our employees the opportunity to join Gympass, a benefit that offers partnerships with various establishments and apps, covering a variety of exercise modalities, nutritional guidance, and mental health support.



Malaria Combat Program

BR163 is located in a malaria-endemic area. As part of the Malaria Action and Control Plan (MACP), a series of preventive and mitigation measures are implemented to combat outbreaks of the disease. This includes carrying out tests to detect possible cases, netting living areas, distributing repellents, and fumigating construction sites. In addition to these actions, partnerships with the Municipal Health Departments have been established, providing equipment and specialized training in 2024. This collaboration reinforces the Concessionaire's commitment not only to its employees, but to the entire community surrounding the project. As a result, the program has benefited 1,200 workers to date.

Safety GRI 3-3 GRI 403-1

Annually, our health and safety team conducts a comprehensive review of the main risks related to occupational health and safety in our work environment, which includes systematically updating risk maps and safety procedures for each activity. Periodic safety inspections ensure compliance with the guidelines established in our corporate quality policy.

Based on the results of inspections and assessments, we planned and implemented specific training on safety procedures, proper practices, and the mandatory use of personal protective equipment (PPE) provided by the company.

Communication: essential in health and safety management

The Conjunto internal communication app has become a valuable resource for the EHS area. The use of this platform encourages more frequent communication about occupational safety, including Conasa workers and its subsidiaries in a constant flow of information dissemination. Through the app, the constant dissemination of internal occupational safety standards contributes to maintaining the daily focus on accident prevention.



Risk mapping

Each company in the Conasa Group has a number of tools at its disposal to continuously assess the risks of accidents or illnesses related to professional activity. Among the tools and processes used, the following stand out:



THE TEN RULES OF SAFETY



• **Rule #1 Prevention Culture** – Risk Perception.



• **Rule #2 Preliminary Risk Analysis and Work Permit** – Identification and control of the hazards and risks present in the activities.



• **Rule #3 Lockout, Identification, and Zero Energy** – Ensure lockout of energy sources and security procedures.



• **Rule #4 Heat at Work** – Obtain the relevant permits and correctly use the mandatory PPE.



• **Rule #5 Handling of Suspended Loads** - Make sure that the mandatory OSH procedures are followed when performing the activities.



• **Rule #6 Working at Heights** - Ensure compliance with all procedures for the execution of the activity in a safe manner.



• **Rule #7 Confined Space** - Ensure compliance with all mandatory procedures for the execution of the activity in a safe manner.



• **Rule #8 Use of PPE and CPEs** – Mandatory use of PPE and CPEs in activities.



• **Rule #9 Mobile Machinery and Equipment** – Operate after mandatory training, with authorization, and always using safety devices.



• **Rule #10 Movement of Persons** – Rules and instructions for attention in operational areas

Participation of employees

In accordance with the Regulatory Norm NR 5, the HS team also guided the standardization of the training and performance criteria of the Internal Commission for Accident Prevention (CIPA - Comissão Interna de Prevenção de Acidentes) or the designation of a representative, when appropriate, of the Conasa subsidiaries.



HS Indicators | Accidents GRI 403-9

Area of operation	Own employees	2022		2023	
		Number	Index*	Number	Index*
Sanitation	Deaths resulting from work accidents	0	0	1	
	Serious accidents other than deaths	0	0	0	
	Mandatory reporting accidents	11	4.13	20	
	Total hours worked	533,077		1,042,265	866,305
Energy	Deaths resulting from work accidents	0	0	0	
	Serious accidents other than deaths	0	0	0	
	Mandatory reporting accidents	2	0.42	6	
	Total hours worked	956,487		134,480	600,881
Roads	Deaths resulting from work accidents	0	0	0	
	Serious accidents other than deaths	1	0.08	0	
	Mandatory reporting accidents	34	2.84	63	
	Total hours worked	2,391,520		10,681,393	2,864,161
Holding	Deaths resulting from work accidents			0	
	Serious accidents other than deaths			0	
	Mandatory reporting accidents			1	
	Total hours worked			107,980	

Area of operation	Other workers on sites controlled by Conasa	2022		2023	
		Number	Index*	Number	Index*
Sanitation	Deaths resulting from work accidents	0	0	0	
	Serious accidents other than deaths	1	3	0	
	Mandatory reporting accidents	0	0	6	
	Total hours worked	72,526		495,655	493,015
Energy	Deaths resulting from work accidents	0	0	0	
	Serious accidents other than deaths	0	0	0	
	Mandatory reporting accidents	1	3.08	0	
	Total hours worked	64,853		228,659	228,588
Roads	Deaths resulting from work accidents	2		0	
	Serious accidents other than deaths			1	
	Mandatory reporting accidents	5		10	
	Total hours worked			471,206	

*Indexes calculated based on 200,000 hours worked
Companies in the road segment do not monitor the hours worked by third parties until 2022.

Occupational diseases

During the reporting period, five cases of mandatory reporting occupational diseases were recorded in the Energy segment and one case in the Road segment.

Main types of accidents, illnesses, and hazards identified

GRI 403-9 GRI 403-10

Main types of accidents at work (2023)

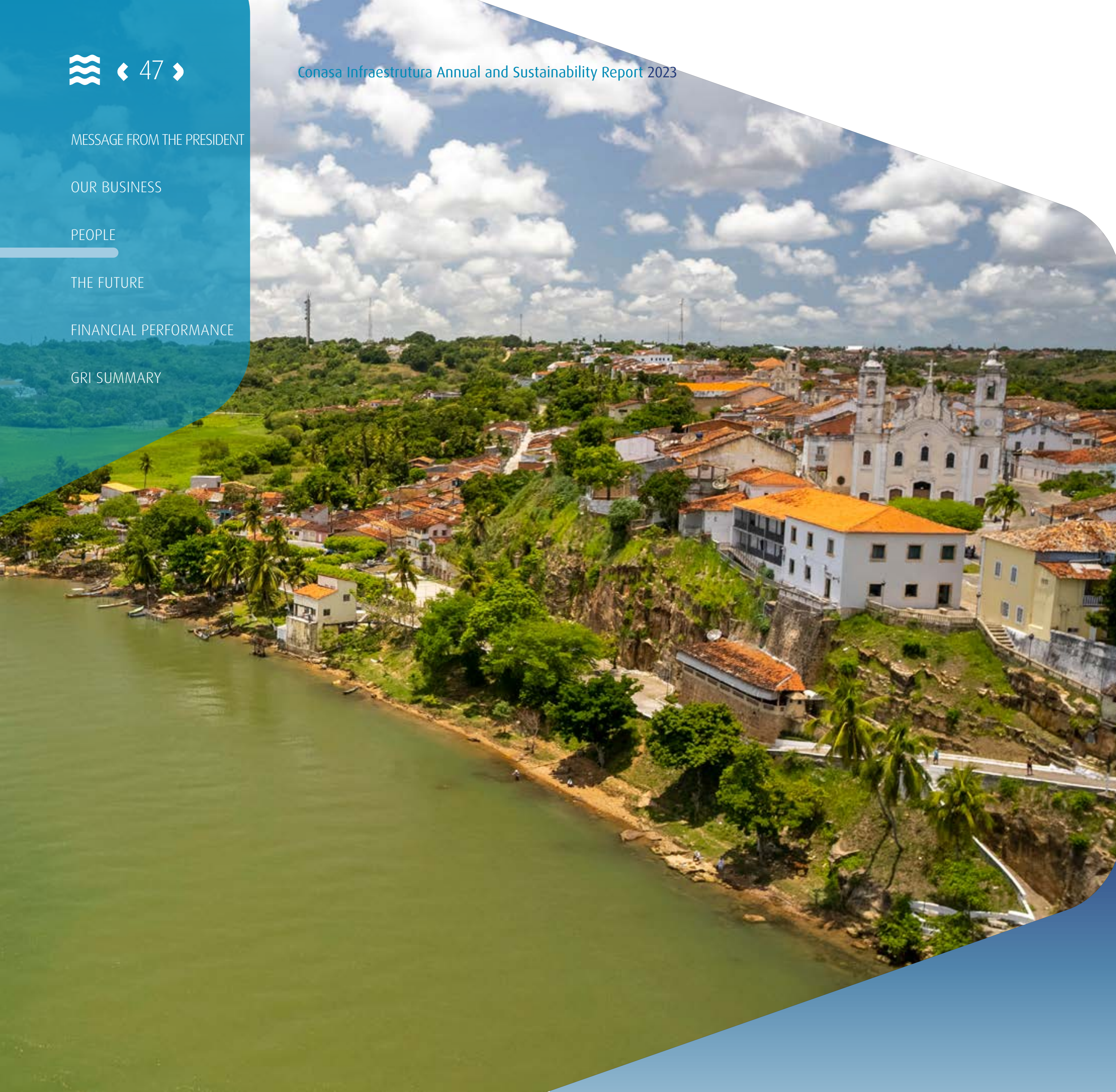
Segment	Own employees
Sanitation	Motorcycle accident
	Fall due to difference in level (stairs)
	Finger pressing
	Collision between employee and moving load
	Fall of material on the employee performing inventory activities
Energy	Fall due to difference in level (vehicle ladder/step)
	Limb (finger) caught between the liner and the pole when maneuvering
	Motorcycle falls after crossing a hole in the road surface
	Shock due to the metal arm of a lamp post touching the energized public network
	Stings from venomous animals (bees)
	Vehicle collision, loss of vehicle control, overtaking vehicle
	Collision with animals on the roads
Roads	Cutting/shearing/puncturing
	Pressing/crushing by operation of machines and equipment (soil compactor)
	Fall due to difference in level (vehicle)
	Loader tipping over
	Tombamento de pá carregadeira

Main types of occupational diseases (2023)

Segment	Own employees
Roads	Post-traumatic stress

Note: there is no information for Third Parties (Other Workers)





Local development

GRI 3-3 GRI 203-1 GRI 203-2

Our investments in infrastructure have a significant impact on the socioeconomic strengthening of the regions where we operate. In addition to generating tax revenue, jobs, and providing professional training, our investments in infrastructure contribute significantly to the development of territories, guaranteeing the population essential basic sanitation services, public lighting, and road mobility. These services have a positive impact on the health, comfort, and safety of the population, as well as boosting local economic activity, promoting real estate appreciation, tourism, commerce, the provision of services, and the movement of people and goods. The infrastructure facilities built under concession contracts become state assets at the service of the community. These assets are commercially operated by Conasa Group companies and handed over to the granting authority at the end of the contract.

Infrastructure installed by the end of 2023

SANITATION

TREATMENT CAPACITY

1,025 l/s OF WATER

917 l/s OF SEWAGE

665 km OF SEWAGE COLLECTION NETWORK

ENERGY

108,000 PUBLIC LIGHTING POINTS

ROADS

1,542 KM OF ROADS



Águas do Sertão: modernization and expansion of water distribution and sewage collection networks

Águas do Sertão began operations in September 2023, serving 34 municipalities in the state of Alagoas with the distribution of water treated by Casal and the collection and treatment of sewage. The territory covered has a population of 570,000 inhabitants, of which only 12% have access to sewage coverage. In 2023, the company earmarked an investment of R\$49 million to modernize and expand the local infrastructure as part of its commitment to the plan to universalize water distribution by 2027 and sewage collection by 2033.

Expansion efforts in the period included the implementation of 80 km of water network extension and 204 km of sewage network, as well as improvements to existing structures to ensure compliance with environmental standards and expand treatment capacity. These

measures not only promote sustainability by incorporating advanced technologies and reducing environmental impacts, but also ensure an effective response to the region's growing demands. An example of efficiency gains in sewage treatment is the Velho Chico II Sewage Treatment Plant (STP) in Penedo, which has seen a significant improvement in the removal of Biochemical Oxygen Demand (BOD), from 57% to 83% for the same parameter.

In addition to the benefits for infrastructure, the arrival of Águas do Sertão has a significant impact on the economic development of the region, generating more than 400 direct jobs, as well as contributing taxes to municipalities and boosting the growth of the local economy.

Infrastructure investments | 2023 GRI 203-1

Unit	Infrastructure	Current or expected impact
Águas do Sertão	80,000 meters of water network and 204 km of sewage network	Expansion of coverage
Águas de Itapema	Implementation of a sludge dewatering and removal system at the Morretes WTP	Suitable treatment for water reuse in the system itself
	Execution of final sewage lift at STP	Environmental compliance
	Extension of the sewage collection network	Increased coverage with 63 new connections
	Restoration of the filters at Morretes WTP 1	Reduction of operating costs and reduced consumption of treated water for washing filters
	Plumbing implementation	Environmental compliance
Alegrete	Implementation of the WTP contact tank	Increased flow, improved efficiency
	Installation of 148 LED luminaires in the municipality, including four public squares and a bus station	Modernization of the public lighting system Reduction of energy consumption and carbon emissions
Caraguá Luz	Installation of 812 new public lighting points with LED luminaires in the municipality	Removal of UV radiation and the presence of mercury, characteristics of high-pressure discharge lamps Improved lighting levels on roads, generating greater safety
Luz de Belém	Replacement of 48,398 discharge lamps (HID) with LED luminaires in the municipality of Belém	Increased use and appreciation of public spaces at night, with the installation of new businesses Reduction in the number of traffic accidents
Via Brasil BR163	Maintenance and recovery of 375 km of indigenous branches	Maintenance of roads close to BR163 that provide access to several indigenous villages, enabling access to food items and hospital care for indigenous people, who depend on the trafficability of these branches, benefiting a community of 3,169 indigenous people.
	Road modernization	Reduction of accidents and travel time, benefiting the flow of local production
Via Brasil MT	Pavement recovery	Improvements for road users - pedestrians and vehicles
	Implementation of third lane	
	Implementation of intersections	
	Implementation of bus stops and pedestrian crossings	

Access to essential services GRI 3-3

Ensuring the population's access to basic sanitation services is a priority material theme for Conasa and is part of the company's strategic ESG objectives.

In the municipalities where we have been operating in this segment for the longest time, Itapema (SC) and Salto (SP), coverage of treated water distribution and sewage collection and treatment was extended to almost the entire population. Furthermore, investments are underway to expand networks in 34 municipalities in the countryside of Alagoas, where Águas do Sertão has been operating since 2022.

Basic sanitation coverage

Unit	Water distribution	Sewerage
Aguas de Itapema	100%	78%
Águas do Sertão	93%	12%
Sanesalto	-	98%

Social tariff

The Social Tariff is a mechanism set up in Brazil with the aim of offering reduced tariffs for water and sewage services to low-income families. This initiative was established in response to the recommendation of the World Health Organization (WHO), which suggests that a family should not commit more than 3% of its income to the water service and 2% to the sewage service. The Social Tariff aims to promote the universalization of these essential services, without financially burdening the population with lower purchasing power.

Conasa Group companies operating in the sanitation sector ensure that the population has access to the social tariff. Águas de Itapema extended its Social Tariff coverage from 81 to 100 families in the municipality, reinforcing its commitment to social inclusion and equal access to sanitation services.

Operating since 2022, Águas do Sertão implemented the Social Tariff Task Force to encourage adherence to the Social Tariff program in the municipalities where it operates, thus enabling access to basic sanitation for the entire population. This initiative managed to double the number of families benefiting in the territory, from 2,861 when the company took over operations, to 5,710 by the end of 2023, after carrying out joint efforts in 24 of the 34 municipalities served by the company.



Relationship with local communities

GRI 3-3 GRI 413-1

The Conasa Group's social impact area centralizes the management of actions aimed at relationships and social development in the regions where it operates. Its purpose is to engage employees, strengthen ties with local communities, and disseminate good practices among the group's different territorial units. Annually, we promote several initiatives such as mobilization and collecting of food and clothing; investments in sports, culture, and environmental awareness; and road accident prevention campaigns.



Águas do Sertão

#VamosJuntos (#Let'sGoTogether) Project

The company's commitment to promoting a transparent and participatory relationship with the community, ensuring adequate access to basic sanitation services and encouraging collaboration from everyone involved, motivated the creation of the #VamosJuntos Project. The objective of the initiative is to inform the community about ongoing initiatives, such as sewage activation, and strengthen residents' participation and understanding of Águas do Sertão's actions. Also noteworthy is the work to raise awareness about conscious water consumption and sanitation. A total of 38 awareness campaigns were carried out in connection with the project, including activities such as changing the water meter, re-registration, attracting new customers, and cutting/inspecting fraud.

Meetings with community leaders

During 2023, Águas do Sertão held 16 meetings with community leaders, an essential initiative for establishing a direct channel of communication with the interested parties. On these occasions, the #VamosJuntos project was presented, providing clarification on topics such as water billing, re-registration, and the social tariff. With an average of 30 people per meeting, these interactions were extremely important for strengthening ties between the company and the communities it serves, ensuring a more collaborative and transparent approach to issues related to basic sanitation. During these meetings, stakeholder mapping was also carried out, identifying the main social actors and entities involved in issues related to the water and sewage service. Furthermore, the company held meetings with journalists in four municipalities to launch the project, strengthening relations with the local press.



Action in local communities

GRI 413-1

Sustainable Soap and Solidarity Oil Projects | Sanesalto and Águas de Itapema

Sanesalto reaffirms its commitment to environmental preservation and the well-being of the community through the Sustainable Soap Project, aiming to mitigate the impacts of inadequate disposal of used cooking oil, a polluting agent of water and soil. Since 2019, collection totems have been installed in strategic locations serving the population, encouraging responsible disposal. The collected oil is transformed into sustainable soap and distributed free of charge to the residents of Salto. In 2023, the project resulted in the production of 449 bars of soap, reusing 111 liters of recovered oil.

The success of this initiative inspired Águas de Itapema to launch the Solidarity Oil project, a partnership between Conasa Águas de Itapema, Facci, Rotary Club Itapema Costa Verdes Mares, and the Municipal Education Department, promoting environmental education and community engagement in raising awareness about the correct disposal of cooking oil.

The Solidarity Oil project mobilized students from municipal schools in an initiative focused on environmental education and solidarity. Through a challenge launched in a ranking format, the students set out to collect used cooking oil for recycling, with the aim of benefiting Apae de Itapema. In total, 905 liters of oil were recycled, resulting in R\$1,357.00 being passed on to the institution. The action involved 500 students from the 9th grade, highlighting the positive impact of educational and solidarity activities.

Social and environmental impact actions in Sertões 2023 GRI 413-1

Conasa Infraestrutura was present at Sertões 2023, the biggest rally in the Americas, which covered 3,800 km in three states in the Northeast: Pernambuco, Bahia, and Ceará. The company implemented several initiatives aimed at sustainability and improving the living conditions of local communities.

Distribution of Water Filters

In an effort to improve living conditions in rural areas lacking basic sanitation, Conasa distributed water filters to 250 families without access to sanitation in Petrolina/PE, Povoado da Barra/AL, Crato/CE, Camocim/CE, and Preá /CE. The filters, easy to maintain and low in cost, consist of two non-toxic 10-liter buckets, a tap, and a traditional filter candle. These are materials that can be easily found in construction stores, favoring the replication of the model in other communities.

Along with the filters, Conasa handed out booklets on the importance of consuming treated water, the prevention of diseases associated with the lack of sanitation, and instructions for cleaning the water tank. In addition to providing an immediate technical solution, the action aims to raise awareness about essential hygiene and health practices.



Origin of the Initiative

The idea for the water filters came from an experience the president of Conasa, who is also a racing driver, had. During an edition of the rally, having to wait for mechanical assistance in a remote area, local residents offered him yellowish water. This experience made him aware of the reality of the lack of adequate water treatment in these communities. Motivated by the urgency of the situation, he asked the company's technical team to develop a simple and affordable solution. The answer was the creation of an efficient and replicable filter, capable of significantly transforming water quality.

Support for Public Schools

Two public schools were selected, based on the need for sanitation, to receive the donation of mini water distribution plants with technology from the social impact startup Água Camelo, with a 99.9% filtration capacity and flow rates of 1,000 and 20,000 liters/hour. The action guaranteed access to drinking water for 184 students in Petrolina and 164 students in Cruz, as well as the school community. The schools also received lectures on waste management and training on how to set up educational and organic gardens.

Waste Management and Environmental Education

Another important Conasa action in Sertões 2023 involved the waste produced along the route. In collaboration with local cooperatives, the company ensured the correct disposal of common waste and the proper management of more than 7,000 kilos of recyclable waste in the Vilas Sertão Petrolina, Crato, Sobral, Cruz, and Praia do Preá. An initiative that promotes sustainability, but also generates income for the communities involved.



Local actions with impact on communities

Nature of impact



Our Users

Quality and User Satisfaction

Providing infrastructure services that broadly serve the population throughout the territory is an essential step for the development of Brazil. Conasa's purpose is to contribute to national growth by making investments that add to the efforts of public authorities.

We work to offer the best quality of service, extending access to essential services to an increasingly larger portion of the population, prioritizing the health and safety of users in our sanitation, energy, and roads units. In each segment in which Conasa operates, quality control is a commitment and a priority for us.

Sanitation - the quality indexes of treated water and sewage comply with federal, state, and municipal legislation; quality management regulatory standards; and the values determined in concession contracts. Our companies operating in this segment have ISO 9001 quality certification, except for Águas do Sertão.

Energy - systemic monitoring of contractual obligations and monthly performance assessment by an independent verifier ensure the quality of services.

Roads - the quality of services complies with the parameters established by the Road Exploration Program (REP) and is subject to monitoring and inspections by the Operations and Environment team.

We follow satisfaction indicators by monitoring complaints and conducting periodic surveys at the units. Most of the concession contracts in the sanitation segment determine service quality indicators, taking into account factors such as time, efficiency, and the availability of structures, such as the Index of Efficiency in Service Provision and Public Service (IESPPS), set by Companhia Águas de Ipanema's concession contract.

To serve users in the municipalities in which they operate, the Group's companies maintain permanent communication channels publicized to stakeholders and available on each organization's websites. Communication can occur via website, app, email, telephone, WhatsApp, and customer service desk. All requests are handled via the system and responded to our users.



MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

03 THE FUTURE





Environment

GRI 2-13

GRI 3-3

The Conasa Group operates in all five regions of Brazil, covering the Amazon, Cerrado, Atlantic Forest, and Caatinga biomes. Our commitment is to promote the well-being of the population, taking an active role in the transition to a more sustainable world.

To this end, we implemented an integrated environmental management system in accordance with the ISO 14001 standard. This system aims to identify, avoid, mitigate, and compensate for real and potential adverse environmental impacts of our activities, seeking to maximize positive impacts. We established procedures and guidelines to control and prevent potential impacts, focusing on the quality of management in our subsidiaries. Our Environment team monitors and follows up on the application of the guidelines in each unit controlled by Conasa, through performance indicators, internal audits, periodic inspections, and monthly follow-up meetings.

Environmental impact management

GRI 2-13 GRI 3-3 GRI 304-2

When defining our areas of activity, we prioritize businesses whose principle is sustainable.

In carrying out its services, Conasa contributes to local development and improving citizens' quality of life. We have a set of procedures and guidelines linked to the Environmental Management System to identify, avoid, mitigate, and compensate for the actual and potential environmental impacts of our activities and ensure our active participation in the transition to a more sustainable world.

A dedicated team monitors and follows up on the application of the guidelines in each unit controlled by Conasa through performance indicators, internal audits, periodic inspections, and monthly follow-up meetings.

Sanitation GRI 303-1

The sanitation cycle helps to reduce negative impacts on the environment by treating effluents before they are disposed.

By increasing service coverage rates, we are automatically reducing the polluting potential of raw sewage, which is then disposed of with a lower pollution load.

Significant impacts:

- reduction of natural resources and local biodiversity
- imbalance of the receiving body

Permanent actions to avoid, reduce, and mitigate impacts:

- correct treatment and final disposal of solid waste generated in the processes of water collection, water, and sewage treatment and discharge of already treated effluents;
- monitoring of water courses;
- environmental vegetation recovery and environmental education programs;
- constant monitoring of the quality indexes of treated water and sewage;
- implementation of actions related to environmental license conditions, among other actions.



Energy

Our actions in this segment are aimed at improving the efficiency of the lighting system in the municipalities where the company operates, significantly reducing energy consumption.

Even with the increase in the system, the reduction achieved in consumption offsets the negative environmental impacts resulting from energy generation and promotes the sustainable use of natural resources. In addition, the company promotes the correct management of solid waste generated by its activities, such as the devaporization of replaced luminaires and the recycling of metal and electronic waste with a view to conserving nature.

Roads

The management and conservation of roads contributes to the socio-economic development of the population. However, negative impacts on the environment from this activity must be properly identified and controlled.

Interference with local fauna and flora constitutes a significant impact of the activity.

Therefore, Conasa Infraestrutura carries out continuous actions to mitigate the adverse impacts generated by the company, such as:

- proper management and recycling of solid waste;
- recovery of environmental liabilities from the road right-of-way;
- monitoring black smoke from the fleet trucks;
- compliance with internal procedures and other requirements related to the environmental management system with ISO 14001 certification;
- internal environmental guidance campaigns;
- monitoring of water captured in buildings' tubular wells;
- rescue of genetic resources (fruits, seeds, and seedlings);
- collection of endangered species or species endemic to the region;
- commitment to favoring actions to preserve the genetic heritage of species belonging to the habitat where vegetation has been suppressed; among other environmental control actions.



Certification

CONASA Units with ISO Certification

(year when certification started)

	ISO 9001	ISO 14001	ISO/IEC 17025
Águas de Itapema	2018		
Sanesalto	2018	2018	
Sanetrat	2020	2021	2020
MT100		2020	
MT320		2021	
MT246		2022	
BR 163	2024	2024	

Water management

GRI 3-3

GRI 303-1

GRI 303-3

At Conasa, we prioritize the efficient and sustainable management of this resource essential to life at all stages of the Sanitation Cycle.

Ensuring the availability of water resources is crucial to promoting the health and sustainability of communities. In the sanitation segment, Conasa Group companies play a key role in identifying and managing the risks associated with their activities. In addition, we seek effective interaction with local populations, promoting environmental education actions to raise awareness about the importance of conscious water use and the stages of effluent treatment, among other topics related to water as a shared resource. Promptly reporting situations of scarcity or distribution restrictions is essential, especially in the face of external challenges that could affect the water supply; social media campaigns ensure a permanent dynamic in the flow of information to users.

Sanitation

Since 2007, Conasa has been present in Brazil's basic sanitation scenario. To guarantee water security, the company has a Contingency Plan for managing water risks in the water supply system and an Emergency Action Plan for the sewage treatment system. The 33 surface and 76 underground water collection points, all duly granted, include those for public supply and internal wells in road management units.

The water collected for public supply is sent to treatment plants and then to distribution. In 2023, there was no collection in water-stressed areas.

Volume of raw water collected for distribution (ML)

GRI 303-3	2022	2023
Total underground water	3,604.73	-
Total surface water	11,369.96	10,020.41
Total collected	14,974.63	10,020.41

The volume abstracted by Águas do Sertão in 2022 was estimated using the pump curve and the operating regime (18 hours/day, since the company began operating in September 2022 and does not have an exact measurement of the period).



Water quality

GRI 3-3 GRI 303-1

Águas de Itapema

A rigorous water quality monitoring routine, at all stages of the supply cycle, ensures a water quality index above 99% after treatment at the Company.

Water quality control, right from the collection stage, is essential to detect any anomalies, to identify the causative agents without affecting distribution. In Itapema, where we operate in treatment and distribution, the proximity to the ocean can cause salinity in the water courses, making it unsuitable for consumption. Therefore, the dam maintained by the company prevents the incidence of saline water at the water collection points.

Our Water Quality Monitoring Plan, approved by the municipal and state health authorities, ensures the quality of the treated water through analysis in internal and external laboratories. The water quality reports comply with current legislation and are available for consultation on the company's website.

The entire system is subject to internal (biannual) and external (annual) audits at the initiative of the company in its quality management system with ISO 9001 certification, in addition to regular inspections by the Municipal and State Health Surveillance.

Águas de Itapema

Quality index of treated and distributed water	2022	2023
Águas de Itapema	99.6%	99.4%

In Itapema, we act rigorously to contain and reduce losses in water distribution, with 22 pressure monitoring points in the water supply system, for greater precision in controlling losses.

With constant investments in effective operational techniques to combat water losses in the supply system, the company recorded a loss rate of 19.2% at the end of 2023, positioning itself significantly below the national average of 37.8%, [published in 2023](#).

Water loss index (national average published in 2023: 37.8%)	2022	2023
Águas de Itapema	19.4%	19.2%
Águas do Sertão*	-	58.7%

*The company began operating in 2023.

Information management

At Conasa, we guarantee the accuracy and quality of the information provided to the National Basic Sanitation Information System (*SINISA - Sistema Nacional de Informações em Saneamento Básico*), essential for effective planning in the sanitation cycle. Our technical team receives regular training from the agency to ensure effective data collection and consolidation, meeting the deadlines established annually.

Note: Águas do Sertão only carries out water distribution, not treatment.

Internal water consumption of units GRI 303-5

Companies in the energy and sanitation sector depend on the public supply of drinking water, while road concessionaires generally use wells located on their premises for supply. Monthly monitoring of the quality and quantity of the water collected from the wells, in accordance with the applicable legislation and the guidelines established in the grants for the use of the water resource, guarantees the suitability of the water for human consumption.

In the sanitation and toll roads segments, the start-up of the new units (Águas do Sertão and Via Brasil BR163) led to a significant increase in water consumption.

Water consumption (ML) GRI 303-5

	2022	2023
Sanitation	9.23	45.13
Energy	6.10	1.00
Roads	2.62	19.83
TOTAL	17.95	65.41

Effluent treatment GRI 3-3 GRI 303-2 GRI 303-4

Whether it comes from the sewage collection network or is a product of industrial activities, the effluent collected by Conasa's sanitation companies receives the adequate treatment for discharge into water bodies, meeting the quality parameters defined by current environmental legislation thanks to modern technologies applied in the treatment of effluents. All operational units are duly licensed by the competent environmental bodies.

The effluents generated in the buildings of the road concessions are sent to a biodigester followed by a drain, where a treatment analysis is carried out every six months, in accordance with the requirements specified in current legislation and the ISO 14001 environmental quality management system.

Águas de Itapema

The sewage treatment process includes an extra denitrification stage to fully meet the required nitrogen concentration. In 2023, improvements were made to the company's sewage treatment system to increase its efficiency and capacity. These improvements include the installation of a contact tank with greater disinfection capacity compared to the previous tank and a new exit lift station with a new effluent disposal point with greater self-depuration capacity. In addition, various adaptations and improvements to the system as a whole ensure efficiency levels above the minimum effluent disposal standards required.

FEC Consortium: contributing to the depollution of the Pinheiros River

Since 2020, Conasa has been participating in the Novo Rio Pinheiros program to clean up this important river in the country's economic capital. The FEC consortium, made up of Conasa, Etesco, and Fast, uses modern technology to treat the sewage discharged into the Jaguaré stream, a tributary of the Pinheiros, including an additional ozone oxidation stage. This installation replaces the conventional collection system due to lack of space. The Jaguaré Recovery Unit stands out by generating its own input, 93% purified oxygen, using pressure swing adsorption (PSA) oxygen purification technology, avoiding the purchase of cylinders and other inputs.

There are no water losses in the process, all service water is recirculated through the station to be reused. The implementation of Jaguaré RU respected DAEE recommendations to guarantee the flow of the stream and avoid "dry islands" in its bed. This unit plays a fundamental role in removing organic matter, directly contributing to the reclassification of Córrego Jaguaré from Class 4 to Class 3.



Effluent reuse systems

Via Brasil BR163

As a response to the challenges related to the disposal of effluents from the chemical toilets at the construction sites along the road, Via Brasil BR163 implemented three water reuse systems in March 2023. This technology makes it possible to treat the effluents, allowing the water to be reused to clean the toilets themselves. The initiative is mainly aimed at mitigating environmental impacts, resulting in significant savings of approximately 190,000 liters of water per year with the use of the system.

Sanesalto

A water recirculation system was designed for the testing laboratories, aiming to reuse the water used in the process. This initiative will avoid the daily disposal of 1,500 liters of drinking water. The new system is scheduled to be implemented in 2024, contributing to a more sustainable and efficient practice in the use of water resources.

Águas de Itapema

In 2023, we began construction of a system to treat the wastewater from washing the filters. The aim is to separate the solids properly and ensure their correct final disposal, as well as making it possible to reuse the water in a closed cycle.

Total volume of collected and treated effluent (ML)

GRI 303-4	2022	2023
Águas de Itapema (freshwater)	4,248.14	4,528.96
Águas do Sertão (freshwater)	-	0.92
Sanesalto (freshwater)	5,916.48	6,303.75
Sanetrat (other types of water)	213.76	385.66
Total Sanitation (sewage collection)	10,378.38	11,219.29
Toll Roads (biodigester)	2.09*	15.86*

No disposal in water-stressed areas in 2023.
The effluent generated by public lighting companies is collected and treated by the municipality.
*Estimated value of 80% of the volume of Water captured for use.

Ecosystems conservation

GRI 3-3

GRI 304-1

GRI 304-2

Aiming to minimize the impact and protect ecosystems in the areas in which it operates, Conasa surveys the interaction zones with areas of environmental protection or high biodiversity value, in which it implements environmental conservation actions.

Águas de Itapema

All Águas de Itapema water collections are installed in small dams, which do not flood an area larger than the course of the river itself. Around the raw water accumulation ponds and in front of the Effluent Treatment Station, the restoration of degraded areas began, as part of the Degraded Area Recovery Project (DARP). With an extension of approximately 27,000 m², this initiative involves the hiring of specialized professionals, dedicated to the development and implementation of the project.

Águas do Sertão

In 2023, Águas do Sertão completed a detailed analysis of operations in areas adjacent (up to 15km) to the Serra da Caiçara, Marituba do Peixe, and Piaçabuçu environmental protection areas (EPAs), considering their buffer zones. The analysis also included the Pedra Talhada Biological Reserve, the Lagoa de Roteiro Mangrove Ecological Reserve, the Curral do Meio Ecological Station, the São Francisco River Natural Monument (*MONA - Monumento Natural do Rio São Francisco*), the Lagoa do Jequiá Marine Extractive Reserve, the Morros do Craunã Wildlife Refuge, and the Pedra do Sino Municipal Park, as well as around 30 private natural heritage reserves (PNHR). The company's goal for the next two years is to complete the survey of the mainsprings with potential for protection and to carry out two annual replantings to recover and conserve the ecosystems subject to impacts from the activity.

Alegrete

São João de Meriti, known for its population density, is home to five environmental protection areas: Jardim Limoeiro (100,548 m²), Vila Andorinhas (162,197 m²), Aeronáutica (116,358 m²), Santo Antônio (35,425 m²), and Parque Vitória (29,062 m²). Furthermore, the municipality has two areas of environmental interest: Morro do Pau Branco, in Boa Vista, and Horto Botânico Meritiense. The concessionaire is responsible for the luminaires around these areas. Light pollution caused by LEDs with color temperatures above 4,000K can impact biodiversity in places close to conservation areas.



Activities located within environmental protection areas

GRI 304-1

Company	Type of EPA	Total Area of the EPA (km ²)	Value	Type of Activity
Águas de Itapema	Riparian Forest	STP: 0.035516 km ² 5 Raw water collection: 45 m ²	Terrestrial	Sewage treatment station (STP) within the riparian forest area of the Fita river; All raw water collections are within preserved vegetation, with the exception of the WTP Morretes collection.
Águas do Sertão	Conservation Units: Environmental Protection Area (EPA) Serra da Caiçara and Marituba do Peixe	16 company units are inserted in the EPA Serra da Caiçara and 2 in the EPA Marituba do Peixe	Freshwater	Water reservoirs, water pumping station, sewage pumping station, sewage treatment station, collection well.
Sanesalto	Riparian Forest	STP: 0.242 km ² Pumping stations area: 0.00463 km ²	Terrestrial / Freshwater	The Santa Isabel STP is partially located within the Tietê River's riparian forest. All sewage lifting stations are located close to Permanent Preservation Areas of the municipality's water bodies.
BR163	Serra do Cachimbo Springs Biological Reserve Jamanxim National Forest Jamanxim National Park	Serra do Cachimbo Springs Biological Reserve: the road crosses 110 km of the Buffer zone (from KM 11 to KM 121). OSB 2 is 20 km away. Jamanxim National Park: The road crosses 100 km of the Buffer zone (from KM 413 to KM 523). OSB 4 is 60 km from	Terrestrial	Road and operational service bases
MT100	Conservation Unit: EPA Ribeirão do Sapo and Araguaia River	Total Area of the EPA 30 km approximately	Terrestrial	Road, weigh station, and the operational services base.
MT246	Buffer Zone of the Umutina Indigenous Land	Total Area of the EPA 60 km approximately	Terrestrial	Road

All of our operational units are owned by the public authorities, managed by the company during the concession period.

Via Brasil BR163

Wildlife Passage Program

In 2023, Via Brasil BR163’s Environment team implemented the Mitigation Program for Roadkill and Wildlife Crossings. In addition to recording traces such as footprints, droppings, and hairs, permanent monitoring cameras were positioned in 20 different locations at the crossings under the road. These passages serve as corridors, ensuring habitat connectivity and facilitating the safe crossing of animals. The motion-activated cameras remain operational 24 hours a day, every day of the year. Between November and December 2023, the program captured images of 372 animals using the wildlife crossings on the stretch under concession, in Pará. Based on the data collected, the Concessionaire can develop strategies to reduce incidents involving animals on the road, contributing to the preservation of biodiversity and strengthening the safety of our users.

Animal rescue, recovery, and release

Via Brasil BR163 is committed to preserving wildlife on the road. Injured animals found along the route receive specialized veterinary care and, after recovery, are reintegrated to their natural habitat.

One example is the tapir “Pantera”, rescued after being run over by a car. After two months of veterinary care, the 180-kilo mammal was rehabilitated and released into its natural habitat. During this period, “Pantera” consumed 500 kilos of fruit, 60 kilos of feed, and 2,700 embaúba leaves, in addition to receiving treatments and physiotherapy. The release procedure, which lasted more than 24 hours and had the support of the Brazilian Air Force, took place close to the Brigadeiro Velloso test field, in Garantã do Norte (MT), a region suitable for survival and reproduction, with around 22 thousand km² with food resources and water courses.



Watch the video 



Environmental commitment and sustainable engagement in the conservation of reserves

The Via Brasil BR163 concessionaire has stood out for its commitment to environmental preservation and sustainable development in the regions where it operates. A concrete example of this engagement is the invitation received by the Chico Mendes Institute for Biodiversity Conservation (ICMBIO - *Instituto Chico Mendes de Conservação da Biodiversidade*) to join the Advisory Councils of the Jamanxim National Park and the Nascentes da Serra do Cachimbo Biological Reserve. Both protected areas are within the road’s influence zone, making participation in the Councils a crucial tool for discussion, negotiation, and management of these reserves. Through these bodies, environmental, social, economic, cultural, and political issues are addressed collaboratively, demonstrating the concessionaire’s commitment to biodiversity conservation and harmonious development of local communities.

Energy management

GRI 3-3 GRI 302-4

Public lighting

In the municipalities where we manage public lighting, we prioritize the modernization of the system to maximize its efficiency. Since the start of the contracts, more than 290,000 sodium vapor and metal vapor lamps have been replaced with LED technology. Thanks to this technology, which significantly increases energy efficiency, we have achieved reductions of between 55% and 65% in energy consumption in these municipalities, even with a significant expansion of the systems. This change has generated positive environmental and economic impacts for the community.

Percent reduction in energy consumption with LED technology*

Teresina Luz	68%
Luz de Belém	63%
Caraguá Luz	55%
Alegrete Participações	64%
Mauá Luz	65%

*Accumulated values since the beginning of the concession contract.

Energy consumption in Public Lighting (kWh)

	2022	2023
Luz de Belém	-	93,829,945
Caraguá Luz	8,885,040	7,428,172
Alegrete Participações	7,166,389	7,179,313
Mauá Luz	-	6,852,069
Total Consumption	20,764,177	115,289,499

Total Consumption GRI 3-3 GRI 302-1

Conasa's investments have studied the search for more sustainable alternatives for purchasing energy on the free market. In the road segment, the companies Via Brasil MT100, MT246, and MT320 invested in 2023 in the installation of photovoltaic systems for energy production, which will be operational from 2024.

In the sanitation segment, there was a significant increase in consumption with the entry into operation of Águas do Sertão and an increase in the load of Activated Sludge at the Águas de Itapema sewage treatment station. Likewise, the full operation of Via Brasil BR163 led to a strong increase in total consumption in the road segment.

Total energy consumption within the organization (kWh)

GRI 302-1	2022	2023
Holding	*	105,165
Sanitation	8,828,103	26,631,179
Energy	126,558	94,448
Toll Roads	813,597	2,017,561
Total consumption	9,768,258	28,848,354

* Data not available

Energy intensity rate in water and sewage treatment

	2022	2023	
Sanitation kWh/m ³	Águas de Itapema (Water)	0.30	0.32
	Águas de Itapema (sewage)	0.49	0.70
	Águas do Sertão	-	-
	Sanesalto (sewage)	0.53	0.58
	Sanetrat (effluents)	0.30	0.17

Solid waste

GRI 3-3

Conasa Group companies comply with solid waste management guidelines standardized by instruction, monitoring, and measurement documents under the ISO 9001 quality management and ISO 14001 integrated management systems. The local teams responsible for waste management are monitored by the Holding's EHS (Environment, Health, and Safety) Corporate Management area, which rigorously ensures compliance with the regulations adopted by environmental bodies.

Sanitation

The main impact on solid waste disposal by sanitation companies comes from the generation of residual sludge from effluent treatment. In our companies, the sludge is processed and dewatered within the unit itself and sent to an environmentally correct and duly licensed destination. In Itapema, the more solid waste obtained after processing is sent to an organic fertilizer partner industry for composting and reinsertion into the production chain.

FEC Consortium

Due to the presence of informal domestic sewage, the Jaguaré stream contains waste classified as Class IIA. This requires meticulous care with the sludge generated, which is dewatered to 22% solids and sent to a specific landfill, as well as the coarse material from the gratings. An environmental plan monitors the production of sludge after dewatering, mitigating the introduction of invasive species, peSTP, and pathogens. Strict measures prevent the proliferation of larvae and ensure odor-free sludge removal. The oxidation of organic matter reduces BOD levels, reducing microorganisms and harmful species in the water.

Sanesalto | reuse of water cut-off seals

In August 2023, the company began using water cut-off seals, generally made of resistant materials such as plastic or metal, to make ecological plates. These plates are used in the production of furniture, such as cupboards and cabinets, offering a sustainable alternative to conventional materials. Since then, the project has recycled 317 kg of materials, contributing to the circular economy and reducing waste.



Energy

The waste generated by public lighting operations largely consists of ferrous, aluminum, or copper scrap. Endowed with commercial value, such materials generate revenue from sales to recycling and reuse companies. In 2023, all waste resulting from replacements with LED luminaires was sent for recycling (aluminum, ballast, relays, cables, and electrical wires).

Non-recyclable materials, such as light bulbs, are collected by certified specialized companies and subjected to the decontamination process before their environmentally correct final disposal. Conasa continually implements process improvements by developing specific procedures for handling, storing, and properly disposing of the waste generated.

Roads

Employees at Via Brasil concessionaires receive constant training to improve the proper segregation of waste and emphasize the importance of reducing waste generation. As part of these efforts, the company has implemented the use of glass cups for drinking water and coffee as an alternative to reducing the use of plastic cups.

A duly licensed company is responsible for collecting the waste generated at the toll plazas at the Operational Services Base and on the road, ensuring that it is properly disposed of according to its classification. With the exception of BR163, which is currently being structured, all the companies in the segment are ISO 14001 certified, which guarantees correct waste management, from generation to final disposal.

Recycling taken seriously on Via Brasil BR163

Selective Collection Project at Via Brasil BR163 service fronts

To raise awareness among employees in a playful way about the correct separation of waste, we distributed 500 holders in the utility's offices, bases, and plazas. Each holder can be given a green or red label. In this way, the cleaning team signals those employees who are separating waste correctly (green label) and those who are not (red label).

Zero disposable cups action

The UN's theme for World Environment Day, celebrated on June 5, 2023, was "Solutions to plastic pollution". The concessionaire's Environment team therefore proposed replacing disposable cups with reusable silicone cups at its service fronts. A total of 1,200 cups were made and delivered to all construction sites, operational service bases, and toll plazas. More than 50,000 disposable cups were no longer used, reducing waste generation and saving financial resources on the purchase of disposable cups.



Waste Generated (t) GRI 306-3

Material	Origin	Destination	2022	2023
HOLDING				
Recyclables	Human activity	Recycling	*	0.25
Rejects	Human activity	Municipal landfill	*	0.70
SANITATION				
Recyclables	Human activity	Municipal Landfill / Recycling	31.53	26.86
Rejects	Human activity	Municipal landfill	6.14	153.56
Organic	Human activity	Municipal landfill	21.71	25.72
Sludge	Sewage treatment	Composting/ Landfill	6,020.92	5,037.93
Fat	Sewage treatment	Class II Industrial Landfill	48.60	42.00
Sand	Sewage treatment	Class II Industrial Landfill	469.08	264.62
Construction Waste	Construction work	Class II Industrial Landfill	30.00	-
Oily sludge	Sewage treatment	Re-refining	20.29	44.18
Hazardous/contaminated waste	Sewage treatment / Operational activities	Co-processing / Class I Industrial Landfill	0.24	563.72
Lamp	Administrative/operational activities	Recycling	0.00017	0.00017
ENERGY				
Recyclables	Human activity	Recycling	207.35	80.26
Rejects	Human activity	Municipal landfill	4.46	
Organic	Human activity	Municipal landfill		5.96
Hazardous/contaminated waste	Operational activities	Class I Industrial Landfill	1.97	4.89
Light bulb	Public lighting	Recycling	4.53	4.89
Electronic	Operational activities	Recycling	58.58	1.40
ROADS				
Recyclables	Human activity	Recycling	5.49	2.86
Rejects	Human activity	Municipal landfill	142.58	135.33
Sludge	Human activity	Class I Industrial Landfill		9.80
Hazardous/contaminated waste	Operational activities	Incineration / Class I Industrial Landfill	7,258.91	183.26
Tire	Operational activities / roads	Co-processing	85.05	130.84
Lamp	Administrative/operational activities	Recycling	0.01	
Construction Waste	Construction work	Class II Industrial Landfill	36.20	356.60
Total waste generated			14,453.64	7,075.63

* Data not available

Waste not intended for final disposal (t) GRI 306-5

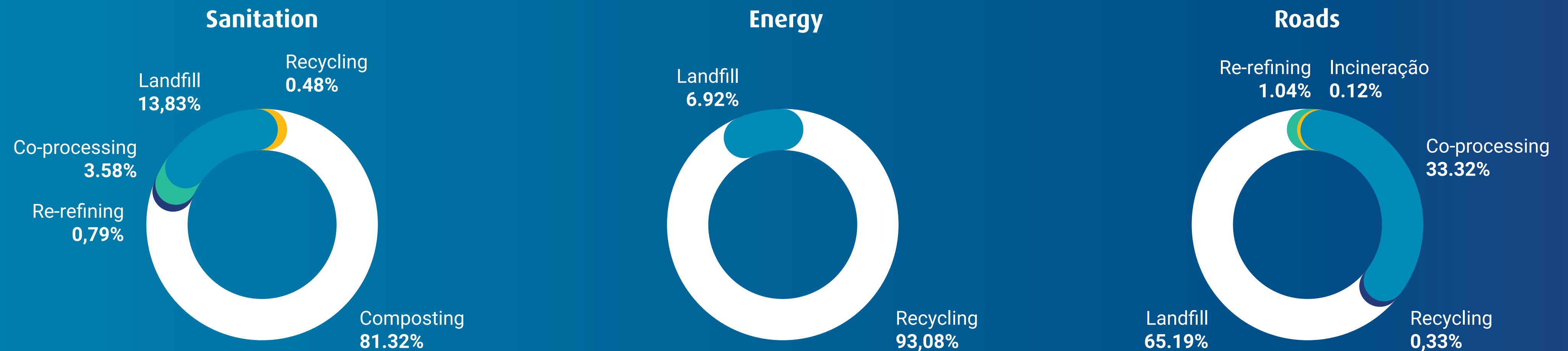
Sanitation		COMPOSITION	2022	2023
Hazardous	Incineration with energy recovery outside the organization (co-processing)	PPE, packaging, paint cans, solvents, tow	0.24	201.00
	Containment in a landfill outside the organization (Class I Industrial Landfill)	PPE, cans, sulfuric acid containers, contaminated test tubes, sludge, grease, sand, oil, laboratory waste	397.82	41.86
Non hazardous	Containment in a landfill outside the organization (Class II Industrial Landfill)	sludge	1,604.07	698.23
	Containment in a landfill outside the organization (Municipal Landfill)	waste and organic	27.85	35.37
Total Sanitation			2,029.98	976.46
Energy		COMPOSITION	2022	2023
Hazardous	Containment in a landfill outside the organization (Class I Industrial Landfill)	lubricating oil, oil-contaminated materials (tow, packaging, filters, sand, sawdust), other oily waste	4.98	
	Containment in a landfill outside the organization (Municipal Landfill)	organic	4.46	5.97
Non hazardous	Containment in a landfill outside the organization (Class II Industrial Landfill)	non-recyclable packaging	57.50	
	Containment in a landfill outside the organization (Municipal Landfill)	organic	4.46	5.97
Total Energy			66.94	5.97
Roads		COMPOSITION	2022	2023
Hazardous	Incineration without energy recovery outside the organization	hospital waste	2.75	1.04
	Containment in a landfill outside the organization (Class I Industrial Landfill)	rubble	7,244.04	0.96
Non hazardous	Incineration with energy recovery outside the organization (co-processing)	tires, rubber, tow	195.71	287.64
	Containment in a landfill outside the organization (Class II Industrial Landfill)	organic waste, rejects, non-recyclables, wood	44.05	561.80
Total Roads			7,486.56	851.44
TOTAL			9,584.65	1,833.87

* Class I waste is disposed of in specific sanitary landfills for the treatment of hazardous waste, with periodic verification of the environmental licensing of the companies that will receive, treat, and transport the waste for final disposal.

Resíduos não destinados à disposição final (t) GRI 306-4

Sanitation		COMPOSIÇÃO	2022	2023
Non hazardous	Recycling outside the organization	plastic, paper, cardboard, Styrofoam, PET bottles, soda cans	31.53	26.86
	Composting outside the organization	processed sludge	4,566.71	4,561.21
Hazardous	Re-refining outside the organization	oily effluent from the SS	20.29	44.18
Energy		COMPOSIÇÃO	2022	2023
Hazardous and non hazardous	Recycling outside the organization	glass, iron, copper, aluminum, mercury and other metals, light bulbs, reactors, air conditioning, plastic, paper, cardboard, packaging	208.77	80.26
		light bulbs (heavy metals)	0.90	4.86
		electronics (photoelectric relay)	0.28	
Roads		COMPOSIÇÃO	2022	2023
Non hazardous	Recycling outside the organization	plastic, paper, cardboard	5.49	2.87
Hazardous	Re-refining outside the organization	Used or contaminated engine, transmission, and lubricating oils		9.00
Total			4,833.97	4,729.24

Waste disposal 2023



MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

04 FINANCIAL PERFORMANCE

In 2023, the Company's revenues showed growth due to contracts initiated between 2021 and 2022, including the entry into commercial operation of Via Brasil BR163 and revenues generated by Águas do Sertão and Via Brasil MT246. 2023 is characterized as a bridge to 2024, when we will have a complete view of all operational projects.

To achieve such revenues, the Company made significant investments in concessions, which proved to be crucial. Assets linked to concessions increased from R\$2,418,907 in 2022 to R\$4,376,020 in 2023.

In addition, the company and its investees were successful in raising funds by issuing debentures and financing to boost our projects, which resulted in an increase in liabilities in the year.

Additionally, to improve the capital structure and reduce short-term leverage, shareholders opted for a capital increase in Conasa. During the 2023 fiscal year, the Company received R\$508,000 in contributions.

Revenues

Net revenue showed a significant growth of 70%, ending 2023 at R\$1,962,428 compared to R\$1,154,104 in 2022. This substantial increase in revenue is evident in all operating segments, driven by investments made in concession assets.

In sanitation, the organic growth of Águas de Itapema and the first year of full revenue of the Águas do Sertão investee were mainly responsible for the increase in revenue in 2023.

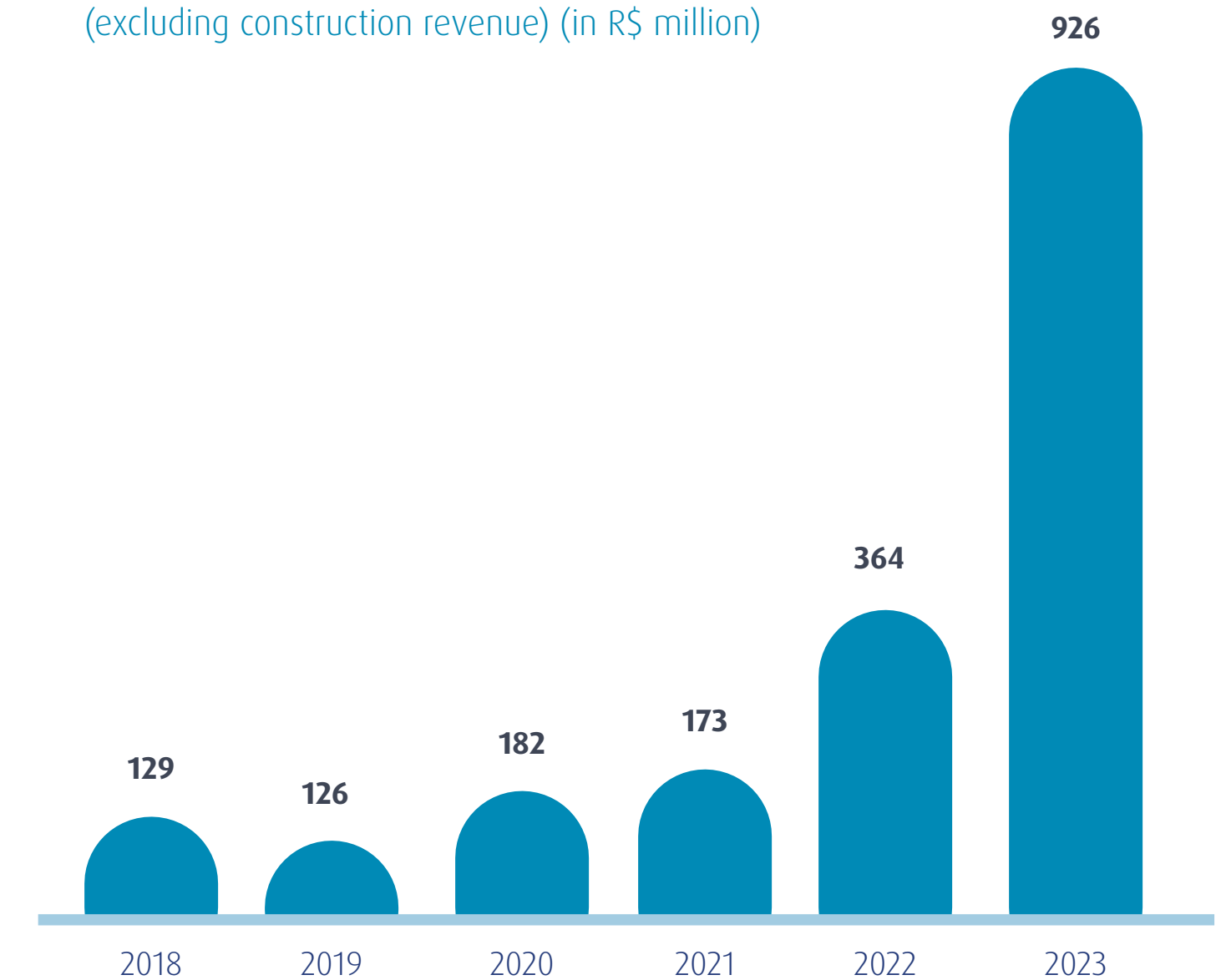
In the road segment, the MT246 investee completed its first year of full revenue in the concession, while Via Brasil BR163 began its collection operations in February 2023.

In the energy segment, the first full year of revenue for the Luz de Belém investee was the main driver of revenue growth in this sector.



Net Revenue

(excluding construction revenue) (in R\$ million)



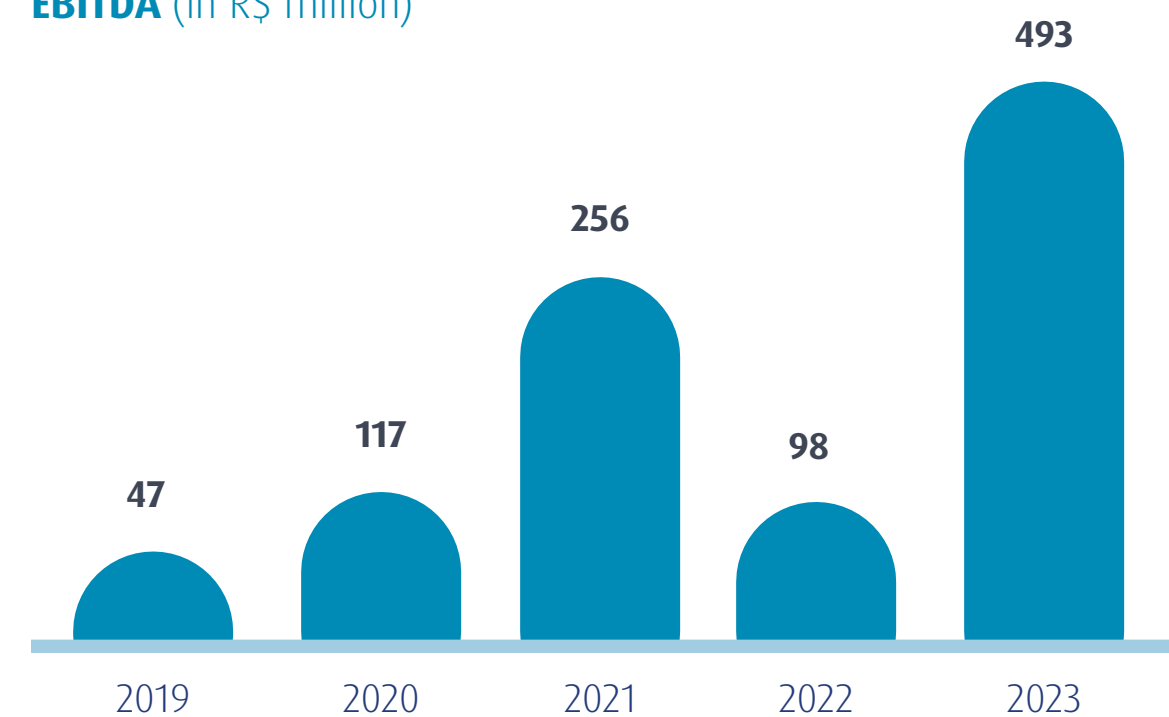
Costs and expenses

Costs and expenses increased in line with the increase in assets managed by the Company, due to the consolidation of the results of the Águas do Sertão and Via Brasil BR163 investees, reflected in the increase in revenues.

EBITDA

The 2023 result reflects a significant evolution in the Company's EBITDA, driven by the entry into operation of projects that had impacted the 2022 results, due to partial revenue or operations without revenue. The totality of projects in full commercial operation in 2024 tends to consolidate the evolution and growth of EBITDA.

EBITDA (in R\$ million)



Net income

The net income for the 2023 financial year ended with a loss of (R\$202,531), compared to the loss of (R\$92,915) recorded in 2022.

In addition to the variations in EBITDA, the increase in liabilities associated with investments in concessions resulted in a significant increase in financial expenses, taking the financial result from -R\$83,662 to -R\$413,230.

Liabilities

The Company's short-term consolidated liability structure is concentrated in the Parent Company, with resources raised for investments in new concessions and acquisitions.

Long-term financing was structured in the operating companies for investments in the concessionaires' works, mainly through the relevant issues via debentures between 2019 and 2023.

In line with long-term planning, the Águas do Sertão investee issued R\$1,100,000 in debentures on February 15, 2024, lengthening the liability profile after the end of the year. This measure was taken with a view to repaying the bridge loan that would mature in August 2024.

In this way, the investees' operating cash flows will be sufficient to pay their obligations, demonstrating the company's strategic financial planning.

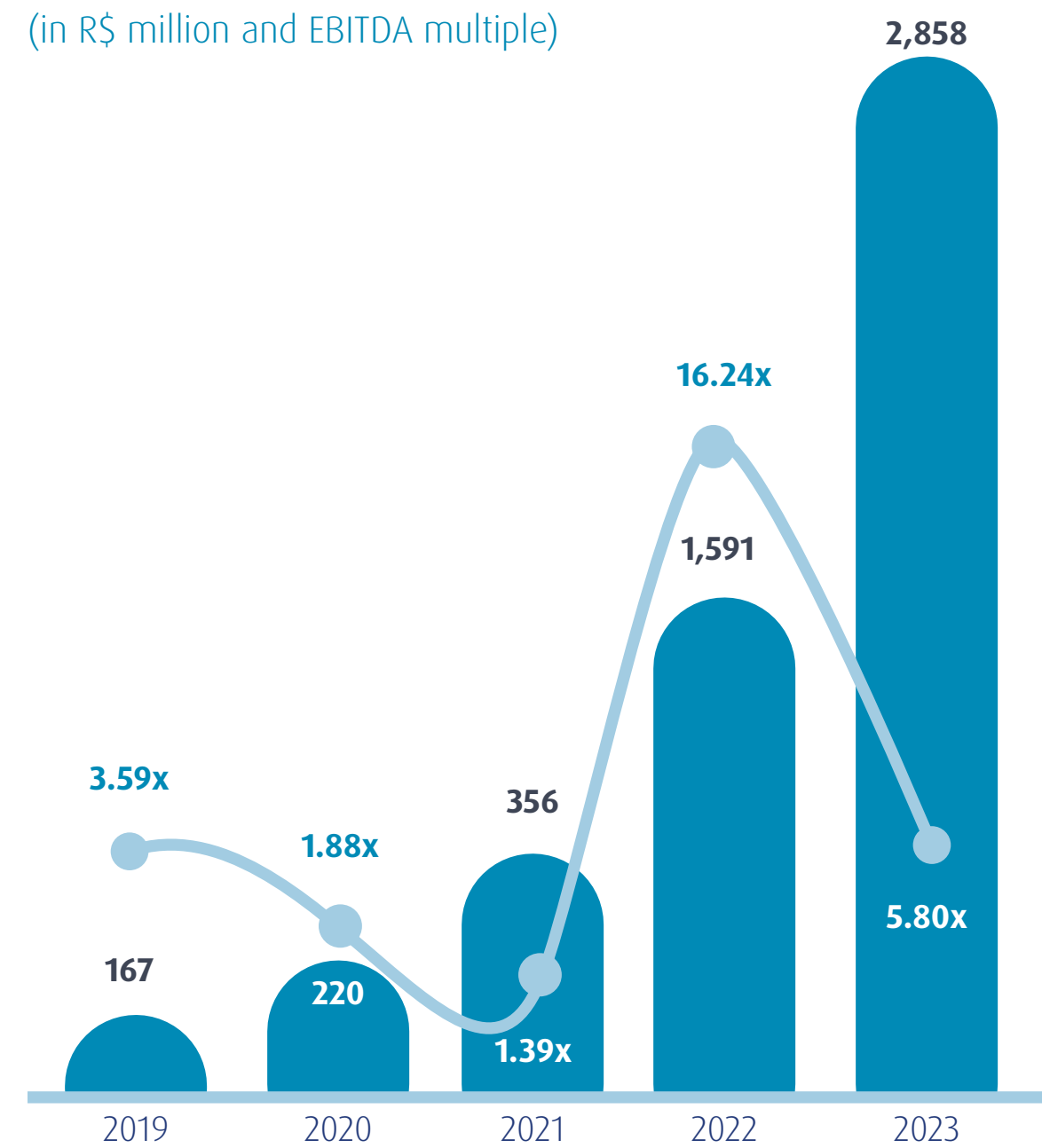
Net debt/EBITDA

EBITDA compared to the company's Net Debt is a financial metric used to assess the company's ability to generate cash to meet its financial obligations.

The evolution of the consolidated indicator shows an improvement in the debt payment capacity, reflecting the significant evolution of the company's EBITDA in 2023, despite the increase in debt, as a result of structured issues to extend the debt payment period.

Net Debt and Debt/EBITDA

(in R\$ million and EBITDA multiple)

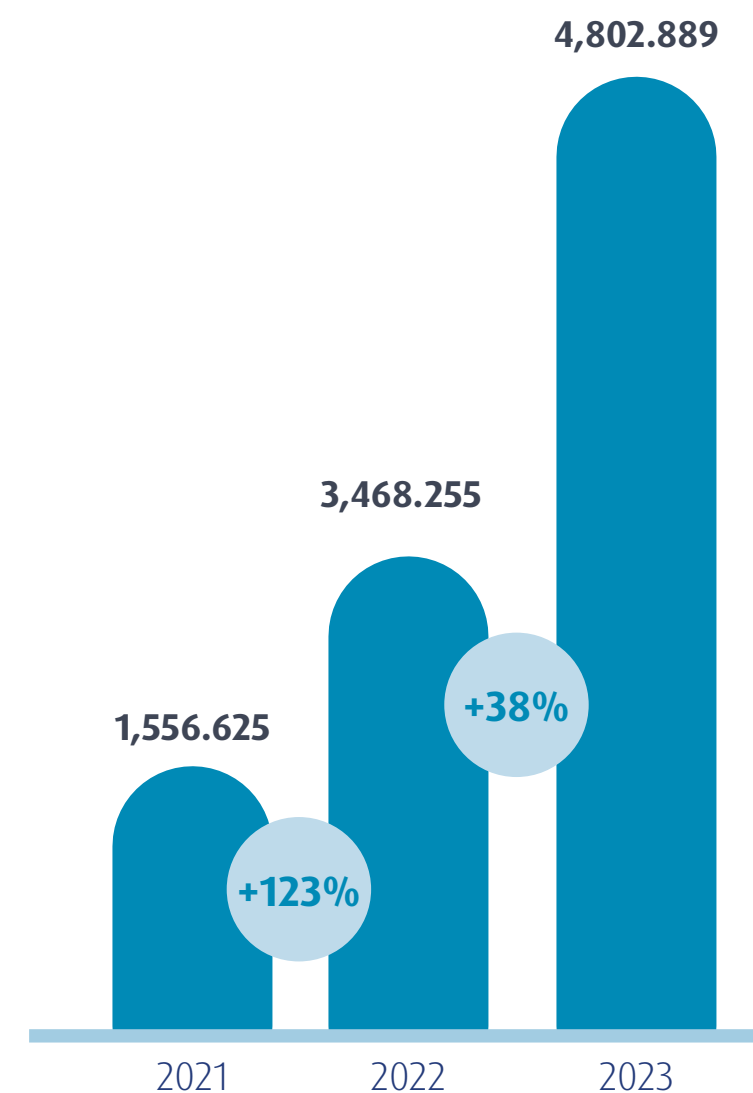


Assets

The Company's relevant assets are concentrated in investments destined for operational projects, especially intangible assets linked to concessions and contract assets linked to PPPs. Intangible and contract assets concentrate all the investments that will be reverted to the granting authorities at the end of each concession period.

The Company's total assets in 2023 amounted to R\$4,802,889 compared to R\$3,468,255 in 2022, reflecting the high investment made in concessions.

Assets (in R\$ million)



Combined financial information

	2023	HOLDING	BASIC SANITATION	PUBLIC LIGHTING	SERVICES	ROADS	INTERCOMPANY*	CONSOLIDATED
ASSETS	Cash and cash equivalents	8,157	17,787	10,684	1,513	127,514	-	165,655
	Accounts Receivable	3,600	48,681	19,899	764	22,324	7,925	87,345
	Concession contract assets	-	484,476	152,400	-	-	(9,945)	646,821
	Stocks	-	1,879	8,677	-	-	-	10,555
	Advances	2,111	10,294	4,209	1,498	7,949	6,008	20,053
	Related parts	12,433	6,360	13,720	3,218	1,935	16,633	21,034
	Real estate securities	7,986	14,192	-	-	40,681	7,236	55,622
	Other assets	62,651	7,101	5,610	-	12,289	21,045	66,605
	Investments / Operating assets	1,344,490	1,453,157	50,945	6,803	1,787,105	913,301	3,729,199
	TOTAL ASSETS	1,441,429	2,043,926	266,144	13,796	1,999,797	962,203	4,802,889
LIABILITIES AND SHAREHOLDERS' EQUITY	Suppliers	2,495	50,659	27,931	312	142,462	7,922	215,938
	Loans, financing, and leasing	409,556	1,266,149	49,463	2,068	1,359,080	7,237	3,079,078
	Tax charges	358	9,334	3,855	479	32,637	-	46,663
	Taxes and contributions paid in installments	482	13,853	20,940	-	7,613	-	42,888
	Related parts	8,184	25,538	5,655	-	-	36,849	2,527
	Other liabilities	29,258	100,958	37,826	927	35,307	-15,098	219,375
	Net equity	991,095	577,435	120,474	10,010	422,698	925,294	1,196,419
	TOTAL LIABILITIES	1,441,429	2,043,926	266,144	13,796	1,999,797	962,203	4,802,889
	CONASA'S PARTICIPATION	1,441,429	2,041,869	153,309	13,796	1,715,673		4,403,872
		2023	HOLDING	BASIC SANITATION	PUBLIC LIGHTING	SERVICES	ROADS	INTERCOMPANY*
Gross operating revenue	3,806	368,674	152,329	15,651	1,510,726	7,649	2,043,536	
Income taxes	(442)	(20,879)	(10,554)	(1,524)	(47,708)	-	(81,108)	
NET OPERATING REVENUE	3,363	347,795	141,775	14,126	1,463,017	7,649	1,962,428	
Operating costs	(3,623)	(234,261)	(89,494)	(4,735)	(1,308,594)	(3,592)	(1,637,114)	
GROSS PROFIT	(259)	113,534	52,281	9,391	154,423	4,057	325,314	
General, administrative, and commercial expenses	67,370	(69,475)	(38,956)	(3,480)	(57,198)	(383)	(101,356)	
Equity	(188,106)	(475)	(0)	-	-	(206,987)	18,406	
Financial Results	(87,123)	(147,807)	(14,779)	(278)	(163,242)	-	(413,230)	
Income Tax and Social Contribution	-	(21,750)	(6,954)	(1,775)	(1,276)	(91)	(31,664)	
NET INCOME	(208,118)	(125,973)	(8,408)	3,857	(67,293)	(203,403)	(202,531)	

MESSAGE FROM THE PRESIDENT

OUR BUSINESS

PEOPLE

THE FUTURE

FINANCIAL PERFORMANCE

GRI SUMMARY

GRI SUMMARY

GRI Summary

Statement of use	Conasa Infraestrutura S.A. has reported in accordance with the GRI Standards for the period from January 1, 2023 to December 31, 2023.
GRI 1	GRI 1: Foundation 2021

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	ANSWER	OMISSION	
				REASON	EXPLANATION
General Content					
GRI 2: General Disclosures 2021	1. The organization and its reporting practices				
	2-1 Organizational details	12, 20			
	2-2 Entities included in the organization's sustainability reporting	13	Entities included in this Sustainability Report: Conasa Infraestrutura (holding); Companhia Águas de Itapema; Sanesalto; Sanema; Consórcio FEC (Conasa, Etesco, Fast); Águas do Sertão; Sanetrat; Via Brasil MT100; Via Brasil MT320; Via Brasil MT246; Via Brasil BR163; Urbeluz; Alegrete; Caraguá Luz; Luz de Belém; Mauá Luz; Teresina Luz*. Conasa's Consolidated Financial Statements do not include Teresina Luz and Mauá Luz as they are not controlled companies. However, the Consolidated Financial Statements include five companies not included in the report: Águas de Santo Antônio, Sanesul, ASB, Consórcio Caraguá, Marabá Luz. The approach used does not consider Conasa's percentage of participation in the companies. For companies not controlled by CONASA (FEC Consortium, Teresina Luz, and Mauá Luz) this report partially covers the material themes addressed.		
	2-3 Reporting period, frequency and contact point		This report is an annual publication. This edition refers to the period from January 1st to December 31st, 2023, the same period covered by the company's Financial Report. Questions and suggestions can be sent to the email ri@conasa.com .		
	2-4 Restatements of information		There is not.		
	2-5 External assurance		This report has not been subject to independent external verification.		
	2. Activities and workers				
	2-6 Activities, value chain and other business relationships	11 a 13 17 a 19	Significant changes to operations: Conasa transferred its stake in the company Teresina Luz to the other shareholders in December 2023; Generate Capital became the majority shareholder with a 60% financial stake and 44% control of the company.		
	2-7 Employees	39, 40	Conasa transferred its stake in the company Teresina Luz to the other shareholders in December 2023;		
	2-8 Workers who are not employees	39			

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	ANSWER	OMISSION	
				REASON	EXPLANATION
GRI 2: General Disclosures 2021	3. Governance				
	2-9 Governance structure and composition	20 to 23			
	2-10 Nomination and selection of the highest governance body	22	Advisors are appointed for a two-year term, according to criteria of time availability to carry out their duties, diversity of knowledge, experiences, behaviors, cultural aspects, age group, and gender.		
	2-11 Chair of the highest governance body	23			
	2-12 Role of the highest governance body in overseeing the management of impacts	22	As provided for in its regiment, the Administrative Board monitors the impacts resulting from the company's activities on a monthly basis, defines the creation, and monitors the activities of committees, whose composition must include the participation of at least one advisor. In quarterly meetings, the Board monitors and evaluates processes related to compliance, environment, occupational health and safety, and social impact, as well as the risks inherent to such issues.		
	2-13 Delegation of responsibility for managing impacts	32, 57 to 59	Decisions relating to economic, environmental, and social topics are taken by the Board, which monitors the main economic and operational performance indicators, as well as socio-environmental indicators, with support from the committees.		
	2-14 Role of the highest governance body in sustainability reporting		Conasa's executive board is responsible for analyzing and approving the information reported in the Sustainability Report, including the material themes. The process included approval of the materiality analysis, definition of content, and information published in the report. The administrative board is aware of and monitors the entire process.		
	2-15 Conflicts of interest	24			
	2-16 Communication of critical concerns		Crucial concerns are presented to the board quarterly and annually or extraordinarily depending on severity and urgency. The committee holds monthly meetings to discuss reports, investigations, and improvements. The Executive Board is informed through specific meetings and more comprehensive reports on a quarterly and annual basis.		
	2-17 Collective knowledge of the highest governance body		In 2023, as part of the ESG program's positive agenda, lectures were given to all directors, leaders, and advisors.		
	2-18 Evaluation of the performance of the highest governance body		The administrative board establishes performance targets for the CEO and other executive directors at the beginning of the year and periodically carries out the formal evaluation of these professionals. There is no formal process for evaluating the performance of board members.		
	2-19 Remuneration policies		The annual remuneration of the board and directors is determined at an ordinary general meeting remuneration, in accordance with values compatible with the market plus annual variable remuneration.		
	2-20 Process to determine remuneration				
	2-21 Annual total compensation ratio			Confidentiality restrictions	The information is considered strategic and restricted by the Conasa Group.

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	ANSWER	OMISSION	
				REASON	EXPLANATION
GRI 2: General Disclosures 2021	4. Strategy, policies and practices				
	2-22 Statement on sustainable development strategy	3			
	2-23 Policy commitments	25			
	2-24 Embedding policy commitments	30, 31 35			
	2-25 Processes to remediate negative impacts		Negative impacts are assessed on a case-by-case basis by the Executive Board, which defines the remediation measures to be taken and submits them for approval by the Administrative Board. Environmental impacts are assessed by the Environmental Manager, who proposes remedial action and submits it for approval by the Executive and Administrative Boards.		
	2-26 Mechanisms for seeking advice and raising concerns	31			
	2-27 Compliance with laws and regulations		No significant cases of non-compliance with laws and regulations were recorded during the reporting period		
	2-28 Membership associations		Conasa is currently represented in the following sectoral associations: Brazilian Association of Private Public Lighting Concessionaires (ABCIP - Associação Brasileira das Concessionárias Privadas de Iluminação Pública) - (Caraguá Luz) Brazilian Association of Roads Concessionaires (ABCR - Associação Brasileira de Concessionárias de Rodovias) - (Via Brasil BR163) Sanitation Board of the Association of Municipalities of Foz do Rio Itajaí (AMFRI) - (CAI)		
	5. Stakeholder engagement				
	2-29 Approach to stakeholder engagement	27	Conasa values transparency in its relationships with its stakeholders and maintains specific communication and dialogue channels, such as: • Group and units website https://www.conasa.com/ • Customer Service Center 0800 0065 055 • Contact us channel 043 3025 3636 faleconosco@conasa.com • Ethics and Conduct Channel 0800-602-6911 https://contatoseguro.com.br/conasa • Digital communication of information to the user about the operation of the system (24h commercial IAC) • IR website (information for shareholders, investors, and financial institutions) https://ri.conasa.com • Contractual reports to the granting authority • Communications and visits to authorities in the municipalities where the company operates to maintain an open channel of dialogue • Customer satisfaction surveys • Dialogue with indigenous communities (Via Brasil BR163) via community representations and Funai • Collective bargaining agreements		
	2-30 Collective bargaining agreements		Conasa Group companies adopt a standard individual agreement for all employees, which establishes a base date, salary adjustments, rights, and duties of employees, functioning as an extension of the contract. With the exception of Teresina Luz and Mauá Luz (5.3% of employees), which have union ties and follow collectively negotiated agreements. The companies Águas de Itapema and Águas do Sertão (24.6% of employees) are currently in the process of signing collective bargaining agreements, establishing working conditions together with employees and the unions of the respective categories.		

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	ANSWER	OMISSION	
				REASON	EXPLANATION
Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	27			
	3-2 List of material topics	27, 28			
Local development Access to essential services					
GRI 3: Material Topics 2021	3-3 Management of material topics	37, 47 50, 51			
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	47 a 49			
	203-2 Significant indirect economic impacts	47, 48			
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	51 to 54			
Ethics, transparency, and anti-corruption					
GRI 3: Material Topics 2021	3-3 Management of material topics	29			
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	33, 34			
	205-2 Communication and training about anti-corruption policies and procedures	35			
	205-3 Confirmed incidents of corruption and actions taken		No cases of corruption were registered in 2022.		
GRI 415: Public Policy 2016	415-1 Political contributions		The Conasa Group does not make financial or other political contributions.		
Energy management - energy matrix, efficiency					
GRI 3: Material Topics 2021	3-3 Management of material topics	57 to 59, 67			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	67			
	302-4 Reduction of energy consumption	67			
Water security and conservation of ecosystems in the regions where it operates Quality of the drinking water distributed					
GRI 3: Material Topics 2021	3-3 Management of material topics	57 to 61 64, 66			
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	60, 61			
	303-3 Water withdrawal	60			
	303-5 Water consumption	62			
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	64, 65			
	304-2 Significant impacts of activities, products and services on biodiversity	58, 59 64			

GRI STANDARD / OTHER SOURCE	DISCLOSURE	LOCATION	ANSWER	OMISSION	
				REASON	EXPLANATION
Effluent quality management					
GRI 3: Material Topics 2021	3-3 Management of material topics	57 to 59 62, 63			
GRI 303: Water and Effluents 2018	303-2 Management of water discharge-related impacts	62	The parameters adopted for the quality of effluent disposal respond to current legislation: CONAMA Resolution 430/2011, CONAMA Resolution 357/2005, State Law No. 14,675/2009 SC, CONSEMA Resolution No. 182, State Decree No. 8,468/76 SP, and to the concession contracts.		
	303-4 Water discharge	62, 63			
Waste management and reuse					
GRI 3: Material Topics 2021	3-3 Management of material topics	57 to 59 68, 69			
GRI 306: Waste 2020	306-3 Waste generated	70			
	306-4 Waste diverted from disposal	72			
	306-5 Waste directed to disposal	71			
Occupational safety, promotion of physical and mental health and well-being of employees					
GRI 3: Material Topics 2021	3-3 Management of material topics	41 to 44			
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	41 to 44			
	403-6 Promotion of worker health	43			
	403-9 Work-related injuries	45, 46			
	403-10 Work-related ill health	46			
Professional development of employees					
GRI 3: Material Topics 2021	3-3 Management of material topics	37, 38			
	404-1 Average hours of training per year per employee	39			
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	38	The company does not offer career transition assistance in the event of retirement or termination of employment.		
	404-3 Percentage of employees receiving regular performance and career development reviews	38			
Service quality and user satisfaction					
GRI 3: Material Topics 2021	3-3 Management of material topics	55			

