

**SOCIO-ENVIRONMENTAL REPORT  
2023**



# Letter from the President

It is an honor to invite you to read this First Socio-Environmental Report of Aegea Sanitation and Aegea Institute, focused exclusively on presenting the results of our social and environmental actions and projects to all our partners, customers and other interested parties.

The data and testimonies reported here cover the period from January 1 to December 31, 2023 and reflect the positive impacts that our services generate in the lives of our customers and partners. Our goal goes beyond taking sanitation to Brazilian homes; it is to build a legacy of prosperity and contribution to the development of the territories served, changing the reality of these municipalities and of people.

We are a Brazilian company, present in the market for 14 years and in recent years we have had exponential growth. From 2021 to 2023 we grew by more than 300%, and we are present in more than 500 cities, serving around 31 million people.

We know that our results go beyond numbers, each person served has a story! Our commitment is that these stories have a positive impact not only through our services, but going further, by generating income, promoting health, improving education provision and supporting the protection of a healthy environment, ensuring an improvement in the quality of life of the populations served by the Group's companies. Data of 2021 by the National System of Information on Sanitation shows that 44.2% of the population do not have access to sewage collection and 15.8% do not receive clean and treated water and therefore they are faced with systemic inequalities arising from the lack of basic sanitation. Our goal is to change this scenario!

We made a public commitment to contribute to the universalization of sanitation and, by 2033, to promote access to drinking water for 99% of the population in our area of operation and to promote access to adequate sanitation for 90% of the population in our area of operation.

Aiming to further enhance our contribution to socio-environmental development, we have become one of the ambassador companies for the +Water Movement of the Water Action Platform and the 100% Transparency Movement of the Anti-Corruption Action Platform, both of which are part of the UN Global Compact in Brazil. Also concerning our action in the Global Compact, we are present in 5 of the 6 platforms of the Brazil Network. In addition, we play a leading role as coordinators of the Action Platform for Water and the Ocean and on the Advisory Board of the +Water Movement. Our aim is to share experiences of innovation and sustainability with the other signatory companies of the Global Compact, mobilizing partnerships to advance the SDGs (Sustainable Development Goals) in the territories where we operate and in the business sector. We believe that through partnership, Brazil will be able to advance more quickly and effectively in the process of universalizing sanitation and reducing the inequalities that plague our country.

We also work in collaboration with companies that share the same values, especially social responsibility. We establish partnerships that encourage projects that contribute to improving the quality of life of the audiences served, after all, people are at the center of our actions.

An example of these partnerships is the Escola Saneada (Sanitized School) Program, which aims to bring basic sanitation, drinking water, sewage collection and treatment for schools in urban and rural areas in the regions where we operate. The first projects were carried out in partnership with the Carlos Roberto Hansen Institute (ICRH), Tigre's social arm, and in order to further expand the results of the Program, we are moving forward in 2024 in partnership with Unicef.



In the environmental sphere, our partnership with WWF–Brazil stands out, with projects focused on education and environmental preservation. In 2023 we supported the Restore Nature initiative, a school Olympiad for the environment. Furthermore, we also started a strategic partnership aimed at the restoration and expansion of water resilience and soil conservation of priority river basins in the region known as Cabeceiras do Pantanal, which encompasses part of the states of Mato Grosso and Mato Grosso do Sul.

Institutionally, we have carried out a variety of actions that contribute to the socio-environmental development of municipalities, based on the pillars of the Human Development Index (IDM–M): education, longevity and income, as well as racial and gender equity. Such as the Prospera (Thriving) projects, which offered dozens of services for the populations served by the group, an initiative that brought together volunteering and social responsibility, and the Pioneiros (Pioneers) project, which encourages young people to develop projects in an environment of operational and social innovation, where they can propose ideas for both the concessionaire and the community where they live, thus encouraging innovative thinking.

Throughout this report you will learn a little more about the results of our projects and actions and how we positively impact the lives of the populations served.

Happy reading, signed

**Édison Carlos**





# Summary

## 01. Opening

## 02. Presentation: AEGEA: part of the solution

### Water and sanitation: leaving no one behind

- People at the center

### Our projects

- Come with us
- Tarifa Social (Social Tariff)
- Tarifa 10 (Tariff 10)
- Afluentes (Affluents)
- Escola Saneada (Sanitized School)
- Pioneiros (Pioneers)
- Mãos e Obras (Hands and Works)
- Prospera (Thriving)
- Estação Fonte do Saber (Knowledge Source Station) (Manaus/ Teresina/ Cabo Frio)
- Saúde Nota 10 (Excellent Health)
- Corporate Volunteering Program
- Somos Divas na Luz do Candeeiro (We are Divas in the Light of the Lamp)

## 03. Taking care of the water, so it doesn't run out

- Loss Reduction
- Water resilience
- Partnership with CLIMATEMPO
- Living Forest
- Partnership with WWF - Clean Water For Everyone Project
- Interage (Interact) Program
- Sewage and care for the Environment and the people
- Araruama Lagoon
- Flamengo Beach
- Serra/ES and the New Legal Framework
- Keep an eye on the oil
- Sludge is not garbage
- Reverse logistics and waste inventory
- Electric Energy

## 04. Water is also culture and education

- Pillars: Education and Health
- Culture

## 05. Together we go further

- SP Ocean Week
- Group of Business Institutes and Foundations (GIFE)
- UN Water Conference
- SDGs in Brazil
- SDG Connection moves Ceará
- COP 28
- Movement +Water
- In Santa Catarina
- Aegea supports and participates in SDGs in Brazil and in New York

## 06. Recognition and Awards

## 07. Future



## OPENING:

# Without water, Earth would not exist *as we know it.*

It seems like a contradiction, but it is the truth. All living beings, including humans, and the planet, only exist because there is an abundance of water.

It was thanks to water, and from within the oceans, that life was born.

Water is present in people's bodies, in nature, in animals.

Water regulates the Earth's climate; it provides food; it quenches thirst; it is part of production processes. Water is an essential element in the culture of many peoples. Water inspires.

It is the most essential natural resource for life, occupying **70% of the Earth's surface**. It even makes us think that the name of the planet should be different. The fact, however, is that the water that people can consume and use for food production is far from all this abundance.

About 97% of the water on Earth is salty and is found in the oceans and seas. The remainder, 3%, is fresh water. The point is that much of the fresh water is frozen in glaciers (2%); another part is under the surface layer of the soil, another in the atmosphere and less than 1% of the water suitable for human beings is available in rivers and lakes on the planet.

There is little left. **And the little that is left is being polluted, misused and wasted.**

In 2010, the United Nations declared that access to clean water and basic sanitation is an essential, fundamental, and universal human right, indispensable for a life with dignity.

Having access to clean, good water is everyone's right.

Brazil is still far from being able to guarantee this right for its entire population.

The latest research from Instituto Trata Brasil shows that 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. Almost half of Brazilians, around 44%, do not have access to basic sanitation.**

And what can we do in the face of this scenario?

The right question is: **what are we already doing to change this scenario?**

You will find out in the next pages.







## Aegea: *part of the solution*

Aegea was born with its feet in the present and its eyes on the future. The origin of its name is inspired by the Latin word Egeo, which means impetuous, or one who moves forward. And, since 2010, the year of its creation, Aegea has lived up to its name.

The company is a leader in the private basic sanitation sector in Brazil. More than **31 million** people served, over **500 cities**, in **15 different states**. From north to south of the country, Aegea offers sanitation solutions with excellence.

But the company's commitment is even greater. Bringing clean water to Brazilians is just part of its purpose. Actively contributing to the development of local communities and improving people's lives is the true value we seek to achieve.

The state gives us a concession to operate. And we give back to society as a whole, but especially in the places where we operate, working seriously, with a development model focused on people, so that along with the arrival of clean water, there is also more impact on education, health and income generation.

After all, as the name suggests, basic sanitation is just the beginning. We envision and work to ensure that the communities served by Aegea, as well as the employees, can go beyond the basics and thrive. A dignified and full life for all people.

We know that our work depends on nature. It provides the water and ensures that the cycle always renews itself. Therefore, we are **committed to preserving and restoring the environment**.

Our legacy is to **transform communities, provide clean water and sewage while protecting nature**. So that the cycle of prosperity and development continues for generations to come. With abundant water, strengthened communities, a preserved environment and people with a future.




# Our numbers:

 Number of employees:  
**18,053**

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 Number of people served in 2023:  
**31.2 million**

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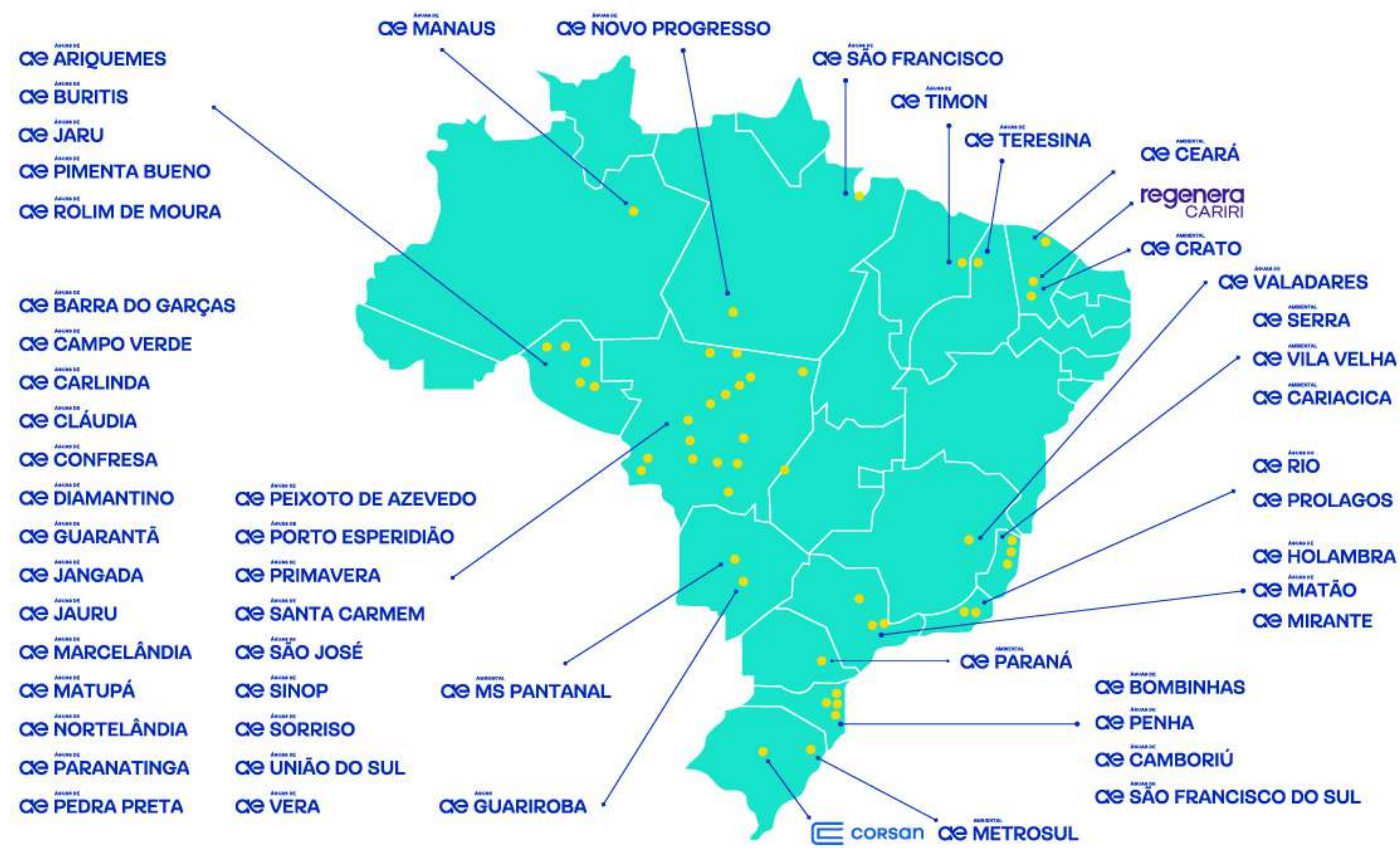
 Number of investments made in 2023:  
**R\$ 4.5 billion**  
(ecosystem)

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# Where we operate:





**Water and sanitation:**  
leaving *no one behind*





## Water and sanitation: *leaving no one behind*

Turning on the tap to wash dishes. Taking a shower. Flushing the toilet. All these actions seem trivial to those who have basic sanitation. Those who receive treated water and have sewage collection forget how much this means in all areas of our lives.

Currently in Brazil, **44.2%<sup>1</sup> of the population does not have access to sewage collection and 15.8% does not receive clean, treated water.** These are people who have to face the daily challenge of trying to get clean water for drinking and cooking; of bathing without a shower; of suffering from the strong smell of open sewage and the risk of waterborne diseases such as dengue, yellow fever, diarrhea and leptospirosis.

Access to water and sewage collection is a basic right, guaranteed in the Constitution. Data from the National Sanitation Information System (SNIS) shows that not having access to water is detrimental to health, education, the economy and property value. People without basic sanitation are those with lower incomes, fewer years of schooling, higher risks of diseases caused by contaminated water, and more unhealthy housing.

At Aegea, we know that in order to reach everyone in Brazil, we need a giant effort, the size of our country, so that people have access to the basics – turning on the tap, taking a shower, flushing the toilet – and can focus their efforts on thriving.

<sup>1</sup> Source: SNIS 2021



## People at the center

In 2015, the United Nations set 17 goals, together with the UN signatory countries, for the world to tackle the main challenges of sustainable development. These are the so-called **Sustainable Development Goals, or SDGs**. It is a call for countries, companies, organizations and people to commit to ending poverty, protecting the environment and the climate, ensuring access to water and food, health, education, peace, among other objectives.

The motto of the UN's so-called 2030 Agenda is **“leave no one behind”**. Aegea is doing its part to ensure that these goals are met. For the company, advancing universal access to drinking water and sanitation is only part of the commitment. In addition to expanding the infrastructure of networks and treatment plants, it is necessary to ensure that the most vulnerable and low-income families can afford this service.

Many concession contracts provide for a discount for families that meet certain criteria, the so-called Social Tariff. But Aegea wants to go beyond the Social Tariff. It wants to offer health inclusion to the low-income population through access to services and their benefits, such as reducing illnesses, reducing absences from work and school due to illnesses and enhancing the value of territories.





## Our projects





## Come With Us

To achieve the goal of leaving no one behind, Aegea, through its concessionaires, created the program “**Vem Com a Gente**” (Come With Us). It all started with a challenge: how to bring drinking water and sewage to overpopulated urban areas that face logistical challenges?

It started in Manaus, with the Águas de Manaus concessionaire, to serve families living on stilts, in alleys and rip-raps. The first issue to be resolved was to install “aerial networks” so that clean water could reach the houses on stilts. Before, the region was basically supplied by irregular connections, with pipes submerged in the polluted streams, which made it difficult to locate the leaks, especially during the flooding of the Rio Negro.

Direct contact with sewage, strong smell, risk of illness from contaminated water, irregular connections. To resolve all these issues, the utility company elevated the water pipes. That's right. The network of pipes is now elevated. This eliminated contamination of the streams and guaranteed the quality of the water for human consumption. The water meters were affixed to the walls of the stilts, at the height of the entrance to the houses.







## Come With Us

The sanitary inclusion of the families in these territories is the differential. The initiative has also led to an increase in the perception of value of the services provided, brand appreciation, reduction and control of water losses and a reduction in defaults. In 2023, the +Water program was launched, with the aim of expanding water coverage by regularizing supply, especially in vulnerable areas. Through the program, Águas de Manaus has made a commitment to accompany the city's vegetative growth, modernizing the system and bringing solutions to guarantee access to treated water for neighborhoods throughout the capital of Amazonas.

In the same year, **35,000 meters of water distribution network and 5,526 household connections** were built, helping approximately **22,000 people**, all of whom benefited from the Social Tariff. The program promotes the regularization of the water supply by identifying, during door-to-door visits, homes and regions that needed the services of the concessionaire and, due to difficulties in accessing the territory, did not yet have a connection to the supply network. Among the improvements implemented are innovative engineering solutions for network extensions to regions that did not have regular supply, negotiation of debts, regularization of connections, repair of leaks, special service for the audience served and registration for the Social Tariff.

Some of the benefits are not so obvious at first. **Access to drinking water reduces the risk of diseases transmitted by contaminated water** Consequently, it reduces the number of absences from school and work, the risk of dehydration, and it improves academic performance and fosters the creation of jobs.

But there is something more that has marked many families. Many households got for the first time a proof of residence. A document that not only confers dignity, but



## Come With Us

enables registration in other essential services, the opening of credit, job search, and registration for public examinations.

The in-depth study by the Trata Brasil Institute carried out in 2021 in Manaus – 'Trata Brasil in the Community: Assessment of the Benefits of Basic Sanitation in Socially Vulnerable Communities' – showed that 86% of the families surveyed indicated that their quality of life improved after the arrival of treated water.

And we replicate good things. "Come With Us" left Manaus directly for Rio de Janeiro. The program has served around 1.5 million properties in its two years of existence. Of the 145,000 new water connections made in the concession area of superintendence 4, more than 80% were carried out in the last quarter of 2023.

Given the topography of the city and the territorial configuration of the communities, the operational team even resorted to abseiling techniques and climbing equipment to work in the alleys and narrow streets of the favelas in Rio de Janeiro to ensure that residents had access to the regular water network.

## Testimonial:

“Working in the communities of Rio de Janeiro is unlike any other place. Because of the mountains and many vertical areas, in order to get to the repair site or to do some sanitation work, we have to abseil down. Before the arrival of Águas do Rio, the workers hung any which way, without any security. Nowadays everyone has training. We do training and qualification once a year. And whenever the team is on the street, the security technician arrives first. This work is very important. Sometimes there is a landslide and it affects the sewage and water network, so we have to work at height to rebuild the network. Or there is a repair to create a new network. The workers who are trained for this task feel very motivated, they know they are making a difference with this abseiling training.”

## Luiz Guilherme Bispo

Water Network Operations  
and Maintenance Coordinator  
at Águas do Rio.





## Social Tariff

As mentioned before, the concession contract provides for the Social Tariff, which is a federal government benefit offered by every basic sanitation company. Aegea wants to advance its policy of offering health inclusion to the low-income population through access to services and their benefits. And it links this commitment to financial results. The more families that sign up to the Social Tariff, the better for everyone.

In Campo Grande, Mato Grosso do Sul, resident Roseney Ferreira da Rosa noticed a significant change in the amount of the bill. Before she joined the program, her water bill was around BRL 170.00. Today she pays less than BRL 60.00. That is more than BRL100 a month that she can redirect to caring for her autistic son.

In Teresina, Piauí, in the Vila Magnólia neighborhood, Mrs. Valmira Silva had her life transformed with the arrival of the regularization of the water supply in her region. Before, she had to go several times a day to fetch water from a nearby lagoon for all her needs: bathing, cooking, using the bathroom. The provision of treated water brings dignity. And the Social Tariff program allows low-income families to pay for the service.

## Tariff 10

In some places, the concessionaire had to go beyond the criteria established by the contract for the Social Tariff and widen access by offering a discount beyond those provided for.

This happened, for example, in Manaus, Amazonas. The local utility, Águas de Manaus, realized that many families were unable to pay for the service with the Social Tariff alone. Therefore, they created Tariff 10. A benefit that charges BRL10 monthly on water and sewage bills for the extremely socially vulnerable population.

The regular fee for consumption of 10 m<sup>3</sup> is BRL 51.92. Tariff 10 extends the first consumption band to 15 m<sup>3</sup> in order to adapt the volume of water to the size of the families served, charging only BRL10.

The relationship with customers served by Tariff 10 is a priority for the concessionaire. Representatives from Águas de Manaus monitor the consumption profile, whether there are any defaults or deviations. This special attention is a way of not alienating customers. It demonstrates that the company is committed to offering the best service and is proactive in resolving any problems.

It also has an educational objective: to raise awareness about consumption habits and to investigate leaks. In partnership with local leaders and NGOs, the concessionaire also promotes socio-environmental impact projects in the community.



**Mrs. Maria Divanei Romano** better known as

**dona Diva**, lives in the Flores community, in the north district of Manaus. She has a wheelchair-bound son and undergoes weekly hemodialysis. Her only source of income is the Bolsa Família, the government's family allowance program. In 2022 she saw the supply network reach her house and in April 2023 she received the benefit of Tariff 10. More dignity and health for the family.





## Afluentes

We know that the people who know the most about the territories in which Aegea operates are the locals, especially those who are engaged and leaders. That is why we have a program specially designed to listen to and get to know these people. It is the Afluentes (Affluents) Program and the idea is to get closer to the residents of the municipalities where we are present, to get to know their needs and listen to their suggestions and opinions about the services provided, allowing for constant improvement.

We build partnerships to leave a legacy of development in each territory where we operate. During meetings with local leaders, they are shown how sanitation systems work and what the best practices are for conscious water consumption and preserving sewage collection networks.

An example of Affluent is Mr. José Manuel Pereira Rebouças. He is the president of the Fishermen's Colony of the Rio de Janeiro area that runs from Leme to São Conrado, covering the entire coastline of the South Zone of the capital. He says that before Águas do Rio took over sanitation, sewage issues were a major concern and that there was a rapid improvement.







## Testimonial:

When I arrived from Ceará, I saw everything polluted, full of PET bottles and plastic bags. I have been an open sea fisherman for 50 years and I have found everything in the water. People have no idea that what they throw away properly ends up in the sea. When Águas do Rio arrived here, it went out to meet society, to talk to people. And it sought out the fishermen and the Colony, which is a century-old organization. We have been contributing a lot with them. We are called to meetings, talks and I have had the opportunity to speak to many people from the company, I have given interviews. I realize that the company listens to the fishermen and that makes a difference”.

**José Manuel Pereira Rebouças**

Fisherman



In Santa Catarina, Mr. **Afrânio Austregesilo Thiel**, 63 years old, is president of the Tabuleiro Residents' Association in Camboriú. He says that as soon as they arrived in the region, Águas de Camboriú made a diagnosis of the region's problems and consulted the residents. In this way, the people who suffer most from water-related problems were able to participate in the solutions.

## Testimonial:

■ ■ *The meetings are held every two months. We share our problems, we hold the company to account. And they listen to us. They have also done projects such as cleaning up the river, environmental education for children and environmental awareness. It's a partnership – society contributes to improving the process – to improving service provision."*

### Afrânio Austregesilo Thiel,

President of the Tabuleiro Residents Association





## Francinéia Pereira da Silva

is a community leader in the São Francisco district, in Sorriso, Mato Grosso. She does a very important job of making residents aware of the importance of recycling collection and mobilizes her neighbors to adopt sustainable practices.

She helps bring the concessionaire closer to the community, so that everyone has access to more information about sanitation, recycling and collaborates in building a more sustainable and engaged community with practices that benefit everyone.





## Escola Saneada

Escola Saneada (Sanitized School) is an Aegea program that aims to provide basic sanitation, drinking water, sewage collection and treatment to urban and rural schools in the regions where it operates.

In the Rural Area of Teresina, in Piauí, the Raimundo Adão Municipal School has benefited from the project. The more than **150 students** now have a refurbished bathroom with sewage treatment. In addition, a community garden has been built.

In Campo Grande, Mato Grosso do Sul, 116 schools with more than **10 thousand students** did not have access to treated water and sewage services. One of the first schools to benefit was that of the Tia Eva maroon community, which had a septic tank removed and improvements made to the site, with a benefit to the children's health and leisure.

In total, **27 thousand meters of sewage network will be installed**, and the works will not only benefit the school community, but also the residents surrounding each teaching unit served in this new project, further expanding sewage coverage, which today stands at more than 86% in Campo Grande.







In Maranhão, the works on the Escola Saneada (Sanitized School) project were carried out in conjunction with another of the organization's projects, **Mãos e Obras** (Hands and Works), which trains professionals to work on the construction of sewage networks and sewage care. Students on the course helped support **29 schools, benefiting more than 14 thousand students**. Below you will find out more about Mãos e Obras and how this project has brought dignity and income to many people

With the aim of expanding the project's results, Aegea has been making progress in formalizing its **partnership with UNICEF**, establishing its contribution to the Water, Sanitation and Hygiene Program for children and adolescents in the North and Northeast regions.

The initiative proposes to bring basic sanitation to 80 schools with the lowest coverage rate related to access to water supply services, sewage disposal and toilets suitable for safe use in Ceará, Pará and Amazonas.



In total, the **ESCOLA SANEADA PROGRAM** has benefited::

more than **14 thousand students** and has the potential to reach around **60 thousand children** and young people in municipal and state education networks.



## Pioneiros

The Pioneers (Pioneiros) project was created in 2019 to encourage high school students from public schools to identify solutions to basic sanitation problems in their territories. In addition to promoting lectures and activities in the field, with a focus on the professional future, it enables the strengthening of socio-emotional skills and good school performance.

The young people get to know the day-to-day workings of the concessionaire, through employees who are volunteers. During the project, they learn about sanitation, sustainability, the environment, professional prospects and take part in lectures and activities in the field.

In the last edition, held in the second half of 2023, 375 young people aged 15–18 participated in the project, from 14 different municipalities served by concessionaires of the company. Also, 342 employees actively participated in the edition as volunteer speakers and tutors. During the first stage of the project, the young people get to know the different professions and areas of the concessionaire, through the employees who voluntarily act as presenters. In the second stage, the young people are invited to think of solutions for sanitation in their community and are accompanied by employees who become their tutors during the construction of the projects.

The projects are then assessed by an examining board made up of executives from each concessionaire. At the end, the students take part in a graduation ceremony, attended by family members and authorities, and they receive a certificate. And the young people with the most innovative ideas win a cultural and educational trip to the city of São Paulo.





## Bruna Leticia Santos de Souza:

Barcarena (PA), 21 years old

**■ ■** *In 2021, I took part in an innovative project with the aim of competing for a prize in the competition. The project focused on basic sanitation and aimed to help our communities. With the collaboration of my project partner, we won the competition with a Recyclable Bag project, which sought to reduce the use of plastic bags and prevent them from being thrown into the pipes.*

*Later, I was selected for a Young Apprentice position at Águas de São Francisco, where I had the opportunity to start my professional career. I worked in the company's Social Responsibility and Communication sector, learning and dealing with different situations. After the end of my contract, I was hired in the Commercial area, working with sales and learning more every day with this new opportunity that Águas de São Francisco has given me."*





## Daniela Hanna

is from Piauí and took part in the project in 2020. She was hired by Águas de Teresina, where she worked for almost two years. Hanna then founded the Change Habits Change the World project, which operates in the Vila Irmã Dulce community, promoting initiatives with a socio-environmental impact, such as incentives for recycling, donations of basic food baskets and food products, and volunteering. She has become a leader and a reference for other young people. Today she participates in events as a speaker.





## Mãos e Obras (2023)

### Hands and Works

With the arrival of basic sanitation, there is a new demand for plumbing and hydraulic pumping services. There is nothing better than training people from the community to carry out this work in their homes and offer the service to other residents, such as carrying out minor repairs to pipes and fixing internal leaks.

Through partnerships with educational institutions, the concessionaires offer free courses for the vulnerable population, especially women. In total there were 736 hours of training, given by 58 volunteers to train 229 participants. The amount invested was BRL 47,501.00. Many women are already able to work in the job market as plumbers and/or hydraulic pumpers, in the municipalities of Manaus (AM), Sinop (MT), Teresina (PI), Timon (MA), Guariroba (MS), Serra (ES) and Esteio (RS).

This is the case of **Marinalva Alves Tavares**, from Mato Grosso, a mother of two children and a housewife. Her husband was not working because he had gone through a surgery and she needed to find a source of income. When she heard about the course, she asked her husband to take care of the two children and she enrolled to learn to be a hydraulic pump operator.







## Testimony::

■ ■ The course was very rich in theoretical and practical information. There were also motivational talks, which make us want more from life. We couldn't stop listening. They told us that women had to want more out of life and that we could do anything. And I said: that's what I want for myself. The course changed my whole life, to be honest. Even my ego, my mood has improved. Today I'm respected for being a professional. When I go to someone's house to work, I'm welcomed, people respect me. And my husband is very proud of everything I'm doing. I feel happy and privileged, they gave me an opportunity at a difficult time, I had no experience and I am a woman. And they accepted me without any experience, they trained me. I feel happy and proud of myself. I've done a live session, I've given interviews and now I'm going to give a talk at this year's course".

She took part in the project in 2023 and was trained to work as a hydraulic pump operator, in addition to taking classes on financial education and entrepreneurship. After completing the course, Marinalva was hired by Águas de Peixoto de Azevedo and today she works as an WTP Operator.

**Marinalva Alves Tavares,**

Peixoto Azevedo, MT



In Manaus, the Mãos e Obras program changed the life of **Joelma Costa da Silva Pego**. A full-time mother of two, she saw the advertisement on the internet for a hydraulic pump operator course exclusively for women and signed up. She was called straight away. With no money for the bus fare to get to the company, she borrowed it from a neighbor.

With her salary, Joelma can provide a life-changing opportunity for her family. She replaced all the wiring in the house and is now taking classes to get her driver's license.

**“** *It was an incredible experience, I already liked to do these repairs at home, I learned a lot in theoretical classes and in practice, together with the professionals and in the company. It was something serious and I was there participating in this project. I graduated in June 2023 and on the same day I was called for an interview. I went through the stages and now I've been working in basic sanitation for eight months. When I arrived in the area, the uniform was standard for men and I was all made up. Everyone respected me and taught me a lot. It's a job that requires technical training, you don't have to be a man. I learn day by day. For the time being, I'm the only woman in the sector in the north of the country. I do sewer unblocking, repairs, everything with sewers.”*

**Joelma Costa da Silva Pego,**

Manaus, AM





# Prospera

## Thriving

A day to offer services to the community. This is the idea behind Prospera: an event where services such as haircuts and health-related services are offered, in addition to various lectures, children's recreation, and, through partnerships carried out with public and private entities, many other services are also offered.

And of course, the community can resolve issues related to the concessionaire service, such as reconnecting power cuts, negotiating debts, new connections, registration for the social tariff. During the event, the population has access to direct service channels and can resolve several demands on the same day.

In 2023, there were five concessionaires participating in the Prospera initiative, Águas de Barra do Garças, Águas de Manaus, Águas de Guariroba, Águas de São Francisco do Sul and Ambiental Crato. More than 3,500 services were provided by partners and more than 340 volunteers were involved.







# Estação Fonte do Saber

## Knowledge Source Station (Manaus/ Teresina/ Cabo Frio)

This is a Science Station that provides a fun and educational experience in an environment similar to a science lab, with interactive and innovative activities. During the visit, it is possible to learn about the physical, chemical and biological reactions that take place during the treatment process, both for water and sewage. By using technologies and educational activities for each stage, all designed for each age group, users can better understand the entire water cycle.

The project takes place in Manaus (AM), Cabo Frio (RJ), Teresina (PI) and in 2023 there were **53 visits** and **1,782 visitors**.





## Saúde Nota 10

### Excellent Health

**Educating for care.** The Saúde Nota 10 Project offers audiovisual content and resources, practical activities and on-site experiences for students and teachers from kindergarten to high school. Everything is designed for each age group, so that they can deepen their knowledge of citizenship, the environment, water and sanitation, themes that cut across different subjects.

In 2023, the Saúde Nota 10 Program involved the participation of **1,035 schools** and benefited **325,226 students** in Elementary and Middle School.

In Campo Grande, the Sanear (Sanitize) Program has been a highlight in the municipality's school network, as it covers students and teachers, with training on basic sanitation and an essay competition (students) and the best lesson plan (teachers), in which they propose and implement the plan during the school year in the classroom together with their students.





# Programa de Voluntariado Corporativo (2023)

## Corporate Volunteering Program

Aegea's employees are encouraged to volunteer in local communities. Working to improve everyone's quality of life is a company value.

The actions bring multiple benefits. In addition to meeting the demands and needs of the people in the territories where we are, being a volunteer awakens new skills, stimulates protagonism and leadership. Getting involved with a cause you believe in, gives meaning and value to the work we do.

In total, BRL 262,434.08 were invested. In 2023, there were 187 volunteer actions carried out by 3,376 engaged employees throughout the year, who dedicated approximately 1,154 hours of volunteer work in initiatives such as: collection and distribution of groceries and warm clothing, school tutoring, income generation workshops and environmental actions in the municipalities where Aegea operates.

And for three years now, Aegea has recognized and rewarded the main volunteer actions. In 2023, 20 projects were enrolled and three were awarded. Águas de Manaus, which was recognized for the third consecutive year, competed with the project "Creating Opportunities", an action that involved 30 volunteer employees who offered services such as plumbing courses for women, first-job workshop, reading to children, tutoring, puppet theater and many other activities. In total, around 120 people from the community were served. The actions of the volunteering program serve to bring the company and the residents of the territories closer together.





**“** Volunteering involves empathy, solidarity and generosity, offering help to those in need to bring dignity and hope. Whether for a community or for an individual, without expecting a reward in return. Currently, I feel immensely happy to be part of volunteering, as the happiness, affection and gratitude of those who receive our help are invaluable, encouraging us to volunteer more and more.”

## Marcelo Conceição da Silva

Barcarena, PA.

And the volunteering program also benefits those who participate in actions organized by employees. **Isa Rayane** took part in “**Chega Junto Comunidade**” (Come Together Community) in Teresina, Piauí, and took part in a workshop on the job market and writing a resumé. After taking part, she was hired by the company and now works in the Call Center.





## Somos Divas na Luz do Candeeiro

### We are Divas in the Light of the Lamp

The Somos Divas na Luz do Candeeiro project offers ceramics workshops to women living in quilombola (Maroon) communities in the State of Rio de Janeiro. The project started at the beginning of the pandemic, in the Baía-Formosa quilombola community in Armação dos Búzios and was also carried out in the Caveira quilombola community in São Pedro da Aldeia. There were 12 women participants, with 88 hours of training. The action aims to give prominence to the quilombola history and culture and is in line with the diversity and racial equality program Respeito Dá o Tom (Respect Sets the Tone), developed by Prolagos and all the companies in the Aegea group.

The idea is to promote the representativeness, freedom and independence of these women; to stimulate their creative potential; to train them to research, create and sell the pieces and to help them supplement their income. In 2023, the women of the Quilombo (Maroon community) Maria Joaquina took part in the project.

The meeting took place in the gardens of the Carlos Scliar Museum, on the banks of the Itajuru Canal in Cabo Frio. There they learn how to model clay, paint, fire and insert illustrations that deal with Afro-Brazilian culture.

The project also offers access to the Exercising the Financial Mindset course, offered by Aegea Academy, Aegea's corporate education platform.

## Landina de Oliveira,

Presidente da Associação Quilombola de Maria Joaquina.

*In our quilombo (maroon community), women are the majority. We are very united, we promote events and other actions to boost female strength, which is why this opportunity that Prolagos is offering us is so important, even more so with clay, as we were raised in stucco houses, when it rained, we made plaster with clay, our pots were made of clay, that is, it also accesses a memory from our childhood".*



There is no planet B  
Taking care of water  
*so it doesn't run out.*





Aegea is committed to ensuring that its entire operation is sustainable. From end to end. In addition to projects to monitor water quality, collect sewage and reduce losses, the company thinks about every waste generated by its operations, how to reduce the impact of its activities, raise awareness among its customers and employees and make commitments to structural changes.

## Loss Reduction

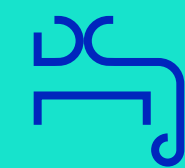
For water to reach homes with quality and quantity, it is necessary to take care of the entire path it travels. You may not know, but a lot of water is lost between the collection site and distribution. This is measured in the supply system by the difference between the total volume of water leaving the treatment plants and the sum of the volumes measured in the meters of the houses.

The Brazilian average loss rate is 40%, and can reach 60% in some places. This happens due to leaks, which may or may not be visible, due to irregular connections, or problems with measurements. As we know that water is a very valuable asset, we constantly work to reduce losses.





**Aegea's Loss Management and Control** aims to define, publicize, implement and manage corporate policies and actions to reduce water losses. Based on seven pillars and with the implementation of cutting-edge technology, digital intelligence and working with local operations, we are succeeding in reducing total losses and increasing operational efficiency.



### These pillars are:

- Pressure Management;
- Micro-measurement and macro-measurement management;
- Fraud detection and regularization;
- Active leak control;
- Speed and quality in repairs;
- Infrastructure management;
- Operational Efficiency.

Loss prevention actions are designed according to each scenario and particularity of the units, that is, the concepts are implemented in projects made for each reality.

We remotely and in real-time monitor the distribution network, from the output of the treatment plants to each customer. To reduce leaks, we are constantly working on replacing networks and branches, exchanging those that have problems or are older; we renew the water meters to reduce water measurement problems and combine these actions with technological solutions for monitoring, prediction and more assertive identification of leak points.

Some actions are carried out in all units, such as sectorization and hydraulic modeling. Some others have been tested in some locations, before being expanded to all concessionaires. One of them is Takadu Technology, an Israeli operational data management software. The software issues alerts of potential leaks and is currently used in the units of Águas Guariroba, Prolagos, Águas de Sinop and Águas de Sorriso.

A satellite photography system to detect possible leaks was tested in Guariroba and Rio de Janeiro and is now about to be launched in more places.

The concessionaires Águas de Bombinhas, in Santa Catarina, and Águas Guariroba, in Campo Grande/MS, are the units that stand out most in terms of reducing losses, with loss rates of 15.7% and 20.4%, respectively.

All this effort is worth it. In 2023 we managed to prevent the loss of 16 billion liters of water through the Loss Reduction Program. This amount corresponds to 8,000 Olympic swimming pools, which would supply half the population of Belo Horizonte for 3 months. For those who know the value of water, every drop counts.



## From Mars to Rio de Janeiro

When we say that we use a lot of technology to reduce losses, we are not exaggerating. In Rio de Janeiro, the same satellite that was used to search for water on Mars, is used to “see” invisible leaks that are very difficult to detect with other technologies.

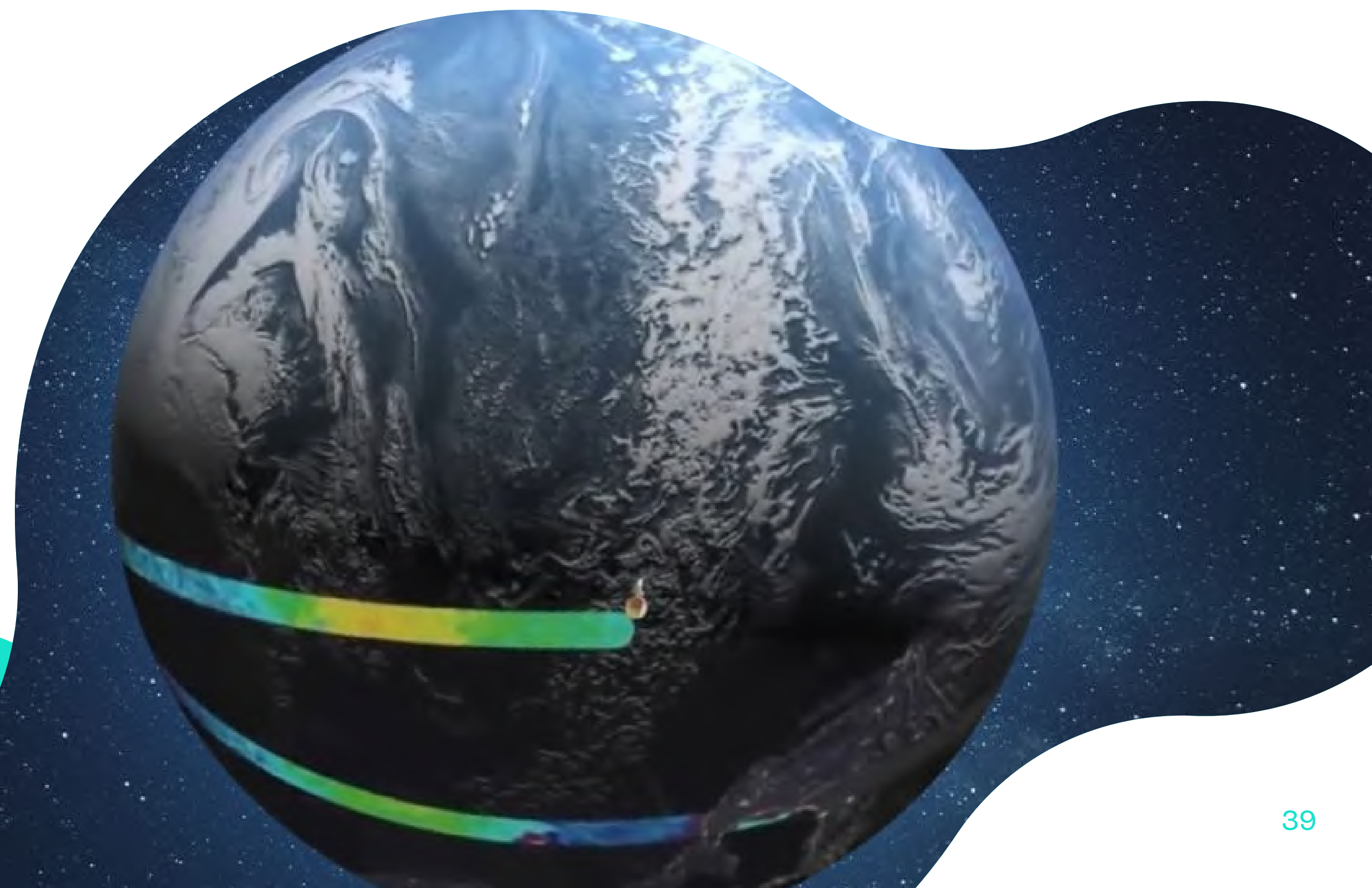
But how can a satellite track underground leaks? We can explain it to you:

The satellite orbits and passes over Rio de Janeiro every two weeks. And in just a few minutes, the waves it emits reach up to three meters deep in the ground. The waves are able to scan and find locations where there is chlorine, which is used in water treatment. This is important because it is possible to know if the water it is identifying is treated water, sewage, rivers or the water table.

When it finds chlorinated water, it is because there is a possible leak. The information is sent to the company's operations center. Once the regions have been mapped, it is time for the field team to check. The accuracy is 80%.

So, in 2022, we carried out a pilot at the Águas do Rio unit, where 582 km of network were contracted for scanning. 116 Leak Notes were returned to us, of which 100 were verifiable. The assertiveness rate was 80%. The volume we are no longer losing to these leaks is 109,901m<sup>3</sup>/month, enough to supply 24,422 people over the same period.

By 2024, we will have the technology officially up and running at Águas do Rio, Corsan, Águas de Manaus, Águas Guariroba, Águas de Teresina, Águas de Timon and Prolagos, scanning more than 21,000 km of network.





## Water resilience

The amount of water available on the planet is also at constant risk due to human action and/or extreme weather events. For this reason, the company is working to increase the capacity to adapt to these events, preserve ecosystems and take care of existing water quality.

In the regions where we operate, care is taken to preserve watersheds, restore springs and plant trees. Water must be protected from its source. This will guarantee the supply of water in quantity and quality for the people at the end, in their homes. But water is also a source of income, a means of transportation, leisure space, crop production and irrigation.

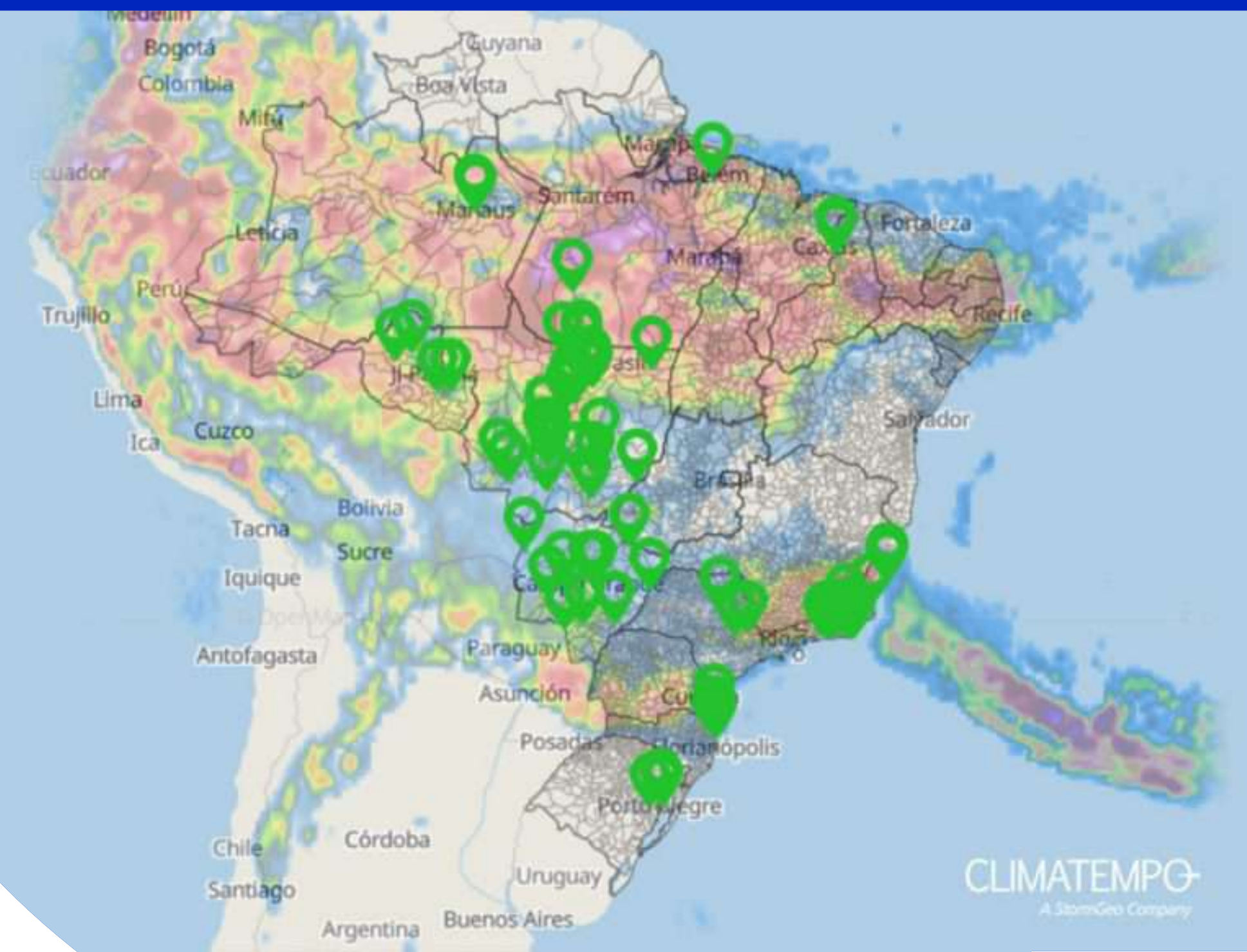
Communities and people sustain themselves around water. At different levels and in different ways. People in cities and people in the countryside are connected by water. Everyone needs to come together to ensure that water is able to endure, cleanly and in large quantities. Aegea has been doing its part.

We take care of the water sources. We protect the basins. We work to ensure that everyone in the areas we serve has access to basic sanitation and sewage collection, so that the water is clean when it reaches the taps and goes straight to the treatment plants. Without any waste. We monitor the volume of water at the collection points. We actively search for possible leaks and water losses. We carry out geophysical studies to discover new underground water collection points. We invest in infrastructure, training, safety and technology. We encourage our customers to use water consciously.

We depend on water and that's why we work to ensure there is no shortage.

## Partnership with CLIMATEMPO

With a view to preventing the impacts of climate change, Aegea has entered into a partnership with **Climateempo** to provide data on river basins and weather forecasts. In this way, the influences of rainfall on surface water collection systems are assessed. Forecasts are continuously monitored for each basin in order to identify anomalies, such as the intensity of droughts or heavy rainfall.







## Floresta Viva

### Living Forest

Taking care of water quality also means preserving native forests. The Floresta Viva (Living Forest) project will plant 340,000 trees of native species in the biomes of Pantanal, in Mato Grosso do Sul, and the Atlantic Forest, in the state of Rio de Janeiro. The idea is to restore around 200 hectares of forest.

## Partnership with WWF - Clean Water for All Project

In the Pantanal, although water seems abundant, there have been periods of water stress due to climatic variations. With this in mind and with a view to understanding the most critical points, the Pantanal Headwaters project was launched in partnership with WWF Brazil, which resulted in the mapping of critical areas with the greatest potential for a return in water quality and quantity. This study will guide the next stages of planting and recovering areas that will have gains in improving water availability in the region.



## Partnership with WWF - Clean Water for All Project

The first year of the '**Clean Water for All**' project, a partnership between WWF–Brazil and Aegea, was dedicated to preparing robust spatial and territorial studies, which form a foundation of important technical subsidies for directing biodiversity conservation and restoration actions in the Cabeceiras do Pantanal landscape, which is located in part of the states of Mato Grosso and Mato Grosso do Sul.

*Based on scientific knowledge and consistent work with partners in the territory, we work together to create enabling conditions that drive the restoration of native vegetation and the rehabilitation of long-lasting pastures with greater potential for scalability. This is only possible by engaging public authorities, private companies, universities, local communities and rural producers, strengthening all links in the restoration chain.*

*We know from the evidence that the work done helps in decision making and support for the maintenance of various environmental services, including water resilience in the landscape, thus influencing different biomes, such as Cerrado and Pantanal."*

**Mauricio Voivodic,**

Executive Director WWF–Brazil





## Interage Program

The Interage (Interacts) program was created to standardize procedures aimed at defending environmental and occupational safety policies in all units, as well as ensuring healthier and safer workplaces.

The Program respects existing practices in the units and suggests new processes that can ensure results in compliance with all the legal requirements applicable to the management system.

In total, there are **69 documented procedures**, including Normative Instructions, Organizational Guidelines and Operating Procedures, which include environmental guidelines, occupational health, occupational safety and social responsibility guidelines. Among these, we highlight the procedures aimed at mapping and mitigating the social risks associated with operational activities. Based on this mapping, a multisectoral action plan is put into practice, with the aim of guaranteeing safe operational interventions for residents with the least possible impact.

The idea is to improve performance in each of the areas involved and ensure best practices across the organization, focusing on the continuous improvement of environmental management system practices, occupational health, safety at work and social responsibility.





## Sewage and caring for the Environment and *people*

And this story can best be told by seahorses. That's right! Seahorses are animals that are very sensitive to pollution. In waters that are contaminated, it is almost impossible to find them. But in the Araruama Lagoon, in the Lakes Region of the State of Rio de Janeiro, they are back.

After the Prolagos concessionaire took over the local sewage treatment, they have been returning little by little. They are the representation that life and nature can be restored when we take good care of water. It is a visible sign that we are protecting our water resources and, with that, taking care of aquatic life, preserving water sources and the quality of water.

The fishermen are grateful. It wasn't just seahorses that returned. The fish harvest is increasingly abundant. This is an indirect environmental result of Prolagos' actions in the region. The quality of the water of Lake Araruama benefits nature and allows fishing, one of the main economic activities in the region. A cycle of prosperity that starts with sewage treatment and collection.

A partnership between the Veiga de Almeida University (UVA) and Prolagos is monitoring, since 2022, the production chain through the Araruama Lagoon Fishing Statistics project.



According to Professor **Eduardo Pimenta**, coordinator of the project and of the University's Fishing Studies, the volume of fish and crustaceans caught in the Lagoon of Araruama, in the Lakes Region, in the state of Rio de Janeiro, grew by 26% between March and December 2023 compared to the same period in 2022. The total mass caught in the period went from 263 tons to 332 tons. The data are from the Araruama Lagoon Fishing Statistics project, developed by the Veiga de Almeida University (UVA), in partnership with Prolagos.

**“**While many lakes and lagoons in Brazil are experiencing decline in the fishing activity due to overfishing and environmental degradation, in the Araruama Lagoon productivity has been recovered and maintained. This scenario is a reflection of the increase in efficiency of the effluent collection and treatment system associated with the creation of the Lagos São João Hydrographic Basin Committee, who made the advance of investments in sanitation”, he highlights.

## Eduardo Pimenta,

Coordinator of the project and of UVA's Fishing Study Group.





The four most representative species in the period analyzed in 2023 were pink shrimp, with around 126 tons caught (+126% compared to 2022); mullet, with 95 tons (+121%); carapeba, with 69 tons (+6%); and perumbeba, with 27 tons (-70%).

The improvement in the lagoon's water conditions, with more than 85% of its bathing water in good or excellent condition, has brought back fishing production, water sports and tourism. For every one job on board a boat in the Araruama Lagoon, four other indirect jobs are generated through the provision of services in the electrical, electronics, repair, shipbuilding, equipment sales, mechanics, ice and transportation sectors.

It is also estimated that the fishing activity in the region generates around BRL 3 million per year and directly benefits 1,200 families, according to data from the Fishermen's Associations and Colonies in the region. A significant change, especially when considering that in the late 1990s, early 2000s, the Lagoon had collapsed and had entered into a process of decline in living conditions.

## Flamengo Beach

Those who visit Praia do Flamengo (Flamengo Beach) also notice the difference. The Águas do Rio concessionaire has been working constantly to prevent the sewage from flowing onto the beach. Results are measured by reports of the State Environmental Institute (INEA) showing the improvement in the quality of the water at Praia do Flamengo.

This is possible thanks to actions such as the installation of a sewage pumping station and the improvement of the ocean interceptor, from which 2,000 tons of waste were removed. This tunnel, which carries much of the sewage from Rio de Janeiro's South Zone, has now been cleared, helping to make the region's beaches swimmable. It is better for those who live there and depend on sewage collection. And it is better for tourists.

The Guanabara Bay, in the state of Rio de Janeiro, which benefits millions of people in 17 cities in the region, will have the installation of the Dry Weather Collector around it. The idea is to collect the sewage before it is dumped into the Bay. This will improve the water quality and enable the increase of aquatic life and use of the waters.





## Serra/ES and the New Legal Framework

The new Legal Framework for Basic Sanitation, enacted on July 15, 2020, provides that **99% of the population** will have **access to drinking water** and that **90% will have sewage collection and treatment by 2033**.

But the municipality of Serra, in Espírito Santo, has already brought the target forward by 10 years. In 2015, the sewage coverage available for its 527 thousand inhabitants was 58% and, in 2022, it already exceeds 90%. Aegea has three units in the state: in Serra, in

Vila Velha and in Cariacica. Ambiental Serra is a Public-Private Partnership (PPP) with

Companhia Espírito Santense de Saneamento (Espírito Santo Sanitation Company) (Cesan). The Serra Ambiental PPP has already invested R\$ 355 million in collection networks, improvements to sewage treatment plants (ETEs) and other activities.

The city went from 74,000 to 148,000 properties connected to the sewage network in just seven years of operation, an effectiveness of more than 100%. The company has around 500 employees, most of whom are local citizens, and also generates indirect jobs.



## De Olho no Óleo

### Keeping an eye on the oil

Grandma's habit of putting used cooking oil in a jar is ancient wisdom. This is because when cooking oil is poured directly down the sink, it causes a lot of damage.

It can clog the sewage pipe, obstruct the pipes and plumbing, cause a bad smell, pollute rivers, lakes and seas. Because it has substances that do not dissolve in water, oil impairs the oxygenation of the water and causes damage to aquatic life. In addition to contaminating the water table, wells and the soil. According to data from Oil World, Brazil produces 9 billion liters of vegetable oils per year, of which 1/3 is destined for consumption of edible oils, which results in a production of 3 billion liters per year in the country, much of which is disposed of incorrectly.

Aegea works to raise awareness among its customers about the correct disposal of oil. The company provides collection points and works with partners for reuse. Properly collected oil goes to NGOs and partner cooperatives.

In order to take more direct action, the company maps out the areas where there is the most incorrect disposal of oil from homes or commercial establishments so that awareness and prevention actions can be carried out directly on the ground.

In Mato Grosso do Sul, **Águas Guariroba** has been developing the project for 13 years. And in 2023, they broke the record of **collecting 6,478 liters of oil**.





Currently, the concessionaire has partnerships with Rede Comper, Fort Atacadista and Katu Oil. The partners offer points for oil disposal. Another partnership is with Solurb, responsible for urban waste collection. The oil collected by Solurb generates employment and income for workers in the Waste Sorting Units (UTRs) of Campo Grande, since the waste is separated and sold to a company specialized in recycling these products. All funds raised are divided among the workers. This joint work allows only trucks from selective collection to collect the material.

The partnerships also promote environmental education actions, carried out by the concessionaire's Social Responsibility department. The initiatives include lectures with information on the importance of recycling used cooking oil for the preservation of the environment and people's health. From these actions came the “Bubble of Soap” project, which encourages the sustainable reuse of cooking oil by transforming it into soap powder, liquid soap, soaps and cleaning products in general, by training low-income women who live in communities in Campo Grande.

One of the women impacted by the project was **Maria Diva**, a resident of the Los Angeles neighborhood in Campo Grande, MS. She participated in the course with seven other women. They learned about the importance of environmental preservation, proper oil disposal, and how to make soap.

After the course, they came together and created a Civil Society Organization to make and distribute soaps to local businesses. At an event with the community, they received 100 liters of oil.

The “Olho no Óleo” program has been around for many years and since 2021 it has properly collected **40,404.60 liters of oil**, which were allocated to 09 partner organizations.

**Maria Diva**

Campo Grande, MS





## Sludge is not waste

After the water and sewage collected go through the treatment station, the main solid waste is the sludge. To ensure it is not disposed of directly in landfills, Aegea has a dedicated sector to think about how to manage this waste.

What was once thrown in the trash is now turned into compost, fertilizer and bricks. The sludge also turns into electrical energy, which is used to maintain treatment plants and units. That is possible because the organic matter present in the sludge passes through the process known as biodigestion, which is the action of bacteria that feed on substances and transform them into gases like methane. The gases are used to generate electrical energy, preventing them from being released into the atmosphere and causing damage to the environment.

Compared to the conventional alternative, which is disposal in a landfill, the reuse of sludge, in addition to being economical, is also very beneficial to the environment, as we will give this waste a cleaner destination.





Aegea has been carrying out several actions in this regard:

## Initiatives with sludge

Less waste, more food: a partnership with Águas de Manaus transforms water treatment waste into a component for fertilizer production. With this initiative, around 7,300 tons of waste per year are no longer being sent to landfills and are repositioned in agriculture in a sustainable way.

Protecting the environment and also contributing to food production. These are the results of a partnership by Águas de Manaus, focused on sustainability, which has transformed waste from the water treatment into a component for fertilizer production.

The idea arose from the intention to give a nobler destination to the waste generated in the treatment of potable water at the Ponta das Lajes station (PDL WTP), the city's second largest WTP, which supplies drinking water to the eastern zone of the Amazonian capital. With the initiative, around 7300 tons of this material are no longer deposited in industrial landfills, being repositioned in agriculture in a sustainable way.

The reuse of this waste was only possible after a long period of studies and research, which had the support of renowned researchers and cutting edge technology. Initially, the characteristics of the waste were analyzed and then corrected so that it could increase productivity in the field and benefit crops such as soybeans, beans, corn, coffee, among others.

With the initiative, Água de Manaus has significantly reduced environmental impacts and contributed to social and economic sustainability, as waste disposal has been halted and transformed into a resource that, combined with research and technology, is capable of contributing to food production and strengthening ESG policy, generating positive effects on the environment and contributing to socioeconomic development.





The Mirante concessionaire (Piracicaba) has entered into a partnership with the Agência Paulista dos Agronegócios (Paulista Agency of Agribusiness) (APTA), the Secretariat of Agriculture and Supply of the State of São Paulo and the Higher School of Agriculture “Luiz de Queiroz” (Esalq/USP) for reusing sludge in agriculture. Furthermore, the unit has a sludge dryer, a completely natural system in which the water present in the waste is evaporated into the atmosphere after receiving sunlight.

The sludge dryer at the Mirante unit has been operating since 2020 and receives sludge from four sewage treatment plants in the municipality, and the total sludge volume varies between 800 and 1,200 tons per month. With the system, there is a reduction of 60% to 75% in the mass and volume of the material, a rate that is variable considering the times of year and local climatic factors, such as higher rainfall and temperature variations.

Thus, at times when solar incidence was higher, it was observed that the solar dryer system promoted a 75% reduction in the volume of material (from 1,200 tons to 300 tons). Since the beginning of the operation, 4,970 tons of waste were no longer sent to landfill. Based on the good results of the project, the sludge dryer became a reference for the other units of the Aegea Group.

Ambiental Metrosul also uses an all-natural sludge dryer in sunlight to reduce the humidity of the sludge from its sewage treatment plants. The dried sludge, which generates an average of 212 tons per month, is sent for composting in the region.







The Arraial do Cabo sewage treatment plant, owned by the Prolagos concessionaire, promotes the Retransformar (Retransform) Project, consisting of a pyrolysis plant that transforms sludge into biochar and synthesis gas, using 100% of the material. Furthermore, in 2023, 2377 tons (almost 100% of the total generated) of sludge from the WTP were reused, being sent to manufacture ceramics.

Águas do Rio is carrying out studies to generate energy from the synthesis gas of the sewage treatment plants in the metropolitan region of Rio de Janeiro. The idea is to use 100% of the sludge generated.





## Reverse logistics and waste inventory

Each unit is responsible for implementing care for the waste it produces. The idea is to evaluate the 5 Rs of sustainability: **RETHINK**, **REFUSE**, **REDUCE**, **REUSE** and **RECYCLE**. To this end, we produce an annual inventory to map the solid waste generated by the units and the destination of each of them.

For example, in addition to the sludge reuse actions, we repurpose a large volume of scrap generated by equipment that becomes obsolete, mainly the old water meters we purchase. These water meters are returned to the manufacturer, who uses the material as raw material for the production of new water meters. In this way, we contribute to the circular economy and to sustainability. In the year 2023 alone, nearly 20,000 kilograms of scrap from water meters were sent for recycling.





## Electric Energy

We take special care with the consumption and use of electric energy in our concessionaires. Our energy matrix is made up of up to 97% energy from clean and renewable sources. Energy traded on the free market, from distributed generation and also from the common matrix.

But we want to go further. We are committed to reducing energy consumption by 15% across all units by 2030. To show that this commitment is serious, we are the first basic sanitation company to issue a bonus, a way of receiving financed money, with the value linked to ESG goals. They are the so-called Sustainability Linked Bond (SLB). In practice, we link the company's financing to achieve sustainable development objectives. In our case, in reducing electricity consumption by 15% in the treatment and distribution of water and in the collection and treatment of sewage. This reduction is measured and monitored by external evaluators.

The value of the financing issued by the SLB on the international market was US\$500 million. And the debt is linked to meeting targets established in the contract and the performance of key indicators in sustainability (KPIs – Key Performance Indicators).

The goals associated with the SLB are:

- 15% reduction in specific energy consumption, measured in kWh per cubic meter, by the end of 2030;
- 45% of women occupying leadership positions in the Company by the end of 2030;
- 27% of black people occupying leadership positions in the Company by the end of 2030.

Aegea is the first company in the sanitation sector in Latin America to issue a SLB and the first company in Brazil to issue a SLB with the goal of increasing diversity and racial inclusion in leadership positions.





## *Water is also culture and education*

Some people say that stories do not change the world. But stories change people. And people change the world. Aegea believes that culture is also a basic right, just like access to clean water and sanitation. That is why we invest in films, exhibitions, theater, games. Everything to bring art and information to more and more people.

In 2023, we invested a total of BRL 14 million, via the Culture and Sports Incentive Law, in more than 50 projects, distributed in 90 municipalities throughout Brazil.

The investments comply with private social investment criteria and are supported by the following pillars: education & health and income.



## Pillars

### Education and Health Investments in 2023

#### Águas de Gaia (Waters of Gaia)

Águas de Gaia is a social project that offers surfing and stand-up paddle lessons, in addition to body practices, to more than 120 women from the Lagos Region in Rio de Janeiro.

Always by women for women, instructors are hired locally and undergo training in Águas de Gaia's own methodology, promoting the generation of community income.

In addition to the free experiences, the project also provides women with transportation, food and childcare on the beach. The purpose is for them to have a moment of connection with themselves, with nature and to fulfill a dream of learning the sport.

**Instituto Incentivar (Incentivize Institute)**







### Developing People Through Sports Phase III

The Developing People Through Sport Phase II Project (Dpae) offered sports initiation in the Badminton modality to more than 160 young participants from the cities of Teresina (PI) and Timon (MA), developing in these young people broad appropriation of the physical, technical and tactical knowledge that underpin the modality. In addition to moral and ethical values in the formation of the social being, the program also promoted other values that sport provides such as: friendship, fraternity, solidarity, humility, companionship and competition, among other values that will stay with them throughout their lives.

**Instituto Jovem Promessa (Young Promise Institute)**



## Street Soccer

The Street Soccer project seeks the integral development of children and teenagers, through the promotion of protagonism, seeking to instigate in participants the ability to become active agents in their lives and communities. Promoting the habit of practicing sports emerges as a crucial element, not only for physical health, but also as a catalyzing tool for values such as teamwork and overcoming challenges. Focused on socio-emotional development, it aims to strengthen interpersonal skills, promoting empathy and self-knowledge and contributing to the formation of autonomous, ethical and responsible individuals who can shape a more promising future for themselves and their communities through sports and education.

We provide more than just sports for more than 671 children and young people who participate in the six centers sponsored by the Aegea Institute. In the year 2023, the project was enriched with various activities and workshops on Human and Sports Training, addressing topics such as Culture of Peace, Confronting Racism, Environment, Socioemotional Education, Technology, among others. All our efforts have been in alignment with the UN Sustainable Development Goals (SDGs).

**Instituto Futebol de Rua (Street Soccer Institute)**

**Elen Cristina Gonçalves dos Santos** is Kendrick's mother. They live in Ariquemes, in Rondônia. The mother says that her son has improved his performance at school and his behavior after he started participating in the Street Soccer project. Sports helping to improve life.





## Education and Health

Investments that started in 2022 and continued in 2023:

### Ace of Tomorrow

A sports program that combines soccer and psychosocial practices to create a favorable environment for all-round development (physical, psychological, educational and social), benefiting young people in situations of social vulnerability, aged between 8 and 17, of both sexes, preferably enrolled in the public school system.

In addition to sports training in soccer, more than 600 children and young people from Belford Roxo, Duque de Caxias and São Gonçalo, in the state of Rio de Janeiro, received monitoring of physical and mental health, through psychosocial care; distribution of daily meals; monthly supply of basic food baskets; educational monitoring through attendance and academic performance; access to social assistance, educational and cultural activities; monitoring and evaluation of BMI (Body Mass Index); participation in professional qualification courses and thematic workshops.

**Centro de Estudo Treinamento Assessoria e Cidadania  
(Study Center for Training, Advice and Citizenship)**





## Culture

### Investments in 2023

#### Rio de Janeiro Samba Schools Rehearsal

As a way to democratize local culture, the “Technical Rehearsals” for Carnival are considered one of the biggest and most democratic events in Brazil because they are free and allow the participation of thousands of underprivileged residents from the communities. More than 420,000 people, mainly community leaders, residents and workers, participated in the initiative. The rehearsals value and stimulate the Samba Culture, the greatest symbol of Rio de Janeiro's culture and considered an intangible heritage of humanity. The rehearsals are part of the festive calendar of the City of Rio de Janeiro.

**LIESA – Independent League of Samba Schools of Rio de Janeiro**

#### SP Ocean Week

With the aim to discuss the future of the ocean, as well as inspire, instruct, inform, entertain and engage the public through hands-on and sensory activities, more than 10 thousand people were mobilized to debate the main issues that determine the future of the ocean, presenting a universal vision of maritime culture. This great event had several possibilities of activities and aimed at raising public awareness about the importance of the ocean to our lives and encouraging all citizens and stakeholders to have a more responsible and informed behavior in relation to the ocean and its resources.

The sea is an essential part of our lives. It has great ecological, economic and sociocultural importance.

**NASTARI TARGET LTDA**





## Culture | Investments in 2023

### Olho d'Água (Water Eye) 3rd Edition

In an interactive and unique experience, more than 17,000 people, most of them public school students, from the more than 50 cities hosting the project immersed themselves in the water cycle through augmented reality. This is the proposal for the traveling exhibition “Olho D'Água – Liquid Arts and Visual Waters” carrying various artistic and technological tools in a Tech-Truck, the interactive truck with a digital multiplatform.

With the theme “Water cycle and its importance for human life and all living beings”, the initiative aims to awaken each participant’s perspective on the sustainability and preservation of water resources in a playful and transformative way.

It has a traveling art exhibition consisting of a work in the virtual reality format, which will use 3D glasses, 4 interactive artistic installations developed by guest artists, an open-air Environmental Film Show with high quality structure, in addition to educational workshops.

**3 Apitos Cultural Marketing**







## Culture | Investments in 2023

### Water: from A to Z

The Water from A to Z exhibition offered a broad and diverse panorama that values the theme of water in its multiple facets. From natural phenomena to scientific knowledge, from social relations to artistic and cultural manifestations, the objective is to highlight the presence and importance of water in our lives.

The exhibition, seen by more than 6,500 children and young people from the cities of Serra – ES and Camboriú – SC, can be visited in alphabetical order or by the pillars of value, culture, strength and abundance. Letters A and Z are not part of these pillars, because they open and close the exhibition. Letter A invites the visitor to dive into the other letters and Z calls for participation: What are the habits and practices that we can change in our daily lives to preserve this valuable and essential resource?

Arquiprom



Culture | Investments in 2023

Missão Cidade Azul

Missão Cidade Azul (Blue City Mission) is a socio–environmental gaming platform that has covered the cities of Sinop, Cabo Frio, Teresina and Piracicaba, and invited young people from public schools to engage in positive real–world action through engagement in virtual games. Uniting culture and environment, the project highlights how different cultures relate to nature.

Cidade Azul

Fabulários

Fabulários (Fabularious) is a scenographic and interactive exhibition, with sensorial experiences, which invited children to navigate through the universe of water, its biodiversity, as well as getting to know the people and children on its shores, their stories, games, traditions and knowledge. From a poetic and playful perspective, the exhibition addressed the cultural heritage of water and the relationship between childhood and this element so essential to life.

The exhibition starts from a research journey, full of questions and dialogues. 3,000 children from the municipality of Canoas – RS were invited to navigate the theme, which raised awareness of the importance of water resources and their urgent preservation, the memories of water, and the immaterial wealth of rivers.

Rio Vermelho Filmes







## Culture | Investments in 2023

### Mãe tá On (Mom is On)

The project offered professional training in Social Media to 67 young black mothers living in favelas and in the peripheral districts of the city of Rio de Janeiro.

The course initiative sought to reach out to these mothers from the peripheral districts, providing them with qualified professional training based on a careful look at their reality. The project intends to directly contribute to creating access to the job market, which is constantly denied to these mothers who balance the roles of providers and mothers in a constant struggle for their family's survival.

**Oito Sustentabilidade**

**Iraci** lives in Queimados, in the Baixada Fluminense region, in Rio de Janeiro. She is a mother of three, a grandmother and a craftswoman. She started crocheting when she was 11 years old and has been doing it for a living ever since. With what she learned in the Mãe Tá On (Mother is On) project, Iraci began to value her work more, pricing her pieces better, improving her customer service and making more active and powerful use of her social networks, which had a significant impact on her sales. Today, as well as selling her pieces, she also gives crochet classes to other women in her community.



## Investments that started in 2022 and continued in 2023:

### A cidade da gente V (The city that belongs to us V)

Creation and publication of children's books on the material and immaterial heritage of the cities of Crato, Timon, Guaíba and Campo Grande. These local stories were investigated with the support of children from the public school system of these cities, in a process led by a writer, in partnership with the education and culture municipal departments of the participating cities.

**Eo Editora Ltda Me**

### Lab CN Communication and Digital Culture

Professional workshops were held in audiovisual communication and digital culture for 110 young black women from favelas and peripheral districts of the city of Rio de Janeiro, through laboratories and tutorials, workshops, career management mentoring and entrepreneurship.

**Cinema Nosso**



## Images that transform

The project developed students' ability to create useful public campaigns on the topic of water, sanitation and the environment. The form of expression used by the more than 4 thousand students from 96 schools in the municipalities of Barcarena, Manaus, Campo Grande, Miracena, São Francisco do Sul, Cordeiro, Penha and Itaboraí was photography with cell phones, associated with the creation of advertising campaigns.

### Flamingo Comunicação Eireli



## Invisible Danger

Presentations that combine the charm of the Theater through scenic sketches, with digital technology. The Invisible Danger show takes place at Central dos Germes (Germs Center). Maus, Fungoso, Dona Bactéria and Virulão are the central characters of this story.

### BuZum!





## Investments that started in 2022 and continued in 2023:

### Theater of the Future

Presentation of stage pieces with digital technology, reconciling the 2 worlds, real and virtual, in a unique and remarkable experience, for municipal public school students, with the main objective of teaching and raising awareness among children and adolescents on the importance of water treatment, how it is distributed to people's homes and how to care for this valuable natural resource.

**Ochoa Produções Artísticas LTDA**



### There are clowns who waste water

The play performed by clowns aims to teach and guide children and adolescents on how to care for and use the planet's most precious asset: water.

Throughout the presentation, the four actors interact with the audience, using comedy to address topics such as: waste and how to use water well.

The play was performed by four actors who, throughout the performance, interact with the audience, using comedy to address topics such as: waste and how to use water well.

The messages were conveyed in a playful way, with the aim of informing the more than more than 8 thousand students from the cities of Buritis, Ariquemes, Rolim de Moura, Pimenta Bueno, Jauru, Campo Verde, Primavera do Leste and Barra do Garças on the importance of water in the ecosystem, guiding the conscious formation of the future generation.

**Ochoa Produções Artísticas LTDA**



## Investments that started in 2022 and continued in 2023:

### Agenda ESG

#### ESG: Environmental, Social and Governance.

A visual content production with three episodes, each dedicated to a letter of the acronym. The series documented real examples, mixed with the views of academics and specialists from international organizations to reveal another side of the business world and the impact they have on society as a whole, promoting the dissemination of this topic that is so current in society.

**Produtora Brasileira**

### Pantanal, Plain of the Waters

Raising awareness and engaging society in the defense of the Pantanal, a rich biome that faces great challenges, is the goal behind the production of the film Pantanal, Plain of the Waters. Award-winning documentary photographer Luciano Candisani, a member of the prestigious ILCP (International League of Conservation Photographers) and a contributor to National Geographic magazine, has once again embarked for the world's largest floodplain, a place he has been photographing for two decades.

**Produtora Brasileira**

### Memorial of the Pantanal Man

Support for the Memorial do Homem Pantaneiro, a museum where cultural, environmental and educational activities are carried out, as a reference center for Heritage Education in the Pantanal culture. Strengthening and stimulating in the community a sense of belonging and identity building, rescuing the memory of the Pantanal people and the region's biome.

**Instituto Homem Pantaneiro (Pantanal Man Institute)**





## *Together we go further*

There is an African proverb that says “If you want to go fast, go alone. If you want to go far, go with others”. We know that in order to provide drinking water and basic sanitation for all Brazilians and to ensure compliance with SDGs 6 and 14, we need many partnerships.

Therefore, Aegea does not walk alone.

We are coordinators of the UN Global Compact's Action Platform for Water and the Ocean in Brazil. The Global Compact is the arm of the UN that encourages companies to align their strategies and operations with the Ten Universal Principles in the areas of Human Rights, Labor, the Environment and Anti-Corruption and to develop actions that contribute to tackling society's challenges. It is now the largest corporate sustainability initiative in the world, with more than 16,000 participants, including companies and organizations, distributed in 70 local networks and covering 160 countries.

The Action Platform for Water and the Ocean encourages the engagement of organizations and companies to accelerate progress on SDG 6 – Drinking Water and Sanitation and SDG 14 – Life in Water. Aegea is also an ambassador for the +Water Movement, a water engagement project that is part of the UN Global Compact's 2030 Ambition initiative in Brazil, aimed at accelerating the goals proposed by the UN's 17 Sustainable Development Goals (SDGs). More than a public commitment, the + Water Movement proposes a joint journey for greater control, transparency and collective action, defending the definition of goals as drivers for the transformation of society, aimed at the universalization of sanitation and water security in the country.

We are also part of Blue Keepers, a Global Compact project that aims to mobilize resources and engage various sectors in the fight against ocean pollution, especially plastic pollution. The partnership is put into action at the Serra unit, in the state of Espírito Santo, and at Prolagos, in Rio de Janeiro. Constant collections are made of materials that could end up in the seas, cleaning up beaches and oceans. Waste collection of materials that would otherwise end up in the seas are constantly performed, thus cleaning the beaches and the oceans.



## SP Ocean Week

SP Ocean Week has been held since 2019, a week to celebrate Brazil's ocean culture. The festival draws attention to Brazil's 5,669,512 km<sup>2</sup> of maritime space, a territory of national sovereignty that is home to immense biodiversity. It is equivalent to 63% of the country's territory and requires extra attention if it is to receive the necessary care and be preserved.

Through the Federal Law of Incentive to Culture, Aegea Institute sponsored the event as part of its ocean-related action platform. A demonstration of the relevance of the company's work in coastal cities, especially the benefits of adequate sewage services for the marine ecosystem.

## Group of Corporate Institutes and Foundations (GIFE)

GIFE is the main association of social investors in Brazil, whether they are institutes, foundations or companies, with the aim of generating knowledge through networking to improve the political and institutional environment of social investment and increase the quality, legitimacy and relevance of the work of private social investors. Aegea Institute is active in GIFE, as a way of keeping up to date with best practices in Brazil and around the world.

## UN Water Conference

In 2023, the president of the Aegea Institute and the company's Sustainability director, Édison Carlos, took part in the UN Water Conference in New York. There were three days of debates and reflections to rethink water governance in Brazil.

It was the first time that the UN promoted an international conference on water. According to the UN, Brazil is at the center of environmental discussions also because it has the largest rainforest in the world and was one of the pioneers in holding World Environment Conferences, such as Rio 92.

Climate change is already having consequences for water management in the country. In 2021, the reservoirs that supply the electricity sector recorded low flows due to Brazil's worst drought in 91 years. Given the average temperature records and recent data from Brazilian entities, there are risks of desertification in the Caatinga, prolonged drought in the Amazon and loss of biodiversity in the Atlantic Forest.

Aegea actively participates in order to be part of the solution and at the center of discussions about water care.



## SDGs in Brazil

In September 2023, the headquarters of the UN Global Compact Brazil Network in New York hosted several business leaders committed to concrete actions to achieve the Sustainable Development Goals (SDGs) proposed by the United Nations (UN). The SDGs in Brazil event was sponsored by Aegea and was attended by several company executives, who showed the good practices being carried out by the organization to guarantee access to water and sanitation, as a human rights practice.





## SDG Connection moves Ceará

Between October 19 and 21, 2023, the UN Global Compact in Brazil held the event SDG Connection to give visibility to dialogues related to the SDGs, in Fortaleza (CE). The +Water Movement panel discussed the role of sewage services in preserving water sources, especially for vulnerable populations. Águeda Muniz, director of Institutional Relations at Ambiental Ceará, took part in the event and stressed the importance of preserving water sources.

“Sewage is always seen as something bad, but when treated and disposed of correctly, it contributes to having clean water”, she defended. According to her, the mission to universalize access to sewage collection and treatment in the 24 cities served by Ambiental Ceará will contribute, among other factors, to the recovery of the bathing suitability of the Fortaleza coastline and for the care with the water reserves of the Cariri Region.

## COP 28

Aegea was present at COP 28, held in Dubai, in 2023. The company's actions were discussed at a COP28 Side-Event, Transition in the Global South: Building a Net Zero Economy.

The UN Brazil Global Compact initiative brought together nationally and internationally renowned experts, and companies aware that today's challenges are urgent, important and achievable.

These companies are committed to SDG 13 – Action Against Global Climate Change; SDG 6 – Water and Sanitation; SDG 7 – Clean and Accessible Energy, and SDG 14 – Life in Water. The main objective is to provide new ideas and inspiring solutions towards a new low-carbon economy in the tropics in an effective way.

In addition to these discussions, Aegea's “Vem Com a Gente” (Come with Us) program was recognized as an example of good practice by the Guardians for Water Award. This was the first edition of the award and it was presented during the COP28 side events.



## +Water Movement

To promote the progress of the 2030 Agenda in Brazil, Corsan and Aegea held the event Challenges and Opportunities for the Business Sector and other Segments in SDG 6 in Porto Alegre (RS) on October 24, 2023, in conjunction with the UN Global Compact. Representatives of the National Water and Basic Sanitation Agency (ANA), companies such as Aegea and Corsan, as well as leaders and experts took part in the event. The panel No One Left Behind: Access to Sanitation by 2030 in Rio Grande do Sul was mediated by the president of the Aegea Institute, Édison Carlos.

According to the UN Global Compact, Rio Grande do Sul is suffering adverse impacts due to extreme weather events such as above-average rainfall, extratropical cyclones and a rise in the average annual temperature of the atmosphere. As a result, the institution stresses the need to re-evaluate the management of water resources and to prepare the production and human supply sectors for critical events. At the headquarters of Águas de Manaus, the +Water Movement event discussed basic sanitation and water security agendas in a series of panels. The program included speeches from representatives of the UN, the government of Amazonas, Manaus City Hall, UNICEF, Águas de Manaus, Eletrobras, IDB Invest, Coca-Cola do Brasil and other organizations operating throughout the country.

*"It is important to involve society, major opinion leaders, and companies. It is an ecosystem that has positive consequences when worked on together with a common goal. Águas de Manaus actively participates in this movement. We are service providers, and we offer drinking water and sewage treatment, so we understand that we have a lot to contribute and also to learn so that, increasingly, the city has quality of life", says the CEO of Águas de Manaus, Diego Dal Magro.*

## In Santa Catarina

In the last week of October, the Brazil SDG Forum brought together hundreds of experts in a debate on the activities that have been developed in the country in favor of the 2030 Agenda – actions that promote and encourage the Sustainable Development Goals (SDGs). The president of Águas de Camboriú, Águas de Bombinhas, Águas de Penha and Águas de São Francisco do Sul, Reginalva Mureb, and the executive director, Maraísa Mendonça, took part in panels, presenting the activities developed by the concessionaires in favor of the environmental and sustainable development of the cities.





Focusing on sanitation, Reginalva reinforced the achievements of the municipalities in Santa Catarina where the company operates and pointed out that the concessionaires have pragmatic targets to meet. “In Bombinhas, for example, we have until 2026 to completely sanitize the municipality. In Penha, we have overcome the supply challenge, currently distributing 200 l/s of treated water from underground sources, the river and the lagoon. This proves that we also have to be creative in solving our issues,” she explains.

In addition to environmental care, the focus on employees and management practices in companies were also topics discussed during the event. Maraísa Mendonça reinforced the actions developed within the company, such as workplace gymnastics and innovation awards. “Practicing the SDGs within companies is the first step towards bringing these changes to society. Look at the employees, but also at the actions developed on a daily basis, such as encouraging the reduction of plastic use in the company, promoting the use of technology and sustainable practices,” she adds.



## Recognition

We do our work to ensure that access to quality water is universal. The greatest recognition is building a relationship with the people in local communities, who benefit directly from the work of Aegea and its concessionaires. Throughout the report, we heard several testimonies from people whose lives have been transformed by the arrival of Aegea in their territory. This is what we work for.

And we are also honored to be recognized by different awards for the excellence of the work we deliver. Below are the main awards that we are proud to display.





## Awards

### **Guardians of Water Award:**

We received recognition for good practices at the 1st Guardians for Water Award, promoted by the UN Global Compact in Brazil during COP28, with the case “Vem com a Gente (VCG) (Come with us) – Water and Sanitation for those who need it most”. Aegea was awarded for its commitment to the +Water Movement, promoting access to basic sanitation and water resilience.

### **GHG Protocol Gold Seal:**

For the second year running, we have received the highest level of certification from the Brazilian GHG Protocol Program. The platform is an adaptation of the GHG Protocol method to the Brazilian context, and is the leading public registry of greenhouse gas (GHG) emissions. It was developed in 2008 by FGV's Center for Sustainability Studies and the World Resources Institute (WRI), in partnership with the World Business Council for Sustainable Development (WBSCD), the Ministry of the Environment, the Brazilian Business Council for Sustainable Development (CEBDS) and 27 other companies.

### **GRI Infra Awards 2023:**

For the second year running, we won the GRI Infra Awards, in the Biodiversity category, with the case Water Resilience – Partnerships with WWF–Brazil and BNDES' Living Forest Program. The award, held by the GRI Club, evaluates programs, projects and actions in the transport, energy, basic sanitation, urban and social infrastructure and environmental assets sectors.

### **Best ESG Cases by Trata Brasil Institute:**

We won the Trata Brasil Institute award in the Best ESG Cases category in the Social Pillar, with the Respect Sets the Tone Program. The award honors companies with the best initiatives to advance basic sanitation throughout the country. In 2023, in its seventh edition, it recognized companies that stood out for their performance in the ESG pillars – Environmental, Social and Governance.

### **Human Rights and Diversity Seal:**

We have once again received the Human Rights and Diversity Seal from the São Paulo City Hall, which recognizes good practices in diversity management and the promotion of human rights in companies, public bodies and third sector organizations. In the 6th edition of the Seal (2023–2024), the Respect Sets the Tone Program was recognized for the second time in a row. Created in 2017, it aimed to reflect Brazil's ethnic-racial plurality among the company's employees. Today, the program also looks at the inclusion of black people at all hierarchical levels of the company and, since 2022, has incorporated the theme of gender equity into the company.



## Other recognitions related to sustainability:

- **Sustainalytics ESG Rating:** For the second year running, we have been recognized in the Sustainalytics ESG Rating, an organization of the Morningstar group, a global leader in ESG research, ratings and analysis. Among the companies evaluated, the company came 3rd, moving up one position, in the Global Sanitation Ranking. It also came 1st in the Sanitation Peers, Corporate Governance and Community categories.
- **Exame's Best of ESG:** We were the Company of the Year and the winner of the Sanitation and Environment category in the Best of ESG 2023 by Exame magazine, the country's main ESG guide, which selects companies that are benchmarks in sustainability, social responsibility and corporate governance.
- **Época Negócios 360°:** For the third year running, we won the Water and Sanitation category of the Época Negócios 360° Yearbook, published by Época Negócios magazine and Fundação Dom Cabral. The initiative recognizes our ESG commitment and our contribution to the socio-economic transformation of the most vulnerable communities
- **1st place in the Water and Sanitation category – Época Negócios 360° Yearbook.**
- Aegea was the winner in the Sanitation and Environment sector for its results in financial indicators, growth and ESG throughout 2022 – 50th edition of Exame's Best and Biggest Companies.
- **4th most innovative company in Infrastructure**, advancing 37 points in Valor Econômico's general ranking of Innovation.
- Aegea is the Company of the Year and winner of the Sanitation and Environment category in the Best of ESG 2023 award.



# Future

Aegea knows that the challenge of universal access to treated water and sewage services throughout the country is enormous. And to do this while respecting nature, bringing dignity, income and information to people, providing learning and work opportunities is an even greater commitment.

We know that the path is not easy. Each region has its own complexity, its own challenges. That is why we seek to listen, get closer, become part of the community and find solutions that make sense in that place.

We are a company and numbers matter to us. We have targets for growth, progress and delivery. And we know that our differentiator is to achieve each of these figures without overlooking what is most important in our business: water and people. Without these two assets we cannot exist. That is why we take care of both.

The first socio-environmental report presented what we have achieved so far. But we want much more. Over the next few years, we will continue to advance access to sanitation, always looking for the next home to be connected to the network, the next sanitized school. We will remain open to dialogue with the community in each territory, with the aim of enabling initiatives that transform the future of children and young people, that offer opportunities for generating income and employment, that work for racial and gender equality.

We will continue to work for water resilience in the river basins where we operate, for the protection of the ocean and the improvement of bathing beaches along our coastline, and for the protection of biodiversity in the biomes where we operate. We will deepen our work on issues of racial equity, gender equity and human rights, without neglecting responsible management of greenhouse gas emissions and circularity.

The challenges are many, but we will remain steadfast in our commitment to a legacy of development wherever we operate. Seeking shared prosperity with the territories, the people, the company's employees and all its stakeholders.







2023 **SOCIO-ENVIRONMENTAL REPORT**