



# Reporting 2023 Sustainability Plan





# Sensitive Pillars - Reporting 2023

Main indicator	KPI	UoM	Result, 2023	Target, 2023	Target, 2033	Trend, 2023
Consume less, consume better	Number of litres of water consumed daily by users classified as resident domestic use and condominium use / Number of Residents	l/dd/n	194.67	185.4	180	Not achieved
As easy as drinking a glass of water	Number of CAP users who report drinking only, or almost only, tap water / Number of resident domestic users (direct) and number of households (indirect)	%	25.3	44	70	Not achieved
Ever closer to people's needs	Weighted index (Number of collective households with customised solutions/total number of households) - (Numbers of households in difficulty but assisted/Number of households served)	%	53.4	28	80	Achieved

# Sensitive Pillars - Reporting 2023

## Consume less, consume better

The indicator was also not achieved due to the impact of the Covid-19 outbreak and the revision of working arrangements. Today, people are living in their homes much more following remote working and this generates an increase in household consumption.

## As easy as drinking a glass of water

The indicator is not achieved despite communication and awareness-raising efforts: as a group, we have limited possibilities to influence individual behaviour.

## Ever closer to people's needs

The indicator is fully achieved thanks to the numerous protection mechanisms we have provided to support more vulnerable users.

# Resilient Pillars - Reporting 2023

Main indicator	KPI	UoM	Result, 2023	Target, 2023	Target, 2033	Trend, 2023
Closing the circle	Reduction of CO <sub>2</sub> equivalent emissions	%	+1,519.833*	-15	-40	Not Achieved/inconsistent
Protecting the resource	Volume of water dispersed in the network / Total volume fed into the network	%	16.55	19.4	14.34	Achieved
Resilient cities	Millions of cubic metres of water drained in the serviced area	m <sup>3</sup>	1.99	1.92	2.56	Achieved

\*The -40% target was set on the 2018 baseline, which did not take biogenic emissions and most scope 3 emissions into account. Therefore, this indicator is not comparable with the set targets.

# Resilient Pillars - Reporting 2023

## Closing the circle

The indicator was not achieved because the target was set on the 2018 baseline, which did not take biogenic emissions and most scope 3 emissions into account.

In the new Sustainability Plan, the target has been aligned with those validated by SBTi.

## Protecting the resource

The indicator is achieved thanks to the substantial investments aimed at reducing water losses.

## Resilient cities

The indicator is achieved thanks to investments in urban drainage infrastructure.

# Innovating Pillars - Reporting 2023

Main indicator	KPI	UoM	Result, 2023	Target, 2023	Target, 2033	Trend, 2023
A digital company	Number of services available on click solution / Number of services planned on click solution	%	100	36	100	Achieved
Creating shared value	% of operating margin derived from activities that generate shared value	%	13.6	12.61 (+6% compared to 2022)	15	Achieved
Towards a smart future	Millions of euros spent on automation and robotics	Millions of euros	Year 2023: 6.17 Cumulative total for 2023: 32.94	13	50	Achieved

# Innovating Pillars - Reporting 2023

## A digital company

The indicator is fully achieved thanks to the prioritisation of the topic of digital innovation within the Group.

## Creating shared value

The indicator is achieved thanks to the increasing investments related to activities that generate a social and environmental benefit.

## Towards a smart future

The indicator is achieved thanks to the steady increase in investments in automation and AI.

# Thank you for your attention.

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