

**PIONEERING,
INNOVATION E
GLOBAL PRESENCE**

SUSTAINABILITY REPORT

hidro&sfera

2 0 2 2

REFERENCE YEAR 2 0 2 1



HIDROSFERA IS THE NAME OF OUR BRAND,
BECAUSE OUR WORLD IS WATER



WWTP Mogi Mirim after
expansion stage- 2022 - SESAMM.

This is the station that contributes to the
preservation of the Mogi-Guaçu River,
the cover of the Hidrosfera 2022.

welcome to
our hidrosfera



SUSTAINABILITY REPORT

hidrosfera

2 0 2 2

REFERENCE YEAR 2 0 2 1

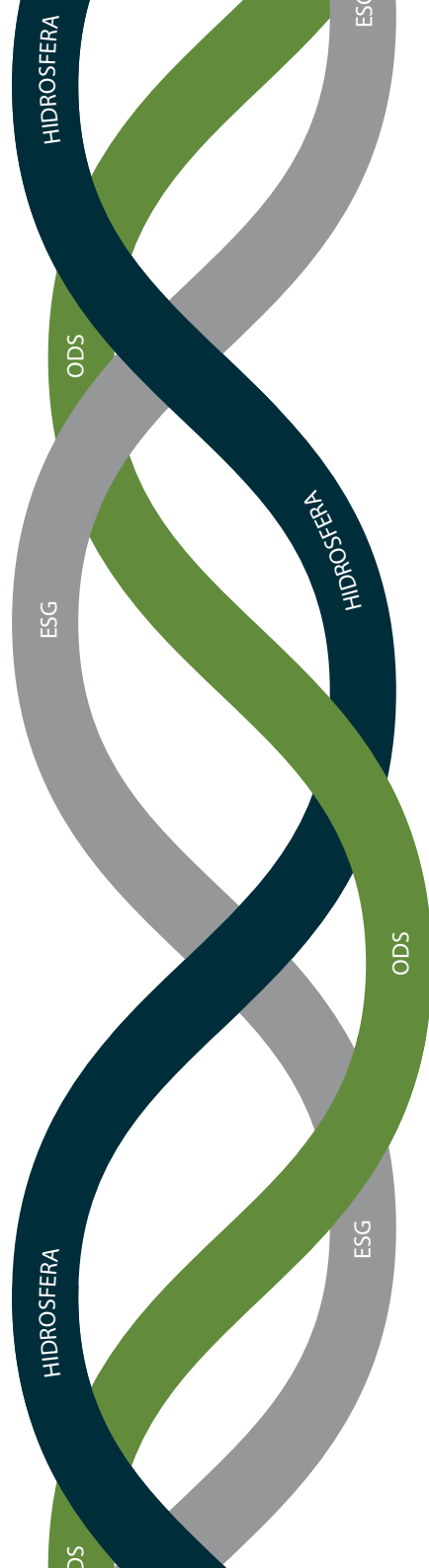


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GS Inima AMBIENT - WWTP Ribeiro Preto

LETTER FROM PRESIDENT

GRI 102-14

PAULO ROBERTO DE OLIVEIRA,
CEO GS INIMA BRASIL



IT IS WITH GREAT SATISFACTION that we publish GS Inima Brasil's second Sustainability Report, Hidrosfera 2022. In it, we present the advances of our sustainability agenda made in 2020 and 2021 and our ambitions for the future.

The years 2020 and 2021 were extremely impacted by the coronavirus pandemic, a scenario that required great efforts from people and companies. Taking care of our employees and customers was GS Inima Brasil's priority. As sanitation service providers, we were essential. And even with all the challenges, the last two years have been excellent in terms of operating results. This demonstrates the solidity of our actions, which always seek to contribute to society, protect the environment and generate value for all our stakeholders. The result is also a reflection of our commitment to building an increasingly efficient, innovative and responsible company.

In 2021, we started a new operation at GS Inima Concessões, SANEL, responsible for water supply and sewage services in the city of Luiz Antônio (SP), a new Operation and Maintenance (O&M) contract at GS Inima Serviços, for the water production system in Birigui (SP) and concluded the closure of the GS Inima Industrial JECEABA contract, increasing capacity for new businesses at GS Inima Industrial.

At the same time, we maintained our investment commitments. We started, with SESAMM, the process of amplification of the Mogi Mirim (SP) sewage treatment system. We advanced in the sewage collection works at SANAMA in Maceió (AL) and in the construction of a new water treatment station in Araçatuba (SP). In addition, we began the universalization of water and sewage services in Santa Rita do Passa Quatro (SP). These investments represent much more than contractual commitments; they mean quality of life, water security and generation of social and economic benefits for our customers.

The permanent search for higher levels of efficiency in management and good governance practices also remains present in our agenda. We consolidated a new organizational structure, with the creation of strategic areas of governance and organizational intelligence. With GS Performance, we invest in new processes aimed at increasing the efficiency of corporate areas, which are also widely engaged in adhering to SOX requirements. GS Inima Brasil is committed to digital transformation, which will allow our company to reach even higher levels of excellence and quality in the management and provision of our services.

And, of course, we have moved forward in the sustainability strategy. In line with the agenda of the Sustainable Development Goals and the ESG vision, we consolidated the concept of Hidrosfera at GS Inima Brasil. Hidrosfera represents our brand, our values and our way of responding to sustainability challenges. In a movement that brought together 105 employees, including leaders and managers in various thematic meetings, we were able to build a clear vision about the strategic sustainability focuses for the Company's core business, about our maturity, about our challenges and about the opportunities to advance on a journey 2022, 2027 and 2033.

We started 2022 with confidence of a challenging and prosperous year for the Group. We are prepared for business growth, both in the concessions and industrial segments. We sign here our commitment to the journey that begins with Hidrosfera, reinforcing our mission, our vision and our values. We work for the development of our country, with the solidity of our Company and our Group in the sanitation and industrial utilities sector in Brazil and worldwide. We always count on the commitment of our employees and partners, whom we again thank and congratulate for another cycle together with GS Inima Brasil.

Have a good read!



The background of the entire page is a photograph of a calm lake under a blue sky with scattered clouds. A dense line of trees and vegetation borders the far side of the lake. Overlaid on this image are several large, semi-transparent green shapes: a large organic shape on the left, a smaller organic shape in the upper center, a solid green circle in the upper right, and another solid green circle in the middle right. The company name 'hidrosfera' is written in a white, lowercase, sans-serif font, with a stylized wave symbol replacing the dot on the 'i'.

hidrosfera

SOCIAL RESPONSIBILITY AND SUSTAINABILITY

01 Hidrosfera Our sustainability strategy

ABOUT THE REPORT

GRI 102-1, 102-5, 102-50, 102-52. GRI 102-53 E 102-54

GS INIMA BRASIL publishes its second Sustainability Report – **Hidrosfera 2022**, aligned to the standard of the Global Reporting Initiative (GRI) and prepared in accordance with GRI Standards: “Essential” option. This edition brings all the advances made in the 2020-2021 periods in the construction of GS Inima Brasil’s sustainability strategy and the company’s performance in its main themes in the same period.

The commitment to the biennial publication of GS Inima Brasil’s Sustainability Report is due to the relevance of Brazilian operations in the GS Inima group and local specificities. This is the case of the challenges of the basic sanitation sector, both in relation to the need to discuss opportunities and the positive impacts of universalization and the importance of opening up a channel of transparency, dialogue and accountability with stakeholders in this context.

The Company also reports its sustainability performance to the Spanish headquarters GS Inima Environment, which publishes its annual corporate sustainability report in accordance with the GRI guidelines and in compliance with the “Law 11/2018” of the government of Spain. In this process, the Brazilian participation occurs by sending the information of the Company’s operations in the country, which make up the Group’s performance in the world.

Within the scope of the Hidrosfera Report 2022, the non-financial information presented refers to the performance of all Brazilian operations in the Concessions, Industrial and Services business segments, except for the information related to the operation and maintenance of the Araucária, Sanevap, Birigui and Olímpia units, due to their contract models.

GS Inima SAMAR - Capture on the Tietê River

STAKEHOLDER ENGAGEMENT AND MATERIALITY

GRI 102-40, 102-42, 102-43, 102-44, 102-46 E 102-47

FOR THE DEFINITION of the content of this report, a process was carried out in 2019 to identify the material themes of GS Inima Brasil. The starting point was the materiality already consolidated within the scope of the sustainability report of the GS Inima Environment matrix and a reading on the national context of the group's business sectors. In summary, four main steps were performed: (1) sector benchmark and media research; (2) analysis of the internal perspective; (3) definition and consultation with external stakeholders. (4) validation of material topics with leaders.

The work involved several meetings and two workshops led by the Directorate of Institutional Relations and Sustainability, attended by managers and leaders. The process also counted on the participation of GS Inima Brasil's priority stakeholders. Representatives of stakeholders from the direct business environment were involved, represented by regulatory bodies, sectoral entities, granting authority and government, constituting the first consultation cycle. This stage took place in September 2019 and was conducted by an independent third party company. The participation of stakeholders was fundamental for the qualification of the understanding of the priority themes, the impacts associated with them, as well as the existing expectation regarding the content of this report.

With the advances in the internal analysis of material themes, we understand that the 12 themes identified in 2019 are adherent to the current context of GS Inima Brasil, and the materiality review will be carried out in the next reporting cycle, 2022-2023.

RESULT OF PRIORITIZATION OF THE THEMES BY THE STAKEHOLDERS

GRI 102-21, 102-40 E 102-44

MATERIAL THEMES	REGULATORY	SECTORAL	GRANTING AUTHORITY	GOVERNMENT
1) UNIVERSALIZATION OF SANITATION	**	***	***	***
2) OPERATIONAL EFFICIENCY AND PRODUCT/SERVICE QUALITY	***	***	***	***
3) EFFLUENT AND WASTE MANAGEMENT	***	**	***	-
4) CUSTOMER SATISFACTION	*	**	***	***
5) BUSINESS ETHICS AND TRANSPARENCY	-	**	-	**
6) RESPECT OF CONTRACTS AND STAKEHOLDER RELATIONS	**	**	***	**
7) WATER SECURITY	***	***	***	***
8) PEOPLE MANAGEMENT	-	-	-	-
9) HEALTH AND SAFETY	-	-	-	-
10) INNOVATION CAPACITY	-	***	-	***
11) SUPPLY CHAIN	-	-	-	-
12) LOCAL DEVELOPMENT	**	**	***	-

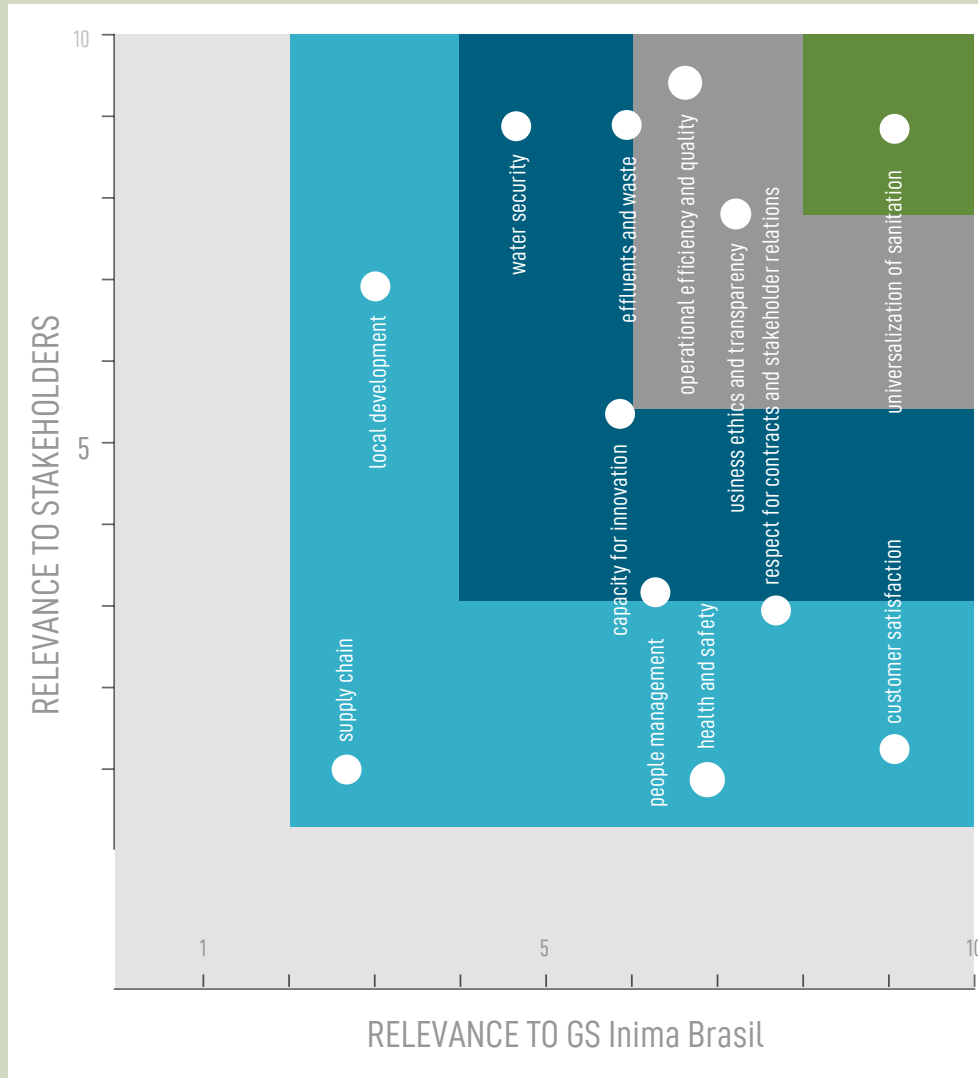
* Considered, ** Relevant, *** Very Relevant

LIST OF TOPICS AND MATERIAL GRI ASPECTS

GRI 102-47

THEMES	DESCRIPTION AND LIMITS OF THE THEME	RELATED GRI ASPECTS
Universalization of Sanitation	Access to drinking water is essential for human life and well-being and is recognized by the United Nations as a human right. The Sustainable Development Goals (SDGs), adopted by the United Nations as part of the 2030 Agenda, include essential goals related to sustainable water management associated with Goal 6: "Ensure availability and sustainable water management and sanitation for all". These goals aim, for example, to achieve universal and equitable access to safe and safe drinking water for all, improve water quality and address water scarcity. The theme is the priority of the sector in the country, ainda com déficits elevados de cobertura de serviços, e a presença da iniciativa privada é fundamental para vencer este desafio, principalmente quando consideradas as metas do novo marco legal (Lei n. 14.026/20), do Plano Nacional de Saneamento Básico e do ODS 6.	Economic performance Indirect economic impacts
Operational Efficiency and Quality of Product and Service	The sustainability in the concessions and industrial segment of GS Inima Brasil is directly related to the operational efficiency and quality of the services provided. The main environmental impacts of operations are related to the consumption of resources such as water, energy and materials; the quality of water and effluent treatment; the generation of waste in the process and the continuity of services.	Energy Emissions Materials
Occupational Health and Safety	Concern for health, safety and quality of life is a present and growing theme in companies that seek the well-being of their employees and their families. Thus, the company is responsible for establishing standards of excellence of working conditions in order to ensure the health and safety of employees and related third parties.	Occupational health and safety
Customer Satisfaction	The relationship of companies with customers demands a proactive and transparent stance, both in the provision of public services such as basic sanitation, and in the services contracted by private companies. It involves the communication process and the service to users of products and services. Thus, the company must promote quality in customer service, before, during and after the provision of service.	Consumer health and safety
Management of Effluents and Waste	The quality of the effluent treatment is a key point to ensure the sustainability of the places where we operate. The capacity for innovation and improvement of efficiency of this process directly impacts the performance of the business, generates value for several stakeholders and sustainable opportunities for the business such as reuse and generation of energy. As the main externality of the process, the correct disposal of solid waste from the company's activities throughout its cycle – construction, operation, and maintenance – is the target of actions to reduce environmental, social and financial impacts, oriented to the search for alternatives to promote the circular economy.	Water and effluents Waste Environmental Compliance
Business Ethics and Transparency	Implementation and development of policies and initiatives of ethical behavior and transparency led by the highest governance body of the company. It includes mechanisms of the organization to avoid cases of corruption in compliance with the guidelines of the Anti-Corruption Law (Law 12.846/13), which must cover all stages of management, and the existence of a code of ethics and a channel of complaints about internal and external conduct, ensuring trust and impartiality. One of the fundamental principles for the provision of sanitation services (Law 11.445/07) is the transparency of actions, based on information systems and institutionalized decision-making processes. In addition to characterizing a legal principle, transparency is a good governance practice that increases the confidence of all those involved in the processes, as well as the chances that the project will be developed with the expected results.	Anti-corruption Socioeconomic Compliance

THEMES	DESCRIPTION AND LIMITS OF THE THEME	RELATED GRI ASPECTS
Water Security	According to the United Nations (UN), water security exists when there is sufficient quantity and quality of water available to meet human needs, the practice of economic activities and the conservation of aquatic ecosystems, accompanied by an acceptable level of risk related to droughts and floods. The expansion of water demand and climate change, with its effects on extreme hydrological events, require investments from companies to ensure sustainability in water use, with reduced losses and increased reuse, and actions to increase the resilience of operations, such as the protection of water sources, risk assessment and investment in infrastructure.	Water and effluents Biodiversity
People Management	Socially responsible labor practices are essential for the consolidation of justice, stability and social peace. The importance of employment for human development is universally accepted. Organizations contribute to one of the most widely accepted objectives of society, the improvement of the standard of living through full and safe employment and decent work. In addition, it is recognized that companies, in addition to governments, are responsible for ensuring respect for human rights. This respect, which is not limited to legal compliance, applies to all company relationships. In this sense, it is essential that it establishes policies and mechanisms that favor respect and prevent any type of violation of these rights.	Employment Training and education Diversity and equal opportunities Non-discrimination Human rights assessment Freedom of association and collective bargaining
Innovation Capacity	Innovation is a value of GS Inima Brasil and marks its trajectory. It is a key process to expand the company's competitive capacity and its performance in sustainability. In addition to involving industrial transformation and the development of new technologies, innovation occurs in the creation of solutions for the improvement of current models of efficiency and operational and management susceptibility. The main focus of innovation support must go beyond economic return and also target social and environmental gains.	N/A
Supply Chain	An organization may be subject to impacts resulting from both its own activities and business relationships with other parties. An organization is expected to develop actions to prevent and mitigate negative environmental and social impacts on its supply chain. These include impacts that the organization causes or to which it contributes, or that are directly related to its activities, its products or services provided with suppliers.	Supplier environmental assessment Supplier social assessment
Development Venue	The relationship with communities and the social impacts of GS Inima Brasil's operations influence the sustainability of contracts, especially those of concessions. It seeks to ensure respect for the commitments acquired and communication with the local communities where GS Inima Brasil operates, including mechanisms to facilitate dialogue and engagement. It involves the search for best practices to contribute to the development of communities, social investment and philanthropic activities carried out by the company.	Local communities
Respect for Contracts and Relations with Stakeholders	Building solid and lasting relationships with stakeholders through respect for contracts, goals and commitments assumed (financial and legal). It reflects a commitment to best practices in regulation and transparency.	Economic performance Socioeconomic compliance



MATRIX OF MATERIALITY GS INIMA BRASIL

- Very critical
- Critical
- Important
- Emerging
- Slightly

GS Inima SAMAR:
WWTP Baguapu



HIDROSFERA STRATEGY

GRI 102-40, 102-42, 102-43 E 102-44

HIDROSFERA HIDROSFERA is our brand because our world is water. We know of its essentiality and its relevance to ecological integrity, the basis for the perpetuity of human life and of all other living beings. We are part of a single Earth and operate together with a huge diversity of beings. Our house is unique, and our destination is common. Protect, restore, regenerate: this is our commitment.

We exist with the mission of **building a sustainable global future, taking care of the integral water cycle, through the provision of sanitation services and industrial utilities, with excellence, commitment and innovation, generating economic, environmental and social value for customers, shareholders, employees and Brazilian society.**

We are guided by the following values:

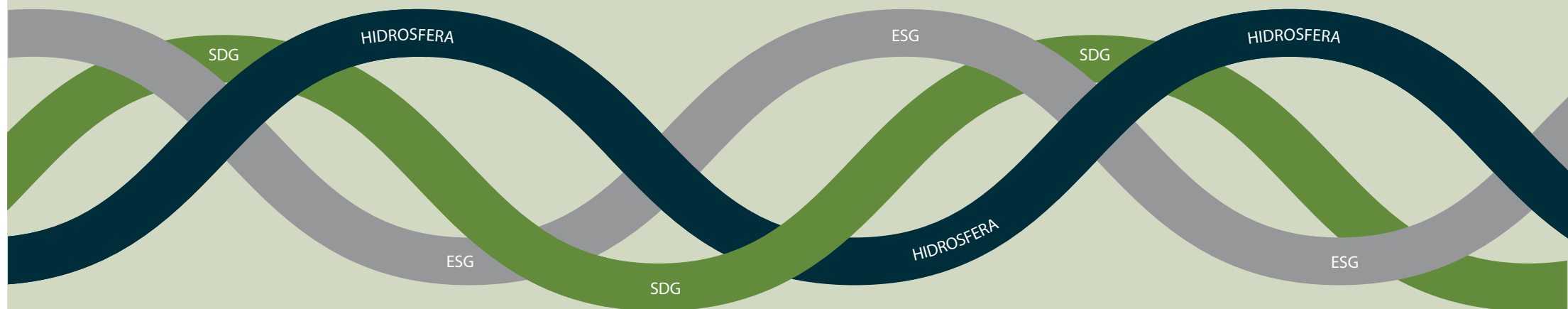
- Pioneering and Innovation
- Excellence in the provision of services
- Sustainability and social responsibility
- Generating value for the customer
- Care, appreciation of people and safety
- Integrity and respect for commitments

Inspired by this corporate identity, in 2021, we deepened strongly in our main Sustainability challenges and built a strategic vision, which includes a set of themes and approaches, which you will learn about in this report. In this process, we strive for technical rigor when using the Materiality Matrix built in 2019, the principles of the Global Reporting Initiative (GRI), the Sustainable Development Goals (SDGs), the ESG (Environmental, Social and Governance) approach, in addition to the strong references from our GS Inima Environment matrix in Spain.

We believe that the great differential of this work in 2021 was the choice of engagement and collective construction as the essence of our work method. After all, sustainability represents for the business environment the new way of being and doing business, which places the change of mental model and the training of leaders as central aspects for the necessary transformation. We can say that we have intentionally chosen to expand and transform our consciousness into action. After all, only action transforms. And nothing transforms itself. So we also chose to do it together.

With the intention of strengthening, together, the new mental model and the new culture, we involved 105 key people, between leaders and employees, in ten workshops, in which we dialogue and reflect on our challenges, opportunities and define our priorities. In these meetings, held online due to the pandemic scenario, the 12 material sustainability themes were evaluated of GS Inima Brasil through its 60 sub-themes that characterize the main indicators capable of translating the organization's performance. As support for the analysis, we used the organizational maturity rule





proposed by Zadek (2004)¹ to evaluate each sub-theme in a scenario for 2022, 2027 and 2030/2033. The long-term scenario considered the term of the global agenda of the SDGs and the period of universalization of the reorganization of the new legal framework Law No. 14.026/20.

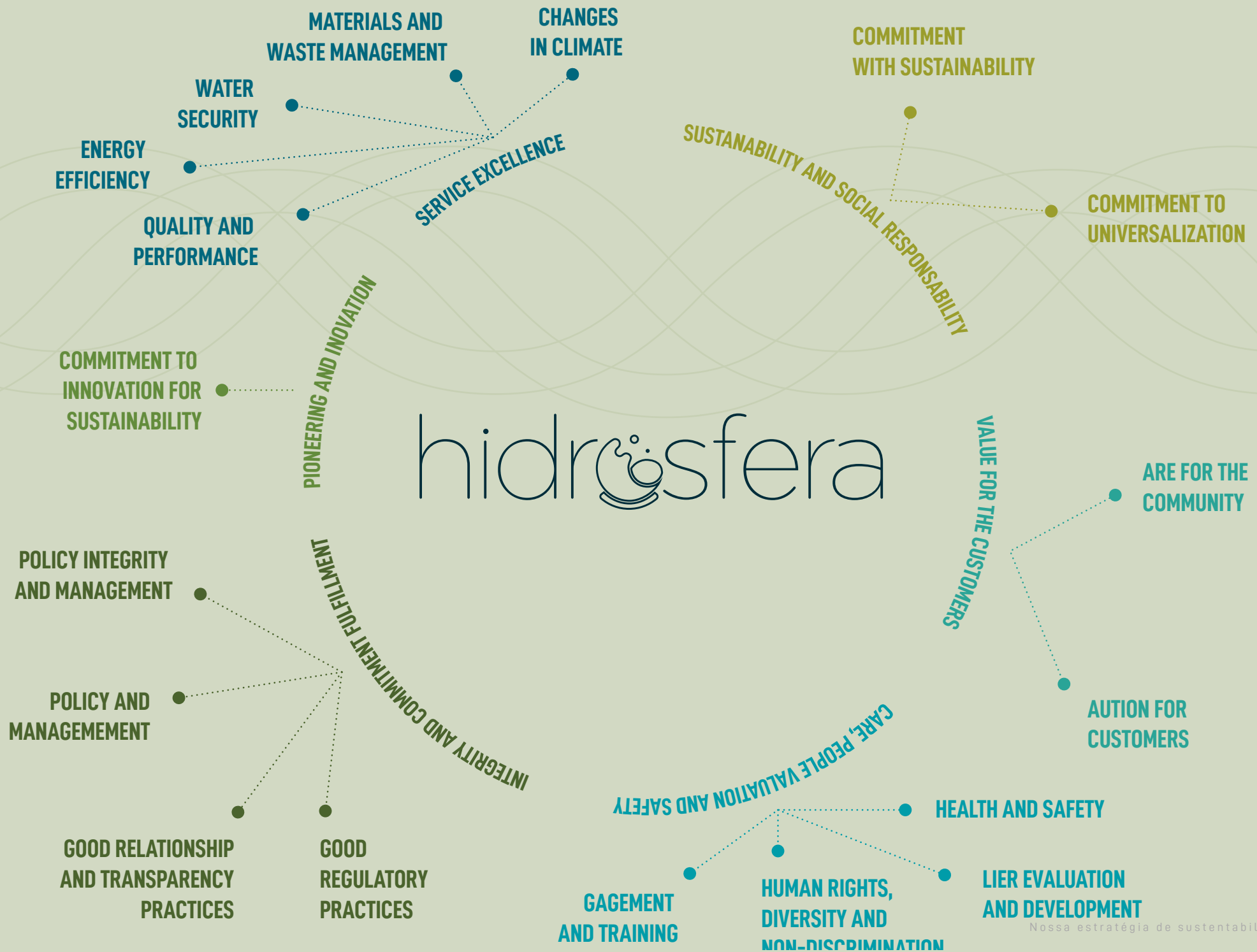
We combine our values, which represent our way of being and operating, with the strategic reading of the themes of susceptibility. As a result, we built the HIDROSFERA platform. Therefore, in addition to naming our brand, the HIDROSFERA now also represents our trajectory, determines our legacy and guides our future.

The work done and what is yet to come reflects sustainability, definitively, as the essence of what GS Inima wants

to be and do. Transversal to all dimensions of the company, it must increasingly function as a key criterion in each decision making and permeate all the services, processes and relationships of the organization. To this end, today we know that the result will only be good for GS Inima Brasil, if it is also good for all its stakeholders, which brings a broader perspective to the meaning of our work, results and success. On the Hidrosfera Journey, we are aware that the more we evolve and learn about the current contemporary challenges and the future we need and want to build, more work and opportunities for improvement are identified to continue innovating and transforming Brazil and the world.

¹ Zadek, Simon. The Path to Corporate Responsibility. Harvard Business Review.

hidrosfera



ESG (Environmental, Social and Governance)

Environmental, Social and Governance

HIDROSFERA AND THE SDG AND ESG CONNECTIONS

At Hidrosfera, sustainability strategies bring our values to life and respond to the global demands and approaches of the Sustainable Development Goals (SDGs) and ESG. We start from the understanding that sustainability is dynamic and related to the local and temporal contexts in which it is inserted. It depends on the demands of society, nature and how organizations are prepared to give consistent, durable and economically viable responses to their challenges. With the UN Sustainable Development Goals, we have represented the main global agenda, which aims to raise the development of the world and improve the quality of life of all people.

Transparency on ESG criteria, acronym in English for “Environmental, Social and Governance”, translates the demand of the financial market to measure the environmental, social and governance practices of a company. With ESG criteria, it can be said how much a business seeks ways to minimize its impacts on the environment, build a fairer and more responsible world for the people in its surroundings and maintain the best management processes. Thus, the 2030 SDG agenda brings the objectives for society to be able to achieve sustainable development, and the ESG criteria measure the ability of companies to adjust the business to respond to this agenda. The way GS Inima organizes to

connect its activities to both dimensions is translated into the Hidrosfera.

The basic idea is that sustainability is only possible when companies align their products and services with the demands of society and, to this end, rely on market support.

That is, in this perspective, all parties have an important role. Society determines its agendas; companies align their processes and services based on their practical demands; and the market is the facilitator, by encouraging responsible investment.

Therefore, we present the SDGs, the ESG and the Hidrosfera in a Triple-Helix view. Thus, we see that sustainability is not only an idea for society to be beneficial but a systemic set that generates positive consequences also for companies and the market.

In a more objective view, we present the connections of the Hidrosfera, its programs and lines of action, with the contribution to the 2030 Agenda of the SDGs and the ESG dimensions. The next cycles, towards 2030, next to the global agenda, and 2033, next to the legal framework of sanitation, will be of many advances for GS Inima Brasil. For now, we share in the next few pages a little more about our trajectory in 2020 and 2021.

MISSION

Work on building a sustainable global future, taking care of the complete water cycle through the provision of sanitation services and industrial utilities, with excellence, commitment and innovation, generating economic, environmental and social value for customers, shareholders, employees and Brazilian society.

VISION

To be recognized as a company of excellence and reference in the operational management of the sanitation and industrial utilities sector in Brazil and as the best partner to ensure compliance with legal and social contracts, being among the four largest private companies in the sector through sustainable growth.

DIMENSIONS OF ESG	ENVIRONMENTAL	SOCIAL	GOVERNANCE
PROGRAMS AND LINES OF ACTION	WATER SECURITY      	CARE WITH CUSTOMERS 	Policy Implementation and INTEGRITY Management    
	ENERGY EFFICIENCY   	CARE FOR THE COMMUNITY 	Sustainability Vision in RISK Management and Policy  
	QUALITY AND PERFORMANCE 	HEALTH AND SAFETY   	Best Practices of REGULATION  
	MATERIALS AND WASTE MANAGEMENT      	TRAINING on Sustainability topics    	Good Relationship PRACTICES MENTORING AND TRANSPARENCY  
	CLIMATE CHANGES 	Ensuring HUMAN RIGHTS, DIVERSITY and NON- DISCRIMINATION     	
		SUPPLIER DEVELOPMENT and EVALUATION   	
	Commitment to the UNIVERSALIZATION  	Commitment to the SUSTAINABILITY	INNOVATION for sustainability 
GSIB VALUES	EXCELLENCE IN THE PROVISION OF SERVICES GENERATION OF VALUE FOR THE CUSTOMER CARE, APPRECIATION OF PEOPLE AND SAFETY INTEGRITY AND RESPECT OF COMMITMENTS PIONEIRISMO E INOVAÇÃO SUSTAINABILITY AND SOCIAL RESPONSIBILITY		



Hidrosfera Workshop,
Madrid, April 2022.

OUR HIDROSFERA IS NOW GLOBAL

The concept of Hidrosfera, combined with the progress in the construction of GS Inima Brasil's sustainability strategies, inspired the GS Inima Group globally. The Hidrosfera project has become worldwide, and a series of activities have already been developed to integrate the visions of the different countries where the Group operates. The objective is to reinforce corporate identity and gather efforts around guidelines and actions that address strategic sustainability issues, especially those of greater relevance on the global agenda.

In April 2022, the GS Inima Brasil team participated in the global Hidrosfera Project launch workshop, which was attended by GS Inima teams operating in Chile, Mexico, the United Arab Emirates, the United States and Spain. Held in Madrid, Spain, at the headquarters of GS Inima, the meeting resulted in the vision of the Mission, Vision and Values of the Group and in the definition of the main sustainability action lines for the next planning cycles. We highlight the creation of international working groups that will work, in a first phase, on the following themes: circular economy, life cycle analysis, climate risks and opportunities, renewable energy, equality and diversity, human rights and innovation.

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— PIONEERING AND INNOVATION —

02

GS Inima Brasil

GS INIMA IN THE WORLD





SOUTH KOREA

Construction

GS E&C

GS Sports

Energy

GS Energy

GS Caltex

GS E&R

GS EPS

Retail

GS Global

GS Retail

GS SHOP



SOUTH KOREA

Plant EPC Business

Architecture

Infra

Power

Leisure



SPAIN

GS Inima Algeria

GS Inima Brasil

GS Inima Chile

GS Inima USA

GS Inima Mexico

GS Inima UAE

(Middle East)



BRAZIL

GS Inima Concessões

GS Inima AMBIENT

GS Inima SAMAR

ARAUCÁRIA

CAEPA

COMASA

SANAMA

SANEL

SANEOURO

SANEVAP

SESAMM

GS Inima Industrial

AQUAPOLO

GS Inima Industrial TRIUNFO

GS Inima Serviços

Birigui

Olímpia

A GS Inima Brasil is a pioneering company in the sanitation sector in Brazil. In 1995, it established its first operation, GS Inima Ambient, to assume the management of the treatment and final destination of the sewage in the city of Ribeirão Preto (SP), the first concession of this mode in Brazil. It is a reference in pioneering care with the full water cycle, which goes from the capture to the return of treated effluents to the environment.

In its 27 years of operation, it has grown from one milestone to the next. In these almost three decades, it won new concessions not only in the state of São Paulo, but in other regions, and expanded its operations to the industrial area and to the service sector. Along this path, it was considered as one of the main private companies of basic sanitation and industrial utilities in the country.

With strong performance in the area of public sanitation services, GS Inima Brasil expanded its portfolio with several contracting models. In addition to full and partial concessions, it has entered into Private Public Partnership contracts, asset leases and operation and maintenance. In 2019, the industrial business segment was created, which enabled GS Inima Brasil to operate in another front of the water cycle: water treatment and industrial efficiencies.

Currently, it is responsible for 14 contracts distributed between São Paulo, Minas Gerais, Alagoas and Rio Grande do Sul.

BUSINESS MODEL

GRI 102-2, 102-3, 102-4, 102-5, 102-6, 102-7

GS Inima Brasil is a privately held company specialized in integral water management and is among the largest private sanitation groups in Brazil, with operations in cities in the states of Alagoas, Minas Gerais, Rio Grande do Sul and São Paulo. GS Inima Brasil is a holding company that controls specific purpose companies (SPE's) that integrate its three business segments: Concessions, Industrial and Services.

It reports to the world headquarters in Spain, GS Inima Environment, which in turn is controlled by GS E&C, engineering arm of the fifth largest business conglomerate in South Korea, GS Group, which operates in the oil and gas, engineering, electricity and renewable energy, retail, e-commerce, cement, steel and sports sectors.

BUSINESS SEGMENTS

GS Inima Brasil is structured in three Business Segments: Concessions, Industrial and Services.



GS INIMA CONCESSÕES

Responsible for public service contracts that supply water and sanitary sewage systems in several models practiced in the sector, such as:

FULL CONCESSIONS: delegation agreement for the provision of public sanitation service with the private company, concessionaire, in which transfer to the contractor all the operation and maintenance of the water supply and sewage system and the responsibility to make the necessary investments for a certain period, during which the concessionaire will be remunerated through the collection of tariffs to users. In the full concession, the assets do not cease to belong to the government, but are under the responsibility of the private company until the end of the assignment period.

PARTIAL CONCESSIONS: contract for the expansion of treated water production or for the implementation of sewage treatment systems, but which continue to be operated by municipal services, which keep the collection of tariffs under their responsibility, establishing mechanisms for transferring part of these tariff revenues to the concessionaire. In this model, the granting authority transfers to the partner concessionaire the management of an existing public infrastructure for the provision of services to users.

ASSET LEASES: contract that allows the execution of the works for the implementation of the facilities necessary for the provision of services by the private initiative. Once the works have been completed, the assets are leased to the government for a specified period. In this model, it is the responsibility of the concessionaire to obtain the financial resources necessary for the execution of the works.

PUBLIC-PRIVATE PARTNERSHIPS OR PPPs: Contract signed between Public Administration and the private sector, with the purpose of providing a public sanitation service, most of the time, in the form of administrative concession, characterized by having the Public Administration as a direct or indirect user of the services provided by the concessionaire. In this modality, the remuneration of the private partner is given by the payment of the public payment by the Administration, differing from the full concession, in which the payment is made through the collection of tariffs, charged directly to users, for a period that may vary between 5 and 35 years.

GS INIMA INDUSTRIAL

Created in 2019, GS Inima Industrial offers the international expertise of the Group in solutions for water and effluents in the industrial sector, with emphasis on its excellence in the production of reuse water and in the desalination of seawater. Your business model involves contracts such as:

- O&M (Operation and Maintenance)
- EPC + O&M (Engineering – Procurement – Construction – Operation – Maintenance)
- DBOT (Design, Build, Operate and Transfer)
- DBOO (Design, Build, Own and Operate)
- AOO (Acquisition, Operation and Owner)
- AOT (Acquisition, Operation and Transfer)

GS INIMA SERVIÇOS

It is the responsibility of this area to operate and maintain systems water and sewage issues and the management and execution of works connected to sanitation services.

**OPERATIONAL UNITS
OF GS INIMA BRASIL**
(GRI 102-2; GRI 102-6)

GS INIMA CONCESSÕES

OPERATING UNITS	LOCATION	CONTRACT YEAR	CONTRACT TEMPLATE	POPULATION SERVED (IN 2021)
GS Inima AMBIENT	Ribeirão Preto/SP	1995	Partial concession for sewage treatment services	717.380
SESAMM	Mogi Mirim/SP	2008	Partial concession for sewage treatment services	72.346
ARAUCÁRIA	Campos do Jordão/SP	2010	Leasing of Assets with SABESP for the construction of the sanitary sewage system	52.078
SANEVAP	São José dos Campos/SP	2012	Leasing of Assets with SABESP for the construction of a sewage collection and treatment system	214.455
SANAMA	Maceió/AL	2014	PPP with CASAL for sewage services and commercial management support	182.265
CAEPA	Paraibuna/SP	2015	Full concession of water supply and sewage services	13.691
COMASA	Santa Rita do Passa Quatro/ SP	2016	Full concession of water supply and sewage services	24.742
GS Inima SAMAR	Araçatuba/SP	2012*	Full concession of water supply and sewage services	195.368
SANEOURO	Ouro Preto/MG	2019	Full concession of water supply and sewage services	65.196
SANEL	Luiz Antônio/SP	2020	Full concession of supply services of water and sanitary sewage	15.095

TOTAL GS INIMA CONCESSÕES 1.552.616

* Year of acquisition by GS Inima Brasil 2016

OPERATING UNITS OF GS INIMA BRASIL

(GRI 102-2; GRI 102-6)

GS INIMA SERVIÇOS

CONTRACT	LOCATION	YEAR	CONTRACT TEMPLATE	PREVIOUS POPULATION (IN 2021)
OLÍMPIA	Olímpia/SP	2020	Operation and maintenance of Olímpia Department of Water and Sewage WWTP	36.446
BIRIGUI	Birigui/SP	2021	Operation and maintenance of groundwater collection and treatment system of the Municipality of Birigui	42.031
TOTAL GS INIMA SERVIÇOS				78.477
TOTAL POPULATION SERVED BY GS INIMA BRASIL (CONCESSIONS + SERVICES)				1.607.603

* In addition to the D&M contracts, GS Inima Serviços signed two works contracts in 2020: (1) Work for the construction of the Water Treatment Plant IV at the GS Inima SAMAR operating unit in Araçatuba, SP; and (2) Work to expand the Sanitary Sewage System of Mogi Mirim, SP, at the SESAMM operating unit

GS INIMA INDUSTRIAL

OPERATIONAL UNITS	LOCATION	YEAR	CONTRACT TEMPLATE	CUSTOMERS	EQUIVALENT POPULATION SERVED (2021)***
AQUAPOLO	São Paulo/ SP	2009*	DBOO (Design, Build, Own and Operate)	Braskem, Oxiteno, Cabot, White Martins, Air Liquide, Parapanema, Bridgestone, Hydro, Vitopel	144.749
GS Inima Industrial JECEABA	Jeceaba/MG	2009** encerrado em 2021	DBOT (Design, Build, Operate and Transfer)	Vallourec Soluções Tubulares do Brasil	—
GS Inima Industrial TRIUNFO	Triunfo/RS	2013*	AOO (Acquisition, Operate and Owner)	Arlanxeo, Braskem, Innova, Oxiteno e White Martins	374.818

*Year of acquisition by GS Inima Brasil 2019

** Closure of GS Inima Industrial Jeceaba in September 2021

*** Equivalent population served calculated based on the volume of water produced and the base consumption of 180 U/inhab/day.

R\$ **817**
million
of net
revenue
in 2021

R\$ **127**
million
of
investments
in water
and sewage
in 2021

GS INIMA BRAZIL

IN NUMBERS
(GRI 102-7)

R\$ **30**
million
of investments
in industrial
operations
in 2021

R\$ **489**
million of
investments in
current contracts
planned for the
next 5 years



923
employees
(DEZ/2021)



14
Stations of
Sewage/
Effluent
Treatment
(Industrial and Domestic)



12
Stations
of Water
Treatment



1
Station of
Industrial
Water Production
(Reuse)



1,6
million
people
served



TREATMENT OF WATER FOR HUMAN CONSUMPTION

GS Inima Brasil has the capacity to treat 1,800 liters per second of water for human consumption in its 12 WTPs in operation

There are more than 20 WTPs in the world with a treatment capacity greater than 13.9 thousand l/s

DESALINATION

It is a pioneer in desalination in Europe, with more than 30 plants and production capacity in excess of 17.4 ml l/s



FULL CYCLE OF WATER GS INIMA



WATERS AND INDUSTRIAL EFFLUENTS

Produces more than 1,700 l/s of water

More than 20 industrial water and wastewater treatment plants with a capacity exceeding 5,800 l/s

WATER FOR REUSE

As the largest reuse plant in Latin America, Aquapolo is capable of producing about **650 l/s** of recycled water for the industry

There are more than **20 plants** with tertiary treatment and total production capacity exceeding **5,800 l/s**

DOMESTIC SEWAGE TREATMENT

For 27 years, a specialist in sewage treatment with **14 WTPs** in operation and capacity to treat **3,800 l/s**

Mais de **80 ETEs** com capacidade superior a **23,1 mil l/s**



MARKET CONTEXT

Macroeconomic, sectoral and regulatory environment

The years 2020 and 2021 brought many challenges, as well as relevant progress, to GS Inima Brasil. The period ended positively and with very favorable prospects for the Group.

Among the challenges, two stood out. The first relates to the Covid-19 pandemic. For two consecutive years, society had to face the problems related to the emergence of the SARS-CoV-2 virus. The implications obviously hit the company. Because it provides a public utility service, water and sewage management, the organization needs to keep its operational teams in the field. And, even with GS Inima Brasil's internal awareness campaigns and the protocols developed, there were absences, especially in the first half of the year. Despite this, the positives outweighed the negatives, both on the human and business side. The attendance and support to employees contributed so that the cases were not in greater number or brought more serious consequences. The contingency plan established by the corporation helped maintain the functionality of all services and the continuity of investments by GS Inima Brasil in its segments of operation. And even the overvaluation of inputs such as iron, steel and concrete, used daily in operations, had its impact modulated by the budgetary review measures taken by the Group.

The second challenge, more specific, was to effect the adjustments demanded by the termination of the contract

with Vallourec Soluções Tubulares, through which GS Inima Industrial managed the management of utilities at the Jeceaba factory (MG). The option to cancel the

contract came from the French holding company, which, observing the exchange differences caused by the devaluation of the real that occurred in 2021, considered it a favorable time to terminate the contract, including paying the fine stipulated by the termination. Negotiations took place between April and September 2021 and, at the end of them, this challenge was also overcome, balancing the investments that had been made in the side-surgical plant since 2019.

As mentioned at the beginning of this chapter, 2021 also brought important achievements. The first one connects to the sanitation sector as a whole: the approval of the New Regulatory Framework for the Treatment (Law 14,026/2020), which took place in 2020, opened new possibilities for the participation of private companies in water and sewage management, unlocking participation in bidding processes and establishing clear objectives towards universalization. Since then, the market has been moved by the holding of several auctions.

After careful analysis of the new context of the sector, GS Inima Brasil, at the end of 2021, returned to participate in the bids launched by states and municipalities. In addition, it established a sustainable strategic planning that foresees, for the next five years, participation in competitions of regional blocks and municipal projects. The expansion cycle foresees, by 2026, hiring about R\$4 billion of new investments in the industrial segments and concessions.

PROSPECTS FOR THE BUSINESS

GS Inima Brasil sees the panorama in front of it in a very positive way. After two years of intense internal movements and with structuring actions in governance, it aims to take advantage of the opportunities that have been emerging with the approval of the New Regulatory Framework for Basic Sanitation, ready to occupy an even more relevant space among market players. The Industrial and Concessions segments have already started 2022 with new projects in progress.

GS INIMA INDUSTRIAL

In the period 2020-2021, GS Inima Industrial invested in structuring of its new business area, with diversification of skills to meet the opportunities and present the Company to the industrial utilities market. In 2021, she was invited to prepare several projects and technical and commercial proposals. Some of these studies were contracted by customers, are in progress and will be the basis for the negotiation in 2022 of contracts in the BOT, O&M and AOO model. To strengthen its position in the market, GS Inima Industrial began in 2022 a strategic planning process and expanded investments in prospecting for new businesses. As a result, it achieved growth in its commercial scope, with registration in more than 50 new customers, from different segments, in different states of Brazil.

-  Industrial effluents
-  Water reuse
-  Seawater desalination
-  Water treatment

GS Inima Industrial differentiated itself in the industrial market of waters and effluents by proposing in its projects the application of CFD (Computational Fluid Dynamics) and automatic respirometry techniques for the knowledge of the kinetics of activated sludge. These methodologies are pioneering and innovative in the Brazilian market.

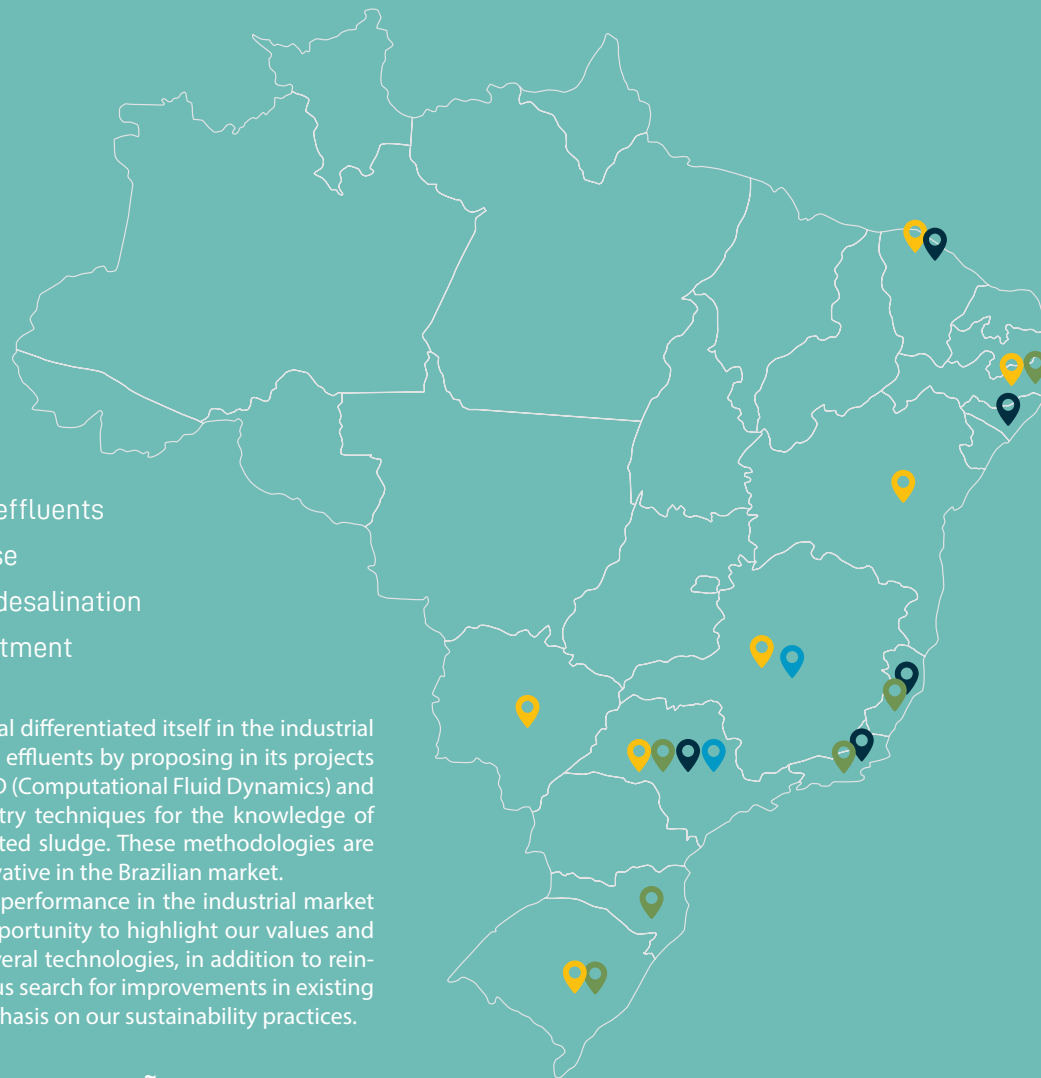
The most intense performance in the industrial market was, above all, an opportunity to highlight our values and our pioneering in several technologies, in addition to reinforcing our continuous search for improvements in existing operations, with emphasis on our sustainability practices.

GS INIMA CONCESSÕES

In the Concessions segment, the purpose is to move forward, with safe and sustainable steps for business expansion in states considered strategic. There are plans to participate in about a fortnight of new notices with publication scheduled for this year.

In the near future, one of the main challenges will be to address the remaining insecurities in relation to the New

Regulatory Framework, since the National Water and Basic Health Agency (Ana) is in the process of developing macro guidelines for the full regulation of the sector. Another issue to be circumvented will be the learning curve in relation to the specificities of the New Regulatory Framework by the powers involved in the concessions (Executive, Legislative and even Judiciary).



GS INIMA INDUSTRIAL: SEEKING PARTNERSHIPS FOR THE FUTURE.

- Proposals under development in 11 Brazilian states
- Prospecting with operations in five sectors: Petrochemical, Fertilizers, Pulp, Steel, Thermoelectric and Food
- Achievement of two remunerated engineering contracts for subsequent submission of Build, Operate and Transfer proposal

Another challenge to be faced is that of regionalization, since each state has enacted its own laws with the objective of fulfilling the prerequisites of the sanitation law. This design of regionalization, in most states, has not followed a common economic logic, which contributes to a more standardized formatting of the structure of these regions. These institutional designs resulting from regionalization may be efficient with regard to compliance with the law, but they do not achieve the objective of building an equation in which viable and non-viable municipalities constitute a grouping with economic and financial viability for the market.

On the horizon there are still renewals of the national sanitation plans that must occur in several locations served by GS Inima Brasil, such as, for example, in the city of Araçatuba, in São Paulo. These renewals may require adjustments in operations.



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— PIONEERING AND INNOVATION —

03 Pioneering and
Innovation

PIONEERING TRAJECTORY AND INNOVATION

GRI 103-1, 103-2, 103-3

THE TRAJECTORY OF GS INIMA BRASIL demonstrates its intrinsic relationship with pioneering and innovation. Its headquarters, GS Inima, was founded in 1955, in Madrid (Spain), to operate in the water sector. Currently called GS Inima Environment, it operates in the full water cycle worldwide, being present in several countries in Africa, Asia, Europe, North America, Central America and South America. With expertise in water collection and drinking, seawater desalination, domestic sewage treatment, reuse water production for industry and industrial water treatment, GS Inima Environment stands out on the world stage for its wide technological capacity. It was responsible for one of the first desalination plants of seawater for human consumption in the world, established in 1968, in Cabo Verde. In Brazil, GS Inima Ambient started operating in 1995, when winning the bidding for the first concession of sewage services in the city of Ribeirão Preto, at the time with 450 thousand inhabitants and only 2% of the domestic sewage treated. Today, Ribeirão Preto figures in the ranking of the best sanitized cities in the country.

Throughout its trajectory, GS Inima Brasil reaffirms its tradition of pioneering as the first private company to become a partner of Sabesp in a sanitation concession – at



GS Inima Ambient primeira empresa de saneamento do Brasil com aproveitamento energético de biogás

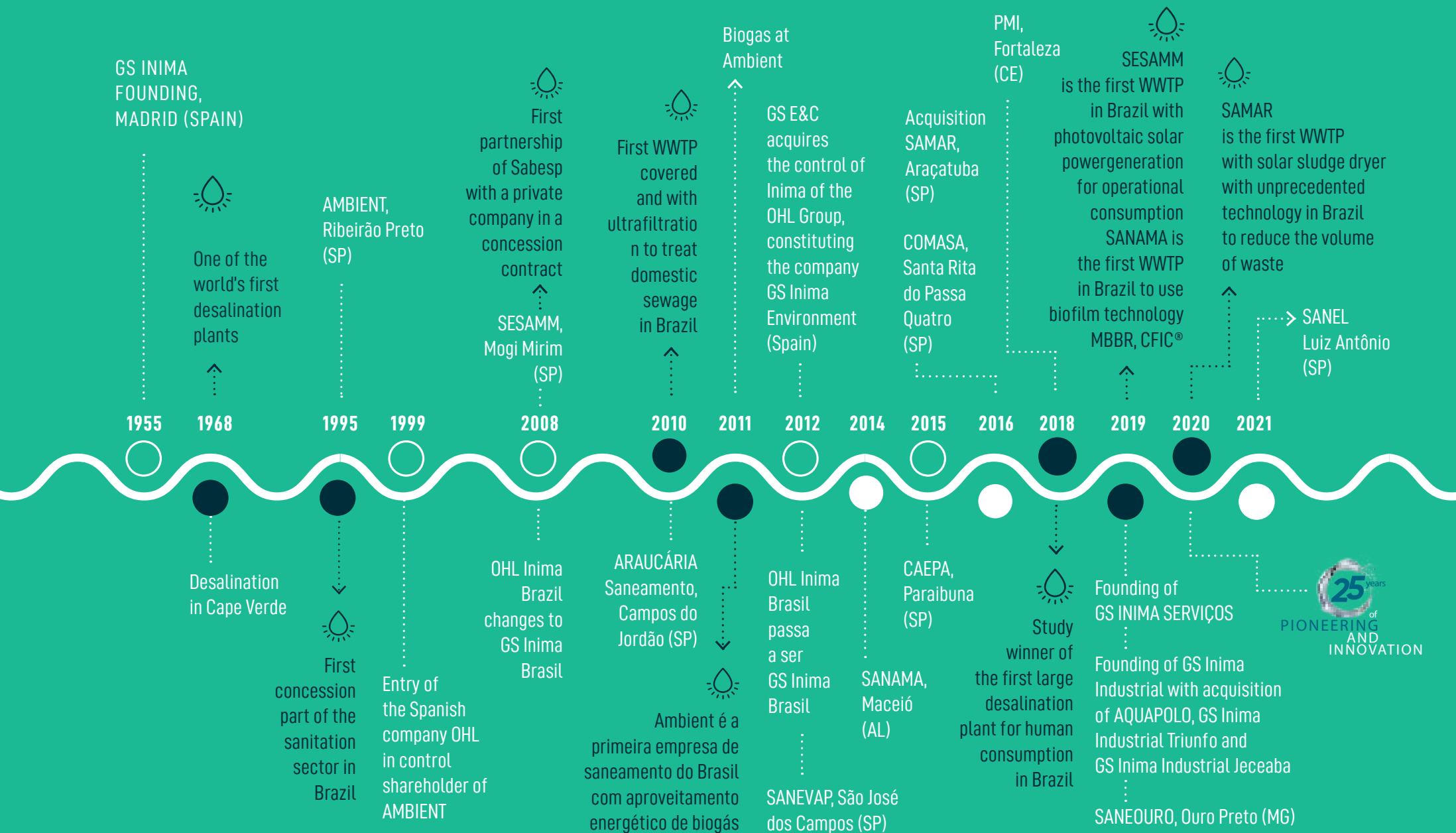


Sesamm – Services de Saneamento de Mogi Mirim, in 2008, inaugurating this partnership model in the sector.

Throughout its trajectory, GS Inima Brasil reaffirms its tradition of pioneering as the first private company to become a partner of Sabesp in a sanitation concession – at Sesamm – Services de Saneamento de Mogi Mirim, in 2008, inaugurating this partnership model in the sector.

In the technological scope, GS Inima Ambient was the first company in the country to implement a system for generating electrical energy from the biogas generated by the digestion of the sludge resulting from the sewage treatment process. Sesamm, on the other hand, innovated by deploying a photovoltaic plant to produce energy through solar capture for operational use. The Alta Maceió Region, in Alagoas, has a Sanama Sewage Treatment Station that uses an unprecedented technology in Brazil, CFIC®. GS Inima Samar implemented a plant to dry the sludge (resulting from the treatment of the sewage) through solar radiation, also unprecedented in Brazil.

SESAMM tem a primeira ETE do Brasil com geração de energia solar fotovoltaica para consumo operacional



INNOVATION CAPACITY

Innovation is a value of the GS Inima Group and therefore constitutes an inherent aspect of the business activities. It permeates the various areas of the Company and is the driving force for operational excellence, for adapting operations to changes in the operational context and for sustainability. GS Inima Brasil is linked to the Global Directorate of Research, Development and Innovation (R+D+I) and, together, they seek solutions and new technologies for current operations and new businesses. They also invest in creating an innovative environment, valuing projects and employees engaged in innovation.

In addition to pioneering and innovative technologies, as shown in the timeline, the Digital Transformation project, initiated by the Information Technology area, stands out in 2021. The area had been functioning only as support to other areas and mostly in a reactive way, that is, the department, centralized, acted in response to the demands of other areas. From the restructuring of its governance, its role became more strategic.

It is worth noting that in 2021 the Company approached its goal of reaching 70% of cloud data storage and reducing on-premise storage (with physical structure) to 30%. The change, which occurred over the last five years, brings benefits not only from the point of view of physical ordering, reducing the need for built-up area and waste generation. In addition to avoiding expansions in its space to support more servers, GS Inima Brasil spends less energy, has less need to implement cooling techniques and, with this, reduces its carbon footprint.

Another highlight of 2021, still within the scope of technology, is the process of creating and implementing its own commercial software, GS Inima Smart. The system manages the relationship with customers of full concessions, has been fully customized within the Company and will be used in Brazil and in Spanish concessions, a source of pride for the entire team of the company. Read more about it in chapter 11, Customer Satisfaction.

The organization understands that, in a heated sanitation market, innovation is one of the biggest differentiators. Therefore, it proposes to go further and further in the development of new technologies, new methods and new ways of managing its business.

GOOD PRACTICE

*Journey to
digital
transformation
at GS Inima Brasil*



To follow the evolution of the market and the global context, GS Inima Brasil's executive direction began a trajectory in 2021 towards digital transformation.

With digital transformation, many companies are looking for new ways to serve and satisfy their customers and keep up with market trends. Digital acceleration is critical to business survival and positions organizations for the near future.

At GS Inima Brasil, this journey began with the renewal and strengthening of the Information Technology (IT) area, evaluation of architecture, improvement of management capacity, implementation of a culture of performance, management, internal controls and a new model of IT governance.

In this context, the GS Inima Digital concept was also born. A brand that brings together all the digital tools of the group, reinforces the importance of digital systems for all areas of the business, permeating the areas and leading innovation and technology in favor of operational excellence at GS Inima Brasil.

PROJECTS FRAMED IN THE “LAW OF GOOD”

GRI 201-4

Law 11.196/2005, known as the Law of Good, grants tax incentives to private companies that enable initiatives related to research, development and innovation activities. These activities can be carried out in partnership with universities and research institutes.

It is part of GS Inima Brasil's innovation strategy to stimulate its business segments to submit research and technology projects to the Law of Good. This posture aims to promote gains in quality and productivity in operations.

In 2020, GS Inima Ambient, GS Inima Samar and Comasa concessionaires, as well as Industrial, Aquapolo and GS Inima Industrial Jeceaba companies, invested in innovative projects to overcome the operational challenges of the units and thus increase the operational efficiency of water treatment systems, domestic and industrial effluents. More than R\$2 million were invested in the 22 projects eligible for the Law of Good, 92 employees were involved and about R\$423 thousand were recovered for companies as a tax benefit.

MAIN TOPICS OF 2020 ELIGIBLE FOR THE TECHNOLOGICAL INNOVATION INCENTIVE LAW, “LAW OF GOOD”

OPERATIONAL UNITS	GROUPING	PROJECTS
GS Inima AMBIENT	Technical and scientific innovation for designing a solution for sanitation project	• BIOAMP/ Free Flow System
GS INIMA INDUSTRIAL JECEABA	Solution for the treatment of effluents and applications	• Revamp WWTP 5 • SIGA System • Fluoride revamp • Adequacy of corrosion rate in the Lamination system • Accessibility project for the basins of the towers of WWTP 05 and 06 • Technical analysis of the reduction of the filtration campaign of the filters of the Water Treatment Plant (WTP)
GS INIMA SAMAR	Incremental improvements in industrial processes and water and sewage treatment systems	• Generation of hypochlorite • Implementation of the safety plan with water • Automation of WWTP Baguaçu filters • Use of sludge in agriculture
COMASA	Innovation and technical solutions for water supply systems	• Reduction of hydrated lime consumption in WTP • Telemetry of Sewage Pumping Stations
AQUAPOLO	R&D of new technologies to increase reliability in the production of water for reuse	• New laboratory in Aquapolo • New ammonia reader system • Phosphorus test • Replacement of chlorine dioxide by monochloramine • UV application in treatment • TMBRs turbidity control loops • Osmosis cleaning system • CIP Project • Study for environmental liabilities

AWARDS OF INNOVATION AND SUSTAINABILITY

IDEALIZE AWARD

The Idealize Award is an initiative of GS Inima Samar that seeks to foster GS Inima Brasil values of innovation and sustainability and recognize employees engaged in projects and ideas that put these values into practice. With this, we hope to re-signify day-to-day actions and efforts by bringing them closer to the company's mission, stimulating teamwork and sharing good practices with the other operations of the group.

It is understood that sustainability and innovation are values that are transversal to organizations and, therefore, any area at any level of the company is qualified to promote initiatives aligned with these concepts. The Idealize Award has already had two editions (2018 and 2020) recognizing the talent of professionals for initiatives in the institutional, management, technical, innovative and sustainable ideas categories.

INNOVATION AND SUSTAINABILITY

2
EDITIONS

4
CATEGORIES
(Institutional, Technical, Management
and Innovative and Sustainable Ideas)

67
PROJECTS SUBMITTED
BY EMPLOYEES
(1ª ed: 14 | 2ª ed: 53)

THE WINNERS IN 2020 WERE:

- **INSTITUTIONAL CATEGORY** - "Management of Recyclables with socio-environmental bias", which propose actions in partnership with the community to improve the destination of the company's recyclable materials.
- **INSTITUTIONAL CATEGORY** - "Solidarity Sinks" to face the Covid19 pandemic, by installing sinks built with recycled drums in basic health units and places of great movement of the city, which served more than 120 thousand people in Araçatuba
- **TECHNICAL CATEGORY** - "Internal connection simulator – Hose test", a simple device to check for possible water leaks inside the properties.
- **TECHNICAL CATEGORY** - "Replacement of chlorine gas by sodium hypochlorite in loco in water supply system" at the Baguaçu Water Treatment Station.
- **MANAGEMENT CATEGORY** - "Management dashboard to combat losses – Jussara Pilot", which allows detailed monitoring and control of losses in the sectorized regions of water distribution.
- **CMANAGEMENT CATEGORY** - "Standardization of the inspection process in special customers", which allows the negotiation and regularization of customers with high water consumption.
- **INNOVATIVE and SUSTAINABLE IDEA** - "Viable alternative for final disposal of WWTP sludge", which proposes the use of sewage sludge in agriculture avoiding its destination to final landfills
- **INNOVATIVE and SUSTAINABLE IDEA** - "Service to vulnerable customers", which enables specific care for customers with special needs, with real-time service tracking (see details in chapter 12 – Local development).





Team and participants of
the Idealize 2020 Award

1st place Best Innovative Idea Award

Passa Quatro, Comasa's project that aims to protect and recover the watershed of the Passa Quatro stream, one of the springs that supply the city of Santa Rita do Passa Quatro, in the State of São Paulo.



GLOBAL AWARD GS INIMA "BEST INNOVATIVE IDEA"

With the aim of rewarding ideas that result in innovative improvements for any of the various activities carried out by the GS Inima group or innovative ideas that generate new activities or procedures that favor the fulfillment of its economic and social objectives, GS Inima holds an annual competition for ideas innovative. The Brazilian team received two awards in the eighth edition of the Best Idea Award, granted by GS Inima Environment, the controller of the Brazilian group based in Spain.

The team from Brazil earned two
awards in the eighth edition
of the Best Idea



3rd place Best Innovative Idea Award GS Inima

GS Inima Samar's service to vulnerable customers was the project created to prioritize the service to vulnerable customers and people with special needs. From a list provided by the Municipality of Araçatuba, a register was set up with socio-economic information of vulnerable people in the city. The objective of the initiative is to identify these people when they make contact through the service channels and immediately send them to a priority service. The next step will be to donate water tanks to patients classified as vulnerable who do not have them until then.



GS Inima Brasil team at
the Abcon Sindcon 2021
Sustainability Award
ceremony

GS INIMA BRASIL IS THE GREAT CHAMPION OF THE ABCON SINDCON 2021 SUSTAINABILITY AWARD

Granted by the entities representing the sector to highlight sustainable practices of private water and sewage utilities, the ABCON/SINDCON Sustainability Award has offered, since it was created, good opportunities for GS Inima Brasil Group companies to present their initiatives. In the fourth edition, held in 2021, GS Inima won four of the 12 awards. The winning projects were:

- **Management of the water crisis from the level of operational quota and installation of floating raft for raw water abstraction at Tietê WTP** yielded first place in the Management and Governance category for GS Inima Samar, in Araçatuba (SP).
- **Rural Sanitation in Jacutinga**, a project that includes actions to support the community of the rural neighborhood of Vila Jacutinga, in Araçatuba, and that focuses on the management of the water supply system, was in second place in the category Society and Consumers.
- **WWTP Ribeirão Preto's Treated Effluent Reuse System**, from GS Inima Ambient, won the second place in the Technical Innovation category.
- **Renaissances of Passa Quatro**, a Comasa project that aims to protect and recover the watershed of one of the springs that supply the city of Santa Rita do Passa Quatro, won the second place in the category Restoration of Ecosystems.



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— INTEGRITY AND RESPECT FOR COMMITMENTS —

04

Corporate
Governance

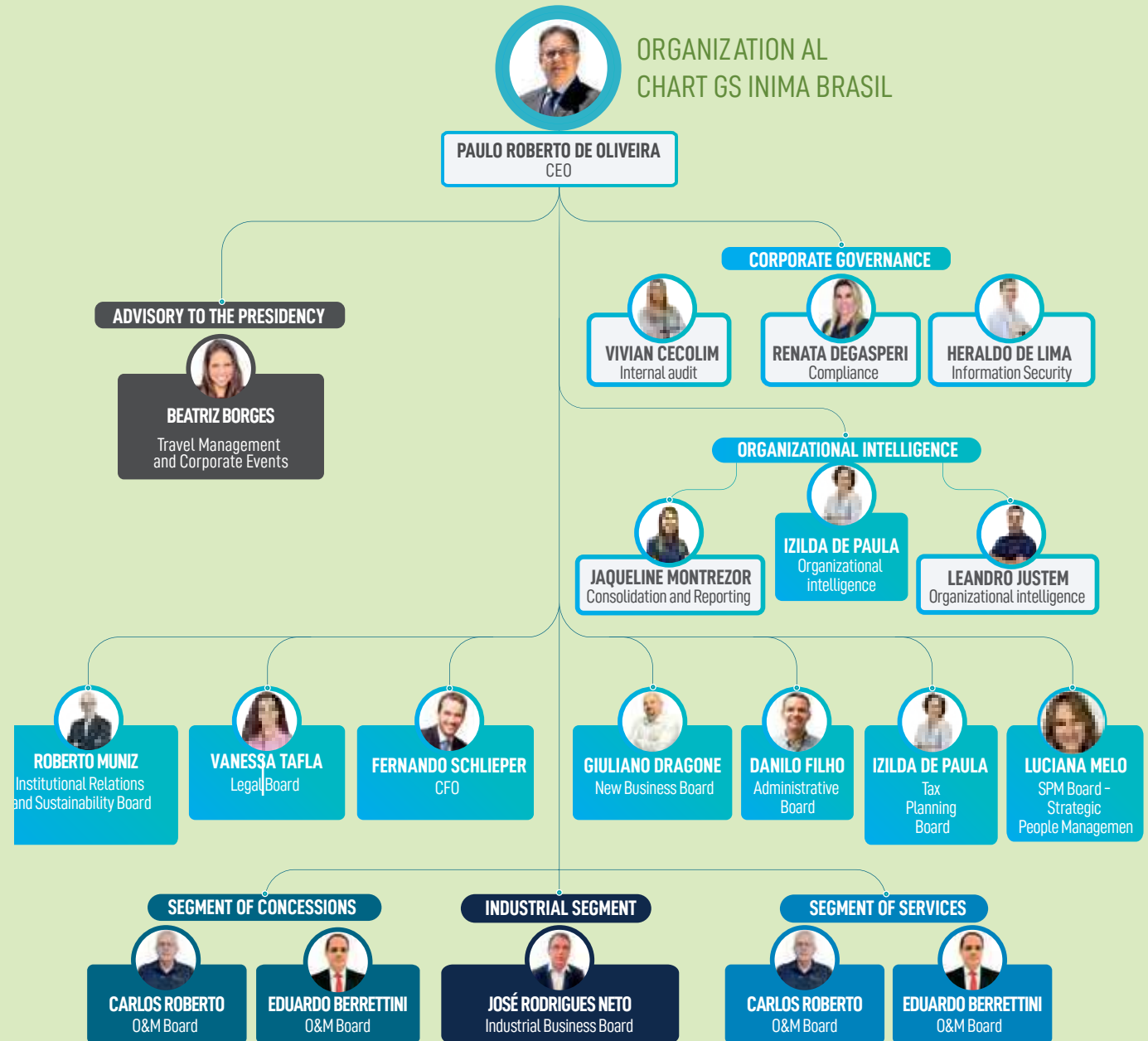
ORGANIZATIONAL STRUCTURE

GRI 102-18

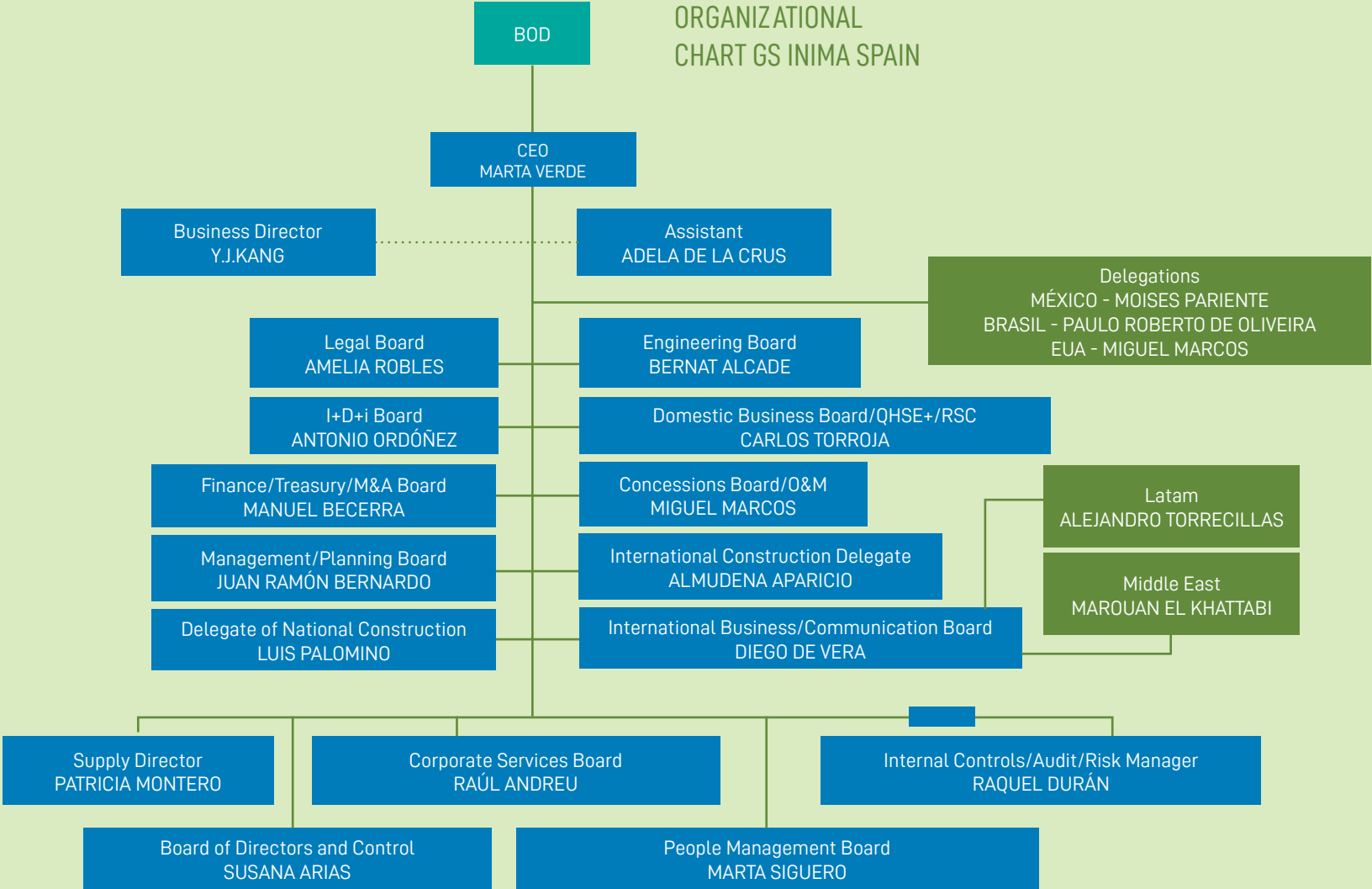
GS INIMA GROUP understands that good corporate governance is a strategic instrument to ensure the sustainability of its operations, organizational efficiency and its consolidation in the market in view of the leadership position it occupies. In recent years, the Company has been strengthening the governance structure and mechanisms for adapting to the management challenges arising from the expansion of its business in Brazil. In 2021, GS Inima Brasil promoted an organizational restructuring in its holding company. The first changes were made in February 2021 and, after some adjustments made throughout the year, the new structure was consolidated and released in December.

The main innovations of the structure were the creation of the areas of Corporate Governance and Organizational Intelligence, established to support the presidency in matters directly related to good governance practices. The first brings together the themes of Compliance, Internal Audit and Information Security and the second has the competence to evaluate the performance of the areas, define internal controls (such as the implementation of the SOX), report to shareholders and coordinate strategic planning processes.

The structure of the boards and corporate areas serves the three business segments, whose leaders are directly linked to the executive presidency. In total, the structure GS Inima Brasil has seven boards and two strategic areas, directly linked to the Company's presidency, as well as three boards of the business segments. Part of the boards form the Management and Sharing Services center (GSC), which supports all Group operations.



GS Inima Brasil, represented by the presidency, is directly linked to the governance structure of GS Inima Environment and is a member of CODIR – Board Committee, composed of the executive boards of the GS Inima Group. The presidency of GS Inima Brasil reports to GS Inima Environment all the information that will be analyzed and discussed at the Consensus Meeting, an annual meeting with the participation of senior management and shareholders to define strategies. In addition, the evaluation of the performance of companies, including Brazilian operations. The presidency of GS Inima Brasil reports to GS Inima Environment all the information that will be analyzed and discussed at the Consensus Meeting, an annual meeting with the participation of senior management and shareholders to define strategies. In addition, the Environment, including sustainability (GRI).



RISK MANAGEMENT CONTROLES AND CONTROLS

GRI 102-11

GS Inima's risk management model is the fundamental tool for the identification, evaluation and control of risks inherent and external to the Company. These risks, which can affect GS Inima's strategy and activity, are managed on an ongoing basis. GS Inima Brasil has a dedicated area with a specialist in Risk Management and Internal Audit since 2019. The objective is that all units of the Group in Brazil develop their headquarters and manage the risks classified, in general, in the dimensions: Legal, Financial, Operational, Human Resources and Quality, Safety, Environment and Health.

The Company has been evolving in relation to due diligence, analyzes that assess the adherence of suppliers and partners to good market practices. Considering the weight of these stakeholders in the operations managed by the company, the improvement of requirements and checks is more than necessary. Another important movement was the construction of risk matrices for the operational units. Three of them – GS Inima Samar, in Araçatuba (SP), Sanama, in Maceió (AL) and Saneouro, in Ouro Preto (MG) – already have their risk matrices in place.

In March 2020, in view of the situation generated by COVID-19, GS Inima's management promoted the preparation of a specific risk management model resulting from the impacts of the pandemic. The work of the team, both of the company in Spain and the corporate team in Brazil, created a matrix of specific risks that allowed the confron-

tation of the possible impacts on the organization. Among the risk categories incorporated into the existing ones, new factors will be taken into account, such as the effects on the Company's logistics or costs. To mitigate the risks, the Group carried out a continuous monitoring of the status of the projects and maintained a permanent communication with the clients to establish the criteria of responsibility for the impacts resulting from COVID-19 on the projects.

In 2021 and now in 2022, the area concentrates efforts to coordinate a series of adjustments aimed at adapting the Group to the impositions of the Sarbanes-Oxley Law (SOx), with the objective of implementing good governance and transparency practices in the disclosure of financial reports. The process is underway and aims to raise the GS Inima Brasil group (holding and sub-subsidiaries) to international standards for combating financial fraud. With the support of a specialized consultancy, about 441 controls were defined, 232 of which were prioritized and in the implementation phase in this year 2022 – the other part is expected to be implemented in 2023. At the end of 2021, the Organizational Intelligence area was created, whose mission is to generate value by supporting the areas in the demands of implementing the SOX, in addition to other projects and activities to improve management capacity and maximize performance in various levers of results.

**GS INIMA
PERFORMANCE:**
excellence in the
management of
corporate areas

GS Inima Performance is a project of continuous improvement of the corporate and support areas allocated in the GSC through the management of performance indicators.

Beginning in 2020, there were 13 areas involved, with more than 67 meetings and 130 hours of discussions and presentation of results. Altogether, there are 87 indicators implemented and managed in the areas of: Supplies and Contracts, Accounting and Tax, Financial, Strategic Management of People and Third Parties, IT, Facilities, Legal, QHSE, Travel and Planning and Control.

With more than 800 definitive actions and more than 500 already implemented, the project brought as advantages the optimization of processes and better productivity of equipment, implementation and monitoring of indicators and SLAs, managers more committed to analyzing the root cause of the goals not achieved, resizing of teams and possible cost reduction, among others. Among the results already obtained, we highlight:

- Increase of 10% in the indicator Index of reconciliations made within the SLA (accounts payable) which rose from 81.1% in Jan/21 to in Jan/21 to 91.1% in Dec/21
- Reduction of R\$217 thousand of interest and fines paid between the years 2020 and 2021
- 35% increase in the Adherence to supplier delivery time indicator
- Increase of 5 days in the indicator Compliance with the payment term
- Start of monitoring and management of the Saving of purchases indicator, with a cumulative result of 7.2% in Dec/21. This represented 17.1MM of reais in 8.5 months
- 10% increase in the indicator Compliance with the accounting calendar deadline by suppliers
- Reduction of 4% in the Index of invoices out of competence indicator
- Reduction of 1.3 days in the indicator Term of provision of benefits/services
- Reduction of 1,879 non-evaluated items or 86.4% in the Backlog indicator of non-evaluated legal requirements
- Reduction of 26 items not met or 52% in the Backlog indicator of legal requirements not met



Normative Structure

The global management of GS Inima Environment, through the strategic vision of promoting the sustainable development of its operations, favors the incorporation of good practices and the constant improvement of the normative structure. Therefore, GS Inima Brasil's codes, policies and other normative instruments are aligned with GS Inima Environment. GS Inima Environment's main policies are:

- Sustainability Policy
- Quality, Environment, Energy, Safety and Health Policy
- Risk Management Policy
- Labor Relations Policy
- Prevention Policy for Labor Risks
- Training Policy
- Social Action Policy
- Alcohol and Drugs Policy
- Human Rights Policy (new)
- Stakeholder Engagement Policy (new)
- Information Security, composed of Change Management, Physical and Perimeter Security, Security of Computerized Environment Assets, Information Management, Use of Computerized Environment, Backup and Restoration and Logical Access Control.
- Education Incentive Policy - establishes criteria and rules to encourage education, training and development within the scope of the Group.
- Contracts Policy – establishes guidelines for contracting goods, products and/or services.
- Labor Outsourcing Policy – establishes guidelines for contracting services involving outsourced labor for all companies in the Group.
- QHSE Policy – establishes guidelines for quality management, occupational safety, environment and occupational health.

THE DOCUMENTS ARE AVAILABLE TO ALL EMPLOYEES IN THE GS INIMA SYSTEM AND, WHEN UPDATED, ARE WIDELY DISCLOSED INTERNALLY. EXTERNAL STAKEHOLDERS, AS WELL AS SUPPLIERS AND OUT-SOURCED COMPANIES, ARE ALSO INFORMED ABOUT THE GUIDELINES APPLIED TO EACH ESTABLISHED RELATIONSHIP MODEL.

- Fixed Fund Policy – regulates procedures related to payments of amounts through a fixed fund, as well as establishes the basic instruments of information, monitoring and control of its movement
- Purchasing Policy – defines guidelines and procedures regarding the procurement of materials, services and goods



hidre&sfera

— INTEGRITY AND RESPECT FOR COMMITMENTS —

05

Ethical and Corporate
Loan and Trans parency

CORPORATE IDENTITY

GRI 102-16

MISSION

GS Inima Brasil's mission is to work on building a sustainable global future, taking care of the integral water cycle through the provision of sanitation services and industrial utilities, with excellence, commitment and innovation, generating economic, environmental value and social security for customers, shareholders, employees and Brazilian society

VISION

GS Inima Brasil wants to be recognized as a company of excellence and reference in the operational management of the sanitation and industrial utilities sector in the country and as the best partner to ensure compliance with legal and social contracts, being among the four largest private companies in the sector through sustainable growth.

VALUES

INTEGRITY AND RESPECT OF COMMITMENTS

PIONEERING AND INNOVATION

EXCELLENCE IN THE PROVISION OF SERVICES

SUSTAINABILITY AND SOCIAL RESPONSIBILITY

GENERATION OF VALUE FOR THE CUSTOMER



INTEGRITY GS INIMA BRASIL

GRI 102-17, 103-1, 103-2, 103-3, 205-1, 205-2, 205-3, 419-1

ALONG with fairness and equity, transparency and accountability, compliance is considered one of the principles of corporate governance. Compliance represents the adoption of conduct in line with current laws and ethical values, themes that represent the basis of the concept of integrity at GS Inima Brasil.

The Compliance area, created in 2019, has been consolidating and improving all existing compliance actions and experiences at GS Inima Brasil. The actions are developed around **nine pillars** that systematize and improve the instruments already existing in the organization.

In 2021, a process of reviewing and updating the GS Inima Brasil Code of Ethics was initiated, which will become part of the scope of the Integrity Program under development and scheduled to be implemented in 2022. The objective is to further reinforce the Company's commitment to the promotion of an inclusive and respectful work environment, which values the observance of ethics and integrity in the attitudes of all employees, related third parties and other parties that relate to GS Inima Brasil.

GS Inima Brasil has an Integrity Channel open to internal and external audiences. All reports recorded in the Channel generate an exclusive service protocol to the whistleblower that can be used to consult the progress of the investigations conducted by the Company. The procedure for investigating complaints is conducted by the Compliance Officer, who is responsible for carrying out the investigations that are necessary to prove the alleged. In addition to the Integrity Channel, the Compliance Area has other channels, which can be used for questions and guidelines such as the email: integridade@gsinima.com.br, the website: <http://integridade.gsinima.com.br> and the phone: (16) 3962-8158.

In the Admission Integration, the Code of Ethics is presented with signature on the attendance list. In 2021, the themes "Anti-Corruption Practices and Conflicts of Interest" were passed on to 322 new employees from all operations. Periodic communications were also sent, the so-called "Integrity Pills", on anti-corruption practices for all employees with access to the network. As for Related Third Parties, our contracts have specific clauses on the subject of Compliance, such as Compliance with Anti-Corruption Legislation and the Code of Ethics and the Declaration of Conformity that includes the Prevention of Slave and Child Labor.

In the last year, there were no confirmed cases of public corruption, according to the definitions of Law No. 12.846/2013– The Anti-Corruption Act.

The companies of the group value the full compliance with the rules in force, ensuring compliance with the Brazilian Legal

COMPLIANCE ETHICS RESPECT COMMITTMENTS MORAL RIGHTS

System so that no fines were applied in 2021. In the event of any questions, assessments or impositions of penalties for alleged nonconformities, our Legal Department will evaluate the measures, with the other areas, to identify the cause and deal with the problems, based on current legislation.



A hand with a gold ring on the ring finger points to a specific location on a detailed map. The map shows a grid of streets and some green lines. Overlaid on the image are several teal and green circular shapes of varying sizes. The word 'hidrosfera' is written in a white, lowercase, sans-serif font, with a stylized ampersand symbol between 'hidro' and 'sfera'.

hidrosfera

— INTEGRITY AND RESPECT FOR COMMITMENTS —

06

Universalization and
Respect of Contracts

COMMITMENT TO UNIVERSALIZATION

GRI 103-1, 103-2, 103-3

The universalization of access to water supply and sewage services is still a challenge for Brazilian society. The lack of provision of this essential service brings to light the structural social inequality, the inefficiency of the State in providing these services for all and the difficulties of the sector to create new opportunities to solve the problem.

According to SNIS - National Information System on Sanitation of the Ministry of Regional Development, on average 84% of the Brazilian population has access to the water network, 55% has the sewage collected and only 51% of the sewage produced is treated (SNIS, 2020). This lack of basic services hinders the advancement of other sectors and may impede the socioeconomic development and environmental preservation of Brazilian municipalities. Advances were made with the new Basic Health Legal Framework, sanctioned in 2020 through Law No. 14,026/20 and whose main objective is to universalize and qualify the provision of services in the sector. The Federal Government's goal is to achieve universalization by 2033, ensuring that 99% of the Brazilian population has access to drinking water and 90% have their sewage collected and treated.

The new milestone allows an advance in the participation of the private sector, which stands as a partner of local governments and public companies to commit to invest in infrastructure, operate the systems and manage the service contract efficiently.

GS Inima Brasil is among the private companies that operate in sanitation, present in only 9% of Brazilian municipalities. Even limited to this participation, the private

companies accounted for about 24% of the total investment in the sector in 2021 (Abcon, 2022).

As a pioneer company, GS Inima Brasil has a former consolidated property, maturity and great potential to increase its participation in the sector. The main contributions of the Group to the universalization of access to water and sewage services in Brazil are.

Como empresa pioneira, a GS Inima Brasil possui expertise consolidada, maturidade e grande potencial para aumentar a sua participação no setor. As principais contribuições do Grupo para a universalização do acesso aos serviços de água e esgoto no Brasil são:

- Portfolio with diversified contract models.
- Establishment and fulfillment of contractual universalization goals.
- Adequate investments, committed and made to achieve contractual goals.
- Regulation and supervision present in 100% of contracts.
- Transparency of information and accountability to control bodies such as regulatory agencies, Ministry of Health and Ministry of Regional Development, among others.
- Constant search and implementation of innovative and sustainable technical solutions.

- Direct and indirect benefits of advancing the coverage of water supply and/or sewage services in the places where it operates.
- Sectoral involvement as a way to leverage the universalization indexes in the country.

The main commitments to universalization are set out in the contracts. In its 27 years, GS Inima Brasil has ensured compliance with contractual goals. One highlight is its first contract, GS Inima AMBIENT, whose excellent work led to the renewal of the term, with an extension from 2023 to 2033.

CONTRACTUAL COVERAGE TARGETS

GS Inima Brasil's commitment to universalization is well before the publication of the New Legal Framework. The company treats universalization as a material theme, works for this objective and manages to deliver great results, many times anticipating what is agreed in its contracts.

For the organization, the lack of provision of basic sanitation services generates social inequality and impacts society in several aspects. The company believes that, by guaranteeing quality services to the population, it brings positive impacts to essential fields such as health, education, employment, income, economic and social development, environment, tourism and water security.

GOOD PRACTICE

EXPANSION OF
THE SANITARY
SEWAGE SYSTEM
IN MOGI MIRIM
-SP



When SESAMM - Sanitation Services of Mogi Mirim started its operation 10 years ago, the city of Mogi Mirim in São Paulo treated only 5% of the domestic sewage of the population of 93 thousand inhabitants. Today the reality is very different: sewage treatment is almost universalized.

With the investment of more than R\$31 million, the concessionaire concluded the third stage of the expansion of the sewage system, with the implementation of another preliminary treatment capable of processing 150 liters of effluents per second, a biological reactor, a secondary decanter and a centrifuge. These resources gave the Mogi Mirim WWTP the ability to raise the treated effluent flow to 225 l/s.

Without departing from the technology specified in THE CONTRACT, SE-Sam sought the most modern. For the preliminary treatment, a high performance modular equipment was installed that dispenses civil works. The aeration system, which uses bio-disks, has brought improvement to the process, reducing consumption and energy. Fully automated, WWTP operates with high efficiency in the removal of organic matter and pollutants. And most importantly, today it is able to meet 93% of the demand of the municipality.

COVERAGE OF SERVICES AND GOALS OF UNIVERSALIZATION IN THE MUNICIPALITIES SERVICED BY GS INIMA CONCESSÕES

*SANAMA has in its contractual scope the attention of approximately 350,000 people living in the Alta Maceió region. The percentage of service is therefore, related to the total foreseen in the contract of. The contracts OF ARAUCÁRIA SANEPAV, Birigui and Olímpia do not have coverage.

OPERATING UNIT	CITY	FORM OF CONTRACT	YEAR OF SIGNATURE OF THE CONTRACT			2021			
				WATER COVERAGE (%)	SEWAGE COVERAGE (%)	TARGET OF THE CONTRACT WATER COVERAGE	TARGET OF THE CONTRACT TREATED SEWAGE COVERAGE	STATUS OF ACHIEVEMENT OF GOALS	POPULATION SERVED
SEWER									
GS Inima Ambient	Ribeirão Preto/SP	Partial Concession	1995	—	99%	—	100% of sewage -collected	Target achieved	717.380
Sesamm	Mogi-Mirim/SP	Partial Concession	2008	—	80%	—	100% in 2038	Evolving target	72.346
Araucária	Campos do Jordão/SP	Leasing of assets	2010	—	—	—	—	Target achieved (construction)	52.078
Sanepav	São José dos Campos/SP	Leasing of assets	2012	—	—	—	—	Target achieved (construction)	214.455
Sanama	Maceió/AL	PPP	2014	—	52%*	—	100% in 2025	Evolving target	182.265
WATER AND SEWAGE									
GS Inima Samar	Araçatuba/SP	full concession	2012	100%	99%	98% as of 2012	>= 98,3% in 2021 and 99,9% in 2041	Target water achieved; evolving sewage target	195.368
Caepa	Paraibuna/SP	full concession	2015	100%	64%	>= 98% as of 2015	100% in 2028	Target water achieved; evolving sewage target	13.691
Comasa	Santa Rita do P.Q/SP	full concession	2016	100%	100%	>= 98% as of 2016	100% in 2021	Goals achieved	24.742
Saneouro	Ouro Preto/MG	full concession	2019	97%	64%	100% in 2025	75% until 2027 and 100% until 2035	Evolving Goals	65.196
SANEL	Luis Antônio/SP	full concession	2020	100%	100%	100% as of 2021	100% in 2021	Goals achieved	15.253
TOTAL									1.552.616

At CAEPA, concessionaire of water and sewage services in Paraibuna (SP), the sewage treatment index that was zero at the beginning of the operation in 2015, should reach 60% at the end of 2022 and reach 80% in 2023. The results of water and effluent management are so significant that they contributed to an important achievement for the municipality. In December 2021, a state bill was approved that elevated Paraibuna to a tourist resort. This was only possible due to the fulfillment of several prerequisites, including the construction and operation of the Reuse Water Production Station (RWPS) José Toledo Diniz, the main work of CAEPA.

It is worth mentioning the company's effort to extend universalization beyond contracts in the municipalities where it operates. In Araçatuba, a local development project carried out in the rural neighborhood of Jacutinga guarantees the quality of distributed water, supports the operation of the system and is joining the community seeking alternatives to build the sanitary sewage system, seeking to fully implement the sanitation of the locality. The aim is that the pilot project can be replicated in other rural areas in the future.

WITH THE INVESTMENTS MADE BY COMASA IN THE EXPANSION OF THE SANITARY SEWAGE SYSTEM IN SANTA RITA DO PASSA QUATRO, THE MUNICIPALITY REACHED THE UNIVERSALIZATION OF SERVICES IN 2020, ENSURING COMPLIANCE WITH THE CONTRACTUAL GOALS OF THE CONCESSION.

THE ARRIVAL OF THE WAVE OF INVESTMENTS IN BASIC SANITATION

GOOD PRACTICE

Since taking over Luiz Antônio's water and sewage services in February 2021, SANEL has been investing in the adequacy and modernization of water supply and sanitary sewage systems. So much so that in the first 12 months of operation it invested R\$3.3 million, almost 1 million more than provided for in the concession agreement. The forecast is that in 2022, another R\$3.8 million will be invested by SANEL in improving water and sewage services.

The first investments were made in the structural reform of the company's headquarters, which provided adequate space for the workshop, for customer service, cafeteria, meeting room, in addition to the implementation of the Operational Control Center for the monitoring of the water supply system.

The creation of jobs, the purchase of equipment and materials for the maintenance of water and sewage networks moved commerce in Luiz Antônio, as well as the contracting of third-party services. A fleet of service vehicles was acquired, the electrical panels were replaced and flow meters were installed in the four wells that supply the residents of the municipality, in addition to the installation of chemical and fluoride metering pumps in the reservoirs.

In August 2021, the newest and most modern artesian well was inaugurated with the capacity to produce more than 150 m³/h of water to serve the city center

RESPECT FOR CONTRACTS

Respect for contracts is a permanent commitment of GS Inima Brasil. For the operations of GS Inima Concessões, the contract is the main instrument of the partnership because it provides security for the contractor, the service provider and society. Through the formalization of commitments, the concessionaire plans its medium and long term actions. Thus, users and the granting authority are clear about the process of improving and expanding services, in addition to having a collection instrument. The goals also have a direct impact on the tariffs charged to users, as the investments made during the contract will be compensated throughout the concession.

DIVERSITY OF CONTRACTS AND EFFICIENT REGULATION

For each segment in which it operates, GS Inima Brasil works with contracts of different characteristics. All operations of GS Inima Concessões are regulated and meet in a cooperative and collaborative manner the demands of the supervisory agents, in addition to providing data and information necessary for the performance of their activities in the form of legal, regulatory and contractual standards. They also contribute to the monitoring of the performance indicators of the Ministry of Regional Development, making the information available to the SNIS - National Sanitation Information System.

GS Inima Brasil is also following the regulatory agency of the National Water and Basic Sanitation Agency (Ana), aiming to meet the new reference standards with agility and efficiency.

**CONTRACT
TEMPLATES FOR THE
OPERATIONS
OF GS INIMA
CONCESSÕES,
GS INIMA SERVIÇOS
AND REGULATORY
ENTITIES**

OPERATIONAL UNIT	CONTRACTUAL MODALITY	PUBLIC PARTNER	SIGNATURE/ DEADLINE	PRINCIPAL SCOPE	REGULATORY ENTITY
GS INIMA AMBIENT	Partial concession	Municipality of Ribeirão Preto/SP	1995/ 38 year	Provision of municipal sewage treatment services	ARES-PCJ
SESAMM	Partial concession	Municipality of Mogi Mirim/SP	2008/ 30 year	Provision of municipal sewage treatment services	ARES-PCJ
ARAUCÁRIA	Leasing of Assets	Sabesp/SP	2010/ 23 year	Design and construction of the municipal sanitary sewage system (collection and treatment)	n/a*
SANEVAP	Leasing of Assets	Sabesp/SP	2012/ 20 year	Design and construction of part of the municipality's sewage system (collection and treatment)	n/a*
GS INIMA SAMAR	Full concession	Municipality of Araçatuba/SP	2012/ 30 year	Provision of water supply services, collection and treatment of sewage of the municipality	ARDAEA
CAEPA	Full concession	Municipality of Paraibuna/SP	2015/ 30 year	Provision of water supply services, collection and treatment of sewage of the municipality	ARES-PCJ
COMASA	Full concession	Municipality of the Climate Station of Santa Rita do Passa Quatro/SP	2016/ 30 year	Provision of water supply services, collection and treatment of sewage of the municipality	ARES-PCJ
SANAMA	PPP	Casal/AL	2014/ 30 year	Provision of sewage collection and treatment services and support to the commercial management of a region of the municipality	ARSAL
SANEOURO	Full concession	Municipality of Ouro Preto/MG	2019/ 35 year	Provision of water supply services, collection and treatment of sewage of the municipality	ARISB-MG
SANEL	Full concession	Municipality of Luis Antônio /SP	2020/ 35 year	Provision of water supply services, collection and treatment of sewage in the municipality	ARES-PCJ
OLÍMPIA	O&M	Department of Water and Sewage of the Municipality of Olímpia/SP	2020/ 1 year	Operation and maintenance of waste water treatment plant	n/a*
BIRIGUI	O&M	Municipality of Birigui/SP	2021/ 1 year	Operation and maintenance of groundwater collection and treatment system	n/a*

*The contractual modality of leasing assets and O&M does not require regulation.



CONTRACT
TEMPLATES FOR THE
OPERATIONS OF GS
INIMA INDUSTRIAL

OPERATING UNITS	CONTRACTUAL MODALITY	CLIENTS	YEAR OF SIGNATURE/ TERM	KEY GOALS	ARBITRATION CLAUSE
AQUAPOLO	DBOO (Design, Build, Own and Operate)	Braskem, Oxiteno, Cabot, White Martins, Air Liquide, Paranapanema, Bridgestone Hydro, Vitopel	2009/ 41 years	FWater supply industrial to customers.	Supply Contract with the Petrochemical Center - Brazil/ Canada Mediation and Arbitration Chamber Other contracts - without definition of a specific Chamber. (Each party may choose an arbitrator. The two arbitrators chosen should jointly appoint a third arbitrator who will preside over the Arbitration Court)
GS INIMA INDUSTRIAL TRIUNFO	AOO (Acquisition, Operate and Owner)	Arlanxeo, Braskem, Innova, Oxiteno e White Martins	2013/ 40 years	Supply of clarified water, demineralized water and drinking water	Supply Agreement with Braskem - Câmara de Mediação e Arbitragem Brazil/Canadá

INDIRECT ECONOMIC IMPACTS

GRI 103-1, 103-2,
103-3, 203-1 E 203-2

By operating its business units in four Brazilian states – São Paulo, Minas Gerais, Rio Grande do Sul and Alagoas – GS Inima Brasil contributes to the generation of jobs and to bring economic stimuli in these regions.

We can exemplify these impacts by analyzing what happens with the Public Private Partnership, in Maceió (AL). SANAMA has about 67 employees and, through its subcontractors, engages four times more workers in its activities, which brings an extremely positive economic effect to the region

With regard to concessions, the investments made are part of the contractual commitment with the granting authority and/or other partners and, therefore, are part of the business plan. According to the Instituto Trata Brasil,

the economic benefits of investment in the universalization of sanitation bring evident positive impacts for sectors such as health, education, employment and income, economic and social development, environment, tourism and water security.

In addition to the direct contribution to universalizing services in 2033, the concessions cause positive socio-environmental impacts, such as the generation of local jobs throughout the period of works and operation of the system, as well as through the execution of social and environmental projects in the regions of operation.

2021 was an important year for GS Inima Brasil with regard to investments in basic sanitation. The total investment in GS Inima Concessões in said year was R\$127

INVESTMENTS IN INFRASTRUCTURE AND SUPPORT FOR SERVICES

GRI 203-1

OPERATING UNITS	INVESTMENT MADE IN 2021
GS Inima SAMAR (Araçatuba – SP)	R\$ 27.278.667,38
CAEPA (Paraibuna – SP)	R\$ 966.036,22
COMASA (Sta. Rita P.Q. – SP)	R\$ 1.787.030,53
SANEURO (Ouro Preto – MG)	R\$ 20.238.828,47
SANEL (Luiz Antônio – SP)	R\$ 3.310.621,99
GS Inima AMBIENT (Ribeirão Preto – SP)	R\$ 7.380.425,75
SANAMA (Maceió – AL)	R\$ 43.485.256,05
SESAMM (Mogi Mirim – SP)	R\$ 22.659.092,81
ARAUCÁRIA (Campos do Jordão – SP)	Completed Investment
SANEVAP (São José dos Campos – SP)	Completed Investment
Total invested by GS Inima Concessões	R\$ 127.105.959,20

* There was no investment in infrastructure and support for significant services in the Industrial, Corporate and Services segments in the reporting period

SANEOURO CARRIES OUT THE 1ST ISSUE OF INCENTIVE DEBENTURES FOR SANITATION IN BRAZIL

SANEOURO, a corporation formed by the shareholders GS Inima Brasil and MIP, responsible since 2020 for the provision of water and sewage services in the historic city of Ouro Preto (MG), carried out the 1st issue of incentive debentures for sanitation in Brazil in the first half of 2021. The amount was R\$100 million, and the resource will be allocated to the universalization and improvements in the water supply and sewage system in the city of Ouro Preto and its 12 districts. Among the actions, we highlight the micrometering, the improvement of quality and the reduction of water losses, the implementation of collecting networks and waste water treatment plant.

The operation characterized the first via the capital market in the form of Project Finance of an asset in the sanitation sector. SANEOURO had the support and partner of Banco BV, Banco Santander and legal advice from Machado Meyer office.

million, with the main highlights being the expansion of sewage collection networks by SANAMA, the expansion of WWTP Mogi Mirim by SESAMM and the construction of the new Water Treatment Station by GS Inima SAMAR, the advance of micrometering by SANEOURO, in addition to SANEL – Saneamento de Luiz Antônio, which started the operation investing in the first year in addition to the contractual provision.

GOOD PRACTICE

SEWAGE
COLLECTED AND
TREATED IN ALTA
MACEIÓ - AL



SANAMA, the result of GS Inima Brasil, STE and Enorsul's PPP contract with Casal – Companhia de Saneamento de Alagoas, aims to bring sewage to about 350,000 residents of the upper region of the capital of Alagoas. In 2021, the operation invested R\$43.4 million to expand the care of collection and treatment services of domestic effluents to one of the most densely populated areas of the region.

The new system implemented by SANAMA will serve the residents of the districts of Cidade Universitária, Benedito Bentes, Santa Lúcia and Tabuleiro do Martins. The expansion of sewage system contemplated the construction of 20 kilometers of sewage collection networks and two lifting stations to meet highly populated residential complexes, including Inocoop, Eustáquio Gomes, Salvador Lyra, Cleto Marques Luz and Tabuleiro Novo.

To guarantee access to public sanitation services to the less favored populations, GS Inima Brasil uses the benefit of the Social Tariff in its full operations. The Social Tariff is provided for in the National Sanitation Policy (Law No. 11.445/07) and is an instrument used for the purpose of social inclusion, consisting of the application of a differentiated tariff to the socioeconomic vulnerable population. This tariff aims to ensure that the principle of respect for the payment capacity of users, provided by law, is ensured, and offers discounts of up to 50% to the consumer unit.

SECTOR INVOLVEMENT

GS Inima Brasil actively participates in several sectoral organizations as a way to contribute to debates and discussions on issues and public policies that impact the business. The formal relationship with the entities is based on the integrity policies of the entity itself and GS Inima Brasil.

ECONOMIC VALUE GENERATED AND DISTRIBUTED

GRI 201-1

EVG&D	CONSOLIDATED 2021 (R\$ thousand)
01) Personnel expenses	126.767
02) Operating costs	169.472
03) Taxes on profits	128.348
04) Distributed economic	424.587
05) Economic value	847.673
06) Economic value withheld (A)-(B)	423.086
07) Operational margin	49,91%
08) % of distributed amount	50,09%

PARTICIPATION IN SECTORAL ORGANIZATIONS

GRI 102-13

ORGANIZATION	TYPE OF PARTICIPATION
Abcon - Brazilian Association of Private Utility Companies for Water and Sewage	Associate, Vice-President and alternate of the Board of Directors
Sindcon - National Union of Private Utility Companies for Water and Sewage	Associate, Vice-President and alternate of the Board of Directors, Technical Council and Fiscal Council
Instituto Trata Brasil	Associate
Abdib - Brazilian Association of Infrastructure and Basic Industries	Associate, Thematic Chambers
Spanish Chamber - Official Chamber Spanish for Trade in Brazil	Associate
GRI Infra	Associate
Watershed Committees: - Baixo Tietê Basin Committee (SP) - Rio Pardo Basin Committee (SP) - Mogi-Guaçu Basin Committee (SP) - Rio das Velhas Basin Committee (MG) - Nascentes Subcommittee	representative in the civil society/users category
Fiesp/Ciesp	Associate
Acirp - Commercial and Industrial Association of Ribeirão Preto	Associate



hidrosfera

SERVICE EXCELLENCE

07

Water Security and
Operational Efficiency



WATER SECURITY AND OPERATIONAL EFFICIENCY

GRI 103-1, 103-2, 103-3 GRI 303-1, 303-3

WATER SECURITY: A NECESSARY AGENDA IN THE FACE OF CHANGES CLIMATE

ACCORDING TO THE CONCEPT OF THE UNITED NATIONS (UN), WATER SECURITY EXISTS WHEN THERE IS SUFFICIENT QUANTITY AND QUALITY OF WATER AVAILABLE FOR THE MEETING HUMAN NEEDS, THE PRACTICE OF ECONOMIC ACTIVITIES AND THE CONSERVATION OF AQUATIC ECOSYSTEMS, ACCOMPANIED BY AN ACCEPTABLE LEVEL OF RISK

The risk of shortages of the urban population in the face of extreme drought events is intensified by climate change. The Intergovernmental Panel on Climate Change (IPCC) of 2021 reports that climate change is irreversible and that the resulting impacts will worsen in the coming decades, making it urgent to implement adaptation strategies and actions.

Water security impacts the availability of water supply services, generating financial, social and environmental risks for both the business and the community. It also generates impacts on management and operational processes such as changes in water treatment, variation in energy prices, differentiated commercial measures, among others.

GS Inima Brasil believes that the activities of its operations impact and are impacted by the dimensions of water security in the regions where it operates. Therefore, the efforts are constant and supported by thorough planning, with contractual goals and internal goals that favor innovation and the adoption of appropriate strategies for each territory where it operates. Water Security is a theme part of the Hidrosfera Journey and, with this, it will be part of guidelines and corporate strategies that will integrate the next reporting cycles. In 2021, there were no occurrences of

shortages due to scarcity in none of the municipalities operated; however, emergency actions were taken at GS Inima SAMAR and COMASA to ensure the continuity of supply.

Examples of actions already underway related to the water security of the municipalities is the investment in projects such as the Renaissance of Passa Quatro. With it, COMASA intends to monitor the situation of the springs of the water catchment area of the Passa Quatro Stream and carry out restoration and protection actions, such as fencing and replanting of vegetation in its surroundings. Actions avoid unwanted access to animals, improve conditions for the flow of water to remain continuous and, in the long term, contribute to the reduction of water risks in the region.

A similar path has been followed by GS Inima SAMAR in Araçatuba (SP) with the water study of the Ribeirão Baguaçu basin. It is from this source that the concessionaire captures 50% of the water distributed in Araçatuba (SP) and the study brings a diagnosis that intends to engage the main stakeholders in the search for restoration and protection of an important micro-basin. The objective of the study is to alert and serve as a basis for the development of action plans for water security in the region.

**DIMENSIONS OF
WATER SECURITY AND
DIRECT CONTRIBUTION OF
THE WATERSANITATION IN THE
VIEW OF GS INIMA BRASIL**
(GRI 203-1)

DIMENSION	DEFINITION	CONTRIBUTION OF THE SANITATION SECTOR ACCORDING TO THE VIEW OF GS INIMA
Human	Ensuring access to water adequate to the needs and well-being of the population.	Ensure efficient quality water supply services to society, ensuring both adequate infrastructure and management for universal access and continuity of treatment and distribution services.
Economy	Guarantee of water supplies for productive activities and for multiple uses	Support the growing demand, in quantity and quality of water, generated by the economic growth of cities and productive activities such as trade, industry and tourism. Manage its resources properly in places with low water availability, ensuring its use in all activities.
Ecosystemic	Preservation of water ecosystems for the benefit of nature and people.	Sustainably manage the water resources necessary to meet the demand of the population, respecting their grants and reducing as much as possible any type of loss or waste of water. In addition, be responsible for the protection of water quality through the treatment of sewage produced in cities and the protection of water sources.
Resilience	Resilience to extreme events are like droughts and floods.	Incorporate risk management for an adequate response to crises, with measures to reduce vulnerabilities and local exposure to possible adverse events, always aiming at increasing the resilience of the area involved. Among the desirable actions are the monitoring and proper management of reservation systems, the establishment of redundancy of structures and contingency and emergency plans.

GOOD PRACTICE



RENASCENTES
DO PASSA
QUATRO

The Renascentes do Passa Quatro project, a partnership between COMASA and the Municipal Department of Agriculture and Environment, was born to face the risks that threaten water security in the municipality of Santa Rita do Passa Quatro, SP. With the springs that supply the city being born in the municipality itself, the project aims to protect and recover the watershed of the Passa-Quatro stream, from its sources to its capture point for public supply.

After mapping the springs, work began on the restoration of lands affected by erosion and trampling, followed by the fencing of margins to prevent the entry of animals and, finally, planting of native seedlings.

Students from local schools participated in tree planting and will contribute to the maintenance of the areas. It is expected to ensure better conditions so that the municipality faces periods of drought, reducing the vulnerability of the catchment system. Comasa also carries out the continuous monitoring of the flows of Passa Quatro and its tributaries in all periods of the year, planning and executing actions that seek to reduce or mitigate the risks of shortage of the water distribution system.

GOOD PRACTICE



FLOATING
CATCHMENT IN THE
TIETÊ RIVER TO FACE
THE DRY SEASON
IN ARAÇATUBA, SP

GS Inima SAMAR is constantly innovating to ensure that there is no shortage of water in the taps of the residents of the city of Araçatuba during the dry season. One of the most important measures provided for in the concessionaire's Water Security Plan is the daily monitoring of the water level in the Lower Tietê watershed and the use of a floating catchment of raw water, when necessary. With a structure of six square meters and six tons of weight, the mobile platform is put into operation in a place farther from the margin when the water of the Tietê River reaches critical levels.

With capacity to pump 800,000 liters of raw water to WTP Tietê, 15 km away from the city, the catchment ferry guarantees the supply of population of the 50 neighborhoods supplied by the Tietê Water Treatment Station during the dry season. With the critical situation of quantitative scarcity of water resources in the Hydrographic Region of Paraná (ANA Resolution No. 77/2021), in addition to the scenario observed in the Lower Tietê Watershed, in which the municipality of Araçatuba is inserted, the activation of the floating catchment in 2021 was fundamental to guarantee the continuity of the city's supply.

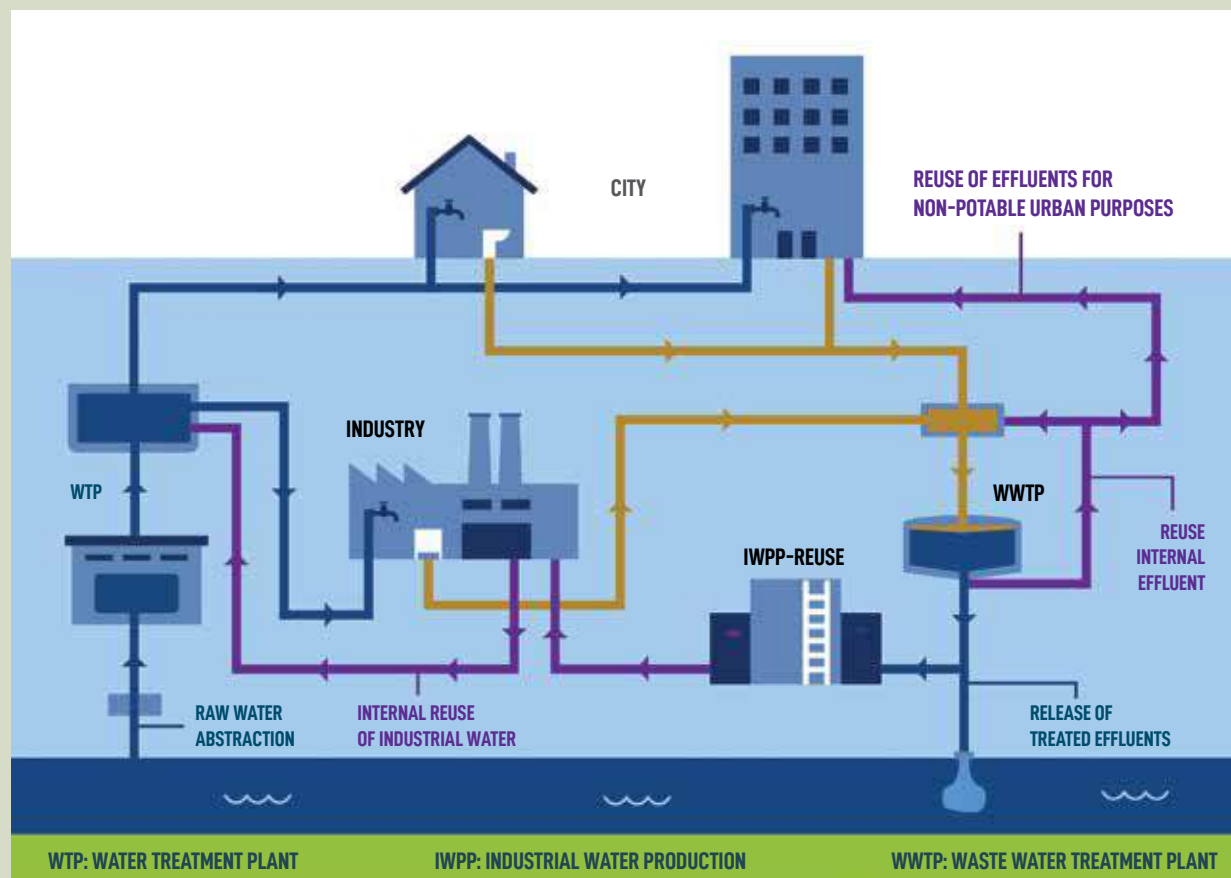
THE WATER CYCLE AT GS INIMA BRASIL

GRI 303-1

When assessing the main environmental impacts of the Group's operations, the starting point and arrival point are the springs of the regions of operation. From them, the raw water to be treated and distributed to customers is collected and the effluents treated in the sanitary sewage systems are returned to the springs. Thus, ensuring that these processes are carried out with the highest quality standards and efficiency is the main duty of the Company for society.

All water abstraction and discharge of effluents from GS Inima Brasil's operating units are preceded by the granting of the right to use the water resource in accordance with the National Water Resources Policy, Law No. 9.433/1997. In the State of São Paulo, the Department of Water and Electric Energy (DAEE) is responsible for the granting power. In Alagoas, the grant is issued and supervised by the Secretary of State of Environment and Water Resources – SEMARH AL; in Minas Gerais, by the Minas Gerais Institute of Water Management – IGAM; and in Rio Grande do Sul, by the Secretariat of Environment and Infrastructure – Sema.

The volume of raw water abstracted for the provision of public supply services is related to the demand necessary to meet the domestic, commercial and industrial needs of the municipalities and for the operation and maintenance of the systems. In the industrial sector, the volume of water abstracted serves to meet the specific needs of the industrial poles served and operation and maintenance system tension.



CATCHMENT
BASINS OF
WATER AND
EFFLUENT
DISCHARGE



UNIT	MUNICIPALITY/ STATE	SAFETY INDEX URBAN WATER (ISH-U)**	TYPE OF GRANTING	WATERSHED
GS INIMA AMBIENT	Ribeirão Preto – SP	Low Effluent	Release	Watershed do Pardo
GS INIMA SAMAR	Araçatuba - SP	Average	Water catchment and effluent discharge	Watershed Lower Tietê
CAEPA	Paraibuna - SP	Maximum	Water catchment and effluent discharge	Watershed of Paraíba do Sul
COMASA	Sta. Rita P. Quatro- SP	Low Effluent	Water abstraction and effluent discharge	Watershed of Mogi-Guaçu
SANAMA	Maceió - AL	Low Effluent	Release of effluents Pratagy Hydrographic	Basin/ Celmm Watershed
SANEOURO	Ouro Preto - MG	Average	Water catchment and effluent discharge	Watershed Rio das Velhas
SESAMM	Mogi Mirim - SP	Average	Release Watershed	Watershed of Mogi-Guaçu
SANEL	Luiz Antônio- SP	Maximum	Water catchment and effluent discharge	Mogi-Guaçu Watershed

INDUSTRIAL UNIT	MUNICIPALITY/ STATE	SAFETY INDEX URBAN WATER (ISH-U)**	TYPE OF GRANTING	WATERSHED
AQUAPOLO	São Paulo - SP	Average	—	Upper Tietê Watershed
GS INIMA INDUSTRIAL TRIUNFO	Triunfo - RS	Average	Water abstraction	Caí River Hydrographic Basin

SERVICES	MUNICIPALITY/ STATE	SAFETY INDEX URBAN WATER (ISH-U)**	TYPE OF GRANTING	WATERSHED
BIRIGUI	BIRIGUI - SP	Medium Water	Catchment	Lower Tietê Watershed
OLÍMPIA	OLÍMPIA - SP	High	Release of Effluents	Watershed of the Turvo and Grande Rivers

*ANA - Agência Nacional de Águas. Atlas Águas: water security in urban supply. Brasília: ANA, 2021

**TOTAL VOLUME
OF WATER
ABSTRACTED BY
TYPE OF FONT
(M³)**

(GRI 303-3)

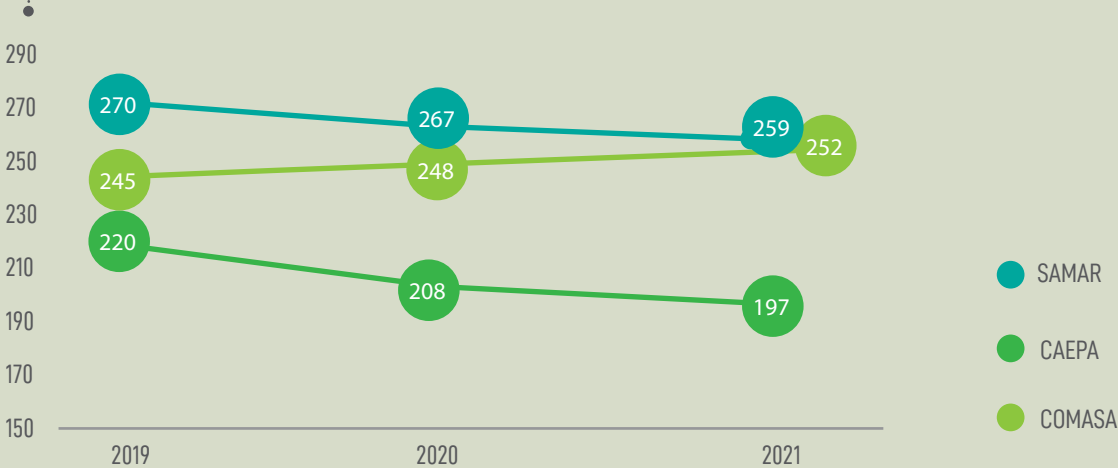
TOTAL WATER CATCHMENT (M ³)	SURFACE WATER (including wetlands, rivers, lakes and sea)			GROUNDWATER (groundwater, wells)			THIRD PARTY WATERS (municipal water supply or other water supply companies)			TOTAL WATER ABSTRACTION		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
CONCESSIONS	22.902.203	30.815.449	35.372.282	5.337.310	6.659.124	7.765.169	1.687	4.233	1.955	28.241.200	37.478.807	43.139.406
GS INIMA SAMAR (ARAÇATUBA - SP)	19.138.560	20.044.165	19.890.806	5.100.923	4.776.417	4.578.644	0	0	0	24.239.483	24.820.582	24.469.450
CAEPA (PARAIBUNA - SP)	885.126	862.140	844.320	125.420	151.553	150.770	0	0	0	1.010.546	1.013.693	995.090
COMASA (STA. RITA P.Q. - SP)	2.878.517	2.874.052	2.978.507	59.940	66.900	57.390	0	0	0	2.938.457	2.940.952	3.035.897
SANEOURO (OURO PRETO - MG)	—	7.035.092	11.658.649	—	1.600.188	1.263.760	—	0	0	—	8.635.280	12.922.409
SANEL (LUIZ ANTÔNIO - SP)	—	—	0	—	—	1.676.427	—	—	0	—	—	1.676.427
GS INIMA AMBIENT (RIBEIRÃO PRETO - SP)	0	0	0	50.286	63.390	36.339	0	398	0	50.286	63.788	36.339
SANAMA (MACEIÓ - AL)	0	0	0	0	0	0	1.591	3.734	1.833	1.591	3.734	1.833
SESAMM (MOGI MIRIM - SP)	0	0	0	741	677	1.839	96	101	122	837	778	1.961
INDUSTRIAL	—	25.876.966	21.873.780	0	0	0	0	538	1.043	—	25.877.504	21.874.823
AQUAPOLO - SP	—	0	0	—	0	0	—	538	1.043	—	538	1.043
GS INIMA INDUSTRIAL JECEABA - MG	—	2.412.148	2.013.165	—	0	0	—	0	0	—	2.412.148	2.013.165
GS INIMA INDUSTRIAL TRIUNFO - RS	—	23.464.818	19.860.615	—	0	0	—	0	0	—	23.464.818	19.860.615

In the full concessions, the main variables that impact the removal of water from the springs are the population variation and its level of consumption (per capita, commercial and industrial), the consumption of the operational process and the physical losses of water (leaks), which are one of the main themes that refer to the operational efficiency of sanitation service providers. Thus, the total volume of water collected by GS Inima Samar, Caepa, Comasa, Saneouro and Sanel represents the total volume that enters the system, including the consumption of customers/users and the own consumption of the operation. In all units the surface catchment is complemented by underground catchments. The efficiency in the consumption of raw water reclaimed from the springs can be observed in the ratio between the volume captured and the number of customers, or in the case of concessions, of water savings met. Among the actions that reduce this index, qualifying the efficiency of consumption, there may be actions to reduce losses, the increase in volumes of treated effluents reorganized in the operation itself and conscious consumption. The graph on the side shows that GS Inima Samar and Caepa show excellent improvements between the years 2019 and 2021. At Comasa, there was an increase in the loss rate from 21% in 2020 to 23% in 2021, yet the consumption of water in the supply system is Lower than that of GS Inima Samar.

In relation to companies that operate only sanitary sewage services (sewage collection and/or treatment), the consumption of raw or treated water is only necessary to meet the demand of the operation itself. In these cases, the volume captured is smaller and the source varies between underground abstraction, water from third parties (public network of the municipality) and reuse water, such as GS Inima Ambient, Sesamm and Sanama, in which the efficiency in the treatment of effluents allows the water to be reused in the plant itself.

EFFICIENCY IN WATER CONSUMPTION
(m³ of water abstracted/water savings met)

GRI 303-5



REUSE OF
EFFLUENTS

	2020			2021		
	Total water consumption in WWTP (m³)	Waste water consumption (m³)	%	Total water consumption in WWTP (m³)	Waste water consumption (m³)	%
GS Inima AMBIENT (Ribeirão Preto - SP)	100.287	36.499	36%	99.554	63.215	63%
SANAMA (Maceió - AL)	20.875	17.141	82%	17.766	15.933	90%
SESAMM (Mogi Mirim - SP)	21.600	14.221	66%	16.182	14.221	88%

EFFLUENT REUSE

Large volumes of drinking water can be saved by reuse when using water of lower quality (usually post-treated effluents) to meet the purposes that can dispense with this resource within the standards of potability. GS Inima Industrial's operating units already have reuse at the center of their business. In GS Inima Concessões units, the practice has been gaining strength, with the potential to expand for uses with non-potable purposes.

Two concessions from GS Inima Brasil – GS Inima Ambient, in Ribeirão Preto (SP), and Saneouro, in Ouro Preto (MG) – are involved in the development of programs to transform reuse water into a safety tool for citizens. Negotiations are advanced so that the respective municipalities take advantage of this product of sewage treatment to extinguish fires, a problem common to both municipalities. In the city of Minas Gerais, the resources for the construction of a Reuse Water Production Station (RWPS) were made possible and the current phase is the development of the project that will have a direct connection with the municipality's firefighting system. In Ribeirão Preto, the reuse water produced by GS Inima Ambient undergoes, at the time, a licensing process with the Sanitary Surveillance and Cetesb.

GOOD PRACTICE



GS INIMA
AMBIENT
EFFLUENT
REUSE
SYSTEM

Reducing water consumption from water sources, reserving it only for essential uses, such as human supply, is a fundamental measure to ensure water security and the sustainability of municipalities, especially those located in areas of water stress.

This certainty made GS Inima AMBIENT decide to amplify its system for reusing the effluent from the outlet of WWTP Ribeirão Preto for activities with non-potable purposes. Reuse water is used in several stages of the sewage treatment process, such as washing the sludge dewatering centrifuge, cleaning the pretreatment and washing the trucks that dispose of the sewage sludge. In addition, it serves to wash the company's internal streets and irrigate gardens.

In 2021, GS Inima AMBIENT stopped capturing 63,000 m³ of raw water (previously collected in a deep well in the Guarani Aquifer), a volume 73% higher than in the previous year and capable of meeting 63% of the unit's annual demand. The effluent resulting from the sewage treatment process undergoes a new treatment before being sent to the proper reservoir. Then, the reuse water is pressurized in an independent network, of lilac color. The entire system is automated, having a panel that controls from the capture of the effluent to the pressurization of the reuse network.

The reuse system implemented at GS Inima AMBIENT has the capacity to produce 36m³/h of recycled water, equivalent to the supply of approximately 2,000 families. The reuse water produced by GS Inima AMBIENT is currently undergoing a licensing process with the Health Surveillance and Cetesb. When this process comes to an end, reuse water can be used to control fire outbreaks, as well as cleaning streets and galleries.

LARGE-SCALE RECYCLED WATER PRODUCTION: EXAMPLE OF CIRCULARITY

To meet the growing demands of the population and economic and industrial activities, it is necessary to seek innovative and sustainable alternatives in the scope of water supply. In this sense, GS Inima brings in its portfolio great technological solutions that integrate sustainable and circular options to guarantee water security in several countries: the production of recycled water.

The largest example in Latin America is the AQUAPOLO Ambiental, which uses the sewage treated by Sabe-sp's ABC Waste Water Treatment Plant (WWTP-ABC) as its main input. After the treatment process of the sewage,

part of the flow that would be destined to Córrego dos Meninos is diverted to the operation of the AQUAPOLO. The parameters and water quality that must be reached at the end of the entire process were determined together with the customer, who uses it in several industrial processes, such as cooling towers and boilers. For the conduction and distribution of produced water, a 17-km pipeline was built, leaving its headquarters in São Paulo and passing through the municipalities of São Caetano do Sul and Santo André until reaching a distribution tower in Capuava, municipality of Mauá, where the Greater ABC Petrochemical Complex is established.

The impacts of reuse for industrial water production in a region of water scarcity, such as the Alto Tietê Basin, generates positive impacts for the region, as it allows a greater effect on the use of water resources, preserving a significant volume of raw water consumption that becomes available for the priority service of the public supply.



RECYCLED WATER FOR THE INDUSTRY

	2020			2021		
	Total water/effluent water/effluent in the plant (m³)	Total input of input to the source plant residual (m³)	%	Total water/effluent water/effluent in the plant (m³)	Total input of input to the source plant residual (m³)	%
AQUAPOLO - SP	14.685.946	14.685.408	100%	12.056.121	12.055.078	100%
GS Inima Industrial JECEABA - MG	127.888.310	125476161,4	98%	90.356.040	88.342.875	98%
GS Inima Industrial TRIUNFO - RS	29.343.016	5.878.198	20%	24.625.560	4.764.945	19%

Note: The amount informed for GS Inima Industrial Triunfo's residual water consumption is the receipt of condensate from customers boilers and GS Inima Industrial Jeceaba's water from the recirculation circuit. GS Inima Industrial Jeceaba closed its operation in September 2021

RECYCLING WATER IS TRANSFORMING THE FUTURE

In 2021, Aquapolo Ambiental, the largest enterprise for the production of recycled water for industrial purposes in Latin America, celebrated the 100 millionth cubic meter of recycled water supplied in 10 years of operation.

This volume would be sufficient to supply cities for long periods:



45 YEARS

of drinking water supply
in a city with **50,000 inhabitants**



10 YEARS

of drinking water supply
in a city with **230,000 inhabitants**



5 YEARS

of drinking water supply
in a city with **470,000 inhabitants**

IN 2021
AQUAPOLO
CELEBRATED
THE MILESTONE OF
100 MILLION M³
**OF RECYCLED
WATER**





GOOD PRACTICE

REDUCTION OF WATER LOSSES

Sustainable practices are also present in the production of water for industrial use. Since it began to treat the condensed steam of the water used by one of the companies of Polo Petroquímico do Sul, in Triunfo, in the metropolitan area of Porto Alegre, GS Inima Industrial Triunfo stopped collecting 7 million m³ of raw water annually in the Caí Watershed, a volume sufficient to supply a city of 95,000 inhabitants per year. By implementing the condensed steam reuse system generated by Braskem boilers (under-polished for new demineralization), GS Inima Industrial Triunfo was also able to reduce the expenses with chemicals by 26% and the consumption of electricity by 20%.

**GS INIMA INDUSTRIAL
TRIUNFO –
CONDENSATE REUSE
SYSTEM REDUCES
UPTAKE OF RAW
WATER IN THE
INDUSTRY**

Reducing water losses in the distribution process is a challenge for any supply system. To avoid them and make the system more efficient and fairer, GS Inima Brasil invests in loss reduction programs. They involve the monitoring, replacement of equipment and infrastructure – networks and pumps –, the installation of pressure reducing valves and improvements in the control of energy consumption.

GS Inima SAMAR has invested in the sectorization in Araçatuba and the results have been evidenced with the reduction of the index year after year. In 2021, the company developed a systematic plan for underground leakage research with the aid of geophones and listening rods, covering about 300 kilometers of the distribution network. In 2021, GS Inima SAMAR's water losses were 34%, presenting a 4% reduction for 2019.

In the municipality of Luiz Antônio (SP), water losses reached 60% in January 2021. When the operation began, Sanel installed water meters and, in a little less than a year managing the city's sanitation services, obtained the first results, reaching a reduction of 6% of the losses in December. The goal now is to advance to identify commercial losses and reach the end of 2022 with a level below 44%. The contractual target is to reach 30% by 2028. Some processes of the operation of water supply and sewage systems require a significant volume of water in the operation itself. This is the case of water treatment processes, which depend on the monitoring conditions and technologies covered in each Water Treatment Plant (WTP). This consumption is usually related to the filter washing process. In cases of water production by simple disinfection, as occurs at SANEL, there is no water consumption in the treatment process.

WATER LOSS INDEX	OPERATING UNIT	MUNICIPALITY/STATE	INDEX OF LOSSES AT THE BEGINNING OF THE OPERATION	INDEX OF LOSSES (2021)	INDEX OF PLANNED LOSSES	CONTRACTUAL TARGET LOSS INDEX
	GS Inima SAMAR	Araçatuba/SP	44% in 2012	34%	25% in 2025	25% in 2041
	Caepa	Paraibuna/SP	60% in 2015	27%	25% in 2027	25% in 2027
	Comasa	Sta. Rita do Passa Quatro/SP	60% in 2015	23%	20% in 2023	25% in 2025
	Saneouro	Ouro Preto/MG	50% in 2019*	51%	in evaluation	30% in 2035
	Sanel	Luiz Antônio/SP	60% in 2021	54%	44% in 2022	30% in 2028

* Estimated value in the Concession Notice of the water supply and sewage services of Ouro Preto

WATER CONSUMPTION IN THE WATER TREATMENT PROCESS

OPERATING UNIT	2019			2020			2021		
	Volume of water abstracted (m³)	Volume of water distributed (m³)	%	Volume of water abstracted (m³)	Volume of water distributed (m³)	%	Volume of water abstracted (m³)	Volume of water distributed (m³)	%
GS INIMA SAMAR (ARAÇATUBA - SP)	24.239.483	23.482.271	3%	24.820.582	23.932.454	4%	24.469.450	23.157.176	5%
CAEPA (PARAIBUNA - SP)	1.010.546	950.311	6%	1.013.693	949.696	6%	995.090	926.401	7%
COMASA (STA. RIRA P. Q. - SP)	2.938.457	2.830.813	4%	2.940.952	2.849.798	3%	3.035.897	2.921.270	4%
SANEOURO (OURO PRETO - SP)	—	—	—	8.635.280	7.630.174	12%	12.922.409	12.496.800	3%
SANEL (LUIZ ANTÔNIO - SP)	—	—	—	—	—	—	1.676.427	1.499.496	11%
TOTAL	28.188.486	27.263.395	3%	37.410.507	35.362.123	5%	43.099.273	41.001.143	5%

CERTIFIED QUALITY MANAGEMENT

GRI 103-1, 103-2, 103-3

GS Inima Brasil seeks to continuously improve the quality of its management, combining operational excellence with sustainability and care for people and the community. As acknowledgment and proof of this effort, the corporate (Quality, Health, Safety, and Environment) team has advanced in the certification of the management systems in the operational units based on ISO standards, as indicated below.

Highlight for GS Inima SAMAR, with the obtaining of ISO 17,025 in 2022, focused on quality requirements of equipment, services and laboratory facilities. This certification will bring more confidence to the concession's facilities, in addition to allowing the unit to provide analysis services to third parties.

IN 2022, SESAMM WAS THE FIRST BRAZILIAN SANITATION COMPANY WITH THE ENERGY MANAGEMENT SYSTEM CERTIFIED BY ISO 50.001, WHICH BRINGS GUIDELINES ON SAFETY, PERFORMANCE AND ENERGY EFFICIENCY

GS Inima Brasil	GS Inima	COMASA	SESAMM	CAEPA	GS Inima SAMAR	SANAMA	AQUAPOLO	TRIUNFO
ISO 9001:2015	ISO 9001:2015	ISO 9001:2015	ISO 9001:2015	ISO 9001:2015	ISO 9001:2015	ISO 9001:2015 scheduled for 2022	ISO 9001:2015	ISO 9001:2015 scheduled for 2023
ISO 14001:2015	ISO 14001:2015		ISO 50001:2018		ISO 14001:2015			ISO 14001:2015 scheduled for 2023
					ISO 45001:2018			ISO 45001:2018 scheduled for 2023
					ISO 17025:2017			



Itacolomi Water Treatment Plant (WTP).
Saneouro – Ouro Preto/MG

WATER TREATMENT QUALITY

GRI 416-1

In 2021, GS Inima Brasil guaranteed the production of **112 million liters of drinking water per day**, p, to serve more than **312 thousand** people at the GS Inima SAMAR, COMA-SA, CAEPA, SANEOURO and SANEL units.

To characterize the water quality, several parameters of potability are used, according to Ordinance No. 888/21 of the Ministry of Health. States also have their own standards, which may contain more restrictive parameters depending on local characteristics.

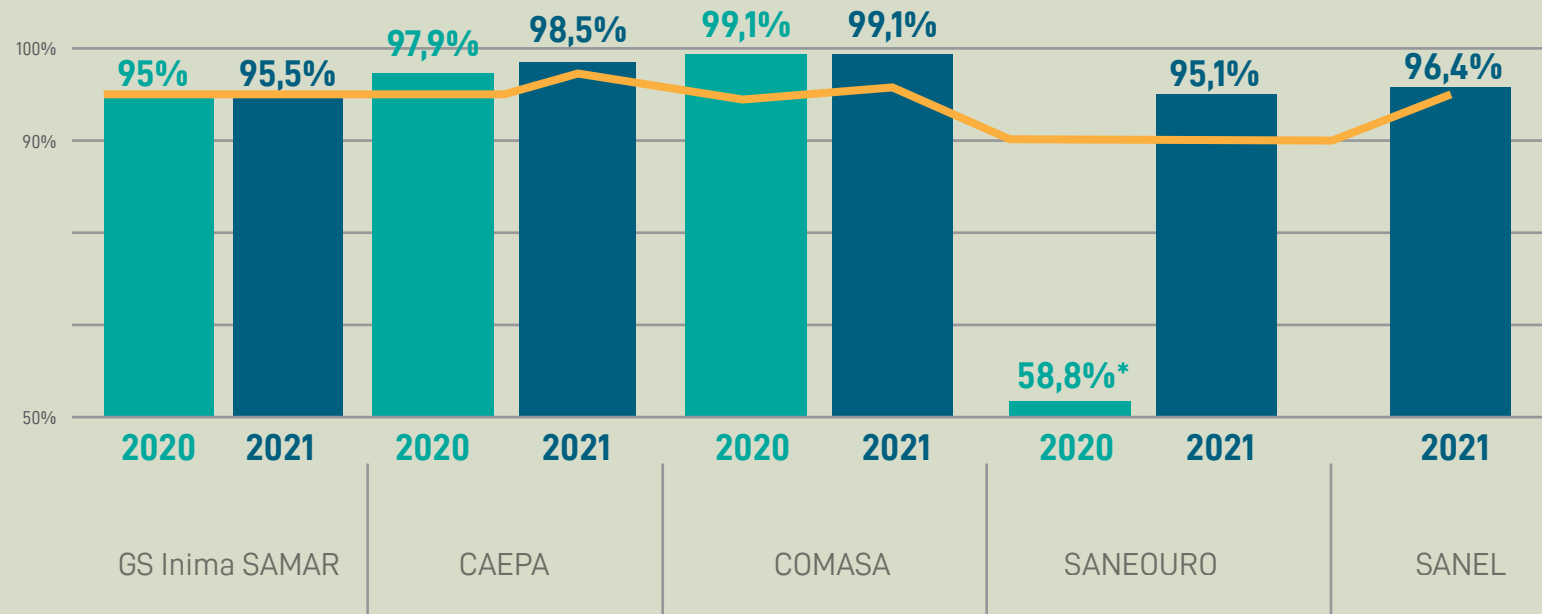
The continuous control of basic parameters, such as turbidity, color and pH, support to evaluate the feasibility of the treatment. The quality control of distributed water is extremely strict and guided by national and state legislation, reported daily to the national control body, through the Information System for Monitoring the Quality of Water for Human Consumption (Sisagua), an instrument of the National Program for Monitoring the Quality of Water for Human Consumption (Vigiagua) of the Ministry of Health. Thus, the totality of drinking water supply services offered by GS Inima Brasil's Concessions and Industrial segment is evaluated in relation to the impacts on the health and safety of users.

The samples collected and analyzed have consistently achieved the goal of compliance with the legislation and the contractual rules of each operation. The indicator used

for the management of water quality in operations is the Water Quality Index (WQI), which considers the annual percentage of conformities of the parameters of turbidity, free residual chlorine, pH, fluorine and bacteriological. All analyses are sent to the regulatory entity and to the sanitary surveillance, which perform the function of inspecting the quality of the distributed water. The monitoring process is rigorous and ranges from the capture to the faucet of the customers. There is a search for continuous improvement in the procedures and infrastructure necessary to carry out the analyzes and an effort to ensure that employees always have renewed and increased their skills to maintain an exceptional quality of the water treated and distributed by the Company.

All operational units of GS Inima Brasil work continuously to meet and exceed the contractual goals of water treatment quality. It is common that, when starting the concession of a new operation, the conditions inherited from the previous provider are bad and, therefore, require a large investment and effort in the first years of the concession. This was the case of SANEOURO, which started the operation in 2020 with a performance of only 58.8% of the WQI, jumping to 95% in December 2021. The fact leads me to exceed the contractual goal, something that commonly occurs in other concessions.

WATER QUALITY INDEX (WQI)



Contractual Goal

* SANEURO started operating in early 2020 when the performance of the WQI was only 58.8%, jumping to 95% in December 2021. This led to the contractual target being exceeded in the second year of operation, something that commonly occurs in other concessions.



CAEPA is responsible for the public water supply and sewage services in the municipality of Paraíba, in the Paraíba Valley

GS INIMA BRASIL IS A BENCHMARK PRIVATE COMPANY IN THE TREATMENT OF EFFLUENTS. IN 2021, ITS OPERATIONS TREATED 93 MILLION CUBIC METERS OF SEWAGE GENERATED BY ABOUT 1.5 MILLION PEOPLE, 18% MORE THAN IN 2019. TREATED TO A HIGH STANDARD OF EFFICIENCY, THE EFFLUENTS ARE RETURNED AS CLEAN WATER TO NATURE.

COLLECTION AND TREATMENT OF EFFLUENTS

GRI 303-2, 303-4

GS Inima AMBIENT is the first and largest effluent treatment unit in the group and guarantees the care of about 717 thousand people or 99% of the population of the city of Ribeirão Preto (SP). GS Inima SAMAR maintains 98% levels of sewage treatment produced in the city of Araçatuba (SP). SESAMM had its capacity increased in 2022.

The operation of WWTP Benedito Bentes at SAN-AMA began in 2019 and has since received a greater volume of effluents, according to the advances in the works of the collection system, which involves collecting networks and lifting stations. CAEPA inaugurated in August 2020 the RWPS José Toledo Diniz, to serve about 12 thousand residents of the central region and neighborhoods around the city center. The station has full automation of all processes and the use of a technology where all the effluent goes through an anaerobic process and an aerobic after-treatment, which results in the removal of 90% of the organic load. The phases of the treatment process are composed of a raw sewage lifting station, pretreatment, Uasb type reactors and activated sludge, solids separation, effluent disinfection and sludge dehydration. This technology allows the effluent, after being treated and in addition to meeting all the requirements of the legislation, the possibility to be used as reuse water, thus strengthening the ties of CAEPA

with the preservation of the environment. With the expansion works of the collection systems connected to the treatment plant, there are periods of increased collected sewage, but which is not yet connected to the treatment plant. The tendency is that 100% of the collected sewage will be sent for treatment with the completion of the network works.

This was the case of Santa Rita do Passa Quatro. In 2020, with the inauguration of the Santa Cruz da Estrela WWTP and the completion of the works of the COMASA collection system, the municipality is now considered universalized. SANEURO started its operation in January 2020, but WWTP Bartolomeu only started operating in September of that year. In 2021, the only WWTP in the municipality operated throughout the year with the capacity to serve only 1% of the collected sewage. With the implementation of the Osso do Boi Reuse Water Production Station (RWPS), whose environmental licensing process is underway and the first equipment delivered, it is estimated that the sewage treatment index will cover 40% of the population in just over a year.

In Luiz Antônio, SANEL began operating in 2021 with 66 kilometers of sewage network and 100% collection of domestic effluents. The municipality already has a WWTP at Fazenda Laranjal, with a treatment capacity

TOTAL RELEASE VOLUME OF EFFLUENT BY DESTINATION (M³)

(GRI 303-4)

OPERATING	TOTAL VOLUME OF EFFLUENT DISCHARGE TREATED BY DESTINATION (M ³)			TOTAL VOLUME OF SEWAGE RELEASE NOT TREATED BY DESTINATION (M ³)			TOTAL RELEASE VOLUME OF EFFLUENTS BY DESTINATION (M ³)		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
SURFACE WATERS (INCLUDING WETLANDS, RIVERS, LAKES AND SEA)									
GS INIMA AMBIENT	58.710.187	62.230.930	67.881.823	-	-	-	58.710.187	62.230.930	67.881.823
GS INIMA SAMAR	15.323.010	15.503.511	15.200.728	-	-	-	15.323.010	15.503.511	15.200.728
SESAMM	4.744.493	4.768.592	5.219.230	-	-	-	4.744.493	4.768.592	5.219.230
COMASA	1.116.030	1.973.546	2.121.695	452.230	13.052	-	1.568.260	1.986.598	2.121.695
SANAMA	222.165	1.685.050	1.967.312	-	-	-	-	1.685.050	1.967.312
CAEPA	-	21.300	52.004	-	108.141	272.396	-	129.441	324.400
SANEURO	-	9.331	35.963	-	3.979.313	3.182.082	-	3.988.644	3.218.045
SANEL	-	-	579.891	-	-	-	-	-	579.891
AQUAPOLO - SP	-	-	-	-	-	-	-	-	-
GS INIMA INDUSTRIAL JECEABA - MG	-	738.129	513.402	-	-	-	-	738.129	513.402
GS INIMA INDUSTRIAL TRIUNFO - RS	-	-	-	-	-	-	-	-	-
THIRD PARTY WATERS (MUNICIPAL WATER SUPPLY OR OTHER EFFLUENT TREATMENT COMPANIES)									
AQUAPOLO - SP	-	0	0	-	1.955.134	1.782.651	-	1.955.134	1.782.651
GS INIMA INDUSTRIAL JECEABA - MG	-	-	-	-	-	0	-	-	-
GS INIMA INDUSTRIAL TRIUNFO - RS	-	0	0	-	522.699	660.782	-	522.699	660.782
TOTAL	80.115.885	86.930.389	93.572.048	452.230	6.578.340	5.897.912	80.345.950	90.292.767	99.469.959

*GS Inima Brasil does not release effluents into underground springs. The Araucária and Sanevap Units are operated by the client (Sabesp) and therefore are not part of GS Inima Brasil's operational management system. GS Inima Industrial Jeceaba ended its activities in September 2021. The increase in the disposal of untreated surface water in 2021 at CAEPA is due to the increase in sewage collection coverage (network works) that will still be connected to the WWTP.

of 17 liters per second, but currently receives around 28 liters per second, affecting its treatment efficiency. To expand the system and ensure its efficiency, resources will be invested throughout the concession in the replacement and cleaning of the sewage network and the treatment plant. The goals of the contract also include the modernization and readjustment of the station to increase operational efficiency.

At GS Inima Industrial, the Jeceaba unit closed its operation in September 2021.

QUALITY OF EFFLUENT TREATMENT

The conditions and standards for releasing effluents are defined by federal and state legislation, given the existence of the most restrictive condition. All releases by GS Inima Brasil comply with Resolution No. 430, of 2015, of the National Environment Council (Conama). It complements and amends Conama Resolution No. 357/2005, which establishes the conditions and standards for the release of effluents in water bodies. In the state of São Paulo, in addition to the conditions and standards already mentioned, the parameters and limits for the conditions and standards for the release of net effects are contained in the regulation of the Law of the state of São Paulo 997, of 05/31/76 (articles 18 and 19a), approved by Decree 8468, of 09/08/76. In Alagoas, the release standards must comply with Semarh Normative Instruction No. 1, of 05/30/2018, and the Water Resources Use Rights Office – Ordinance 192/2016, which establishes that the

maximum BOD release standard of the effluent treated by SANAMA is 45 mg/l.

In Minas Gerais, the release standards must comply with Joint Normative Resolution Copam/CERH-MG N° 01/2008; in Rio Grande do Sul, to Conema Resolution N° 355/2017.

The contractual indicator used to manage the quality of sewage treatment in GS Inima Brasil's operations is the Sewage Treatment Quality Index (SQI), which considers the percentage of compliance with the following standards: sedimentable materials (SST), oils and greases and BOD.

Another important indicator for monitoring the quality of services is the efficiency of BOD removal from sewage treatment plants. The index, measured as a percentage of removal, varies according to the technology applied and the entries must comply with the parameters required in the legislation applicable in the region.

All GS Inima operating units meet the contractual goals of the SQI, with constant improvements due to the advancement of operations. It is noteworthy that SANEL started its operation in 2021, assuming a WWTP with several operational problems and, therefore, its sewage treatment quality goal is progressive, starting with SQI of 50%.

COMASA's WTPs are composed of stabling ponds and, therefore, have lower rates than those of more operations. All WTPs operate with efficiency greater than the legal requirement.

WASTE

GRI 306-1, 306-3

The generation of solid waste at GS Inima Brasil is diverse, since it involves from waste from the processes

of treatment and distribution of water, collection and treatment of sewage, to laboratories, offices, works and maintenance services.

The practices aimed at sustainability in the management of solid waste begin with the search for its reduction, through the control in the use of materials, in the processes of operation and in the investment in technologies. Reuse is practiced whenever possible. For waste that cannot be avoided, the best solution for the final destination is sought. The motivation is to extend the potential use of each resource to the maximum, considering the end point of each process as the starting point for the next, that is, to seek circularity.

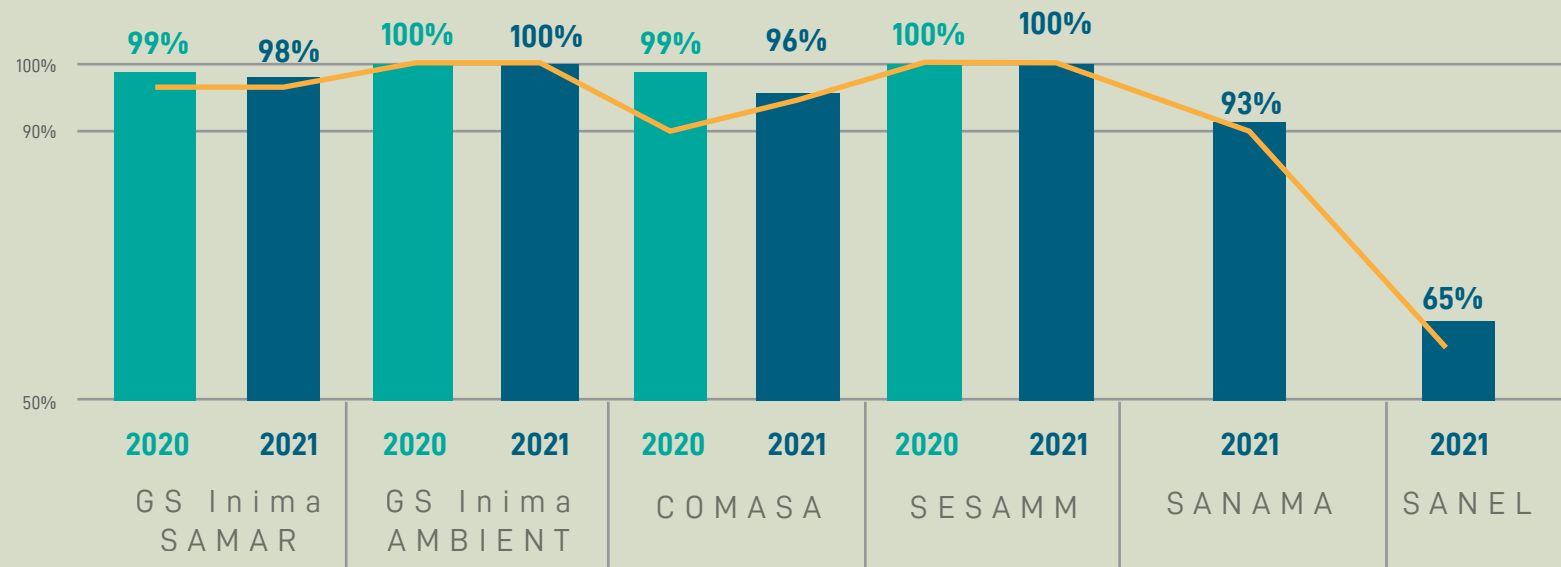
Of the waste generated by the operations, the most impactful are those from the sewage treatment process. They are: dehydrated sludge, fats and oils, sand and pretreatment residues. All waste generated is monitored, transported and properly disposed of. Sewage sludge, a solid by-product of the treatment process, is energy-rich, with a high calorific content that can be used to generate renewable energy. An example of this is GS Inima AMBIENT, which uses the energy from the sewage sludge to generate electricity.

In 2021, GS Inima Brasil's operations produced more than 28 thousand tons of dehydrated sludge, 1.6 thousand tons of sand, 281 tons of fats and oils and almost 300 tons of pre-treatment waste, all destined for landfills.

The dehydrated sludge corresponds to an average of 94% of the waste generated in the WWTPs. Solid waste management in GS Inima Brasil's concessions has shown positive results according to the table and presented below. There was a reduction in total waste generation in the WWTPs of 7% (2020/2019) and 5% (2021/2020). The reason for the significant reduction in sludge generation is the start of operation of the solar sludge dryer of WWTP Baguaçu, in GS Inima SAMAR.

IQE-QUALITY INDEX OF TREATED SEWAGE

(GRI 303-4)



It is noteworthy that SANEL started operations in 2021, taking over a WWTP with several operational problems and, therefore, its IQE goal is progressive, starting at 50%. Saneouro will incorporate the IQE to its goals in year 5 of the contract (2025).



Contractual Goal



BOD REMOVAL EFFICIENCY OF WASTE WATER TREATMENT PLANTS

OPERATING UNIT	WASTE WATER TREATMENT PLANT	TYPE OF TREATMENT	AVERAGE EFFICIENCY OF BOD REMOVAL (%) 2021	LEGAL REQUIREMENT
GS INIMA AMBIENT	WWTP Ribeirão Preto	Activated sludge system	94%	≥80% or release <60mg/L
	WWTP Caiçara		96%	≥80% or release <60mg/L
GS INIMA SAMAR	WWTP Baguaçu	Activated sludge system	95%	≥80% of removal or release<60mg/L
COMASA	WWTP Marinho	Aerated Pond + Stabilization Ponds	83%	≥80% or release<60mg/L
	WWTP Capituva	Aerated Pond + Stabilization Ponds	80%	≥80% or release<60mg/L
	WWTP Sta Cruz da Estrela	UASB (Upflow Anaerobic Sludge Blanket) + FAS (Submerged Aerated Filter) system	97%	≥80% or release<60mg/L
Sanama	WWTP Benedito Bentes	CFIC® Biofilm System	94%	≥75% de remoção or release<120mg/L
Sesamm	WWTP Mogi Mirim	Activated sludge system with prolonged aeration (Orbal type)	95%	≥80% or release<60mg/L
Caepa	RWPS José Toledo Diniz	Bioreator Biobob®	95%	≥80% or release<60mg/L
Sanel	WWTP Luiz Antônio	Aerated Pond + Stabilization Ponds	68%	≥80% or release<60mg/L

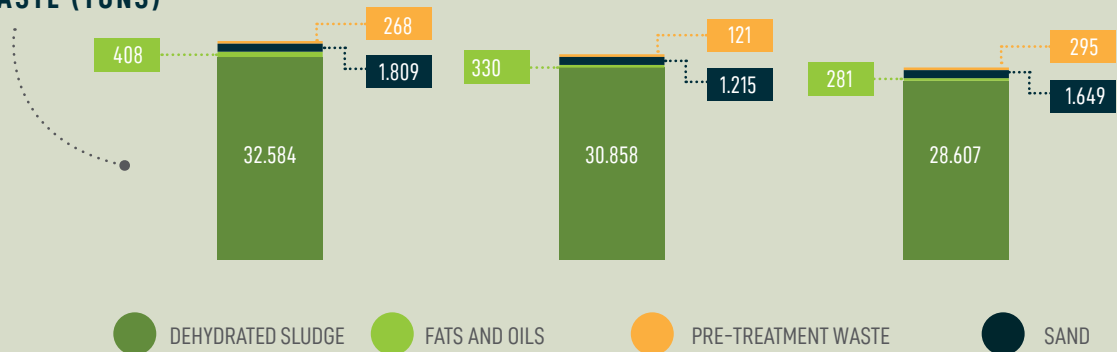
** Saneouro will incorporate treatment efficiency into its goals in year 5 of the contract (2025). It is noteworthy that SANEL started its operation in 2021, assuming an WWTP with several operational problems and, therefore, its treatment efficiency goal is progressive.*

TOTAL WEIGHT OF THE MAIN WASTE GENERATED IN THE WWTPS (TONS)

(GRI 306-5)

WASTE TYPES	2019						2020							2021							
	GS INIMA AMBIENT	SANAMA	SESAMM	COMASA	GS INIMA SAMAR	TOTAL	GS INIMA AMBIENT	SANAMA	SESAMM	COMASA	GS INIMA SAMAR	JECEABA	TOTAL	GS INIMA AMBIENT	SANAMA	SESAMM	COMASA	GS INIMA SAMAR	CAEPA	JECEABA	TOTAL
DEHYDRATE SLUDGE	21.075	32	3.547	0	7.930	32.584	22.425	1.255	3.750	0	3.428	17.653	30.858	21.858	1.278	4.364	0	1.108	0	6.601	28.607
FATS AND OILS	372	0	37	0	0	408	308	0	22	0	0	0	330	247	0	34	0	0	0,2	0	281
SAND	1.270	9	361	0	168	1.809	966	66	176	0	7	0	1.215	1.133	85	251	0	180	0	0	1.649
PRE-TREATMENT WASTE	201	2	16	49	0	268	0	18	23	79	0	0	121	176	19	43	56	0	2,5	0	295
TOTAL	22.917	44	3.961	49	8.098	35.070	23.698	1.339	3.971	79	3.436	17.653	32.524	23.414	1.382	4.693	56	1.287	3	6.601	30.832

EVOLUTION OF THE GENERATION OF THE MAIN WASTE (TONS)



* Sanel did not produce waste in the WWTPs in the reference years. The WWTP of Caepa, inaugurated in 2020, it generated waste from 2021.

** Types of waste generated in the WWTPs according to ABNT NBR 10.004: Class I waste – Hazardous: oils and fats, Class II A waste - non-hazardous/non-inert: dehydrated sludge, pretreatment waste, Class II B waste - non-hazardous/ inert: sands. Other waste generated in the operations will be replaced in the next reporting cycle.

*** Reduction in the generation of dehydrated sludge in GS Inima Samar in 2021 is a result of the sludge dryer.

**** Value of the Jeceaba 2021 unit until September.

GOOD PRACTICE

PIONEERING IN SLUDGE DRYING GS INIMA SAMAR

By deploying the first solar sludge dryer, a solution hitherto unprecedented in Latin America, GS Inima SAMAR took an important step towards solving the difficult equation of the final disposal of the sludge generated in the sewage treatment process, common to all sanitation operators. Built in an area of 7 thousand m², the solar dryer of the domestic sewage sludge generated by the almost 200 thousand residents of Araçatuba had an investment of R\$16 million and brought in pre-operation in 2019, reaching its total performance in 2021, when it was inaugurated. Fully automated, the equipment installed in a huge glass greenhouse has three waste revolvers that work 24 hours a day to, at the end of the process, dispose of the dry material to be sent to the landfill. The transport of the waste, which was done daily, only occurs once a week, since the volume of the sludge decreased from 450 to 90 tons

monthly. With this innovation, in addition to reducing the cost of the disposal of sludge, the city no longer overloads the landfill with organic matter, benefitting the environment. Several advantages of the technology have already been realized, such as automation, reducing the consumption of chemicals in the centrifuge, better energy efficiency rates, cost reduction and the promotion of workers' health and safety.

But GS Inima Brasil wants to go forward. In 2021, GS Inima SAMAR began the characterization of the dry sludge generated by the ovens. It was found that the material is pathogen-free and can be used for agricultural consumption as a fertilizer, as it is rich in macronutrients such as nitrogen, phosphorus and potassium. A process that asks the Ministry of Agriculture, Livestock and Supply to release for this use is underway. If approval is won, it will be another step towards sustainability.



GOOD PRACTICE

WASTE
MANAGEMENT
AND CIRCULAR
ECONOMY IN
SANAMA

To better manage its solid waste chain, SANAMA – Sanitation of Alta Maceió, of the GS Inima Brasil Group, has been establishing solid partnerships to become a zero waste company. Priority is given to alternatives for reuse to the detriment of final disposal in health landfills and circular economy initiatives are developed and promoted in the region, since only 23% of waste types do not have recycling alternatives.

Partnerships with local suppliers have generated income for residents, in addition to encouraging recycling, re-socialization, composting and family farming activities. A significant indication of this movement: compared to 2020, SANAMA reduced the generation of common waste sent to the regional landfill by 64%.

SANAMA is linked to the cooperatives for the collection of recyclable waste in the reuse of wood and leftover masonry works at the Hope Factory of the State Department of Resocialization and Social Inclusion (SERIS), as well as in the recycling of gravel and sand from the waste produced in the network works at the Recycling Plant of the Municipal Landfill of Maceió. In 2021, partnered with the region's agroecological community, oasis (CSA oasis), to donate the garden pruning waste from WWTP Benedito Bentes. CSA Oasis received 102 m³ of waste for vegetation cover from its construction sites. In addition to these materials, about two tons of recyclables such as plastics, papers and metals were destined for local cooperatives, assisting in the composition of the income of about 30 families in the Alta Maceió region.

In addition, SANAMA has partnered with the Federal University of Alagoas (UFAL), through which it studies forms to take advantage of the by-product of sewage treatment. One of the ideas on the agenda is to transform the sludge into a substrate to produce seedlings of trees native to the state.

ENERGY

GRI 302-1

GS Inima Brasil seeks the best energy efficiency practices, focusing on reducing operating costs and increasing renewable sources to better serve the customer and to reduce environmental impacts. There are two main approaches: consumption management and self-generation.

In summary, the management of electricity consumption involves two main aspects: tariff management and the efficiency of performance equipment. The actions bring together daily practices, such as monitoring the time of consumption, the adequacy of the processes of the operation, monitoring and investment in consumption control and high performance equipment. Water loss reduction programs, due to their pressure control actions in the distribution network, are associated with the reduction of energy consumption.

This is the case of the use of frequency inverters in SANAMA pumps, lifting stations and treatment stations in Alagoas (AL). They have been installed throughout the network and, from 2022, will become effectively functional: the system will increase the volume of sewage collected, which, in turn, will allow the operation of these equipment, providing a more efficient energy consumption.

The Concessions segment represents, on average over the last two years, 71% of GS Inima Brasil's electricity consumption. The own generation, which represented 10% in 2019, started to represent 5% in 2020 and 4% in the last year. This was due to the incorporation of the industrial operating units in 2020, the beginning of the operations of SANEUORO and SANEL, in addition to the expansion of SANAMA's system.

CONSUMPTION OF ELECTRICITY WITHIN THE ORGANIZATION (kWh)

(GRI 302-1)

	2019		2020		2021		
	TOTAL ENERGY CONSUMPTION (kWh)	INTERNAL GENERATION ENERGY CONSUMPTION (kWh)	TOTAL ENERGY (kWh)	ENERGY FROM INTERNAL GENERATION (kWh)	TOTAL ENERGY (kWh)	ENERGY FROM INTERNAL GENERATION (kWh)	ENERGY WITH RENEWABLE CERTIFICATE
CONCESSION	52.581.719	5.234.801	68.049.531	5.074.156	75.228.222	3.858.349	11.312
GS INIMA SAMAR (ARAÇATUBA - SP)	25.661.398	0	25.683.755	0	26.636.271	0	11.312
CAEPA (PARAIBUNA - SP)	1.007.685	0	979.710	0	1.036.815	0	0
COMASA (STA. RITA P.Q. - SP)	3.241.439	0	3.957.223	0	4.246.839	0	0
SANEURO (OURO PRETO - MG)	—	—	4.965.902	0	7.310.881	0	0
SANEL (LUIZ ANTÔNIO - SP)	—	0	—	0	921.425	0	0
GS INIMA AMBIENT (RIBEIRÃO PRETO - SP)	20.751.150	4.844.871	29.790.549	4.488.175	32.145.583	3.285.744	0
SANAMA (MACEIÓ - AL)	322.727	0	1.002.655	0	1.235.596	0	0
SESAMM (MOGI MIRIM - SP)	1.597.320	389.930	1.669.737	585.981	1.694.812	572.605	0
INDUSTRIAL	0	0	28.639.642	0	28.481.294	0	0
AQUAPOLO - SP	—	—	11.280.716	0	10.203.580	0	0
GS INIMA INDUSTRIAL JECEABA - MG	—	—	59.926	0	340.824	0	0
GS INIMA INDUSTRIAL TRIUNFO - RS	—	—	17.299.000	0	17.936.890	0	0
CORPORATE AND SERVICES	0	0	36.237	0	35.212	0	0
CORPORATIVO (SÃO PAULO E RIBEIRÃO PRETO - SP)	—	—	36.237	0	35.212	0	0
TOTAL	52.581.719	5.234.801	96.725.410	5.074.156	103.744.729	3.858.349	11.312

* In 2019 and 2020 there was no consumption of energy with a renewable certificate.

In 2021, electricity consumption was 97% higher compared to 2019. Another highlight is the punctual reduction in GS Inima AMBIENT's internal power generation in 2021 due to operational problems in cogeneration facilities. The unit has already corrected the problem and cogeneration is currently in full operation.

Through the purchase of encouraged energy in the Free Market, GS Inima SAMAR reduced emissions 1,429.87 tCO₂ (tons of carbon dioxide) equivalent from its energy consumption. This represents 42.5% of the total energy demand that in 2021 was certified with a renewable origin. GS Inima SAMAR is committed to an increasing reduction in its emissions, as well as to a high level of energy efficiency and operational safety capable of maintaining the excellence of the operation in the face of uncertain scenarios of the impacts caused by climate change.

Renewable energy self-generation

The self-generation associated with the increase in renewable sources has gained more and more strength in the operational efficiency agenda of the GS Inima Group. A pioneer in Brazil, SESAMM was the precursor in installing a photovoltaic solar plant in the facilities of its waste water treatment plant. The first sets of voltaic plates were installed in 2019 and have generated in the last 3 years about 30% of the electrical energy consumed in the operation of the station. With the expansion of the Mogi Mirim WWTP completed in 2022, the forecast is to increase this energy park to maintain or increase this percentage with the amplified WWTP. SESAMM's pioneering vocation was reinforced by being the first in the sanitation sector in Brazil to certify ISO 50.001. This certification seeks to encourage companies to produce and

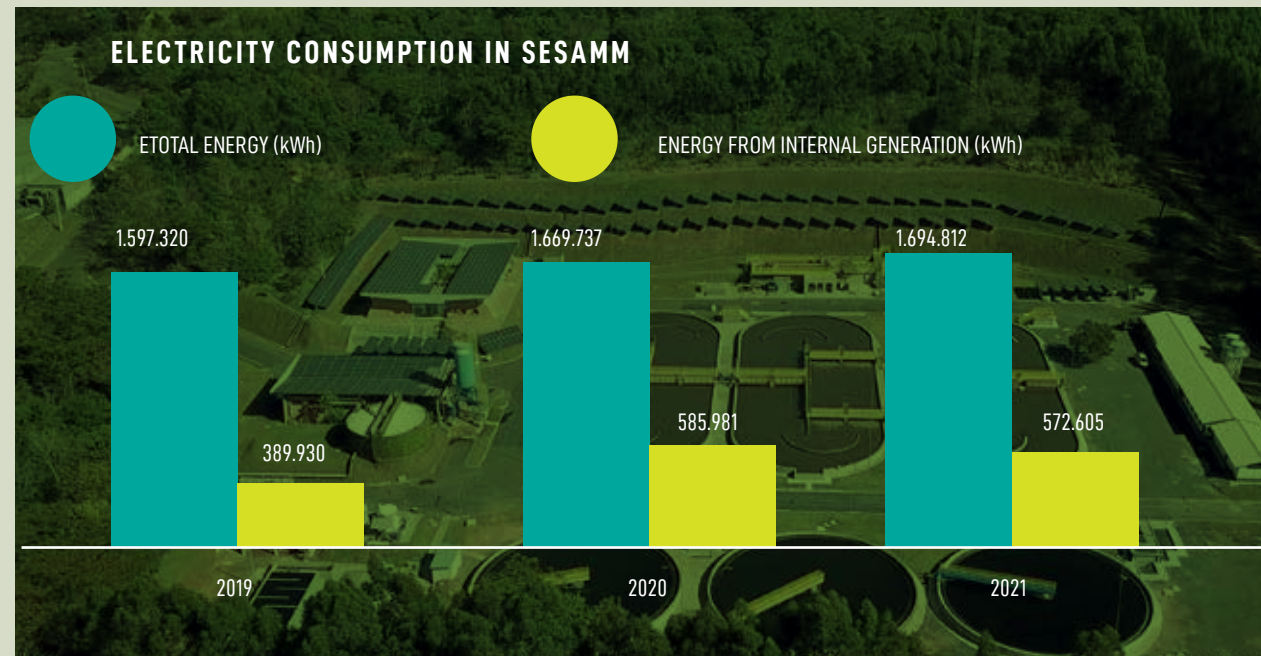
consume energy in a sustainable and effective manner, based on the implementation and maintenance of the Energy Management System.

GS Inima AMBIENT was a pioneer in Brazil in the energy use of the biogas generated by the sludge resulting from the sewage treatment. Cogeneration is capable of sustaining up to 60% of the energy demand of WWTP Ribeirão Preto. According to the Brazilian Biogas Association, ABiogás, in 2021, there were only nine sewage treatment plants with

biogas plants in the country. This percentage is expected to increase with advances in the expected sewage treatment coverage for the coming years.

Consumo de combustíveis

In relation to the total fuel consumption in the GS Inima Brasil units, diesel represents 50%, followed by gasoline (30%) and ethanol (20%). COMASA and AQUAPOLO stand out for the use of renewable fuels (ethanol) in greater quantity.





Electric power generation
system through biogas
of GS Inima Ambient -
Ribeirão Preto/SP.

FUEL CONSUMPTION WITHIN THE ORGANIZATION IN 2021 (LITERS)

GRI 302-1

	FUELS				
	DIESEL	GASOLINE	ETHANOL	TOTAL	% RENEWABLE (ETHANOL)
	2021				
CONCESSIONS	386.534	219.032	150.877	756.443	20%
GS Inima Samar (Araçatuba - SP)	120.168	32.766	62.918	215.852	29%
Caepa (Paraibuna - SP)	3.142	7.623	10.295	21.060	49%
Comasa (Sta. Rita P.Q. - SP)	4.821	7.933	30.769	43.523	71%
Saneouro (Ouro Preto - MG)	118.179	86.308	31.326	235.813	13%
Sanel (Luiz Antônio - SP)	2.492	7.687	3.134	13.314	24%
GS Inima Ambient (Ribeirão Preto - SP)	22.012	25.290	7.356	54.658	13%
Sanama (Maceió - AL)	16.808	40.596	0	57.404	0%
Sesamm (Mogi Mirim - SP)	98.911	10.829	5.079	114.819	4%
INDUSTRIAL	70.202	22.710	10.784	103.696	10%
Aquapolo - SP	1.098	2.732	10.784	14.615	74%
GS Inima Industrial Jeceaba - MG	62.050	15.466	0	77.516	0%
GS Inima Industrial Triunfo - RS	7.054	4.512	0	11.566	0%
CORPORATE AND SERVICES	6.584	37.425	23.926	67.935	35%
Corporative (São Paulo and Ribeirão Preto - SP)	6.584	37.425	23.926	67.935	35%
TOTAL	463.320	279.167	185.587	928.074	20%

* The fuel consumption of Sanama accounts for the consumption in works carried out by the Construction Consortium.



hidre&sfera

CARE, PEOPLE VALUATION AND SAFETY

08

People Management

PEOPLE MANAGEMENT

GRI 103-1, 103-2, 103-3

63%
of employees are
up to 40 years
of age

33%
of the executive
leaders at
GS Inima Brasil
are women

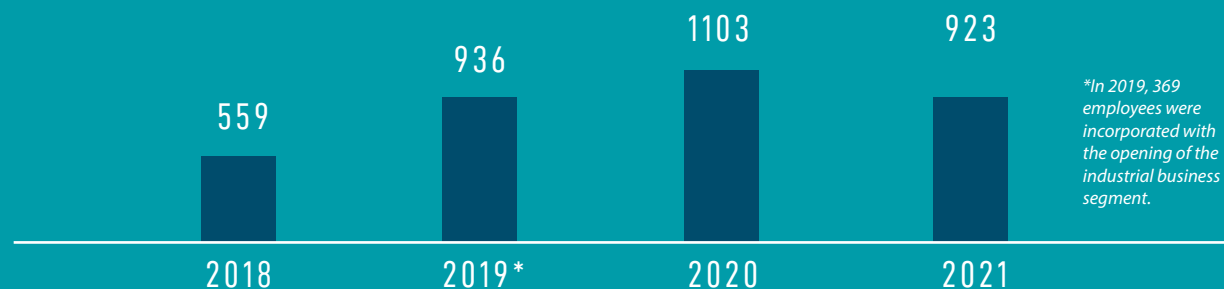
GS Inima Brasil's Strategic People Management (SPM) area underwent major changes in 2021. The first was the promotion of the area, formerly managerial, to the board of directors. The movement was part of the update to the governance model that took shape throughout the year.

Some departments, such as Third Party Control, were created during the process, and existing areas, such as QHSE (Quality, Health, Safety, and Environment), became part of the newly structured board. It was also defined that the area would have its own systems consultancy, which was responsible for RM TOTVS – HR management program used by the company. With the change, SPM arrived in 2022 prepared to manage people and talent even more efficiently.

In 2021, GS Inima Brasil had 923 employees, 65% more than in 2018, before the incorporation of industrial assets in October 2019, which demonstrates the challenge faced by the area for the adequacy of processes in the last two years. In 2021, two facts had an impact on the staff: the discontinuation of GS Inima Industrial JECEABA's contract and the demobilization of the staff of Consórcio Construtor Alma.

Of the total staff in 2021, 22% are women. A total of 464 third parties are added to the workforce. The largest contingent of employees is in the operational functional category, representing 58%, followed by the administrative (22%) and the group of managers, coordinators, supervisors and specialists (13%). Regarding the age group, the picture of employees is 63% are up

TOTAL EMPLOYEES



TOTAL NUMBER OF EMPLOYEES AND OTHER WORKERS ON 12/31/2021

(GRI 102-8 E 405-1)

to 40 years old and about 30% are between 41 and 55 years old.

In the reporting period, there were no cases of discrimination or cases in which the freedom of collective bargaining was violated. All GS Inima Brasil employees are covered by collective bargaining agreements, and the Group allows free association and union participation. GRI 406-1 and 407-1.

Regarding diversity, policies related to the theme have been evolving within GS Inima. In 2021, one point stands out: the arrival of PCD employees in various areas of the corporation. The departments that received these new employees, 12 in total, underwent specific training to facilitate inclusion and allow a good adaptation of the new team member to work.

BUSINESS SEGMENTS	Employees							Third parties				
	total	men	%	women	%	Type of contract		total	men	%	women	%
						Integral period	Average period					
TOTAL	923	722	78%	201	22%	849	74	464	431	93%	33	7%
GS INIMA CONCESSÕES	650	521	80%	129	20%	644	6	182	164	90%	18	10%
GS INIMA INDUSTRIAL	98	72	73%	26	27%	98	0	216	206	95%	10	5%
CORPORATE AND GS INIMA SERVIÇOS	175	129	74%	46	26%	107	68	66	61	92%	5	8%

* Does not include trainees, apprentices and those on leave.

TOTAL NUMBER OF EMPLOYEES BY AGE GROUP ON 12/31/2021

(GRI 102-8 e 405-1)

BUSINESS SEGMENTS						Age group (employees)			
	Officers	Managers, Coordinators, Supervisors	Technicians	Administration	Operation	Below 25 years	Between 26 e 40 years	Between 41 e 55 years	Above 56 years
TOTAL	14	117	61	198	533	91	492	272	68
GS INIMA CONCESSÕES	7	55	42	136	410	81	343	183	43
GS INIMA INDUSTRIAL	3	14	12	20	49	3	64	26	5
CORPORATE AND GS INIMA SERVIÇOS	4	48	7	42	74	7	85	63	20

*Does not include interns, apprentices, and employees on leave.

RECRUITMENT AND TURNOVER OPPORTUNITIES

GRI 401-1



A GS Inima Brasil closed 2021 with 923 contracted employees. The turnover rate in the units of the group is very low: about 32%. To maintain the high rate of retention, new initiatives have been instituted.

GS Inima Serviços has a different business nature from the other segments, being a company that operates in the civil construction area, presents higher turnover values than the other service lines of the group. This is because the demand for employees is directly related to the number of contracts signed, which are short-term. In 2021, when GS Inima JECEABA and Consórcio Construtor Alma were discontinued, only employees on leave remained hired.

At the GS Inima SAMAR concession, the Professional Development Program (PDP) began, which should last for about two years. Aimed at both leaders and professionals with potential for leadership, its first stage was completed: a round of profile, behavior and personality tests and a feedback for each participant addressing the mapped results. The next step will be the launch of a course to develop the skills identified.

Within the list of initiatives related to talent retention and the offer of opportunities, we highlight the choice of a new methodology for performance evaluation, 9Box, capable of positioning the employee in relation to nine quadrants established by the method and, from this, defining the main actions directed to the professional. The idea is to build a path to the future based on competencies – whether current or those with the potential to be developed – and thus create perspectives and increase employee engagement with their career and, consequently, with the company. The plan is that by the end of the second half of 2022 this methodology will be established.

It is worth mentioning an improvement related to the time of departure of employees. Started in 2021, the dismissal interviews have the function of gathering relevant information on how to manage people. The data collected during the year are in the consolidation phase and the goal is, from what is ascertained, to improve training policies and strengthen leaders in points where they demonstrate some kind of fragility.

EMPLOYEES WHO LEFT THE COMPANY AND EMPLOYEE TURNOVER RATE IN THE 2021 PERIOD

(401-1)

BUSINESS SEGMENTS	Gender				Functional category												Age group							
	Men		Women		Governance bodies		Officers		Managers, coordinators, supervisors and specialists		Technicians		Administration		Operation		Under 25 years old		Between 26 and 40 years old		Between 26 and 40 years old		Over 56 years old	
	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%	Exited	%
TOTAL	217	32,7%	61	31,8%	0	0,0%	3	21,4%	22	22,2%	12	24,6%	61	34,3%	180	35,3%	51	68,1%	160	32,9%	53	23,3%	13	17,6%
GS INIMA CONCESSÕES	124	26,3%	33	27,9%	0	0,0%	2	28,6%	13	18,2%	6	22,6%	37	31,3%	99	26,6%	25	47,5%	91	27,7%	32	18,9%	9	11,6%
GS INIMA INDUSTRIAL	15	19,4%	12	44,2%	0	0,0%	1	33,3%	5	32,1%	1	12,5%	12	55,0%	8	15,3%	7	233,3%	14	18,8%	5	21,2%	0	10,0%
CORPORATE AND GS INIMA SERVIÇOS	78	65,9%	16	35,9%	0	0,0%	0	0,0%	4	24,0%	5	57,1%	12	34,5%	73	96,6%	19	235,7%	55	64,7%	16	37,3%	4	32,5%

* Does not include trainees, apprentices and those on leave.

GS Inima Industrial JECEABA had its activities closed in September/21.

CCAlma (GS Inima Serviços) had its activities closed in June/21.

BENEFITS

GRI 401-2

Sectoral and market practices guide GS Inima Brasil benefits policy towards its employees. Among them, medical assistance (extended to family members), dental insurance, family life insurance, funeral assistance, transportation voucher, maternity and paternal leave, food aid, education incentive (through courses and training) and social security (INSS).

In relation to outsourced employees, it offers the most relevant benefits. In addition, it maintains a constant dialogue with its labor suppliers with the objective of encouraging them to grant benefits equivalent to those practiced by the group in all its units.

MEDICAL ASSISTANCE

FOOD ALLOWANCE

DENTAL INSURANCE

FUNERAL ASSISTANCE

TRANSPORTATION VOUCHER

FAMILY LIFE INSURANCE

MATERNITY AND PATERNITY LEAVE

SOCIAL SECURITY

INCENTIVE TO EDUCATION

AVERAGE HOURS OF TRAINING PER EMPLOYEE, BY GENDER AND FUNCTIONAL CATEGORY IN 2021

(GRI 404-1)

BUSINESS SEGMENTS	Gênero		Categoria funcional				
	Man	Woman	Officers	Managers and Coordinators, supervisors, specialists, consultants	Technicians	Administration	Operation
TOTAL	25,95	24,35	20,4	28,56	29,54	19,86	16,64
GS INIMA CONCESSÕES	25,4	24,45	33,88	35,47	35,24	21,13	19,57
GS INIMA INDUSTRIAL	25,72	19,4	9,79	18,81	31,13	18,60	16,39
CORPORATE AND GS INIMA SERVIÇOS	7,13	13,7	17,50	18,94	4,12	10,31	2,33

TRAINING AND EDUCATION

GRI 404-1



GS Inima Brasil has an **Education Incentive Policy** that involves courses, training, congresses, fairs, lectures, seminars, workshops and other corporate events, capable of developing human capital and promoting the updating of skills. In addition, it develops its own training, taught by third parties and internal teams. There are several projects in progress and one can highlight, among them, two that are related to the concessionaire SANE OURO.

The first, aimed at managers, aims to make them aware of the importance of the courses provided by the company, both technical and behavioral, for the organization to be able to engage the teams and increase participation in training connected to the development of people.

In partnership with Senai (National Service for Industrial Apprenticeship), two courses were created aimed at very specific objectives: to enable professionals for

customer service and to form hydraulic plumbers for the water and sewage area. With much success, the courses prepared 80 employees. The project was expanded to the community of Ouro Preto, in 2022, with the creation of 50 vacancies for local residents. With this, labor is formed for the future and an important social work is carried out.

For 2022, one of the main projects is the Individual Development Plan (IDP), a direct consequence of the Professional Development Plan. Another initiative that will begin to be structured is the development of training materials involving various platforms – readings, videos, games – and that will use languages that facilitate the absorption of knowledge by professionals with the most different levels of training. The idea is to offer content that involves everyone, expanding learning and connection with GS Inima Brasil practices.

TOTAL HOURS
OF COURSES
CARRIED OUT
BY TOPIC
IN 2021

	UNIT	TOTAL	ENVIRON- MENT	HEALTH AND SAFETY	HEALTH AND SAFETY	ETHICS, INTEGRITY CONDUCT AND HUMAN RIGHTS
GS INIMA CONCESSÕES		10.498	84	5.091	3.643	1.681
GS INIMA INDUSTRIAL		1.603	1	214	1.125	264
GS INIMA SERVIÇOS		6.495	155	4.886	1.024	429
TOTAL		18.595	239	10.191	5.792	2.374



HUMAN RIGHTS

GRI 412-1, 412-2, 412-3

GS Inima Brasil's Integrity Channel allows co-workers to record any act or omission that violates or is about to violate any of the group's rules and/or policies, including issues regarding discrimination and human rights. In 2021, there were no complaints about the violation of Human Rights in the Integrity Channel.

Purchases and contracting of GS Inima Brasil Group suppliers are managed by the Supply area and the Third Party area, linked to SPM. All contracts include termination clauses in the face of evidence of forced labor, exhaustive working hours and in conditions analogous to slavery, child labor and young workers under 18 years of age exposed to dangerous work, incentive to prostitution, discrimination of race or gender, in addition to compliance with labor, environmental and health and safety obligations. The Integrity Code and the QHSE Policy provide references to aspects related to discrimination and human rights and are directed to employees and third parties.

Every year GS Inima Brasil promotes courses for its employees involving aspects related to ethics, integrity, conduct and human rights. In addition to specific courses, this content is a mandatory part of the integration processes of new employees. In 2021, 2,400 hours of training and integration were carried out, covering these topics.



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CARE, PEOPLE VALUATION AND SAFETY

09

Health and Safety

HEALTH AND SAFETY

GRI 103-1, 103-2, 103-3

The topic of health, safety and well-being of employees and service providers reflects the values of caring, valuing people and safety of the GS Inima Brasil group, which are linked to corporate policies and guidelines, as well as connects to the QHSE Policy (Quality, Health, Safety, and Environment). The company also has an external certificate: ISO 45.001, which specifies the requirements for an occupational safety and health management system to improve performance in this issue.

In recent years, investments and organizational restructuring have aimed to ensure the adequacy of management and occupational health and safety practices, given the expansion of operations and the consequent increase in the number of employees. The QHSE Policy seeks everyone's commitment to the vision of zero accidents and the establishment of safe work practices in all operations including employees, service providers and suppliers

OHS MANAGEMENT SYSTEM

GRI 403-1

The integrated management system (QHSE), which encompasses the themes of occupational safety and occupational health, is based on national legislation, regulatory standards of the Ministry of Labor (NRs), the ILO (International Labor Organization) and the requirements of standards in quality, health and safety at work, such as ISO 9001 and ISO 45001 (see table of certifications on page 74) guided by the corporate guidelines

of GS Inima and through the QHSE Policy and the various procedures and technical standards in health and safety adopted. Employees of all units are covered by occupational health and safety management systems, except for the Araucária and Sanevap units, where GS Inima does not operate.

Management is implemented according to the characteristics of the operation and the exposure to risks of each type of work. GS Inima Brasil employees and service providers are represented by the committees and CIPAS; policies and procedures applicable throughout the company. The structuring of health and safety committees is a practice that has been evolving in the group, although it is not mandatory in smaller units. This is due to the belief in the importance of employee involvement in the creation of the internal health and safety culture, as well as the need for these mechanisms for governance.

At the time of integration, the employee undergoes training to know the company's policies, procedures and dialogue channels. In addition to the QHSE corporate committee, which brings together the organization's leaders, all managers receive the monthly report with the "Safety Performance Indicators", which brings a variety of metrics extracted from the operations reports and which allows the monitoring and evaluation of performance. Computerization allows the standardization of procedures and practices, so one of the great advances in the area has been the corporate parameterization of health and safety indicators, expanding the confidence of information, allowing the monitoring of indicators in real time and the continuous improvement of the management system.

WORKERS COVERED BY A SYSTEM OF OHS MANAGEMENT

GRI 403-8

All workers hired by GS Inima Brasil are covered by an occupational health and safety management system (OHS). In summary, this means that the group follows the best practices to prevent injuries, accidents and occupational problems and, thanks to this, provides a safe and healthy work environment for its employees.

The company requires its service providers to conform to the same standards. In this way, it ensures that 100% of outsourced workers are covered by an equivalent safety and occupational health system and contributes to establishing a virtuous cycle in relation to the health, safety and well-being of all those who work on their projects.

In this way, all direct workers and third parties of GS Inima are covered by a health and safety management system at work. (403-8).

TRAINING IN OHS

GRI 403-5

GS Inima is committed to minimizing the possibility of accidents and maximizing internal learning in occupational

health and safety, in addition to implementing the necessary preventive measures to ensure the well-being of employees and service providers.

This commitment is reflected in the creation of a risk prevention culture, through communications addressed to employees and the establishment of the integration program and the training program, aiming to prepare employees to perform tasks in a safer way, based on conscious choices for their own health and well-being. In 2019, 28 courses were held in all units on topics related to health and safety. In 2021, a total of 136 courses were held in the Concessions segment, 83 in the Industrial segment and nine in Services/Corporate.

PREVENTION AND MITIGATION OF OHS IMPACTS

GRI 403-7

As an organization committed to the continuous improvement of its management, GS Inima Brasil monitors the main performance indicators of the area, such as frequency, incidence and severity of accidents.

The main types of injuries are minor fractures and abrasions. The dangers with high probability of injury

are: exposure to biological hazards, electric shocks, work at height and in confined space.

During 2021, the challenges generated by the Covid-19 pandemic remained present, as well as their impacts. To overcome them, the group spared no effort. At the necessary times, the administrative teams were instructed to stay in the home office. For employees in the operational area, who needed to be kept in the field to ensure essential water and sewage services for the population, there were continuous awareness campaigns.

The areas of Strategic People Management (SPM) and Quality, Health, Safety, and Environment (QHSE) monitored daily the cases of contaminated employees, ensuring all possible support. Testing was established in sentimental employees, the distribution of kits with protective inputs (alcohol gel and mask) and the measurement of temperature at the entrance of the units. The psychologists of the corporation accompanied both those who were infected and those who had relatives who contracted Covid-19, providing support in this moment of fragility.

In addition to bringing tensions related to the disease itself, the pandemic caused side effects: fear, depression, stress and anxiety were issues aroused by isolation and coping with the risks brought by the virus. Aware of this fact, the company began to structure a program that focuses on quality of life and contributes to the minimization of problems. Developed by the QHSE in partnership with Industrial Social Services (Sesi), since last year the program covers several fronts: food health, leisure, sport, body therapies, among others.

ACCIDENTS
AT WORK

(GRI 403-9)

ACCIDENTS
AT WORK

GRI 403-9

The group's policy against accidents at work focuses on so-called typical accidents – those that happen during the

workday and that can be avoided with proper management. To reach the goal of zero accidents, GS Inima Brasil invests in frequent training, in the supply of PPE, in the adequacy of work environments and in the survey of indicators that map risks and point out areas that should be monitored even more closely. In 2022, prevention should be improved by assessing behavioral aspects in safety inspections.

The detailed information on occupational accidents of employees and third parties can be found in the following table:

BUSINESS SEGMENTS	Hours Worked		Deaths				Accidents at work with serious consequences (except deaths)				Compulsory reporting of accidents at work - Accidents without leave				Accidents at work of mandatory reporting - Commuting Accidents			
			number		rate		number		rate		number		rate		number		rate	
	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
EMPLOYEES																		
GS INIMA CONCESSÕES	1.243.727	1.466.796	-	-	-	-	7	7	5,63	4,77	6	2	4,82	1,36	2	8	1,61	5,45
GS INIMA INDUSTRIAL	749.793	607.626	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GS INIMA SERVIÇOS	562.833	358.096	-	-	-	-	3	1	5,33	2,79	-	-	-	-	-	1	-	2,79
THIRD PARTIES																		
GS INIMA CONCESSÕES	484.824	566.718	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GS INIMA INDUSTRIAL	281.337	360.721	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GS INIMA SERVIÇOS	194.494	207.218	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

*Rates were calculated based on 1,000,000 hours worked.

A photograph of two construction workers in a field setting. The worker on the left is wearing a white hard hat, safety glasses, and a light blue long-sleeved shirt. The worker on the right is wearing a white hard hat with a headlamp, safety glasses, and a green long-sleeved shirt. They are both looking towards the right. In the background, another worker in a blue shirt is visible. The image is overlaid with large, semi-transparent green circles.

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CARE, PEOPLE VALUATION AND SAFETY

10

Supply
Chain

SUPPLY CHAIN

GRI 103-1, 103-2, 103-3, GRI 102-9

According to the financial volume spent in 2020/2021, the main companies that make up GS Inima Brasil's supply chain are energy, chemical, third-party services (engineering, construction, consulting, health care, among others), materials and administrative and operational equipment, transportation and disposal of waste.

2021 marked significant changes in the area of supplies. After the creation of the GS Performance program (detailed on page 43) and the establishment of the indicator goals for the Supply area, there was the understanding that there was a need to change some operational concepts related to daily life. Two concrete measures are helping to move in this direction.

The first is the development of a new purchasing portal. In structuring by the supply team, the portal brings an integrated data management system that allows you to clearly and reliably monitor acquisitions and expenses of the Concessions and Services segments (the Industrial segment is

not yet fully connected). Activated in 2022, the new portal will help to outline clearer panoramas on purchasing-related processes. The second measure was the improvement of the supplier database.

By determination of GS Inima's shareholders, the company has been undergoing adjustments in the Supply area to adapt to the SOX standard (Sarbanes-Oxley Law), an American law that aims to protect investors and stakeholders against tax fraud and which has become an international reference. As a result, the process of controlling invoices became more judicious. As a result of the Covid-19 pandemic, the combination of rising input prices with the lack of some of them in the market, required internal movements that ended up having beneficial consequences, among them, the identification of new suppliers, the effort to find replacement materials and an improvement in the planning of the areas in relation to usual purchases.

APPRAISAL OF ENVIRONMENTAL AND SOCIAL SUPPLIERS

GRI 308-1 e 414-1

GS Inima Brasil's supplier base has been undergoing an unprecedented sanitation process since the beginning of 2021. With the support of the QHSE and Compliance areas, financial, technical and ethical requirements were established that constituted a basis of criteria for approval of the partners. The new approval policy, which extends to suppliers of materials as well as services, is under construction. It transparently demarcates the positions that the company demands and aims as a result to improve the quality of those involved in the Supply chain.

The Third Party Control sector was also created in 2021. Under the responsibility of SPM, the sector is responsible for monitoring suppliers after the execution of contracts and for periodic checks on the suitability of partners to the ethical, financial and technical standards recommended by the group.

The company encourages its units, whenever possible, to give preference to local purchases. The ideal is that the analysis of expenses is done in a broad way, evaluating not only the value of the material itself, but all the costs involved. An acquisition made from a distant supplier, for example, may cost a purchase that seemed advantageous at first. More than bringing financial gains, this position has another benefit as or more important: it helps to strengthen the markets where the company operates. In 2020 and 2021, the entire purchase budget carried out by the corporation and GS Inima Brasil's operating units was spent with national suppliers. GRI 204-1.



NEW SUPPLIERS SELECTED BASED ON ENVIRONMENTAL CRITERIA

(GRI 102-8 E 404-1)



BUSINESS SEGMENTS	Total number of suppliers			Nº. of approved suppliers following ISO 9001 and ISO 14001		
	2019	2020	2021	2019	2020	2021
GS INIMA CONCESSÕES	2.448	2.473	2.606	41,3%	26,2%	13,6%
GS INIMA INDUSTRIAL	0	1.094	1.008	—	12,7%	2,4%
GS INIMA SERVIÇOS	618	753	784	—	0,0%	0,0%

Total number of contracted suppliers considers all orders made by GS Inima in the period. Nº of approved suppliers considers only those that pass through the company's risk assessment matrix, and that, therefore, need to be approved. Suppliers with a business relationship in more than one unit are considered in all related operations.



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VALUE FOR THE COSTUMERS

11

Customer
Satisfaction

SERVICE AND COMMUNICATION CHANNELS

GRI 103-1, 103-2, 103-3

The relationship between GS Inima Brasil's dealerships and its customers is essential and part of the company's management strategy. In the five full concessions of the group, that is, those in which there is commercial management and direct service of the population – SANE OURO, GS Inima SAMAR, CAEPA, COMASA and SANEL –, several service channels are available: telephone, email, WhatsApp and face-to-face service. All requests go through the Customer Relations area, which is also in charge of demands in the opposite direction: those of the company in relation to those who use its services, in case of invoices, charges and communications.

The corporate Customer Relations sector was structured in March 2021. Until then, the services related to this area were not centralized, but coordinated locally in each unit. In July, with the acquisition of commercial management software, which has been costly, it is possible to unify processes, standardize policies and procedures, manage data more clearly and create simpler protocols to connect with citizens. Named GS Inima Smart, the system is being implemented in a pilot way at COMASA, and should advance to CAEPA and SANEL in 2022.



GOOD PRACTICE

GS INIMA
SMART

GS Inima Smart is the new integrated management system for all commercial actions of the GS Inima Group sanitation companies in the world. The software brings innovative management solutions, incorporating good market practices, making the operation of the units more agile and efficient. As it is a 100% GS Inima system, it will aim at the continuous improvement of operations, seeking to incorporate and develop customized solutions using best practices and listening to the needs of the units always focusing on operational efficiency and improvement of the services provided.

Other benefits related to GS Inima Smart connect directly to customer satisfaction. The service will be more objective and fast, the forwarding of work orders will be streamlined and the software, when it is in full activity, you can offer a wider range of services. An example: it will allow the settlement of accounts via Pix, an instant payment method established by the Central Bank that allowed the financial inclusion of more than 45 million people.



SATISFACTION SURVEY

All full concessions of the group do annual customer satisfaction surveys, provided for in the contract. The research clears a series of indicators related to customer satisfaction that are reported to the respective regulatory entities. Among the data calculated annually is the number of complaints, service requests and average customer service time. The survey, done by telephone, by a third party company or by the regulatory agency itself (according to the concession contract), is a tool for the units to contact the client directly to obtain feedback about the services. Every survey needs to achieve a minimum satisfaction rating of in relation to the services provided, and assesses the deadlines and quality of the



COMASA laboratory,
responsible for
quality tests.



execution of service orders. The service satisfaction survey (after-sales) is carried out in all full concessions by sampling according to system parameterization. It is applied at the end of the month by a professional in the call center sector and is automated by the commercial system, ensuring the security, reliability and traceability of the information. In 2021, the “great” and “good” satisfaction rates were 98% in COMASA and 93% in CAEPA. AT GS Inima SAMAR the index gathers the results of face-to-face, call center and after-sales evaluations. In 2021, the satisfaction rate of the service was 98%. Due to the time of operation, SANEL and SANEOURO had not yet fully implemented the after- sales satisfaction survey in 2021.

City of Araçatuba,
where GS Inima
Samar operates and
guaranteed 98%
customer service
satisfaction.

GDPL – GENERAL DATA PROTECTION LAW

The General Data Protection Law (Law 13.709/2018) provides for the processing of personal data and aims, primarily, to protect the rights of freedom and privacy of the citizen. As it directly affects the relationship between companies and the population, the law has implications for GS Inima Brasil’s full concession business, since when dealing with the final public they concentrate data from thousands of people. Combining the storage of information about suppliers that maintain negotiations with the corporation, the amount of data held by the group is considerably increased.

In the first years after the publication of the GDPL, the company promoted an in-depth study to understand where this data is stored and its characteristics. The process had a committee specifically dedicated to the subject and the advice of a specialized legal office. Now, the step of classifying the data and establishing new protocols for its use enters. For this, revisions are necessary both in contracts with suppliers and for changes in the use of information in documents and communications directed to end customers. Due to the relevance of the subject and the creation of a Data Protection Officer (DPO or Data Manager), the Information Security area was created, linked directly to the CEO and to GS Inima Brasil’s governance structure (see organizational chart on page 40).



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— VALUE FOR THE CUSTOMER —

12

Local
Development

LOCAL
DEVELOPMENT

GRI 103-1, 103-2, 103-3

GS Inima Brasil seeks to align actions in the community with its business strategy, expanding the positive impacts of its services, seeking to contribute to long-term programs and partnerships that support the community – especially the least favored and most vulnerable –, which have the potential to enhance water resources and sanitation services. The main focus of social investment is, therefore, the implementation of actions that contribute to the sustainable development of municipalities, to strengthen the capacities and opportunities for income generation of the local community.

To direct this work, the group has a corporate agenda called the GSIB Agenda (GS Inima Brasil) with three important commemorative dates in the year, when activities are carried out in all its operational units: World Water Day (March 22), World Environment Day (June 5) and Arbor Day (September 21). In addition to the GSIB Agenda, each operational unit has autonomy to promote actions of local interest, according to the specific demands of the community and the contract. The units also seek to carry out or support medium and long-term sustainable local development projects.

INVESTMENTS ENCOURAGED BY MODALITY (2021/2022)	AMOUNT INVESTED IN 2021
Fund for the Rights of Children and Teens	R\$ 536.000
Fund for the Elderly	R\$ 515.000
Sports Incentive Act	R\$ 510.000
National Support Program for Oncology Care (PRONON)	R\$ 30.000
National Program to Support the Health Care of Persons with Disabilities (PRONAS)	R\$ 250.000
Culture Incentive Act	R\$ 1.861.851
TOTAL	R\$ 3.702.851

SOCIAL
INVESTMENT

Social investments are made directly and through incentive resources. The actions are managed by the unit managers, following the local and corporate agendas. Between 2020 and 2021, social initiatives focused mainly on mitigating and mitigating the effects of the COVID-19 crisis on the most vulnerable populations, such as groups at risk of social exclusion. Face-to-face actions, such as environmental education visits to schools or specific events, were reduced and online actions were prioritized.

In 2021, social investment totaled more than R\$4 million, R\$3.7 million with incentive funds and R\$318 thousand with own resources in 28 projects. All operating units made social investments in 2021. (413-1)

GSIB AGENDA

To engage the stakeholders of GS Inima Brasil and its operations in the discussions promoted on the occasion of **World Water Day**, the group promoted the webinar “The Value of Water”, which was attended by the president of ANA – National Water Agency, Christianne Dias Ferreira, and former senator and former Minister of Education Cristovam Buarque. They were received by Paulo Roberto de Oliveira, president of GS Inima Brasil, and Roberto Muniz, director of Institutional Relations and Sustainability. The theme was aligned with the theme of the World Water Day 2021, promoted by UN-Water, a body that coordinates the efforts of UN and international organizations working with water and sanitation issues to support the fulfillment of the Sustainable Development Goal (SDG) 6: water and sanitation for all by 2030.



See the full event through the link:
<https://youtu.be/JMxvh26cUTE>

Respecting the restrictive measures to combat the coronavirus, **GS Inima SAMAR** also celebrated Water Day 2021 with online events, such as the interview with documentary photographer Érico Hiller, author of the book “Água” (Water) and the production of videos on the value of water through testimonials from employees and customers.

Through the project called Baú Educacional (Educational Chest), three full concessions of the group – **CAEPA, COMASA and SANEL** - made the donation of books and pedagogical games related to the theme of water for schools in the

Project Educational Chest



municipalities where they are located. In parallel, workshops on the conscious use of water and the importance of sanitation were organized, with storytelling and encouragement for the students to produce texts and drawings. In Santa Rita do Passa Quatro, the benefitting school was CAIC, with approximately 400 students. In Luiz Antônio, it was the Roberto Brayan School, with 300 students. In Paraibuna, the Irma Zoe School, with 300 students. The events were attended by representatives of local administrations.

In June 2021, GS Inima Brasil promoted the second Hidrosfera "Restoration of Ecosystems and Water Security" webinar in reference to World Environment Day, with the participation of Senator and chairman of the Senate Environment Commission, Jaques Wagner, ANA Sérgio Ayrimoraes specialist, GS Inima CEO, Paulo Roberto de Oliveira, and Director of Institutional Relations and Sustainability, Roberto Muniz, who mediated the chat. The theme chosen is aligned with the United Nations, which established the period from 2021 to 2030 as the Decade of Ecosystem Restoration. The complete content in the webinar Hidrosfera Restoration of Ecosystems and Water Security can be accessed by the GS Inima Brasil channel on YouTube.



See the event in its entirety:
<https://www.youtube.com/watch?v=ej5HJ7RW6vk>

Also in celebration of World Environment Day, **GS Inima SAMAR** carried out a series of actions focused on the Baguaçu River, which supplies the city of Araçatuba. Among them were the promotion of the contracting of a study on the water security of Ribeirão Baguaçu, the production of an institutional video on the river and on the concessionaire's investments in the municipality, the virtual exhibition of photos on the SAMAR website and the production and dissemination of the "Sou Baguaçu" ("I am Buaçu") seal on social networks.

In September, during the celebration of **Tree Day**, **GS Inima SAMAR** delivered white ipê seeds at one of the main intersections in Araçatuba.

LOCAL SCHEDULE

In 2021, **GS Inima SAMAR** delivered five tons of food to the Araçatu Social Solidarity Fund to serve about 330 families registered in the Social Assistance Secretariat system and delivered to the Social Assistance Reference Centers (CRAs). The unit also held the Solidarity Drive Thru, which collected 5.3 tons of non-perishable food and milk for these families.

During SIPAT 2021, **GS Inima Industrial TRIUNFO** donated 130 basic food baskets to families registered to receive assistance at the Oswaldo Aranha School, at the

initiative of the employees. The operation also maintains environmental education projects in the schools located in its surroundings.

Celebrating the end of the year 2021, **SANEOURO** promoted a presentation of classical instrumental music with the Baltazar Quartet at the Teatro Municipal – Casa da Ópera, the oldest theater still in operation in Latin America. The event, dedicated to the concessionaire's employees, was held with the support of the City Hall and the Commercial and Business Association of Ouro Preto.

Obtaining almost two tons of non-perishable food and thousands of personal hygiene products (geriatric diapers, toilet paper, wipes, razors, soaps, toothpaste and toothbrushes, deodorant, etc.) was the result of the collection campaign among AQUAPOLO's employees and outsourced employees to make Christmas for the plant's sprain community more comfortable.

The food was delivered by the employees to the residents of the community of Heliópolis. The hygiene products were destined to the Irmã Teresa Shelter, which serves the needy elderly in the region of São Caetano do Sul. In another activity focused on solidarity and with the engagement of AQUAPOLO employees and third parties, it was possible to sponsor 40 children with Christmas bags. Each bag contained 1 outfit, 1 pair of shoes and 1 toy. Throughout the same Christmas activity, AQUAPOLO was able to contribute to the NGO Unas in the Heliopolis Community, which serves about 5,000 children.

GOOD PRACTICE

A discussion on the concern for the future of water, which opened the conference cycle of the 20th International Book Fair of Ribeirão Preto, was one of the highlights of the event, one of the most important literary events in Brazil.

The recurrent water crises and climate change that affect the future of drinking water sources and the solutions to address the problem were discussed in the panel “A utopia da água”, mediated by Roberto Muniz, Director of Institutional Relations and Sustainability of GS Inima Brasil, with the participation of Ricardo Medeiros de Andrade, Governor of the World Water Forum, Carlos Eduardo Alencastre, Secretary of Infrastructure at the City Hall of Ribeirão Preto, and Paulo Roberto Oliveira, CEO of GS Inima Brasil.

Among the solutions to face the adversity that is coming, the prioritization of investments in the diversity of the water matrix was raised, among them the increase in the production of reuse water to preserve, for example, springs such as the Guarani Aquifer. In the case of Brazil, there was a consensus on the need for technological investments in the agricultural sector, in water saving and in the urgent universalization of sanitation services.

A UTOPIA
DA ÁGUA
AT THE 20th
INTERNATIONAL
BOOK FAIR
OF RIBEIRÃO
PRETO



GOOD PRACTICE

Water was also the theme of the audiovisual exhibition **Água Nossa de Cada Dia**, sponsored by GS Inima AMBIENT, as an extension of the program of the 20th International Book Fair of Ribeirão Preto, a city for which the concessionaire provides sanitary sewage services since 1995. The exhibition took place at the Centro de Eventos do Ribeirão Shopping. In addition to the projections, *Água Nossa de Cada Dia* served as an inspiration for dance, music and storytelling for the children and youth audience, from literary works by Julio Verne, Mia Couto and Ignácio de Loyola Brandão. There were 60 activities over the course of a week, with the interaction of three thousand people, who certainly were sensitized to environmental preservation as a condition so that there is no shortage of water for future generations.

AUDIOVISUAL
EXHIBITION
“ÁGUA NOSSA
DE CADA DIA”



SOCIAL RESPONSIBILITY PROGRAMS AND PROJECTS

The way SANAMA implemented sewage collection in the upper region of Maceió (AL) is a good example of how initiatives related to social responsibility take place. At each phase started, the communication team goes to the area where the collection network will be built and informs the residents about the work. Subsequently, the neighborhood is visited by the team of the Health and Environmental Education Program, HEEP, which clarifies all the advantages that the works will bring to the community in terms of sanitation, health and well-being. In these opportunities, local leaders are invited to know the lifting stations and

the Waste Water Treatment Plant (WWTP) Benedito Bentes, to understand in loco how the sewage treatment work is. During all these interactions, SANAMA employees identify other possible ways to stimulate local development. In 2021, two squares were built in neighborhoods served by SANAMA. The donation is quite significant for the region of Alta Maceió, which is lacking alternatives for leisure.

HEEP also involves a set of activities such as lectures, workshops, artistic interventions and citation with schools and communities. In 2021, more than 300 people were involved, totaling more than 3.7 million people throughout the program. They receive information on issues pertinent to the environment, such as the universalization of sanitation, the importance of sewage treatment and the development of a relationship of care with water. The result is a more conscious management, on the part of the population, of the available environmental resources, which contributes

to mitigate waste, increase waste separation and establish a culture of care for the inhabited space. In addition, there is an attenuation of problems in sewage collection networks due to the better use of the system by customers.

● In 2021, the artistic intervention **Drainage is not Sewage**, carried out in a public square in the neighborhood of Benedito Bentes, to promote pillars of environmental sanitation, such as the collection and treatment of sewage, drainage of rainwater and solid waste management. Social action has the potential to reach about 10,000 people who circulate daily through the square and the bus terminal. The expected result is a decrease in sewage and solid waste disposal in urban drainage infrastructures and, consequently, a decrease in water body pollution in the city of Maceió.

It is worth mentioning the social actions promoted within the scope of **SANAMA's Waste Management and Circular Economy**. Wood waste is sent to the Factory of Expansion, an institution of the State Secretariat of Re-socialization and Social Inclusion of Alagoas. The social impact of this partnership is about 673 reeducated women,

who transform the material into reusable input for labor therapy and handicraft activities. The items generated by this activity are sold in a store linked to the Factory and the money collected makes up the State Penitentiary Fund. A contribution to the Fund of up to R\$306,000.00 is estimated with the sale of the items created from the waste provided by SANAMA. In partnership with the Maceió Recyclers' Cooperative, SANAMA's recyclable waste contributes to the income composition of 30 Maceioense families with the recycling of more than 2 tons of waste and reintegration into industries as an input. Pruning waste, on the other hand, stimulates agroecological production activities of organic foods by the Community that Sustains Agriculture Oasis, the CSA. Composting more than 26 tons of garden pruning material for vegetation coverage of the CSA construction sites decreases the cost of disposal of tailings sent to landfill and encourages local development.

Artistic intervention action
"Drenagem não é esgoto"
carried out by SANAMA, in
the region of Maceió/AL.





Used oil collection point
of the Destino Certo
Program - Comasa

Santa Rita do Passa Quatro, cooking oil, generated daily in homes, industries and establishments are targeted in the **Destino Certo** project, a partnership between **COMASA** and the City Government. The educational action promotes awareness about the storage and proper disposal of cooking oil. It is disseminated in schools, via lectures, and also for the general population, through folders attached to invoices delivered to homes or printed in city newspapers, as well as by posts on social networks. The oil collected by the population is destined for a company in the municipality of Ribeirão Preto, which uses it as the main raw material for the manufacture of cleaning products. In 2021, actions were implemented for the correct disposal of other waste, such as batteries, batteries and disposable cups. In this way, we seek to increase the awareness of the population about the correct disposal of waste, as a way to preserve the environment.

COMASA, in partnership with the Department of Agriculture and Environment of Santa Rita do Passa Quatro, also started the **Renascentes do Passa Quatro Project** (see more on p. 62, seeking to protect and recover the watershed of the Passa Quatro Stream, from the springs to the catchment point. The first area covered was the Espriada stream, which is part of the micro-basin. The actions developed at the site were correction of the erosion process, enclosure of the area to avoid entry of animals, control of ants and planting of native seedlings, this last carried out by students from local schools. The project is committed to maintaining the recovered areas, providing irrigation, fertilization, pest control and mowing. Constant measurements of the flow of the watercourse will help confirm the importance of the initiative to provide the balance of the ecosystem and the conservation of water resources.

GOOD PRACTICE

NOTABLE ACTIONS OF GS INIMA SAMAR

To facilitate hand hygiene in public areas of the city. This was the objective of an initiative by GS Inima SAMAR and the Araçatuba City Hall to help the population prevent contagion by the coronavirus during the pandemic, which was very well received by the community. The solidary sink is coupled to a recycled drum holder, which provides treated water and soap for the population in places of access to essential services where there's a large flow of people. The sinks are interconnected to the water and sewage networks and are equipped with meters to record consumption, as well as instructions on correct hand washing and soil signaling to maintain distance.

The 15 solidary sinks were installed in the vicinity of basic health units, emergency room, bus terminal and institutions focused on social welfare. More than 150 thousand people were assisted with the solidarity sinks of GS Inima SAMAR.

SOLIDARITY
SINKS: WATER
AND SOAP
TO PREVENT
COVID-19

GOOD PRACTICE

People of advanced age, bedridden or with walking difficulties, with serious illnesses or special needs – and in many cases with difficulties – who cannot even go to a doctor. These are the more than 1,300 citizens registered by the Municipal Health Secretariat of Araçatuba (SP) as vulnerable and who began to be treated as special customers by GS Inima SAMAR. With an exclusive registration, the members of this group are immediately identified when requesting services in the concessionaire's service channels and, from there, receive exclusive service, which may include the visit of an attendant at their residence, real-time monitoring of the progress of the request and priority in the service in case of shortage in the water network.

More than seeking customer satisfaction, the project awarded as the best "innovative idea" by the Group's holding company in Spain understands that the more humanized service in this segment safeguards the community's right to water and sewage services in its broadest sense.

EXCLUSIVE
SERVICE FOR
CUSTOMERS IN
SITUATIONS OF
VULNERABILITY

GOOD PRACTICE

Since the end of 2018, the community of the Jacutinga neighborhood, in the rural area of Araçatuba, has had the support of GS Inima SAMAR. The intention of this partnership is to offer technical support in sanitation procedures and thus increase the confidence of the system. Even though the region is outside the scope of the concession agreement, GS Inima SAMAR is ready or providing technical support to the community. Thus was born the Rural Sanitation project in Jacutinga, which won the ABCON/SINDCON 2021 Sustainability Award. GS Inima SAMAR's first step was to install a water chlorination system in the community well to disinfect the water consumed by the approximately 500 residents of Vila Jacutinga. After analyzing the conditions of the well, the concessionaire changed the electrical panel, implemented the monitoring of free residual chlorine from the distributed water and has been systematically maintaining the source, improving public health. More importantly was the community's engagement, invited to be part of the management of water resources in an active way. Today it values the importance of taking care of water to obtain a better quality of life. In 2021, several meetings were held with residents in order to make them an active part of this project.

QUALITY
WATER FOR
THE RURAL
COMMUNITY
OF VILA
JACUTINGA



GRI CONTENT INDEX

GRI 102-55

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE	RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
GENERAL DISCLOSURES: GRI STANDARDS ESSENTIAL OPTION			
ORGANIZATIONAL PROFILE			
GRI 102: GENERAL DISCLOSURE 2016	102-1	Name of the organization	GS Inima Brasil
	102-2	Activities, brands, products and/or services	24, 25 e 26
	102-3	Location of headquarters	Headquarters in the city of São Paulo/SP
	102-4	Location of operations	10, 24
	102-5	Ownership and legal form	24
	102-6	Markets served	24, 25 e 26
	102-7	Scale of the organization	24, 27
	102-8	Information on employees and other workers	91, 104
	102-9	Supply Chain	102
	102-10	Significant changes to the organization and its supply chain	Among the main changes in the organization are the closure of the GS Inima Industrial Jeceaba unit and the incorporation of the new Sanel contract. These suppliers not caused significant changes in the characterization of the supply chain
	102-11	Precautionary Principle or Approach	42
	102-12	External initiatives	GS Inima Group is a signatory to the Spanish Global Compact Network. GS Inima Brasil is not a signatory to any external initiativeat national level. The alignment of sustainability actions and strategy follows the SDGs – Sustainable
	102-13	Membership of associations	58

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE		RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
STRATEGY				
GRI 102: GENERAL DISCLOSURE 2016	102-14	Statement from senior decision-maker	7	
ETHICS AND INTEGRITY				
GRI 102: GENERAL DISCLOSURE 2016	102-16	Values, principles, standards and norms of behavior	46	
	102-17	Mechanisms for advice and concerns about ethics	47	
GOVERNANCE				
GRI 102: GENERAL DISCLOSURE 2016	102-18	Governance Structure	40	
	102-20	Executive-level responsibility for economic, environmental, and social topics	The Institutional Relations and Sustainability Board is responsible for the corporate coordination of sustainability topics at GS Inima Brasil	
	102-21	Consulting stakeholders on economic, environmental, and social topics	11	
	102-32	Highest governance body's role in sustainability reporting	The Directorate of Institutional Relations and responsible for coordinating the Sustainability Report of GS Inima Brasil	
STAKEHOLDER ENGAGEMENT				
GRI 102: GENERAL CONTENT 2016	102-40	List of stakeholder groups	11, 15	
	102-41	Collective bargaining agreements	All GS Inima Brasil employees are covered by collective bargaining agreements, and the group allows free association and union participation.	
	102-42	Identifying and selecting stakeholders	11, 15	
	102-43	Approach to stakeholder engagement	11, 15	
	102-44	Key topics and concerns raised	11, 15	

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE	RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
REPORTING PRACTICES			
GRI 102: GENERAL CONTENT 2016	102-45	Entities included in the consolidated financial statements	http://www.gsinimabrasil.com.br/media/upload/demonstrativos/demonstrativo/relatorio-auditoria-gs-inima-brasil-2021-2020.pdf
	102-46	Defining report content and topic Boundaries	11
	102-47	List of material topics	11, 12
	102-48	Restatements of information	No reformulation of information provided in previous reports
	102-49	Changes in reporting	There were no significant changes in relation to periods covered by previous reports in the list of material topics and in topic limits
	102-50	Reporting period	01/01/2020 to 31/12/2021
	102-51	Date of most recent report	2019
	102-52	Reporting cycle	Bienal
	102-53	Contact point for questions regarding the report	hidrosfera@gsinima.com.br
	102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Essential option.
	102-55	GRI Content IndexCONTENT INDEX	117
	102-56	External assurance	The report does not undergo external assurance.
MATERIAL ASPECTS: GRI STANDARDS ESSENTIAL OPTION			
MATERIAL TOPIC: UNIVERSALIZATION OF SANITATION			
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	50
	103-2	The management approach and its components	50
	103-3	Evaluation of the management approach	50

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE		RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
MATERIAL TOPIC: EFFLUENT AND WASTE MANAGEMENT				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	60	
	103-2	The management approach and its components	60	
	103-3	Evaluation of the management approach	60	
GRI 306: WASTE 2020	306-1	Waste generation and significant waste-related impacts	79	
	306-3	Waste generated	79	
	306-5	Waste directed to disposal	82	
MATERIAL TOPIC: WATER SECURITY				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	60	
	103-2	The management approach and its components	60	
	103-3	Evaluation of the management approach	60	
GRI 303: WATER AND EFFLUENTS 2016	303-1	Interactions with water as a shared resource	63	
	303-2	Management of water discharge-related impacts	77	
	303-3	Water withdrawal	60	
	303-4	Water discharge	77, 78, 80	
	303-5	Water consumption	67	
GRI 304: BIODIVERSITY 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		No survey of environmental protection areas was carried out in all GS Inima Brasil units and/or in their surroundings.

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE	RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
MATERIAL TOPIC: OPERATIONAL EFFICIENCY AND QUALITY OF PRODUCT AND SERVICE			
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	74
	103-2	The management approach and its components	74
	103-3	Evaluation of the management approach	74
GRI 301: MATERIALS 2016	301-1	Materials used by weight or volume	GS Inima Brasil still does not manage this information in a standardized manner in its Operational Units. The company.
GRI 305: EMISSIONS 2016	305-1	Direct (Scope 1) GHG emissions	A emissions (Scope 1) of greenhouse gases (GHG) GS INIMA BRASIL still does not disclose its inventory of greenhouse gas emissions.
MATERIAL TOPIC: EMPLOYEE HEALTH AND SAFETY			
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	98
	103-2	The management approach and its components	98
	103-3	Evaluation of the management approach	98
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018	403-1	Occupational health and safety management system	98
	403-5	Worker training on occupational health and safety	99
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	99
	403-8	Workers covered by an occupational health and safety management system	99
	403-9	Work-related injuries	100
MATERIAL TOPIC: BUSINESS ETHICS AND TRANSPARENCY			
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	47
	103-2	The management approach and its components	47
	103-3	Evaluation of the management method	47

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE	RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
GRI 205: ANTI-CORRUPTION 2016	205-1	Operations assessed for risks related to corruption	47
	205-2	Communication and training about anti-corruption policies and procedures	47
	205-3	Confirmed incidents of corruption and actions taken	47
MATERIAL TOPIC: PEOPLE MANAGEMENT			
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	90
	103-2	The management approach and its components	90
	103-3	Evaluation of the management approach	90
GRI 401: EMPLOYMENT 2016	401-1	New employee hires and employee turnover	92, 93
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	94
GRI 404: TRAINING AND EDUCATION 2016	404-1	Average hours of training per year, per employee	94, 95, 104
GRI 405: DIVERSITY AND EQUAL OPPORTUNITIES 2016	405-1	Diversity in Governance Bodies and Employees	91
GRI 406: NON-DISCRIMINATION 2016	406-1	Incidents of discrimination and corrective actions taken	91
GRI 407: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	91
GRI 412: HUMAN RIGHTS ASSESSMENT 2016	412-1	Operations that have been subject to human rights reviews or impact assessments	96
	412-2	Employee training on human rights policies or procedures	96
	412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	96

GS Inima Brasil still does not disclose data management of employees by functional category of detailed form.

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE		RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
MATERIAL TOPIC: INNOVATION CAPABILITY				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	32	
	103-2	The management approach and its components	32	
	103-3	Evaluation of the management approach	32	
MATERIAL TOPIC: CUSTOMER SATISFACTION				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	105	
	103-2	The management approach and its components	105	
	103-3	Evaluation of the management approach	105	
GRI 416: HEALTH AND SAFETY OF THE CONSUMER 2016	416-1	Assessment of the health and safety impacts of product and service categories	75	
MATERIAL TOPIC: SUPPLY CHAIN				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	102	
	103-2	The management approach and its components	102	
	103-3	Evaluation of the management approach	102	
GRI 204: PROCUREMENT PRACTICES 2016	204-1	Proportion of spending on local suppliers	103	
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016	308-1	New suppliers that were screened using environmental criteria	103	
GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016	414-1	New suppliers that were screened using social criteria	10	
MATERIAL TOPIC: LOCAL DEVELOPMENT				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	109	
	103-2	The management approach and its components	109	
	103-3	Evaluation of the management approach	109	

GRI CONTENT INDEX GS INIMA BRASIL SUSTAINABILITY REPORT (102-55)

GRI STANDARD	DISCLOSURE		RESPONSE IN THE REMISSIVE INDEX/ PAGE	OMISSION
GRI 413: LOCAL COMMUNITIES 2016	413-1	Operations with local community engagement, impact assessments, and development programs	110 GS Inima Brasil's social actions are directed and executed in the places where the operating units (SPE's) operate, except Araucária and Sanevap, whose operations are not carried out by GS Inima Brasil	
MATERIAL TOPIC: RESPECT FOR THE CONTRACT AND RELATIONS WITH STAKEHOLDERS				
GRI 103: MANAGEMENT APPROACH 2016	103-1	Explanation of the material topic and its Boundary	56	
	103-2	The management approach and its components	56	
	103-3	The management approach and its components	56	
GRI 201: ECONOMIC PERFORMANCE 2016	201-1	Direct economic value generated and distributed	58	
	201-4	Financial assistance received from government	In the reported period, GS Inima Brasil did not receive financial assistance from governments in the form of non-expensive resources and/or subsidies to carry out its investments.	
GRI 307: ENVIRONMENTAL COMPLIANCE 2016	307-1	Non-compliance with environmental laws and regulations	GS Inima Brasil's corporate policy considers as significant fines and sanctions those above EUR 200,000. In the reporting period, GS Inima Brasil did not receive significant fines and/or environmental sanctions.	
GRI 419: SOCIOECONOMIC COMPLIANCE 2016	419-1	Non-compliance with laws and regulations in the social and economic area	47 GS Inima's corporate policy considered as fines and significant sanctions those above EUR 200,000.	

OUR PRESENT IS
YOUR FUTURE





Rio Mogi Guaçu
Mogi Mirim (SP)



BUSINESS HOURS

GENERAL COORDINATION

DIRECTORATE OF INSTITUTIONAL RELATIONS AND SUSTAINABILITY

Roberto Muniz

Giuliana C. Talamini

Felipe Chelles Lobo

Mario Cesar Pereira da Silva

Nielsen da Silva Barra

PROOFREADING

Leila Reis

SUSTAINABILITY CONSULTING (GRI)

Gestão Origami

GRAPHIC DESIGN

Estúdio Mirador

Art Direction: Leandro Cagiano

PHOTOGRAPHS

GS Inima Brasil (banco de imagens)

Leandro Cagiano/GS Inima

Adobe Stock

COVER

Rio Mogi-Guaçu

Guilherme Gomes/GS Inima Brasil



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