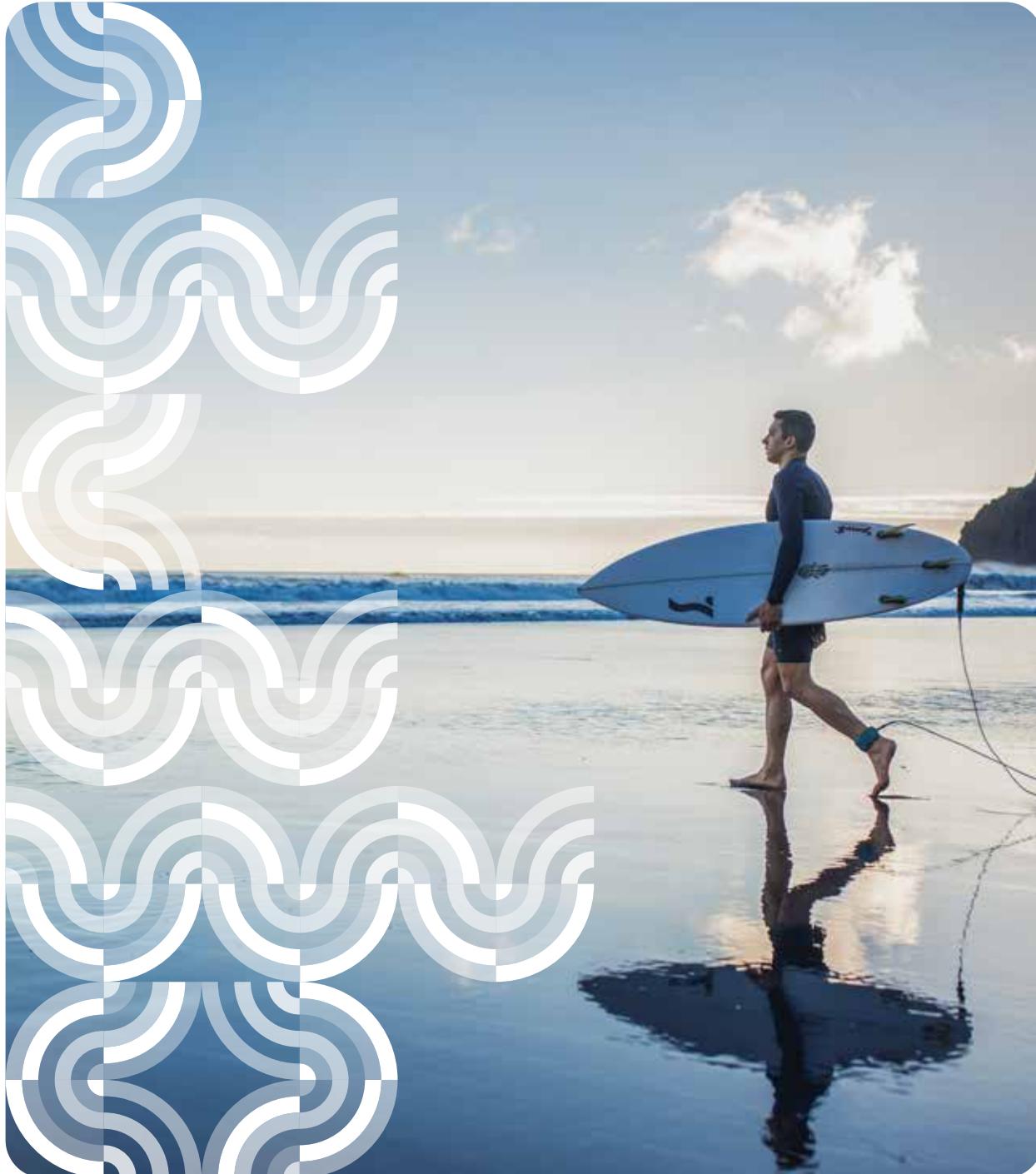




SUSTAINABILITY
REPORT
2024





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MESSAGE FROM THE CHAIR

"We are fully aware that we have been charting a course towards sustainability, but the demand we place on everything we do leads us to always want more and better."

It is with great satisfaction that I present the 2024 Sustainability Report of the Águas de Portugal Group, a year in which we continued to follow a path that reaffirms our commitment to sustainability, aware that water management is a continuous challenge and that there is a great responsibility to guarantee public services essential to the life and development of societies.

In order to contribute to a more resilient, inclusive and sustainable future, we anticipate scenarios on a daily basis, assess risks, develop innovative solutions and act strategically in each of our companies and in an integrated manner within the Águas de Portugal Group, together with our partners, shareholders and other stakeholders, relying on the commitment and dedication of our workers.

In 2024, we faced significant challenges, especially in the south of Portugal, which experienced a contingency situation due to drought. Quick and effective responses were implemented, with emergency and contingency measures, awareness campaigns to reduce water consumption, but also with the launch of more structuring works to ensure the resilience of water supply systems, such as the public tender for the desalination plant to be built in the Algarve.

WE SUPPORT
CORPORATE SUSTAINABILITY
GOVERNANCE AND LEADERSHIP



- CEO Commitment and Leadership.
- Adoption of Management and Supervision.

in "United Nations Global Compact Progress Information"

In this context of increasing demand to face the growing challenges of water scarcity and climate change, it is worth highlighting the elaboration of the “Água que Une” (Water That Unites) Strategy, whose working group I had the honour of coordinating, and which represents a collective commitment to an integrated and sustainable management of water in Portugal. The strategy includes around 300 measures aimed at reducing vulnerability to water scarcity, agile and effective water governance, reinforcing environmental sustainability and promoting territorial cohesion.

The Águas de Portugal Group is committed to supporting the implementation of this strategic vision, namely through the implementation of essential measures to respond to the identified priorities. Among these, the production of water for reuse stands out, a fundamental axis for water efficiency and the resilience of national water resources, and also the commitment to digitalization and the promotion of energy efficiency, along with investments in the resilience of our systems, allowing us to respond more safely to climate change.

The continuous improvement of our processes is guaranteed through certifications in Quality, Environment and Safety, ensuring that 100% of the companies in our Group are certified in Quality and Environment.

We value innovation and decarbonization as drivers of our progress. Through an energy neutrality program and circular economy projects, we promote increasingly sustainable operations. We are also committed to promoting environmental education, aiming to foster sustainability literacy and enhance behaviours with positive impacts.

We value our social responsibility with initiatives such as awarding scholarships and supporting social inclusion and female entrepreneurship projects, which represents not only an investment in our teams, but also in the transformation of the communities in which we operate.

We also remain determined to continue to be active partners in national and international cooperation initiatives that promote sustainable water management and our commitment to the Sustainable Development Goals (SDG) of the United Nations 2030 Agenda remains firm. Our adhesion, in 2010, to the United Nations Global Compact and the Global Compact Network Portugal, as well as to the SDG Ambition programme, underlined our commitment to contribute to the implementation of this development agenda in which water plays an increasingly relevant role.

All companies in the Group subscribe to the 10 Principles of the United Nations Global Compact, assuming the commitment to fully respect Human and Labor Rights, Environmental Protection and Anti-Corruption Mechanisms. The Group's organizational ethics framework, which is recognized by APEE - Portuguese Association of Business Ethics, is based on the Principles of Good Governance and is in line with the OCDE recommendation on Public Integrity and the Principles of the United Nations Global Compact, namely the 10th Principle that promotes the fight against corruption in all its forms, and with the goals of SDG16 - Peace, Justice and Effective Institutions.

We walk with the certainty that our core business is, by definition, sustainability. We are fully aware that we have been charting a course towards sustainability, but the demand we place on everything we do leads us to always want more and better. I thank all those who accompany us and for the commitment and dedication they show in building an increasingly stronger Águas de Portugal Group committed to people and the environment. Together, we move towards a more sustainable future, where water and water resources are managed with responsibility, respect and strategic vision.



ANTÓNIO CARMONA RODRIGUES
CHAIR OF THE BOARD OF DIRECTORS

A GROUP COMMITTED
TO PEOPLE AND THE
ENVIRONMENT.

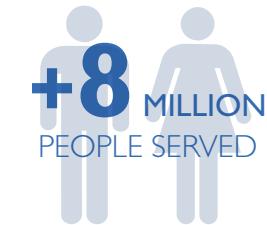
1. THE ÁGUAS DE PORTUGAL GROUP



- [1.1 The AdP Group in large numbers](#)
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- [1.8 Our Stakeholders](#)



I.1

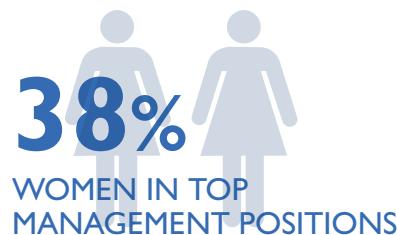
THE AdP GROUP IN LARGE NUMBERS
(2024)

600.9 MILLION M³
WATER COLLECTED

600.8 MILLION M³
TREATED WASTEWATER
RETURNED TO THE
ENVIRONMENT

11 MILLION M³
WATER
FOR REUSE

93.2%
WASTE PRODUCED
RECOVERED



100%

CERTIFIED
COMPANIES
IN QUALITY
MANAGEMENT

100%

CERTIFIED
COMPANIES
IN ENVIRONMENTAL
MANAGEMENT

94%

CERTIFIED
COMPANIES
IN OCCUPATIONAL
HEALTH AND SAFETY
MANAGEMENT

59%

CERTIFIED
COMPANIES
IN ENERGY
MANAGEMENT

53%

CERTIFIED
COMPANIES
IN SOCIAL
RESPONSIBILITY

47%

CERTIFIED
COMPANIES
IN WORK
LIFE BALANCE
MANAGEMENT

4.9%

ENERGY
SELF-SUFFICIENCY

38.18

GWh
RENEWABLE ENERGY
PRODUCED



I.2

A LOOK AT THE GROUP IN 2024

In 2024, the Group demonstrated an ongoing commitment to sustainability and social responsibility, implementing initiatives ranging from the efficient management of natural resources to strengthening communities and promoting transparent and ethical governance practices.

WE FOLLOWED THE SECTOR'S STRATEGY

- The President of the Group, António Carmona Rodrigues, coordinated the Working Group appointed for the elaboration of the "Água que Une" (Water That Unites) Strategy, which took place during the second half of the year. Among the approximately 300 measures that make up the Strategy, the AdP Group will be particularly committed to promoting the reduction of water losses in the urban sector, the implementation of the Action Plan to promote the use of ApR, the use of diversified sources for urban, agricultural, industrial supply and ecosystem balance, and rehabilitation, reconfiguration and extension of systems, among others.



WE ARE COMMITTED TO CONTINUOUS IMPROVEMENT

- It is worth highlighting the pursuit of the policy of development and continuous improvement of processes, to which the certifications of the Quality, Environment and Safety, Energy, Social Responsibility, Energy and Asset Management systems strongly contribute, in a logic of transparency and credibility. In 2024, 100% of the Group's companies secured their certification in ISO 9001 Quality and ISO 14001 Environment, 94% in ISO 45001 Safety, 53% in SA8000 Social Responsibility, 59% in ISO 50001 Energy, 62% (of the 13 operational) in ISO 55000 Asset Management, 47% in NP 4552 Management of the Reconciliation between Professional, Family, and Personal Life, 35% in ISO 27001 Information Security and 12% in ISO 4457 Innovation.

"THE ÁGUAS DE PORTUGAL GROUP REAFFIRMS ITS COMMITMENT TO SUSTAINABILITY, CONTRIBUTING TO A MORE RESILIENT, INCLUSIVE AND INNOVATIVE FUTURE."

WE HAVE CONTINUED TO GUARANTEE THE EFFICIENCY, QUALITY, QUANTITY AND SAFETY OF THE SERVICE WE PROVIDE, MANAGING THE RISKS INHERENT TO THE GROUP'S ACTIVITY IN THE FACE OF CLIMATE CHANGE

- Unlike the drought of 2022/23, which affected practically all regions of the country, in 2024 attention focused on the Algarve region. This region faced alarming levels of scarcity, leading to the declaration by the Authorities of a contingency situation. The AdP Group actively participated in monitoring the situation and developed the necessary emergency measures to avoid a supply disruption.



- The public tender for the design, construction and operation of the Algarve Seawater Desalination Plant was launched, which aims to ensure the resilience of the water supply, namely in periods of prolonged drought, through an increase in water availability in the region.



- The AdP Group is developing the implementation, on a national scale, of water reuse, as an alternative source of water for non-potable uses, contributing to the safeguarding and sustainable use of natural water resources, particularly in areas of greater scarcity.

WE CONTINUED THE PATH OF INNOVATION

- A portfolio of projects and initiatives aimed at enhancing new business areas was promoted, with special emphasis on the areas of circularity.
- As part of the 2nd edition of the Group's Proactive Innovation Contest, four more projects were selected that should start during 2025 and the third edition of this initiative was also launched.



WE ARE COMMITTED TO DECARBONIZATION

- We have taken significant steps to achieve energy neutrality, continuing to work on actions that will contribute to achieving the goals defined in the energy neutrality program (ZERO) and in the program for carbon neutrality (NEUTRO). Through the tool developed to calculate the carbon footprint inventory of AdP Group companies, the 2023 and 2024 emission inventories were prepared. The tool will allow the design and development of the NEUTRO program of the Group and each of its companies, as well as the creation of a multi-annual budget for carbon neutrality.



- We launched a public tender for the acquisition of charging stations for electric vehicles, aiming at the decarbonization of the fleet and the reduction of the carbon footprint, and we expanded the energy production capacity through the installation of photovoltaic systems in the Group's infrastructures.



WE CONTINUED ON THE PATH OF THE SDGs

- In 2024, we continued to be partners of the Observatory of the Sustainable Development Goals in Portuguese companies, an initiative of CATÓLICA-LISBON in partnership with BPI Fundação la Caixa. It is a far-reaching project, which aims to study how large, small and medium-sized companies in Portugal are incorporating the 2030 Agenda into their business strategies.



WE BET ON THE MOTIVATION AND WELL-BEING OF OUR EMPLOYEES

- We continued the corporate program of awarding scholarships to contribute to the development and learning of the children of employees, this being an internal Social Responsibility program of great impact. In 2024, 75 scholarships were awarded for the 2024/2025 academic year for higher education and special education, aimed at descendants of the households of our Group's employees. Of the 75 scholarships awarded, 38 are for children and young people with special education and 37 for young people attending higher education. The scholarship program for the children of employees of the Águas de Portugal Group started in the 2013/2014 academic year, and a total of 547 scholarships have already been awarded.



- We continued the internal mentoring program with a focus on sharing experiences and sharing knowledge.

ATÉ ONDE QUER CHEGAR?

CRESCEMOS MAIS
QUANDO CRESCEMOS JUNTOS!



- We carried out the assessment of the organizational climate for the year 2023, which took place from December 13, 2023 to January 21, 2024. The survey of the Group's employees had a participation rate of 64.5%.

AS PESSOAS
NO CENTRO
DA NOSSA ATENÇÃO



- We invested in training, continuing to give special attention and value to personal development plans, not neglecting, however, the most transversal and strategic needs.
- In the context of health and well-being, in line with our policy to promote the conciliation between Professional, Family, and Personal Life, we continued with: (i) Gymnastics program in after-work hours; (ii) Psychological support consultations to all employees and their families.



SOCIAL RESPONSIBILITY

- At the Águas de Portugal Group we have been committed, for 9 years, to the Girl Move project. This year we welcomed, once again, a participating intern, Theila, in the female entrepreneurship project, promoted by the Girl Move Foundation, whose mission is to create a movement of life, support and empowerment in women in Mozambique. This project has been recognized by UNESCO as the best education program for girls and women. It is our conviction, even from the testimonies that come to me, that the passage of these young women through the Group also inspires our employees, so it is a project of impact and positive transformation for all.
- Social intervention projects were developed, in partnership with local institutions, aimed at improving the quality of life and social inclusion of the communities where the Group's companies operate.
- We have become partners of the Mundu Nobu association. This project's mission is to inspire young people from underrepresented communities to reach their full individual and collective potential through education, civic participation and cultural celebration.
- Given that support for social inclusion actions at national level is part of our Social Responsibility strategy, in 2024 we continued to be partners of paralympic sport, with support for the Portuguese Paralympic Committee towards the Paris Paralympic Games, being aware of the impact and pride that this partnership with the Portuguese Paralympic Committee represents for all employees of the AdP Group.



- In November, we continued our participation in the co-organization of the Social Responsibility Week, an annual initiative of APEE - Portuguese Association of Business Ethics, with the support of the Global Compact Network Portugal. We organized a session dedicated to the Pact with the Future, entitled "OUR pact with the FUTURE", with the participation of young people from different organizations with which we collaborate, namely Girl Move, Zambujal and Mundu Nôbu.



THROUGH ENVIRONMENTAL EDUCATION, WE ENCOURAGED RESPONSIBLE WATER CONSUMPTION AND WASTE REDUCTION

- Raising awareness of the value of water makes the AdP Group an active agent in changing behaviour towards this resource, promoting public awareness of the importance of the sustainable use of water and sanitation services, such as the "Água é Vida" (Water is Life) campaign, launched in 2023 in partnership with municipalities across the country with the aim of raising awareness of the parsimonious use of water. In 2024, a new phase of the national campaign was advanced, with the call to action "Reduce your consumption", which had a special focus on the Algarve region, in close coordination with the main local stakeholders.



- We are partners of the PAFSE – Partnership for Science Education project of the National School of Public Health of the Nova University that aims to prepare the school community for the challenges of public health, bringing together schools, universities, research centers, municipalities, companies, associations and representatives of civil society.

WE INVEST IN CIRCULAR ECONOMY

- In the circular economy dimension, the AdP Group's circularity strategy was continued, which aims to bring together the various dimensions of the circular economy in which the Group is involved and wishes to expand its area of operation. In this dimension, the Water for Reuse (ApR) strategy, the action plan for the integration of recycled materials in new works of the AdP Group, the actions in terms of biogas recovery and the actions in terms of eco-reagents stand out.



INTERNATIONAL COOPERATION AND GLOBAL SUSTAINABILITY

- At the international level, in 2024, the AdP Group continued its partnership and cooperation work, namely with the World Bank, with which it signed the expansion of partnership activities, namely in terms of the "Utilities of the Future" initiative.



- We have strengthened our international action in favour of sustainable water management, supporting developing countries through technical cooperation programs.

WE ARE INVOLVED IN PARTNERSHIPS

- We adhere to the Pact for Water Management promoted by the Catholic University. This commitment aims to share and foster best practices in the use of water in our Country, promoting awareness and efficiency and based on the understanding that the mitigation of water stress in our country should be done through complementary initiatives, such as robust partnerships, which keep water on the agenda of public discussion.



1.3

MAIN AWARDS AND DISTINCTIONS IN 2024

ERSAR AWARDS QUALITY SEALS TO OUR COMPANIES

Águas do Algarve and EPAL received recognition from ERSAR for the Quality of Public Supply, and EPAL was also recognized for the Efficient Use of Water.



ÁGUAS DO TEJO ATLÂNTICO WINS WEX AWARD

"The linear path to circularity!" by Águas do Tejo Atlântico (AdTA) was the winning project of the WEX Global Award in the "Innovation in Water Circularity" category. The ceremony, which took place in Madrid, highlighted AdTA among the best examples of circular economy strategy in the water sector.

This is a recognition of the work developed by the company in the field of water circularity, aiming to promote the responsible use of this finite asset as a credible and sustainable alternative for mitigating climate change and fundamental for the future of water management.



ÁGUAS DO TEJO ATLÂNTICO WINS SILVER AT THE IWA PROJECT INNOVATION AWARDS

AdTA won silver at the prestigious IWA Project Innovation Awards, in the category of Innovative Water Technology & Infrastructure.

Awarded at the IWA World Congress, which took place in Toronto, this award distinguishes the excellence of the work developed by the company towards water circularity.



ÁGUAS LIVRES AQUEDUCT AWARDED

The IAHR - International Association for Hydro-Environment Engineering and Research awarded the IAHR Hydro-Environment World Heritage Award to the Águas Livres Aqueduct.

This distinction reinforces the worldwide recognition attributed to this infrastructure, demonstrating, once again, the relevance that the Aqueduct had in areas as distinct as the history of water supply to the city of Lisbon and the associated industrial value, the training of numerous Portuguese and foreign engineers and as a landscape reference in the city of Lisbon.



EPAL IS THE BEST BRAND IN CUSTOMER EXPERIENCE

EPAL is the leading brand in the sector's ranking in the BECX (Best European Customer Experience), a study that evaluates the level of customer satisfaction and experience, carried out every year by the Portuguese Association for Quality and New IMS of the University of Lisbon.

In the different dimensions of this award, EPAL reached first place in the "Contact Channels" and "Incidents" categories, in a comparison with the other participating management entities.



INOVÁGUA PROJECT BY ÁGUAS DO NORTE WINS INNOVATION CONTEST

The INOVÁGUA project, by Águas do Norte, was distinguished in the "Innovative Pilot Projects" category of the Promote Program of the Foundation for Science and Technology and the "la Caixa" Foundation, which distinguishes I&D projects that contribute to the development of inland regions.

INOVÁGUA intends to monitor water masses near leaching water treatment plants (ETAL), from urban solid waste landfills and the Urjais, Mirandela and Bragança wastewater treatment plants. It also aims, among other objectives, to install, on a pilot scale, permeable reactive barriers, as low-cost solutions to purify effluents at the exit of ETAL and WWTP and to assess the reuse capacity of these waters for watering and irrigation purposes in agriculture.





AdP GROUP COMPANIES WIN EUROPEAN AWARDS

The project "Tiles are born from the sludge: a case of circular economy in the water sector" by Águas do Douro e Paiva was the national winner of the European Enterprise Promotion Awards 2024, in the Sustainable Transition category.

The project "Our Water, Your Positive Asset", by Águas do Tejo Atlântico, won second place in the "Support for sustainable transition" category, in the national phase of the European Enterprise Promotion

Awards 2024. The objective of this project is to promote the circular economy through the reuse of water, ensuring an alternative source of water for non-potable uses. This initiative is part of the company's strategy in this segment, consolidated in the registered trademark "water+", symbolizes a commitment to sustainability and encourages the use of non-potable water in the circular economy.

These awards are promoted by the European Commission, with national coordination by IAPMEI, and recognize good practices that contribute to economic development and job creation in the regions.

ÁGUAS DO TEJO ATLÂNTICO WINS AWARD IN THE CIRCULAR ECONOMY CATEGORY

The project "The B Side of Uniform", by Águas do Tejo Atlântico, won 2nd place in the Circular Economy category at the APEE Awards – Portuguese Association of Business Ethics.

This project was developed in collaboration with ToBeGreen, a spin-off of the University of Minho, and promotes the reuse and recycling of uniforms that are no longer in use, giving them a new life.



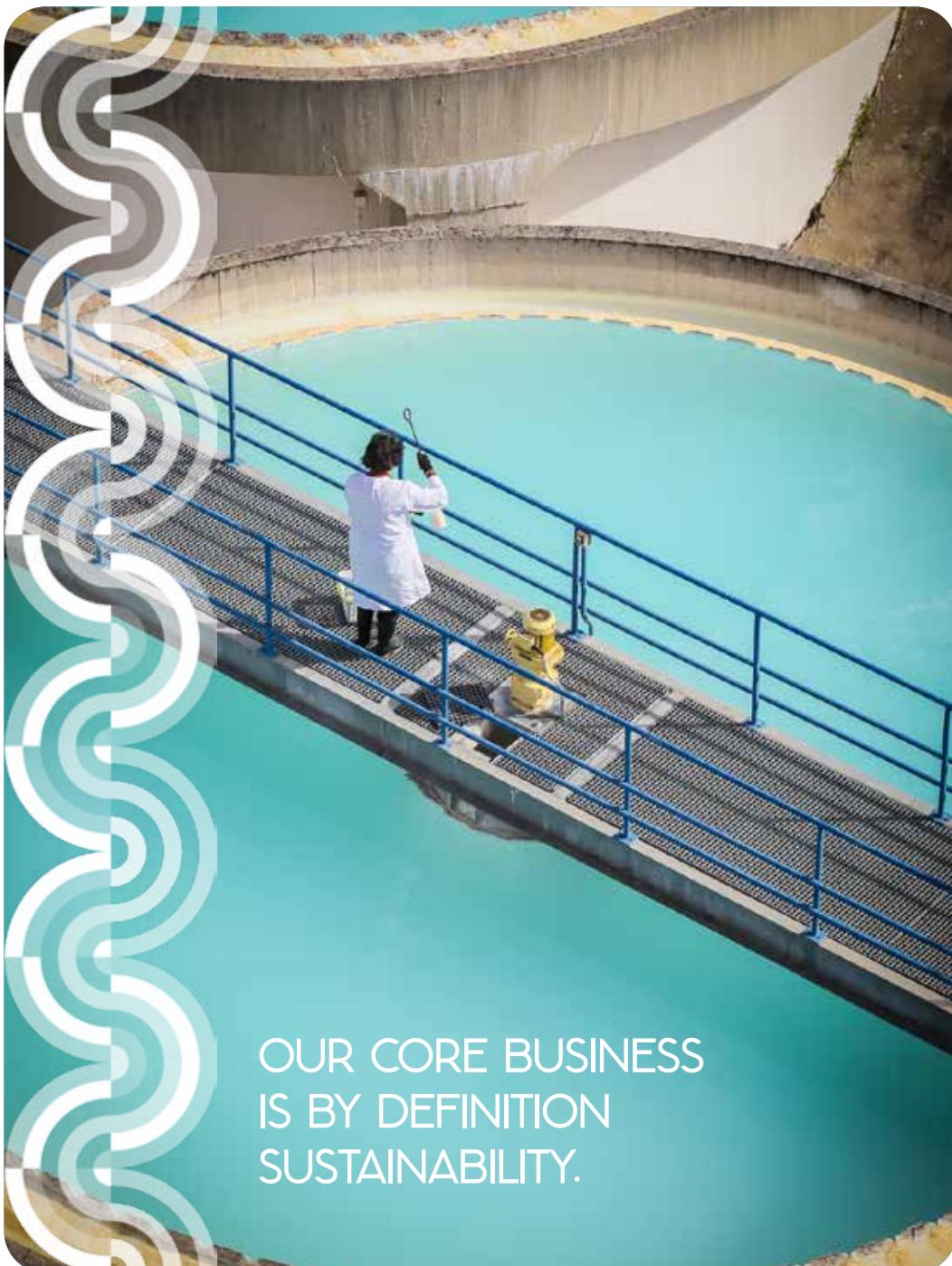
"GREEN VALUE" PROJECT WINS AWARDS

The "GreenValue" project, developed by Águas do Norte in partnership with UTAD - University of Trás-os-Montes and Alto Douro, Waste from the Northeast, the Municipality of Alfândega da Fé and the Unions of Parishes of Pombal and Vales, Gebelim and Soeima and Ferradosa and Sendim da Serra, won the international award IAHR Hydro-Environment Innovation and Industry, awarded by the International Association for Hydro-Environment Engineering and Research (IAHR).

The project, which consisted of the implementation of the first Águas do Norte Sludge Management Plan, aims to investigate and develop solutions to mitigate the desertification of ecological areas of forest nature, testing the introduction of four tree species in the afforestation plans, with the implementation of WWTP biofertilizers.

With the GREENValue project - Valorization of Resource Generation, Águas do Norte was also the winner of the National Sustainability Award. Promoted by the Business Journal, this recognition was awarded in the Preservation of Natural Capital, Large Organizations category. The National Sustainability Award aims to distinguish and reward the projects or initiatives that contribute the most to a more sustainable society. This year's edition had ten categories: Decarbonization; Circular Economy; Sustainable Mobility; Preservation of Natural Capital; Well-being and Sustainable Cities; Equality, Equality, Diversity and Equity; Health and well-being in Organizations; Sustainability Communication; Sustainable Finance and Digital Transformation in Sustainability.





OUR CORE BUSINESS
IS BY DEFINITION
SUSTAINABILITY.

1.4

AdP GROUP PROFILE

A MISSION BASED ON A LONG-TERM VISION
AND A ROBUST ORGANIZATIONAL MODEL.

OUR MISSION

To build, operate and manage water supply and wastewater sanitation systems, within a framework of economic, financial, technical, social and environmental sustainability with a high degree of competence, capable of responding, effectively and efficiently, to the great challenges that arise, in Portugal and in the world, in the environmental sector.

OUR VISION

To be one of the most efficient and sustainable international operators in water management, with a focus on customer service excellence, innovation, resilience, energy and carbon neutrality and the circular economy.

OUR VALUES

- Sustainability in the use of natural resources and preservation of water as a strategic resource essential to life.
- Balance and improvement of environmental quality.
- Equity in access to basic services.
- Promotion of well-being by improving people's quality of life.

Water management is an ongoing challenge, especially in an essential sector such as this. We take on the responsibility of anticipating scenarios, assessing risks, developing innovative solutions and acting strategically on a daily basis, ensuring the resilience and sustainability of public supply and sanitation services.

The Águas de Portugal Group (AdP) is a business entity with exclusively public capital, playing a central role in the evolution of the water and environmental sector in Portugal since its creation in 1993. As a business instrument of the State, the AdP Group contributes to the implementation of public policies and to the fulfilment of national objectives in the environmental sector, ensuring the universality, continuity and quality of the service, as well as the sustainability of the sector and the protection of natural resources.

A Group whose mission is to ensure essential public water supply and sanitation services, fully recognizes the responsibility inherent in these activities. Through its regionally based subsidiary companies, and with sustainability as a central pillar of its management strategy, it has strengthened its contribution to the achievement of the Sustainable Development Goals (SDG), assuming a relevant role as part of the solution, reaffirming its positive impact on the quality of life of populations and promoting efficiency in the use of resources, the valorization of assets and the creation of shared value for its stakeholders and for the national economy.

With a consolidated and sustained course in a technically qualified and financially robust business structure, the Águas de Portugal Group is committed to responding, effectively and responsibly, to the emerging challenges of the environmental sector. The guarantee of a continuous public service, guided by high quality standards and socially balanced tariffs, is a central pillar of its performance. In an increasingly demanding society, the Group ensures, on a daily basis, the reliability of the services provided, both in terms of continuity and quality, reaffirming its role as a reference in the sector.

Over more than three decades, the Águas de Portugal Group has made investments in the order of 8 billion euros, based on a strong capacity for planning, execution and operational and financial management. This course has been driven by the continuous commitment to innovation and the commitment of its teams, allowing the consistent improvement of essential public services. The impact of these investments is visible in the environmental quality, public health, levels of coverage and service, and the sustainability of the sector.

The AdP Group is essential to develop and continuously improve its processes, provide a quality public service and diversify with a view to increasing efficiency. Technical, economic and financial efficiency, improved resilience to climate change, rationality in the use of resources and transparency of management models are the main challenges it faces to respond to its shareholders and other stakeholders.



The Group's performance is evidenced by key indicators presented throughout this report, namely: coverage of water and sanitation services; quality of the water supplied; reduction of pollution; and volume of investment in infrastructure. These are metrics that reflect the AdP Group's real contribution to people's lives.

The activities of its companies constitute essential public services [water supply (bulk and retail) and wastewater sanitation] and are fundamental for the achievement of national objectives, through the implementation of the measures defined and foreseen in the sectoral strategic plans, which are essential for the well-being of the population, the development of economic activities and the protection of the environment.

Currently, it provides services to more than 8 million people, about 70% of the population, serving 214 municipalities in water supply and 217 in wastewater sanitation, and has 3843 workers.

The main activity of the AdP Group is the integrated management of the urban water cycle, comprising all its phases, from the collection, treatment and distribution of water for public consumption, to the collection, transport, treatment and rejection of urban and industrial wastewater, and the production of water for reuse (ApR), ensuring the sustainability of water resources and the resilience of the sector.

At the bulk level, the Group extracts natural resources and distributes them in the community. On the other hand, at retail

level, the community generates wastewater that the Group treats, values and returns in an environmentally appropriate manner to the receiving environment.

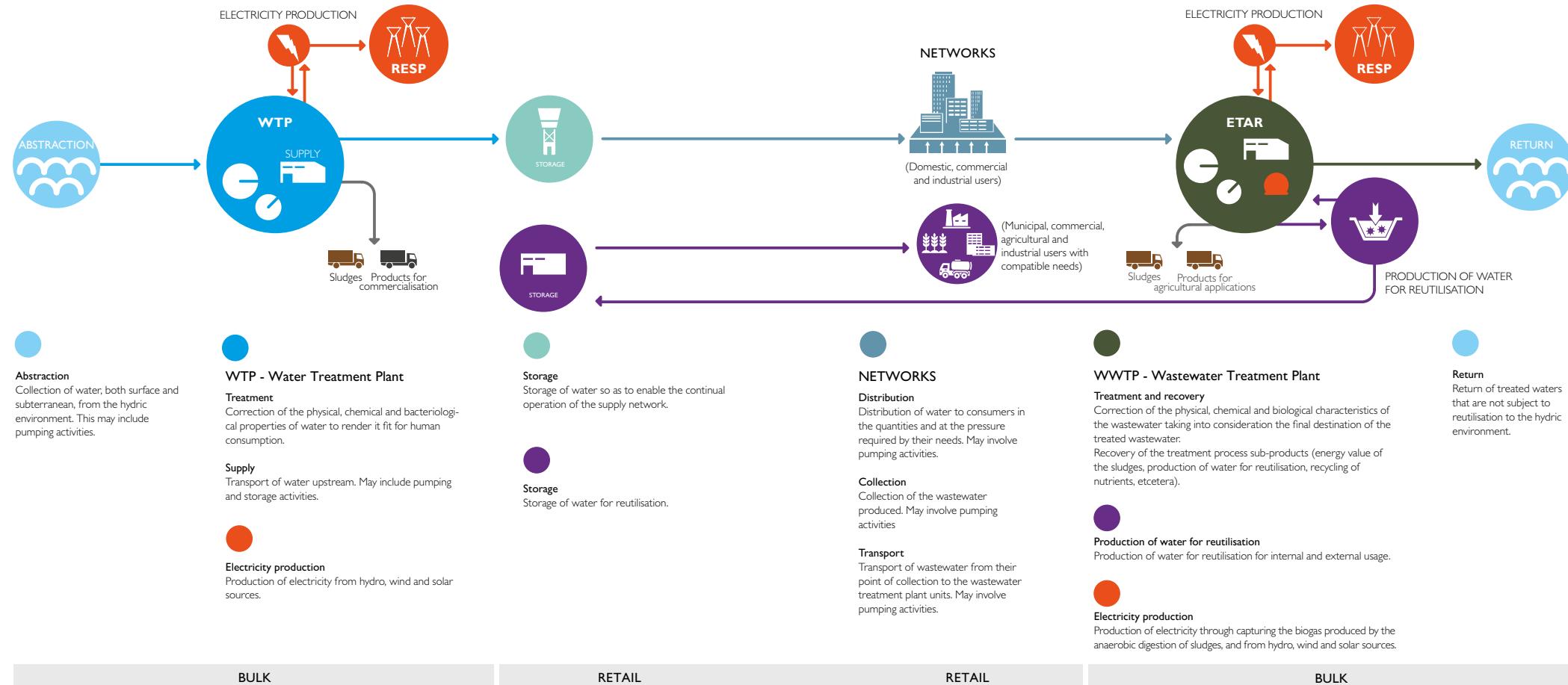
This management model, based on a long-term vision and supported by ESG criteria, promotes the circularity, efficiency and resilience of water systems.

IMPLEMENTATION OF THE 10 PRINCIPLES IN STRATEGY AND OPERATIONS



- Description of the implementation of the value chain, in "United Nations Global Compact Progress Information"

The focus of the AdP Group's business is the environment and service to the community.

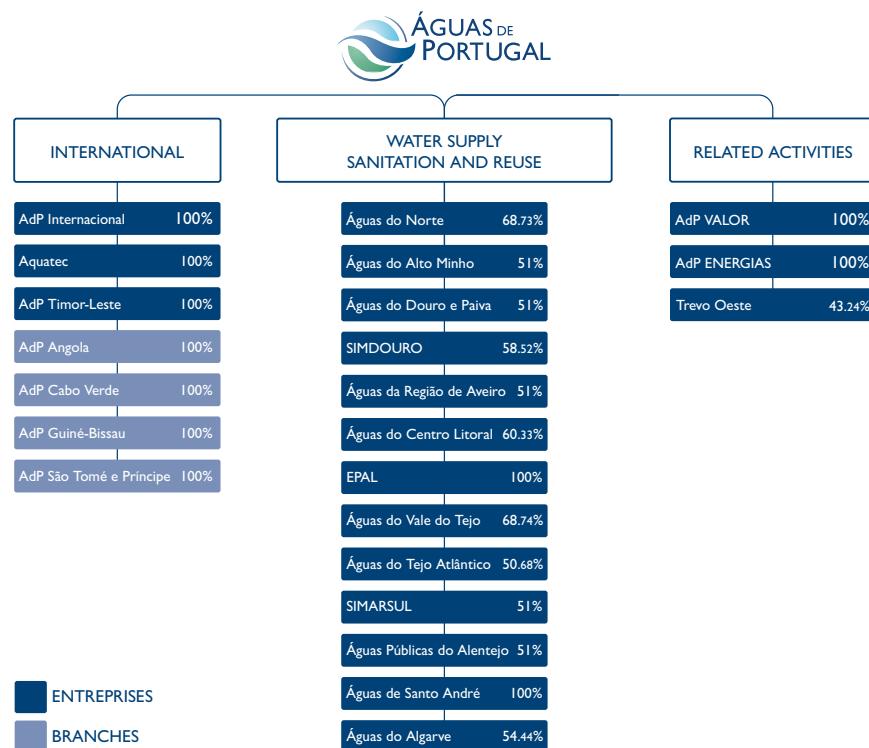


The AdP Group also operates in the area of renewable energies with the aim of maximising the use of the energetic potential of its assets and endogenous resources, and in international markets, through the provision of services in association with local partners or portuguese companies in the sector.

The sustainability of the AdP Group also generates dynamism in the national and local business fabric, due to the potential for sustainability and growth that it promotes in the economic sectors.

The objectives of the AdP Group are determined by government policies for the sector, through guidelines set out in the strategic plans applicable to its areas of operation, general guidelines issued by ministerial order and specific guidelines from the Shareholders.

The AdP - Águas de Portugal, SGPS, S.A. (AdP) is the Group's holding company, being a management company. On December 31, 2024, the Group consisted of 19 companies, of which 13 companies managed water supply and wastewater treatment systems, 4 instrumental companies and 2 companies outside Portugal.

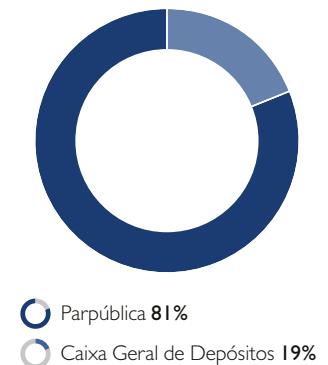


These companies, when they form partnerships between the State and the Municipalities, may assume the model of concessionary companies of state ownership systems ("multi-municipal systems") or the model of management companies of municipal systems under a public partnership regime, with the share capital being majority-held by AdP, on behalf of the State.

Given the experience and knowledge acquired, the Group is structured on a common platform, which fosters concerted access to markets, the integration of resources and the diffusion of accumulated experience among its subsidiaries.

Through the ownership and management of a portfolio of holdings in companies predominantly concessionaires of multi-municipal systems, its mission is to design, build, operate and manage water supply and wastewater sanitation systems, within a framework of economic, financial, technical, social and environmental sustainability.

The shareholder function is under the supervision of the Ministry of Finance and the Ministry of Environment and Energy. The Minister of Sectoral Supervision for the Environment has, in relation to the managing entities of multi-municipal systems, "powers of inspection, direction, authorization, approval and suspension of their acts". At a higher level, the Supervisory Board communicates management guidelines to the holding's Board of Directors, which, in turn, delegates its operationalization to the Executive Committee.

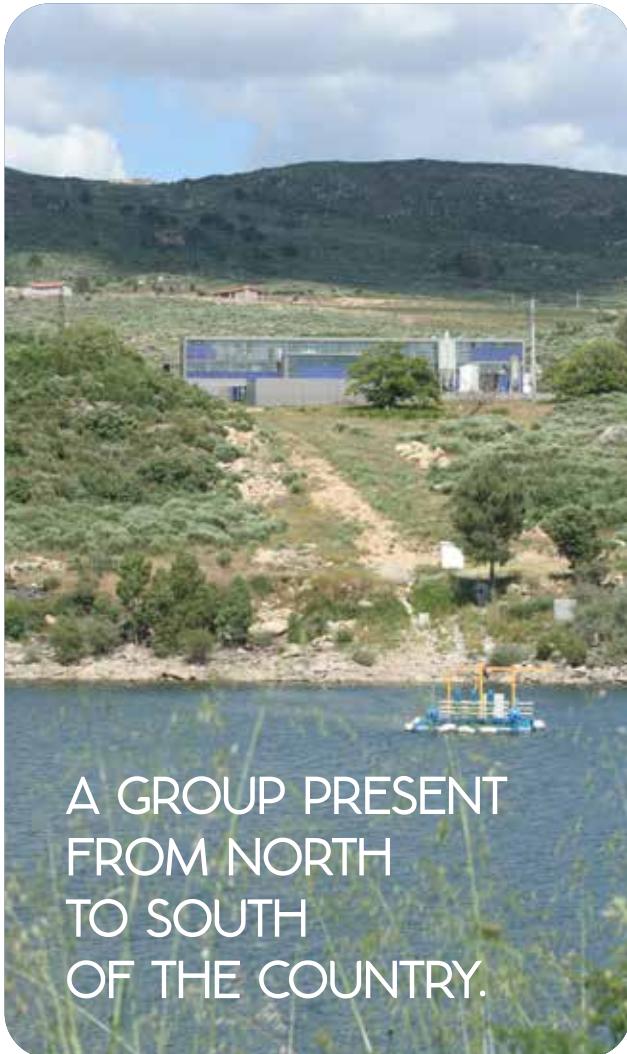


The shareholder function is held by Parpública, SGPS, S.A. (81%) and by Caixa Geral de Depósitos (19%).

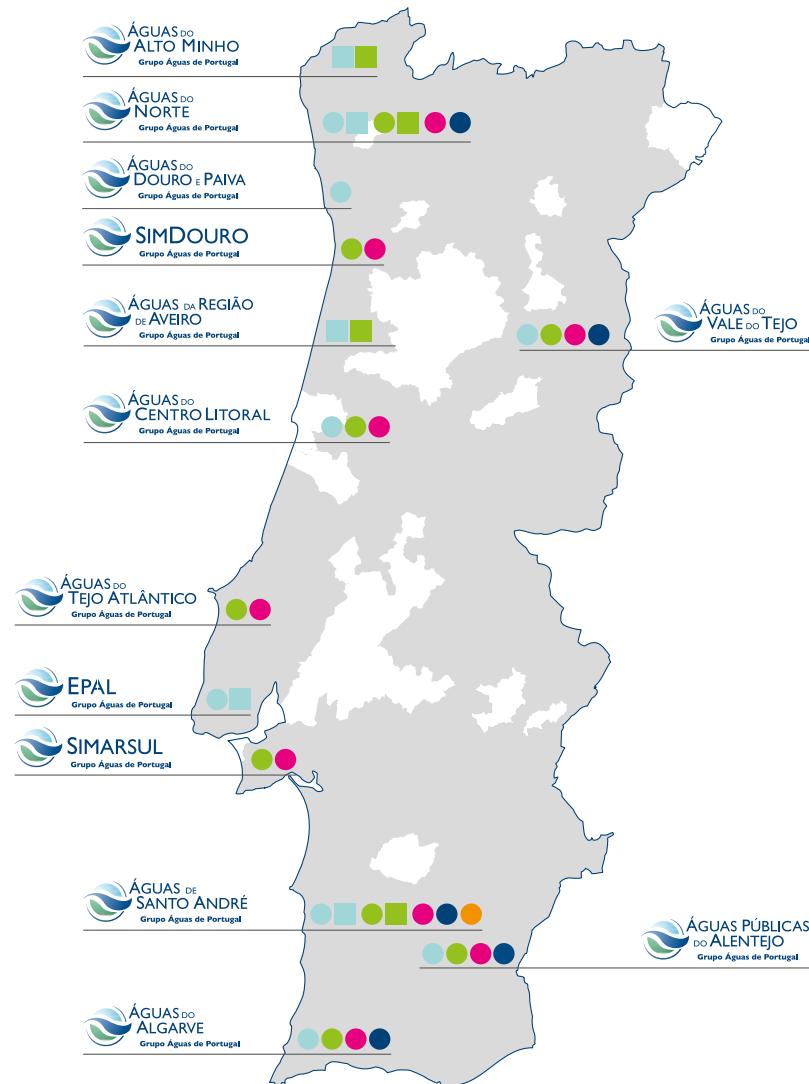
The Municipalities are, for the most part, shareholders of the concessionary companies, assumed at the same time the quality of customers.

The regulation of the activities carried out by the AdP Group is exercised by the Regulatory Entity for Water and Wastewater Services (ERSAR). ERSAR guides and supervises the design, execution, management and operation of the systems, as well as the activity of the respective management entities, and ensures the regulation of the respective sectors and the balance between the economic sustainability of the systems and the quality of the services provided, in order to safeguard the interests and rights of citizens in the provision of essential goods and services.

The APA – Portuguese Environment Agency monitors the environmental regulation to which the Group's water service management entities are subject.



A GROUP PRESENT
FROM NORTH
TO SOUTH
OF THE COUNTRY.



The AdP Group, through its 13 operating companies, has a wide presence in the continental territory, from North to South, providing services to around 80% of the Portuguese population.

The AdP Group is present from north to south of the country, operating in 234 municipalities, with the commitment to generate value and contribute to the sustainable development of the territories where it operates, directly or indirectly. With a focus on the efficient management of resources and the optimization of operations, we ensure a high-quality service, always guided by socially balanced tariffs. Today, our infrastructure and services benefit around eight million people.

- Water supply (bulk)
- Water supply (retail)
- Wastewater sanitation (bulk)
- Wastewater Sanitation (retail)
- Supply of Water for Reutilization (bulk)
- Large Dam Management
- Management, treatment and reuse of Solid Waste

13 =
OPERATING
COMPANIES

8 +
OF WATER SUPPLY
AND SANITATION

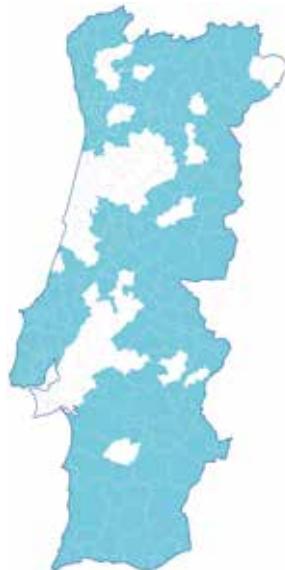
2 +
OF WATER SUPPLY

3
OF SANITATION

HOLDING AND
3
INSTRUMENTAL COMPANIES

2
INTERNATIONAL
COMPANIES

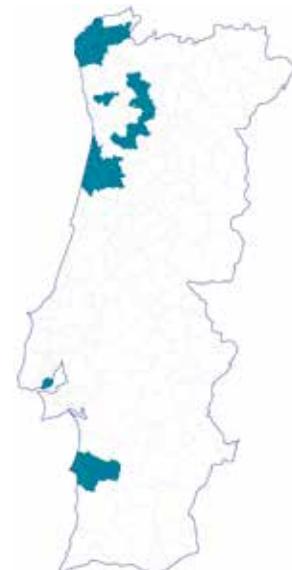
BULK WATER SUPPLY



BULK WASTEWATER SANITATION



RETAIL WATER SUPPLY AND WASTEWATER SANITATION

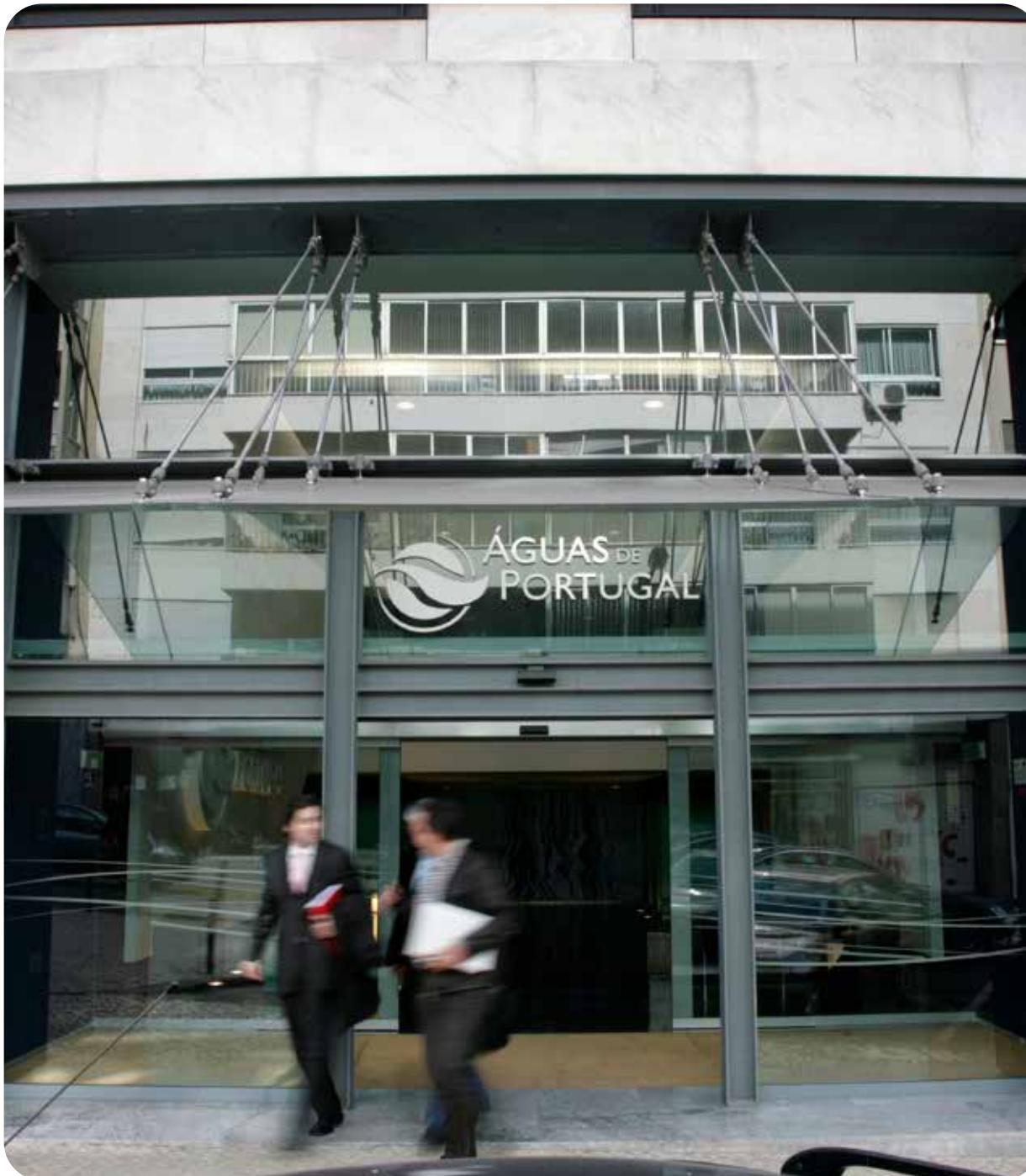


WE ARE AWARE OF OUR IMMEDIATE AND FUTURE IMPACT ON THE DEVELOPMENT OF TERRITORIES AND PEOPLE'S QUALITY OF LIFE.

AdP GROUP WORLDWIDE



The Águas de Portugal Group's response to the challenges of the sector has been clearly reflected in the evolution of the coverage rates of the integrated systems under its management, as well as in the quality indicators of the service provided. This continuous commitment has generated concrete and positive impacts on environmental quality, public health, universal access to essential services and the overall sustainability of the sector.



1.5 GOVERNANCE MODEL

The AdP Group's Governance is based on the following fundamental principles:

1. In a robust governance model, based on ethics and transparency, developing its activity in accordance with these values and in strict compliance with the legislation and regulations in force.
2. In the implementation of a professionalized management philosophy based on the valorization of appropriate skills and the promotion of productive capacity according to the most demanding quality standards, with a view to fulfilling its mission.
3. In the adoption of the best management practices, according to the Principles of Good Governance of companies in the State Business Sector.
4. In the development of an organizational culture oriented for excellence in performance, through the use of a set of reference business practices, supported by reference practices and a management philosophy that incorporates the economic, environmental, social and ethical dimensions in a transversal manner.

GOVERNANCE IS BASED ON AN INTEGRATED APPROACH THAT ADDRESSES THE ECONOMIC, ENVIRONMENTAL, SOCIAL AND ETHICAL DIMENSIONS – ESSENTIAL PILLARS OF THE ESG AGENDA.

I.5.1 GOVERNING BOARD

By resolution of the General Assembly of April 17, 2023 and for the three-year period 2023-2025, the Board of Directors of the AdP Group's holding company (AdP SGPS) is composed of six directors (five executives and one non-executive), of which a president, a vice-president and the remaining members, who perform functions for periods of three years. The current management was delegated to the Executive Committee composed only of executive directors – a president, a vice-president, and three members.

BOARD OF THE GENERAL ASSEMBLY

President Isabel Sofia Sousa Santos Albuquerque
Vice-President Maria Helena Dias Duarte
Secretary José Espírito Santo Menezes e Teles

BOARD OF DIRECTORS

(from January 1 to May 31, 2024)
President José Carlos Athaíde dos Remédios Furtado
Vice-Presidente José Manuel Leitão Sardinha
Member Catarina Isabel Clímaco Monteiro d'Oliveira
Member Alexandra Maria Martins Ramos da Cunha Serra
Member Pedro Manuel Amaro Martins Vaz*
Non-Executive Member José Realinho de Matos
 (representing Parpública)

* Suspended functions with effect from March 26, 2024. He submitted his resignation on May 7, 2024.

EXECUTIVE BOARD

(from January 1 to May 31, 2024)
President José Carlos Athaíde dos Remédios Furtado
Vice-President José Manuel Leitão Sardinha
Member Catarina Isabel Clímaco Monteiro d'Oliveira
Member Alexandra Maria Martins Ramos da Cunha Serra
Member Pedro Manuel Amaro Martins Vaz*

* Suspended functions with effect from March 26, 2024. He submitted his resignation on May 7, 2024. He ended his term of office on June 30, 2024.

BOARD OF DIRECTORS

(as of June 1, 2024)
President António Pedro de Nobre Carmona Rodrigues*
Vice-President José Manuel Leitão Sardinha
Member Catarina Isabel Clímaco Monteiro d'Oliveira
Member Alexandra Maria Martins Ramos da Cunha Serra
Member Pedro Manuel Amaro Martins Vaz**
Non-Executive Member José Realinho de Matos***
 (representing Parpública)
 Joaquim António Pereira Cadete****

* Started working on June 5, 2024

** Ended his term office on June 30, 2024

*** Ended his term office on September 29, 2024

**** Started working on September 29, 2024

EXECUTIVE BOARD

(as of June 1, 2024)
President António Pedro de Nobre Carmona Rodrigues*
Vice-President José Manuel Leitão Sardinha
Member Catarina Isabel Clímaco Monteiro d'Oliveira
Member Alexandra Maria Martins Ramos da Cunha Serra
Member Pedro Manuel Amaro Martins Vaz**

* Started working on June 5, 2024

** Suspended functions with effect from March 26, 2024. He submitted his resignation on May 7, 2024. He ended his term office on June 30.

OTHER GOVERNING BOARDS,

SUPERVISORY BOARD
 AND EXTERNAL AUDITOR

SUPERVISORY BOARD

President Ricardo Jorge Pinto Reis
Member Cristina Maria Pereira Freire
Member Filipe Arrais Lima Bacelar
Substitute Tiago Manuel Rodrigues Esteveinho

CHARTERED ACCOUNTANT

Deloitte & Associados, SROC, Lda. represented by Dra. Ana Alexandra Dornelas Pinheiro

SECRETARY OF THE COMPANY

Effective Cristina Rebelo Pereira
Substitute Ricardo Cortes Ribeiro

In 2024, the Board of Directors met 9 (nine) times and the Executive Committee met 56 (fifty-six) times. None of its members were unjustifiably absent.

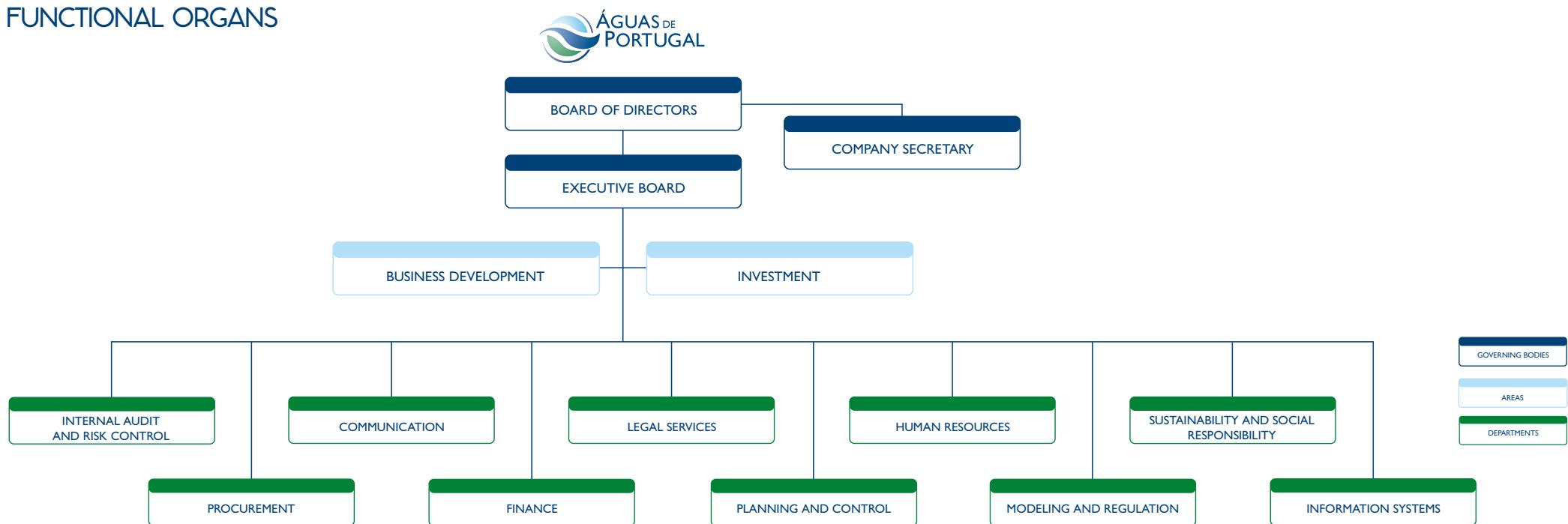
1.5.2 ORGANIZATIONAL STRUCTURE

The organisational structure of the Águas de Portugal Group is based on two organisational and decision-making levels, with distinct competences: **i) Group (strategic); ii) Subsidiary Companies (operational).**

The Subsidiary Companies, endowed with their own resources and with responsibility for the results, have a decentralized operational management, but which operate within the framework of a planning and control system conducted by the holding. It is from the holding that the strategic guidelines, business and investment plans, objectives and annual budgets are defined, in a participative and interactive manner, and are periodically reviewed and controlled. The management of the AdP Group's subsidiaries is ensured by a board of directors (CA), whose presidents and members are elected at the General Assembly (AG). It is also up to the General Assembly to elect a supervisory board and a chartered accountant, who ensure the supervision of the company. The composition of the Board of Directors provides for the distinction between executive and non-executive directors.

The organisational structure also includes a set of functional organs, which support the Group's management, being responsible for defining and implementing policies, managing corporate resources and evaluating and controlling the subsidiary companies.

FUNCTIONAL ORGANS



IMPLEMENTATION OF THE 10 PRINCIPLES IN OPERATIONS STRATEGY

- Description of the main stream in corporate functions and business units.

in "United Nations Global Compact Progress Information"

FINANCIAL

It is responsible for defining and coordinating the Group's financial policy. It ensures the Group's accounting and tax management, namely by harmonizing criteria, procedures and practices in accordance with national standards.

PLANNING AND CONTROL

It is responsible for ensuring the provision of correct management information to decision-making organs for proper decision-making, as well as for ensuring annual reports and managing the budget and integrated accounts processes, ensuring the correct preparation of the annual Activity Plans and Budget.

MODELLING AND REGULATION

It is responsible for coordinating the regulatory strategy, including in terms of tariffs, and ensuring the relationship with the Regulatory Entity, identifying the key elements for minimising regulatory risk and its impacts on the AdP Group's assets.

HUMAN RESOURCES

It is responsible for defining the Group's human resources policies and strategy, as well as for managing its resources.

INTERNAL AUDIT AND RISK CONTROL

It is responsible for identifying the risks inherent to the Group's business, conducting internal audits of the subsidiary companies in a majority shareholding, characterizing the key control elements necessary to minimize or eliminate their impact and conducting compliance tests to evaluate the results.

COMMUNICATION

It is responsible for defining the Group's communication strategy and policy and providing direct advice to the Board of Directors on these matters.

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY

It is responsible for planning, coordinating and executing the sustainability policy and the social responsibility programme of the AdP Group, giving organised expression to the vision, strategy and commitment to the principles of sustainable development that the Group may establish.

BUSINESS DEVELOPMENT

It is responsible for identifying, studying and developing new businesses, contributing to the detection and study of new market opportunities and the development of new management models or improvement of existing solutions.

INVESTMENT

It is responsible for monitoring the annual planning process of investments by companies and its execution throughout the year, the coordination of the technical component of applications for loans from the European Investment Bank and the corresponding reporting to the bank and closing of the project, and the centralization of various procedures, internally and externally, relating to the AdP Group's investments.

LEGAL

It is responsible for ensuring the provision of legal advice to the Group, in accordance with the defined strategy, in order to ensure the defence of AdP's interests and compliance with the Law.

PROCUREMENT

It is responsible for ensuring the negotiations for the contracting of supplies for the Group, seeking to monetize the cost/benefit binomial with the best quality existing in the market, in order to contribute to the Group's results.

INFORMATION SYSTEMS

It is responsible for supporting the definition and ensuring the implementation of strategies related to Information and Communication Systems and Technologies, aiming to provide greater operability/functionality to the Companies/Group, and contribute to their results.

DATA PROTECTION OFFICER (DPO)

The DPO assists the responsible for the treatment or the subcontractor in all questions related to the protection of personal data. In particular, the DPO must: (i) inform and advise the responsible for the treatment or the subcontractor, as well as their employees, about their obligations under data protection law; (ii) monitor the organization's compliance with all legislation related to data protection, namely in audits, awareness activities and training of personnel involved in processing operations; (iii) provide advice where a Data Protection Impact Assessment has been carried out and monitor its implementation; (iv) act as a point of contact for requests from individuals regarding the processing of their personal data and the exercise of their rights; (v) cooperate with and act as their point of contact with Data Protection Authorities on issues related to processing.

COMPANY SECRETARY (ARTICLE 446 B CSC)

The responsibilities of the Company Secretary are, among other matters specially assigned to him by the company's management organ, those resulting from the provisions of article 446-B of the Commercial Companies Code and following, and he is responsible for supporting the meetings of the governing boards and the following-up/monitoring the respective resolutions with the company's internal structure, of the subsidiary companies and their managers.

SUBSIDIARY COMPANIES



ÁGUAS DO NORTE (AdNORTE)

Bulk activity - AdNorte is the managing entity of the multi-municipal system in the North region, responsible for the activities of bulk water supply and wastewater treatment. Following Decree nr. 16/2017, of February 1, it went through a split process that led to the creation of the new multi-municipal water supply system in the South of Greater Porto and the new sanitation system in the South of Greater Porto, resulting in a change in its territorial scope.

Retail activity - AdNorte is the entity that explores and manages, under a public partnership regime, the retail water system in the Northwest region.



ÁGUAS DO ALTO MINHO (AdAM)

Águas do Alto Minho is the entity responsible for the operation and management of the water system in the Alto Minho region, in the provision of retail water supply and wastewater sanitation services. The partnership and management contracts for the AdAM system were signed in 2019 and have a term of 30 years.



ÁGUAS DO DOURO E PAIVA (AdDP)

AdDP is the managing entity of the multi-municipal water supply system in the south of Greater Porto and results from the split of the multi-municipal water supply and sanitation system in the North of Portugal, following the publication of Decree-Law nr. 16/2017, of February 1.



SIMDOURO

SIMDOURO is the managing entity of the multi-municipal sanitation system of Greater Porto and results from the split of the multi-municipal water supply and sanitation system of the North of Portugal, following the publication of Decree-Law nr. 16/2017, of February 1.



ÁGUAS DA REGIÃO DE AVEIRO (AdRA)

AdRA – Águas da Região de Aveiro, S.A. is the entity that manages and operates, under a public partnership regime, the retail water and sanitation services in the metropolitan region of Aveiro.



ÁGUAS DO CENTRO LITORAL (AdCL)

AdCL is the managing entity of the multi-municipal system in the Central region, responsible for the activities of bulk water supply and wastewater treatment, and results from the aggregation, in June 2015, of Águas do Mondego, Simlis and Simria.



EMPRESA PORTUGUESA DAS ÁGUAS LIVRES (EPAL)

A century-old company that, since 1993, has been 100% owned by AdP- Águas de Portugal, SGPS, S.A. Its mission is to provide water services and the sustainable management of the urban water cycle throughout its sequence of activities and businesses. It is responsible for the bulk water supply, directly or indirectly, to 35 municipalities on the north side of the Tagus River, and for home distribution to the municipality of Lisbon, where it has about 360 thousand direct retail customers, covering a global population of about 2,8 million people representing ¼ of the portuguese population. The concession for the operation and management of the Multi-municipal Water Supply and Sanitation System of Vale do Tejo was awarded to Águas do Vale do Tejo, and to EPAL – Empresa Portuguesa das Águas Livres, S.A, its delegated management.



ÁGUAS DO VALE DO TEJO (AdVT)

AdVT is the managing entity of the bulk multi-municipal water supply and sanitation system in Vale do Tejo and results from the split of the multi-municipal water supply and sanitation system of Lisbon and Vale do Tejo, which resulted in the creation of two multi-municipal wastewater sanitation systems: the Greater Lisbon and West system and the Setúbal Peninsula System. Following the publication of Decree-Law nr. 34/2017, of March 24, which promoted the aforementioned split, the company was renamed and its territorial scope was substantially changed.



ÁGUAS DO TEJO ATLÂNTICO (AdTA)

AdTA is the managing entity of the multi-municipal wastewater sanitation system of Greater Lisbon and West, resulting from the split of the multi-municipal water supply and sanitation system of Lisbon and Vale do Tejo following the publication of Decree-Law nr. 34/2017, of March 24.



SIMARSUL

SIMARSUL is the managing entity of the multi-municipal wastewater sanitation system of the Setúbal peninsula and results from the split of the multi-municipal water supply and sanitation system of Lisbon and Vale do Tejo following the publication of Decree-Law nr. 34/2017, of March 24.



ÁGUAS PÚBLICAS DO ALENTEJO (AgdA)

AgdA is the entity that manages and operates, under a public partnership regime, the bulk water and sanitation services in the lower Alentejo region.



ÁGUAS DE SANTO ANDRÉ (AdSA)

AdSA's mission is to manage and operate the Santo André System, in order to ensure the supply of water to the populations covered, in quality and quantity, and the collection and treatment of wastewater from the areas covered, as well as to meet the needs of the industries located in the Industrial and Logistics Zone of Sines ('ZILS'), regarding drinking water, industrial water, wastewater and industrial waste.



ÁGUAS DO ALGARVE (AdA)

AdA is the managing entity of the multi-municipal system in the western and eastern Algarve regions, responsible for the activities of bulk water supply and wastewater treatment.



AdP INTERNACIONAL (AdPI)

It brings together companies based outside Portugal and its mission is to manage the AdP Group's business outside the national territory. It should be noted that economic sustainability is

a fundamental driver in the activity developed, but there is also an important role in the field of cooperation, since in the sustaining of some initiatives promoted, or in their continuity, there is an underlying perspective of cooperation and social responsibility to the detriment of a logic of an exclusively commercial nature.

AdP Internacional's activity is based on three interconnected conceptual dynamics: Water Management, Water Literacy and Water Diplomacy, each of which is incorporated into the lines of action and actions to be developed in a multifaceted manner, allowing the consolidation of coherence in the presentation of the solutions offered to the market.



AdP VALOR

Its mission is to encourage strategic innovation in the AdP Group, dynamizing the network of critical skills available, launching and managing new sustainable businesses in line with the Group's priorities and focused on the principles of the circular economy, managing aggregative strategic technical processes that enhance value creation and success in overcoming the Group's challenges and providing specialised engineering and operation services, in a context of sustainability and enhancement of the urban water cycle.



AdP ENERGIAS

Its mission is to maximise the use of endogenous and renewable assets and resources, rationalise energy consumption and reduce or compensate the greenhouse gas emissions by AdP Group companies, in parallel with the development of complementary activities that allow the enhancement and valorisation of operational infrastructures, within a framework of economic, social and environmental sustainability, its business is based on the development of initiatives related to the activities, goals and objectives defined corporately.

SPECIALIZED COMMITTEES

The holding's Board of Directors appoints multidisciplinary teams to manage and monitor transversal projects in the Group.

Reinforced in 2021, as part of the adjustments that have been introduced in terms of the governance model, the corporate structure and the valorisation of the multipolar network of competences in the Group, function as spaces for the convergence of knowledge, experiences and sensibilities, namely for personal enrichment, improvement of decision-making processes and greater consistency of the Group.

They are aimed at providing greater effectiveness in the implementation of transversal guidelines, in the fluidity of communication processes, in the study of proposals for the integration of processes/ functions and in the deepening of the sharing of good practices in the companies of the Águas de Portugal group.

The Specialized Committees are made up of Directors and those responsible for functional areas of each of the companies, by appointment of the respective Boards of Directors. The coordination of each Committee must be ensured by one of its members, to be appointed by the Committee itself, and its rotation must be promoted every 3 (three) months. There are currently the following committees:

- Procurement
- Communication
- Engineering
- Financial
- Asset management
- Retail commercial management
- Accredited laboratories
- Maintenance
- Supply Operations
- Sanitation Operations
- Planning, Control and Regulation
- Human Resources
- Legal Services
- Information Systems and Cybersecurity
- Sustainability and Social Responsibility
- Energy

1.5.3 INSTRUMENTS OF GOOD GOVERNANCE

THE INTEGRITY COMMITMENT



INSTRUMENTS

- Code of Ethics and Conduct
- Prevention Plan for Risks of Corruption and Similar Infringement
- Voluntary Whistleblowing Regulation
- General Regime Public Procurement Manual
- Procurement Manual
- Manual of Best Practices and Public Procurement
- Jury Scholarship

The Águas de Portugal Group, as an aggregator of public companies that provide public service to more than 8 million people, has always been convinced that daily concerns with efficiency or economic growth cannot be dissociated from ethical and responsible conduct. To this end, it believes that the achievement of its long-term interests, aligned with the 2030 Agenda, is necessarily based on strict compliance with the highest standards of ethical conduct. All those who relate to the AdP Group companies in their commercial, institutional and social activities have a legitimate interest in the transparency, dialogue and ethical attitude of the Group's companies and their employees.

The commitment to rigorous management of companies ensures the principles of transparency and credibility, based on values of integrity and ethics.

ETHICAL VALUES AND PRINCIPLES OF ACTION OF THE ADP GROUP

ETHICAL VALUES

- Excellence
- Integrity
- Responsibility
- Rigour

PRINCIPLES OF ACTION

- Legal, Regulatory Compliance and other subscribed statements
- Respect and protection of human rights
- Fight against corruption
- Contribution to sustainable development

A MISSION BASED ON A STRONG ETHICAL CULTURE.

The AdP Group's Integrity Commitment, subscribed by all its companies in December 2021, represents a commitment to the implementation of the integrity model and all the instruments associated with it to ensure a culture of integrity.

The AdP Group's Integrity Policy presents our vision of ethics and integrity, consolidating the commitment of the constituent companies to a governance model based on the highest ethical standards, transparency, responsibility and excellence in public management practices. This describes the integrity model, which is the guarantor of the ethical quality of the decisions and options of the Group's companies, based on three axes that structure the action in activities to prevent situations of non-conforming or inappropriate conduct, mechanisms for detecting potential situations of violation of the ethical framework and resolution instruments and mechanisms, action and evaluation.

We share the vision on transparency and public integrity of international organisations such as the ONU, the OCDE and the European Union and review our performance in the OCDE Recommendation on Public Integrity, which "recognizes as a priority the promotion of a culture of consistent public integrity aligned with common values, principles and ethical standards to sustain and privilege the public interest over private interests in the public sector".

Our ethical framework, which is based on the values and principles set out in the Code of Ethics and Conduct, by the Principles of Good Governance that bind the Group, by the alignment with the 10th Principle of the United Nations Global Compact - Anti-Corruption and

by the alignment with the goals of the 16th Sustainable Development Goals - Justice and Effective Institutions of the United Nations 2030 Agenda.

The ethical framework is supported by standards of conduct and a set of other internal policies and procedures that ensure compliance with the different instruments that regulate the Group's activity and performance. The Policy confirms that this set of principles constitutes a harmonised reference criterion in all decision-making processes, internally and in relations with stakeholders.

The internal instruments that materialize the implementation of commitments within the scope of ethics, compliance and other related legal obligations are:

CODE OF ETHICS AND CONDUCT

The Code of Ethics and Conduct expresses the AdP Group's commitment to ethical conduct in its internal and external relationships, with the objectives of reinforcing the applicable ethical standards and creating a work environment that promotes respect, integrity and equity.

More than a commitment, this Code of Ethics and Conduct reflects the desire to pursue a path of continuous improvement of a business Group that assumes as structuring principles of its action, respect for workers' rights, responsibility for the defence and protection of the environment, transparency in its relations with the outside world and contribution to sustainable development.

Observance of this code is monitored by the AdP Group's Ethics Committee. The Code of Ethics and Conduct is available for consultation on the www.adp.pt website.

WE SUPPORT



HUMAN RIGHTS

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

Make sure that they are not complicit in human rights abuses.



LABOUR

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labour.

Principle 5

The effective abolition of child labour; and

Principle 6

The elimination of discrimination in respect of employment and occupation.



ENVIRONMENT

Principle 7

Businesses should support a precautionary approach to environmental challenges.

Principle 8

Undertake initiatives to promote greater environmental responsibility; and

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.



ANTI-CORRUPTION

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

The **governance of ethics** is entrusted to two organisations with distinct and complementary attributions:

- The **Ethics Council**, an advisory organisation with independent status, which aims to promote the highest ethical standards in the Águas de Portugal Group, in terms of culture, conduct and behaviour, and whose mission is to advise and reflect on the excellence of ethics in the AdP Group.
- The **Ethics Committee**, an executive organisation with independent status, which aims to promote the analysis of complaints, issues and ethical dilemmas reported through the confidential and secure communication channels set up for this purpose, particularly with regard to the reporting of irregularities.



ANTI-CORRUPTION

10th Principle

Companies should fight corruption in all its forms, including extortion and bribery.

- Existence of robust commitments, strategies or policies in the area of anti-corruption
- Effective management of the AdP Group in order to integrate anti-corruption principles
- Effective monitoring and evaluation of anti-corruption management mechanisms

in "United Nations Global Compact Progress Information"

INTEGRITY LINE

The AdP Group has a specific communication channel, addressed to the Ethics Committee, which is called the Integrity Line, available on all the websites of the Group's companies and whose main function is to receive from internal or external stakeholders all communications relating to ethical issues that may jeopardise the integrity of the Group as a whole or of one of its companies. The integrity line aggregates all communications that may, in any way, violate the principles and essence of the Integrity Policy adopted by the AdP Group. It is available in www.adp.pt.

CORRUPTION AND RELATED INFRACTIONS RISK MANAGEMENT PLAN

The Corruption and Related Infractions Risk Management Plan identifies the main areas that may potentially be subject to the occurrence of acts of corruption, as well as the respective risks arising from it and the controls instituted by the company aimed at mitigating them and their probability of occurring. It also aims to strengthen the culture of the Group and its employees with regard to ethical behaviour and good practices in the commercial relationship with customers, suppliers and other entities.

In order to comply with the recommendation of the Council for the Prevention of Corruption of November 7, 2012, regarding the management of conflicts of interest in the public sector, the AdP Group companies have implemented Declarations of Conflict of Interest, signed by the Directors and employees with functions in areas potentially subject to the occurrence of acts of corruption.

GOVERNMENT MANUAL

The Governance Manual was developed to provide the AdP Group with a document that allows it to have greater rigour, transparency and control of corporate governance, to concentrate rules, deliberations and regulations, to share knowledge of matters fundamental to corporate governance with all stakeholders and to improve its governance practices.

SPECIALIZED COMMITTEES

The Board of Directors regularly appoints multidisciplinary teams to manage and monitor transversal projects in the Group.

MANUAL OF GOOD PRACTICES IN PUBLIC CONTRACTING

It identifies a set of recommendations of good practice in the area of public contracting, which mitigate existing risks and prevent the violation of the principles of transparency, equality and competition, with a view to ensuring the pursuit of the public interest.

PROCUREMENT MANUAL

The Procurement Manual aims to systematize the rules to be complied with in the purchasing process, ensuring the standardization of procedures and controls, compliance with the legislation and regulations in force, promoting observance of the principles of transparency, equality and competition.

SUSTAINABILITY REPORTS

Annual publications that present the AdP Group's performance in areas such as social, environmental and economic responsibility, reinforcing the commitment to transparency and accountability.



1.6

RISK MANAGEMENT AND INTERNAL CONTROL SYSTEM

Risk management must be a tool of corporate governance incorporated into all internal processes, constituting a transversal challenge for all the Group's employees.

The AdP Group's activity is subject to events that may adversely affect it, particularly in contexts of accelerated change such as the one in which we live. It is therefore necessary for the Group to develop strategies to live with uncertainty, namely by anticipating threats, but also by identifying opportunities that may affect the pursuit of its objectives.

The AdP Group pays great attention to the risks inherent to its activity, which is achieved through the periodic monitoring and management of the main risks that result from the daily operation of all its companies through adequate internal control.

In 2024, PHASE 2 of the project to implement the Group's Internal Control System (SCI) was continued, based on the internationally accepted methodology of COSO (Committee of Sponsoring Organizations of the Treadway Commission), as it is considered as a model adaptable to the structure of companies, as it is flexible for the entire organization and for any of its business units or activities and reliable in its response to existing internal or external challenges.

This model allows a direct correlation between the organization's objectives at the level of the categories (Operation, Reporting and Compliance), and the five components (Control Environment, Risk Management, Control Activities, Information and Communication and Monitoring of Activities), necessary for its achievement.

With the implementation of the SCI model, through the evaluation of the established metrics, combined with the results of the effectiveness in the operation of the key controls, resulting from the audits carried out annually, it will be possible to obtain information that allows the identification of whether the components of the internal control are operating in an integrated manner, in order to provide a reasonable level of security to the Administration about the performance of the SCI.



During 2024, awareness of internal control began, and training on the subject is intended, as provided for in the SCI metrics, in order to ensure permanent monitoring of the controls implemented, namely those responsible for business processes.

The existence of an SCI combined with a functional Risk Management Model will allow the Board of Directors of AdP SGPS a greater focus of its monitoring and analysis on the critical risks identified, inherent to its activity and resulting from the daily operation carried out.

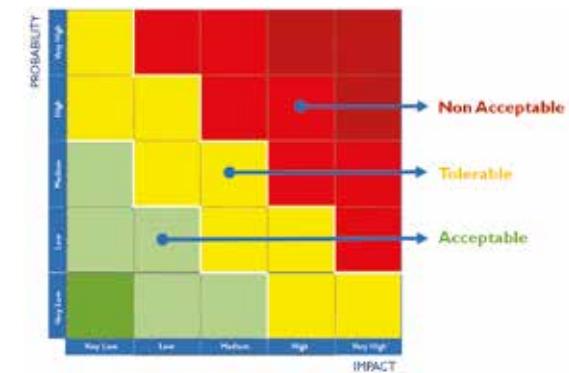
The existence of the Enterprise Risk Management Model enables an integrated risk assessment in the company and in the AdP Group and a maturation of the risk culture, allowing **i)** to create a common language in the definition and concept of each risk, **ii)** to achieve the alignment of objectives with the risks and respective controls in force in the company, **iii)** ensure the reduction of the risk of loss of its investments and assets, and **iv)** ensure greater reliability of the financial statements and compliance with laws and regulations.

The adequacy of the SCI is aligned with the risk management model, and is adjusted whenever, through the risk assessment, risks are identified that fall within a level considered unacceptable, or insufficiencies or flaws are detected in the analysis of the controls that underlie it.

The Enterprise Risk Management Model currently implemented in the AdP Group, also defined in accordance with the COSO methodology, presents the risks organised according to a structure of defined classes and categories, as shown below:

CLASSES	GOVERNANCE, RELATIONSHIP WITH STAKEHOLDERS AND HUMAN CAPITAL	ECONOMIC SUSTAINABILITY	SERVICE QUALITY
CATEGORIES	Relationship with Stakeholders	External, regulatory and legal context	Quality
	Government Model	Business cycle	Systems resilience
	Human Capital	Financial	Operations resilience
			Efficiency, circularity and innovation

The risk assessment is carried out from the perspective of the probability of occurrence and impact, considering the respective inherent and residual risks. In this way, it is sought to assess the effectiveness of the established SCI to maintain the level of risk at a level considered acceptable, in accordance with the following matrix:



The impact assessment of risks includes the following dimensions of analysis:

- Financial;
- Reputational;
- Legal or regulatory; and
- Level of alignment with business objectives.

The perspective of the probability of the risk occurring is also assessed by considering a wide range of factors, namely:

- Existence and effectiveness of controls;
- Previous occurrence of the risk;
- Complexity of the risk; and
- Installed capacity to manage risk (people, processes, systems).

The Risk Management area of the Internal Audit and Risk Control Department of AdP SGPS is responsible for identifying the risks inherent to the AdP Group's business, characterising the key control elements necessary to minimise or eliminate their impact and carrying out compliance tests to assess the levels of risk to which companies are subject. It is the Internal Audit area of the aforementioned Management that verifies and validates the implementation and operation of the controls in order to assess their effectiveness and identify existing insufficiencies.

Reporting directly to the Board of Directors of AdP SGPS, the holding's Internal Audit and Risk Control Management has strengthened its independence from the management of the audited companies and is endowed with an adequate degree of autonomy in carrying out the work, optimising the available resources and avoiding duplication of structures.

Within the scope of the corporate risk management process, risks related to the Governance, Strategy and Planning, Compliance and Reporting classes are dealt with and monitored by the subsidiary companies, and are periodically assessed by AdP SGPS, as the majority shareholder. The approach to the risks of the Operational and Infrastructure class, in addition to being ensured by the Group's companies and their management boards, is complemented by centralised structures for monitoring and controlling the activity of the majority shareholder, which are responsible for identifying and managing the main risks.

Whenever the assessment of a risk falls within a tolerable or unacceptable level, Risk Treatment Plans (PTR) are prepared, approved and adopted as a mitigation measure, in which the corrective actions to be developed, the treatment strategy they embody (avoiding, accepting, reducing or sharing the risk), the associated treatment frequency and those responsible for each of these actions are identified.

Likewise, the risk assessment exercise results in the identification of potential opportunities for the AdP Group companies, materialized in the Opportunity Implementation Plans (PIO) which, like the PTR, also present actions to be developed, implementation deadlines and those responsible for these actions.

Considering the operational maturity achieved by the companies, the age of the Risk Management Model implemented in the AdP Group and the necessary continuous improvement, in order to respond to the growing demands in risk-related matters, the project to revise the Risk Management Model continued in 2024.

In addition to identifying the main risks inherent to the activity, the main trends are also mapped, at global and sectoral level, which may translate into threats and opportunities for the Group.

After the risk assessment exercise was carried out in 2023, in the course of 2024, as provided for in the risk management model in force, the monitoring of the PTR and PIO formally defined by the company was carried out as part of the aforementioned assessment exercise. This analysis allowed us to verify that the company implemented and/or redefined deadlines for the implementation of the defined treatment plans.

Below are some of the main risks to which the AdP Group is exposed, according to the risk assessment carried out in 2023 (assessment carried out every 2 years):

- Attraction and retention of talent - Risk of non-existence or failures in the skills and qualifications necessary to pursue the defined strategy due to the inability to attract, hire, develop and retain talent.
- External context - Risk of non-achievement of the objectives and defined strategic planning, due to non-approval, partial approval, or timely approval of them by the Sectoral, Financial and/or Regulatory Authority.
- Adequacy of human resources - Risk of inadequate sizing, allocation and training of human resources (internal and subcontracted).
- Adequacy of infrastructures - Risk of inadequate dimensioning of infrastructures (Operational Technology and Information Technology) or lack of capacity to adapt and adapt systems to regulatory and environmental requirements (for example: effects of climate change).
- Information security - Risk of loss of confidentiality, integrity and/or availability of information due to the occurrence of unauthorized or accidental events that exploit security vulnerabilities in information and communication technologies, processes or human resources.

The result obtained was due to the contributions of the risk assessments carried out by the companies, so that, for the risks identified above and others that are at a level of "Tolerable" or "Not Acceptable", the Risk Treatment Plans (measures/ actions) for their mitigation, were identified in each of the companies according to the existing particularities.



OPERATIONALISING THE
STRATEGY, INTEGRATING THE BEST
SUSTAINABILITY PRACTICES, IS THE
AdP GROUP'S MAIN COMMITMENT.

1.7 SUSTAINABILITY STRATEGY - AN INTEGRATED COMMITMENT

1.7.1 STRATEGIC FRAMEWORK

Our commitment to sustainability is reflected in the constant search for a balance between economic growth, environmental responsibility and social justice, while ensuring the quality of life of populations and the preservation of resources for future generations. In 2024 we will fulfil our mission, following the sectoral strategic guidelines defined by the Government, with a focus on business rationality and continuous improvement of the efficiency, quality and safety of the service provided. To reinforce this commitment, we continue to invest in the modernization and consolidation of our assets, ensuring an increasingly efficient and sustainable public service. In a scenario of constant change, we adapt our internal processes without compromising the fundamental principles of universality, quality and efficiency of the services provided.

1.7.2 SUSTAINABILITY AS A STRATEGIC PILLAR

Sustainability at the AdP Group is an integral part of its management strategy, as it is based on a commitment to the improvement of natural and human capital and for the benefit of current populations and future generations.

At the Águas de Portugal Group, we manage the urban water cycle in harmony with the challenges of sustainable development.

The public service mission entrusted to us means that we are intrinsically committed to the sustainability of water supply and sanitation services. These are public services that are essential to life, determinants for people's well-being, public health, environmental preservation, economic activity and sustainable development. As there are many examples of the impact of our activities, we highlight the high quality and availability of the water that reaches our taps and the positive evolution of the quality of bathing water, attested by the growing number of blue flags on our beaches.

THE AdP GROUP'S STRATEGY IS BASED ON THE THREE
PILLARS OF ESG: ENVIRONMENTAL COMMITMENT,
SOCIAL RESPONSIBILITY AND SOLID GOVERNANCE.

THE COMPANIES OF THE FUTURE MUST NECESSARILY ENSURE THE PRESERVATION OF THE ECOSYSTEM IN WHICH THEY LIVE TO ENSURE THE CONTINUITY OF THEIR ACTION.

Sustainability is at the centre of the AdP Group's business strategy, guiding our actions towards the creation of economic, social and environmental value. We assume the responsibility of promoting a positive impact on the communities where we operate, the environment and the economy, valuing our professionals and our Customers, promoting equality and respect for the highest ethical standards.

In water management, the work is never finished and the enormous responsibility of anticipating scenarios, assessing risks, developing solutions and acting accordingly stands out, especially in this sector of essential public services.

We know that we live in a context of rapid change, which requires of all of us some firmness and the ability not to stray from the path. But there is no better way to predict the future than to build it.

In 2024, we faced major challenges, but we also achieved important achievements in the decarbonization, circular economy, and digitalization of our services.

Despite the advances, the AdP Group still faces significant challenges:

- Climate resilience: the need to strengthen infrastructure to mitigate extreme climate impacts.
- Energy transition: expansion of energy self-sufficiency to reduce dependence on external sources.
- Water reuse: expansion of ApR offer to reduce pressure on water resources.
- Digitalization: investment in technology to optimize processes and increase operational efficiency.
- Governance and transparency: strengthening of organizational integrity and ethics mechanisms.

Never have public policies for the development of territories been so related to water management. More efficiency in the use of water, more availability, more resilience. It is in this context that we are developing, in the territories, programmes of measures that strengthen resilience and ensure basic conditions for sustainable development for the coming decades. There are still some barriers associated with this issue, such as consumer acceptance of the use of recovered resources and also legislative issues associated with the definition of waste versus products.

We also highlight the adaptation and mitigation measures, highlighting a set of initiatives to ensure the resilience of the systems, in addition to the development of the Group's climate change and decarbonisation adaptation plans. In this dimension, the water for reuse (ApR) strategy, the action plan for the integration of recycled materials in new works of the AdP Group, the actions in terms of biogas recovery and the actions in terms of eco-reagents stand out. Of particular note is the ZERO Energetic Neutrality Programme, the implementation of which should allow the Group to position itself as one of the first in the sector to achieve energetic neutrality in all its national and international activities worldwide.



THE ZERO ENERGETIC NEUTRALITY PROGRAMME POSITIONS THE AdP GROUP AT THE FOREFRONT OF THE SUSTAINABLE ENERGY TRANSITION.

In 2024 and with a focus on the materialization of investments related to the regional water efficiency plans to strengthen the resilience of water supply systems, the effort to combat drought continued, such as the Algarve Water Efficiency Plan, which also falls within the scope of the PRR. In addition, the nationwide awareness campaign "Water is Life" was maintained and reinforced, with a special focus on the Algarve region.

ACCORDING TO "THE GLOBAL RISKS" PRESENTED BY THE WORLD ECONOMIC FORUM IN JANUARY 2025, EXTREME WEATHER CONDITIONS WERE THE MAIN RISK FACED IN 2024.

1.7.2.1 SUSTAINABILITY COMMITMENT 2022-2025

WE ARE COMMITTED TO PEOPLE AND THE PLANET

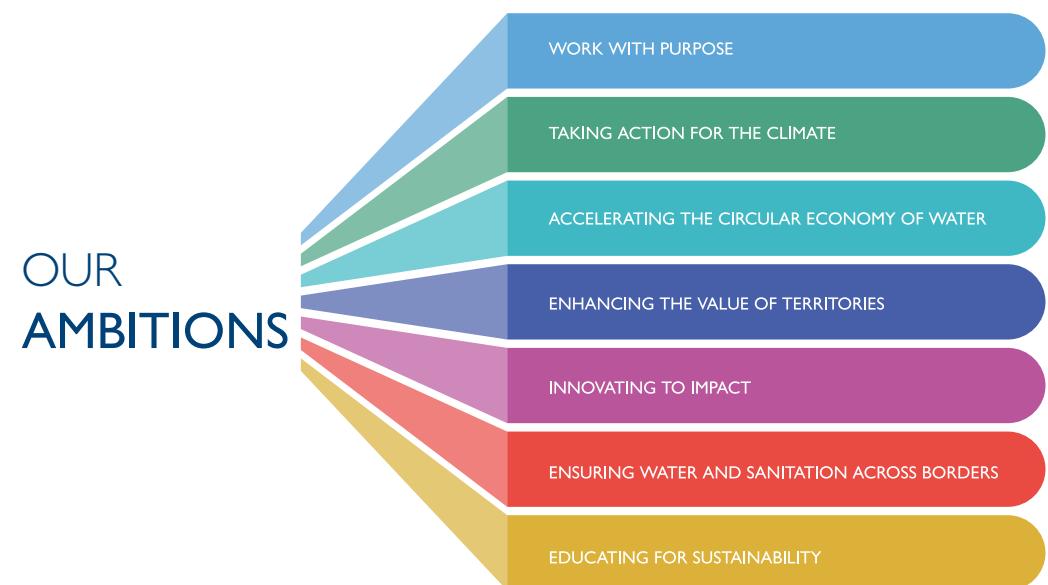
WE CONTINUED TO WORK WITH PURPOSE,
LEAVING NO ONE BEHIND.

In 2021, the Group defined the Commitment to Sustainability 2022-2025, identifying its main ambitions, objectives and goals.

This commitment resulted from the analysis of the management guidelines and the business strategy, the reflection on the expectations of the stakeholders, the consolidation of existing best practices, the commitments made to the principles of the Global Compact, within the scope of the United Nations, and to the 17 Sustainable Development Objectives.



The Sustainability Ambitions of the Águas de Portugal Group highlight purposeful work, climate action, the circular economy of water, the enhancement of territories, innovation with impact, international cooperation for water management and education for sustainability.



THE TRANSVERSALITY OF THE AMBITIONS REINFORCES THE GROUP'S ESG COMMITMENT WITH A FOCUS ON THE SUSTAINABLE DEVELOPMENT GOALS OF THE 2030 AGENDA.

OBJECTIVES AND GOALS FOR 2025

AMBITION

WORK WITH PURPOSE

To value the relationship with employees, encouraging their professional and personal evolution



OBJECTIVES

Invest in the professional and personal development of our employees

- Establish a new global human resource policy for the AdP Group
- Implement an internal mentoring program focused on sharing experience and knowledge
- Implement the development and learning plan
- Expand the range of training at the AAL – the Águas Livres Academy by 20%
- Guarantee the participation of all Group employees in AAL training actions and initiatives
- Guarantee training to all employees at a level of >25% over the minimum number of hours stipulated in the labour legislation

Guarantee equal opportunities and promote diversity and inclusion

- Design a program to promote diversity and inclusion across the Group
- Guarantee compliance with the annual Gender Equality Plan
- Ensure 40% of women in decision-making roles by 2030
- Raise the awareness of all Group members of staff about diversity and inclusion

Ensure occupational health and safety

- Implement a culture of safety across the Group and guarantee zero serious accidents
- Guarantee 8 hours/year of safety training to all members of staff
- Undertake the evaluation of psycho-social risk every two years

Promote work life balance

- Promote the implementation of work life balance management systems for managing professional, family and personal lives across all Group companies

Ensure transversal and effective internal communications

- Promote dialogue through consultation of the organisational climate every two years
- Implementation of a new AdP Group intranet



GOALS

AMBITION

TAKING ACTION FOR THE CLIMATE

*Reducing GHG emissions, mitigating our impacts,
adapting operations to climate change*



OBJECTIVES

Ensure energy neutrality and self-sustainability

- Increase the production of 100% renewable energy by 20%
- Reduce the consumption of electricity by 5%
- Boost energy self-sufficiency by 30%

Reduce GHG emissions

- Calculate the Group's carbon footprint by 2022
- Draft the Group carbon neutrality contribution by 2023

Promote the Group's sustainable mobility

- Train 100% of users in eco-driving
- 15% of the fleet with less polluting vehicles

Promote system resilience and guarantee the availability, quality and safety of the service and the product

- Raise by 100% the companies with Water Safety Plans by 2022
- Raise by 100% the companies with PEAAC by 2023
- Ensure the continuity in the water supply and wastewater sanitation services, guaranteeing compliance with renovation plans, in terms of expansion in the bulk and retail water supply and wastewater sanitation systems and water for reuse networks

GOALS



AMBITION

ACCELERATING THE CIRCULAR ECONOMY OF WATER

*Managing the urban water cycle in balance with nature,
ensuring the transition to a circular economy*



OBJECTIVES

Conserve and enhance water bodies

- Achieve a minimum of 90% of internal reutilisation for wastewater sanitation activities
- Respond, in terms of supply, to the existing demand for ApR in communities served by AdP Group
- Reduce inappropriate affluences in the wastewater drainage network
- Identifying and reducing 20% of the physical water losses in the bulk and retail networks
- Monitoring the water quality in source and receptor environment

Minimise waste produced and recover it as a by-product

- Guarantee 70% recovery of supply system sludges
- Promote the recovery of 70% of wastewater treatment sludges
- Reduce the production of wastewater treatment sub-products by 45%

GOALS



AMBITION

ENHANCING THE VALUE OF TERRITORIES

Providing a public service of excellence, with a direct impact on improving the population's quality of life



OBJECTIVES

Enhance the relationship of proximity and dialogue with customers and municipal partners

- Develop 3 water loss reduction pilot projects with Municipalities/Managing Entities
- Develop 5 inappropriate affluence pilot projects with Municipalities/Managing Entities
- Implement a common system for evaluating the services provided by retail companies

Contribute to the development of a responsible economy

- Draft and implement a Green Procurement Plan

Invest in the relationship and the sharing of values in the supply chain

- Promote the Group's values in the supply chain (companies) through 20 awareness raising actions/year
- Promote the Group's values in the supply chain (companies) through 15 audits of suppliers/year
- Promote the development of greenhouse gas emission inventories in the supply chain: 3 actions

Be an integral part of the communities in which we operate

- 10,000 hours of volunteering/year
- 5 corporate volunteer projects

Protect and restore biodiversity and ecosystems

- Mapping the protected areas in the Group and designing the respective plans for their biodiversity and ecosystems

Water as an essential factor in deepening the protection of public health

- Guarantee 99.5% of bulk and retail water quality
- Guarantee compliance with the discharge licences (compliance with discharge limitations and regular monitoring) in the bulk and retail networks

GOALS



AMBITION

INNOVATING TO IMPACT

Fostering open, collaborative innovation that creates value for the AdP Group and its companies



OBJECTIVES

Develop RDI projects aligned with the strategic areas of innovation and the needs of AdP Group companies

- Boost the number of RDI projects by 10%
- Investment by AdP SGPS of 0.1% of turnover in innovation projects undertaken by Group companies
- Launch innovation competitions inside the AdP Group

Develop and launch innovative products, services and processes

- Boost the number of Group developed products by 25%

Develop open innovation based on a multi-polar network of competences

- Raise by 10%/year internal and external partnerships (national and international) in the RDI context

Promote the digital transformation of the AdP Group

- Implement the Group's strategic digitalisation plan

GOALS

AMBITION

ENSURING WATER AND SANITATION ACROSS BORDERS

Cooperating internationally to promote sustainable water management



OBJECTIVES

Share knowledge through capacity building projects and technical support

- Raise by 20% the countries covered by the know-how of AdP Internacional

Promote mutual aid in water, sanitation and climate related activities and programs in developing countries

- Implement cooperation projects in the PALOPs + East Timor

Operate in a geography of reference

- 1 international operation

GOALS



3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



17 PARTNERSHIPS FOR THE GOALS

AMBITION

EDUCATING FOR SUSTAINABILITY

*To be a benchmark actor in education
for sustainable development*



OBJECTIVES

Promote education for sustainable development

- Draft a strategic plan for education for sustainable development |
- > 1,000 visits to installations/year and > 40,000 visitors/year

Promote the rational usage of water and the consumption of tap water

- 1 national campaign/ year

Promote the sustainable usage of the sanitation network

- 1 national campaign/ year

Encourage the usage of ApR

- 1 national campaign/ year featuring good examples of green spaces and industrial and commercial activities and even best practices for water use at home

Promote the circular economy and energy neutrality

- Promote best practices, such as sustainable energy usage, the new products and materials produced in water and wastewater treatment plants and the new organic bio-fertilisers demonstrating the effects of Group activities on society

Promote innovation

- Campaign focused on the population and stakeholders featuring best practices in innovative processes, products and service developed and commercialised by the AdP Group

GUARANTEE THE IMPLEMENTATION OF SECTOR POLICIES, CONSOLIDATING A BENCHMARK BUSINESS GROUP IN THE ENVIRONMENT SECTOR

OBJECTIVES	GOALS
Guarantee Group sustainability, creating value for the interested parties	<ul style="list-style-type: none">• Compliance with the infrastructure investment plans• Compliance with the Investment Plans for carbon neutrality; the circular economy and the adaptation and mitigation of climate changes• Group financing through means of sustainable financial instruments
Guarantee the credibility, ethics, transparency and rigor of the Group management model	<ul style="list-style-type: none">• Optimise the risk management process by 2023• Guarantee the training in risk control, behaviour and ethics for all members of staff

**AS FOR THE DEGREE TO WHICH THE TARGETS SET WILL BE MET BY 2024,
WE WOULD HIGHLIGHT THE FOLLOWING:**

AMBITION

WORK WITH PURPOSE

- We continued the internal mentoring program with a focus on sharing experiences and sharing knowledge.
- We guarantee 28 hours of training/employee and 83% of active employees.
- 100% of the companies in the AdP Group have prepared and complied with the Gender Equality Plan.
- In 2024 we renewed our commitment to iGen - Forum Organizations for Equality.
- We guarantee an average of 7 hours of safety/employee training.
- We did the psychosocial risk assessment.
- 47% of companies have implemented Management Systems for Conciliation between professional, family and personal life.
- In 2024, 75 scholarships were awarded for the 2024/2025 academic year for higher education and special education for descendants of the households of our Group's employees. Of the 75 scholarships awarded, 38 are for children and young people with special education and 37 for young people attending higher education. The scholarship program for the children of employees of the Águas de Portugal Group started in the 2013/2014 academic year, and a total of 547 scholarships have already been awarded.
- In 2024, we continue to be an active part of several projects to promote gender equality, inclusion, and the fight against poverty and social exclusion. The Group has once again joined the "Engineers For One Day" project.
- This year, we welcome Theila Murane, an intern participating in the female entrepreneurship project Girl Move.

AMBITION

TAKING ACTION FOR THE CLIMATE

- We achieved 4.9% energy self-sufficiency.
- Renewable energy produced decreased by 2.7% compared to 2023.
- Through the tool developed to calculate the carbon footprint inventory of the AdP Group companies, inventories of their emissions for 2023 and 2024 were prepared. The tool will allow the design and development of the NEUTRAL carbon neutrality program of the group and each of its companies, as well as the creation of a multi-annual budget for carbon neutrality.
- We currently have 9% of the fleet with less polluting vehicles. In addition, in 2024, 16 companies in the AdP Group maintained the Energetic Certification of their service fleets.
- We guarantee that 100% of the operating companies with supply activity have Water Safety Plans.

**MEASURES TO SUPPORT THE BROADER
OBJECTIVES AND ISSUES OF THE ONU**



- Central business contributions of the ONU's objectives and issues.
- Social and philanthropic investment strategy.
- Defence and involvement in public policies.
- Partners and collective actions.

AMBITION

ACCELERATING THE CIRCULAR ECONOMY OF WATER

- We have several projects underway to respond, in terms of supply, to the demand for ApR in the communities served by the AdP Group.
- We actively promote businesses in the area of circular economy, with a special focus on the management of sub-products generated in the urban water cycle:
 - We guarantee the valorisation of sludge from Water Treatment Plant by 63%.
 - We guarantee the own valorisation of sludge from Wastewater Treatment Plant by 99%.

AMBITION

ENHANCING THE VALUE OF TERRITORIES

- We promoted the Group's values in the supply chain through 114 awareness-raising actions and 29 audits during the year under analysis.
- We identify areas classified for nature and biodiversity conservation. Currently 20% of infrastructures located in classified areas.
- We guarantee 99.7% of safe water at bulk systems and 99.5% at retail systems.
- We guarantee 98% of compliance with discharge permits at bulk systems and 94% at retail systems.

AMBITION

INNOVATING TO IMPACT

- A portfolio of projects and initiatives aimed at enhancing new business areas was promoted, with special emphasis on the areas of circularity.
- As part of the 2nd edition of the Group's Proactive Innovation Competition, four more projects were selected that should start during 2025 and the third edition of this initiative was launched.

AMBITION

ENSURING WATER AND SANITATION ACROSS BORDERS

- We have taken our know-how to Angola, Argentina, Costa do Marfim, Cabo Verde, Grenada, Indonesia, Mozambique, Tunisia, East Timor, India and Pakistan.
- We started the operation in Tunisia

AMBITION

EDUCATING FOR SUSTAINABILITY

- In 2024, we received 1353 visits to the Group's company facilities with a total of 63034 visitors, as part of environmental education initiatives.
- We continue to promote AQUAQUIZ, an interactive and pedagogical game created by the Group with the aim of supporting education and awareness of the value of water. Since its launch in 2019, this tool created to support participatory, creative and dynamic pedagogical practices has involved around 1.300 schools and more than 10.578 players, with a total of more than 62.700 games played.
- In 2024, a new phase of the "Water is Life" campaign was advanced, with the call to action "Reduce your consumption", with a special focus on the Algarve region, in close coordination with local interlocutors.

GUARANTEE THE IMPLEMENTATION OF SECTOR POLICIES, CONSOLIDATING A BENCHMARK BUSINESS GROUP IN THE ENVIRONMENT SECTOR

- The e-learning training "Ethics and Conduct in the AdP Group" was carried out, which is mandatory for all employees.
- In 2024, the AdP Group made investments worth 196.2 million euros, of which 187.1 million euros in the construction or remodelling of supply or sanitation infrastructures.

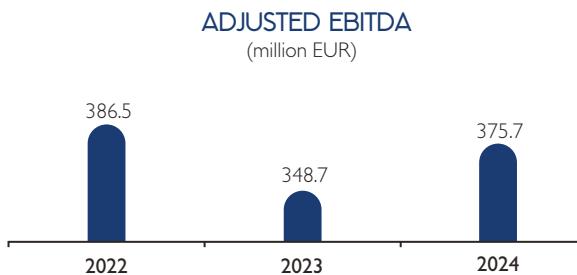
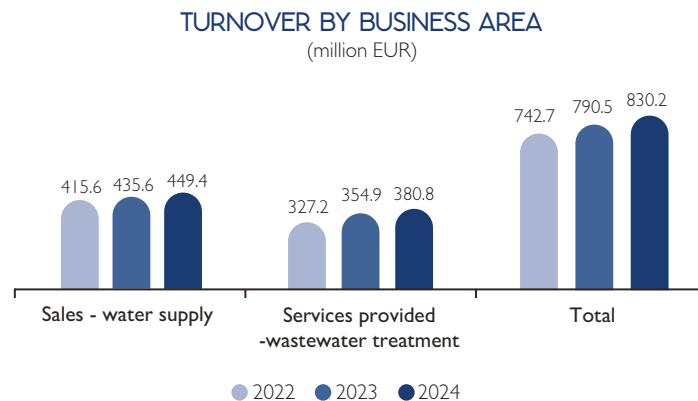
WE CREATE SUSTAINABLE VALUE FOR SHAREHOLDERS AND OTHER STAKEHOLDERS

Given this scenario, the AdP group needs to balance strategic investments without compromising its financial viability. The State Budget, the Good Governance Rules of the State Business Sector and the guidelines of the Supervisory and Shareholders are the basis of the AdP Group's management model and are based on an articulation of objectives and principles of sustainability that are highly demanding for management.

IN 2024, THE AdP GROUP MADE INVESTMENTS WORTH 196.2 MILLION EUROS, OF WHICH 187.1 MILLION EUROS IN THE CONSTRUCTION OR REMODELLING OF SUPPLY OR SANITATION INFRASTRUCTURES.

The AdP Group ended the 2024 financial year with a net profit of around 102.7 million euros, which represents a growth of 0.2% compared to the previous year.

Shareholders play a fundamental role in the business model, because they value the various interests differently, which translates into a challenge of conciliation on the part of management. The Municipalities, one of the Group's main stakeholders, are shareholders and customers simultaneously.



As a public limited company with wholly public capital, the AdP Group guides its activities by creating value for its stakeholders, through the continuous improvement of the service provided and the adoption of cost rationalisation measures and financial risk management policies.

Direct economic value generated, distributed and accumulated:

Direct economic value generated (€)	1 090 905 467.99
Direct economic value distributed (€)	969 543 173.63
Direct economic value retained (€)	121 362 294.37

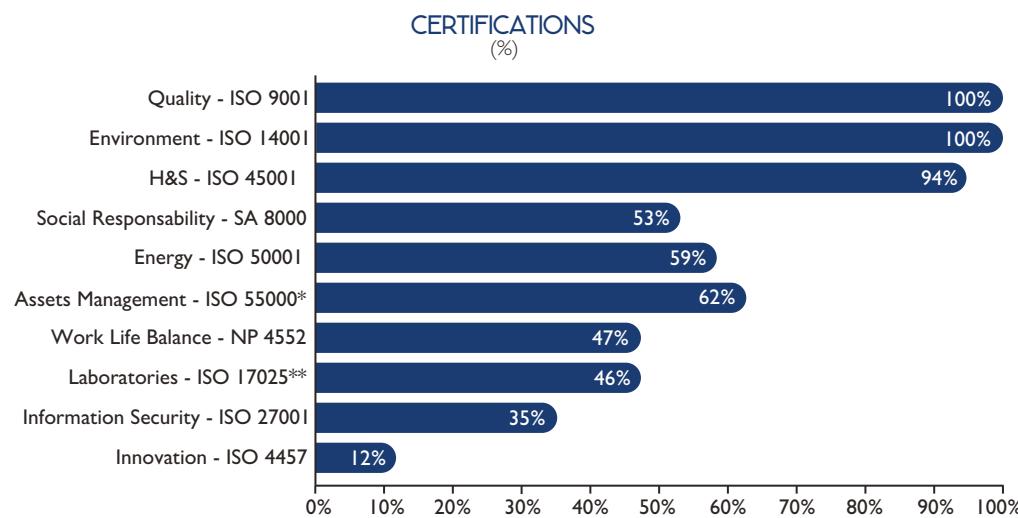
The creation of economic value for the Group's stakeholders resulted in the following distribution:

Operating costs (€)	719 066 321.41
Employees (€)	138 428 555.00
Payments to capital providers (€)	73 045 713.09
Status (€)	34 879 652.00
Donations (€)	501 179.50

THE GROUP CONTINUES TO RESPOND WITH DETERMINATION TO ITS SHAREHOLDERS AND OTHER STAKEHOLDERS.

There are several challenges that the AdP Group faces in responding to its shareholders and other stakeholders: technical, economic and financial efficiency, synergies with gains in economies of scale and transparency of management models.

The subsequent challenge of constant improvement of performance levels suggests the monitoring of business processes, to which management system certifications greatly contribute. In 2024, 100% of the Group's companies guaranteed their certification in ISO 9001 Quality and ISO 14001 Environment, 94% in ISO 45001 Security, 53% in SA8000 Social Responsibility, 59% in ISO 50001 Energy, 62% (of the 13 operational) in ISO 55000 Asset Management, 47% in NP 4552 Work Life Balance, 35% in ISO 27001 Information Security, 12% in ISO 4457 Innovation and 46% in Laboratories accredited in the ISO 17025.



*% Referring to operating companies.

** ISO 17025 Laboratories Accreditation.

THE RESPONSES TO THE GOALS SET FOR OUR AMBITIONS
ARE REPORTED IN DETAIL IN CHAPTER 2 – OUR PERFORMANCE.

1.7.3 STRATEGIC ALIGNMENT WITH THE SDG's



WATER AND
WATER SECURITY
ARE AT THE CENTER
OF THE SDG.

SDG 6 "Water and sanitation for all" is the core of the Águas de Portugal Group, it is for this reason that we work every day. This is the SDG that cuts across all the others because "without water there is no life", which gives the AdP Group a fundamental role and high responsibility on the path to the SDG, in Portugal and abroad. Access to water as well as sanitation are human rights enshrined by the ONU.

"Leaving No One Behind". This principle, which guides the 2030 Agenda and is the basis of our commitment. In a world where water is becoming increasingly scarce, we work to ensure that everyone, without exception, has access to this essential good. We know that without water, social, economic and environmental development is impossible. Therefore, SDG 6 is not just a goal, but the mission that guides all our actions and strategies.

Water is an essential good for life, peace and social well-being. According to the Sustainable Development Goals, water scarcity could displace 700 million people by 2030, 3 billion people around the world do not have access to basic infrastructure that allows them to wash their hands properly, and 61% of the world's countries have no financing capacity to achieve the objectives set to cover basic needs for access to water and sanitation.

Water use efficiency has increased by 9%, but water stress and water scarcity remain a concern in many parts of the world. Despite the progress, achieving universal coverage by 2030 requires a substantial increase in the current rates of progress in the world: six times in the case of potable water, five times in the case of sanitation. This requires increasing investment, training across the sector, promoting innovation, improving intersectoral coordination and cooperation between all stakeholders and adopting a more integrated and holistic approach to water management.

"NO RESOURCE IS AS AFFECTED BY CLIMATE CHANGE AS
WATER. THE LACK OF WATER AND SANITATION ESSENTIALLY
AGGRAVATES HUNGER, POVERTY AND PUBLIC HEALTH"

SDG6 IS NOT ONLY TRANSVERSAL TO EVERY OTHER SDG BUT IS ALSO CRITICAL TO ACHIEVING THEM.



SDG 1 – NO POVERTY

Safe drinking water and sanitation have a direct impact on reducing poverty. Water is fundamental to food production and increases access to education and employment.



SDG 2 – ZERO HUNGER

Water in quantity and quality is fundamental to sustainable agriculture producing food with high nutritional value. Therefore, sustainable water management practices are crucial to ensuring common access to safe, sufficient and nutritious food.



SDG 3 – GOOD HEALTH AND WELL-BEING

Access to safe water and sanitation is essential to preventing the spread of disease, reducing child mortality rates and improving the quality of health.



SDG 4 – QUALITY EDUCATION

Access to water and sanitation services in schools is essential because this contributes to well-being and reduces school dropout rates.



SDG 5 – GENDER EQUALITY

In some societies, women and girls are primarily responsible for managing water for domestic purposes and it is they who walk long distances to fetch it. With the time wasted walking, they are unable to engage in school and receive quality education for their personal development. Providing safe water and sanitation generates a direct impact on promoting fair and equitable opportunities. By ensuring universally safe water and sanitation, this boosts the quality of health, education and career progression and, consequently, gender equality.



SDG 6 – CLEAN WATER AND SANITATION

Water accounts for all life on the planet and is a catalyst for sustainable development. Sustainable water management practices, which ensure the provision of safe and clean water and appropriate sanitation facilities accessible to all, are therefore crucial to achieving the Sustainable Development Goals and improving the overall well-being of individuals and communities worldwide.



SDG 7 – AFFORDABLE AND CLEAN ENERGY

Water treatment requires energy and water itself provides an affordable and renewable source of energy production. Increasing the production and usage of renewable energy and implementing energy efficiency measures produces impacts including reducing greenhouse gas emissions, promoting the transition to a more sustainable and decarbonised economy and contributes to reducing water scarcity and minimising water pollution.



SDG 8 – DECENT WORK AND ECONOMIC GROWTH

Safe drinking water and sanitation services, in addition to creating employment opportunities, are crucial to protecting public health, reducing the spread of disease, improving school and employment participation and attendance rates. Thus, access to safe drinking water and sanitation produces direct impacts on inclusive and sustainable economic growth and full and productive employment for all. Agriculture is also a fundamental foundation for economic growth in many countries, generating millions of jobs and represents the leading water-consuming activity.



SDG 9 – INDUSTRY, INNOVATION AND INFRASTRUCTURES

Many livelihoods worldwide directly depend on water, such as the food and beverage industry, energy and agriculture. Innovation in the development and application of smart technologies contributes to more resilient and efficient water infrastructures. Water is central to achieving more sustainable industries, innovations and infrastructures and with these, in turn, contributing to the more efficient management of the water resources available.



SDG 10 – REDUCED INEQUALITIES

Promoting accessible water and sanitation services meets basic needs and promotes a healthy and productive life. Thus, equitable access to sufficient, safe and affordable water and efficient sanitation services contributes to social equality.



SDG 11 – SUSTAINABLE CITIES AND COMMUNITIES

For cities and communities to be safe and resilient to the effects of climate change, it is essential that they foster sustainable growth. Safe water and sanitation are fundamental to many aspects of urban life, including agriculture, transport and industry, and progress in water management is corresponding critical to developing sustainable cities and communities.



SDG 12 – RESPONSABLE CONSUMPTION AND PRODUCTION

Water is fundamental to producing everything we need daily. Ensuring safe water and sanitation provision enables sustainable consumption patterns, particularly in agriculture and food, reducing dependence on abusive water practices and unbridled consumption and alongside saving water resources.



SDG 13 – CLIMATE ACTION

Efficient water management is key to adapting communities to climate change and reducing the impacts on production, health, education, employment and quality of life.



SDG 14 – LIFE BELOW WATER

Oceans are the largest ecosystem on the planet. They cover more than 70% of the Earth's surface, contain 97% of all the planet's water and play a fundamental role for humanity: they regulate the natural water cycle, influence climate and weather conditions, stabilise temperature and are home to the greatest diversity of species, producing the food, jobs, mineral and energy resources necessary for life on Earth. Preventing the discharge of untreated sewage into aquatic environments is fundamental to protecting marine life, people's health and the planet's environmental quality.



SDG 15 – LIFE ON LAND

Healthy water systems are key to protecting biodiversity. Wetlands and estuaries are large ecosystems that are severely affected by pollution and water scarcity.



SDG 16 – PEACE, JUSTICE AND STRONG INSTITUTIONS

Access to water is a cause for conflict as water resources are indispensable to our survival. Scarcity and unequal distribution of water resources are two factors that foster social instability and inequality, resulting in conflicts and wars. Efficient water management and sanitation policies are key to mitigating conflicts, ensuring peace, justice and efficient institutions.



SDG 17 – PARTNERSHIPS FOR THE GOALS

Cooperation partnerships are essential to implementing the best practices for sustainable development. As water cuts across all the Sustainable Development Goals, protecting water helps in addressing today's greatest global challenges.



As SDG 6 forms the core of our business, we understand how our performance impacts on all 17 SDGs, of which we would highlight:

- The high coverage rates of water supply and sanitation services,
- The quality of drinking water and proper wastewater treatment, making a decisive contribution both to socioeconomic development and to improving public health and the surrounding ecosystems,
- The retail company adoption of social tariffs provides access to basic services to disadvantaged members of the population,
- The efficient management and protection of water resources coupled with increasing system resilience,
- The leveraging of reused water for purposes that do not require drinking water standards, such as irrigation, washing public areas, among many others, will ensure the greater availability of this resource,
- The impact that the quality of water supply and sanitation services have on public health, especially in reducing water-borne diseases, is today a reference point in public health policy,
- Our non-discrimination policy, our commitments to gender equality and our role in the international arena, with major efforts in the PALOPs, contributes decisively to greater equality between men and women within the water sector,
- The management of energy and a reduction in the costs associated with water constitutes another strategic priority for the AdP Group within the scope of deepening levels of efficiency that guarantee the eco-efficiency and sustainability of its water supply and wastewater sanitation operations. Within this framework, the ZERO Program stands out as the AdP Group means of reducing its energy consumption and sharply boosting its own output of 100% renewable energy with the objective of obtaining energy neutrality in 2030. The effective implementation of this program shall enable the Group to take up a position as one of the first on an international level to achieve energy neutrality in all its national and international activities,
- Our investments in innovation, the building of sustainable and resilient infrastructures, as well as the adoption of sustainable technologies and industrial processes,
- The change in the paradigm from waste to subproduct, fostering the circular economy,
- Education in the value of water makes the Group an active agent in fostering change in environmental values.

WE SUPPORT

**ÁGUAS DE PORTUGAL IS A MEMBER
OF THE BOARD OF THE UN
COMPACT NETWORK PORTUGAL**

All companies in the Group are signatories to the “United Nations Global Compact (UNGC). Águas de Portugal is a member of the Board of the UN Compact Network Portugal. With this adhesion, we are committed, in addition to an active participation in favour of Sustainable Development, to respect the ten principles of this Global Compact, which involve Human and Labour Rights, Environmental Protection and Anti-Corruption Mechanisms.

The benefits of this adhesion to the Águas de Portugal Group are:

- Show leadership in corporate social responsibility matters.
- Develop practical solutions for solving problems related to globalization, sustainable development, corporate social responsibility, and in their surroundings with their different stakeholders.
- Have a proactive attitude in risk management in solving the most critical points.
- Collaborate with the United Nations in achieving and transmitting these objectives to governments, the business community, civil society and other stakeholders.
- Promote good practice and learning.
- Have access to the United Nations' extensive knowledge on development-related issues.
- Improve company/ brand management, productivity and employee motivation as well as increase efficiency in operational performance.

**HUMAN RIGHTS****Principle 1**

Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2

Make sure that they are not complicit in human rights abuses.

**LABOUR****Principle 3**

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labour.

**ENVIRONMENT****Principle 7**

Businesses should support a precautionary approach to environmental challenges.

Principle 8

Undertake initiatives to promote greater environmental responsibility; and

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.

**ANTI-CORRUPTION****Principle 10**

Businesses should work against corruption in all its forms, including extortion and bribery.

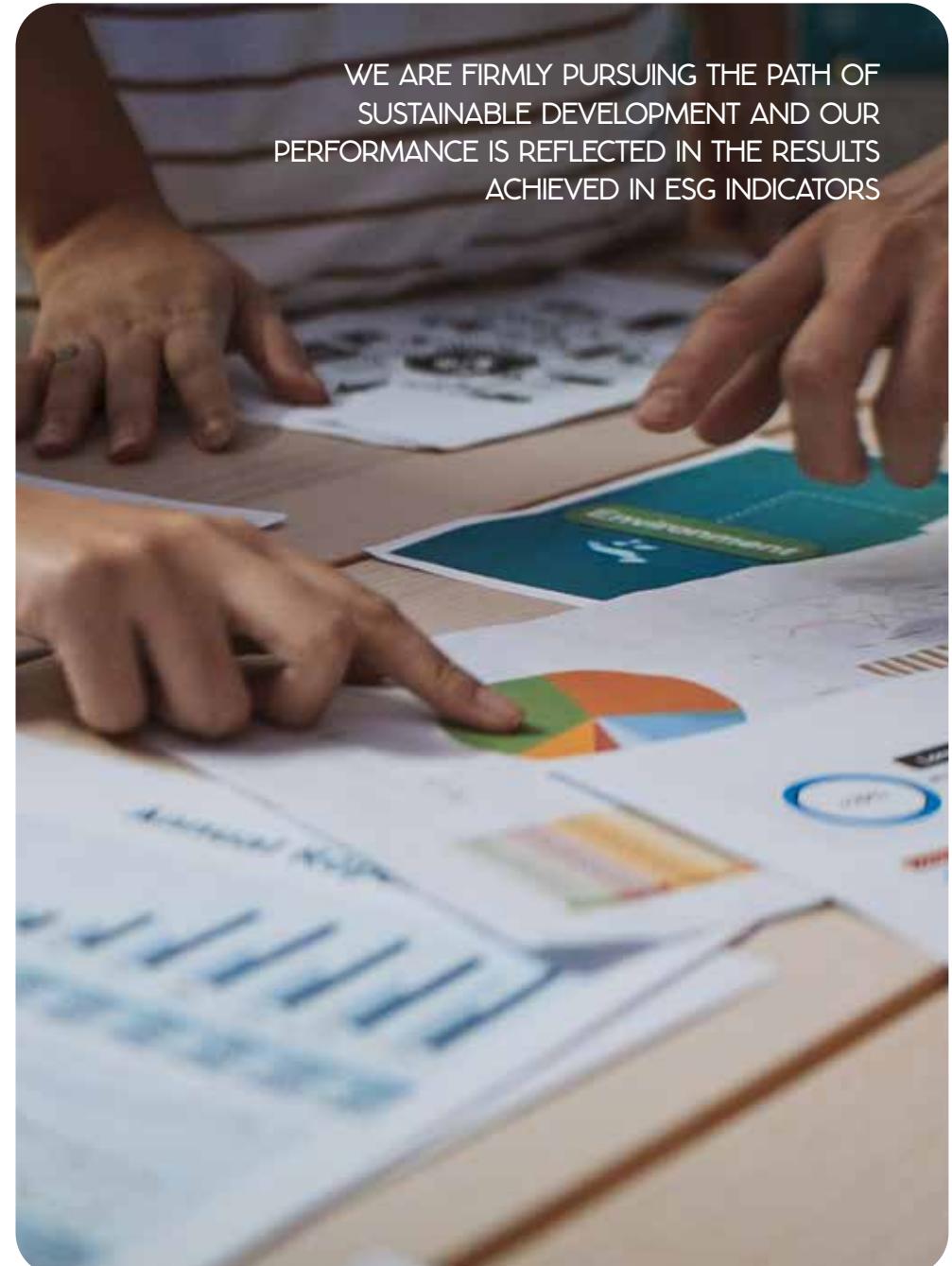


Also in 2016, the AdP Group integrated the Alliance for the Sustainable Development Goals, of which it is a member of the General Council, reinforcing its commitment to people and the environment.

With regard to the promotion of the Sustainable Development Goals (SDG's) and the strengthening of their commitment to people, public health and the environment, among the different initiatives promoted nationally and internationally, the adhesion of the Águas de Portugal Group to the "Joint Statement on the Right to Sanitation" initiative, launched by a group of European entities, deserves special emphasis, with which it is intended that the European Commission introduce legal provisions, in the revision of the Urban Wastewater Treatment Directive, that guarantee the best possible access to sanitation services for the entire European Continent, in line with human rights provisions.

In 2022, we integrated the Observatory of the Sustainable Development Goals in Portuguese companies, an initiative of CATÓLICA-LISBON in partnership with BPI Fundação la Caixa. It is a far-reaching project, which aims to study how large, small and medium-sized companies in Portugal are incorporating the 2030 Agenda into their business strategies.

WE WANT TO ENSURE THE QUALITY OF OUR FUTURE:
THE FUTURE OF PEOPLE; THE FUTURE OF THE ECONOMY;
THE FUTURE OF THE PLANET.



WE ARE FIRMLY PURSUING THE PATH OF
SUSTAINABLE DEVELOPMENT AND OUR
PERFORMANCE IS REFLECTED IN THE RESULTS
ACHIEVED IN ESG INDICATORS

I.8

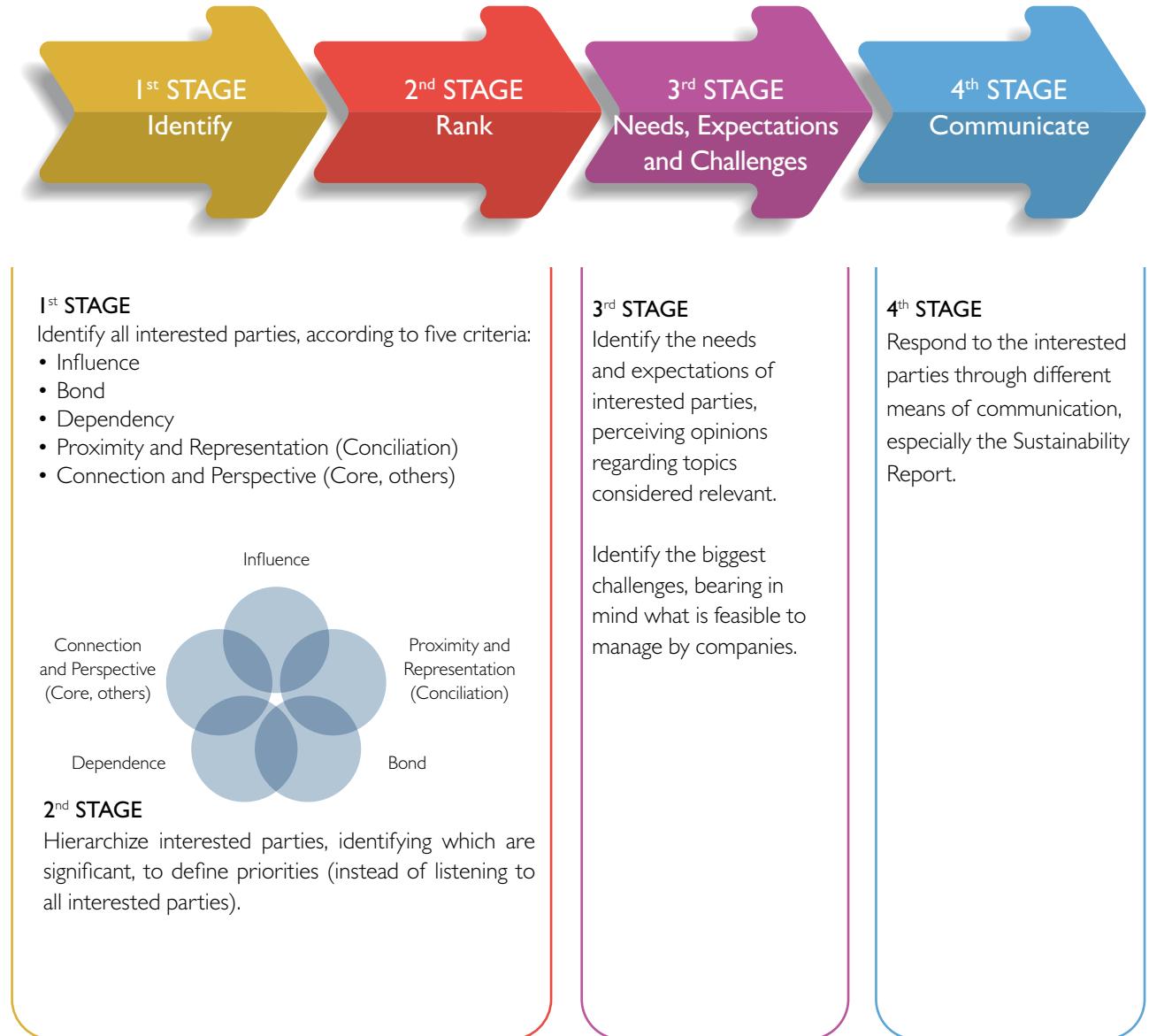
OUR STAKEHOLDERS

The relationship with stakeholders in the AdP Group is a strategic priority. The AdP Group communicates continuously with its stakeholders, through various channels, listening to their opinions, involving them in its strategy. The principle of transparency, based on the duty to be accountable in a clear and open manner, to all those who have a legitimate interest in knowing, is a fundamental pillar of the relationship between the companies of the AdP Group and their stakeholders.

Engagement with stakeholders allows, on the one hand, to make known the outputs of our activities and, on the other hand, to receive inputs related to their expectations. This exchange and sharing of information contributes to the continuous improvement of the service quality.

We count on the daily involvement of 3891¹ employees, with 237 partner Municipalities, with an extensive network of suppliers and with a strong group of other stakeholders, dispersed from north to south of the country, to serve about 8 million people.

The AdP Group has an implemented methodology for identifying and listening to stakeholders, which defines 4 stages:



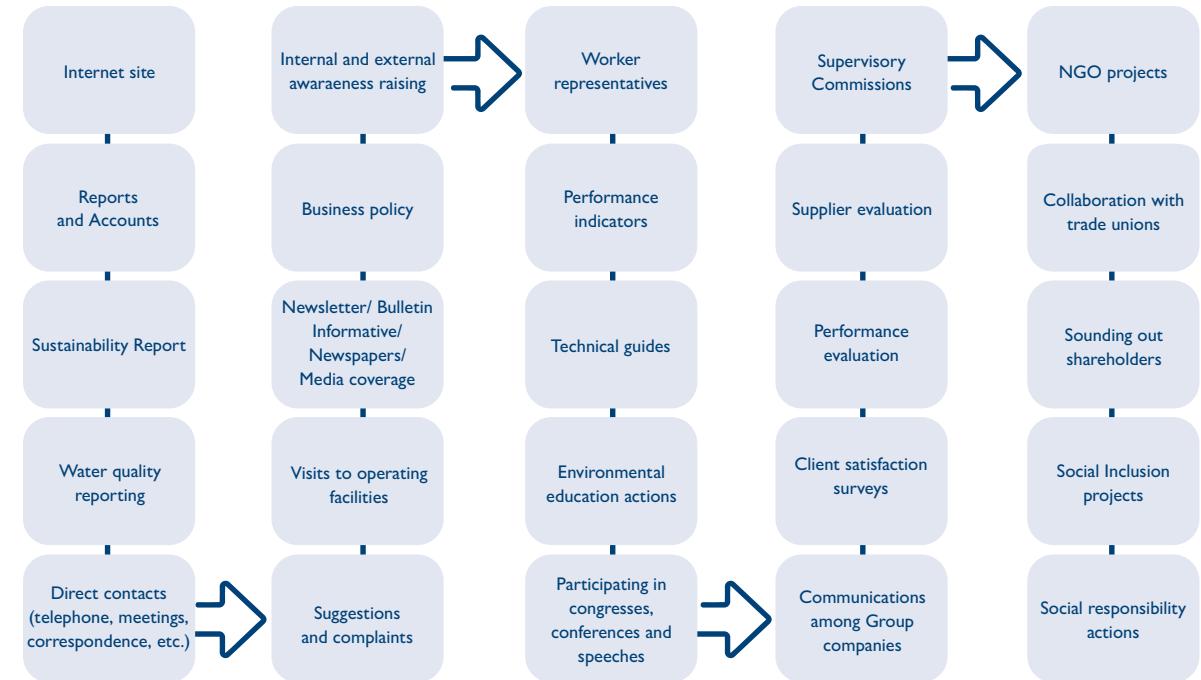
¹ 3843 active.

The AdP Group has identified the following Groups as its stakeholders:



Communication with stakeholders is developed through multiple channels, direct and indirect, with the Sustainability Report being the main document for the materialization of this transparency policy.

In 2024, communication with stakeholders developed as usual through the various forms of involvement used, both in individual companies and in the Group as a whole, through multiple channels, direct and indirect.



There were several inputs received from stakeholders, namely through the coordination, by the President of the Group, António Carmona Rodrigues, of the Working Group designated to prepare the “Água que Une” (Water That Unites) Strategy; the consultation of the diagnosis of the Organizational Climate to employees; the consultation with Trade Unions (negotiation meetings and the Joint Committee); periodic consultations within the scope of management systems; consultations with the Community; among others.

ENGAGEMENT WITH WATER STAKEHOLDERS

From the elaboration of the “Água que Une” Strategy, by the Working Group coordinated by the Group's President, António Carmona Rodrigues, which took place during the second half of 2024, the AdP Group will be particularly committed:

- in the promotion of loss reduction,
- in the implementation of the Action Plan for Water Reuse,
- in the use of diversified origins for urban, agricultural, industrial supply and balance of ecosystems
- in the rehabilitation, reconfiguration and extension of systems.



CORPORATE SUSTAINABILITY GOVERNANCE AND LEADERSHIP

- Involvement with Stakeholders

in “United Nations Global Compact Progress Information”



ORGANIZATIONAL CLIMATE ASSESSMENT



AS PESSOAS NO CENTRO DA NOSSA ATENÇÃO



As part of the challenge of valuing human capital, an assessment of the organizational climate was carried out for the year 2023, between December 13, 2023 and January 21, 2024. The main objective of the collection of results was to support a process of continuous improvement of the work environment in our Organisation. The participation of all the Group's Companies is noteworthy, with a participation rate of 64.5%.

The overall result of the 2023 organizational climate assessment was 2.75 (on a scale of 1 – very negative to 4 – very positive).

As strengths, working conditions were identified and as an aspect to improve human resources policies, denoting a shared concern for valuing people. The level of happiness in the AdP Group increased by around 3.54% compared to 2021. Team building/Events initiatives were considered the most important factor to improve interpersonal relationships, and it was also highlighted that employees appreciate and intend to maintain the current social and professional benefits.

The Ambitions identified in the Sustainability Commitment and respective objectives remain aligned with the needs and expectations identified with the different stakeholders.

- 2.1 Work with Purpose
- 2.2 Taking Action for the Climate
- 2.3 Accelerating the Circular Economy of Water
- 2.4 Enhancing the Value of Territories
- 2.5 Innovating To Impact
- 2.6 Ensuring Water and Sanitation Across Borders
- 2.7 Educating for Sustainability



SUSTAINABLE WATER MANAGEMENT IS ESSENTIAL TO ENSURE A CONTINUOUS PUBLIC SERVICE, WITH DEMANDING QUALITY STANDARDS AND SOCIALLY ACCEPTABLE TARIFFS.

2. OUR PERFORMANCE



WATER TREATMENT AND SUPPLY²

22 368 km

PIPELINES AND DISTRIBUTION NETWORK

1 332

WATER INTAKES

117³

WATER TREATMENT PLANTS

883

WATER SUPPLY PUMPING STATIONS

28

DAMS

2 028

WATER RESERVOIRS

412 600

CONNECTION BRANCHES

² It does not include AdSA infrastructure associated with industrial water production. | ³ In addition, another 457 treatment facilities.

WE CONTRIBUTE TO A SUSTAINABLE FUTURE BY PROMOTING A POSITIVE IMPACT ON TODAY'S SOCIETY AND THE NEXT GENERATIONS.



WE HAVE MADE INVESTMENTS WORTH 196.2 MILLION EUROS

Access to potable water is often taken for granted, of which society no longer imagines itself deprived. At AdP Group, we believe that water is a resource that should be accessible to everyone, regardless of their geographical location or socio-economic condition. We work daily in the operation and maintenance of water treatment and supply systems, as well as the rehabilitation and construction of infrastructure, so that they meet the needs of the communities we serve. We assume the dual responsibility of continuously supplying potable water to the population and capturing only the essential flows (minimizing waste), thus conserving and valuing water masses as a natural resource.

In 2024, the AdP Group made investments worth 196.2 million euros, of which 187.1 million euros in the construction or remodelling of supply or sanitation infrastructures. This value compares with 213.7 million euros in 2023.

ACCESS TO WATER SHOULD NOT BE SEEN AS A PRIVILEGE, BUT RATHER AS A FUNDAMENTAL HUMAN RIGHT.

The responsible management of water resources increasingly involves the implementation of practices aimed at extracting only the necessary amounts of water, the preferential use of surface captures and the reduction of real water losses, always ensuring that the quantities withdrawn are aligned with the real needs of the communities we serve. Thus, we not only minimize the environmental impact, but also promote a more efficient use of available water resources, a fundamental approach to ensure the preservation of aquatic ecosystems and the availability of water for future generations.

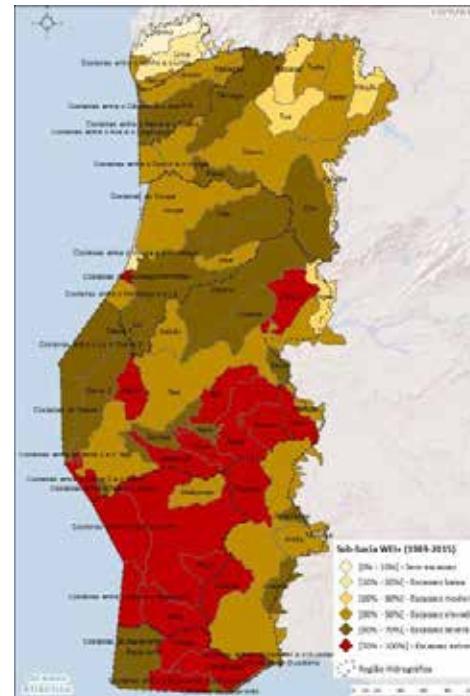
THE DAILY MANAGEMENT OF WATER CAPTURES IS DONE IN ORDER TO AVOID THE REDUCTION OF WATER AVAILABILITY IN SURFACE AND UNDERGROUND RESERVES AND TO ENSURE THE MAINTENANCE OF MINIMUM FLOWS, SAFEGUARDING THE ECOSYSTEMS THAT DEPEND ON THEM.

RESPONSE TO WATER SCARCITY IN CLIMATE CHANGE SCENARIO

The growing consumption of water in different uses (public supply, agriculture, industry, tourism and others) has been imposing increasing pressure on water resources, which, combined with the effects of climate change, which translate into lower water availability and greater seasonal variability, reinforce the need for an effective integrated management of water resources and the different sources of water to guarantee demand needs, without compromising the sustainability and water security of the different regions.

The asymmetries in the country, from north to south, impose different challenges on the Águas de Portugal Group, to supply more than 8 million people in the 214 municipalities indirectly or directly served. Based on the information available in the WEI+ index, which represents the balance between the availability and use of water for consumptive uses, the AdP Group monitors and develops strategies for adapting the territory to drought and scarcity. The great regional, seasonal and interannual variability of the hydrological regime in the Country reflects situations of scarcity, especially in the regions of Alentejo and Algarve.

IN WATER MANAGEMENT, THE ENORMOUS RESPONSIBILITY OF ANTICIPATING SCENARIOS, ASSESSING RISKS, DEVELOPING SOLUTIONS AND ACTING ACCORDINGLY STANDS OUT, ESPECIALLY IN THIS SECTOR OF ESSENTIAL PUBLIC SERVICES.



APA, 2024.

Índice escassez WEI+	
Classes	
WEI+ inferior a 10% - Sem Escassez	
WEI+ entre 10% a 20% - Escassez Baixa	
WEI+ entre 20% a 30% - Escassez Moderada	
WEI+ entre 30% a 50% - Escassez Elevada	
WEI+ entre 50% a 70% - Escassez Severa	
WEI+ superior 70% - Escassez Extrema	

Long-term planning, greater adaptation to uncertainties, in addition to strategic risk management and action for the rational and conscious use of water are some of the main actions developed by the Group to ensure water security for the population of the municipalities served. To continue to ensure the service of excellence that we provide, we continue to work on the resilience of systems in the context of drought and water scarcity, increasingly demanding scenarios in terms of quality, quantity and safety.

Unlike the drought of 2022/23, which affected practically all regions of the country, in 2024 attention focused on the Algarve region. This region faced alarming levels of scarcity, leading to the declaration by the Authorities of a contingency situation. The AdP Group actively participated in monitoring the situation and developed the necessary emergency measures to avoid a supply disruption. It should be noted that the structural (and not contingency) measures related to the implementation of the Algarve Water Efficiency Plan, despite being under development, were scheduled to be completed in 2026.

In 2024, it is also important to highlight the coordination, by the AdP Group, of the Working Group appointed by the Government, to prepare the "Água que Une" (Water That Unites) Strategy, which took place during the second half of the year.

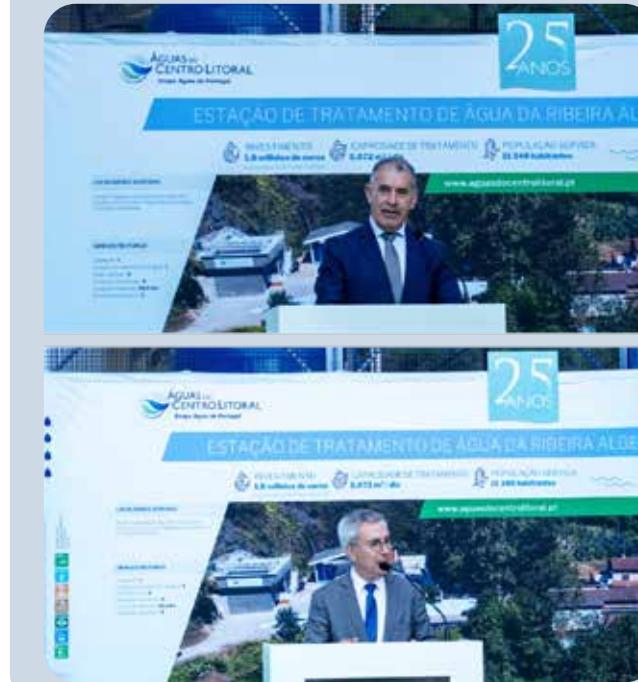
This strategy aims to ensure an integrated and multisectoral management of water resources, reduce the vulnerability of regions to drought and scarcity, increase territorial cohesion and strengthen the protection of ecosystems, acting at the level of Efficiency, Resilience and Intelligence associated with governance. The AdP Group will be particularly committed to promoting loss reduction, implementing the Action Plan for Water Reuse, using diversified sources (fresh water, ApR, brackish water, seawater) for urban, agricultural, industrial supply and ecosystem balance, and the rehabilitation, reconfiguration and extension of systems, among others.

WATER MANAGEMENT MUST ENSURE A BALANCE BETWEEN SUPPLY AND DEMAND BY THE VARIOUS ECOSYSTEMS AND SECTORS, CONSIDERING THE "ÁGUA QUE UNE" (WATER THAT UNITES) STRATEGY, WHICH PRESUPPOSES A HOLISTIC AND INTEGRATED MANAGEMENT MODEL.

REHABILITATION OF RIBEIRA DE ALGE CAPTURE AND WATER TREATMENT PLANT

Águas do Centro Litoral inaugurated the rehabilitation of the Ribeira de Alge capture and Treatment Plant, which serve the municipality of Ansião and part of the municipalities of Figueiró dos Vinhos and Penela, which represents a population of just over 11 thousand inhabitants.

The investment made, in the amount of 1.6 million euros, co-financed by POSEUR, aims to increase the resilience and robustness of the treatment process and to promote an adequate response to possible changes in water quality resulting from possible extreme weather phenomena (for example, heavy rainfall or leaching of ash resulting from fires).



ÁGUAS DO ALGARVE AWARDS DESIGN, CONSTRUCTION AND OPERATION OF THE ALGARVE DESALINATION SYSTEM

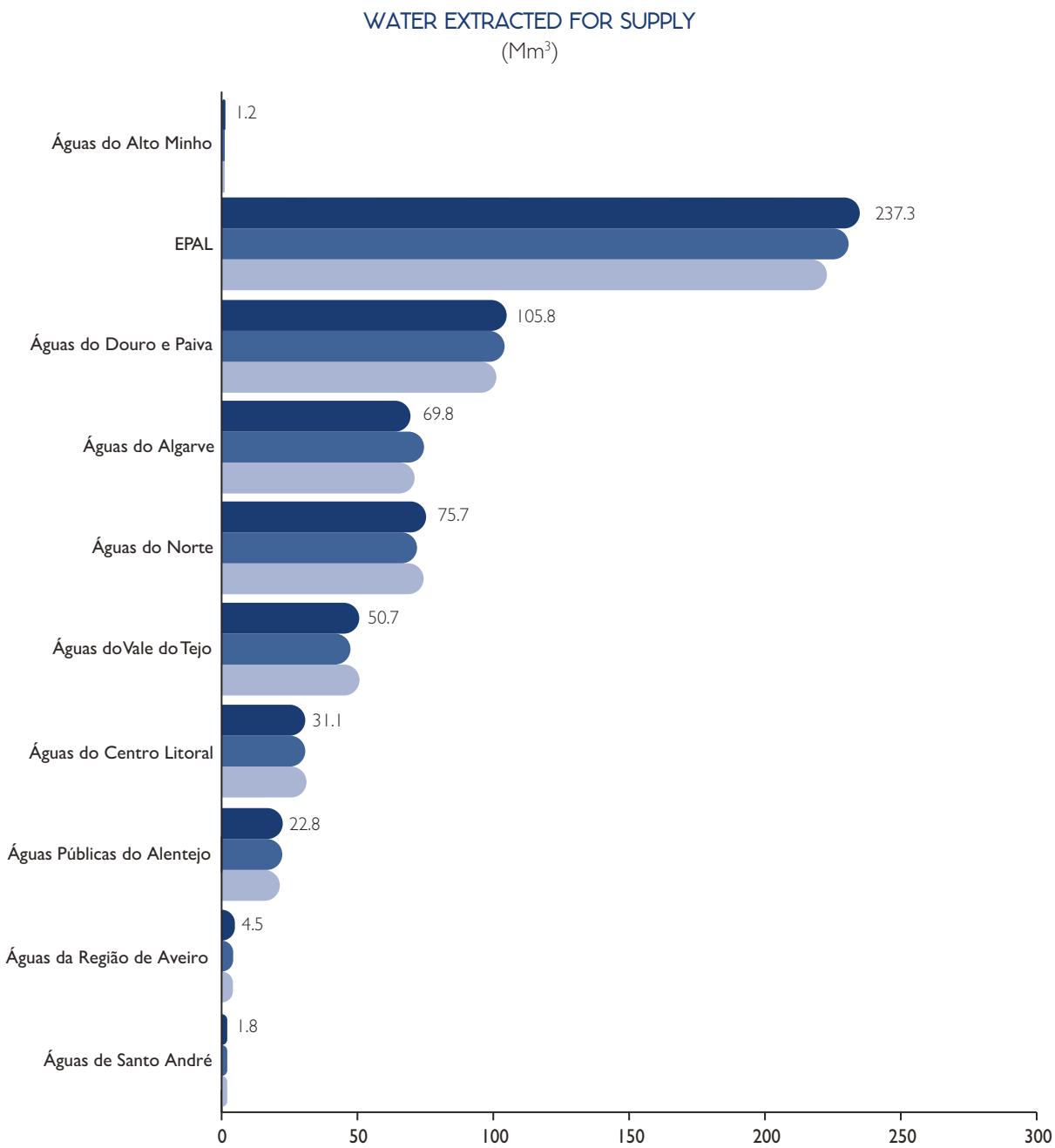
The Algarve region has suffered, over the last few years, cycles of prolonged drought associated with a situation of water scarcity already considered structural, resulting in a decrease in the volumes of water stored in the various sources available.

On National Water Day, Águas do Algarve awarded the Public Tender for the Design, Construction and Operation of the Desalination System in the Algarve Region, with the Complementary Group of Companies – ACE, formed by the companies LUSÁGUA – SERVIÇOS AMBIENTAIS, S.A., AQUAPOR – SERVIÇOS, S.A and GS INIMA ENVIRONMENT, S.A.U, which aims to strengthen the resilience of public supply in the Algarve region.

This Contract represents an investment of 107.9 million euros and is provided for in the "Algarve Regional Water Efficiency Plan – SM6 – Promoting the desalination of the sea", as part of Component C09 of the Recovery and Resilience Plan (PRR).



In 2024, 601⁴ million m³ of water were captured, which represents an increase of 0.8% compared to 2023, to supply 214 municipalities.



⁴ Water obtained from the AdP Group companies' own captures or under their responsibility. The company Águas de Santo André captured 14.43 million m³ from the Sado River in 2024 to feed the Morgavel reservoir (value not included in the graph, since it is not water for human consumption), from which 12.16 million m³ were taken for the production of industrial water.

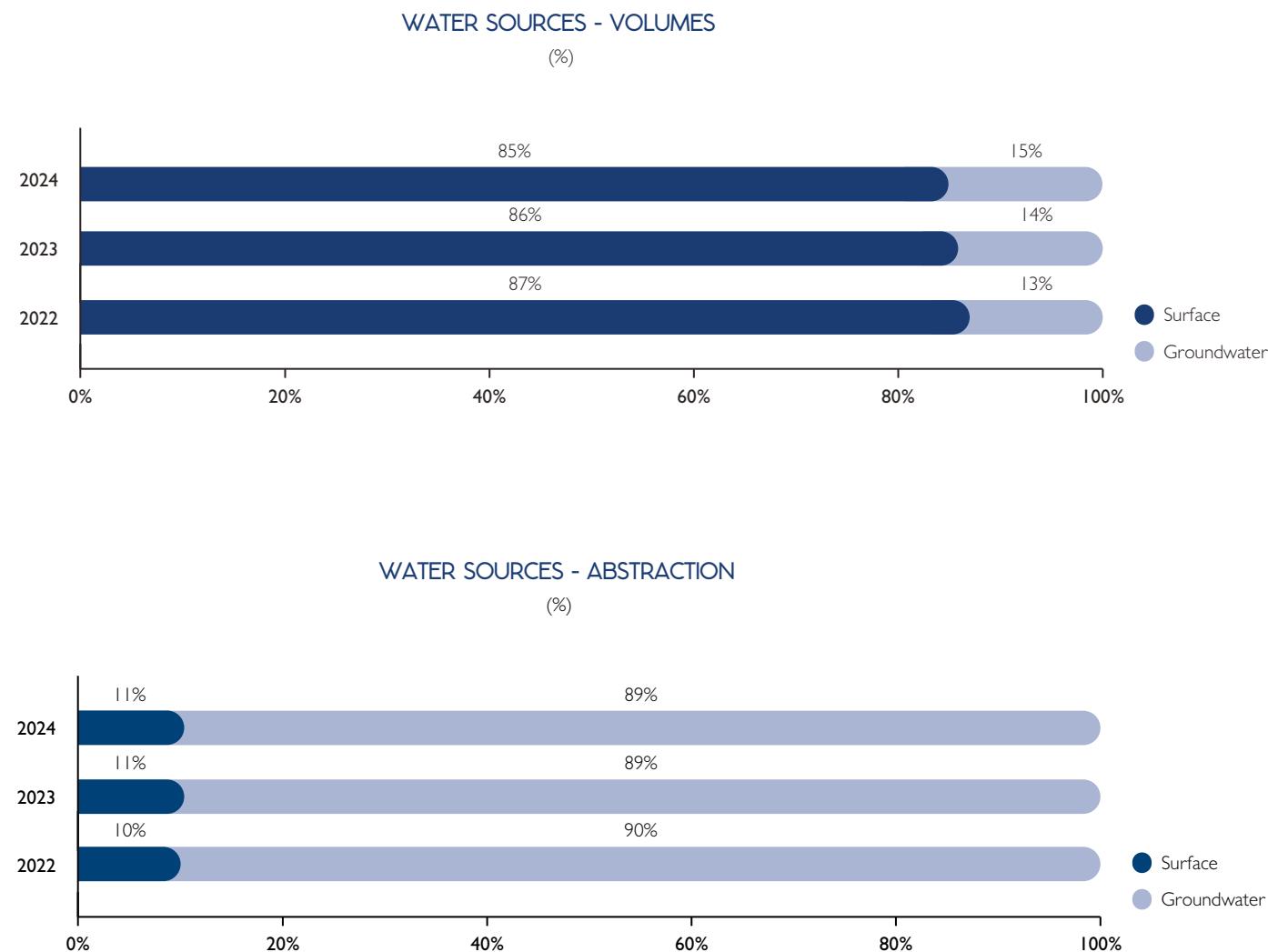
Respect for the limits defined in the licenses issued by the competent entity guarantee the sustainable use of resources. 93% of the water came from licensed captures (with the rest in the licensing process). In 2024, 50% of the maximum volumes defined in the licenses were captured.

In 2024, the number of surface captures remained stable, 142 (in 2023 there were 145) and represented 85% of the total volume captured, slightly below 2023 (86%). The number of underground captures was 1190 (in 2023 there were 1183). The value of the extraction of surface captures existing in the Group's companies reflects the preferential use of surface water, to the detriment of underground captures, thus contributing to the guarantee of high levels of replacement and to the safeguarding of underground aquifers and ensuring the conservation of water resources. In 2024, the volume of water obtained via surface captures was 511 Mm³ and via underground abstractions was 90 Mm³.

INDUSTRIAL WATER, ÁGUAS DE SANTO ANDRÉ

Águas de Santo André supplies industrial water, in addition to potable water for human consumption. The Industrial Water System comprises the capture of the Sado River, in Ermidas do Sado, followed by a supply of about 40 km to the Morgavel Reservoir, and the water is then raised and transported to the Morgavel Water Treatment Plant.

After being subjected to treatment, it is sent to the reservoir in Monte Chãos (50,000 m³), from where it is distributed, by gravity, to the industries of the Industrial and Logistics Zone of Sines (ZILS), using its own distribution network and independent of industrial potable water, although with parallel routes.



The Águas de Portugal Group is committed to continuously reducing water losses in its bulk and retail water supply activity, recognizing the importance of efficient water resources management. Reducing water losses is a continuous objective, and the Águas de Portugal Group is committed to improving its infrastructures and processes to ensure an improvement in the AdP Group's results in the management of water resources.

In 2024 it was found that the losses were maintained. In the systems on the rise, the real losses were 3.5% (2023 3.7%). In the retail systems, the real losses were 11.9% (2023, 11.8%).

MEASURES ADOPTED TO COMBAT LOSSES

- Continuous flow and pressure monitoring (by remote management);
- Carrying out load tests on pipelines and reservoirs;
- Periodic in loco inspection routines (for example, pipeline location strips, reservoirs);
- Verification and measurement of flow meters;
- Rehabilitation of reservoirs and replacement of end-of-life pipelines;
- Carrying out monthly water balances;
- Specialized teams;
- Investment in technology.

WONE - NETWORK MANAGEMENT AND LOSS CONTROL

Wone®, developed and tested by EPAL, the largest and oldest water management entity in Portugal, is a monitoring system dedicated to network management and water loss control.

Supported by a computer application, it is based on the implementation of Monitoring and Control Zones (ZMC) associated with pressure and flow measurement equipments.

As part of active leakage control, it has reduced the levels of non-revenue water in Lisbon's distribution network from 23.5% in 2005 to values below 8% today, placing the Portuguese capital in the world ranking of cities with the best performance in terms of loss control.

Internationally recognized with several awards and distinctions, it can be easily adapted to any management entity that wants to improve the efficiency of its distribution network.



AdDP INVESTS IN LOSS CONTROL WITH REPLACEMENT OF THE LARGEST FLOW METER OF THE LEVER WATER TREATMENT PLANT

AdDP replaced its largest flow meter, located in one of the outlet pipelines of the Lever Water Treatment Plant. It is a large-diameter steel pipeline (DN1800), responsible for supplying around 28% of the total volume supplied by the company, accounting, on average, for about 80,000 m³/day.

This flow meter is essential for the accurate calculation of losses, namely of the Lever South Adductor System. Since it is installed in the outlet pipeline of the Lever Water Treatment Plant, after the pump collector, it also allows you to check the operation and performance of the various 1.8 MW pumping groups installed in the Final Lift of the installation.

The equipment replacement works included: removal of the pavement; preparatory work for the removal of equipments; discharge of water from the pipeline; removal of old accessories and installation of new ones; filling, cleaning and pressure tests to the pipeline; replacement of the infrastructure in service and the initial conditions and paving.

The replacement of this large equipment was carefully planned and executed, minimizing the interruption time of the water lift. During this period, with the reinforcement of the other supply lines and an effective management of reserves, the supply to customers and the population of the region was maintained, without any restriction.





BY CONTINUING TO WORK TOWARDS THE DEPOLLUTION AND PRESERVATION OF OUR WATERS, WE ARE ENSURING A MORE PROSPEROUS AND SUSTAINABLE FUTURE FOR ALL.

The existence of adequate sanitation systems is a fundamental pillar for the conservation and enhancement of water masses and the environment, for the well-being of people and for the safeguarding of public health. The AdP Group continuously invests in the modernization and expansion of its sanitation infrastructures, ensuring that wastewater is treated efficiently before it is returned to the environment. Compliance with the limits defined in the licenses, issued by the competent entities, allows the sustainable use of resources for the purpose for which they are intended. The improvement in the quality of water masses, resulting from the impact of the AdP Group's activity, boosts the country's economy. The depollution and maintenance of the quality of beaches and water lines not only contributes to the preservation of the environment, but also boosts the dynamics of tourism activity in Portugal.

PORTUGAL WITH 440 BEACHES AWARDED WITH BLUE FLAG IN 2024

WASTEWATER SANITATION

12 647 km

SEWERS

19

SUBMARINE EMISSARIES FOR REJECTION OF TREATED WATER

1 034⁵

WASTEWATER TREATMENT PLANTS

237 285

CONNECTION BRANCHES

2 559

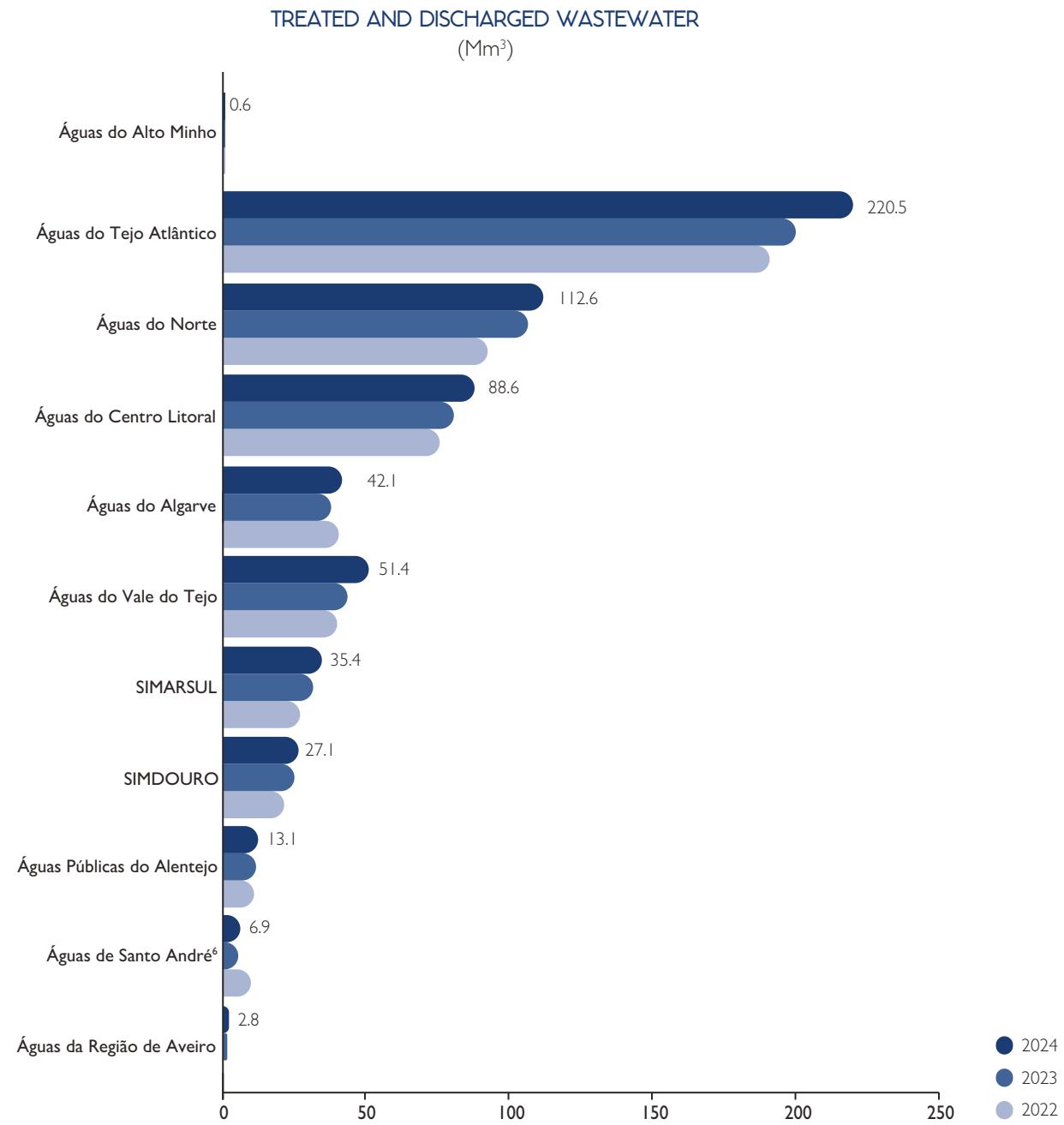
SANITATION PUMPING STATIONS

100%

REPLACEMENT OF WATER IN THE WATER ENVIRONMENT, CONSIDERING THE VOLUME OF WATER CAPTURED

⁵ 83 septic tanks were not considered in the total number of wastewater treatment plants.

In 2024, 217 municipalities were served in sanitation by the AdP Group. The volume of wastewater treated and replaced in the water environment was 601 million m³, 8.1% more than in 2023. AdP Group companies with retail sanitation service collected 59 million m³ of wastewater in 2024, with these flows mostly being delivered to bulk companies for treatment and rejection.



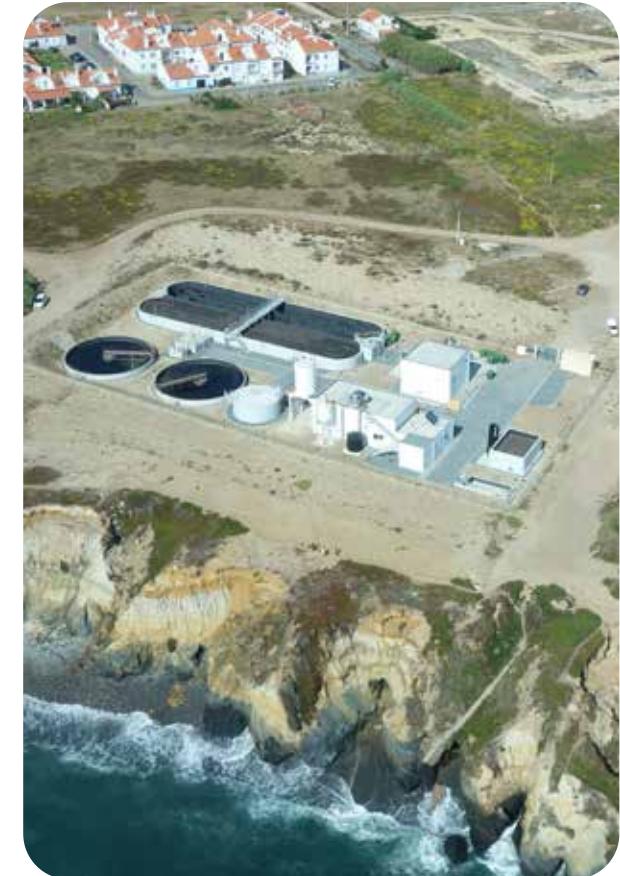
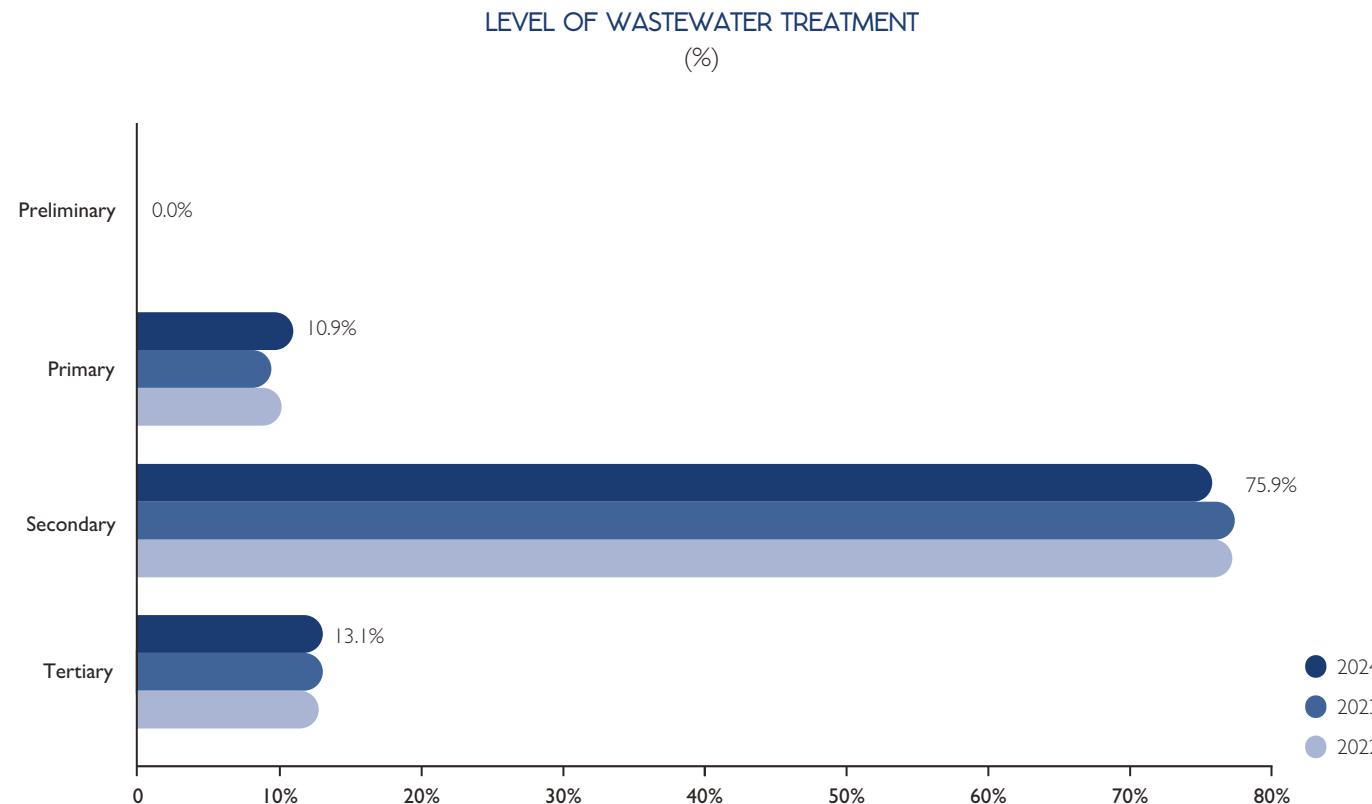
⁶ In AdSA, there is also the rejection of another 806,623 m³/year of industrial saline water, not included in the graph.

The replacement of treated wastewater in water lines contributes decisively to the maintenance and support of ecosystems, particularly in areas of severe drought.

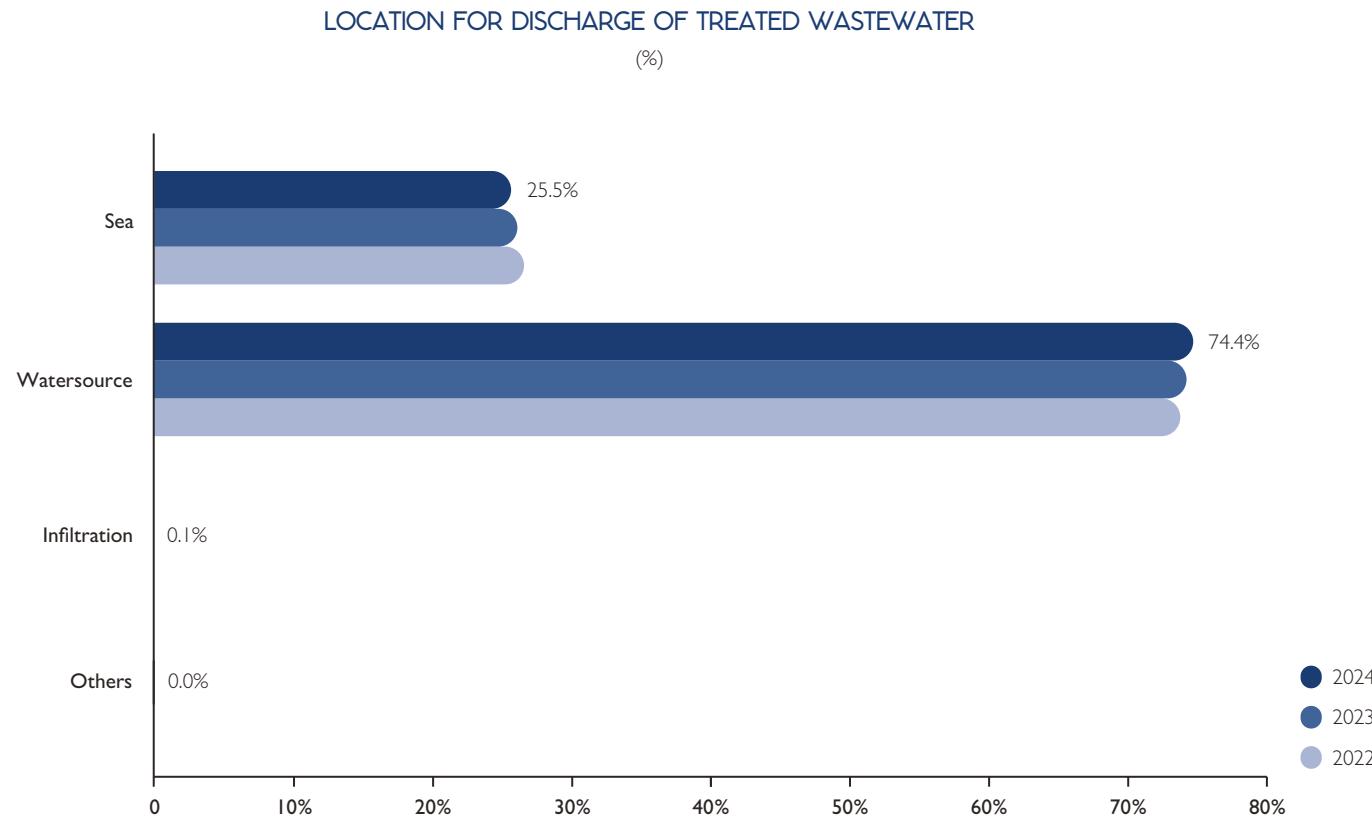
The high level of quality required in the various uses of the receiving media requires different types of wastewater treatment. The predominant treatment at the AdP Group's facilities is secondary. In particular situations, defined in the discharge permits, wastewater is additionally subjected to tertiary treatment to remove nutrients, in particular nitrogen and phosphorus.

60 |
MILLION M³

TREATED WATER REPLACED
IN THE WATER ENVIRONMENT



Water lines are the preferred places of final destination for treated wastewater (74% of the effluent) due to their proximity to treatment facilities, followed by rejection by submarine emissary at sea (25%).



The Group's management entities have an important history of producing water for reuse, namely for compatible own uses. Following its integration into the public service provided as its main activity through Decree-Law nr. 16/2021, of February 24, a set of initiatives were promoted, awaiting the publication of the densification of the applicable regime, taking into account the set of specificities and the convenience of stimulating and enhancing it.

OUR BEACHES WITH GOLD QUALITY

In the 2024 bathing season, Quercus classified a total of 420 beaches with Gold Quality in Portugal (26 more than in 2023), of which 349 are coastal beaches, 61 are river beaches and 10 are transitional beaches.

This award attests to the quality of bathing water on beaches, in different parameters, the work of our companies in wastewater treatment is decisive.



Environmental management systems are an important contribution to the proper management and valorisation of resources, minimizing risks and eliminating waste, and enhancing opportunities, bringing capital gains to the society where we operate. 100% of the AdP Group's companies are certified by the ISO 14001 standard, which demonstrates our commitment to excellence in environmental management and our responsibility to contribute to a more sustainable future.

POSITIVE IMPACTS

- Preservation of natural resources
- Preservation of ecosystems
- Promotion of alternative energy sources
- Protection of public health
- Promotion of the economy (wealth creation), at regional and national level
- Jobs (direct and indirect)
- Tourism (with the increase in the health conditions of watercourses and soils)
- Environmental education

NEGATIVE IMPACTS

- Large volumes of water captured
- Energy consumption (electricity and fuel)
- Emissions
- Waste production
- Impacts on biodiversity
- Changes in the characteristics of the discharge media
- Impact on the local population (Construction works, infrastructure exploitation)



THROUGH THE IMPLEMENTATION OF SUSTAINABLE PRACTICES, WE ARE ABLE TO PROTECT THE ENVIRONMENT AND GENERATE SOCIAL AND ECONOMIC GAINS.



ENVIRONMENTAL
PROTECTION



7th Principle: Companies should support a precautionary approach to environmental challenges.

- Existence of robust commitments, strategies or policies in the area of environmental management.
- Effective management systems to integrate environmental principles..
- Effective monitoring and evaluation of environmental management mechanisms.

in "United Nations Global Compact Progress Information"

ON THE PATH OF OUR AMBITIONS



WORK WITH PURPOSE

TAKING ACTION FOR THE CLIMATE

ACCELERATING THE CIRCULAR ECONOMY OF WATER

ENHANCING THE VALUE OF TERRITORIES

INNOVATING TO IMPACT

ENSURING WATER AND SANITATION ACROSS BORDERS

EDUCATING FOR SUSTAINABILITY



3.I

WORK WITH PURPOSE

VALUING THE RELATIONSHIP WITH
EMPLOYEES, ENCOURAGING PROFESSIONAL
AND PERSONAL EVOLUTION

PILLAR: GROUP CULTURE

OBJECTIVES

- Investing in the professional and personal development of employees
- Ensuring equal opportunities and promoting diversity and inclusion
- Ensuring occupational safety and health
- Promoting work, family and personal life balance
- Ensure transversal and effective internal communication

GOALS

- Establish a new global human resources policy within the AdP Group
- Implement an internal mentoring program focused on sharing experiences and sharing knowledge
- Implement the development and learning plan
- Expand the training offer of the Águas Livres Academy by 20%
- Ensure the participation of all the Group's employees in AAL's training actions
- Guarantee training to all employees at >25% compared to the minimum number of hours established by law
- Develop a program to promote diversity and inclusion in the Group
- Ensuring compliance with the annual Gender Equality Plan



- Reach 40% of women in decision-making positions by 2030
- Raise awareness of all the Group's employees in diversity and inclusion
- Implement the Group's safety culture and ensure 0 serious accidents
- Ensure 8 hours/year of safety training for all employees
- Promote psychosocial risk assessment every 2 years
- Promote the implementation of management systems for the conciliation of professional, family and personal life in all Group companies
- Promote dialogue by listening to the organizational climate every 2 years
- Implementation of the new intranet in the AdP Group





HUMAN RIGHTS



1st Principle

Companies support and respect the protection of the internationally recognised human rights.

2nd Principle

Companies guarantee their non-participation in violations of human rights.

- Existence of robust commitments, strategies and policies for human rights.
- The AdP Group management effectively integrates the principles of human rights.
- Effective monitoring and evaluation of the management mechanisms for human rights.

in "Progress Information on the United Nations Global Pact"

3 891

TOTAL EMPLOYEES

52⁷

TOP MANAGEMENT POSITIONS

⁷ Positions held by corporate boards. In absolute number, there are 44.

THE EMPLOYEES OF THE AdP GROUP PROVIDE SERVICES TO MORE THAN 8 MILLION PEOPLE, THEY ARE TRUE PILLARS OF SOCIETY.

It is with the commitment and duty of public service mission that the employees of the AdP Group play a fundamental role in the daily lives of around 8 million people. The success of the AdP Group is therefore based on the performance of its employees.

The strengthening of relationships of respect, responsibility and trust are fundamental pillars for achieving excellence in the service provided. The AdP Group's people management model aims to promote the alignment of the organisation with the maturity of companies and business processes, based on a culture of respect, transparency and trust.

THE AdP GROUP'S HUMAN RESOURCES STRATEGIES ARE DEVELOPED IN ORDER TO ENSURE THAT THE NEEDS OF EMPLOYEES AND COMPANIES ARE MET.

Our strategic pillars are:

- Organization, ensuring structured and efficient processes.
- Valuing people, promoting development and recognition.
- Knowledge, boosting innovation and continuous learning.
- Symbiosis with the community, strengthening our social impact.

Our fundamental values – sustainability, balance, equity and well-being – support all the initiatives we promote, complemented by key principles that guide our performance:

- **Responsibility:** we are firmly committed to the mission of the AdP Group.
- **Autonomy:** we encourage informed and responsible decision-making.
- **Initiative:** we promote innovation and proactivity at all levels of the organization.
- **Meritocracy:** we guarantee recognition and appreciation based on performance.
- **Internal demand:** we have established high standards of rigor and quality.
- **Service excellence:** we ensure a positive and sustainable impact on communities.
- **Social utility:** we strengthen our role in improving the quality of life.





OUR EMPLOYEES ARE DRIVEN BY THE MISSION OF PROVIDING A PUBLIC SERVICE OF EXCELLENCE.

THE AdP GROUP VALUES THE MOTIVATION, SATISFACTION, QUALIFICATION AND WELL-BEING OF ITS TEAMS, WITH A SPECIAL FOCUS ON PROMOTING HEALTH AND SAFETY IN THE WORKPLACE.

ON THE PATH TO THE DIGITALIZATION OF HR PROCESSES

In 2024, the digitalization of HR processes project was continued, through the implementation of a management platform, SAP Success Factors, which modernizes the management of personal data, performance evaluation, training and recruitment, with special emphasis on the performance evaluation module.



WE CONTRIBUTE TO THE DYNAMIZATION OF EMPLOYMENT AND THE LOCAL ECONOMY.

CHARACTERIZATION OF THE HUMAN RESOURCES OF THE AdP GROUP

The AdP Group currently has 3,891 employees⁸, 3,843 of whom are active, contributing to the dynamization of employment and the local economy, boosting the fight against desertification in the interior of the country. In 2024, 376 more employees joined the AdP Group companies and 213 left, corresponding to a turnover rate of 9.7% and 5.5%, respectively.

Total number of active employees by company	2022	2023	2024
AdAM	176	185	178
AdNorte	590	583	608
AdDP	148	145	159
SIMDOURO	77	77	82
AdCL	235	234	293
AdRA	281	280	287
EPAL + AdVT	1 047	1 042	1 064
AdTA	406	398	414
SIMARSUL	119	116	124
AdSA	66	78	81
AgdA	152	154	202
AdA	195	196	202
Holding and Instrumental Companies ⁹	169	142	149
Total	3 661	3 630	3 843

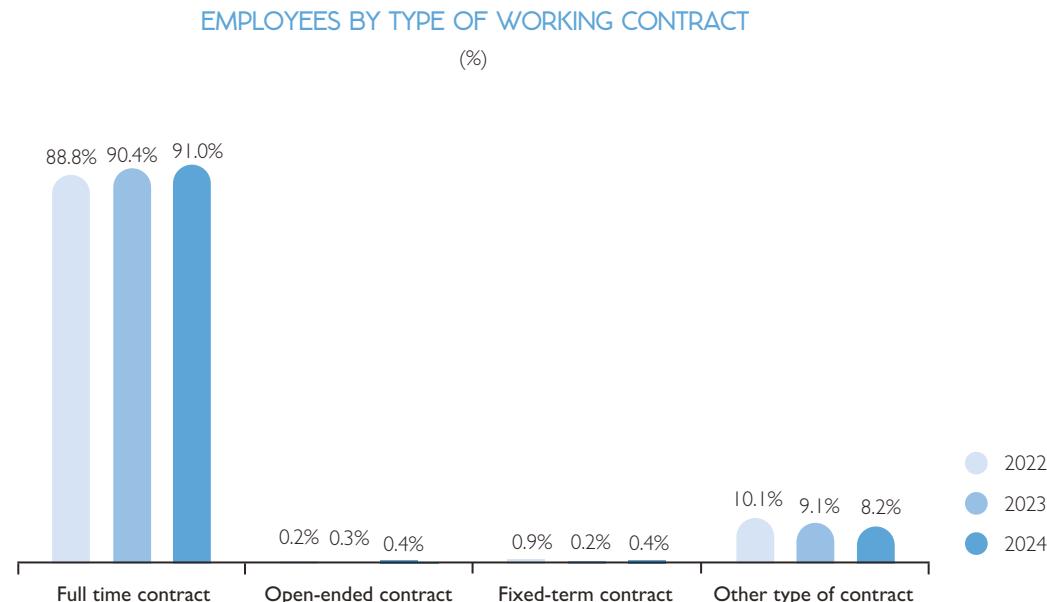


⁸ Amount referring to the total number of employees on December 31, 2024, including employees with a suspended contract. Throughout the chapter "Work with Purpose" the ratios are presented based on the number of active employees. In the years 2022 and 2023, people on prolonged leave (37 and 54 respectively) were considered in the group of employees with a suspended contract; In 2024 this criterion was discontinued, and it is now considered in the group of active employees. On December 31, 2024, there were 66 people on prolonged leave, considered in the number of active employees.

⁹ Includes AdP Internacional's branches and subsidiaries.



The AdP Group privileges stable and long-term employment relationships, which proves that 91% (90% in 2023) of the contracts are of indefinite duration¹⁰ and that the average length of service in the Group is 14.6 years.

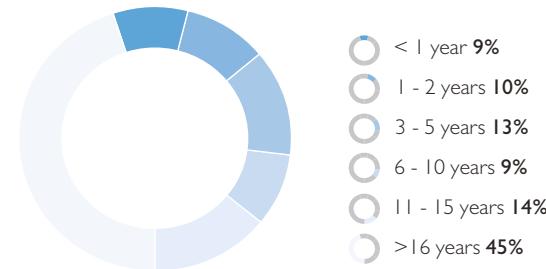


In 2024, of the 376 employees hired by the AdP Group, 25% are under the age of 30, demonstrating the commitment that has been made to attracting talent. The hiring of new generations brings benefits to the Group, namely in adapting to market changes, strengthening the organizational culture and its sustainable growth. Taking into account the Group's diversity policy, 12% of the aforementioned hires are over 50 years old.

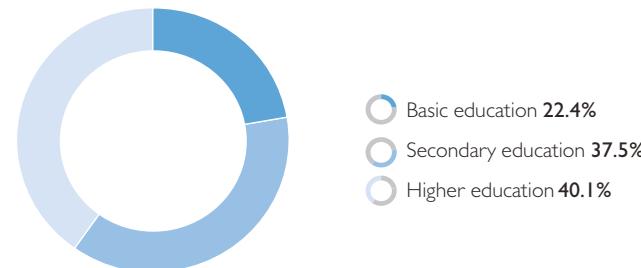
**OUR EMPLOYEES ARE DRIVEN
BY THE MISSION OF PROVIDING
A PUBLIC SERVICE OF EXCELLENCE.**

¹⁰ Employees on an occasional assignment regime between Group companies, or on public interest assignment with other public organisations, are represented in the graph as "other type of contract" and are bound, in the companies of origin, with a contract of indefinite duration.

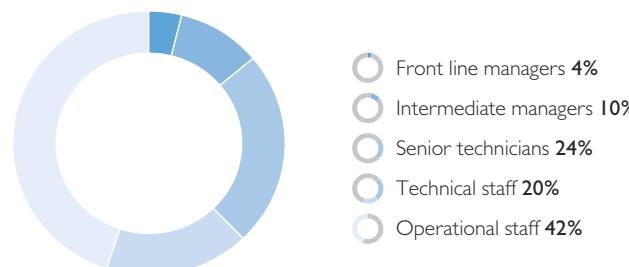
LENGTH OF SERVICE
(%)



EDUCATION LEVELS
(%)



EMPLOYEES BY SEGMENT
(%)





WE INVEST IN THE DEVELOPMENT OF OUR PEOPLE

OUR EMPLOYEES ARE DRIVEN BY THE MISSION
OF PROVIDING A PUBLIC SERVICE OF EXCELLENCE.

Professional and Personal Valuing and Development

The AdP Group recognises that the professional and personal valuing and development of its employees are fundamental aspects for the existence of healthy and productive work environments. The recognition of the importance of the individual and collective contribution of employees and the support for their growth in companies, promotes a culture of excellence, attracts and retains talent. A work environment based on trust and respect fosters the resilience and agility needed to face day-to-day challenges.

We believe that the improvement of skills promotes interpersonal and leadership skills, which are essential for the growth of employees within the AdP Group. Professional development is a priority and has been translated into an increase in annual training hours, mentoring and leadership programs. In addition to professional development, the AdP Group companies support the balance between professional and personal life, promoting the emotional and physical well-being of employees, including mental health programmes, flexible working hours and initiatives that encourage the practice of physical activities. By prioritizing well-being, we ensure not only job satisfaction, but also a positive organizational climate, with better performances.

In the context of professional valuing and social dialogue, we highlight the agreement signed with the trade unions, guaranteeing significant wage increases, with a special focus on lower wages. The entry salary in the AdP Group was repositioned, standing 10.37% above the Guaranteed Minimum Monthly Remuneration (RMMG).

EACH EMPLOYEE IS ESSENTIAL
TO THE SUCCESS OF THE AdP GROUP.

In 2024, the AdP Group reinforced its commitment to the personal and professional growth of employees, strengthening its skills in line with the challenges of the water and sanitation sector. We believe that investing in the training and development of employees ensures that they have the necessary technical and behavioural skills to perform their duties effectively, especially considering the specific demands of the water and sanitation sector, which involve technologies and regulations that are in constant evolution. Throughout the year, the training was structured to reflect the essential values of the AdP Group, encouraging the responsibility, autonomy and initiative of employees.

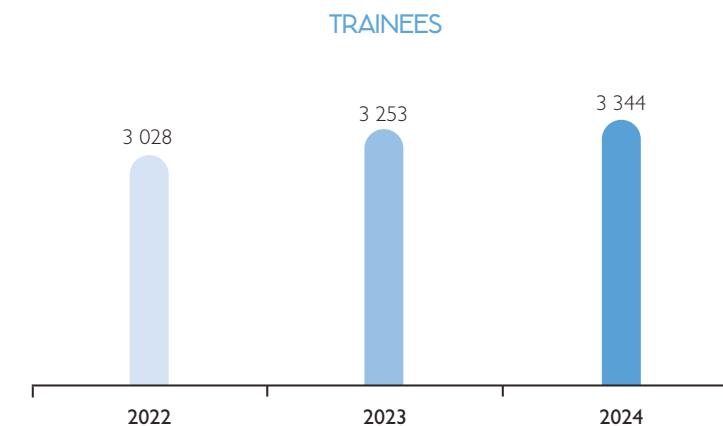
IN 2024, WE INVESTED IN INNOVATIVE FORMATS AND IN THE FIRST TRANSVERSAL MENTORING PROGRAM, WHICH HAD MORE THAN 180 PARTICIPANTS.

The strategy followed had the following key points:

- The diversification of themes, with training that covered both specialized technical skills and a set of essential soft skills,
- Ethics and professional conduct, with reinforcement of training in corporate ethics, maintaining the emphasis on our principles of integrity and responsibility,
- The commitment to cybersecurity, through the promotion of transversal training actions, to strengthen organizational resilience, in the face of the increase in digital threats.
- Reskilling and upskilling, with the development of reskilling and skills update programs, to ensure that our people are prepared for the challenges of the future, taking into account the technological and regulatory evolution of the sector.

WE ARE COMMITTED TO CONTINUOUS LEARNING

In 2024, employees had around 111 thousand hours of training¹¹, 6% more than in 2023 and the executive governing boards around 851 hours. In recent years, the training offer has been increasing consistently, and the AdP Group recognizes that investment in training enhances the improvement of individual and Group performance.



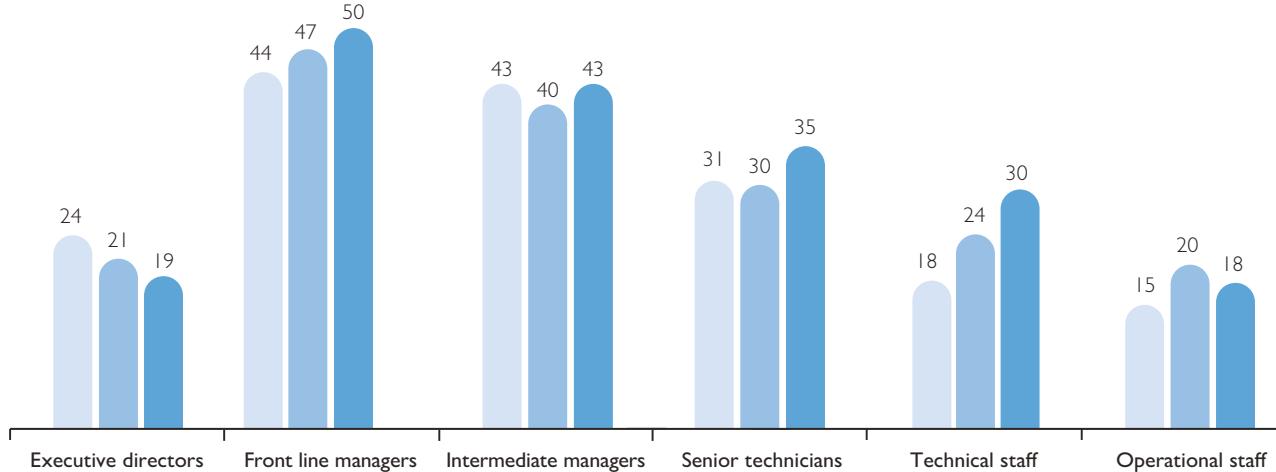
¹¹ It includes 2167 hours of training for employees suspended on December 31 and who left in the year under analysis. It does not include administrators.



AVERAGE ANNUAL TRAINING HOURS



AVERAGE NUMBER OF ANNUAL HOURS OF TRAINING FOR STAFF AND EXECUTIVE DIRECTORS BY SEGMENT



LEADERSHIP AND ORGANIZATIONAL CULTURE

We invest in the development of our leaderships, promoting specific training for the qualification of managers and for the reinforcement of the culture of proximity and collaboration. In 2024, initiatives such as Growth Mindset, Responsibility and Choices were launched for some of the companies and the Strategic Leadership Program for AdP Group managers.



PERFORMANCE MANAGEMENT

Ensuring the involvement, integration, participation and motivation of employees through the recognition of their performance is a key factor of the AdP Group's human resources policy. The performance evaluation process aims to manage and develop individual contributions, in order to ensure the alignment of performance with the company's strategy and objectives and to enhance continuous improvement. The Performance Evaluation System provides that the evaluation is not an isolated act, but rather part of a permanent and continuous process, which integrates the observation, monitoring, evaluation and development of employees.

The performance evaluation system was reviewed and clarified, maintaining the focus on the continuous improvement of the process, through training actions that enhanced a mindset of growth and responsibility, raising awareness of unconscious biases in order to make this process increasingly robust, objective and consequential.

In 2024, 85% of the Group's employees were assessed.



DIVERSITY, EQUALITY, EQUITY AND INCLUSION

The AdP Group provides a comprehensive public service, from North to South of the country, ensuring access to essential services that contribute to social cohesion, sustainable development and the well-being of the entire population.

Based on the same guiding principle of equality and respect for diversity, the Group internally promotes non-discriminatory human resources policies, including the Gender Equality Policy, the Code of Ethics and Conduct, the Collective Labour Agreement, certifications in the SA8000 Social Responsibility standards and the standard for the Conciliation of Personal, Professional and Family Life, which solidify the AdP Group's position in this area, increasing corporate culture and social cohesion. The AdP Group is aligned with the international conventions on social relations and working conditions, adopted by the International Labour Organization (OIT).

By adopting these practices, the AdP Group companies contribute to the promotion of equal opportunities and treatment of people regardless of political, social or economic nature, and to a fairer society.

38% OF WOMEN IN DECISION-MAKING POSITIONS IN 2024

In 2024 we fulfilled our Plan for Gender Equality and maintained our commitment to the iGen- Forum of Organizations for Equality, which we integrated in 2017, reinforcing the commitment to promoting gender equality and improving sustainability, organizational justice and employee's satisfaction. The AdP Group is committed to continuing its actions to promote gender equality, making commitments to improve in dimensions that incorporate the principles of equality and non-discrimination between men and women at work and in employment, as well as in the

conciliation between professional, personal and family life and protection in parenthood. We are members of the Portuguese Association for Diversity and Inclusion, created to manage and ensure the sustainability and development of the Portuguese Charter for Diversity and Inclusion and GRACE – Responsible Companies Association.

The AdP Group is also among the eight Portuguese flagship companies that lead the goal of reaching 40% of women in decision-making positions by 2030, having subscribed in 2021 to the National Goal for Gender Equality, reiterating the objective of promoting equal treatment and opportunities and the balanced participation of men and women in professional activities. In 2024, we have 38%¹² of women in decision-making positions.

WE PROMOTE AN ORGANIZATIONAL CULTURE THAT VALUES THE UNIQUENESS OF EACH EMPLOYEE.

¹² Executive positions held by women (there are administrators who hold the position in more than one company). In absolute number, they are 36%.



PLAN FOR GENDER EQUALITY

Incorporating the principles set out in the Gender Equality Policy, the Gender Equality Plans of the AdP Group companies aim to implement a set of measures aimed at achieving effective equality of treatment and opportunities between men and women, eliminating discrimination and allowing the conciliation of personal, family and professional life.

The Gender Equality Plan is structured in seven aggregating areas:

- Strategy, Mission and Values;
- Equal access to employment;
- Initial and continuous training;
- Equality in working conditions;
- Protection in parenthood;
- Conciliation between personal, family and professional life;
- Prevention of the practice of harassment at work.

The AdP Group's Sustainability Commitment for 2022-2025 also assumes the objectives of "Ensuring equal opportunities and promoting diversity and inclusion" and "Promoting balance between professional, family and personal life", with four goals to be applied in all the Group's companies:

- Develop a program to promote diversity and inclusion.
- Ensure compliance with the annual Plan for Gender Equality.
- Reach 40% of women in decision-making positions by 2030.
- Raise awareness among all the Group's employees about diversity and inclusion.

Its implementation is materialized, among others, in the Gender Equality Plans.



GENDER EQUALITY POLICY

Equality between women and men means the equal opportunity for men and women to participate in all spheres of public and private life. It is enshrined in the Constitution of the Portuguese Republic, in its article 13, and constitutes a fundamental principle of community law considered in article 2 of the Treaty on the European Community.

In its work dimension, this principle translates into:

- Equal opportunities in access to work, employment, professional training and career development.
- Balanced participation of men and women in professional life and in family life, in particular with regard to the need for absence from work for maternity and/or paternity leave and to provide care for dependent people.

The policy as guiding principles: Strategy, Mission and Values; Equal Treatment and Opportunities; Conciliation between Personal, Family and Professional Life; Prevention of the Practice of Harassment at Work; Social Dialogue and Participation; Initial and Continuous Training; Communication and Image.

A policy of gender equality and conciliation of professional and family obligations is not only a development factor that allows for the elimination and promotion of a better use of human resources, but also a necessary component for the evolution of societies.



We highlight the main initiatives implemented in 2024 that contributed to the fulfilment of the defined Plan:

- The AdP Group discloses relevant Human Resources information disaggregated by sex in its Report and Accounts and in its corporate Sustainability Report annually (as well as in the companies' individual reports). The corporate Sustainability Report is sent to the main stakeholders and is made available on the Group's and companies' website, as well as on the intranet.



- Participation in the communication working group of the iGen - Forum Organizations for Equality, created to promote a collective culture of social responsibility and justice, by incorporating principles of equality and non-discrimination between women and men in the labour market.

- Its participation in GRACE – Responsible Companies Association.



- Monitoring of the explicit and measurable objectives of the Corporate Responsibility Management System and definition of new goals within the scope of the repositioning of Sustainability in the AdP Group.

- Consultation with the Group's employees on the degree of satisfaction with the policies and measures implemented, regarding the dimensions of diversity and equality, ethics, non-discrimination and balance and conciliation of professional, family and personal life within the scope of the organizational climate survey.
- Realisation of e-learning training actions on Ethics and Conduct aimed at all employees of the AdP Group.
- Participation in the Engineers for a day project, with the empowerment of young students and breaking down barriers and gender biases associated with professions in the operation and maintenance of water and sanitation and choosing a technical or higher education course.
- Carrying out a study of psychosocial risks, the result of which refers to the absence of discriminatory tendencies between Men and Women.
- Conducting a salary equity study between men and women, by CESIS.
- Internal disclosure of the new version of the Parental Rights Guide.



The continuous improvement of the social responsibility and conciliation management systems also contributes to ensuring the adoption of best labour practices in AdP Group companies, with 53% and 47% of the companies certified, respectively, in the SA8000 and NP 4552 standards.

KEY POINTS OF THE SA8000:

- Child labour;
- Disciplinary practices;
- Forced labour;
- Working hours;
- Health and safety;
- Remuneration;
- Discrimination;
- Management system;
- Freedom of association and the right to collective bargaining.



WE RENEWED OUR COMMITMENT TO EQUALITY

In 2024, the AdP Group renewed its commitment to iGEN – Forum for Equality, which it has maintained since 2017.

Created in 2013, iGEN is composed of 73 national and multinational organizations from the public, private and social economy sectors, which operate in Portugal and together represent about 2% of Portuguese PIB (Gross Internal Product).

The members have made a commitment to strengthen and highlight their organisational culture of social responsibility by incorporating the principles of equality between women and men at work and in employment into their strategies and management models.



EPAL LAUNCHES FEMALE PODCAST

Eleonora Lampreia was the first guest of EPAL's new podcast "Women of the Águas Livres". In a conversation with Alexandra Cristóvão, Director of Corporate Sustainability, Eleonora, who works in the management of sanitation infrastructure projects in the Department of Studies and Projects of the Engineering Management, underlines that the actions and gestures of "ordinary" people can truly transform the world.



ÁGUAS DO ALTO MINHO AND ÁGUAS DO NORTE PARTICIPATE IN THE STEM LABS "ENGINEERS FOR ONE DAY" IN VIANA DO CASTELO

Águas do Alto Minho and Águas do Norte were present at the event "STEM LABS: Engineering and Technology Laboratories", as part of the International Day of Girls in Information and Communication Technologies.

With the aim of promoting gender diversity in STEM (Science, Technology, Engineering and Mathematics) areas, this initiative aims to combat gender biases and stereotypes related to engineering and technology professions, through practical and dynamic activities, with engineering and technology laboratories, aimed at schools.

It was thus intended that the participants better understand what these careers involve, promoting female Role Models in engineering and technology to inspire young women.

The initiative took place on May 22, at the Cultural Centre of Viana do Castelo and was promoted by the Engineers For One Day program, which is coordinated by the Commission for Citizenship and Gender Equality and by the INCoDe.2030, in conjunction with the Portuguese Association for Diversity and Inclusion (APPDI), the Higher Technical Institute and the Order of Engineers.

Since its creation in 2017, the initiative has reached more than 21,000 young people from primary and secondary schools, through various activities, including laboratory practices, role model sessions and mentoring.

WE CELEBRATE THE WOMEN OF THE AdP GROUP

On International Women's Day, the companies of the Águas de Portugal Group marked the date with the publication of the recognition of women's work on their social networks, with photos of our women. Often invisible, their work is essential to ensure the supply of water in quantity and quality and for the proper treatment of wastewater, protecting the environment and promoting public health.





EQUAL OPPORTUNITIES AND PROMOTION OF BALANCE BETWEEN PERSONAL AND PROFESSIONAL LIFE



16%

SENIOR MANAGERS
BETWEEN THE AGES OF 26 AND 35

30%

1ST LINE MANAGERS AGED
BETWEEN 36 AND 45

60%

WOMEN
SENIOR MANAGERS

100%

RETURN
AFTER PARENTAL LEAVE

84

EMPLOYEES
OF FOREIGN NATIONALITIES

20¹³

WOMEN
ADMINISTRATION



LABOUR

6th Principle

The elimination of discrimination in the workplace.

in "Information on Progress in the United Nations Global Pact"



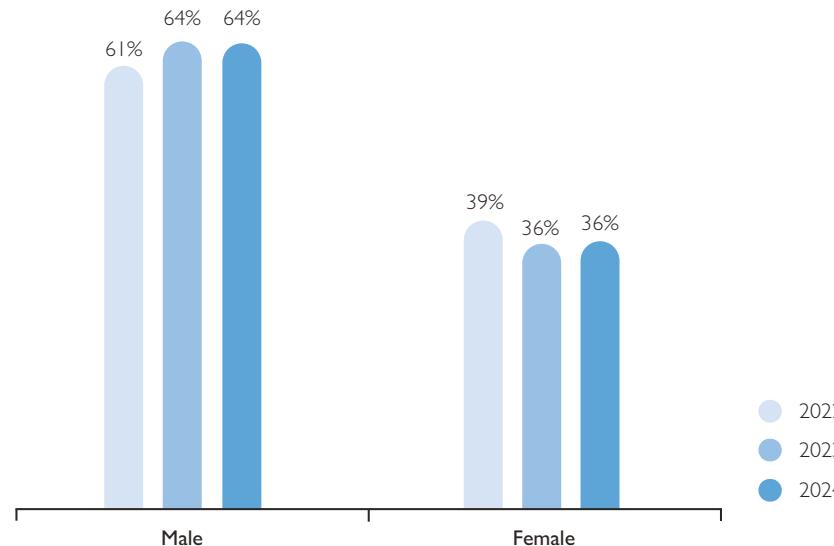
¹³ Executive positions held by women.



In the Group there are 52 executive director positions¹⁴, 32 men and 20 women.

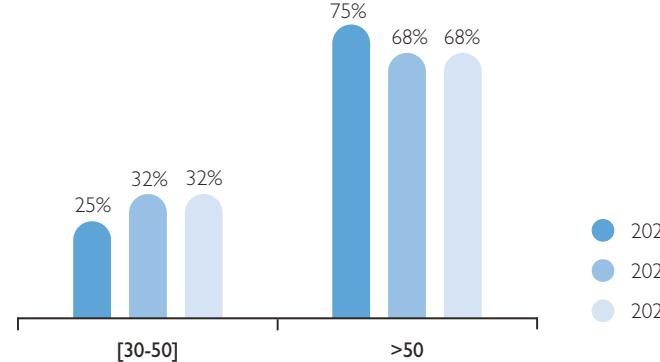
EXECUTIVE DIRECTORS BY GENDER

(%)



EXECUTIVE DIRECTORS BY AGE

(%)

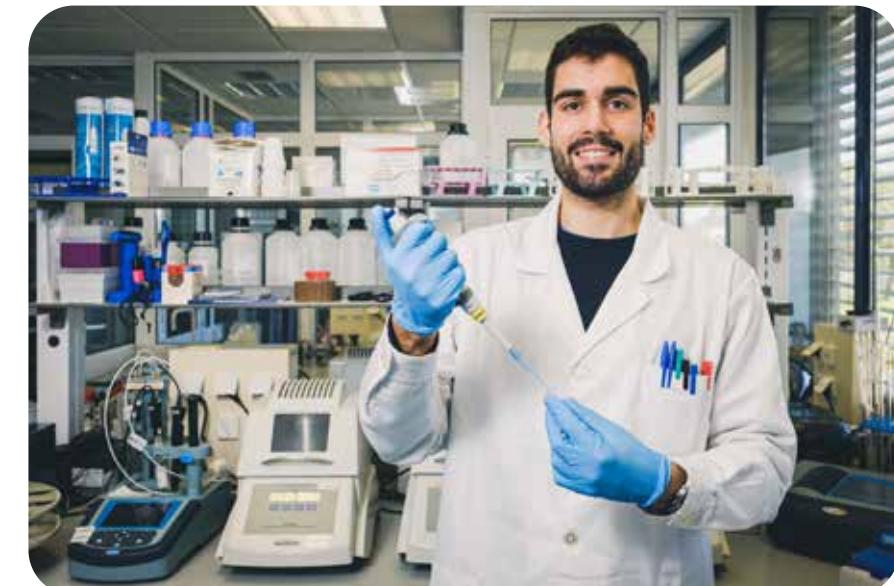
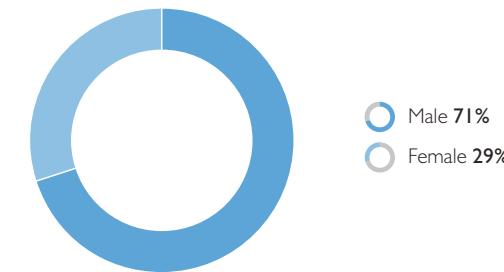


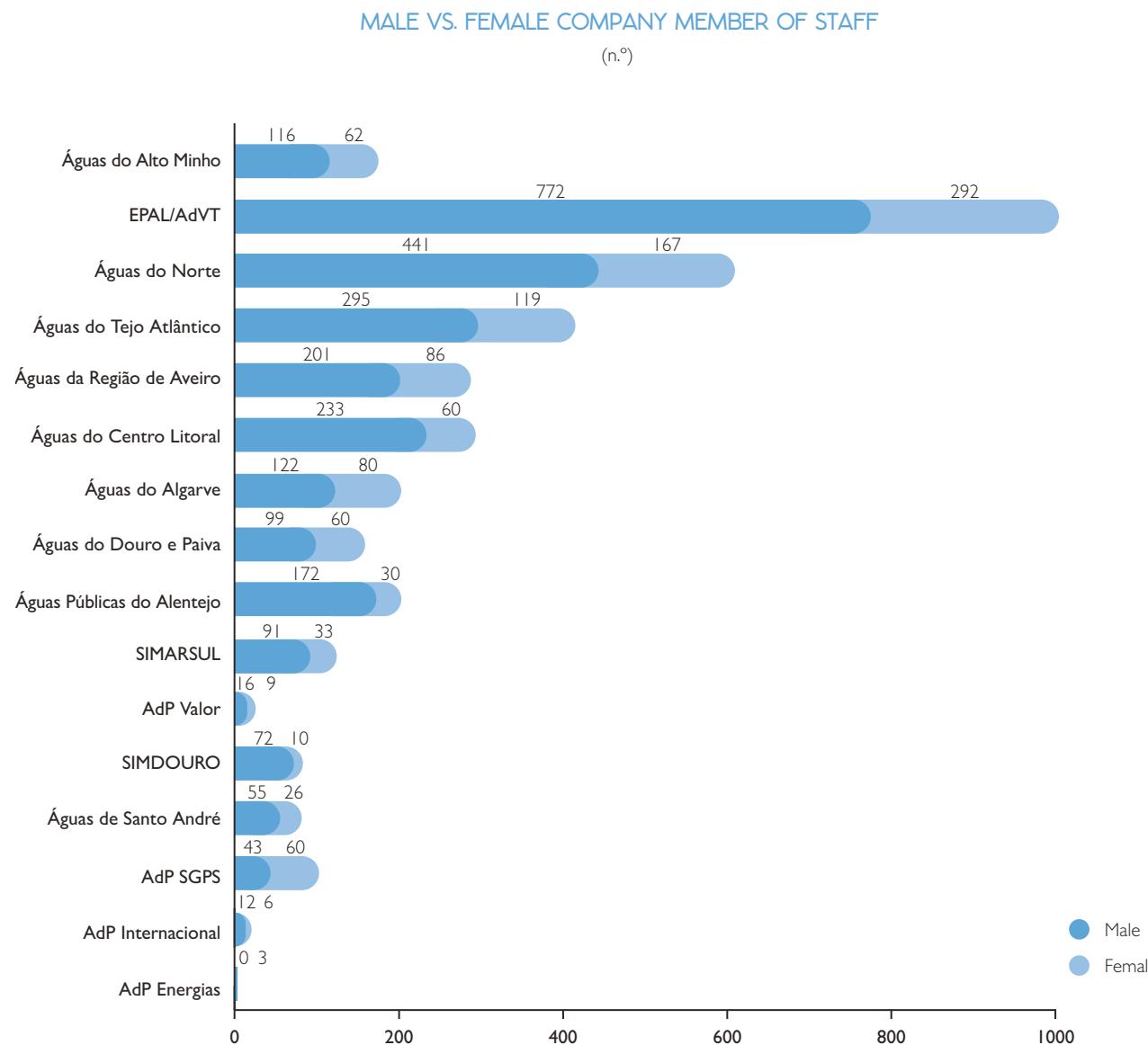
¹⁴ Executive positions held (if there are directors who hold the position in more than one company). The graphs refer to the absolute number of administrators: 28 Men and 16 Women.

In the holding and in the Group's instrumental companies, there is a balance between the number of female and male employees. In operating companies, due to the nature of the functions to be performed in the areas of operation and maintenance, it can be seen that 97% of operational positions are occupied by men and 3% by women. In the Technicians and Senior Management segments, women occupy 33% and 60%, respectively. In all professional segments, there are both genders.

GENDER DISTRIBUTION

(%)

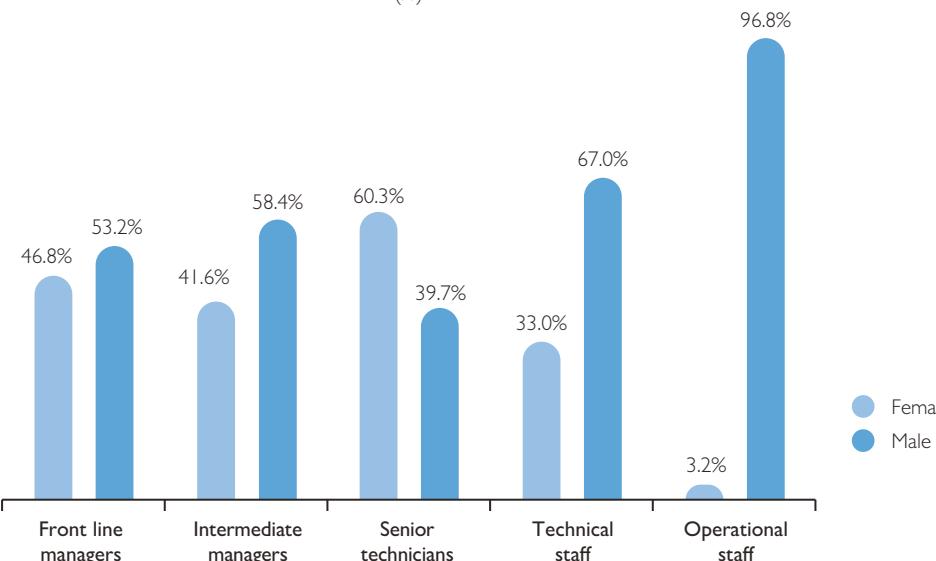






EMPLOYEES BY SEGMENT BY GENDER

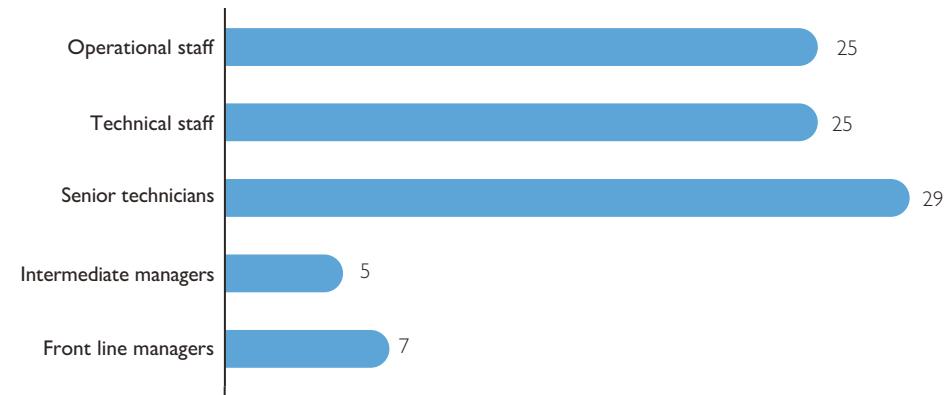
(%)



We currently have 84 employees of foreign nationalities. In 2024, the AdP group had 91 people with disabilities.

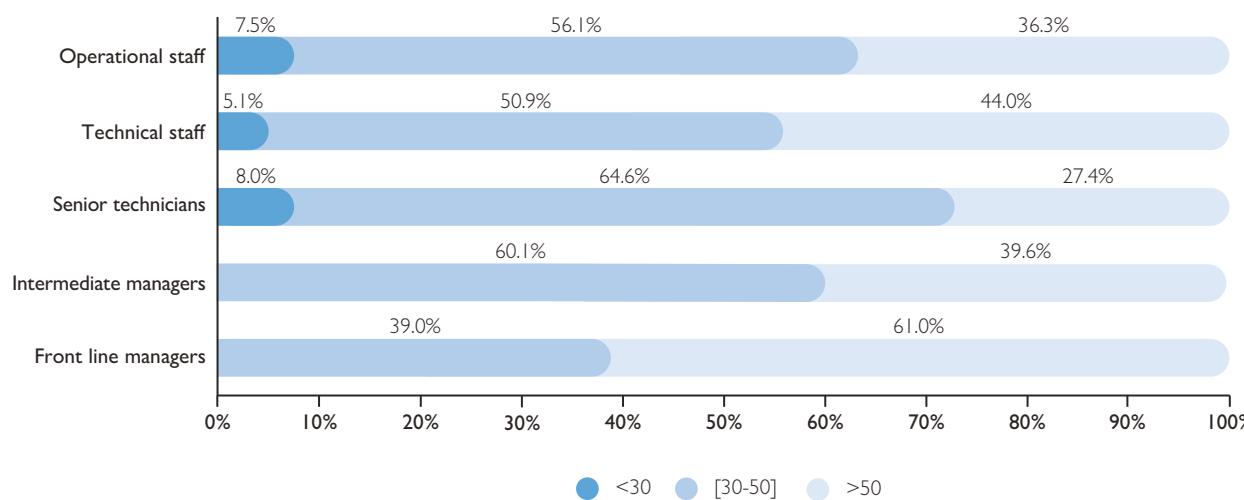
WORKERS WITH DECLARED DISABILITY

(n.º)



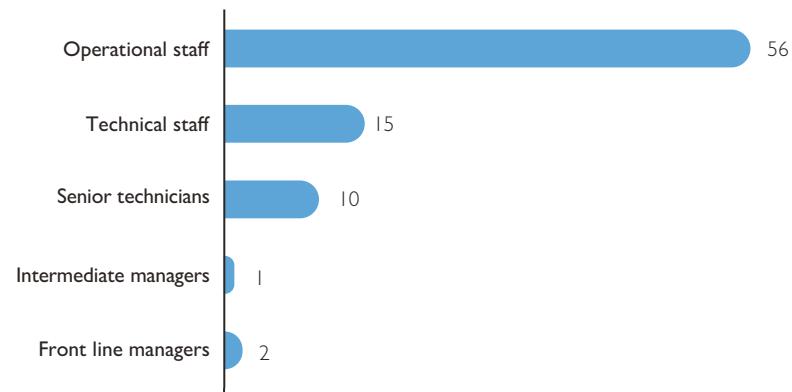
EMPLOYEES BY SEGMENT AND AGE GROUP

(%)



WORKERS WITH FOREIGN NATIONALITY

(n.º)

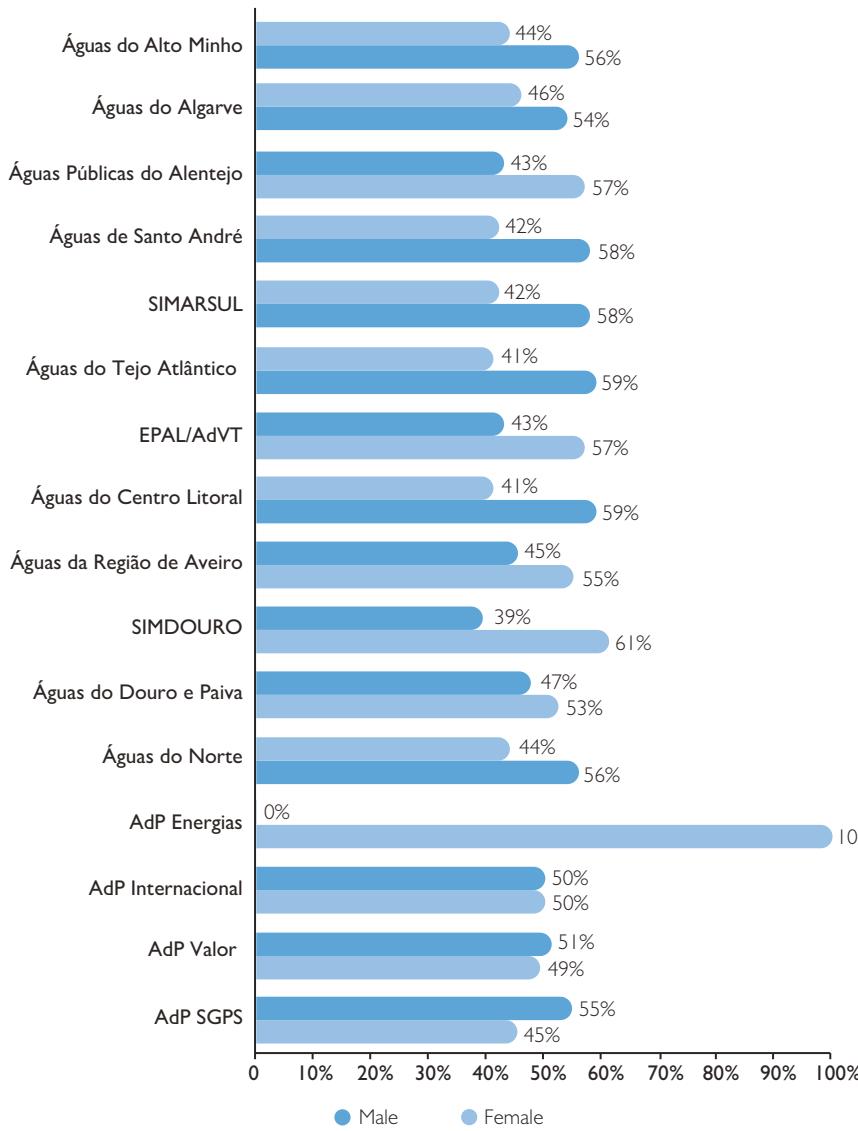




In the AdP Group, there is equality between men and women in basic and total remuneration.

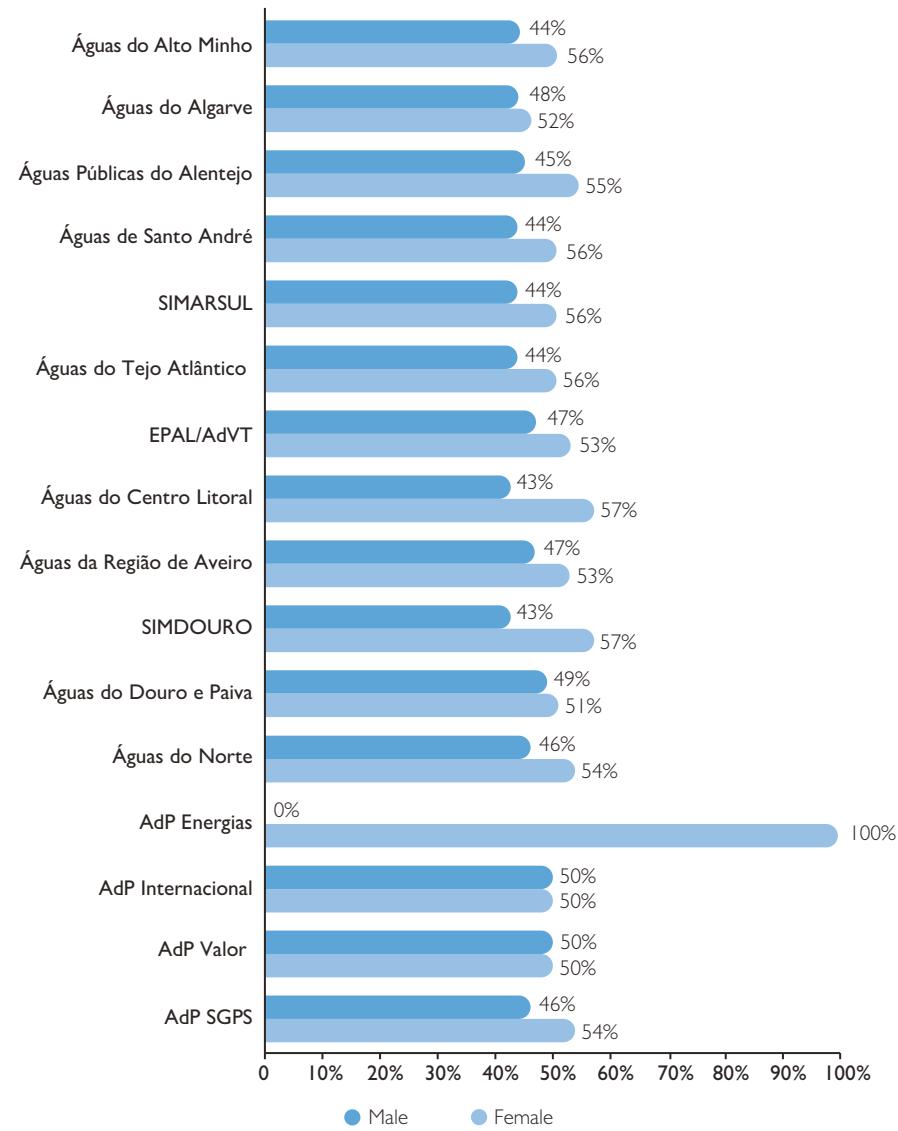
AVERAGE BASE MONTHLY WAGE BY GENDER AND BY COMPANY

(%)



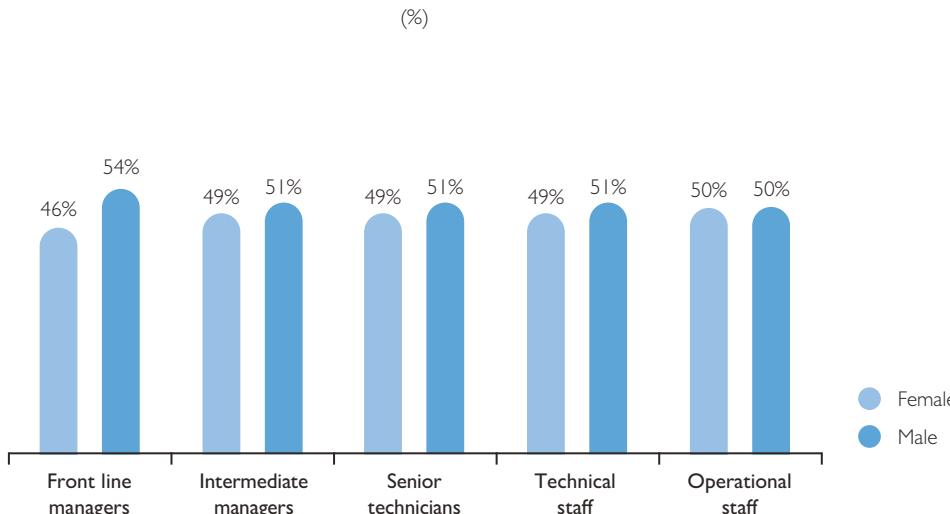
AVERAGE TOTAL MONTHLY WAGE BY GENDER AND BY COMPANY

(%)

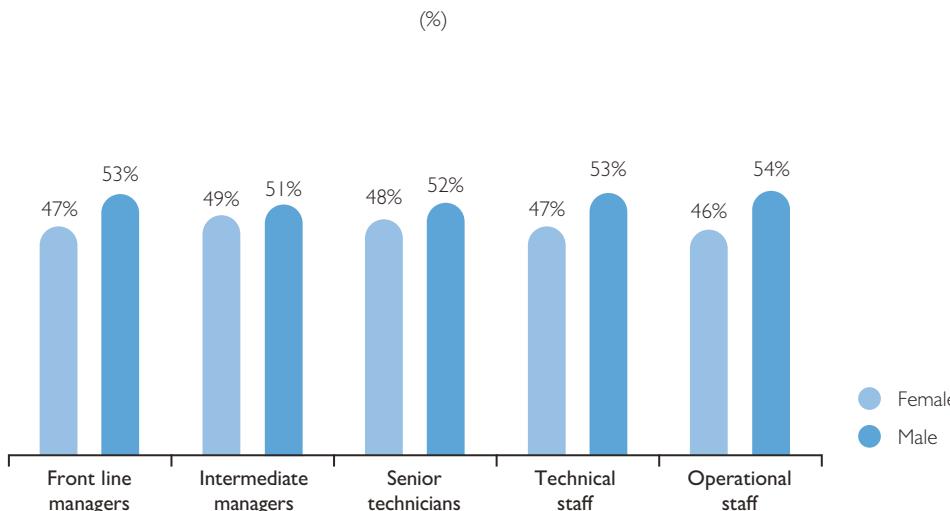




AVERAGE BASE MONTHLY WAGE BY GENDER AND BY SEGMENT



AVERAGE TOTAL MONTHLY WAGE BY GENDER AND BY SEGMENT



WORK LIFE BALANCE

The AdP Group recognises the importance of promoting a healthy balance between the different spheres of the lives of its employees. As the demands of the labour market increase, it becomes essential to promote policies that favour the conciliation between professional, family and personal life, not just as a matter of social responsibility, but also for strategic reasons that lead to a more productive and harmonious work environment. This balance contributes to the well-being and satisfaction of employees, and is directly reflected in the productivity and performance of the AdP Group companies.

In 2024, we continued our conciliation management system in accordance with the standard 4552, with eight of the 17 companies certified in the NP 4552 standard - Work Life Balance Management System. We are one of the flagship organisations of the Conciliation Pact and we maintain the objective of extending certifications in this area to 100% of the companies of the AdP Group because we know that organisations that prioritise the well-being of their employees tend to have lower absenteeism rates, greater talent retention and a more positive work environment.



CONCILIATION

representing a means of managing professional responsibilities with family commitments and personal development.

IN THE AdP GROUP, EMPLOYEES EFFECTIVELY MANAGE THEIR PROFESSIONAL AND PERSONAL RESPONSIBILITIES, BEING MORE MOTIVATED AND LIKELY TO CONTRIBUTE POSITIVELY TO THE AdP GROUP'S MISSION.



The complementary benefits provided by the AdP Group reflect the commitment to social policies in our companies and also contribute to the conciliation of professional life with personal and family life.

COMPLEMENTARY BENEFITS¹⁵

IN ALL GROUP COMPANIES:

- Health insurance, extendable to the household
- Life insurance
- Birthday
- Christmas Basket
- After-work gymnastics
- Psychological support line
- Support for complementary training
- Scholarships for children of employees

OTHER INITIATIVES IMPLEMENTED IN SOME COMPANIES:

- Baby cot basket
- Protocols with pharmacies
- Holiday camps for employees' children (initiative of some companies)
- Agreements with cultural institutions
- Agreements with gyms
- Distribution of fresh fruit at the workplace

ÁGUAS DE SANTO ANDRÉ WITH SPECIAL PROGRAMS FOR CHILDREN AND GRANDCHILDREN OF EMPLOYEES

AdSA received, in 2024, four internships under the Free Time Occupation Program for children and grandchildren of its employees, aimed at young people aged between 16 and 19 years, seeking to enhance new experiences and learning in terms of teamwork in the work environment, responsibility, tolerance and rights and duties.



"NUTRITION IN ACTION" - ÁGUAS DO DOURO E PAIVA'S NEW PROGRAM FOR THE WELL-BEING OF EMPLOYEES

AdDP has launched the "Nutrition in Action" Program, the new initiative to promote the health and well-being of its employees, as a complement to the innovative individual ergonomics and physiotherapy coaching project, the Ergocoaching.

With this new commitment, the company makes another contribution to a healthy and productive work environment, recognizing the role of nutrition in improving health and quality of life.

The program offers individual clinical nutrition sessions, at the company's facilities, which aim to assess the nutritional status and needs of employees, as well as prescribe an appropriate individual meal plan, ensuring its follow-up.

"Nutrition in Action" also includes qualification sessions for healthier choices in the field of food and nutrition education.

AdDP believes that investing in the health and well-being of its employees is essential to everyone's success.



¹⁵ These benefits are not homogeneous in the AdP Group companies.



WE GUARANTEE SAFETY AND HEALTH AT WORK.



Safety and health at work are essential to ensure the well-being of employees and the efficiency of organizations. A safe work environment promotes a culture of responsibility and care that benefits everyone.

The AdP Group adopts preventive measures that minimise the risks associated with its activity. The existence of safety management systems at work, which integrate the identification and evaluation of working conditions in our companies, aims to obtain safer working environments, allowing us to reduce the potential risks to which employees are subject in their day-to-day lives. In this way, it becomes possible to implement control and prevention measures with the provision of means for collective and individual protection. The existence of emergency plans, regularly tested through simulacrum, aims to evaluate the responses developed, in terms of human resources, internal procedures and available equipment. In 2024, 180 simulacrum were carried out and 27 617 hours of training in safety and health at work were recorded. In 2024, the number of accidents at work was 223.

In addition to physical integrity, the mental health of employees is also a priority at the AdP Group. Work environments that promote respect, inclusion, and emotional support contribute to the reduction of stress and anxiety, factors that can negatively impact productivity and satisfaction at work.

Since 2022, the AdP Group has participated in the Pact for Mental Health in Work Environments initiative, by the Center for Responsible Business & Leadership of CATÓLICA-LISBON, in which organizations are challenged to assume their responsibility to adopt measures in order to mitigate the problems posed by the fragility of mental health in work environments.

94% OF THE AdP GROUP'S COMPANIES HAVE HEALTH AND SAFETY MANAGEMENT SYSTEMS AT WORK CERTIFIED IN THE ISO 45001 STANDARD.

	2022	2023	2024
Number of accidents ¹⁶	206	236	223
Frequency rate (based on the number of accidents)	35	38	36
Total number of serious accidents ¹⁷	10	5	6
Serious accident rate	1.69	0.80	0.98
Number of employees with occupational diseases	17	16	20
Rate of professional diseases	2.87	2.55	3.27
Severity Rate	1 070	508.78	678.99
Absenteeism rate	6.74%	5.19%	5.18%
Number of workplace accident fatalities	0	0	0



¹⁶ With communication to the insurer, excluding those reported to the insurer that were mischaracterized.

¹⁷ In 2024 and 2023, were reported with serious accidents, those reported to ACT. In 2022, accidents with a leave of more than six months and potential IPP were reported. In addition to the reported value, there is another accident in the Manager segment.



PSYCHOLOGICAL SUPPORT TELEPHONE LINE

The AdP Group provides psychological support to its employees. This support is provided by specialized professionals and aims to support workers in managing their mental health.



PACT FOR MENTAL HEALTH IN WORK ENVIRONMENTS

The AdP Group participate in the Pact for Mental Health in Work Environments initiative, by the Center for Responsible Business & Leadership of CATÓLICA-LISBON.



SIMULACRUM OF ÁGUAS DO NORTE AT WATER TREATMENT PLANT OF LAPELA

AdNorte carried out a simulacrum of a gaseous chlorine leak at the Lapela Water Treatment Plan, an infrastructure that is part of the multi-municipal system it manages. This activity is part of the company's commitment to operational safety, aiming to ensure that its operational teams are prepared to deal effectively with emergency situations.

The objective of the simulacrum was to prepare AdNorte's teams to act quickly and efficiently in a situation of a gaseous chlorine leak, thus ensuring the safety of employees, the local community and the environment.

In this simulacrum, as part of the simulated procedures, in addition to the alarm tests, the movement of emergency teams at the place also included the participation of the Monção Volunteer Firefighters Corporation. During this occurrence, the rapid response capacity of individuals and teams, the effectiveness of emergency plans, the identification of flaws or gaps in existing protocols, and the awareness of participants on how to act in dangerous situations were also evaluated. In the end, an evaluation was carried out, in order to analyse the results, identify strengths and weaknesses, and adjust the emergency plans.





WE GUARANTEE TRANSVERSAL AND EFFECTIVE INTERNAL COMMUNICATION

Transversal communication within our organisation, given the size and geographical dispersion of the AdP Group, is of the utmost importance, allowing each employee to follow the evolution of their company and the Group. This communication promotes a corporate culture and makes everyone feel an integral part of the Group's mission and objectives.

THE AdP GROUP PAYS PARTICULAR ATTENTION TO SOCIAL DIALOGUE IN ITS HUMAN RESOURCES POLICY.

By fostering an open and continuous dialogue, we are able not only to strengthen internal relationships, but also to boost the satisfaction and motivation of our employees.

We recognize the importance of social dialogue as an essential pillar for strengthening internal relations. We believe that social cohesion is essential for the good performance of companies, as it promotes collaborative and healthy work environments. We carry out periodic surveys internally, since we believe that the opinion of employees is essential to have work environments that enhance results, and motivated and satisfied teams. At the end of 2023 and beginning of 2024, the organizational climate questionnaire was carried out. The survey of the Group's employees had a participation rate of 64.5%, with an overall result of 2.75 (on a scale of 1 – very negative to 4 – very positive), like that of the last study, which had been carried out in 2021.

We are committed to the continuous improvement of internal communication channels, both within companies and within the Group. The internal portal, an intra- and inter-company communication tool, is accessible to all employees of the AdP Group companies.

In 2024, nine companies in the Group had Social Performance Teams, ensuring the representation of employees in terms of social responsibility, with communication between management and employees being privileged. There are several internal mechanisms for employees to submit suggestions and recommendations, thus contributing to the improvement of the performance of companies and to the satisfaction of employees and their expectations. In 2024, with an open and constructive dialogue, negotiation meetings continued with a view to revising the Collective Labour Agreement, namely with regard to the revision of careers, salary scales and function descriptions.

MYWATER, THE NEW INTRANET OF AdDP AND SIMDOURO

In 2024, AdDP and SIMDOURO rethought the philosophy and structure of their intranets, aiming to make them more accessible, more relevant and more human.

Thus, MyWater was born, an intranet that favours a new, more comprehensive and collaborative communication. MyWater is available for desktop and smartphone, providing employees with simplified access to all relevant and essential company information.

Each employee has their own customizable area, facilitating the feeling of belonging and agile connection with colleagues. In its version 1.0, a modern and appealing intranet has been launched, which will certainly have a positive impact on companies.



1 004¹⁸

EMPLOYEES
(26% OF TOTAL ASSETS)
BELONG TO TRADE UNIONS

99.7%

EMPLOYEES
HAVE COLLECTIVE
NEGOTIATION AGREEMENTS



3rd Principle

Companies should support freedom of association at work.



in "Information on Progress in the United Nations Global Pact"

¹⁸ In addition, 27 more union members who, on December 31, were on prolonged leave.



3.2

ACT FOR THE CLIMATE



REDUCE GEE EMISSIONS, MITIGATE OUR IMPACTS, ADAPT OPERATIONS TO CLIMATE CHANGE

PILLARS: SERVICE EXCELLENCE & SOCIAL UTILITY

OBJECTIVES

- Ensuring energetic efficiency, neutrality and self-sustainability
- Reduce and compensate GEE emissions
- Promoting the Group's sustainable mobility
- Promote system resilience and ensure service and product availability, quality, and security

GOALS

- Reduce specific electricity consumption by 5%
- Increase energetic self-sufficiency to 30%
- Assessing the Group's carbon footprint by 2022
- Develop the Group's carbon neutrality contribution Programme by 2023
- Train 100% of users in eco-driving
- 15% of the fleet with less polluting vehicles

- Increase to 100% the number of companies with Water Safety Plans implemented by 2022
- Increase PEAAC companies to 100% by 2023
- Ensure the continuity of the supply service and the collection and rejection of sanitation, ensuring compliance with the renovation plans, in terms of extension, of bulk and retail supply, sanitation and ApR networks





ACT FOR THE CLIMATE IS NOT A CHOICE, IT IS A RESPONSIBILITY.

Climate change represents one of the most significant global challenges for the AdP Group, as it has a direct and profound impact on the water sector. Climate variability threatens water availability, both in quantity and quality, compromising ecosystems, communities, and environmental balance.

The increase in temperatures, the intensification of heat waves, the periods of extreme drought and the torrential rains are becoming more and more frequent, affecting the resilience of water resources and the sustainability of the planet. These events have significant repercussions on public health, the quality of life of populations and the stability of territories, requiring innovative and effective solutions.

At the Águas de Portugal Group, we recognize the urgency of this reality and we take an active role in mitigating and adapting to climate change. Through water and energetic efficiency, strengthening the circular economy of water and valuing subproducts of ecological value (see chapter "Accelerating the circular economy of water"), investing in renewable energy sources and increasing the resilience of infrastructures, we reinforce our commitment to decarbonisation and the conservation of natural resources. At the same time, we are committed to raising awareness and education on the efficient use of water (see chapter "Education for Sustainable Development"), consolidating collective awareness of this vital resource.

WATER IS A TRANSVERSAL ELEMENT IN THE ACHIEVEMENT OF THE SUSTAINABLE DEVELOPMENT GOALS. THE THREAT TO WATER AVAILABILITY IS A THREAT TO THE FULFILMENT OF THE 2030 AGENDA.

AdP ENERGIAS' mission is to rationalise energetic consumptions, maximise the use of endogenous assets and resources to produce renewable energy and reduce or compensate greenhouse gas emissions.

IN THE FACE OF INCREASINGLY EXTREME CLIMATIC PHENOMENA, IT IS IMPERATIVE TO ADOPT PREVENTIVE APPROACHES AND RAPID RESPONSES THAT MITIGATE RISKS AND INCREASE THE RESILIENCE OF TERRITORIES.

Our commitment to climate action is also reflected in our adhesion to the United Nations Global Compact's "Business Ambition for 1.5 degrees Celsius", an international commitment to significantly reduce greenhouse gas emissions and ensure a sustainable future for generations to come. The AdP Group has incorporated into its mission the rationalisation of energy consumption, the maximisation of the use of endogenous and renewable assets and resources and the reduction or compensation of greenhouse gas emissions by its companies, within a framework of economic, social and environmental sustainability.

We know that the production and distribution of water, as well as the collection and treatment of wastewater and the production of water for reuse (ApR), are energy-intensive processes, and consequently generate high greenhouse gas emissions. Therefore, we have adopted a structured approach to the energetic transition through:

- Increased process efficiency, reducing waste and optimizing resources.
- Self-sufficiency and energetic neutrality, investing in the production of renewable energy.
- Development of programs to reduce, mitigate and compensate greenhouse gas (GEE) emissions, aligned with national and international goals.
- Incorporation of a green fleet, promoting the decarbonization of operations.

This commitment to decarbonization and energetic efficiency, in line with national and international goals, is reflected through strategic initiatives such as the ZERO Program, which aims to achieve energetic neutrality by 2030, and the NEUTRAL Program, which establishes a solid path for the total decarbonization of the activity.

CLIMATE CHANGE INTENSIFIES PRESSURE ON WATER SYSTEMS, REQUIRING INNOVATIVE SOLUTIONS THAT STRENGTHEN RESILIENCE, ENSURE WATER EFFICIENCY AND REDUCE ENVIRONMENTAL IMPACTS.



The AdP Group's climate strategy will necessarily involve the implementation of measures and actions that induce the following:

- Reduction of consumption, as a result of the implementation of operational, structural and other management measures, promoting the energetic efficiency of infrastructures.
- Reduction of expenses, further improving the purchasing process, optimizing voltage levels, reducing contracted power, eliminating reactive energy, adjusting the energy consumption profile of the network according to tariff periods and operating cycles, through efficient energy management.
- Increase in own energy production for self-consumption, through the use of endogenous potential (in particular by enhancing the production of biogas and the corresponding cogeneration and taking advantage of existing piezometric falls for the installation of micro-hydro plants) and renewable sources (solar photovoltaic and wind power), enhancing a reduction in the consumption of energy from the network and, consequently, reducing dependence on markets.
- Establishment of the AdP Group's Renewable Energy Community (CER), with a view to boosting the 100% renewable energy produced, to the detriment of its sale to the national electricity network.

WE CONTINUE TO INVEST IN THE CIRCULARITY OF RESOURCES AND IN SUSTAINABLE MANAGEMENT MODELS THAT ENSURE A MORE BALANCED FUTURE FOR THE NEXT GENERATIONS.



ELECTRICAL ENERGY

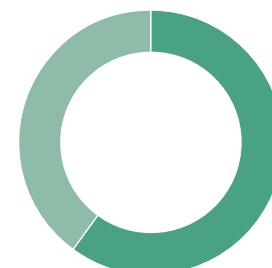
THE CHALLENGE OF ENERGETIC EFFICIENCY AND DECARBONISATION IS A STRATEGIC PRIORITY IN OUR APPROACH TO CLIMATE ACTION.

Electrical energy is an essential resource for the operation of the companies of the Águas de Portugal Group, present from the production and distribution of water, to the collection and treatment of wastewater, as well as in the production and availability of ApR. The energetic transition, whether by increasing operational efficiency or by investing in the production of energy from renewable sources, plays a fundamental role in reducing external energetic dependence and greenhouse gas emissions. This commitment reflects the AdP Group's responsibility in combating climate change, ensuring a more sustainable management of resources and contributing to a more resilient and innovative water sector.

In 2024, electricity consumption in the AdP Group was 779.73 GWh¹⁹. Of these, 748.64 GWh were consumed from the electricity network (RESP), which corresponds to a decrease of 1.4% compared to 2023, and 31.09 GWh from self-consumption generated from endogenous and renewable sources. The specific consumption was 0.565 kWh/m³. The greatest contribution to electrical energy consumption is associated with water supply.

ELECTRICITY CONSUMPTION

(%)



- Water supply (Public Service Electricity Grid + self-consumption) 40%
- Wastewater sanitation (Public Service Electricity Grid + self-consumption) 60%

¹⁹ Value corresponding to RESP consumption plus self-consumption of energy produced. In 2024, the value of electricity consumption refers to all AdP Group facilities, regardless of whether they are under direct operation or under outsourcing regime.



The continuous improvement of energetic efficiency is one of the strategic pillars of the Águas de Portugal Group in its journey towards decarbonization and sustainability. The implementation of Energy Management Systems, certified by the ISO 50001 standard, has been a key part of this transformation, ensuring the adoption of good practices that optimize consumption and reduce emissions. In 2024, the AdP Group continued this commitment by carrying out 19 audits, of which 138 infrastructures have already been certified (in the ISO 50001 standard), in 11 companies of the Group. These values demonstrate the strong involvement of companies in the implementation of more efficient and sustainable solutions, consolidating the AdP Group as a benchmark in the sector in terms of energetic efficiency.

WE ARE COMMITTED TO A FUTURE WHERE WATER AND ENERGY WALK TOGETHER TOWARDS A MORE SUSTAINABLE PLANET.

In addition, in 2024, 36 energetic audits were carried out in six companies of the Group. Thus, the AdP Group has 434 infrastructures with audits carried out. However, some of these audits do not contribute to full compliance with Decree-Law nr. 68-A/2015, of April 30, as they focus on the same extract as other auditees. In order to fully comply with the aforementioned decree-law in the AdP Group, it is still necessary to carry out 37 more energetic audits, for a total of 292, among the universe of 1702 infrastructures that make up 90% of total electrical energy consumption.



THE AdP GROUP'S COMMITMENT TO EFFICIENT ENERGY MANAGEMENT IS REFLECTED IN THE IMPLEMENTATION OF CONCRETE MEASURES THAT DRIVE THE REDUCTION OF CONSUMPTION, THE OPTIMISATION OF PROCESSES AND THE TRANSITION TO A MORE SUSTAINABLE AND RESILIENT ENERGETIC MODEL.

EPAL INVESTS IN IMPROVING THE ENERGETIC PERFORMANCE OF THE HEADQUARTERS BUILDING

With the aim of improving the energetic performance of its headquarters building, on Avenida da Liberdade, and supporting the transition to a low-carbon economy in all sectors of public administration, EPAL made an investment of 248,318.26 euros in improvements to it.

Of the total amount, 111,743.22 euros were co-financed by the European Union, through PO SEUR – Operational Programme for Sustainability and Efficiency in the Use of Resources and Portugal2020, as part of the priority investment axis "Support for Energetic Efficiency, Intelligent Energy Management and the Use of Renewable Energies in Public Infrastructures, namely in Public Buildings and in the Housing Sector".

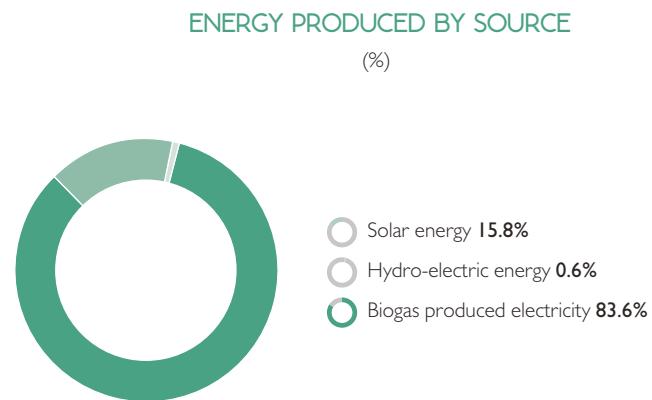
Specifically, by intervening in the headquarters building, a reduction in expected consumption and CO₂ emissions of more than 30% was achieved, raising an energetic class from C to B-.

By implementing this type of measure, there is a clear valorisation of the State's assets, not only from an energetic point of view, but also from an acoustic point of view and the reduction of the building's carbon footprint. In addition, there is a significant improvement in comfort conditions in the workplace, which can lead to an increase in productivity.

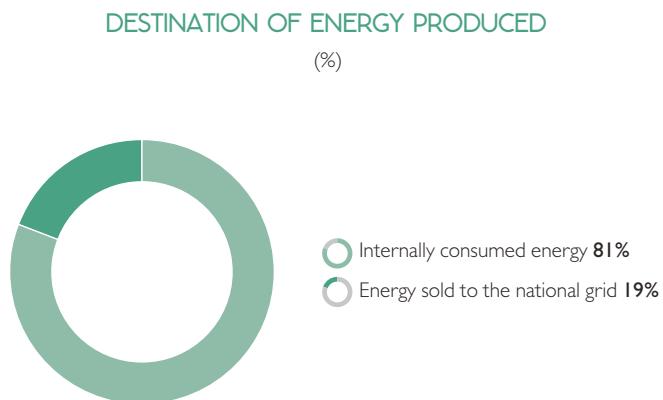
The operation object of the application falls within the objectives of the National Action Plan for Energetic Efficiency (PNAEE) and the National Action Plan for Renewable Energies (PNAER), approved by the Resolution of the Council of Ministers nr. 20/2013, of April 10. By promoting the energetic efficiency of a Central Public Administration building, with primary energy savings of more than 30%, the operation also and specifically contributes to the objectives of the ECO.AP Program, which aims to create conditions for the development of an energetic efficiency policy in the Public Administration.



In 2024, 38.18 GWh²⁰ were produced, which corresponds to a decrease of 2.7% compared to 2023.



The production of energy for self-consumption was 31.09 GWh (4.1% higher than in 2023) and energy for sale to RESP totalised 7.09 GWh (24.4% lower than in 2023). In 2024, the AdP Group achieved self-sufficiency of 4.9%²¹.



The AdP Group is currently developing the ZERO Programme, being the first group in the world in the water sector to implement a project aimed at energetic neutrality and self-sustainability. The ZERO Programme provides for strong and decisive investments in the areas of energetic efficiency and renewable energy production. The ZERO Programme will be developed in two investment periods (until 2025 and until 2030), differing as follows:

- Period 1 - Energetic efficiency and energy production facilities in infrastructures with higher self-consumption, and
- Period 2 - Other energy production facilities, taking advantage of the potential of endogenous resources available in the territory.

ZERO AdP GROUP'S ENERGETIC NEUTRALITY PROGRAMME

The AdP Group's Energetic Neutrality Programme, the ZERO Programme, is based on the reduction of energy consumption in water supply, wastewater sanitation and other non-operational facilities and on the strong increase in its own production of 100% renewable energy, mainly for self-consumption, with the aim of achieving energetic neutrality by 2030.

The ZERO Programme involves an investment of 370 million euros and will allow for a production of 765 GWh, which corresponds to the estimated energetic consumption predicted for 2030, achieving energetic neutrality and self-sufficiency in all AdP Group activities.

In 2024, investments under the ZERO Programme continued, with 46 PEP's (Project Element Plan) from 10 companies of the AdP Group registered, with 13.7 million euros executed, totalising an investment of 19.4 million euros.



²⁰ It includes energy produced for self-consumption and for injection into the electricity network.

²¹ The percentage of self-sufficiency corresponds to the quotient of electrical energy produced and electrical energy consumed.



SUSTAINABLE MOBILITY AND FUEL CONSUMPTION OPTIMIZATION

Fuels

The provision of water supply and sanitation services requires regular trips to the infrastructures for the execution of routine operation and maintenance actions. The use of diesel and gasoline is mainly associated with the operational fleet, but also with other relevant consumption in operational facilities (heating digesters, emergency generators, among others), as well as laboratories and administrative facilities.

Aware of the environmental impact of these activities, the AdP Group has been adopting an integrated strategy to reduce the carbon footprint of its fleet and optimise energetic consumption. This strategy involves the following:

- Renewal of the operational fleet, incorporating electric and hybrid vehicles;
- Optimization of routes and digitalization of processes, reducing unnecessary trips;
- Promotion of energetic efficiency in infrastructure, with more sustainable solutions for heating and energy generation;
- Awareness and training of teams for ecological driving practices.



Fuels	2022	2023	2024
Gasoline consumption (m ³) (fixed sources and mobile sources)	141	221	309
Diesel consumption (m ³) (fixed sources and mobile sources)	2 849	3 530	3019
GPL (m ³)	0.15 ²²	0	0
Natural gas (kWh)	1 696 180	1 186 769	890 049
Propane (ton) (fixed sources)	2.40	1.72	2.24
Butane (ton) (fixed sources)	-	0.01	0.15
Other (m ³) (mobile sources)	-	1.86	2.34

	2023	2024
F-gases (ton) ²³	0.03	0.12

The AdP Group's car fleet totalises 1557 vehicles: of which 179 are electric vehicles, 15 hybrid and/or plug-in vehicles and 1363 thermal vehicles.

In 2024, the AdP Group's thermal engine car fleet (1425 vehicles) consumed approximately 3.2 million litres of fuel (diesel and gasoline), representing a reduction of 9.79% compared to 2023, when 3.6 million litres were consumed, which represents an average daily consumption of 9,095 l/day in 2024 (in 2023 the average daily consumption was 10,282 l/day).

THE TRANSITION TO A MORE SUSTAINABLE MOBILITY AND THE DECARBONISATION OF OPERATIONAL PROCESSES ARE PART OF THE AdP GROUP'S VISION TO ACHIEVE CARBON NEUTRALITY AND ENSURE EFFICIENT AND ENVIRONMENTALLY RESPONSIBLE MANAGEMENT OF WATER RESOURCES.

²² In 2022, the Group's company that consumed the largest amount of GPL (Liquefied Petroleum Gas) for heating, carried out a remodelling and stopped using it.

²³ Amount corresponding to the acquisition of F-gases, in 2023. In the Sustainability Report 2022, this consumption was not commiserated.



ELECTRIC MOBILITY

WE ADOPT MEASURES THAT PROMOTE THE REDUCTION OF FOSSIL FUEL CONSUMPTION AND THE TRANSITION TO MORE SUSTAINABLE SOLUTIONS.

The AdP Group has been reinforcing its commitment to the decarbonisation of its fleet, in line with its commitments to carbon neutrality and energetic efficiency. In 2024, the 179 100% electric vehicles and 15 plug-in vehicles, which were part of the AdP Group's service fleet, on December 31, 2024, covered more than 3.0 million km, with an estimated avoidance of the consumption of more than 258 thousand litres of fossil fuels, and reducing CO₂ emissions by 615 tonnes (-89.6%), with an associated electricity consumption of 402 MWh.

Aware of the importance of reducing the environmental impact of transport, the AdP Group will continue to accelerate the progressive replacement of the thermal fleet with 100% electric, hybrid and plug-in vehicles, accompanied by the optimisation of operational routes and the qualification of teams for more efficient and sustainable driving.

The process of renewing and decarbonising the car fleet of the Group's companies is part of the Energetic Neutrality Programme, with a view to implementing a Green Fleet, composed exclusively of low or zero emission vehicles. Although the electrification of the fleet implies an increase in electrical energy consumption, its impact will always be more significant in reducing GEE emissions and reducing the consumption of fossil fuels, ensuring a more efficient and sustainable mobility model.



LET'S CHARGE BATTERIES

Since 2017, the AdP Group has integrated vehicles with 100% electric engines into its fleet, paving the way in providing charging stations in its infrastructures for the use of electrical energy, favouring their use in the charging of vehicles in our fleet, in addition to the offer of public charging stations.

Affirming this commitment, a new contract was signed for the purchase of electrical energy for charging electric vehicles at public stations, thus enabling the necessary means - charging cards and/or mobile phone application - to charge batteries at public charging stations in mainland Portugal, thus enhancing a wider range of routes, with economic and environmental advantages.

The AdP Group's ZERO Programme includes a process of renewal and decarbonisation of our companies' car fleet, through the leasing of hybrid, plug-in and electric vehicles, enabling it to be entirely made up of «non-polluting vehicles», including zero-emission vehicles, promoting the integration of clean road transport vehicles in favour of low-emission mobility.

THE IMPLEMENTATION OF A GREEN FLEET ALLOWS AdP GROUP COMPANIES TO BE ACTIVE AGENTS IN THE ENERGETIC TRANSITION.





TOTAL ENERGY CONSUMED IN THE AdP GROUP

In summary, in 2024, the total energy consumed in the AdP Group was 2 932 249GJ.

Total energy consumption in GJ	2022	2023	2024
Effective electrical energy (RESP) + Other Consumption	2 702 568	2 731 633	2 695 099
Diesel	102 263	126 327	108 042
Gasoline	4 612	7 279	10 183
Natural gas	6 065	3 941	2 956
GPL	0	0	0
Propane	112	78	103
Butane	-	327	3 871
Other	-	61	77
Self-consumption electrical energy	98 476	107 528	111 919
Electrical energy sold	40 283	33 749	25 531
Total²⁴	2 914 097	2 977 173	2 932 249



²⁴ The total does not include electrical energy sold to the network

GREENHOUSE GAS EMISSIONS

Using the carbon footprint inventory methodology of AdP Group companies, in 2024, the AdP Group's emissions inventory for 2023 was concluded, with 604715 t CO₂e²⁵ accounted for: 28.4% Scope 1; 25.3% Scope 2 and 46.3% Scope 3. Regarding 2024, and specifically analysing scopes 1 and 2, the AdP Group recorded a reduction in emissions compared to previous years: around 3.5 thousand tonnes of CO₂e compared to 2023 emissions (-1.1%) and 7.5 thousand tonnes of CO₂e compared to 2022 emissions (-2.3%).

CO ₂ e emissions	2022 (tonCO ₂ e)	2023 (tonCO ₂ e)	2024 (tonCO ₂ e)
Scope 1 - Direct Emissions	155 228	171 981	164 041²⁶
Scope 2 - Indirect Emissions - Consumption of electricity and/or thermal energy	173 547	152 727	152 768
Scope 3 - Emissions - Value Chain	289 700	280 007	²⁷
Total	618 475	604 715	⁻

During 2025, it is intended to complete the inventory for 2024, outline the plan with a set of measures, by company, with a view to reducing emissions over the next few years and in line with the reduction objective that will be accepted in the AdP Group, design a platform for the NEUTRAL Programme and invest in the development of a detailed study for the measurement of emissions in Wastewater Treatment Plants. It should also be noted that the NEUTRAL Program is considered to be an essential part of the Group's financing, allowing access to green bond lines, aimed at raising support for climate and environmental projects and the sustainability of the business and companies.

It should also be noted that on November 6, 2019, the AdP Group committed to the United Nations, through the Global Compact, to develop actions and initiatives that ensure a reduction of at least 50% in CO₂ emissions recorded in 2010, so as not to exceed the temperature increase by 1.5 degrees Celsius.

²⁵ Based on the Inventory carried out for the year 2023, the values presented in the Sustainability Report 2023 were replaced from Scope 1: 1705 16tonCO₂e; Scope 2: 154 896 tonCO₂e for those presented in this report. Also in 2024, small adjustments were also made to the 2022 inventory: Scope 1: 154 748 tonCO₂e; Scope 2: 168 266 and Scope 3: 273 364 tonCO₂e for those presented in this report.

²⁶ Scope 1 emissions for fuel consumption were 8 197 tonCO₂e, and F-gases consumption was 198 tonCO₂e.

²⁷ Emissions from the value chain are in the investigation phase in relation to the year 2024. In the Sustainability Report 2023, scope 3 emissions were not reported.



In this sense, the Águas de Portugal Group has the NEUTRAL Program underway, with a view to quantifying and reducing the GEE emissions of the Águas de Portugal Group. In 2023, the development of the AdP Group's CO₂ emissions monitoring tool (for scopes 1, 2 and 3) was completed, which is the basis for the development of the AdP Group's NEUTRAL Programme.

In 2024, the AdP Group calculated the carbon footprint inventory, using the tool and methodology developed, allowing for a more accurate calculation of scope 1 and 2 emissions and scope 3 emissions. This process is crucial to ensure the effectiveness and accuracy in the management of the Group's GEE emissions. The AdP Group's carbon footprint will now be a fundamental reference for the Carbon Neutrality Programme - NEUTRAL, which aims to achieve GEE emissions neutrality by 2050. This programme will be integrated into the operations and strategies of all the Group's companies and will contribute to the development of a multi-annual budget that ensures long-term carbon neutrality. In addition, the NEUTRAL Program will be an essential part of the Group's sustainable financing, allowing access to green bonds and other climate financing lines, aimed at environmental and sustainability projects. This strategy not only reinforces the AdP Group's commitment to climate issues, but also opens the way for sustainable innovations that will boost climate resilience and the energetic transition in the coming decades.

ÁGUAS DO DOURO E PAIVA IS COMMITTED TO ENERGY NEUTRALITY

AdDP will install 2054 photovoltaic solar panels in various infrastructures, in the second phase of the renewable energy production project. This is an investment of one million euros, aiming at an annual production of 1.7 GWh, which reinforces the 3326 panels installed in the first phase, representing an investment of 1.8 million euros and an annual production of 3.3 GWh.

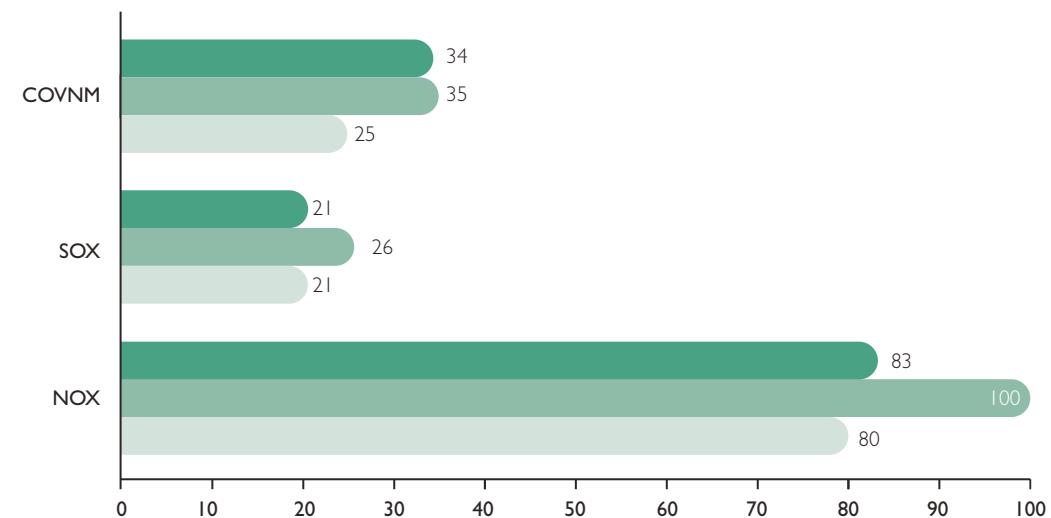
These projects are part of the Águas de Portugal Group's ZERO Program, which aims at its own production of 100% renewable energy and efficiency of use, with the aim of achieving energetic neutrality by 2030.



NOx, SOx and COVNM emissions

Associated with the consumption of gasoline and diesel from the service car fleet, the Group's companies emit NOx, SOx and COVNM.

EMISSIONS OF OTHER POLLUTANTS (Kg)



3.3



ACCELERATING THE CIRCULAR ECONOMY OF WATER



MANAGE THE URBAN WATER CYCLE IN BALANCE WITH NATURE, ENSURING THE TRANSITION TO THE CIRCULAR ECONOMY.

PILLAR: EXCELLENCE OF SERVICE AND SOCIAL UTILITY

OBJECTIVES

- **Conserving and enhancing water masses**
- **Minimize the waste produced and value it as subproducts**

GOALS

- Achieve a minimum of 90% internal reuse in wastewater sanitation activities
- Respond, in terms of supply, to the demand for ApR existing in the communities served by the AdP Group
- Reduce undue inflows into the wastewater drainage network
- Prevent and reduce 20% of physical water losses in bulk and retail
- Monitor water quality at sources and in receiving media
- Ensure the valorisation of sludge from Water Treatment Plants by 70%
- Promote the own valorisation of sludge from Wastewater Treatment Plants by 70%
- Reduce the production of Wastewater Treatment Plants subproducts by 45%





THE LONG-TERM SUSTAINABILITY OF WATER RESOURCES IS INTRINSICALLY LINKED TO AN INTEGRATED MANAGEMENT OF THE WATER CYCLE BASED ON PRINCIPLES OF EFFICIENCY AND CIRCULARITY.

At the AdP Group, water is recognised as a finite good, which leads us to adopt moderate consumption practices and promote its reuse. It is essential to anticipate and mitigate the negative externalities associated with its use, minimizing the impacts of water management and ensuring the maintenance and restoration of ecosystems. To ensure a balance between water consumption needs and water availability, it is essential that water cycle management incorporates valorisation models throughout the value chain of our operations. In the urban context, the circular economy is an innovative approach that makes it possible to extract the value of water not only as an essential resource, but also as a service, a raw material, a source of energy and nutrients. This valorisation brings significant benefits to both society and the environment.

In order for us to achieve this ambition, it is essential to promote an open and collaborative dialogue with the various sectors of society. Together, we can work towards a decarbonised economy based on a circular model, fundamental to becoming more resilient to today's challenges and being better prepared for the future. The valorisation of water is, therefore, a value shared by all the companies of the AdP Group, reflecting our commitment to sustainability and environmental responsibility.



THE CIRCULAR ECONOMY OF WATER CONTRIBUTES TO THE EFFICIENCY OF THE SECTOR

The continuity of the AdP Group's Circularity Strategy has reinforced our commitment to the various dimensions of the circular economy. The Group has been promoting and implementing a set of initiatives that are intended to induce a paradigm change from linear to circular economic systems, and can be aggregated in the following areas of activity:

- Integrated water management(s), covering the following aspects:
 - Use; through the reuse of treated wastewater (Apr - Water for Reuse) in the various facilities of the AdP Group companies, in the irrigation of agricultural cultures, in the irrigation of gardens, in urban cleaning and in industrial or service facilities.
 - Conservation; through programs to encourage the reduction of consumption, along with interventions that lead to the reduction of losses and control of undue inflows.
- Nutrient recycling and production of organic fertilizers through the transformation of Wastewater Treatment Plants sludge into value-added products for agricultural fertilization and energy production.
- Materials, taking advantage of subproduct flows generated in water and wastewater treatment and transforming them into circular raw materials for other sectors of activity, such as the recycling of inert materials for use in the ceramics and construction sectors.
- Production of green reagents by taking advantage of material flows and renewable gases for use in water and wastewater treatment processes.
- Training and qualification of the Group's employees and other stakeholders for the opportunities to incorporate circularity in each of its activities and areas of activity.

Despite the advances, there are still challenges to overcome, such as consumer perceptions regarding the use of recovered resources and regulatory issues related to the distinction between waste and products.

The evolution towards a management with less environmental impact and greater resilience has been consolidated, with emphasis on the increase in the production of Water for Reuse (Apr) and the valorisation of subproducts from water and wastewater treatment. These actions, combined with the energetic use of endogenous assets and resources, are fundamental steps towards carbon neutrality, a topic addressed in the chapter 'Taking action for the climate'.

THE CIRCULAR ECONOMY AND THE MAXIMIZATION OF THE EFFICIENT USE OF WATER AVOID WASTE AND PROMOTE REUSE, BENEFITING PEOPLE AND THE ENVIRONMENT.



WATER FOR REUSE – ApR

THE CIRCULAR WATER ECONOMY HAS A POSITIVE IMPACT ON THE ENVIRONMENT AND ON PEOPLE

The reuse of treated wastewater (ApR) is of increasing importance as an alternative source of water and as a relevant contribution to an integrated and efficient management of water resources and to increase the water resilience of regions in scenarios of increasing scarcity and competition for water demand. In the context of the circular economy, the reuse of treated wastewater not only contributes to the reduction of potable water consumption, but also minimizes the pressure on natural water resources, promoting more responsible and sustainable management. At the beginning of 2021, the production of ApR from wastewater treatment became part of the main activity of the AdP Group's multi-municipal wastewater sanitation systems.

WE WANT TO BUILD A FUTURE WHERE WATER IS A RENEWABLE RESOURCE AND ACCESSIBLE TO ALL.

The reuse of treated wastewater is in line with the sustainability guidelines and objectives defined at national and European level, contributing to the preservation of ecosystems and the mitigation of climate change. By promoting the circular economy, the AdP Group reaffirms its commitment to innovation and sustainability, ensuring that every drop of water is valued and used responsibly.

In this circularity approach, the greater the balance between supply and demand for this water source, which is available without significant fluctuations, the greater will be its contribution to the sustainable use of water resources.

At the AdP Group, we are committed to the dynamization of circularity in the use of water and improving water efficiency. In defining and implementing strategies, the AdP Group takes into account the great regional, seasonal and interannual variability of the hydrological regime and water availability, which determine that the approaches and

measures to be adopted are different throughout the country and take into account the specificities of each region. Another aspect that the AdP Group takes into account is the socio-economic context of each region, particularly with regard to the most preponderant water-consuming sectors and the type of potential uses of ApR, which are decisive for the definition of measures adapted to the specificities of each region.

In 2024, the Action Plan for Water Reuse 2024-2026 was defined, as part of the AdP Group's Strategic Plan for Water Reuse for the period 2022-2040, with the aim of enhancing water reuse in Portugal and accelerating the implementation of projects with greater maturity and adherence to reality, identified by the Group's companies. These priority projects are intended to serve as a catalyst for the development of new partnerships and the implementation of new projects beyond this period. The use of wastewater treated according to its intended purpose is safe and does not constitute a risk to public health or the environment, and can be reused multiple times.

From north to south of the country, examples of the use of ApR in the Group's companies are the irrigation of vineyards in Alentejo, the irrigation of golf courses in Vidago and the Algarve, urban cleaning in Mafra and Lisbon, the irrigation of green spaces in Lisbon, the air conditioning of buildings at the University of Aveiro and IKEA in Loures and, also, the supply of non-potable water for industrial purposes, namely in the industrial and logistics area of Sines. The leverage of the development of the reuse strategy in the Group still needs to be further densified by the appropriate legal framework.

THE USE OF WASTEWATER TREATED ACCORDING TO ITS INTENDED PURPOSE IS SAFE AND DOES NOT CONSTITUTE A RISK TO PUBLIC HEALTH OR THE ENVIRONMENT, AND CAN BE REUSED MULTIPLE TIMES.

THE REUSE OF TREATED WASTEWATER REPRESENTS A SIGNIFICANT OPPORTUNITY FOR THE AdP GROUP, NOT ONLY TO OPTIMISE WATER RESOURCES, BUT ALSO TO LEAD BY EXAMPLE IN THE TRANSITION TO A MORE CIRCULAR AND SUSTAINABLE ECONOMY.

THE USES OF WATER FOR REUSE:

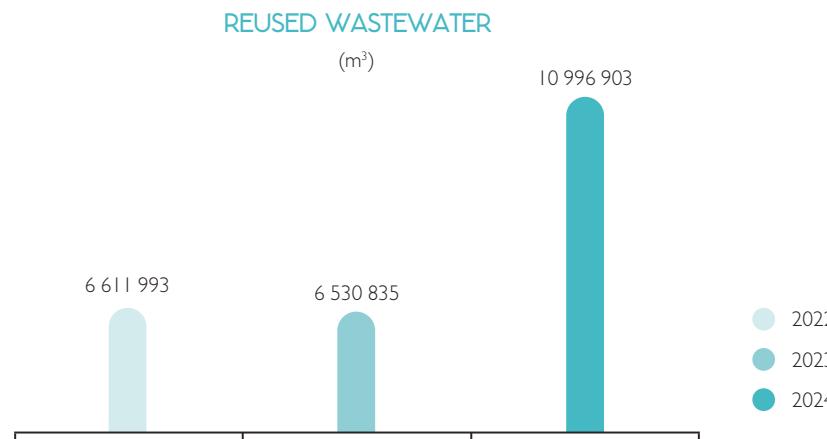
- **Irrigation:**
 - Watering gardens and green spaces
 - Golf course irrigation
 - Agricultural use
- **Urban Uses:**
 - Washing streets and vehicles
 - Air conditioning of commercial spaces
 - Firefighting
- **Industrial uses**
- **Ecological uses:**
 - Support of natural ecosystems



The disinfection of wastewater (treated) in 2024 corresponded to 31% of the total flow of treated effluent. Around 11 million m³ were reused internally and externally (6.5 million m³ in 2023), which made it possible to minimise water consumption from the network, contributing to the active preservation of natural resources.

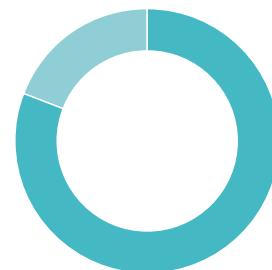
In 2024, three companies in the Group (one more than in 2023) supplied treated wastewater for external uses to the Group, worth 2.1 million m³ (6% more than in 2023). The reuse of treated wastewater internally within the AdP Group's facilities is a common practice for seven of the 11 sanitation operating companies.

1.2% OF TREATED WASTEWATER WAS REUSED IN INTERNAL AND EXTERNAL FACILITIES OF OUR COMPANIES.



REUTILISATION OF TREATED WASTEWATER

(%)



ÁGUA DO TEJO ATLÂNTICO AND PRIORITY GOAL HAVE CREATED A CIRCULAR PARTNERSHIP FOR THE IRRIGATION OF 21 HECTARES OF THE WEST CLIFFS OCEAN GOLF COURSE AND GOLF RESORT, IN ÓBIDOS, WITH ÁGUA+

AdTA and Priority Goal signed a contract for the supply of Água+ (treated and reused wastewater) in 2024. The President of the Águas de Portugal Group, after having "started" the irrigation system through the Green Keeper's mobile phone of this golf course, highlighted that "... this project allows an increasingly effective and efficient use of the water resource, which is decisive for all human and economic activity."

Considering the production and use, with the licenses already issued by the Portuguese Environment Agency, about 570 m³/day of Água+ produced at the Casalinho Water Factory will be used.





ApR CONTRACTS SIGNED IN THE ALGARVE

Águas do Algarve has signed the first ApR supply contracts with Infraquinta, E.M., Sociedade do Golfe da Quinta do Lago, Sociedade Hoteleira São Lourenço, JJW Portugal and Tributo Revelação Hotel.

Estimating that practically the entire volume of the Wastewater Treatment Plant of Quinta do Lago, about 1.2 Mm³/year, can be reused, the ongoing investment, estimated at 2.5 million euros, is financed under the PRR, and is expected to be completed during 2025.



ZOOMARINE'S GARDENS AND NURSERIES ARE ALREADY BEING IRRIGATED WITH RECYCLED WATER

Zoomarine's gardens and nurseries are already being irrigated with recycled water, which allows the reuse of around 85.000 m³ by year of wastewater treated at the Wastewater Treatment Plant of Albufeira, of Águas do Algarve.

This is another example of water efficiency that will contribute to making the Algarve's water supply system more resilient, which includes the production of water for reuse (ApR), the reinforcement of the capacity of storage systems and desalination, along with contingency measures to mitigate the increase in demand.

ÁGUA+ IN LISBON

AdTA has just signed a contract for the supply of ApR – Water for Reuse with the Lisbon City Council. This contract, which will allow the expansion of the non-potable water distribution network for the irrigation of green spaces in the municipality, follows the pilot project started in 2022 with the irrigation of emblematic green spaces such as the North Zone of Parque das Nações.

The project materializes the search for innovative and sustainable solutions in the management of the urban water cycle, promoting water efficiency in the city and reinforcing the sustainability of the territory, fundamental actions in the context of climate change, considering the need to reduce pressure on water resources.



SIMARSUL IS CIRCULAR

SIMARSUL was one of the five pioneering entities in Portugal to receive a classification in "Management Practices in Circular Economy" by ADENE, within the scope of the "eCIRCULAR – More Sustainable Future" initiative.

"eCIRCULAR" assesses how organizations manage water, energy and materials and how they promote circularity in the use of these resources.



SIMARSUL's participation in the development of this pilot is an excellent example of the achievement of the Águas de Portugal Group's ambition to accelerate the circular economy of water. The creation of this certification by ADENE will accelerate this process across other sectors of the economy, with positive impacts in terms of consumption of natural resources and the reduction of the volume of waste produced.



FROM WASTE TO SUBPRODUCT

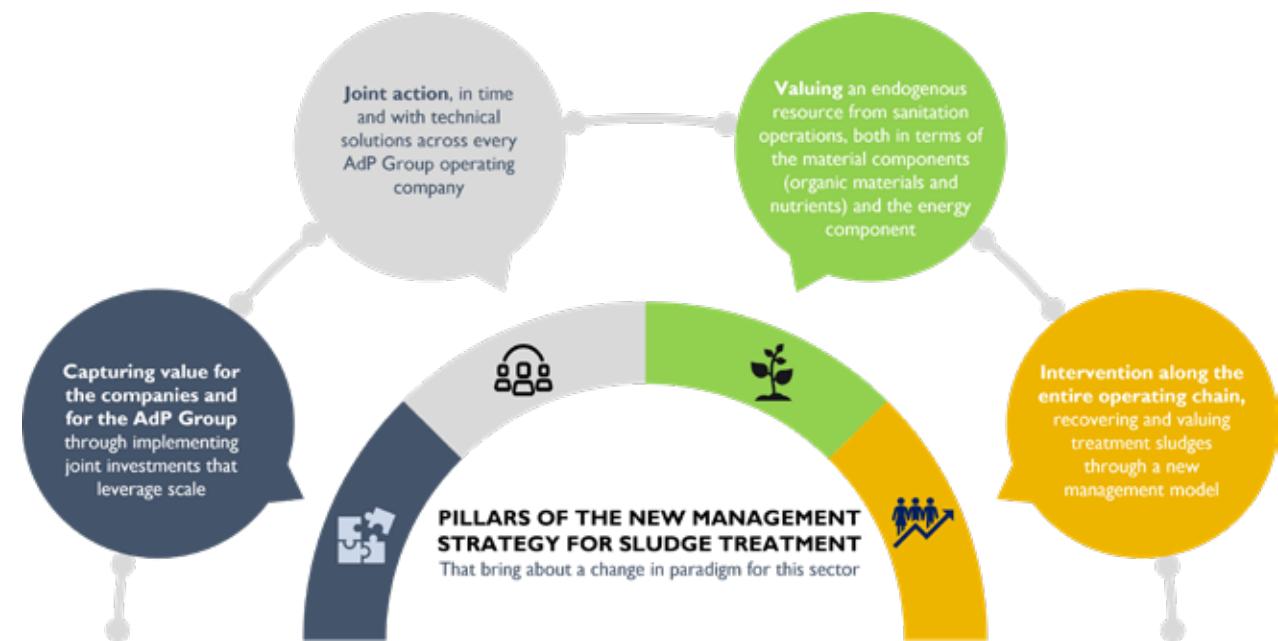
ALONG WITH POLLUTION PREVENTION, WE ARE COMMITTED TO FINDING NEW OPPORTUNITIES TO INCREASE THE USE OF SUBPRODUCTS

The transformation of waste generated in the treatment processes of water for human consumption and wastewater sanitation into new raw materials has a significant positive impact. This approach contributes both to reducing the extraction of natural resources and to minimizing the amount of waste produced.

In addition to reducing waste production, the AdP Group's priority is the implementation of innovative valorisation solutions, allowing this waste to be reintroduced into different value chains as subproducts of other activities. Concrete examples include the use of subproducts of potable water treatment in the manufacture of ceramic bricks ("water brick"), their application as a reagent in wastewater treatment (replacing imported synthetic materials) and their use for prefabricated concrete elements. In urban wastewater treatment, nutrient-rich subproducts such as phosphorus and nitrogen have been predominantly valued as 100% organic fertilizers for agriculture and as an energy source. This approach strengthens water circularity and plays a central role in the transition to a more sustainable economic model, with positive environmental, social and economic impacts.

WATER CIRCULARITY PLAYS A LEADING ROLE IN THE PARADIGM CHANGE, WITH SIGNIFICANT SOCIAL, ENVIRONMENTAL AND ECONOMIC IMPACTS.

The Group's strategy, reflected in its AdP Group Sludge Plan, prioritises a paradigm evolution based on the principles of efficiency, circular economy and the valorisation of the scale effect provided by the respective size of the organisation, while reinforcing, at the same time, environmental control along the value chain of this waste.

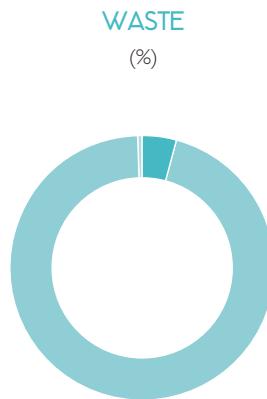


THE STRATEGY AIMS TO:

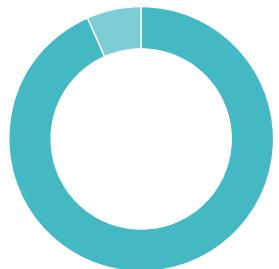
- Reduction by half of the amount of sludge that is sent from the AdP Group's facilities to its final destination.
- Reduction in half of annual sludge management costs.
- Building resilience in the solid phase of treatment facilities.
- Definition of sludge valorisation goals/ similar products for all AdP Group companies.
- Reduction of CO₂ emissions in sludge management processes.



In 2024, 435 355²⁸ tons of waste were produced, representing an increase of 3.8% compared to 2023. A total of 26 909 e-GAR were generated, ensuring the traceability and monitoring of the transport of waste from 605 AdP Group infrastructures. The largest portion (95%) of this waste is associated with sanitation activity, reinforcing the need for increasingly efficient measures for its valorisation.



FINAL DESTINATION
(%)



WASTE PRODUCED
(%)



THE AdP GROUP'S COMMITMENT TO CIRCULARITY AND SUSTAINABILITY IS REFLECTED IN THE IMPLEMENTATION OF INNOVATIVE AND SUSTAINABLE STRATEGIES FOR WASTE MANAGEMENT, CONTRIBUTING TO A MORE EFFICIENT, RESILIENT AND ENVIRONMENTALLY RESPONSIBLE MODEL.

AdSA MANAGES INDUSTRIAL WASTE

AdSA is the only company in the AdP Group with activity in the industrial waste sector, from the industries located in the Industrial and Logistics Zone of Sines (ZILS).

The industrial waste landfill, with a total extension of 59 ha, includes four distinct waste zones, an area of infrastructures to support its operation and a piezometric network, consisting of 13 piezometers, for monitoring the quality of underground waters.



²⁸ It does not include waste related to AdSA's Waste Management activity. Includes the waste produced in the Morgavel Water Treatment Plant of the company AdSA. It does not include waste that is under the responsibility of Service Providers.

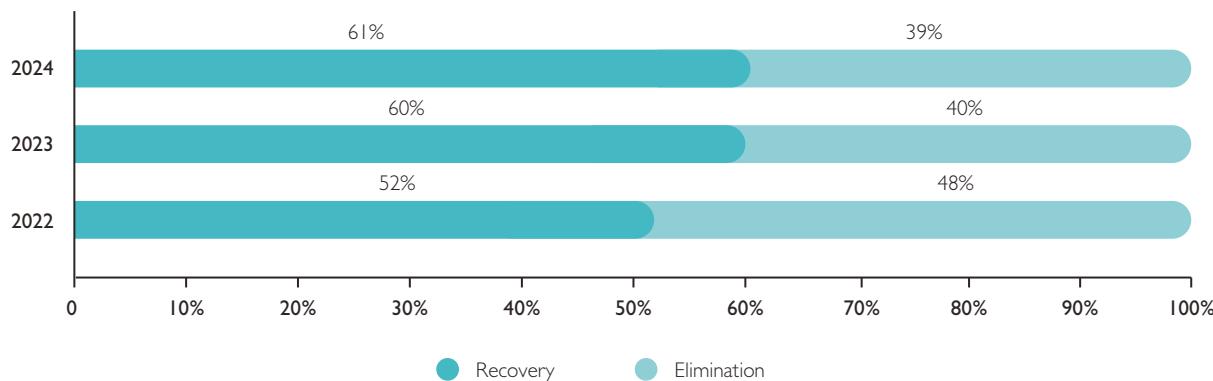


Water Supply

In the water treatment processes, in 2024, around 18 629 tons of waste were sent to final destination (valorisation/disposal) (11% less than in 2023), corresponding to 99.9% of sludge from water clarification processes. Of these, 60% were predominantly valued in the cement industry and in the ceramic industry, transforming the waste into a subproduct. The AdP Group, aware of the high potential that sludge clarification has as a subproduct, is focused on its valorisation, by incorporating it with raw material in manufacturing processes, thus promoting the circular economy.

Process waste – Supply (ton.)	2022	2023	2024
Graded	2	0,46	10
Other	14	141,28	11
Sludge	18 076	20 818	18 608 ²⁹
Total	18 092	20 960	18 629

RECOVERY AND FINAL DESTINATION OF WATER SUPPLY SLUDGE
(%)



THE CIRCULAR ECONOMY IS A SUSTAINABLE MEAN AND ENHANCER OF SYNERGIES BETWEEN COMPANIES IN DIFFERENT SECTORS.

ÁGUAS DO ALGARVE PRESENTS CIRCULAMETA

In 2024, Águas do Algarve signed an agreement with the Higher Institute of Engineering of the University of Algarve and the Institute for Research and Technological Development for Construction, Energy, Environment and Sustainability, called CIRCULamETA. This initiative, which is in line with the objectives of our ambition "Accelerating the Circular Economy of Water", aims to carry out preliminary technical studies to assess the possibility of applying sludge resulting from the treatment of water for human consumption in the circular economy, namely in the application in cement composites and geotechnical applications.



²⁹ The 2024 sludge value includes 226 tons produced at the Morgavel Water Treatment Plant, AdSA.



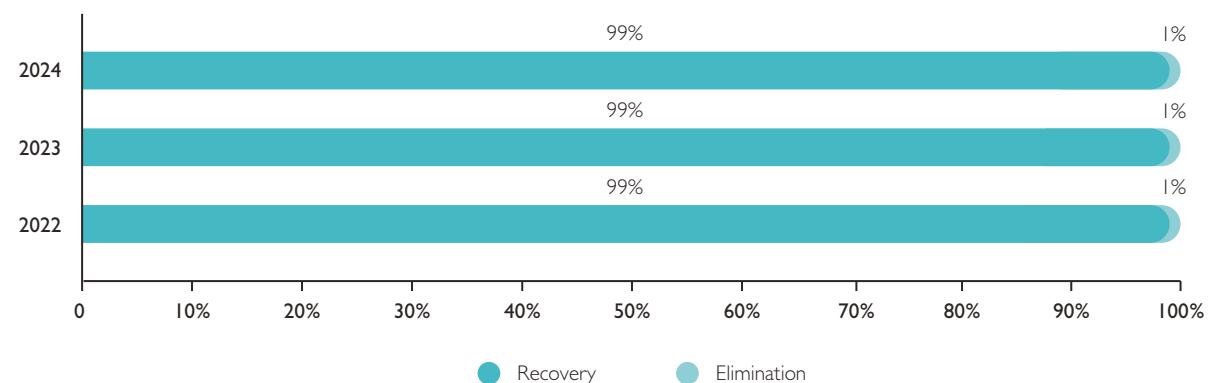
Wastewater Sanitation

In wastewater treatment processes, 415 392 tons of waste were sent to final destination in 2024, representing an increase of 4.4% compared to 2023. Of these, 93% corresponded to sludge from Wastewater Treatment Plants. The valorisation of the waste generated continues to be a strategic priority for the AdP Group, with a valorisation rate of 99% of the 385 530 tons of sludge produced, ensuring a sustainable destination and consolidating the commitment to the circular economy and efficient management of resources.

Process waste – Sanitation (ton.)	2022	2023	2024
Graded	9 262	9 081	9 507
Sands	9 130	11 736	11 506
Fats	3 956	4 240	3 231
Sludge	378 254	368 375	385 530
Other	5 163	3 778	5 618
Total	405 764	397 209	415 392

RECOVERY AND FINAL DESTINATION OF SANITATION SLUDGE

(%)



AdVT AND AdP VALOR INAUGURATE A SLUDGE PARK AT THE ENTRONCAMENTO WASTEWATER TREATMENT PLAN

AdVT, in partnership with AdP VALOR, inaugurated the Entroncamento Sludge Park, responding to the challenge of promoting the transition to the circular economy, managing the urban water cycle in balance with nature and developing synergistic approaches to combat climate change, both in mitigation and adaptation, are sustainability ambitions of the companies of the Águas de Portugal Group.

In the Entroncamento WWTP, we find an example of AdVT's action, materialized in the valorisation of sludge resulting from the wastewater treatment process, for application in agricultural or forest soils. To optimize sludge management, the storage capacity has been greatly expanded through the installation of this Park, in which the sludge from this and other WWTP of AdVT will be centralized.

Here, through stabilization processes, the WWTP sludge is transformed into biofertilizers. The use of this biofertilizer, rich in organic matter and nutrients, in agricultural or forest soils also contributes to the resilience of territories in the face of the risk/fight against desertification by increasing water retention capacity and increasing plant growth.

To mark the occasion and the World Day of Trees and Forests, a planting of native species was also carried out with students from the 2nd and 3rd grades of Schools in the region with the distinction "Eco-schools", in partnership with QUERCUS.





3.4

ENHANCING THE VALUE OF TERRITORIES

PROVIDE A PUBLIC SERVICE OF EXCELLENCE, WITH A DIRECT IMPACT ON IMPROVING THE QUALITY OF LIFE OF THE POPULATION

PILLAR: SERVICE EXCELLENCE & SOCIAL UTILITY & GROUP CULTURE

OBJECTIVES

- Increase the relationship of proximity and dialogue with customers and municipal partners
- Contributing to the development of a responsible economy
- Invest in the relationship and sharing of values in the supply chain.
- Be an integral part of the community in which we operate
- Protecting and restoring biodiversity and ecosystems
- Water as an essential factor in the increasing protection of public health

GOALS

- Develop 3 pilot projects to reduce water losses with Municipalities/Management Entities
- Develop 5 pilot projects to reduce undue inflows with Municipalities/Management Entities
- Implement a common system for evaluating the service provided by retail companies
- Develop and implement a Green Purchasing Plan
- Promote the Group's values in its supply chain (companies) through 20 awareness-raising actions/year
- Promote the Group's values in the supply chain through 15 supplier audits/year

- Promoting the development of GEE emissions inventories in the supply chain: 3 actions
- 10.000 volunteer hours/year
- 5 corporate volunteer projects
- Map the protected areas in the Group and design the respective plans for biodiversity and ecosystems
- Ensure 99.5% safe water at bulk and retail
- Ensure compliance with discharge permits (compliance with discharge limits and monitoring periodicity) at bulk and retail





THE ÁGUAS DE PORTUGAL GROUP HAS A CLEAR COMMITMENT WITH THE VALORISATION OF TERRITORIES, PROMOTING THE REGIONAL COHESION, THE SUSTAINABLE DEVELOPMENT AND THE RESILIENCE OF COMMUNITIES.

Water has a strategic role in reducing regional asymmetries, promoting territorial cohesion and strengthening the competitiveness of territories. By ensuring access to water supply and sanitation services, we not only improve the quality of life of communities, but also boost crucial sectors such as agriculture, industry, tourism, biodiversity and ecosystems in general.

Never, as now, have public policies for territorial development been so directly linked to water management. The search for more efficiency in the use of water, greater availability and greater resilience is essential to ensure sustainability in the future of the territories. At the Águas de Portugal Group, we are committed to developing, in close collaboration with the territories, programs and measures that strengthen water resilience, ensuring basic conditions for sustainable development in the coming decades. This commitment goes beyond efficient water management, it is a global strategy for territorial transformation.

With 3981 employees, from north to south of the country, and operating in 237 municipalities, the Águas de Portugal Group assumes its responsibility in the development and valorisation of the territories, by ensuring efficient technical and financial management. Our action is focused on ensuring high coverage rates of water supply and sanitation³⁰. These rates are obtained through the operation and conservation of existing infrastructures and the appropriate sizing of these infrastructures to respond to the new needs of communities and the environment.

THE AdP GROUP HAS A POSITIVE IMPACT ON REGIONAL DEVELOPMENT.

Through our water supply and wastewater sanitation systems, we directly impact the quality of life of populations and the strengthening of local economic sectors. High coverage rates, such as those achieved by the AdP Group, promote the well-being of communities, offer water security and are a key factor for regional development.

The coverage rates of the water supply and sanitation service are essential indicators of our performance, and are a reflection of our commitment to ensuring access to water and sanitation services for all territories.

WE ENHANCE THE VALUE OF WATER, WE ENHANCE THE VALUE OF TERRITORIES



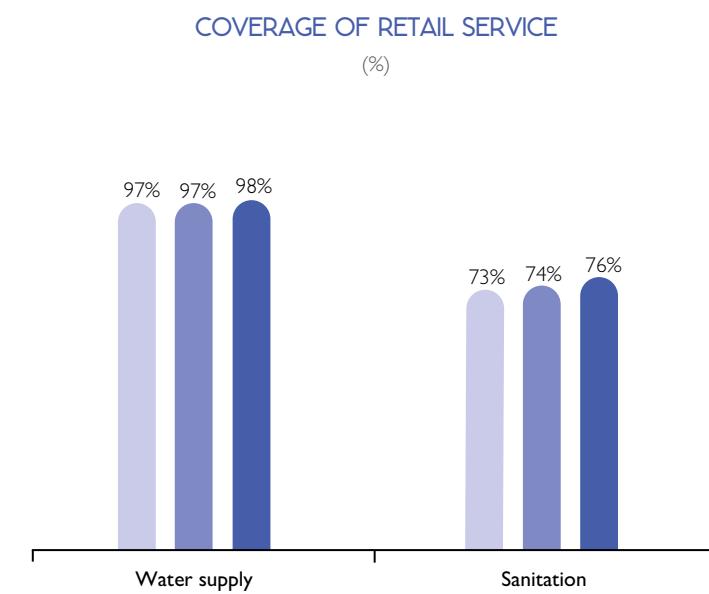
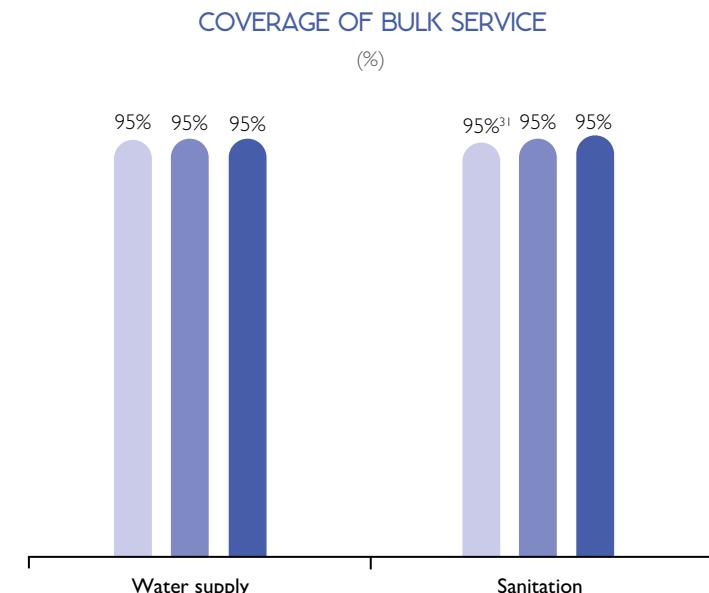
THE AdP GROUP HAS A DIRECT IMPACT ON THE GROWTH AND QUALITY OF LIFE OF THE TERRITORIES.

³⁰ In bulk, translated into the percentage of the total number of dwellings provided for in the contract of the managing entity for which there are bulk infrastructures connected or with the possibility of connection to the retail system. In retail, translated into the supply by the percentage of the total number of dwellings located in the intervention area of the managing entity for which the water distribution service infrastructures are available. and sanitation by the percentage of the total number of dwellings located in the intervention area of the managing entity for which the infrastructures of the collection and drainage service through fixed networks are available or for which there are individual wastewater sanitation solutions controlled by the managing entity (with the sludge and/or effluent removal service provided by the managing entity) in places without a fixed network available.





WATER, MORE THAN A RESOURCE, IS A VECTOR OF TRANSFORMATION AND DEVELOPMENT, AND THE AdP GROUP IS PROUD TO PLAY AN ESSENTIAL ROLE IN THIS PROCESS.

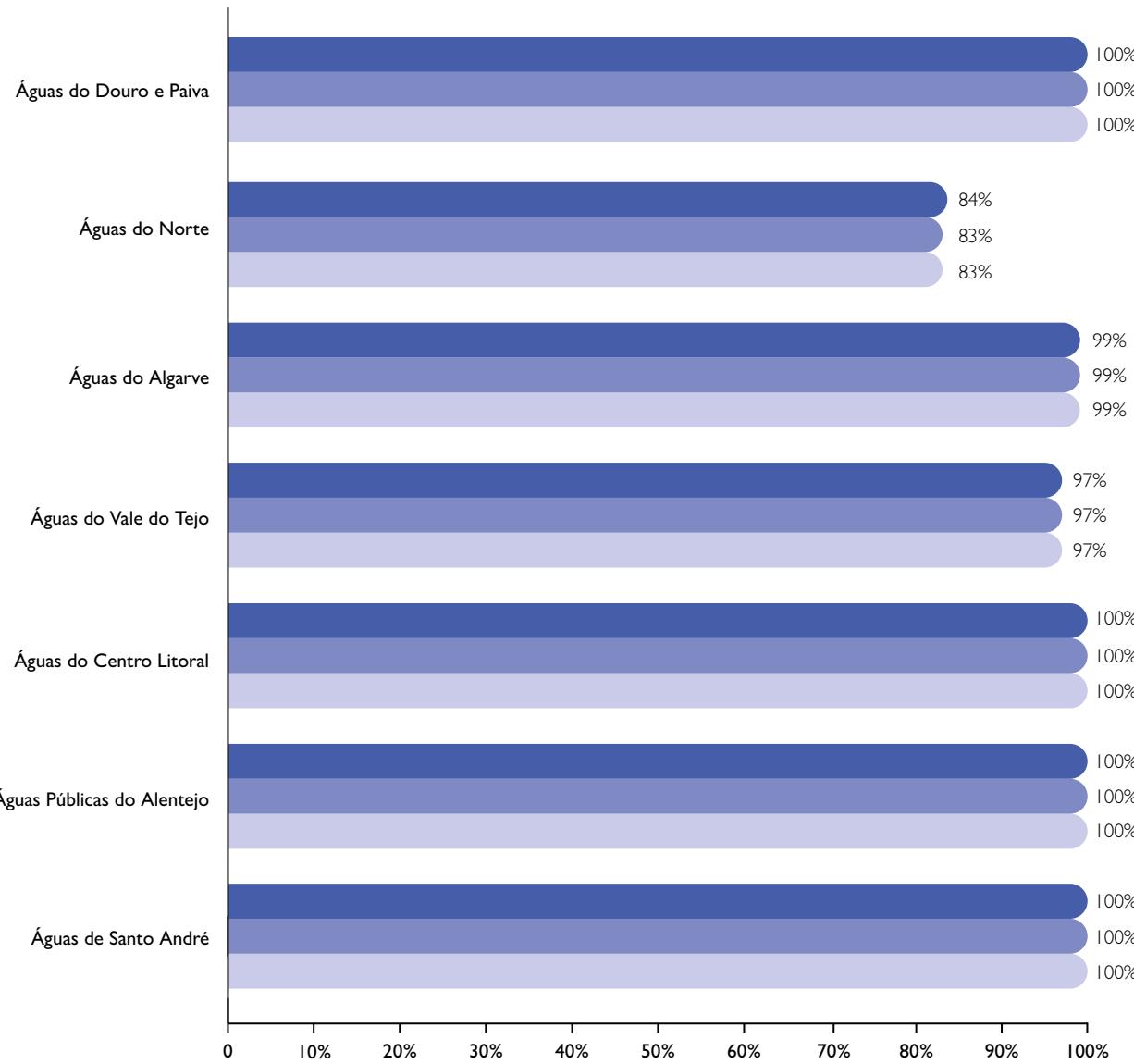


³¹ The bulk sanitation coverage rate in 2022 was corrected to 95%.



COVERAGE OF BULK WATER SUPPLY SERVICE

(% of households served)



95%

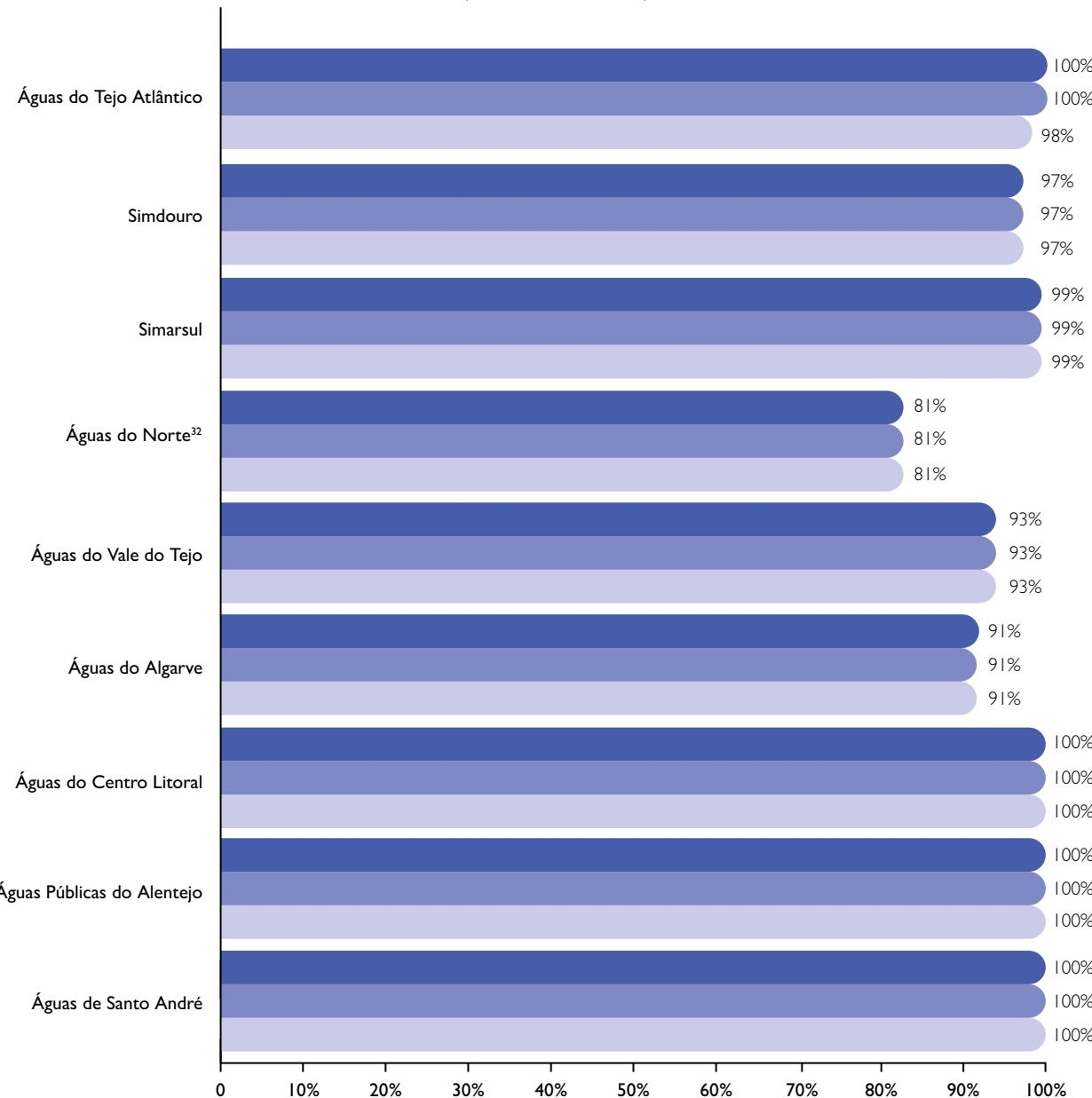
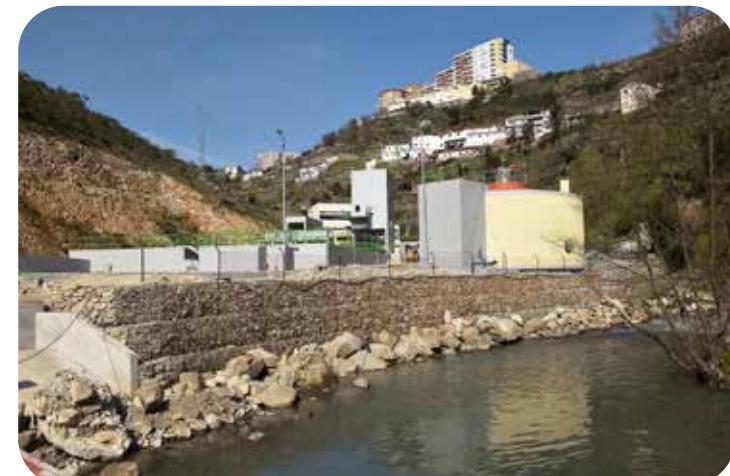
COVERAGE RATE
IN BULK WATER SUPPLY





COVERAGE OF BULK SANITATION SERVICE

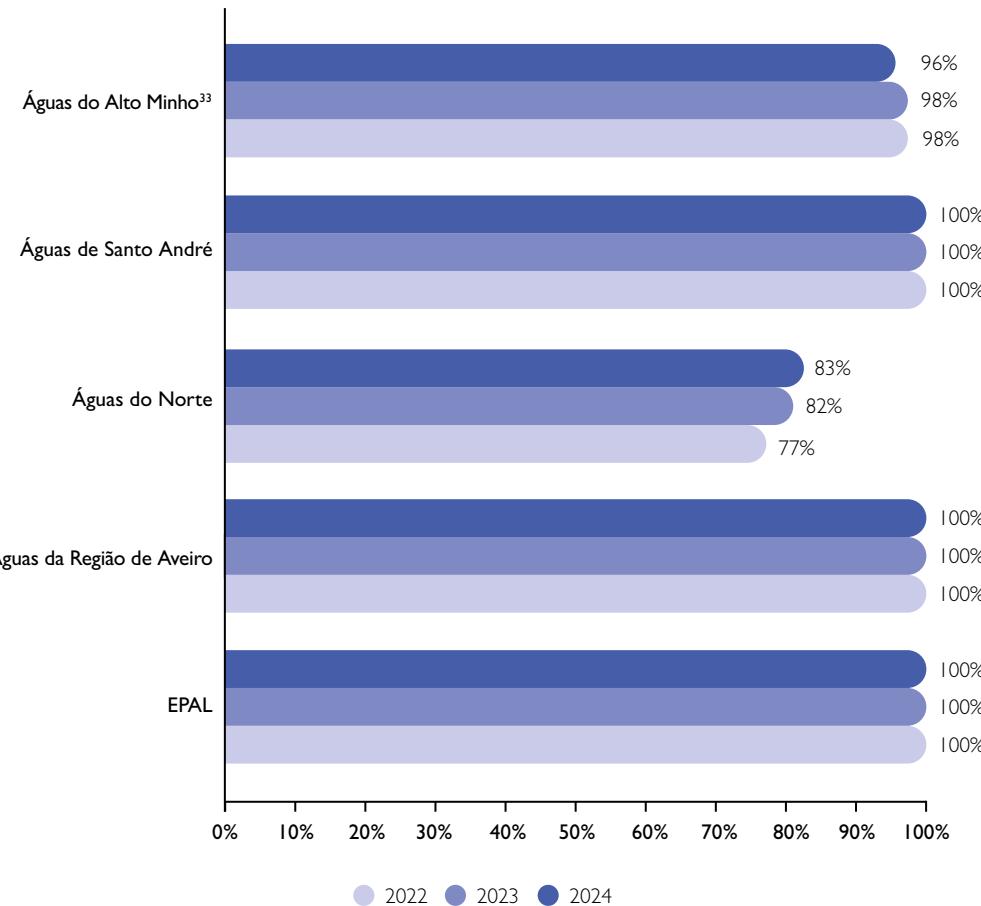
(% of households served)

**95%**COVERAGE RATE
IN BULK WASTEWATER
SANITATION³² In the company Águas do Norte, the values for 2022 and 2023 were corrected from 83% to 81%.



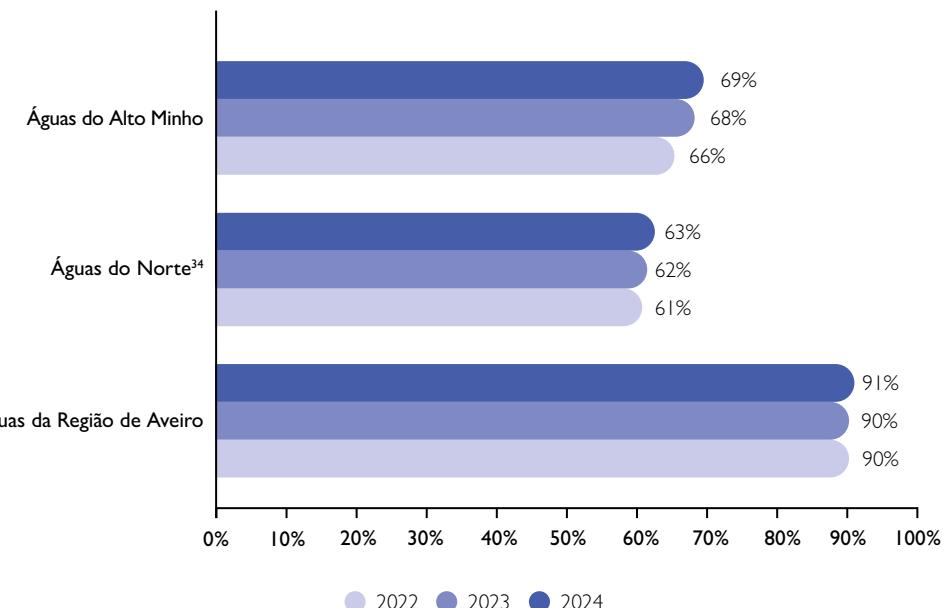
COVERAGE OF RETAIL WATER SUPPLY SERVICE

(%)



COVERAGE OF RETAIL SANITATION SERVICE

(%)



³³ In the company Águas do Alto Minho, the coverage rate has dropped due to improvements in the commercial registration of customers.

³⁴ In the company Águas do Norte, the 2023 value was corrected from 66% to 62%.





WE PROMOTE THE UNIVERSALITY, CONTINUITY AND QUALITY OF THE SUPPLY AND SANITATION SERVICE.

The quality of the Águas de Portugal Group's water supply and sanitation services is guaranteed by an integrated approach to monitoring, strict control and continuous investments in infrastructure. These actions contribute not only to public health and the well-being of communities, but also to the sustainability and balanced development of the territories we serve.

WE CONTINUE TO WORK TO ENSURE THAT WATER, AN ESSENTIAL RESOURCE FOR LIFE, IS TREATED AND MANAGED WITH MAXIMUM EFFICIENCY, QUALITY AND RESPECT FOR THE ENVIRONMENT.

The high quality of the water supply and sanitation services provided by the Águas de Portugal Group is reflected in the public health indicators. The public policies designed and promoted by the Supervisory Board, the independent monitoring of the Regulator and the essential collaboration of the Municipalities are fundamental to ensure the quality of the services provided. All in partnership play an essential role in the pursuit of excellence in water and sanitation management.

The quality of the water supplied by the Group's companies is regularly and rigorously monitored, in accordance with the Water Quality Control Plans (PCQA), which are approved by the Water and Waste Services Regulatory Authority (ERSAR). In 2024, 90 320 (in 2023, 93 080) analyses were carried out in the bulk supply systems and 46 605 (in 2023, 46 098) analyses in the retail supply systems, maintaining a high standard of quality.

The results of the analytical control are periodically disclosed, ensuring transparency and allowing consumers to have access to information on water quality and its compliance with legal parameters. In addition to the legal analytical control, there are also the companies' internal monitoring plans, both of which contribute to ensuring that the water supplied is of good quality.

In 2024, all AdP Group operating companies with supply activity implemented water safety plans, reinforcing their ability to respond to any situations that may compromise the security of water supply and, consequently, the confidence of consumers and entities involved in the process of producing water for consumption.

99.7%

COMPLIANCE WITH THE
QUALITY CONTROL
PARAMETERS OF THE WATER
SUPPLY IN THE BULK SYSTEMS

99.5%

COMPLIANCE WITH THE
QUALITY CONTROL
PARAMETERS OF THE WATER
SUPPLY IN THE RETAIL SYSTEMS

MEASURES TO CONTROL AND MONITOR WATER SUPPLY:

- Continuous measurements of process parameters (flow, pressure, water level in reservoirs, pH, chlorine, among others);
- Water quality control plans (PCQA);
- Operational control plans for water quality;
- Monitoring plans for infrastructures under exploration by service providers;
- Water safety plans;
- Control and monitoring of the hydrological characteristics of water sources for supply;
- Control of water losses;
- Implementation of operation and maintenance software.

THE AdP GROUP'S ACTION IS BASED ON RIGOROUS AND CONSTANT
MANAGEMENT OF WATER QUALITY, ENSURING ACCESS TO A VITAL
RESOURCE AND PROMOTING COMMUNITY CONFIDENCE IN THE
INFRASTRUCTURES THAT SERVE WATER AND SANITATION.



ÁGUAS PÚBLICAS DO ALENTEJO CONCLUDES INTERVENTIONS IN THE MUNICIPALITIES OF ALJUSTREL, GRÂNDOLA, SANTIAGO DO CACÉM AND ODEMIRA

AgdA has concluded a series of investments, in the amount of 11.8 million euros, which will improve the quality of public water supply in the municipalities of Aljustrel, Grândola, Odemira and Santiago do Cacém, benefiting around 14 300 inhabitants.

The interventions concern the Roxo Poente Subsystem, including the rehabilitation of the Roxo Water Treatment Plan and three pumping stations. Five reservoirs, nine pumping stations and about 57 km of pipelines were also built.

These investments, now concluded, have benefited from community co-financing from the Cohesion Fund with 85% of PO SEUR – Operational Programme for Sustainability and Efficiency in the Use of Resources.

The improvement of the Supply Subsystems is an objective of AgdA to ensure the quality, continuity and efficiency of bulk water services and to contribute to the provision of public services essential to people's quality of life, public health, environmental quality and the development of the region.



THE ÁGUAS DE PORTUGAL GROUP CONTRIBUTES DECISIVELY TO THE IMPROVEMENT OF THE ENVIRONMENT, PUBLIC HEALTH AND THE DEVELOPMENT OF MORE SUSTAINABLE TERRITORIES.

The analytical control of treated wastewater is carried out periodically in accordance with the provisions of the discharge permits and the legislation in force. In 2024, 118 617³⁵ analyses were carried out in the bulk and retail systems. The results of the monitoring are published periodically, allowing users to access information on the quality of the wastewater returned to the water environment and its compliance with legal parameters. In addition, companies have internal monitoring plans, making analytical control more demanding and ensuring that rejected wastewater has quality.

MEASURES FOR THE CONTROL AND MONITORING OF WASTEWATER SANITATION:

- Analytical control plans in accordance with discharge permits;
- Analytical plan for operational control;
- Submarine emissaries monitoring plan;
- Continuous measurements of pH, redox potential, oxygen;
- Gaseous emissions monitoring plan;
- Monitoring plan for treated wastewater receiving environments;
- Monitoring plans for infrastructures under exploration by service providers.

97.8%

COMPLIANCE WITH WASTEWATER
DISCHARGE PERMITS IN BULK
SYSTEMS

93.8%

COMPLIANCE WITH
WASTEWATER DISCHARGE
PERMITS IN RETAIL SYSTEMS

³⁵ Analyses carried out on infrastructures with a discharge permit.



The AdP Group, aiming to guarantee the excellence of its service and an approach of continuous improvement, has been investing in the maintenance, rehabilitation and construction of infrastructures, pipelines and collectors, thus ensuring the quality of water supply and wastewater sanitation and high coverage rates, as well as the production of water for reuse.

As part of continuous improvement and commitment to sustainability, the Águas de Portugal Group has been investing in the maintenance, rehabilitation and construction of infrastructures, pipelines and collectors. These actions ensure the quality of water supply and wastewater sanitation, contributing to high coverage rates of the services provided.

ÍLHAZO WASTEWATER TREATMENT PLANT OF ÁGUAS DO CENTRO LITORAL MORE EFFICIENT

The intervention in the Ílhavo Wastewater Treatment Plant was completed in 2024, which aimed to change the ventilation of the infrastructure, increasing the energetic efficiency of the facility. This AdCL work represents an investment of around one million euros, essential to ensure compliance with the requirements of the discharge permit.

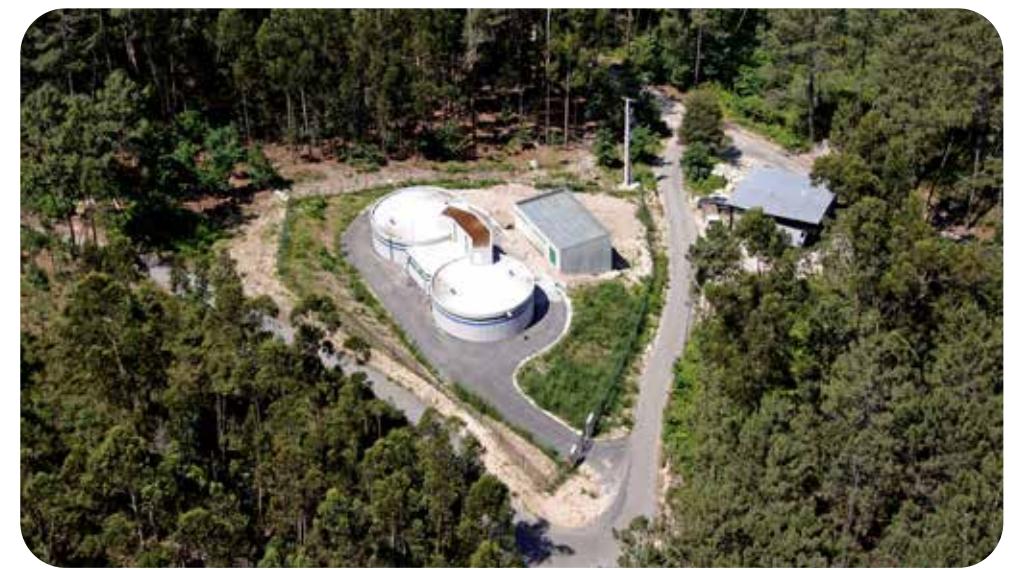


To ensure the continuity of the water supply and sanitation service, a quick and efficient response capacity is essential, especially in situations of supply failures or collapses in collectors.

Supply failures and collapses in collectors can have consequences on the service provided to the populations, so the ability to respond in these situations is fundamental. Preventive and reactive maintenance of infrastructures and equipment is essential to ensure that the services provided to the population occur without prolonged interruptions, always ensuring the quality and reliability of the supply.

³⁶ Interruptions in supply to users lasting 4 hours or more were considered.

The capacity of water reservoir for supply that multi-municipal systems present contributes to the continuity of the supply service. In 2024, the reservoir capacity in bulk systems was 24 hours (in 2022 it was 24) and in retail systems it was 34 hours (in 2022 it was 36 hours). The number of service interruptions³⁶ during the year 2024 was 90 (in 2023 49) and 353 (in 2023 591) in the bulk and retail systems, respectively.



24 HOURS

RESERVOIR CAPACITY
OF BULK WATER SUPPLY SYSTEMS

34 HOURS

RESERVOIR CAPACITY
OF RETAIL WATER SUPPLY SYSTEMS

In sanitation, the number of structural collapses in collectors of the bulk network was 58 and in the retail network of 42.



THE ÁGUAS DE PORTUGAL GROUP IS PROUD TO PROVIDE A RELIABLE PUBLIC SERVICE TO ITS CUSTOMERS.

The public service that we provide, which is increasingly comprehensive and continuous, of high quality, with socially acceptable tariffs, allows us to increase confidence in the service among our customers.

214MUNICIPALITIES SERVED
IN WATER SUPPLY**217**MUNICIPALITIES SERVED
IN WASTEWATER SANITATION**706 537**DIRECT CUSTOMERS
(RETAIL WS)**305 895**DIRECT CUSTOMERS
(RETAIL WWS)

Proximity to customers is a priority for the AdP Group, and continuous and transparent communication is promoted through various contact and information channels. The AdP Group has invested in the diversification and effectiveness of its contact channels with customers, ensuring that communication and clarification needs are met quickly and efficiently, reinforcing consumers' confidence in the service provided.

In order to better meet the needs of consumers, the Group periodically carries out user satisfaction assessments, with special attention to the feedback received. There is a close relationship between the Group's companies and the Municipalities (rising customers, who are also shareholders). The existence of open communication channels increases the transparency and trust that is established between them. Bilateral relations, which are carried out daily at the various levels, both institutional and technical, allow for the alignment of objectives and the improvement of the supply and sanitation service to the final consumer.



TRANSPARENCY AND EFFICIENT COMMUNICATION ARE ESSENTIAL PILLARS OF OUR APPROACH TO PUBLIC SERVICE.

In companies that provide retail services, the Group's great challenge, given the high number of direct customers, is focused on ensuring the provision of service to the entire universe of potential customers. Their websites have an exclusive space for customers, where they provide useful information and direct contact forms for clarification. EPAL has designed and developed its own software to increase the efficiency of water use in final users (Waterbeep®).

In 2024, 564 complaints were registered in companies that provide bulk services, representing a reduction compared to 2023 (590 complaints). However, in companies that provide retail services, the number of complaints increased to 15,502, compared to 10,770 in 2023. Despite the increase in the number of retail complaints, the Group maintained a high response rate within the legal deadline, with 96.9% of responses in the bulk services and 99.9% in the retail services.



WE CONTINUE TO CONTRIBUTE TO THE DYNAMISM OF THE REGIONAL BUSINESS FABRIC AND LOCAL EMPLOYMENT.

CONTRIBUTION TO REGIONAL DEVELOPMENT AND LOCAL ECONOMY

The Águas de Portugal Group plays a crucial role in the dynamization of business, with a relevant regional impact, in the fight against desertification in the country's inland areas. Its activity contributes directly to the development of the local and national economy, through the provision of water supply and sanitation services that value the territories and promote employment. This impact is visible in the various economic activities, especially tourism, whose expansion benefits from improvements in the quality of bathing water in Portugal, driven by the water sector. Improving water quality and efficient water management have a significant impact on public health and the development of natural assets, which in turn benefits tourism-related activities and generates direct and indirect jobs in the regions.

THE AdP GROUP HAS CONTRIBUTED TO THE SUSTAINABLE GROWTH OF THE COUNTRY, ENSURING NOT ONLY ENVIRONMENTAL QUALITY, BUT ALSO PROMOTING SOCIAL AND ECONOMIC DEVELOPMENT.

PARTNERSHIPS WITH LOCAL AND NATIONAL SUPPLIERS

The AdP Group's performance in the provision of essential services promotes close collaboration with suppliers essential to the achievement of its mission. In 2024, the Group established partnerships with 51 service providers associated with the core business of infrastructure exploration, contributing to the creation of 851 jobs, reflecting a positive impact especially in the most inland areas of the country.

THE ÁGUAS DE PORTUGAL GROUP, BY PROVIDING ESSENTIAL PUBLIC SERVICES, ACTS AS AN ENGINE OF SUSTAINABLE DEVELOPMENT, GENERATING EMPLOYMENT AND STIMULATING THE ECONOMY IN KEY AREAS, SUCH AS TOURISM AND ENVIRONMENTAL PRESERVATION.

The rigorous selection of suppliers is a process based on principles of transparency, equality and competition, with full compliance with current legislation. In addition, the AdP Group adopts a strategic approach that considers not only the optimisation of the quality/price binomial, but also the environmental and social impact of acquisitions, encouraging suppliers to adopt sustainable and efficient practices.

The AdP Group's relationship with its suppliers is based on principles of ethics, transparency and shared responsibility, which are fundamental to the success of its mission. The Group's commitment to continuous improvement and the alignment of its practices with global and national policies places it as an example of sustainability and efficiency in the water sector.





ETHICS AND TRANSPARENCY IN THE SUPPLY CHAIN

Ethics and transparency are fundamental pillars in the management of the AdP Group's supply chain.

All pre-contractual procedures are conducted in an objective and rigorous manner, with the aim of maximizing utility for the Group and ensuring the environmental and social efficiency of the partnerships. By promoting responsible practices throughout the supply chain, the AdP Group reinforces its commitment to the United Nations Global Compact, aligning its social, environmental and ethical principles with those of its suppliers.

This approach of shared responsibility and the dissemination of good environmental and social practices aim not only to meet the Group's objectives, but also to strengthen collective responsibility in combating environmental and social challenges, creating value for society in general. The continuous alignment of ethical and sustainable principles throughout the supply chain reinforces the AdP Group's role as an agent of change, not only in the internal context, but also at the level of the entire supply chain.

WE ARE COMMITTED TO BUILDING SOLID AND RESPONSIBLE PARTNERSHIPS, CONTRIBUTING TO A MORE SUSTAINABLE AND ETHICAL FUTURE.

This has been the path that the AdP Group has been taking, supported by various tools that aim to ensure greater commitment from suppliers. Examples are the Declaration of Social Responsibility, the Code of Ethics and Conduct, the National Strategy for Ecological Public Purchasing, audits, awareness-raising actions and supplier evaluation processes. In 2024, 39 supplier audits and 116 awareness-raising actions were carried out.

39

SUPPLIER AUDITS

116

AWARENESS-RAISING ACTIONS
FOR SUPPLIERS/ SERVICE
PROVIDERS

BCSD PORTUGAL CHARTER OF PRINCIPLES

In 2017, the BCSD Portugal Charter of Principles was signed, which encourages its subscribers to adopt and develop the guiding principles of good business management, in accordance with ethical, social, environmental and quality standards, applicable in any context of the global economy. The Charter of Principles is a document that establishes the principles that constitute the guidelines for good business management and aims to create a voluntary reference adapted to companies of various sizes. Its objective is to encourage the massification of sustainable management practices based on six principles: (1) Legal Compliance & Ethical Conduct, (2) Human Rights, (3) Labour Rights, (4) Prevention, Health and Safety, (5) Environment and (6) Management. We also commit to inviting our most relevant suppliers to also sign the Charter.



KEY POINTS OF THE SOCIAL RESPONSIBILITY STANDARD APPLICABLE TO THE AdP GROUP AND ITS SUPPLIERS:

- Child labour
- Forced labour
- Health and safety
- Freedom of association and the right to collective bargaining
- Discrimination
- Disciplinary practices
- Working hours
- Remuneration
- Management systems

HUMAN RIGHTS



1st Principle

Companies should support and respect the protection of the internationally recognised human rights.

2nd Principle

Companies should guarantee their non-participation in violations of human rights.

in Progress Information on the United Nations Global Pact"



WE PROTECT AND RESTORE BIODIVERSITY AND ECOSYSTEMS

THE AdP GROUP RECOGNISES THAT THE CONSERVATION OF BIODIVERSITY AND THE PROMOTION OF ECOSYSTEM SERVICES ARE DIRECTLY LINKED TO ITS CORE BUSINESS, WHICH IS INTRINSICALLY LINKED TO THE RESPONSIBLE USE OF WATER.

Water ecosystems play a vital role in maintaining water quality, regulating floods and droughts, and sustaining biodiversity. However, these ecosystems are under constant threat due to pollution, climate change, and overexploitation. The protection and restoration of these ecosystems are therefore of utmost importance to ensure resilience and adaptation to climate change, as well as to ensure fair and equitable access to essential resources such as potable water and food.

AdP GROUP'S IMPACT ON BIODIVERSITY AND ECOSYSTEMS

The sustainable management of the water cycle is an essential practice for the protection of soils, groundwater levels and water resources, which are fundamental for ecological balance and the promotion of biodiversity.

The AdP Group continuously works to ensure the adequate quality and quantity of water in ecosystems through:

- Maintenance of minimum flows in rivers and water lines.
- Prevention of pollution of water and sea lines.
- Depollution through efficient wastewater collection and treatment systems.

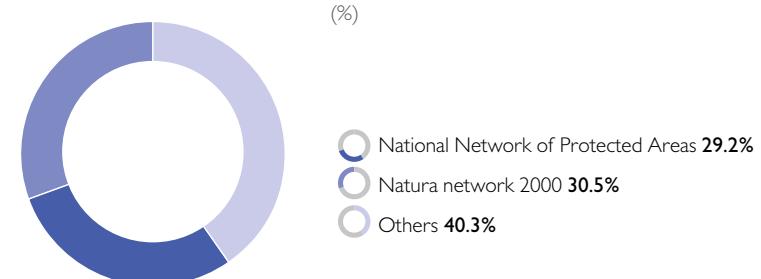
These actions have a direct impact on the preservation of water resources, helping to maintain water quality and ensure that aquatic ecosystems remain functional and resilient.

WE INVEST IN PROJECTS FOR THE CONSERVATION AND RECOVERY OF AQUATIC ECOSYSTEMS, RECOGNIZING THE IMPORTANCE OF BIODIVERSITY FOR THE HEALTH OF OUR WATER RESOURCES.

The Águas de Portugal Group assumes the responsibility for protecting and restoring biodiversity and ecosystems. Through sustainable water management, including controlled water capture and wastewater treatment practices, the Group contributes directly to the protection of ecosystems and the improvement of environmental health. Its performance, in line with the Sustainable Development Goals, promotes ecological balance and the revitalization of territories, while ensuring the availability of quality water for communities and biodiversity.

In 2024, the AdP Group occupied 233 hectares of areas classified for nature and biodiversity conservation, representing 20% of the total area occupied by its infrastructures. The location of these infrastructures (due to the need to be close to water lines) is one of the sensitive aspects that the Group identifies and monitors to minimize negative impacts.

OCCUPIED PROTECTED AREAS (%)



THE CONTROLLED CAPTURE OF FLOWS AND THE PROPER TREATMENT OF WASTEWATER HAVE A POSITIVE IMPACT ON THE CONSERVATION OF ECOSYSTEMS AND THE PRESERVATION OF BIODIVERSITY.





WATER BIRDS OF THE TAGUS ESTUARY

With an eye on the Birds of the Tagus Estuary, Águas do Tejo Atlântico, in partnership with the Portuguese Society for the Study of Birds, developed in 2024 actions to raise awareness of biodiversity, namely the aquatic birdlife of the Tagus Estuary.

Associating AdTA's activity with the improvement of the water quality of the Estuary, the actions involved several audiences:

- Teachers, municipal technicians and Environmental Education monitors, in a total of about four dozen participants.
- Schools of various levels of education in the municipalities of Loures and Lisbon, with the participation of approximately three hundred students.
- General public, involving more than a hundred participants, with the activity of bird watching.



SIMDOURO COLLABORATES WITH THE ATLANTIDA PROJECT IN THE MONITORING OF MARINE MAMMALS

Within the scope of the ATLANTIDA Project, a consortium between the Universities of Porto, Minho and Trás-os-Montes and Alto Douro, the Interdisciplinary Center for Marine and Environmental Research is coordinating an important monitoring work of marine mammals (dolphins and whales) in the Northern region of Portugal.

This project includes the collection of biological samples, the identification of the species present in the area and the capture of acoustic information in the region of Foz do Rio Douro and surroundings.

As part of SIMDOURO's collaboration with the project, two acoustic equipments were installed on the buoys of the emissary in Gaia. Each buoy received a device, known as a C-POD, designed specifically for the acoustic monitoring of marine mammals. The equipments were installed in December 2024, and the results of this pioneering monitoring are awaited with great expectation.

This initiative reinforces the commitment of the entities involved with the preservation of marine biodiversity and the advancement of environmental science.

ÁGUAS DO VALE DO TEJO PROMOTES ENVIRONMENTAL EDUCATION ACTIONS ON RIVER BEACHES DURING THE SUMMER

During the months of July and August, AdVT was on six river beaches in its area of operation, promoting 12 awareness-raising actions.

With the support of water games on the environment and its preservation, we were on the river beaches of Castelo Novo (Fundão), Benquerença (Penamacor), Aldeia Ruiva (Proença-a-Nova), Mosteiro (Pedrógão Grande), Monsaraz (Reguengos de Monsaraz) and Azenhas d'El Rei (Alandroal).

These activities directly involved about 200 families, including parents, grandparents and children, who participated in them.





SIMARSUL IN ENVIRONMENTAL AWARENESS ACTION IN THE SADO ESTUARY

As part of the programme of activities associated with the International Coastal Cleanup Day, an environmental awareness initiative took place in the Sado Estuary, in partnership with Ocean Alive, with the participation of SIMARSUL employees and their families. The main focus of the action was the preservation of coastal ecosystems, with an emphasis on the importance of the Sado Estuary for local biodiversity and the role of its seagrass meadows.

This partnership allowed a joint work to highlight the fundamental role of the estuary in regulating ecosystems and maintaining water quality, in one of the largest estuaries in Portugal. During the event, volunteers had the opportunity to learn about the impacts of pollution and the need to adopt sustainable practices to protect this natural habitat and ensure the health of water resources.

With the tireless support of the volunteers present and two Guardians of the Sea from Ocean Alive's "Shellfish without Garbage" project, in just 1h30, about 400kg of waste were collected, preventing it from contaminating the water of the Sado estuary, on the margins of the access road to Eurominas, where marshes and seagrass meadows rescue land next to large industrial centers.



"HÁ ART" IN THE WATER FACTORIES OF ÁGUAS DO TEJO ATLÂNTICO

"Há ART" in the water factories is an external communication project through urban art that, in an irreverent and original way, makes people aware of a little visible activity and an essential wastewater treatment service with a positive impact on the environment and public health.

This urban art project started in 2022, of mural paintings, continued in 2024, with the painting of the Biodiversity of the Lizandro River, at Carvoeira Pumping Station (aligned with other municipal projects existing there - LabRios+ Rustic and River guard of Bordallo II).

An internal mural was also developed, involving the company's employees, where the Symbiosis with the Community and Nature were the motto for the joint painting of the Laboratory, at the Beirolas Water Factory. Both projects were coordinated by the artist Mafalda Gonçalves.





SOCIAL RESPONSIBILITY IN THE AdP GROUP: VALUE CREATION AND COMMUNITY RELATIONS

Social Responsibility at the Águas de Portugal Group aims to ensure an effective response to the demands and needs of the regions where it operates. By aligning its practices with the values of sustainability, social inclusion and transparency, the AdP Group not only contributes to the development of the territories where it operates, but also reinforces its commitment to collective well-being and environmental protection. This commitment is reflected in both its internal policies and its external actions. This focus on social relations has been promoted through various initiatives that aim to actively contribute to the social well-being and sustainable development of the territories where the Group operates.



CREATING VALUE FOR SOCIETY AND STRENGTHENING RELATIONS WITH LOCAL COMMUNITIES ARE INTEGRAL PARTS OF THE AdP GROUP'S MISSION.

The AdP Group's internal and external Social Policy is aligned with its management policies, particularly in sensitive areas such as human rights, labour practices, environmental protection and transparency:

- **Human Rights:** Ensuring that its operations and practices respect the rights and dignity of all, both internally and in the relationship with its suppliers and partners.
- **Labour Practices:** Promoting fair and equitable working conditions for all its employees, ensuring compliance with labour standards and that employees' rights are respected.
- **Environmental Protection:** Integrating responsible environmental practices into all of the Group's activities, with an emphasis on sustainability, preservation of natural resources and responsible water management.
- **Transparency:** Ensuring that all its activities and processes are conducted in a clear, ethical, and transparent manner, providing stakeholders with access to information and promoting a culture of trust and integrity.

SOCIAL RESPONSIBILITY - COSTUMERS

We highlight the Social Water Tariff, which aims to support domestic final users, with low incomes and at risk of poverty and social exclusion. Also highlight EPAL's customer service for the Deaf Community through sign language, through a partnership with Serviin – Deaf Citizen's Portal, allowing a more personalized service through video call, allowing this audience to communicate with EPAL through sign language. The same service has been implemented for visually disabled customers since 2006, allowing them to have access to the water bill in braille, as well as the provision of a useful information leaflet, also in braille.



AdP SCHOLARSHIPS 2024/2025

The AdP Group continued the project to award scholarships for higher education and special education for the descendants of the households of our Group's employees. This year we delivered 37 scholarships for higher education and 38 for special education.

The Águas de Portugal Group Scholarships program started in the 2013/2014 academic year, and a total of 547 scholarships have already been awarded.

Together, we make a difference in the future of the children and young people who benefit from this support since, for each electronic Christmas card sent by the Group's employees, €0,50 is allocated to this internal social responsibility project that unites us.

This is an internal Social Responsibility program with a great impact on the lives of our employees:



“*I hereby inform you that my son has completed his degree in Medicine and is currently preparing and studying for the PNA (National Access Exam). I am grateful for the support he has received through the scholarships he has been granted over the past six years.”*

“The scholarship from Grupo Águas de Portugal is a help in the therapies that my son is undergoing and that can have a great impact on his future development, so that he can have an independent life.”

“I cannot fail to thank and praise AdP's noble initiative in allowing the children of its employees to have access to support to improve conditions in their academic careers.”

“I am very grateful to you for the enormous support you have given me, through this initiative of yours, only in this way have we been able to take greater steps to help our son. A huge thank you!”

Testimonials from workers whose children benefited from the AdP Scholarship Program.

AdP GROUP WELCOMES GIRL MOVER THEILA!

Her name is Jenifa Theila Murane and it was Girl Mover who came to meet us in 2024, to carry out her international internship, under the CHANGE program, promoted by the Girl MOVE Academy, which promotes female leadership, being recognized by UNESCO as the best education program for girls and women.

At the age of 24, Theila, from Gaza, Mozambique, with a degree in Geology, aimed to "lead projects in the area of water, sanitation and hygiene in Mozambique, through the mapping and modelling of aquifers, and the exploitation of underground water in rural communities where there is a lack of clean, potable and accessible water".

The AdP Group's participation in the Girl MOVE project dates back to 2016 and focuses on hosting a "life stage", one of the highlights of the Leadership and Social Entrepreneurship Programme.



AdP GROUP IS A PARTNER OF PARALYMPIC SPORT

In 2024, we continued to be partners of paralympic sport, with the support of the Portuguese Paralympic Committee (CPP) towards the Paris 2024 Paralympic Games, being aware of the impact and pride that this partnership with the Portuguese Paralympic Committee has for all the employees of the AdP Group.



CEO'S GUIDE ON HUMAN RIGHTS

The President of the Águas de Portugal Group in 2019 was one of the 38 national business leaders who came together to support the promotion of human rights by subscribing to the CEO's Guide on Human Rights. This Guide, launched by BCSD, identifies important aspects in terms of human rights that challenge companies to act, promoting greater involvement of company management in improving the living conditions of employees and communities.



ÁGUAS DO ALGARVE PROMOTES THE ENVIRONMENTAL CONTEST “THE WATER AND THE SEA FOR ME”

Águas do Algarve, as part of its social responsibility and sustainability strategy, has developed for the third consecutive year the project “The Water and the Sea for Me”, an initiative that puts art at the service of inclusion.

Aimed exclusively at IPSS, with the elderly and/or people with disabilities, this project is a space for active participation, creativity and recognition.

With enthusiasm, each institution and each artist dedicated themselves to the creation of works inspired by water and the sea, reflecting their vision, emotions and experiences in relation to this essential resource.

More than an artistic contest, this initiative proved to be a transformative process, where each line and each colour translate the overcoming of challenges and the valorisation of the identity of each participant.

The 3rd edition, marked on World Water Day, received 42 extraordinary works, the result of months of commitment and dedication. The awards ceremony was a moment of great emotion, where not only the talent of the participants was celebrated, but also the social impact of this project. Four institutions were distinguished with awards and four others received honourable mentions, in recognition of the work developed.

With this initiative, Águas do Algarve reaffirms its commitment to the Sustainable Development Goals (ODS), namely ODS 6 – Potable Water and Sanitation, ODS 10 – Reduction of Inequalities and ODS 11 – Sustainable Cities and Communities. We believe that art plays a key role in social inclusion and environmental awareness, and that everyone should have the opportunity to express their vision and talent.



DROP BY DROP WE CHANGE LIVES!

The Corporate Volunteer Program, “Drop by Drop We Change Lives”, was continued, which encourages the voluntary participation of the Group's employees in actions for the benefit of the community, contributing with time, with solid technical knowledge, but, above all, with enormous generosity. As part of the Group's Social Responsibility Policy, this Volunteer Program strengthens our corporate culture in the sense of commitment to the well-being of the populations.



WATERS WITHOUT BORDERS

The Specialized Volunteer Program in Water Supply and Wastewater Sanitation (A&S) aims to respond to requests for humanitarian aid and international cooperation. This is an emergency humanitarian aid programme, under which a Rapid Response Unit for Emergency Situations will be created, in which employees of the AdP Group will voluntarily participate, with the mission of helping the re-establishment of A&S following natural disasters. This programme provides for the establishment of partnerships with ONG and emerges as an important source of motivation and sharing of the know-how of employees of the Group's companies, called upon to strengthen their decisive role as social actors and agents of change.





"OUR" PACT WITH THE FUTURE

Águas de Portugal organised a session dedicated to the Pact with the Future, as part of the 19th Social Responsibility Week, with the participation of young people from different organisations with which the AdP Group collaborates, namely Girl Move, Zambujal and Mundu Nôbu.

The Social Responsibility Week is an initiative of APEE - Portuguese Association of Business Ethics and has the support of the United Nations Global Compact Network Portugal.



GRÂNDOLA RESERVOIR OF PUBLIC WATERS OF ALENTEJO ILLUMINATES VILA DE AZUL AGAIN

In Portugal, April is the Month for the Prevention of Child Abuse.

The date is marked with the blue ribbon - the colour chosen by Bonnie Finney, the American who started this movement - and with the slogan "I will be what you give me... let it be love."

AgdA has teamed up with the CPCJ (Commissions for the Protection of Children and Young people) of Grândola, aiming to raise awareness of the entire community on the issue of prevention of abuse, illuminating the Grândola Reservoir in blue, the colour of the campaign.

The promotion of the rights and protection of children and young people is a responsibility of the whole society. The community's awareness of the importance of preventing child abuse, promoting the strengthening of families for conscious parenting, and contributing to the harmonious growth and development of children/young people and their well-being, should be assumed as a goal of All.



PÁTIO DA ÁGUA OPENS WITH THE MOTTO "WATER FOR PEACE" - 2024

In partnership with the Lisbon City Council and Lisboa E-Nova, Pátio da Água opened between July 26 and October 1, 2024, with the motto "Water for Peace", presenting itself as a space for reflection on the importance of water in our lives and the need to preserve it. The program included innovative workshops, such as natural dyeing of fabrics, showcookings and stand-up comedy, as well as concerts and DJ sets, the offer of Santini picolinis and also the launch of the "Oasis" bottle. For the youngest, Pátio da Água has reserved Wednesday mornings for environmental awareness and education, adapted to different age groups and levels of education. About 15 thousand glasses of water were offered. At the end, EPAL launched the new bottle: the Oasis, with several invited entities, with emphasis on the Marinha Grande Deposit, and the President of the Board of Directors, Carlos Martins, presented the new piece to the public, which represents another initiative to mark the presence of tap water, this time, in the spaces where Conferences and Meetings take place in the city of Lisbon.





INTEGRATION INTO SOCIETY

The AdP Group has a close connection with professional, technical and industrial associations, adhering to and following trends in topics relevant to companies.

ASSOCIATIONS/ INSTITUTIONS/ ORGANIZATIONS

ABS - Baía do Seixal Association
AdEPorto - Porto Energy Agency
AES - Sines Business Association
AIDA - Industrial Association of the District of Aveiro
Alliance for the Sustainable Development Goals
AMESEIXAL - Seixal Municipal Energy Agency
ANQIP - National Association for Quality in Building Installations
APCE - Portuguese Association of Corporate Communication
APDA - Portuguese Association for Water Distribution and Drainage
APEE - Portuguese Association of Business Ethics
APESB - Portuguese Association of Sanitary and Environmental Engineering
APQ - Portuguese Association for Quality
APRH - Portuguese Association of Water Resources
APSEI - Portuguese Security Association
APMI - Portuguese Association of Industrial Maintenance
APPDI - Portuguese Association for Diversity and Inclusion
AREAL - Regional Agency for Energy and Environment of Algarve
Humanitarian Association of Volunteer Firefighters of Coimbra
ASPEA - Portuguese Association for Environmental Education
Aspiring Geopark of the West
ATL - Lisbon Tourism Association
BCSD Portugal - Business Council for Sustainable Development
Camões - Institute for Cooperation and the Portuguese Language
CASPAE - Parents and Friends School Social Support Center
CATIM - Technological Support Center for the Metalworking Industry
CCDesert - Competence Centre in the Fight Against Desertification
CEBAL - Center for Agricultural and Agri-Food Biotechnology of Alentejo
CEEP-PORTUGAL - European Center of Enterprises with Public Participation and/ or General Economic Interest.
CESAB - Environmental Services Center
CIAB - Consumer Arbitration Court
CPA - Port Community of Aveiro
COMSINES - Council of the Communities of Sines

Advisory Board of the Polis Society of the Ria de Aveiro

Advisory Board of the Paul de Tornada Nature Reservoir – Local Protected Landscape Area

Advisory Board of the Ericeira World Surfing Reservoir

CVR - Center for the Valorisation of Waste

EPIS - Entrepreneurs for Social Inclusion

Enerarea - Regional Agency for Energy and Environment of the Interior

Energaia - Energy Agency of the South of the Metropolitan Area of Porto

ENIPSSA - National Strategy for the Integration of Homeless People

Serralves Foundation

FUTURESEA - Social, Economic and Environmental Sustainability

Global Compact Network Portugal

GRACE - Socially Responsible Companies

IAREN - Water Institute North Region

IES - Institute of Social Entrepreneurship

IGen - Forum Organizations for Equality

IPQ - Portuguese Institute of Quality

IHRH - Institute of Hydraulics and Water Resources

IWA - International Water Association

Lisboa E-Nova - Municipal Energy and Environment Agency

NERA - Business Association of the Algarve Region

NERBE - Business Association of Baixo Alentejo and Litoral

NERGA - Business Center of the Guarda Region

NERLEI - Business Association of the Leiria Region

Sustainable West - Regional Agency for Energy and Environment of the West

OIKOS - Cooperation and Development

PPA - Portuguese Water Partnership

PSAT - Association for the Promotion of the Safety of Technical Assets

PWN Lisbon - Professional Women's Network

RELACRE - Association of Accredited Laboratories of Portugal

S. Energy - Regional Energy Agency for the Municipalities of Barreiro, Moita and Montijo

SWAN - Smart Water Network Forum

UN - Global Compact

WAMU-NET - Water Museums Global Network

Water Footprint Network

WRE - Water Reuse Europe

WSMART - Water Security Management Assessment, Research & Technology



3.5 INNOVATING TO IMPACT



TO PROMOTE OPEN, COLLABORATIVE INNOVATION THAT GENERATES VALUE FOR THE ADP GROUP AND ITS COMPANIES.

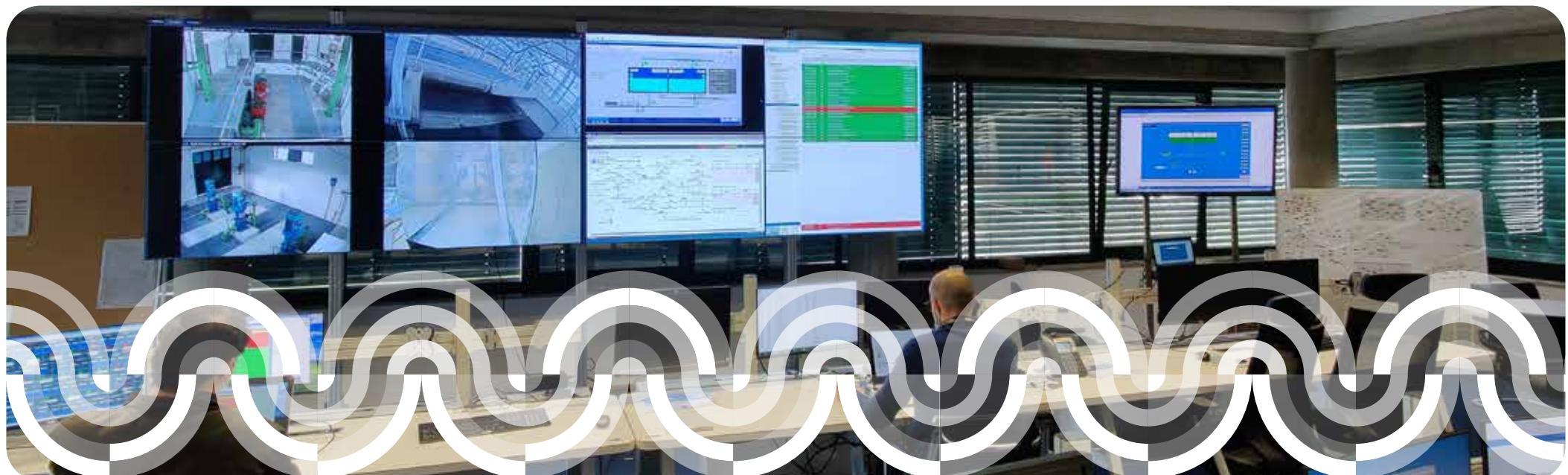
PILLAR: SERVICE EXCELLENCE & SOCIAL UTILITY & GROUP CULTURE

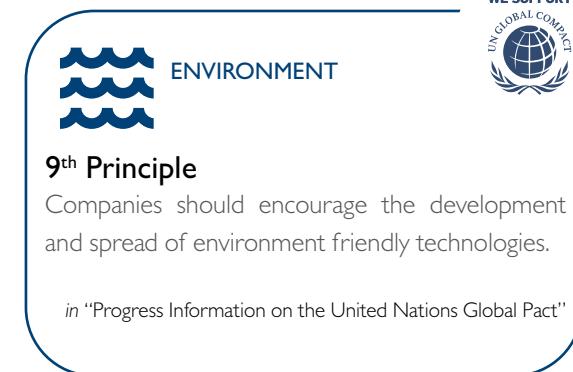
OBJECTIVES

- Develop IDI projects aligned with the strategic areas of innovation and the needs of the AdP Group's companies
- Develop and launch innovative products, services, and processes
- Developing open innovation based on a multipolar network of skills
- Promoting the digital transformation of the AdP Group

GOALS

- Increase the number of IDI projects by 10%
- Investment by AdP SGPS of 0.1% of the turnover in innovation projects carried out in the group's companies
- Launch of an innovation contest within the AdP group
- Increase the number of products developed in the Group by 25%
- Increase internal and external partnerships (national and international) by 10%/year in the context of IDI
- Implement the Group's strategic digitalization plan





The AdP Group has integrated into its mission the promotion and acceleration of innovation, recognising it as essential to adapt to an environment in constant transformation and in which the intensity of societal challenges (national and international) is intensifying.

In a context of extreme climatic phenomena, economic uncertainty and geopolitical instability, water is crucial for the environmental, social and economic performance of the planet, as well as for its survival in the medium and long term. The water management sector, from capture to return to the environment, has an increasingly relevant value in structural areas such as health, tourism, agriculture and energy.

Aware of the vital role of water in solving these societal challenges, the AdP Group, through its innovation strategy, aligns its contributions with the global needs and innovation objectives of the planet through a collaborative network that includes academic entities, sectoral associations, companies and other entities of the national innovation system. Innovation combined with the Sustainable Development Goals is the right way to create a resilient and prosperous environment.

THE FUTURE DEPENDS ON THE SOLUTIONS WE CREATE TOGETHER TODAY.

THE AdP GROUP'S INNOVATION STRATEGY

The strategic guidelines for Innovation in the AdP Group are expressed through Innovation 360°. This programme includes a set of objectives and initiatives that promote open and sustainable innovation, enhances synergies and collaboration between the Group's various centres of excellence and favours partnerships with other external entities.

360° Innovation unfolds into three dimensions: proactive innovation, collaborative (or reactive) innovation and organic (or operational) innovation.

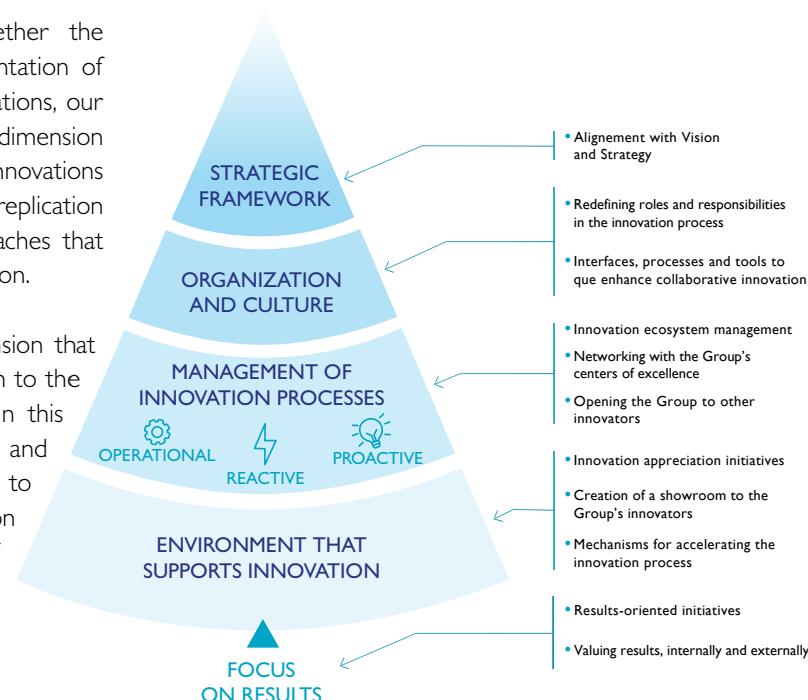
These three dimensions have complementary functions to each other:

Organic (or operational) innovation brings together the autonomous activities of exploration and experimentation of concepts, products and services at the level of operations, our infrastructures and our processes. Also included in this dimension are activities that ensure the valorisation of the innovations produced, either through their internal dissemination, replication or even the submission of patents or other approaches that protect and allow the return on investment in innovation.

Collaborative (or reactive) innovation is the dimension that guarantees the opening of the AdP innovation system to the world and, above all, to the scientific community. In this way, the updating and integration of knowledge, skills and technologies within the Group is ensured, allowing it to be translated into future innovations. This dimension also ensures the opening of the Group to the needs of knowledge communities within the scope of research in the water sector.

Proactive innovation is the dimension that focuses exclusively on promoting intra-company collaboration through the identification and financing of innovation projects that solve concrete problems of the Group and the water sector. This instrument ensures that the knowledge generated in collaborative innovation, and the opportunities identified in organic innovation with a transversal nature, can be developed collaboratively and without external financing restrictions.

The 360 approach also includes other support activities that ensure the promotion of cultural and organisational factors that enable innovation activities and ensure their alignment with the strategic orientations.



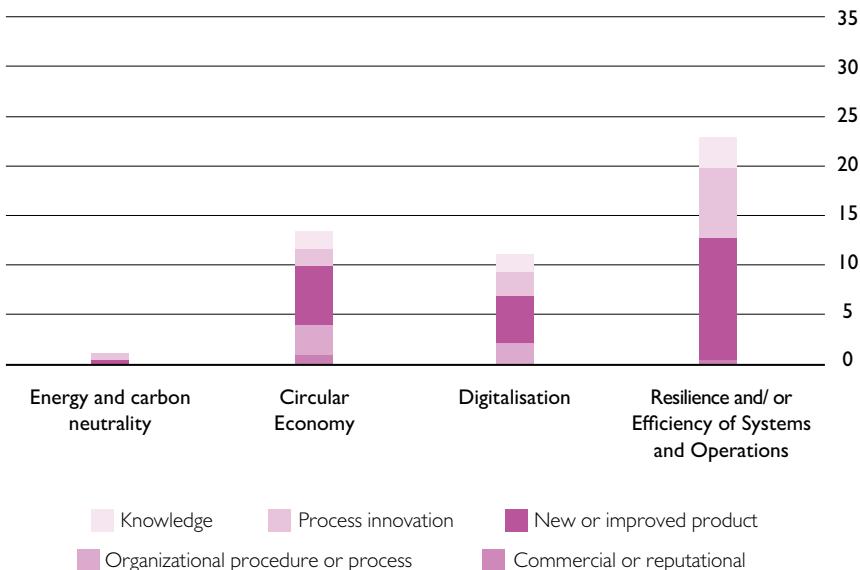


The 360° Innovation Strategy is based on a basic principle of coordination and cooperation between companies in the Group, but also with entities outside the Group, both in the water sector and in related sectors, ensuring the protection of the Group's knowledge and intellectual property.

INNOVATION IS ESSENTIAL TO FACE THE CHALLENGES IN WATER SUPPLY AND SANITATION.

In 2024, there are more than 84 I&D projects, with most of the effort focused on the resilience and efficiency of our infrastructure, the circular economy and digitalization. Most projects develop or improve products and services. Considering the nature of the AdP Group's operation.

ACTIVE RDI PROJECTS IN 2024 BY TYPE AND STRATEGIC THEME



INNOVATION AND COLLABORATION ARE THE ESSENTIAL DRIVERS
TO ENSURE SUSTAINABILITY IN THE WATER SECTOR.





INNOVATION IN THE AdP GROUP IN 2024

AdP PROACTIVE INNOVATION CONTEST

In 2024, the AdP group launched the process for the second edition of its Proactive Innovation Contest with the allocation of financing by SGPS. With a total budget of 1 million euros, this initiative once again challenged the Group's companies to create products and services in a collaborative model, in 3 strategic objectives: the circular nature of the business, the resilience of the infrastructures and the energy intensity of the activity. Through this initiative, 4 more internal projects with high potential for replication will be financed.

PROJECT	COORDINATING COMPANY	STRATEGIC AREA
Undue Inflow Management Strategy AI_Control	SIMARSUL - Saneamento da Península de Setúbal, S.A.	Resilience and/or efficiency of systems and operations
Intelligent Leak Control - Intelligent Leak Detection Intellile@k	EPAL - Empresa Portuguesa das Águas Livres, S.A.	Resilience and/or efficiency of systems and operations
Smart Solutions for Sustainability: Optimizing Anaerobic Digestion with AI SmarDAI	Águas do Tejo Atlântico, S.A.	Energy and carbon neutrality
Development of the Integrated Management Platform for Controlling Non-Compliance in WWTPs ZEROinETAR	EPAL - Empresa Portuguesa das Águas Livres, S.A./ Águas do Vale do Tejo	Resilience and/or efficiency of systems and operations

INNOVATION PATH 2024: A SUCCESS IN KNOWLEDGE SHARING!

The AdTA's Innovation Path 2024 Event was a milestone in knowledge sharing in the water sector and sustainability. With 526 registrations and 498 online accesses via streaming, the event brought together an enthusiastic and interested audience in innovations and good practices.

During the event, renowned speakers presented their ideas and experiences, and several exhibitors showed innovative projects and sustainable solutions. The event promoted the exchange of ideas and networking, with the certainty that this multiplication of contacts and thoughts can provoke emotions and even revolutions in the sector.

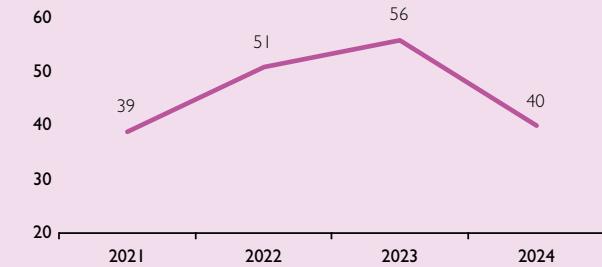
"Sharing knowledge is the key to innovation and sustainability," said Nuno Brôco, President of the Board of Directors of Águas do Tejo Atlântico. "It is through collaboration and the exchange of experiences that we can move towards a more sustainable future."



"ONE DROP, ONE IDEA", AT ÁGUAS DO NORTE

The initiative "One Drop, One Idea", promoted by Águas do Norte, aims to reward creativity and innovation among its employees. In 2024, about 40 proposals were received. The closing ceremony included a discussion on the future of water and the distinction of the three finalist ideas, with emphasis on the winning project on energetic neutrality and green energy production.

IDEAS VS. YEARS





DATA SCIENCE AND ARTIFICIAL INTELLIGENCE AT THE SERVICE OF INNOVATION

The Group's companies train their teams to collect and process a greater volume of data in an increasingly automated way, reducing the efforts of this activity and increasing the capacity and speed of decision-making.

MarClaimed PROJECT

MARCLAIMED is a project financed by the European Union (H2020) that aims to integrate Managed Aquifer Recharge (MAR) solutions with Alternative Water Resources (AWR), within EU regulatory frameworks, to mitigate water stress and proactively manage drought events. This integration is essential for the sustainable use of surface and underground water resources.

To this end, MARCLAIMED focuses on three pillars: operational efficiency, economic sustainability and social acceptance. It uses artificial intelligence tools to monitor water quality, predict the availability of water resources, and provide risk indicators. Economic sustainability is assessed through indicators of water scarcity and water security, while social acceptance is promoted by the involvement of policymakers and the setting of European guidelines.

The project is being tested in 3 countries (Portugal, Spain and the Netherlands). AgdA's Comporta Wastewater Treatment Plant was the location chosen for the test place in Portugal.

The project will culminate with the development of an Integrated Decision Support Tool to ensure reliability and trust in systems, supporting decision-making and adaptation policies



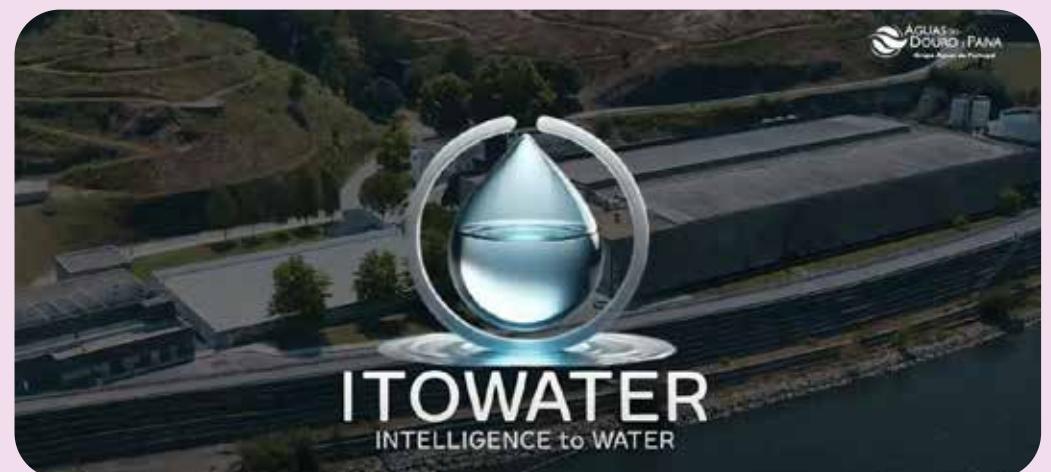
EPAL'S ENERGY AND EMISSIONS CONTROL CENTER

EPAL's Energy and Emissions Control Center integrates advanced technologies for real time monitoring and management of energetic consumption, covering the main infrastructures responsible for around 80% of the installed capacity.

This system allows the use of its own renewable energies to be maximised, including photovoltaic plants, mini-hydro plants and wind parks, contributing to the reduction of energetic dependence and the company's carbon footprint.

ItoWater – INTELLIGENCE TO WATER OF ÁGUAS DO DOURO E PAIVA

AdDP has implemented the ItoWater project, which integrates artificial intelligence into the management of the water supply system, collecting and analysing data in real time to predict consumption and optimise the production of photovoltaic energy. Thanks to a digital transition process that began more than 20 years ago, the company has been able to develop a system that automates critical operations and monitors performance indicators, ensuring efficient and sustainable supply. Currently, 25% of the municipalities served already benefit from this system, which is expanding to cover 1.8 million inhabitants and 22 municipalities, reflecting the strategic potential of the project in reducing operating costs and improving the quality of service.





PLANNING FOR WATER SCARCITY, ANTICIPATING NEEDS AND PREPARING FOR THE FUTURE

Intensifying climate change is exacerbating the problem of water scarcity, creating significant challenges for utilities that provide potable water. With the more frequent occurrence of prolonged droughts and changes in rainfall patterns, the availability of water resources becomes increasingly unpredictable. Utilities face the arduous task of ensuring a continuous and quality supply, despite the reduction of fresh water sources. Growing urban and industrial demand, combined with the decrease of water reserves, forces these companies to invest

in efficient and sustainable management technologies, such as desalination and wastewater reuse. Innovation plays a crucial role in solving this problem by promoting the development of advanced technological solutions that optimize water use and improve the resilience of infrastructures. In addition, the need for resilient infrastructure and climate adaptation strategies becomes crucial to mitigate impacts and ensure long-term water security.

TARGET - TerritoriAl stRateGy for watEr scariTy

SIMARSUL is part of the project team "TARGET - TerritoriAl stRateGy for watEr scariTy" whose main objective is the development of planning models for the sustainable management of water resources and the prevention of crisis situations related to water scarcity. The project's multinational and multidisciplinary team comprises a total of 20 partners, from France, Spain and Portugal.

The project starts by assessing different aspects of the legislative and institutional framework, planning and financing of water management, particularly in situations of scarcity and with special emphasis on wastewater reuse.



WATER MINING: THE "MINING" OF WATER FROM ALTERNATIVE SOURCES

Águas do Algarve, in the context of scarcity, a very present reality for the company, participates in the WATER-MINING project – "Next generation water-smart management systems: large scale demonstrations for a circular economy and society", coordinated by the Technical University of Delft (Netherlands). AdA evaluated the quality of the biopolymer produced from granular aerobic sludge in the prototype installed at the Faro/Olhão Wastewater Treatment Plant, both in terms of physicochemical and microbiological parameters and rheological properties. The biopolymer has applicability in several sectors, namely at an agricultural level due to their properties as biostimulants of plant growth and its capacity to absorb water.





GreenValue - TREATED WATER AND BIOSOLIDS AS ECOSYSTEM RECOVERY AGENTS

In the GreenValue project, Águas do Norte takes a step towards demonstrating the role of biosolids and treated water for reuse in the preservation of ecosystems at risk of desertification. This project contributes to the recovery of pilot areas of forest land in the Municipality of Alfândega da Fé, which face the risk of desertification.



PARTICIPATION IN THE INNOVATION PROJECT SOLLAGUA - NATURE-BASED SOLUTIONS AND LIVING LABS FOR THE REUSE OF WATER IN RURAL AREAS

This project aims to promote nature-based solutions (SBN) for water reuse in the southwest europe (SUDOE) region, an area that faces significant challenges related to water scarcity due to the semi-arid environment, climate change and demographic growth. The case study of reuse in agriculture will be carried out in the Lourinhã region, so still in 2024 a workshop was held in this municipality, to identify the factors that limit reuse and the necessary measures to overcome the obstacles, together, with our stakeholders, in the value chain of water reuse and, the sizing of the pilot that will be implemented at the Zambujeira Water Factory for the reuse of water in agricultural plots and the consultation of relevant stakeholders began.



3.6

ENSURING WATER AND SANITATION ACROSS BORDERS



COOPERATE INTERNATIONALLY TO PROMOTE SUSTAINABLE WATER MANAGEMENT.

PILLAR: SOCIAL UTILITY

OBJECTIVES

- Sharing knowledge through capacity building and technical support projects
- Promote mutual aid in water, sanitation and climate-related activities and programmes in developing countries.
- Operate in a geography of reference

GOALS

- Increase by 20% the number of countries served by AdP Internacional's know-how
- Implement cooperation projects in the PALOP + East Timor
- 1 International operation





WE BRING THE CONSOLIDATED EXPERIENCE OF THE AdP GROUP TO COUNTRIES AND SOCIETIES THAT FACE STRUCTURAL CHALLENGES IN ACCESS TO WATER AND SANITATION.

In a world where many believe that the great challenges in access to water and sanitation have already been overcome, reality shows us exactly the opposite: deep inequalities persist and the growing disinvestment in this sector is a worrying sign of forgetfulness of fundamental priorities.

Even today, about 2,2 billion people live without access to safe potable water. This number should worry us all. What for us is a daily and almost automatic gesture, such as turning on a tap, taking a shower, or drinking a glass of water, remains, for millions, a matter of survival. In addition, for about 3,5 billion people, the lack of basic sanitation is a daily reality. We are not talking about modern sanitation. We are talking about a problem that arises long before that: minimum conditions of health, safety and dignity.

In this context, the role of the AdP Group, through AdP International, has never been more important, in improving the water sector of countries or regions of different geographies, which face structural challenges in access to water and sanitation, contributing to the fulfilment of ODS 6, Water and Sanitation for all.

AdP Internacional is responsible for managing the international business of the Águas de Portugal Group, acting as a showcase of the Group's capabilities and a vehicle for the dissemination of its skills in international markets, constituting a lever for its internationalisation.

Over the last year, we have taken the consolidated experience of the AdP Group to countries and societies that face structural challenges in access to water and sanitation. We were more than a technical partner; we were a reference partner, who worked to build more sustainable, resilient and inclusive societies. We were on the ground with adapted solutions, with sustainable projects and with teams ready to share all their knowledge.

But this work is not only relevant for those who benefit directly from it. It is also transformative for the Group's professionals. By taking their knowledge to other contexts, they gain a new sense of mission. They feel valued, recognized and realise, in a very concrete way, the impact of their knowledge. The international experience

enriches those who live it, personally and professionally, and reinforces the human and technical value of the AdP Group.

Most of the projects being carried out by AdP Internacional resulted from international contests financed by international financing institutions, namely the World Bank, the African Development Bank, the French Development Agency, the European Investment Bank, the Asian Development Bank, the European Union, among others. Within the scope of its interventions, AdP Internacional has also been assuming an important role in the implementation of international cooperation projects of the Portuguese State, since, in the support of some initiatives, a perspective of cooperation and social responsibility is underlying to the detriment of an exclusively commercial logic. Economic sustainability is, however, the fundamental axis of the activity developed.

To achieve its mission, AdP Internacional relies essentially on the solutions, products and skills available in the Group's companies and establishes partnerships with other national entities, thus contributing to the strengthening of the presence of the portuguese water sector in international markets.

Strategically, the positioning of the international area is based on three interconnected conceptual dynamics: Water Management, Water Literacy and Water Diplomacy.

- **WATER MANAGEMENT** - improvement of the efficiency of the management of water use and related services, as well as its centrality for the sustainable development of the communities served.
- **WATER LITERACY** - training of staff in the water sector experience through the knowledge and capacity of the people who work both in the companies and in the stakeholders of the Águas de Portugal Group.
- **WATER DIPLOMACY** - collaboration with public entities in international projects aimed at improving efficiency and circularity in the management of water and sanitation systems - Water Management, as well as in the alignment with international organizations, in particular with the universe of the United Nations Organisation, especially international financial entities that lack reference partners for the execution of projects in this sector.



AdP Internacional is locally present in Angola, Cabo Verde, Guinea-Bissau and São Tomé and Príncipe, through branches, and participates in the share capital of companies in Mozambique and East Timor.



In 2024 we had activities in Angola, Argentina, Costa do Marfim, Cabo Verde, Guinea-Bissau, Grenada; Mozambique; São Tomé and Príncipe; Tunisia, East Timor, Indonesia, India, Pakistan. In the last 12 years, the Águas de Portugal Group has managed more than 30 contracts in 24 countries and 4 continents. This internationalization process began in the CPLP countries, with a special focus on Angola and East Timor.

THE AdP GROUP'S ACTIVITY HAS HAD A DIRECT IMPACT ON THE QUALITY OF LIFE OF MORE THAN 12 MILLION INHABITANTS OF THE COUNTRIES THAT HAVE BENEFITED DIRECTLY FROM THE TECHNICAL ASSISTANCE CONTRACTS MANAGED BY AdP INTERNACIONAL'S TEAMS.

In 2024 we were on the ground with adapted solutions, with sustainable projects and with teams ready to share all their knowledge. We highlight this year:

- AdP Internacional sought to diversify markets, with Indonesia standing out as a promising alternative.
- We were present at the 10th World Water Forum in Bali, which marked an important moment in affirming our role in the global debate on the future of water. In this context, a collaboration agreement was signed with the Government of Indonesia, with the aim of identifying the political, institutional and regulatory needs for the transformation of the water and sanitation sector in the country, following which we concluded the "Consultancy Services Contract for the Institutional Transformation of Water Supply in Indonesia". The execution of this contract, which is aligned with the "Towards a 2045 Indonesia Emas" strategy, contributes to the achievement of this strategy, namely, access to a secure water supply, which translates a fundamental need of communities and establishes the availability of water as a crucial factor for the well-being of the population, influencing public health and increasing community productivity.
- The execution of this contract aimed to support the Government of Indonesia in developing effective policies and improving water supply services, with a view to universal access to potable water, through a restructuring of governance and integrated water management. The province of Bali was the pilot study area for the implementation of this transformation, which includes the creation of a roadmap for the evolution of the sector, covering everything from the review of policies and regulations to the reformulation of tariff and financing structures.
- The various missions carried out in Bali throughout the year allowed us to deepen this work and strengthen institutional relations with the main local actors, contributing to the development of sustainable and integrated solutions.
- We were also present at the Fifth Mediterranean Water Forum in Tunes, we carried out cooperation projects with delegations from Costa do Marfim, as part of a cooperation project that aims to strengthen the capacities of the water and sanitation sector in the country, we continued the partnership with AySA, the largest public water and sanitation company in Argentina, with the aim of promoting the sharing of technical and institutional knowledge between the two countries and throughout the year there were several collaborations with the World Bank, namely in India, Indonesia and Pakistan, as well as within the scope of the multinational project WICER - Water in Circular Economy and Resilience we organized the 2nd Workshop in Portugal with the presence of representatives from several countries.

EACH PROJECT, PARTNERSHIP OR MISSION REPRESENTS AN OPPORTUNITY TO CONTRIBUTE TO MORE SUSTAINABLE AND DEVELOPED SOCIETIES.

In 2024, AdP Internacional consolidated itself as a global player in the water and sanitation sector, promoting innovation, sustainability and resilience in its operations, with the following ongoing projects:

	PROJECT	FINAL CLIENT	FINANCING ENTITY
MOZAMBIQUE	Design of Regulatory Frameworks for Commercial Companies and Respective Sanctioning Regime	AURA – Autoridade Reguladora de Águas, IP	Portuguese Environmental Fund
MOZAMBIQUE	Specialized Technical Assistance in the Scope of Commercial Companies Regulation	AURA – Autoridade Reguladora de Águas, IP	Portuguese Environmental Fund
ANGOLA	CSAGOM – Management, Operation and Maintenance Services Contract for Water Supply Systems for the Province of HUÍLA	Empresa Pública de Água e Saneamento da HUÍLA EP, DNA (Contracting Authority)	BM (World Bank) and AFD (French Development Agency)
ANGOLA	Management of 100 million euros made available by the European Investment Bank (EIB) to the Angolan Government for investment in water and sanitation infrastructure in the country	DNA (Direção Nacional de Águas)	European Investment Bank (EIB)
CAPE VERDE	Preparation of the Health Plan for the City of S. Filipe	ANAS - Agência Nacional de Água e Saneamento	Portuguese Environmental Fund
CAPE VERDE	Circular Economy Pilot Project in the Urban Water Cycle at the Santa Cruz WWTP - Water Reuse and Resource Valorisation for Agricultural Purposes	ANAS - Agência Nacional de Água e Saneamento	Portuguese Environmental Fund
grenada	Managing water resources and water services for greater resilience to climate change	NAWASA (National Water and Sewerage Authority)	GFA via funding from Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
ARGENTINA	Twinning exchange of experiences between the AdP Group and AYSA - Agua y Saneamientos Argentinos S.A.	AYSA - Agua y Saneamientos Argentinos S.A.	CAF – Confederation Andina de Fomento
IVORY COAST	Communication Plan for Sanitation and Health and Training and Capacity Building in Sanitation Systems	Ministère de l'Assainissement et de la Santé (MINASS)	Portuguese Environmental Fund
EAST TIMOR	Consultancy for the Development of a Tariff Study for the Water and Sanitation Sector for the City of Dili	Government of East Timor	Millennium Challenge Corporation (MCC)
PAKISTAN	Framework Contract for Consultancy Services - Utilities of the future Initiative - KWSB (Karachi Water and Sanitation Board)	Karachi Water and Sanitation	World Bank (WB)
INDONESIA	Institutional Transformation of Water Supply in Indonesia – Case Study Bali Province Institutional Transformation of Water Supply in Indonesia – Case Study Bali Province	Government of Indonesia (GoI)	Government of Indonesia (GoI)
INDIA	Technical Assistance to Public Works Department-PWD - Operational Efficiency of Goa Water Systems	Department of Public Works -PWD	Government of Goa
INDIA	High-Level Mission to India - Advisory Services on WSS Sector Reforms and Utilities Turnaround in India	World Bank (WB) and Asian Bank (ADB)	World Bank (WB) and Asian Bank (ADB)

PILOT PROJECT OF CIRCULAR ECONOMY IN THE URBAN WATER CYCLE AT THE SANTA CRUZ WASTEWATER TREATMENT PLANT - WATER REUSE AND RESOURCE VALORISATION FOR AGRICULTURAL PURPOSES

On the island of Santiago, technicians from AdP Internacional and Águas do Tejo Atlântico started a pilot project in 2022 that will be of great relevance to contribute to increasing water availability in the agricultural sector on the island of Santiago.



The intervention includes the development of an Action Plan for the Reuse of Treated Wastewater and Valorisation of Resources, for the Santa Cruz Wastewater Treatment Plant, which will aim to identify and implement the necessary interventions to complement the existing treatment scheme in order to ensure the feasibility of producing Water for Reuse (ApR) in agriculture, in accordance with the required quality standards, as well as the agricultural valorisation of the subproducts (sludge) generated in the WWTP. Its nature of the pilot project will also allow to outline and test a model that can be replicated on other islands.

In 2024, the Execution Project of the complementary treatment to be implemented was developed, which consists of a lagoon system, with a view to reducing the bacteriological load of the effluent.

In 2025, ANAS will launch the public contest for works (civil construction works and acquisition and installation of electromechanical equipment), with the completion of the work expected by the end of 2025.

CONTRACT FOR MANAGEMENT, OPERATION AND MAINTENANCE SERVICES OF WATER SUPPLY SYSTEMS TO THE PROVINCE OF HUILA (CSAGOM)

In 2024, AdP Internacional continued the technical assistance contract, which covers the Municipalities of Lubango, Chibia, Cacula, Quipungo, Matala and Jamba in the Province of Huila (79,022 km²), in the south of Angola.

It is a Performance Base Contract, with the monitoring and evaluation of performance indicators with well-defined quarterly and annual goals. The evaluation of contractual performance is carried out by a team of Independent Auditors called IVA – Independent Verification Auditor, hired by the World Bank and the French Development Agency.



The main areas of intervention covered in this contract are those exemplified in the following scheme:



The results obtained for the first 2 years of Evaluation demonstrate an excellent performance, taking into account some extremely auspicious goals and the difficulties related to the context in which the Project is inserted.

The contracting entity is the National Directorate of Water of the Ministry of Energy and Water of Angola, being financed by the World Bank and the French Development Agency and totalises 6,3M USD.

The Project, with a duration of 48 months, started on June 1, 2021, will end on May 31, 2025 and has as its Final Customer EPASHuila- EP – Public Water and Sanitation Company of Huila.

AdP INTERNACIONAL CONTINUES THE PROJECT IN GRENADA

In 2024, AdP Internacional continued the G-CREWS consultancy project in Grenada in the Caribbean, which provides support to the GFA for the management of water resources and water services with a view to greater resilience in relation to climate change, this project being financed by the German cooperation agency - GIZ.

AdP Internacional is in charge of the development of the Safety and Health area as well as the SCADA component of NAWASA (National Water and Sewerage Authority, Grenada).



CONSULTANCY SERVICES CONTRACT FOR THE INSTITUTIONAL TRANSFORMATION OF WATER SUPPLY IN INDONESIA

AdP East Timor provided technical and operational support to AdP Internacional in the execution of the "Consultancy Services Contract for the Institutional Transformation of Water Supply in Indonesia". This project highlights AdP East Timor's capacity to act as a strategic partner in high complexity regional projects.

In fact, the Government of Indonesia, with financing from the World Bank for the National Urban Water Supply Project, has applied part of its revenues in a procedure for the conclusion of a "Consultancy Services Contract for the Institutional Transformation of Water Supply in Indonesia", as part of the "Towards a 2045 Indonesia Emas" strategy.

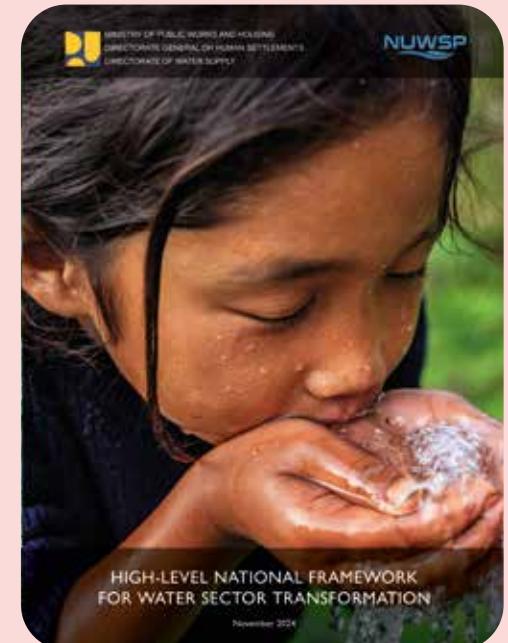
As the province of Bali, a world-renowned touristic destination with a population of 4,415,000 people in one city and eight municipalities, the Government of Indonesia has selected this province as a pilot project for an institutional transformation.

The province attracts an average of 6,800,000 tourists annually, leading to a significant increase in searching for water, whose expansion of piped water supply cannot keep up with population growth and water search.

Limited piped water supply coverage leads to extensive underground water extraction for domestic consumption, as well as to support commercial and hospitality/tourism activities, in addition to low coverage of sanitation services, which are not managed safely.

The institutional transformation, which the Government intends to implement, encompasses the restructuring of governance, regional cooperation and integrated water management, aiming to accelerate universal access to potable water services.

The main objective of this project was to provide the Government of Indonesia with the necessary "tools" to improve water supply, transforming a completely fragmented sector, through the identification of Policies, Institutions and Regulations (PIR), in order to ensure universal access to a safe, sustainable and resilient managed water supply to the population of Indonesia.



AdP INTERNACIONAL RECEIVES DELEGATION FROM MOZAMBIQUE ISLAND

AdP Internacional was pleased to welcome the delegation from Mozambique Island, composed of the President of the Municipal Council, Momade Amisse Ali, and the Administrator of the Island District, Silvério João Nauaito, in Lisbon, as part of an institutional visit promoted by the Portuguese Cooperation Cluster.

This visit aimed to collect good practices and experiences that can contribute to the urban and asset development of the Island of Mozambique, classified as a World Heritage Site

by UNESCO. During the meeting, strategic issues related to cooperation in the urban infrastructure sector, sustainability and resource management were addressed, reinforcing the role of AdP Internacional in sharing knowledge and promoting partnerships in the lusophone space.

This mission represents another step in the strengthening of relations between AdP Internacional and the authorities of the Island of Mozambique.





TWINNING AGREEMENT BETWEEN AdP INTERNACIONAL, AYSA - AGUA Y SANEAMIENTOS ARGENTINOS S.A. (AYSA) AND THE ANDEAN DEVELOPMENT CONFEDERATION (CAF)

At the end of 2022, a Twinning Agreement was signed between AdP Internacional, AYSA - Agua y Saneamientos Argentinos S.A. (AYSA) and the Andean Development Confederation (CAF), aimed at exchanging experiences between the AdP Group and AYSA - Agua y Saneamientos Argentinos S.A..

AYSA is the concessionaire company for public potable water and sanitation treatment services for the city of Buenos Aires and 26 neighbourhoods in the capital's suburbs, a strategic region of Argentina and one of the most densely populated areas on the continent.

The implementation of this Twinning Agreement was attended by employees from several companies of the group, namely AdP Internacional, EPAL, Águas do Tejo Atlântico, Águas do Norte and Águas do Vale do Tejo, who went to AYSA's facilities in Buenos Aires to make the necessary diagnoses and, when AYSA technicians went to the facilities of companies of the Águas de Portugal Group, the companies welcomed them to share experiences and practices.

The last mission took place in the first week of December 2024, at the facilities of Águas do Norte, where knowledge and experiences were shared between these two companies, with a

view to improving performance in specific areas, such as: circular economy, governance, wastewater treatment and water quality, technologies and measurement, regeneration and reuse of water, optimization of costs and energy production.

This mission was the culmination of 2 years of cooperation that began with the signing of the Technical Cooperation Agreement in Buenos Aires in January 2023.



AdP INTERNACIONAL AND THE UTILITIES OF THE FUTURE

Within the framework of the World Bank-financed project called "Utilities of the Future - UoF", AdP Internacional maintained, in 2024, technical support to the World Bank through specialized support with the aim of promoting and implementing comprehensive and effective plans to transform and prepare Water and Sanitation concessionaires for new growing challenges and for increasingly demanding climate, social and demographic changes.

The concept behind UoF involves not only digital transformation and technological modernization, but also new business processes, innovative organizational structures, and cultural changes.



PORUGAL COOPERATION PROGRAMME - COSTA DO MARFIM

The year 2024 made it possible to implement the activities that led to the conclusion of the Cooperation Protocol between Portugal and the Republic of Costa do Marfim for the strengthening of skills and support for the development of the sanitation sector in this African country. The agreement was signed in 2020 between the National Sanitation and Drainage Office (ONAD), the Ministry of Sanitation and Salubrity of Costa do Marfim (MINHAS) and the Portuguese Ministry of Environment and Climate Action.

This agreement made it possible to mobilise financial resources from both countries to implement technical training activities, exchange of experiences and knowledge in areas that were identified by MINHAS representatives and technicians in close collaboration with AdP Internacional to define objectives and plan activities that would respond to the challenges of the development of the sanitation sector in Costa do Marfim.

Based on the experience of the Águas de Portugal Group in the strategic development of the water and sanitation sector, activities were defined based on two distinct components that complement each other, namely, the communication and awareness aspect, aimed at the population in general, and the training and qualification aspect, aimed at the ministry's technical staff.



WORKSHOP "CUSTOMERS MANAGEMENT AND COMMERCIAL OPERATIONS IN WATER SUPPLY SERVICES" JOINS AdPI, EPAL AND KARACHI WATER AND SANITATION CORPORATION (KWSC)

In May 2024, senior technicians from the Karachi Water and Sanitation Corporation (KWSC), travelled to Portugal for 4 weeks of training and knowledge exchange.

The training workshop on "Customer Management and Commercial Operations in Water Supply Services", took place at AdPI and EPAL's facilities in Lisbon, with a total duration of 72 hours, focusing on the following contents:

- Customer Service and Communication
 - Contract management for domestic, industrial and commercial customers
 - Managing large-scale and municipal customers
 - Customer Service & Contact Center
 - Communication, customer focus, and conflict resolution skills
 - Marketing and consumer education
- Invoicing and Commercial Management
 - Installation and management of meters and telemetry
 - Hydrometer management, repair and calibration
 - Use of the AQUAmatrix tool for commercial and customers management
 - Invoicing and collection cycle
 - Tools for customers interaction (Waterbeep, Epalnet, Myaqua, H2O Quality)
 - The workshop aimed to strengthen operational efficiency and the quality of customer service in water concessionaires.

A "Roadmap for Customer Service Management and Invoicing Development at KWSC" was prepared, the result of a joint effort between the AdPI/EPAL and KWSC teams. This document aimed to synthesize and structure the main topics addressed, aiming to contribute to the strengthening of the relationship management with KW&C's customers.





3.7

EDUCATING FOR SUSTAINABILITY

TO BE A REFERENCE ACTOR IN TERMS OF EDUCATION FOR SUSTAINABLE DEVELOPMENT.

PILLAR: SOCIAL UTILITY & GROUP CULTURE

OBJECTIVES

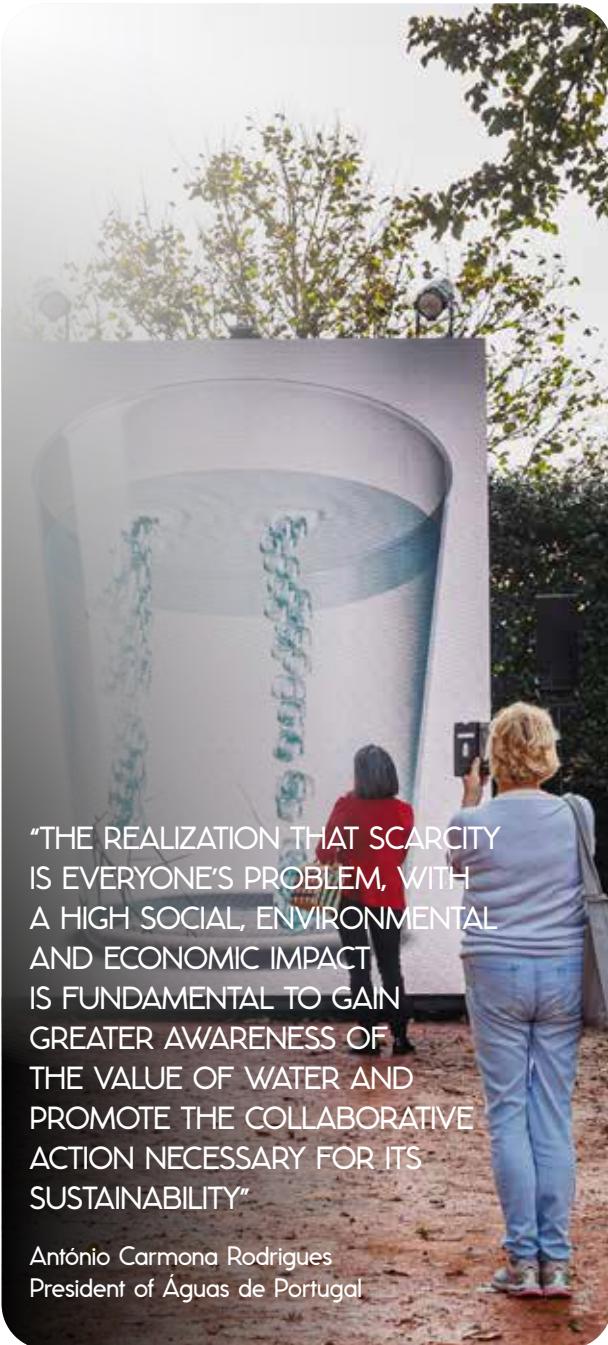
- Promoting education for sustainable development
- Promoting rational use of water and promote the consumption of tap water
- Promoting the sustainable use of the Sanitation network
- Promoting the use of ApR
- Promoting the Circular Economy and Energetic Neutrality
- Promoting Innovation

GOALS

- Elaboration of a strategic plan for education for sustainable development
- > 1,000 visit to the facilities/year and > 40,000 visitors/year
- 1 national campaign/year
- 1 national campaign/year
- 1 national campaign/year showing good examples of green spaces and industrial and commercial activities, and even good practices in the use of water in homes

- Promote good practices, such as sustainable energetic use, new products and materials produced in Water Treatment Plans and Wastewater Treatment Plants, and new organic biofertilizers, giving shape to the group's activities in society
- Campaign aimed at the population and stakeholders with good examples of innovative processes, products and services developed and marketed by the AdP group





"THE REALIZATION THAT SCARCITY IS EVERYONE'S PROBLEM, WITH A HIGH SOCIAL, ENVIRONMENTAL AND ECONOMIC IMPACT, IS FUNDAMENTAL TO GAIN GREATER AWARENESS OF THE VALUE OF WATER AND PROMOTE THE COLLABORATIVE ACTION NECESSARY FOR ITS SUSTAINABILITY"

António Carmona Rodrigues
President of Águas de Portugal

ENVIRONMENTAL AND CITIZENSHIP EDUCATION ON WATER ISSUES TRANSFORMS TARGET AUDIENCES INTO ACTIVE AGENTS OF CHANGE.

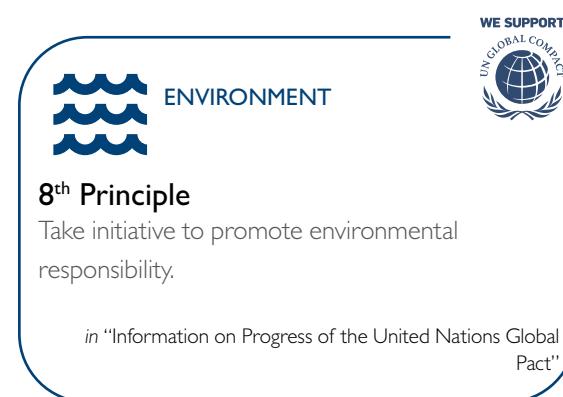
In the integrated management of the water cycle, we all have a role to play. It is with this conviction that the AdP Group assumes the responsibility of raising awareness of the value of water and raising awareness of its efficient and sustainable use. The involvement of all stakeholders is essential to ensure the responsible use of water, the reduction of waste, the reduction of pollution, and the conservation of water resources.

In a continuous and integrated approach to education for Sustainability, the AdP Group calls on everyone to participate, so that together we can achieve a development capable of meeting the needs of the current generation, without compromising the ability to serve future generations. We believe that this is the path to effective change for a fairer, more informed and more inclusive use of water, for the benefit of people and the environment.

Throughout 2024, there were many initiatives carried out in the field of education and awareness about the responsible use of water and sustainable practices, contributing to increasing public participation in the conservation of water resources, reducing waste and pollution. The close relationship and partnership with local communities, with a special focus on school communities, has a multiplier effect of change, with their social and family nucleus. Along with a diverse set of regional initiatives, in 2024, we received 1,353 visits to the Group's company facilities with a total of 63,034 visitors.

"TAKING CARE OF WATER IS EVERYONE'S RESPONSIBILITY, FOR THE BENEFIT OF ALL"

António Carmona Rodrigues
President of Águas de Portugal





AWARENESS CAMPAIGN "ÁGUA É VIDA" (WATER IS LIFE)

In 2024, the Águas de Portugal Group continued the "Água é Vida" (Water is Life) campaign, in partnership with municipalities, all over the country with the aim of raising awareness of the parsimonious use of water.

In this year, the campaign entered a new phase with the call to action "Reduce your consumption", with a special focus on the Algarve region, in close articulation with local interlocutors – CCDR Algarve, the Algarve Tourism Region and AMAL – and also in the Alentejo. The objective of this new phase of the campaign was to alert the different users (domestic, tourism, agriculture) to the drought situation and disseminate good practices for the urgent reduction of consumption through effective, close, regular and consequent communication – which allows for changing behaviours.



ÁGUAS DO NORTE "TAP WATER FOR EVERYONE" PROJECT VISITED EB DELÃES, IN VILA NOVA DE FAMALIÇÃO

The 4th grade students of EB Delães carried out the activity "H₂O Planet Workshop" promoted by Águas do Norte, as part of the ATPT Project, supported by the Environmental Fund. The Experimental Workshop of Environmental Education in which students had the opportunity to learn more about the Urban Water Cycle, the operation of a Water Treatment Plant and a Wastewater Treatment Plant. All students also received a brochure with good practices to be followed in the preservation and use of water.



WE PROMOTE THE ADOPTION OF MORE CONSCIOUS AND SUSTAINABLE BEHAVIOURS WITH REGARD TO THE VALUE OF WATER AS A SCARCE RESOURCE ESSENTIAL TO LIFE IN ALL ITS DIMENSIONS.

PLAY TO LEARN MORE ABOUT THE VALUE OF WATER - AQUAQUIZ RENOVATED VERSION

AQUAQUIZ is an interactive and pedagogical game, created by the Águas de Portugal Group, which all the Group's companies have at their disposal to support participatory pedagogical practices that promote the value of water in the context of the Sustainable Development Goals. In 2024, in addition to the new features for young people in the 2nd and 3rd cycles, with new questions and a more appealing and representative design of the urban water cycle, we highlight the launch of the game for the 1st cycle of basic education.

Since its launch in 2019, Aquaquiz has involved around 1,300 schools and more than 10,578 players, with a total of more than 62,700 games played.

The game is available in www.aquaquiz.pt for those who want to test their knowledge of water.





WORLD ENVIRONMENT DAY CELEBRATED BY THE AdP GROUP

On World Environment Day, the AdP Group companies carry out different activities, from north to south of the country.

At the Environmental Education Center – Águas 360° at the Group's headquarters in Lisbon, we received a visit from a hundred children from the 4th grade of the School of S. Miguel, who learned more about the Value of Water, through the activities available in the space.

Águas do Norte marked this day with the signing of a Collaborative Protocol for Environmental Education with the municipality of Lousada, and is also present at the Environment Week and the 22nd Anniversary of the Serra das Meadas Biological Park, in the municipality of Lamego.

EPAL started its activities on the 1st of June, together with the World Children's Day, on the last day 1, with the Water Games at Kidzania and the Book Fair. Also in Lisbon, it promoted activities aimed at the general public and others aimed at schools, namely at the Monsanto Interpretation Center, where young students were received to hold the Water Games and watch the film "The Planet is our Home". Also, in this place there was a Workshop on flavoured waters, aimed at the general public.

Águas do Vale do Tejo promoted the Water Games at EBI of Frei Aleixo, in Évora.

SIMARSUL opened the doors of the Lagoa/Meco, Setúbal and Quinta do Conde Wastewater Treatment Plant to the school, university and senior communities. Also noteworthy is the presence of the traveling exhibition "20 years of positive impacts" at the Municipal Gallery of the Town Hall in Alcochete.

Águas de Santo André received about 80 children to participate in a set of recreational activities related to the value of water at the Santo André Operational Center.

Águas do Tejo Atlântico has different actions taking place throughout the week in the municipalities of Odivelas, Lisbon, Loures, Odivelas and Sintra, with pedagogical activities, workshops and didactic games. Today the prizes were also awarded to the winning schools of the Municipal Environmental Education Contests, namely the Magic Circle Program. At the invitation of the Amadora City Council and the ZERO Association,

the company also participated in the Conference "Are We Building Sustainable Cities?", where several issues were addressed, namely climate action and vulnerable communities, the impact of our food on the environment or the current challenge of circularity.

This year, ONU dedicated the World Environment Day to the theme of "Ecosystems Restoration", calling on society to act now to halt and reverse the degradation of the planet.





WE INTEND TO PROVIDE THE EDUCATIONAL COMMUNITY WITH KNOWLEDGE THAT ALLOWS THEM TO MAKE MORE CONSCIOUS AND MORE SUSTAINABLE CHOICES, AS WELL AS TO INTEGRATE SUSTAINABILITY PRINCIPLES AND PRACTICES INTO ACADEMIC AND SCHOOL DAILY LIFE THROUGH INTERDISCIPLINARY LEARNING.

EPAL WATER MUSEUM INVITES YOU TO THE INTERNATIONAL MUSEUM DAY AND NIGHT

The International Museum Day was marked by EPAL's Water Museum with an invitation to everyone to participate in the water routes in Lisbon.

During the day, the visit "Squares, gardens and water" took place, starting at the Lisbon Botanical Garden, following the underground gallery of Loreto to São Pedro de Alcântara. At the same time, a visit to the Águas Livres Aqueduct began, which began with a crossing of the Alcântara Valley, passing through the Mãe d'Água das Amoreiras, the Patriarchal Reservoir and the Loreto Gallery, on a route of more than 3 km.

At night, visits were open on the route between the Patriarchal Reservoir (Príncipe Real Garden) and the São Pedro de Alcântara Viewpoint, with a recreation of the days leading up to April 25, 1974, showing what the city of Lisbon was like a few days after the Carnation Revolution.



Adp GROUP'S SUSTAINABILITY COMMITTEE MET IN 2024

The Sustainability Committee of the Águas de Portugal Group is in action, focused on benchmarking, joint projects and the adoption of best practices to promote sustainability and safety in all our companies.

In 2024, the annual meeting was held at the Alcântara Water Factory, Águas do Tejo Atlântico, to discuss how to address global challenges and strengthen sustainability in all our operational and administrative units.

Together, we are ready to face the future with sustainable solutions and aggregating perspectives!



AdTA AT WONDERLAND LISBOA

AdTA was present at Wonderland Lisboa, in partnership with the Lisbon City Council, with the dynamization of several workshops and didactic games in the Municipal Space on Sustainability. The set of activities, of which "Raising Awareness of the Value of Water", "Aquaquiz" and "Garbage is not in the Toilet", made known the role of each one in the efficient management of the water we use daily.





AdTA MAKES ITS PRESENCE AT ROCK IN RIO WITH THE MOTTO SUSTAINABILITY IS THE CYCLE THAT UNITES US

AdTA, in partnership with the Lisbon City Council, was present at Rock in Rio with the campaign "Sustainability is the Cycle that unites us".

Since 2018, AdTA has been watering the Rock in Rio lawn with water+. With the move of the music festival space to Tagus Park, we directly irrigated the space with our water+ produced at the Beirolas Water Factory.

The communication campaign at Rock in Rio included, in addition to outdoors, communication supports in about 600 toilets where informative stickers were pasted with fun messages that challenge you to open the QR Code that redirects to complementary information.

This initiative aims not only to increase environmental awareness among festival participants, but also to inspire concrete actions in favour of sustainability.



360° WATER CENTER

As part of the partnership with PAFSE – Partnership for Science Education project of the National School of Public Health of the Nova University, a group of students from Social Housing Districts of the Lisbon Metropolitan Area and Santa Casa da Misericórdia visited the Center, participating in dynamic activities that addressed the value of water in various dimensions, with special emphasis on the Sustainable Development Goals (ODS). The relevance of ODS 6 was highlighted, essential for the progress of the other ODS.



"FROM THIS WATER I WILL DRINK" - SHORT FILMS CONTEST FOR SECONDARY EDUCATION FROM AdRA

AdRA challenged students attending the 2nd grade, 3rd grade or secondary education in Estarreja Municipality, to produce a video under the motto: "The same water that the dinosaurs drank, is now part of our body, of our rivers and it will be from this water that our children and grandchildren will drink".

Two prizes were awarded: the Public Prize, which invited voters to vote on the company's Facebook page; and the Jury Prize, made up of members of the Municipality and AdRA.

Implemented in the municipality of Estarreja, in the first 3 years, the project had more than 300 videos submitted. Annually, the videos have more than 10,000 views and always more than 1000 reactions (likes) in social media, proving the success of this activity.





STUDENTS FROM THE UNIVERSITY OF ÉVORA VISIT THE MAGRA WTP OF AgdA

The students and teachers of the Degree in Ecology and Environment of the University of Évora visited the Magra Water Treatment Plant, located in Beja.

This facility, with a capacity to produce potable water for about 30 thousand inhabitants, stands out not only for its efficiency in water treatment, but also for the implementation of a photovoltaic energy production unit.

The visit provided participants with a practical insight into the potable water production process, the supervision and control mechanisms, and the impact of integrating energy production from renewable sources.



EPAL WATER MUSEUM AND TEJO ATLÂNTICO AT THE ENVIRONMENTAL EDUCATION DAYS

The city of Caldas da Rainha hosted the 30th edition of the Pedagogical Days of Environmental Education, where the EPAL Water Museum and Águas do Tejo Atlântico were present.

As Environmental Education is one of the main responsibilities of the Group's companies, this was a privileged moment for the more than 200 participants to have contact with the main initiatives that we have always developed with the aim of valuing water, protecting ecosystems, biodiversity and public health.



TRAINING OF PORTO FIREFIGHTERS EXPLORES ORIGINS AND WATER SOURCES AT THE LEVER WATER TREATMENT PLANT

The new recruits of the Porto Firefighters Regiment, during the Internal Training Course for Recruits, in the curricular unit of "Origins and Water Sources", have the opportunity to acquire more knowledge about water supply.

Lever WTP was, once again, selected to mark this day, as it is the infrastructure responsible for supplying the city of Porto and one of the most important water treatment plants in the region, supplying around one and a half million inhabitants, which more specifically represents 85% of the population covered by the AdDP system.

During the day of activities, the 40 recruits, accompanied by more experienced members of the RSB, had the opportunity to observe and better understand the water supply system, as well as the quality control carried out in the laboratory.

This visit is an important step in the journey of future firefighters in the field of protecting people, property and the environment.

ÁGUAS DO ALGARVE WATER PAVILION RAISES AWARENESS OF ENVIRONMENTAL SUSTAINABILITY

The creation of the Water Pavilion comes "in a context of growing concern about climate change and the scarcity of water resources, especially felt in the Algarve region". The Águas do Algarve (AdA) project aims to raise awareness of the importance of water preservation and environmental sustainability.

The exhibition invites visitors to explore in an interactive and educational way the water cycle, the impact of climate change, reuse practices and the innovative solutions that are being implemented to ensure the sustainability of water supply and wastewater management.

The pavilion is equipped with technologies such as augmented reality, simulators and interactive workshops, offers "unique and impactful experiences for all ages".

"This initiative is a call to action. Water is life, and taking care of it is ensuring the future of the next generations", says Teresa Fernandes, spokesperson for Águas do Algarve.





AdP INTERNACIONAL DYNAMISES ACTIVITIES IN ANGOLA

About 200 students from two primary schools in the city of Lubango, in the province of Huila, Angola, received a visit from AdP Internacional and AQUAQUIZ, who played in great excitement, learning more about water and good practices in the use of this precious resource. In these sessions, the AdP Group's videos were presented, illustrating how water reaches the taps and how it is treated after use, and educational materials were delivered, such as the books "The adventure of Mother Water".

On another occasion, the 2nd workshop on the Water Supply Master Plan for Lubango, developed by AdP Internacional and COBA Portugal, was held. The action was aimed at technicians from the National Directorate of Water of the Ministry of Energy and Water of Angola and EPASHuila and had as its theme "Assessment of water needs, available water resources and evaluation of options".

These initiatives took place within the scope of the service contract that AdP Internacional established with the National Directorate of Water of Angola for Management, Operation and Maintenance Services of the Water Supply Systems of the Province of Huila, financed by the World Bank and the French Development Agency.



AdP Group

15 THOUSAND PARTICIPANTS IN SCIENCE WORKSHOPS ON SANITATION DAY

World Sanitation Day was marked with a major online awareness action, which had 15 000 participants, from more than 500 different entities, mostly the school community, located in 115 municipalities in the country.

Entitled "Monsters vs Aliens", this initiative was promoted by the companies of the Águas de Portugal Group, focusing on the circularity of water, the magic of pure water and the Incredible Journey of Poop, remembering that garbage should not go to the sewer.

The participating enthusiasts were launched two challenges: the H₂O Kids project and the Super Friend project.

Offering a different approach to talking about science, with the aim of educating and raising public awareness about the problem of garbage that contaminates the sanitation network and can put public health and the quality of the environment at risk, in this action, it sought to educate itself, through moments of pure fun, for the good practices to be adopted to avoid harming the operation of Wastewater Treatment Plants.



Lisbon, April 29, 2025

The Board of Directors



António Carmona Rodrigues
Executive President



Carlos Eduardo Afonso Braziel da Cruz David
Executive Vice President



Catarina Isabel Clímaco Monteiro d'Oliveira
Executive member



Alexandra Maria Martins Ramos da Cunha Serrab
Executive member



Luísa Maria Branco dos Santos Mota Delgado
Executive member



Joaquim António Pereira Cadete
representing Parpública, SGPS, S.A.
Non-executive member

ATTACHMENTS





ABOUT THE REPORT

The AdP Group's communication with stakeholders is carried out through multiple channels, with the Sustainability Report being the main document for the materialisation of this transparency policy.

In this sixteenth year, we continue a reporting practice that began in 2008, the year in which we began the first report on the consolidated economic, environmental and social performance of the Águas de Portugal Group, involving AdP SGPS and all its subsidiaries.

The 2024 Sustainability Report is part of the consolidated balance of the activity of all the Group's companies, reporting their performance and highlighting the strategies adopted, the degree of compliance with the goals set and the report of good practices carried out by the subsidiary companies whose operations cover the country from north to south and from the interior to the coast. This new edition continues the previous one, maintaining the reporting structure by ambitions, in accordance with the commitments and objectives assumed in terms of sustainability by the AdP Group.

The AdP Group's Sustainability Report is published annually and the previous ones are an integral part of this document.

This report allows us to respond to the legal requirements introduced by Decree-Law nr. 89/2017, of July 28, being, under the terms of article 508-G of the Commercial Companies Code, the Consolidated Non-Financial Statement of the AdP Group.

SCOPE

The Report reports the sustainability performance between January and December 2024 and covers the entire AdP Group universe as of December 31, 2024.

The data consolidation was carried out based on the indicators defined in the Group's "Manual of Sustainability Indicators", whose content is based on the GRI benchmark and the performance indicators defined by the regulatory entity for the sector – ERSAR.

CLASSIFICATION LEVEL

This report has been prepared in accordance with the sustainability reporting standards of the Global Reporting Initiative - the GRI Standards. This Report has been subject to independent external verification by Ernst & Young Audit & Associados, SROC, SA, for a limited level of assurance of reliability.

MATERIALITY ANALYSIS

From an early age, the AdP Group understood the importance of involvement with its stakeholders in the performance of its activity.

In order to continuously improve the quality of the service and meet the expectations of its stakeholders, the AdP Group values the exchange and sharing of information with its stakeholders.

The cross-referencing of the most relevant topics for stakeholders, obtained periodically through various forms of consultation, together with media publications and the AdP Group's own perception of the importance of its core business, has allowed the identification of the AdP Group's material issues, which were once reflected in the AdP Group's Sustainability Strategy, currently in the Sustainability Commitment.

The materiality analysis of ESG issues is fundamental in an organization and serves as a basis for the selection of priority topics for organizations, from the perspective of reporting and strategy. The materiality analysis process (reviews) is structured in 3 stages:



In this methodology, in the 2nd stage, the concept of double materiality is implicit: it aims to demonstrate how risks and opportunities can be material both from a financial and impact point of view, that is, issues or information relevant from an environmental and social point of view can have financial consequences in the present or future of organizations.

The contribution of stakeholders to the materiality analysis was developed through multiple channels, with several inputs received, namely in the collective and participatory process of

listening to the entire universe of the AdP Group for the preparation of the QEC; Consultation with the Sustainability Committee, Communication Committee and ONG within the scope of the Sustainability Commitment; Consultation with Trade Unions (Joint Committee meetings); Employees within the scope of the Organisational Climate of 2024 and 2021, Periodic consultations within the scope of management systems; consultations with the Community, for example within the scope of the National Study on Attitudes and Behaviours of the Portuguese towards Water, among others.

As a result of a first evaluation introducing the concept of double materiality, the inputs of the consultations carried out, and the benchmarking carried out, an update of the materiality analysis was made, which is translated into Commitment to Sustainability:

MATERIAL TOPICS AdP GROUP

- Professional and personal development of employees
- Equal opportunities, diversity and inclusion
- Safety and health at work
- Professional, family and personal life balance
- Climate change
- Service resiliency
- Safety and Quality of the product and service
- Conservation and valorisation of water resources
- Circular Economy of Water (ApR, waste to subproducts and energy)
- Economic and financial sustainability of the management model
- Supply chain
- Community (Community Relations)
- Ecosystems and Biodiversity
- Innovation
- Training and international cooperation in the field of water and energy
- Education for sustainable development (sustainable water consumption)
- Business Ethics
- Data privacy and security
- Information Security
- Human Rights / Social Justice in access to water and sanitation
- Anticipation and Management of risks and crises

The double materiality analysis is being finalised in order to comply with the requirements of the CSRD. The impacts, risks and opportunities in the ESG dimensions were identified, in accordance with the guidelines proposed by EFRAG.

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Professional and personal development of staff Equal opportunities, diversity and inclusion Health and safety at work Balance between professional, family and personal life	Work with Purpose	Invest in professional and personal development of our employees	Establish a new global human resource policy for the AdP Group	Ongoing
			Implement an internal mentoring program focused on sharing experience and knowledge	The first mentoring program ended in 2024 and was evaluated. The second edition will be launched in early 2025.
			Implement the development and learning plan	Implemented
			Expand the range of training at the AAL - the Águas Livres Academy by 20%	28% increase between 2022-2024.
			Guarantee the participation of all Group employees in AAL training actions and initiatives	19% of participants from the AdP Group
		Guarantee equal opportunities and promote diversity and inclusion	Guarantee training to all employees at a level of >25% over the minimum number of hours stipulated in the labour legislation	28.20h/worker (active); 26.94h/worker (active+suspended+leave-outs).
			Design a program to promote diversity and inclusion across the Group	Ongoing
			Guarantee compliance with the annual Gender Equality Plan	100% of companies with Gender Equality Plans.
			Ensure 40% of women in decision-making roles by 2030	38% (of positions held. In absolute numbers 36%).
		Ensure occupational health and safety	Raise the awareness of all the Group members of staff about diversity and inclusion	Ongoing
			Implement a culture of safety across the Group and guarantee zero serious accidents	6 (reported to ACT).
			Guarantee 8 hours/year of safety training to all members of staff	7.2 h/worker (average value).
		Promote a balance between work, family and personal life	Undertake the evaluation of psycho-social risk every two years	Implemented
			Promote the implementation of work life balance management systems for managing professional, family and personal lives across all Group companies	47% of the companies.
			Promote dialogue through organizational climate diagnosis every 2 years.	Implemented. It was carried out in 2023 and released in 2024.
		Ensure transversal and effective internal communications	Implementation of a news AdP Group intranet	In progress. Expected completion in 2025.

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Climate change Service resilience Product and service safety and quality	Taking action for the Climate	Ensure energy neutrality and self-sustainability	Increasing the production of 100% renewable energy to 20%	In 2024, 38.18 GWh were produced, which corresponds to a decrease of 2.8% compared to 2023. This includes energy produced for self-consumption and for injection into the electricity grid.
			Reducing electricity consumption by 5%	Specific consumption was 0.565 kWh/m ³ .
			Increasing energy self-sufficiency to 30%	5% self-sufficiency in 2024
		Reduce GHG emissions	Assessing the Group's carbon footprint up to 2022	The development of the carbon footprint inventory tool for AdP Group companies has been completed. The AdP Group's emissions inventories for 2019 (base year of the inventory) and for 2022 and 2023 have been prepared. The 2024 scope 1 and 2 inventory has been prepared, and scope 3 is currently underway.
			Drawing up the Group's contribution program for carbon neutrality by 2023	In progress, with plans for at least half of the Group's companies expected to be implemented by 2025.
		Promote the Group's sustainable mobility	Training 100% of fleet drivers in eco-driving	455 hours of eco-driving training in 2024.
			15% of the fleet with less polluting vehicles	11% of the fleet with less polluting vehicles.
		Promote system resilience and ensuring the availability, quality and security of the service and the product	Raising the number of companies with Water Safety Plans to 100% by 2022	100% of companies.
			Increasing the companies with PEAAC to 100% by 2023	Ongoing
		Promote system resilience and ensuring the availability, quality and security of the service and the product	Ensuring the continuity of the supply service and the collection and disposal of wastewaters, guaranteeing compliance with renovation plans, in terms of expansion in the bulk and retail level supply systems, sanitation and ApR networks	Ongoing

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Conservation and enhancement of water resources Circular economy of water (ApR, waste into by-products and energy)	Accelerating the circular economy of water	- Conserving water bodies	Atingir um mínimo de 90% de reutilização interna nas atividades de AR	85% (includes consumption in water supply and wastewater sanitation installations).
			Respond, in terms of supply, to the demand for ApR (Water for reutilisation) in the communities served by the AdP Group.	In progress. See Chapter "Accelerating the circular water economy".
			Reducing undue inflows from wastewater sanitation networks	Ongoing
			Preventing and reducing 20% of the physical water losses from bulk and retail systems	Bulk real losses 3.5%. Retail real losses 11.9%.
			Monitoring water quality in the source and recipient environments	Implemented
		Minimising the waste produced and recovering it as subproducts	Promoting 70% recovery of wastewater treatment plant sludges	61%
			Promoting 70% in-house recovery of wastewater treatment plant sludges	99% (external valorisation).
			Reducing the production of wastewater treatment plant subproducts by 45%	Increase of 3.8% compared to 2023.

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Economic and financial sustainability of the management model Supply chain Community (relationships) Ecosystems and biodiversity	Enhancing the value of territories	<ul style="list-style-type: none"> - Enhancing relationships of proximity and dialogue with customers and municipal partners 	Developing 3 pilot projects to reduce water losses with Municipalities/Management Companies	Ongoing
			Developing 5 pilot projects to reduce unauthorised inflows with Municipalities/Management Companies	Ongoing
			Implementing a common system for evaluating the services provided by retail companies	-
		<ul style="list-style-type: none"> - Contributing to the development of a responsible economy 	Drawing up and implementing the Green Purchasing Plan	Ongoing
			Promoting the Group's values in its supply chain (companies) through 20 awareness raising actions/year	116 actions
		<ul style="list-style-type: none"> - Investing in relationships and sharing value in the supply chain 	Promoting the Group's values in the supply chain through 15 supplier audits per year	39 audits
			Promoting the development of supply chain GHG emissions inventories: 3 actions	Ongoing
		<ul style="list-style-type: none"> - Playing an integral role in the communities we operate in 	10,000 hours volunteering/year	ND
			5 corporate volunteering projects	Projects were developed in the Holding and in the participating companies.
		<ul style="list-style-type: none"> - Protecting and restoring biodiversity and ecosystems 	Mapping Group managed protected areas and designing the respective biodiversity and ecosystem plans	20% of infrastructures located in classified areas.
		<ul style="list-style-type: none"> - Water as an essential factor in deepening the protection of public health 	Guaranteeing 99.5% of safe water in both the bulk and retail sectors	99.7% Bulk; 99.5% Retail.
			Ensuring compliance with discharge licences (both with limits and regularity of monitoring) at both the bulk and retail levels	98% Bulk; 94% Retail.

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Innovation	Innovating to impact	- Developing RDI projects aligned with areas of strategic innovation and the needs of AdP Group companies	<p>Increase the number of RDI projects by 10%</p> <p>Investment by AdP SGPS of 0.1% of turnover in innovation projects carried out in Group companies</p> <p>Innovation competition launched within the AdP Group</p>	<p>Ongoing</p> <p>In 2024, €1,000,000 was invested in proactive innovation.</p> <p>Launch of the 3rd edition of the proactive innovation competition.</p>
		- Developing and launching innovative products, services and processes	Increasing the number of products developed within the Group by 25%	Ongoing
		- Developing open innovation based on a multipolar network of skills	Increasing by 10%/year internal and external partnerships (national and international) in the RDI context	Ongoing
		- Promoting the digital transformation of the AdP Group	Implementing the Group's strategic digitalisation plan	The action plan is underway to achieve a transition in line with service quality requirements.
Capacity building and international cooperation in the fields of water and energy Human Rights/Social Justice in accessing water and sanitation services	Ensuring water and sanitation across borders	- Sharing knowledge through capacity building projects and technical support	Increasing the countries served by AdP Internacional know-how by 20%	Implemented
		Promoting mutual aid in water, sanitation and climate-related activities and programs in developing countries	Implementing cooperation projects in the PALOP countries + East Timore	In 2024 we had activity in Angola, Argentina, Ivory Coast, Cape Verde, Guinea-Bissau; Grenada; Mozambique; São Tomé and Príncipe; Tunisia, East Timor, Indonesia, India and Pakistan.
		- Operating in our reference geography	I international operation	Ongoing

MONITORING OF THE SUSTAINABILITY COMMITMENT

Sustainability Commitment 2022-2025				Monitoring 31/12/2024
Materiality	Ambition	Objective	Goals	
Education for sustainable development (sustainable water consumption)	Educating for sustainability	Promoting education for sustainable development	Development of a strategic plan for education on sustainable development	Ongoing
			> 1,000 visits to facilities/year and > 40,000 visitors/year	1,353 visits with a total of 63,034 visitors (includes Water Museum).
		Promoting rational usage of water generally and tap water specifically	1 national campaign/year	Continuation of the "Água é Vida" (Water is Life) Campaign.
		Promoting sustainable usage of the sanitation network	1 national campaign/year	The Communications Committee promoted the initiative "Science Workshops: Monsters vs Aliens" on World Sanitation Day.
		Promoting recourse to ApR	1 national campaign/year setting out best practices for green spaces and industrial and commercial activities, and as well as best domestic water usage practices	Campaigns were developed in companies. See chapters "Accelerating the circular economy of water" and "Enhancing the value of territories".
		Promoting the Circular Economy and Energy Neutrality	Promoting best practices, such as sustainable energy production, new products and materials produced from WTP and WWTP by-products as well as new organic bio-fertilisers raising the visibility of Group activities in society	Engineering Conferences. Campaigns were developed in companies. See chapters "Accelerating the circular economy of water" and "Enhancing the value of territories".
		Promoting Innovation	A campaign directed at the population and stakeholders with good examples of the innovative processes, products and services developed and marketed by the AdP Group	Engineering Conferences. Campaigns were developed in companies. See chapters "Accelerating the circular economy of water" and "Enhancing the value of territories".

GRI CONTENT INDEX

Declaration of use	Águas de Portugal SGPS reported in accordance with the GRI Standards for the period from 1 January 2024 to 31 December 2024.
GRI I used	GRI I: Fundamentals 2021.
Applicable GRI Sector Standard(s)	Not applicable at the date of publication of this report.

GRI STANDARD	VALUE 2024
GRI 2 GENERAL DISCLOSURES 2021	
THE ORGANISATION AND ITS REPORTING PRACTICES	
2-1	Organisation details
2-1 a.	Juridical name
2-1 b.	Corporate structure and legal status
2-1 c.	Location of headquarters
2-1 d.	Countries operated in opera
2-2	Entities included in the organization's sustainability reporting
2-3	Reporting period, frequency and contact point
2-4	Restatements of information
2-5	External assurance
Activities and Workers	
2-6	Activities, Value Chain and Other Business Relationships
2-6 a.	Detail the sector of activity

GRI CONTENT INDEX

GGRI STANDARD	VALUE 2024
Activities and Workers (cont.)	
2-6 b.	Description of the chain of value (products and/or services; chains of supply; upstream and downstream entities)
	The AdP Group's main activity is the integrated management of the urban water cycle, comprising all of its stages, from the collection, treatment and distribution of water for public consumption, to the collection, transport, treatment and disposal of urban wastewater, including the production of water for reutilisation. These constitute core public services, essential to the well-being of the population, public health, social and economic development and environmental protection.
2-6 c.	Report other relevant business relationships
	-
2-7	Employees
	Total = 3891; Total ativos = 3843: 1103F/2740M - We consider the country as a "region". However, in the SR, we present a map of Portugal with workers per company.
2-7-a.	Total number of employees by gender and region
	3843 (active)
2-7 b.i	Permanent, broken down by gender and region
	Total active = 3813: Full time contract – 1040F/ 2457M; Other type of contract – 53F/ 263M
2-7 b.ii	Temporary, broken down by gender and region
	Total active = 30: Fixed-term contract – 3F/ 13M; Open ended contract – 7F/ 7M
2-7 b.iii	No guaranteed workload, broken down by gender and region
	0
2-7 b.iv	Full-time broken down by gender and region
	1099F/ 2739M
2-7 b.v	Part-time, broken down by gender and region
	4F/ 1M
2-7 d.	Report contextual information necessary for the understanding of the data disclosed above
	The data presented refers to active workers (who, on 31 December, had an active contract with one of the AdP Group companies).
2-7 e.	Significant fluctuations in the number of employees during the reporting period
	There were no significant fluctuations in the number of employees during the reporting period.
2-8	Workers who are not employees
	56

GRI STANDARD		VALUE 2024
Governance		
2-9	Governance structure and composition	
2-9-a	Describe the company Governance structure	By resolution of the General Assembly of April 17, 2023 and for the three-year period 2023-2025, the Board of Directors of the AdP Group holding company (AdP SGPS) is made up of six directors (five executives and one non-executive), of which a president, a vice-president and the remaining members, who serve for periods of three years. Current management was delegated to the Executive Committee made up only of executive directors – a president, a vice-president and three members.
2-9-b	List the various bodies responsible for making decisions and overseeing the management of the organisation's impacts on the economy, the environment and people	Board of Directors; Executive Committee. Board of the General Assembly; Supervisory Board; Statutory Auditor; Company Secretary and External Auditor.
2-9-c	Describe the composition of the most senior Governance body	Corporate Governance Report 2024
2-9-c-i	Executive or non-executive functions	Board of Directors: 6 Directors of which 5 were elected as executive managers, in particular the Chairman and Vice-Chairman + 3 executive members + 1 non-executive Director; Executive Committee: Chairman + 1 Vice-Chairman + 3 executive members
2-9-c-iii	Mandate of the members of the most senior Governance body	3 years - Currente mandate 2023-2025
2-9-c-iv	No. of other important positions and commitments of each member as well as the nature of these commitments	Corporate Governance Report 2024
2-9-c-v	Gender	Board of Directors: 4M + 2F e CE: 3M + 2F
2-9 c.vii	Relevant skills and organisation impacts	Corporate Governance Report 2024
2-9 c.viii	Stakeholder representation	Corporate Governance Report 2024
2-10	Nomination and selection of the highest governance body	Corporate Governance Report 2024
2-11	Chair of the highest governance body	Corporate Governance Report 2024
2-12	Role of highest governance body in overseeing the management of impacts	The Board of Directors, aligned with the government program, complied with the defined strategic guidelines.
2-13	Delegation of responsibility for managing impacts	Corporate Governance Report 2024
2-14	Role of the highest governance body in sustainability reporting	Corporate Governance Report 2024

GRI STANDARD		VALUE 2024
Governance (cont.)		
2-15	Conflicts of interest	
2-15 a.	Describe the role played by the EC in developing, approving and updating the value statements or the mission, strategies, policies and objectives related to sustainable development	Following the recommendation of the Council for the Prevention of Corruption on 8 January 2020, concerning the management of conflicts of interest in the public sector, the company has implemented Declarations of Conflict of Interest, signed by the Directors and employees with functions in areas potentially subject to acts of corruption. The approval of expenses of the members of the Board of Directors always requires the signature of another director. Members of the management body do not intervene in the approval of their own expenses. The approval of expenses of other corporate bodies, when existing, always requires the signature of a director. Furthermore, the members of the administrative body do not participate in deliberations that may result in direct or indirect conflicts of interest, concerning either eventual expenses they incurred or other matters related to the provisions of paragraph 7 of Article 22 of the Public Manager Statute
2-16	Communication of critical concerns	“Governance”
2-17	Colective knowledge of the highest governance body	Corporate Governance Report 2024
2-18	Evaluation of the performance of the highest governance body	Corporate Governance Report 2024
2-19	Remunerations policies	Corporate Governance Report 2024
2-20	Process to determine remuneration	Corporate Governance Report 2024
2-21	Annual total compensation ratio	
2-21 a.	Proportion of the annual total remuneration of the highest paid individual in the company and the average annual total remuneration of all employees (excluding the highest paid)	4.9
2-21 b.	Proportion of the percentage increase in the annual total compensation of the highest paid individual in the company and the average percentage increase in the annual total compensation of all employees (excluding the highest paid)	0.8
Strategy, Policies and Practices		
2-22	Statement on sustainable development strategy	Message from the Chair
2-23	Policy Commitments	Chapter “Government Model”; Corporate Governance Report 2024

GRI STANDARD		VALUE 2024
Strategies, Policies and Best Practices (cont.)		
2-24	Embedding policy commitments	Chapter "Government Model"; Corporate Governance Report 2024
2-25	Processes to remediate negative impacts	Chapter "Government Model"; Corporate Governance Report 2024; Chapter "Acting for the Climate"; Chapter "Accelerate the circular economy of water"
2-26	Mechanisms for seeking advice and raising concerns	Chapter "Governance Model"; Corporate Governance Report 2024; AdP Group Ethics Committee Implementation Assessment Report
2-27	Compliance with laws and regulations	
2-27 a.	Total number of significant cases of non-compliance with laws and/or regulations during the reporting period	In 2024, the AdP Group had 19 environmental inspections of operational installations, carried out mainly by IGMAOT and APA/ARH.
2-27 a.i	Cases in which monetary fines were imposed and the amount	0
2-27 a.ii	Cases where non-monetary sanctions were applied	0
2-27 b.i	Monetary value of fines paid in the reporting year	0
2-27 b.ii	Monetary value of fines paid in the reporting year relating to other years	0
2-28	Membership associations	Chapter on "Valuing our Territories"
Engagement with stakeholders		
2-29	Approach to Stakeholder Engagement	
2-29 a.i	Describe the approach taken to stakeholder engagement	"Listening to our Stakeholders"
2-29 a.ii	Categories of stakeholders engaged and how they are identified	"Listening to our Stakeholders"
2-29 a.iii	How the organisation seeks to ensure meaningful engagement with stakeholders	"Listening to our Stakeholders"
2-30	Collective bargaining agreements	99.7%

GRI STANDARD		VALUE 2024	
3.1	Process of determining the material topic		“Our commitment to Sustainability”; Annex - Materiality Analysis
3.2	List of material topics		“Our commitment to Sustainability”; Annex - Materiality Analysis
GRI 200 ECONOMIC REPORT 2016			
MATERIAL TOPIC - GRI 201 Economic Performance 2016			
3.3	Management of material topics		“Our commitment to Sustainability”
201-1	Direct economic value generated and distributed		
		Direct economic value generated (€)	1 090 905 467.99 €
		Direct economic value distributed (€)	969 543 173.63 €
		Operating costs (€)	719 066 321.41 €
		Human resources (€)	138 428 555.00 €
		Payments to capital providers (€)	73 045 713.09 €
		State (€)	34 879 652.00 €
		Donations (€)	501 179.50 €
		Accumulated economic value (€)	121 362 294.37 €
201-2	Financial implications and other risks and opportunities due to climate change		“Risk Management” and chapters “Acting for the Climate” and “Innovating for impact”
201-3	Defined benefit plan obligations and other retirement plans		Methodological notes and other information
201-4	Financial assistance received from government		70 815 633.38 €

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 203 Indirect Economic Impacts 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
203-1	Infrastructure investments and services supported		The AdP Group made investments worth 196.2 million euros, of which 187.1 million euros were in the construction or remodeling of supply or sanitation infrastructures.
203-2	Significant indirect economic impacts		"Our performance"; Chapter "Enhancing the value of territories"
GRI 300 ENVIRONMENTAL REPORTING 2016			
MATERIAL TOPIC - GRI 302 Energy 2016			
3.3	Management of material topics		"O nosso compromisso com a Sustentabilidade"
302-1	Energy consumption within the organisation - Scope 1 and 2		
302-1		Total energy consumption (GJ/year) (Does not include energy sold)	2 932 250
302-1 c)		Electricity consumed from the grid (RESP) (GJ/year) - Scope 2	2 695 099
302-1 a)		Petrol (GJ/year) - Scope 1	10 183
302-1 a)		Diesel (GJ/year) - Scope 1	108 042
302-1 a)		Liquified gas (GJ/year) - Scope 1	0
302-1 a)		Propane (GJ/year) - Scope 1	103
302-1 a)		Butane (GJ/year) - Scope 1	3 871
302-1 a)		Natural gas (GJ/year) - Scope 1	2 956
302-1 a)		Others (GJ/year) - Scope 1	77
302-1 c)		Self-produced and consumed electricity (GJ/year)	111 919
302-1 d)		Electricity produced sold (GJ/year)	25 531

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 302 Energy 2016 (cont.)			
302-2	Energy consumption outside of the organisation - Scope 3		Inventorying ongoing. Chapter on "Acting for the Climate"
302-3	Energy intensity	kWh/m ³	0.565
302-4	Reduction of energy consumption (fuel + electricity) (GJ/year)		Inventorying ongoing. Chapter "Acting for the Climate"
302-5	Reductions in energy requirements of products and services		Inventorying ongoing. Chapter "Acting for the Climate"
MATERIAL TOPIC - GRI 303 Water and Effluents 2018			
3.3	Management of material topics		"Our commitment to Sustainability"
303-1	Interactions with water as a shared resource		"Our commitment to Sustainability"; "Our performance"; Chapter "Accelerating the circular economy of water"
303-2	Management of water discharge-related impacts		"Our performance"; Chapter "Enhancing the value of territories"
303-3	a. Water intakes by source		
		Surface intake (water supply process) (Mm ³ /year))	510.51
		Subterranean intakes (water supply process) (Mm ³ /year)	90.27
		Intakes for industrial processes (in internal captation or those under company management) (Mm ³ /year)	14.43
		Saline intakes	0
		Produced	0
		Supplied by external entities (Mm ³ /year)	17.99
	b. Water sourced from stressed hydric zones		"Our performance" (Framework)

GRI STANDARD		VALUE 2024
MATERIAL TOPIC - GRI 303 Water and Effluents 2018 (cont.)		
303-4	a. e b. Treated and discharged effluents (Mm ³ /year)	600.89
	Treated wastewater discharged into watercourses (Mm ³ /year)	447.47
	Treated wastewater discharged into the sea (Mm ³ /year)	153.02
	Treated wastewater rejected per infiltration into the soil (Mm ³ /year)	0.40
	Untreated wastewater exported to external entities (Mm ³ /year)	7.08
	Wastewater with primary treatment (Mm ³ /year)	63.78
	Waste water with secondary treatment (Mm ³ /year)	443.03
	Wastewater with tertiary treatment (Mm ³ /year)	76.57
	Wastewater with disinfection (regardless of bulk treatment) (Mm ³ /year)	181.00
	c. Treated effluent rejected in water stress areas	"Our performance" (Framework)
	d. Compliance with discharge licenses	Bulk
		97.8%
		Retail
303-5	Water consumption	
	Internal consumption in administrative and operational buildings (Mm ³ /year))	1.26
	Own intakes of water for internal consumption (Mm ³ /year)	0.35
	Water reutilised for internal use (Mm ³ /year))	8.89

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 304 Biodiversity 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
304-1	Location and areas of land owned, leased or managed by the organization, in protected areas and in areas of high biodiversity value located outside environmental protection areas.		
	a) i. Geographic location		Continental Portugal
	a) iii. Surface and subterranean areas owned, leased or managed by the organisation (ha)	1179 ha	
	a) iv. Position in relation to the protected area (within the area, adjacent to it or encompassing parts of the protected area) or to the area of high biodiversity value situated outside of environmental protection areas	20% located in classified areas	
	a) iv. Type of operation (office, manufacturing/production or extractive operation)	Operational infrastructures	
	a) vi. Operating unit size in km ² (or other unit if appropriate)	1179 ha (the entire area occupied by the AdP Group's operational facilities)	
	a) vi. e vii. Biodiversity value characterized by the attribute of the protected area or area of high biodiversity value situated outside the protected area (terrestrial, freshwater or marine ecosystem) and biodiversity value characterized by the inclusion on protected species lists.	This remains undetermined in any consolidated manner. The sustainability commitment provides for the mapping of protected areas and the preparation of biodiversity and ecosystem plans.	
304-2	Significant impacts of activities, products and services on biodiversity		"Our performance"; Chapter "Enhancing the value of territories"

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 305 Emissions 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
305-1	Direct greenhouse gas emissions - Scope 1		"In the process of being assessed. See chapter "Acting for the Climate"
305-1		Total CO ₂ eq emissions (tonCO ₂ eq/year)	
305-2	Energy indirect greenhouse gas emissions - Scope 2		
305-2		Total CO ₂ eq emissions (tonCO ₂ eq/year) - market based	152 768
305-3	Other indirect greenhouse gas emissions - Scope 3		In the clearance phase. Chapter "Taking action for the Climate"
305-4	GHG emissions intensity (kgCO ₂ eq/m ³)		ND
305-5	Reduction of greenhouse gas emissions		'Own energy production enabled a reduction of 6,819 tons of CO ₂ . The reduction achieved with electric mobility was -615 tons of CO ₂ eq.
305-6	Emissions of ozone-depleting substances	CO ₂ eq emissions (tonCO ₂ eq/year)	"In the process of being assessed. See chapter "Acting for the Climate"
305-7	NOx, SOx and other significant air emissions	CO ₂ eq emissions (tonCO ₂ eq/year)	0.08
		Mobile sources - NOx (kg/year)	0.02
		Mobile sources - SOx (kg/year)	0.03

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 306 Waste 2020			
3.3	Management of material topics		"Our commitment to Sustainability"
306-1	Waste generation and significant waste-related impacts		Chapter "Accelerating the circular economy of water"
306-2	Management of significant waste-related impacts		Chapter "Accelerating the circular economy of water"
306-3	Waste generated		
		Total (ton)	435 355
		Water supply (ton)	18 628
		Wastewater sanitation (ton)	415 392
		Others (ton)	1 335
306-4	Waste diverted from disposal		
		Recovered (ton)	405 788
		Non-hazardous - Recovered	
		Reutilisation (R10)	749
		Recycling (R3+R5+R9)	404 791
		Others(R11+R12+R13)	0
		Hazardous - Recovered	
		Reutilisation (R10)	0
		Recycling (R3+R5+R9)	248
		Others(R11+R12+R13)	0

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 306 Waste 2020 (cont.)			
306-5	Waste directed to disposal		
		Eliminated (ton)	29 565
		Non-hazardous - Eliminated	
		Incineration	0
		Landfill (D1+D5)	17 342
		Others (D13+D14+D15+D9)	6 364
		Hazardous - Eliminated	
		Incineration	0
		Landfill (D1+D5)	3 013
		Others (D13+D14+D15+D9)	2 846

GRI 400 SOCIAL DISCLOSURE 2016

MATERIAL TOPIC - GRI 401 Employment 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
401-1	New employee hires and employee turnover	Total workers who joined the Group (no.)	376
		Rate of workers entering (%)*	9.7%
		Male	7.4%
		Female	2.3%

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 401 Employment 2016 (cont.)			
401-1	New employee hires and employee turnover (cont.)	Total workers that left the Group (no.)	213
		Rate of employees leaving (%)*	5.5%
		Male	4.0%
		Female	1.5%
		Workers (male) who joined (no.; %)*	286; 7.4%
		<30	71; 1.8%
		[30-50]	179; 4.6%
		>50	36; 0.9%
		Workers (male) who left (no.; %)*	155; 4.0%
		<30	16; 0.4%
		[30-50]	66; 1.7%
		>50	73; 1.9%
		Workers (female) who joined (no.; %)*	90; 2.3%
		<30	24; 0.6%
		[30-50]	58; 1.5%
		>50	8; 0.2%
		Workers (female) who left (no.; %)*	58; 1.5%
		<30	8; 0.2%
		[30-50]	34; 0.9%
		>50	16; 0.4%

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 401 Employment 2016 (cont.)			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		Chapter "Work with Purpose"
401-3	Parental leave	Workers who took and ended parental leave in 2024 (no.)	90
		Male	64
		Female	26
		Workers returning to work in 2024 after completion of parental leave (%)	100%
		Number of active workers who in 2024 completed 12 months of work after the conclusion of parental leave (after breastfeeding leave)	100%
MATERIAL TOPIC - GRI 403 Occupational Health and Safety 2018			
3.3	Management of material topics		"Our commitment to Sustainability"
403-1	Occupational Health and Safety Management System		94% of AdP Group companies have occupational health and safety management systems, certified to ISO 45001 (voluntary)
403-2	Hazard identification, risk assessment and incident investigation		Annual review carried out within the scope of Management Systems in standard 45001
403-3	Occupational health services		AdP Group companies offer Occupational Medicine services. In this context, periodic visits are carried out by the occupational physician to learn about the working conditions of workers on site, with the aim of identifying, in terms of health, the potential risks to which workers are subject and defining treatment plans. action, so that companies act at the level of prevention.
403-4	Worker participation, consultation, and communication on occupational health and safety		Held annually at AdP Group companies. Furthermore, 3 556 workers had their representation ensured in matters of hygiene, health and safety at work.

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 403 Occupational Health and Safety 2018			
403-5	Worker training on occupational health and safety		In 2024, 180 drills were carried out and 27 617 hours of training in occupational health and safety were recorded.
403-6	Promotion of worker health		All Group employees have health insurance. All Group companies provide their employees with mental health support services. Several initiatives have been implemented within the scope of the work-life balance, in terms of the health and safety of employees.
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		94% of AdP Group companies have occupational health and safety management systems, certified to the ISO 45001 standard; 47% of AdP Group companies have management systems for reconciling professional, family and personal life, certified to the ISO4552 standard; 53% of AdP Group companies have Social Responsibility management systems, certified to the SA 8000 standard; (voluntary)
403-8	Workers covered by an occupational health and safety management system		100% in companies that are certified.
403-9	Work-related injuries		
	a) i. Deaths related to accidents at work	0	
	a) ii. Serious accidents	6	
	a) ii. Rate of severity	678.99	
	a) iii. Workplace accidents	223	
	a) iii. Frequency rate	36	
	a) iv. Main types of accidents at work	Fall and Sprains; Poor posture in carrying out the activity.	
	a) v. Hours worked (actual work)	6 019 696	

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 403 Occupational Health and Safety 2018 (cont.)			
403-10	Work-related ill health		
		a) i. Deaths related to occupational diseases	0
		a) ii. Occupational Diseases	20
		a) iii. Main types of occupational diseases	Related to noise, residually related to repetitive movements or incorrect effort/postures.
MATERIAL TOPIC - GRI 404 Training and Education 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
404-1	Average hours of training per year, per employee	Total Training Hours *	
		Executive directors (h)	833
		Employees (h)*	108 388
		Executive directors (h/director)	18.9
		M (h/ director)	17.9
		F (h director)	17.6
		Employee (h/employee)	28.2
		M (h/ employee)	25.2
		F (h/ employee)	35.8
		Front Line managers (h/ employee)	49.6; M-42.8; F-57.2
		Intermediate managers (h/ employee)	42.5; M-40.9; F-44.9
		Senior technicians (h/ employee)	35.1; M-34.4; F-35.5
		Technical staff (h/ employee)	29.6; M-29.5; F-29.7
		Operational staff (h/ employee)	18.0; M-18.2; F-10.9

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 404 Training and Education 2016 (cont.)			
404-2	Programs for upgrading employee skills and transition assistance programs		Chapter "Work with Purpose"
404-3	Percentage of employees receiving regular performance and career development reviews		85%
MATERIAL TOPIC - GRI 405 Diversity and Equal Opportunity 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
405-1	Diversity of governance bodies and employees	Executive Directors (no.)	44 (in absolute number. In terms of positions held, there are 52)
		M (%)	64% (in absolute numbers. In terms of positions held, 62%)
		F (%)	36% (in absolute number. In terms of positions held, 38%)
		<30	0%
		[30-50]	25%
		>50	75%
		Non-nationals (%)	2.3%
		Disabled persons (%)	2.3%
	Front Line managers (no.)		141
		M (%)	53.2%
		F (%)	46.8%
		<30	0.0%
		[30-50]	39.0%
		>50	61.0%

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 405 Diversity and Equal Opportunity 2016 (cont.)			
405-1	Diversity of governance bodies and employees (cont.)	Front Line managers (no.)	
		Non-nationals (%)	0.05%
		Disabled persons (%)	0.18%
		Intermediate managers (no.)	404
		M (%)	58.4%
		F (%)	41.6%
		<30	0.2%
		[30-50]	60.1%
		>50	39.6%
		Non-nationals (%)	0.03%
		Disabled persons (%)	0.13%
		Senior technicians (no.)	941
		M (%)	39.7%
		F (%)	60.3%
		<30	7.97%
		[30-50]	64.61%
		>50	27.42%
		Non-nationals (%)	0.26%
		Disabled persons (%)	0.75%

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 405 Diversity and Equal Opportunity 2016 (cont.)			
405-1	Diversity of governance bodies and employees (cont.)	Technical staff (no.)	761
		M (%)	67.0%
		F (%)	33.0%
		<30	5.12%
		[30-50]	50.85%
		>50	44.02%
		Non-nationals (%)	0.39%
		Disabled persons (%)	0.65%
	Operational staff (no.)		1596
		M (%)	96.8%
		F (%)	3.2%
		<30	7.5%
		[30-50]	56.1%
		>50	36.3%
		Non-nationals (%)	1.46%
		Disabled persons (%)	0.65%

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 405 Diversity and Equal Opportunity 2016 (cont.)			
405-2	Ratio of basic salary and remuneration of women to men**	Monthly base earnings of Executive Directors (M/F)	1.01
		Monthly base earnings of Front Line Managers (M/F)	0.85
		Monthly base earnings of Intermediate Managers (M/F)	0.96
		Monthly base earnings of Senior technicians (M/F)	0.95
		Monthly base earnings of Technical staff (M/F)	0.96
		Monthly base earnings of Operational Staff (M/F)	1.01
		Total monthly earnings of Executive Directors (M/F)	1.01
		Total monthly earnings of Front Line Managers (M/F)	0.87
		Total monthly earnings of Intermediate Managers (M/F)	0.96
		Total monthly earnings of Senior technicians (M/F)	0.93
		Total monthly earnings of Technical staff (M/F)	0.87
		Total monthly earnings of Operational Staff (M/F)	0.86
MATERIAL TOPIC - GRI 407 Freedom of Association and Collective Bargaining 2016			
3.3	Management of material topics		"Our commitment to Sustainability"
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		Chapter "Work with Purpose"

GRI STANDARD		VALUE 2024	
MATERIAL TOPIC - GRI 416 Customer Health and Safety 2016			
3.3	Management of material topics	"Our commitment to Sustainability"	
416-1	Assessment of the health and safety impacts of product and service categories	100%	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Compliance with the quality control parameters of the water supply (bulk)	99.70%
		Compliance with the quality control parameters of the water supply (retail)	99.48%

* HR calculations were carried out taking into account the number of active employees.

** In the calculations relating to remuneration, employees who joined this year and those who were absent part of the year were not considered.

METHODOLOGICAL NOTES AND OTHER INFORMATION:

205-3 Incidents of corruption and actions taken

There was no record of confirmed corruption cases in 2024.

415 – I Public Policies

In 2024, AdP Group companies did not make donations or loans of a pecuniary nature or in kind to political parties, in accordance with law 19/2003 of 20 June, article 8.

Calculation Formulas - Safety Indices (403-9)

Frequency Rate - total number of accidents (fatal and non-fatal) that occurred in relation to the number of hours actually worked by the total number of workers in the reporting period.

Frequency rate = (total number of accidents / (number of hours of actual work, carried out during normal hours + number of hours of overtime)) × 1,000,000

Occupational Disease Rate - number of occupational diseases occurring in relation to the number of hours actually worked by the total number of workers in the reporting period

Rate of occupational diseases = (total number of occupational diseases / (number of hours of actual work, carried out during normal hours + number of hours of overtime work)) × 1,000,000

Severity Rate - total number of days lost in relation to the number of hours actually worked in the reporting reference period

Severity rate = (total number of hours lost × 24 / (no. potential hours worked)) × 1,000,000

Absenteeism Rate - percentage of absenteeism days in relation to the total potential days in the report reference period

Rate of absenteeism = (total number of hours of absenteeism / (number of potential hours worked)) × 1,000,000

ACRONYMS

A

AAL – Águas Livres Academy
ACT – Authority for Working Conditions
ADENE – Energy Agency
AdA – Águas do Algarve
AdAM – Águas do Alto Minho
AdCL – Águas do Centro Litoral
AdDP – Águas do Douro e Paiva
AdNorte – Águas do Norte
AdP – Águas de Portugal
AdPI – Águas de Portugal International
AdRA – Águas da Região de Aveiro
AdSA – Águas de Santo André
AdTA – Águas do Tejo Atlântico
AdVT – Águas de Vale do Tejo
AgdA – Águas Públicas do Alentejo
ANI – National Innovation Agency
APA – Portuguese Environment Agency
APPDI – Portuguese Association for Diversity and Inclusion
ApR – Water for Reuse

B

BCSD Portugal – Business Council for Sustainable Development

C

CA – Board of Directors
CAGEPA – Water and Sewage Company of Paraíba
CEO – Chief Executive Officer
CO₂ – Carbon dioxide
COVNM – Non-Methane Volatile Organic Compound
COSO – Committee of Sponsoring Organization of the Treadway Commission
CNPD – National Data Protection Commission

D

DGEG – Directorate-General for Energy and Geology
DGS – Directorate-General for Health
DPO – Data Protection Officer

E

EAPN – European Anti-Poverty Network
EBITDA – Earnings before interest, taxes, depreciation and amortization
EDIA – Alqueva Development and Infrastructure Company
ERSAR – Regulatory Authority for Water and Waste Services

F

FCT – Faculty of Science and Technology of the New University of Lisbon
FEUP – Faculty of Engineering of the University of Porto

G

GCNP – Global Compact Network Portugal

GEE – Greenhouse Gases

GPL – Liquefied Petroleum Gas

GRI – Global Reporting Initiative

GWOPA – Global Water Operators Partnership Alliance

H-I

IGAMAOT – General Inspection of Agriculture, the Sea, the Environment and Spatial Planning

IG – Gender Equality

IPP – Permanent Partial Disability

ISA – Higher Institute of Agronomy

ISO 9001 – NP EN 9001: 2015 – Quality Management Standard

ISO 14001 – NP EN ISO 14001: 2015 – Environmental management standard

ISO 50001 – NP EN ISO 14001: 2012 – Energy management standard

ISO 55000 – NP ISO 55000: 2016 – Asset management standard

ISO 56002 – NP ISO 56002:2019 – Innovation Management Standard

J-K-L

LNEC – National Laboratory of Civil Engineering

M-N

NP 4552:2016 – Standard for management of the Reconciliation between Professional, Family, and Personal Life

NOx – Nitrogen Oxide

O

OIT – International Labour Organization

P

PALOP – Portuguese Official Language African Countries

Q

QEC – AdP Group's Strategic Framework of Commitment

R

RESP – Public Service Electric Network

S

SA 8000 – Social Responsibility Standard

SCI – Internal Control System

SOx – Sulphur Oxide

T-U

UN – United Nations

UNGC – United Nations Global Compact, sometimes abbreviated to GC

V-W-X-Y-Z

WTP – Water Treatment Plant

WWTP – Wastewater Treatment Plant

EXTERNAL VERIFICATION STATEMENT



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(Translation from the original Portuguese language. In case of doubt, the Portuguese version prevails)

Independent Limited Assurance Report

To the Board of Directors of
AdP - Águas de Portugal, SGPS, S.A.

Scope

We have been engaged by AdP - Águas de Portugal, SGPS, S.A. ("AdP") to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, to report on the sustainability disclosures included in the Sustainability Report 2024, identified in the Annex "GRI Content Index" (the "Sustainability Information"), for the year ended 31 December 2024.

Criteria applied

AdP prepared the Sustainability Information in accordance with the sustainability reporting standards of the Global Reporting Initiative - GRI Standards (the "Criteria").

Responsibilities of the Management

AdP's management is responsible for selecting the Criteria, and for preparing the Sustainability Information in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining an appropriate internal control system, maintaining adequate records and making estimates that are relevant to the preparation of the Sustainability Information, such that it is free from material misstatement, whether due to fraud or error.

Responsibilities of the Auditor

Our responsibility is to examine the Sustainability Information prepared by AdP and to issue a limited assurance report based on the evidence obtained.

Our engagement was conducted in accordance with the International Standards for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information - ISAE 3000 (Revised) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and other technical standards and recommendations issued by the Portuguese Institute of Statutory Auditors (Ordem dos Revisores Oficiais de Contas). These standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Sustainability Information is prepared in accordance with the Criteria.

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. In these circumstances, our independent review procedures comprised the following:

- ▶ Inquiries to management with the objective to understand the business context and the sustainability reporting process;
- ▶ Conducting interviews with personnel responsible for preparing the information in order to understand the processes for collecting, collating, reporting and validating of the Sustainability Information for the reporting period;
- ▶ Conducting analytical review procedures to support the reasonableness of the data;
- ▶ Execution, on a sample basis, of tests to the calculations carried out, as well as tests to prove the quantitative and qualitative information included in the report;



AdP - Águas de Portugal, SGPS, S.A.
Independent Limited Assurance Report
*Translation from the original Portuguese language.
In case of doubt, the Portuguese version prevails*
31 December 2024

- ▶ Verification of the conformity of the Sustainability Information with the results of our work and with the Criteria applied.

We consider that the evidence obtained is sufficient and appropriate to provide the basis for our conclusion.

Quality and Independence

EY applies the International Standard on Quality Management ISQM 1, which requires that we design, implement, and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We comply with the independence and other ethical requirements of the Ordem dos Revisores Oficiais de Contas' Code of ethics and of the International Code of Ethics for Professional Accountants (including International independence standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Conclusion

Based on our work and evidence obtained, nothing has come to our attention that cause us to believe that the Sustainability Information, for the year ended 31 December 2024, has not been prepared, in all material respects, in accordance with the Criteria.

Lisbon, 29 April 2025

Ernst & Young Audit & Associados - SROC, S.A.
Sociedade de Revisores Oficiais de Contas
Represented by:

(signed)

Manuel Ladeiro de Carvalho Coelho da Mota - ROC n.º 1410
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The 2024 Sustainability Report integrates the communication of progress in the implementation of the ten principles of the United Nations Global Compact.

CONTACTS:

The responsibility for preparing the report is the responsibility of AdP SGPS's Sustainability and Social Responsibility Directorate, which can be consulted in www.adp.pt. To receive more information about the published data or if you wish to send us your comments, you can do so to sre@adp.pt or through the address Street Visconde de Seabra, nr. 3, 1700-421 Lisbon.

