



**AquaGib**

Committed to your life source

# **SUSTAINABILITY REPORT 2021**

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**PAUL SINGLETON**  
Managing Director

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# MANAGING DIRECTOR'S FOREWORD

Thank you for your interest in the AquaGib Ltd (AGL) 2021 Sustainability Report. Since 1991 the company has built a solid foundation based on sound governance, respect for our customers, the environment, and the community that we serve. We have always been committed to the highest standards of ethical behaviour and professional principles within our workforce, whilst effectively balancing the demands of our customers and striving for efficiency in all aspects of our operations. At AGL, we provide an inclusive workplace that offers our employees high levels of personal and professional growth to deliver the best possible service.

As Gibraltar's primary water and wastewater utility company, good business is about the efficient management of the resources that we own, operate, and maintain. In doing so, we genuinely understand the impact our operations have on the environment and our customers. We take great care here so that in return, we may provide a fair return to our shareholders, thus enabling us to make the best investment for our water and wastewater infrastructure, with carbon neutrality in mind.

The last two years have been incredibly challenging for us, as it has been for Gibraltar and the rest of the world. We have had to grapple with the complexities and uncertainties of a global pandemic. However, I am glad to say that we have continued to offer safe and dependable utility services while caring for our employees and the community. No stone was left unturned in coming up with solutions to continue our services while safeguarding public health and keeping each other safe.

We are a business that will constantly strive to improve, and our targets reflect this desire to move the business forward constantly. We are embarking on an ambitious plan to enhance the efficiency and quantities of potable water we produce, and this is being achieved whilst improving our electrical efficiency. We are also setting ambitious targets for enhancing our distribution networks, working with our stakeholders to invest more than ever to provide for more efficient distribution of potable and seawater whilst reducing waste wherever possible.

This report has been prepared to provide you with an insight into AquaGib, our culture, our operations, and the devoted team of employees who are consistently committed to corporate social responsibility. Based on the triple bottom line principle, of environmental, social, and economic factors, we establish objectives for continual improvement to complement the remarkable work done by our staff throughout the years. We are on a constant journey, and this report will offer you a glimpse of where we've been and where we're going. We hope you enjoy reading it. If you have any feedback, please let us know.

**Thank you.**



# **OVERVIEW**

# VISION & APPROACH

## The AquaGib Vision

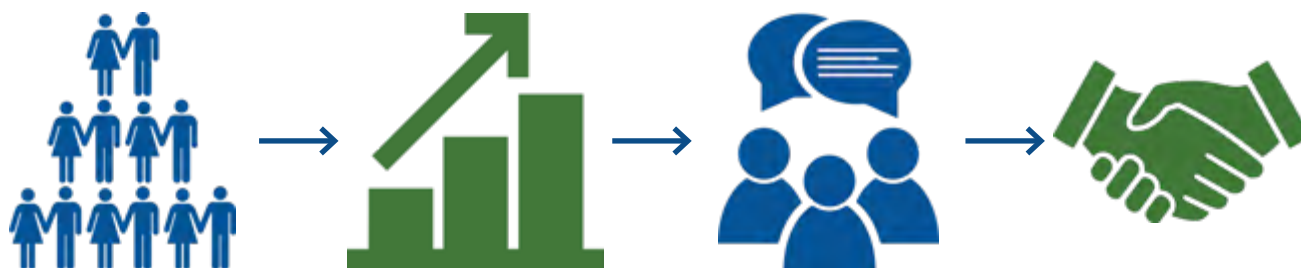
*Together as one team, be recognised as Gibraltar's leading utility through the provision of efficient and sustainable water services.*

As a business, we constantly continue to enhance our service expectation by demonstrating commitment to leadership through our involvement in the ISO 9001:2015 Quality Management System programme. This includes involving all staff, through effective teamwork, to achieve strategic quality objectives as well as overall organisational goals.

We will consistently deliver our best to conduct our work responsibly, keeping our customers and the environment's

best interests in mind. However, we are aware that taking responsibility alone is not enough. We must also be proactive and provide public value throughout our services, leaving a positive impact on our customer's experiences.

We therefore focus our primary business purpose, in understanding the continued requirements of our customers and the environment in which we operate, enabling us to meet these in a sustainable way, across our community.





# OPERATIONS

*Our operations have a significant impact on our customers, stakeholders and the environment, so it is fundamental to embed sustainability at the core of our operating processes. In this remit, we are constantly accessing the impact of our operations in order to reduce our carbon footprint. It is therefore essential that we continuously align our sustainability priorities with our key organisational processes.*

## AGL's Organisational Processes

### ***Production, Supply And Distribution Of Potable Water***

Water is collected, produced, extracted, made potable, stored and supplied to customers via a distribution system and subsequently sold through individually metered connections.

### ***Extraction And Distribution Of Salt Water***

Gibraltar has a dual water distribution system consisting of two networks, one for the supply of potable water and the other for the supply of seawater. Seawater is used for fire fighting, street cleansing, flushing of sewers, flushing of toilets and other sanitary purposes where the use of potable water is not essential.

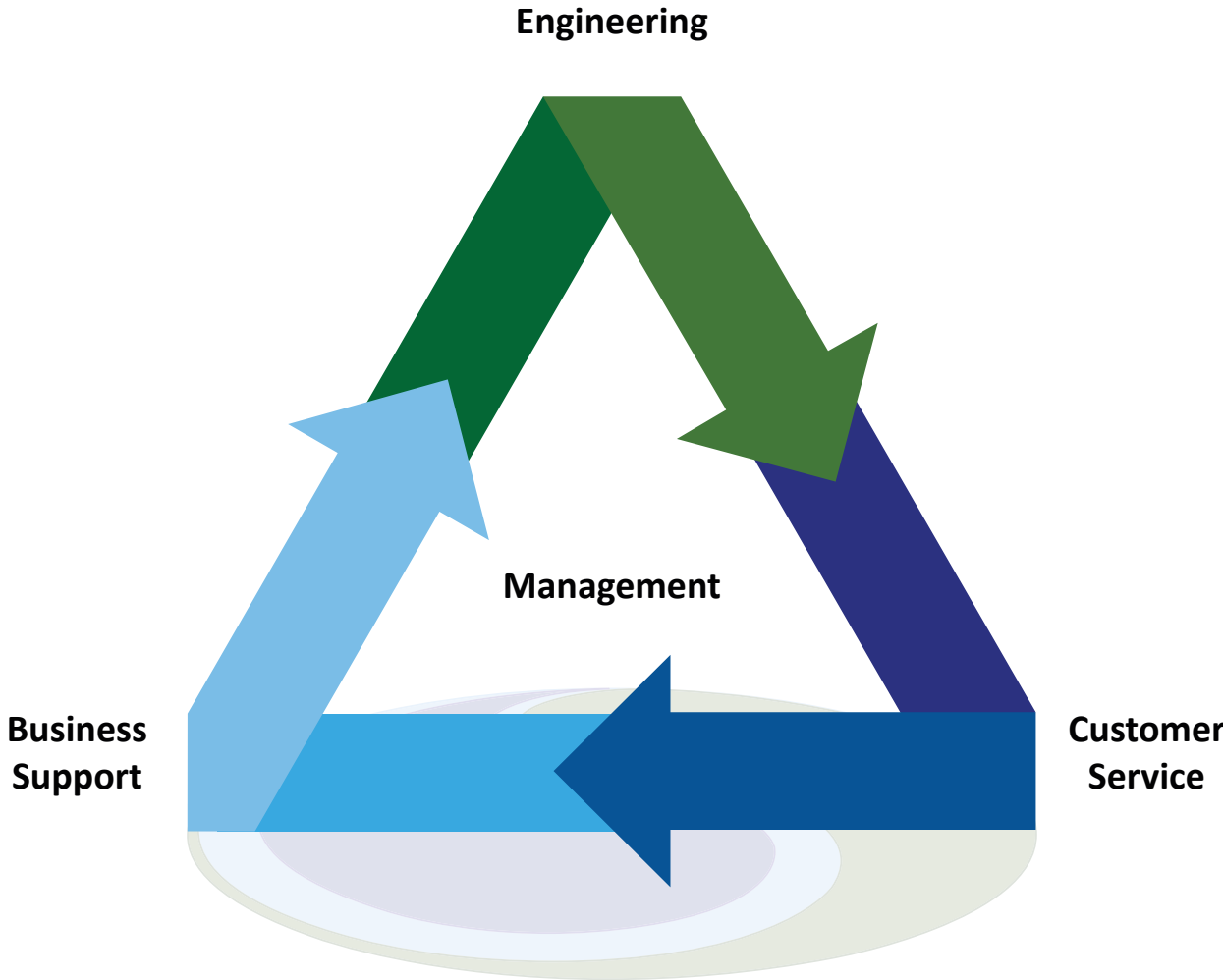
### ***Sewage Pumping Activities***

We are responsible for the operation and maintenance of 30 sewage pumping stations. We monitor its operational activities with our telemetry system, ensuring continual system efficiency.

### ***Metering & Billing Of Potable Water And Electricity***

We ensure that bills issued to our customers accurately reflect their usage and provide detailed analysis of the consumption recorded.

AGL's Organisational Diagram



# AGL AT A GLANCE



**1,707,000,000**

litres of potable water supplied in 2020



**1,479,000,000**

litres of seawater supplied in 2020



**5 desalination units**

producing on average  
4,800,000 litres  
of potable water per day



**220+ km of pipe**

48% potable water  
44% seawater  
8% sewage



**84.68%**

increase in potable water supply  
from 1990 to 2020



**24 reservoirs**

of which 15 are potable water  
& 9 are seawater



**100 employees**

(full-time equivalent)



**19,535 meters**

of which 98%+  
are read each month



**Approx. 33,700  
equitable service**

(population)



The Valve  
House Waterworks





# **WATER LEADERSHIP**

## **Priorities**

# SUSTAINABILITY PRIORITIES

*AGL is committed in supporting the United Nations Sustainable Development Goals wherever possible throughout our business practices. In doing so we will take leadership in effective policy implementation to achieve our goals. We prioritise in delivering the following:*

- Ensure a customer focus which exceeds our customers' expectations with our level of service.
- Provide a mutually balanced employer – employee relationship.
- Develop our staff so that they can achieve their maximum potential and meet present and future needs of the business and the wider community.
- Take leadership in the wider community to build a sustainable future for the benefit of everyone within AquaGib and Gibraltar.
- Drive our performance in compliance with all relevant legislations, regulations and standards.
- Remain conscious of our responsibilities towards the environment throughout all of our business activities.
- Development and installation of low impact technologies for efficient water systems, ensuring innovation at the forefront.
- Inspire a future vision, by forward thinking and planning, ensuring that AquaGib is a great business that has longevity.
- Ensure a reasonable rate of return on investment for our shareholders.

## *United Nations Sustainable Development Goals*



A photograph of industrial water treatment equipment, specifically large cylindrical tanks with multiple access ports and valves, overlaid with a solid blue color. The text is centered over the image.

# **WATER LEADERSHIP**

## **Infrastructure**

# WATER MANAGEMENT

*We aim to be more resilient to issues like climate change and ageing infrastructure while simultaneously providing exceptional customer service. To help us achieve this, we are constantly seeking out innovative products that can improve our operations and deliver solutions for the betterment of the community.*

## Potable Water

### Production

Our water is produced by the process of Reverse Osmosis. We have five plants, producing an average of 5,000,000 litres a day.

### Storage & Supply

Water produced is pumped up to storage reservoirs at our Waterworks facilities. There are a total of 13 reservoirs capable of 70,000,000 litres of storage. This system allows us to have a continual supply of water irrespective of production interruptions. Once stored, the water is analysed to ensure its compliance with the stipulated standards. Once a reservoir has been filled, the water is analysed for chemical and bacteriological content to meet the required quality standard. Once acceptable we then distribute via the distribution network. Supply is validated by checking chemical and bacteriological quality at various locations.

AGL is responsible for the network up to and including the customer's meter.

## Seawater

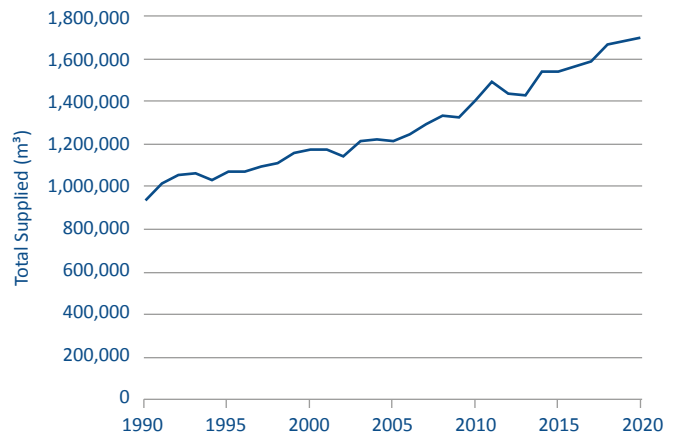
### Storage & Supply

Seawater is pumped directly from the sea to our reservoirs, however, screened to prevent the ingress of flotsam and debris, thus protecting the equipment and system.

Seawater is then supplied and distributed to the customer via the seawater network distribution system. There are nine seawater service reservoirs in operation with a total storage capacity of 11,834,000 litres. Here too we have a sustainable reserve, irrespective of pumping interruptions. These reservoirs are positioned at different locations in Gibraltar and supply different pressure zones. AGL is responsible for the distribution system up to and including the customer's service stopcock.

Both systems are checked for pressure, flow and losses from leakage. These are undertaken on a stipulated and regular basis.

### Potable Water Supplied Per Year



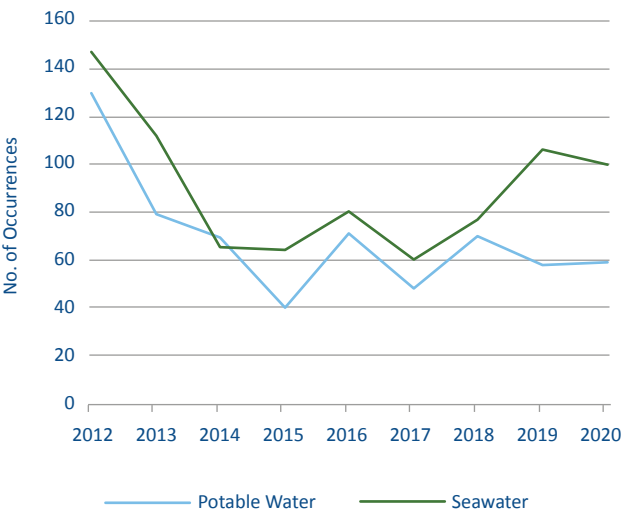


# WATER MANAGEMENT

## Waste Control & Leak Detection

Reducing leakage is one of our highest priorities. It's a colossal task given the geography and complexities of our network, and we must balance leakage reduction against its impact on customers supply and community disruptions. Nevertheless, we take this issue very seriously, constantly monitoring the network for leaks. We have just under 50 data loggers installed, which help pinpoint leaks in our water infrastructure. Understanding our network using modelling tools helps us target and optimise appropriate solutions quickly. This smart network facility helps us operate more efficiently and improve our services for our customers.

*Unplanned Loss Of Supply Due To Leaks*



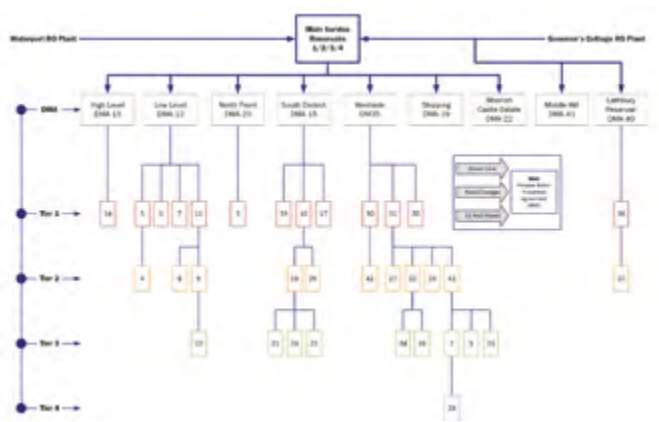
## Mains Replacement Programme - Sustainable Infrastructure Investments

Our network has been serving our customers for many years, however with increasing stresses of urban growth coupled with an ageing infrastructure, improvement is key to maintaining cost efficiency and improving service. Our mains replacement programme has been effectively working, replacing cast iron, ductile and even asbestos pipes with high-density polyethene pipes. We commit approximately £750,000 annual budget in this remit. We recently commissioned a 450m run of potable water pipe at South Barracks Road. This has significantly increased the flow and pressure in this particular area.

## Metered Districts

Main distribution section flow meters and pressure gauges are monitored regularly as an early warning system for leakage control and ensure adequate pressure and flow are maintained in the network.

*District Meter Layout*



# WATER QUALITY

The 2030 Agenda and Sustainable Development Goals bring water quality issues to the forefront of international action. Sustainable water systems should provide appropriate water quality for a given need, without compromising the future ability to provide this quality.

The storage and supply system is such that no water is transferred to service reservoirs until it has been analysed for chemical content and bacterial purity. Here we ensure that it complies with the provisions of the Gibraltar Public Health Act, which incorporates the EU Directive 98/83 of 3rd November 1998 regulating the quality of water to be used for dietetic purposes. Samples are also taken periodically at strategic points in the distribution system to monitor that there has been no loss of quality in the network.

At AGL we consider this a critical priority and firmly believe in social accountability; all our analysis results may be found on our website.

## 21,852

tests carried out in our laboratory during 2020 on 1,686 samples



To further comply with the provision of the Gibraltar Public Health Act, samples are collected throughout the distribution network and are sent each quarter to an accredited laboratory in the UK for independent audited analysis. Each sample is tested for 140 different parameters, including general chemical contents to herbicides and pesticides.

## Radium & TBT

Aside from the tests we carry out in our laboratory and the audit samples sent to the UK, we also send samples to the UK for very specific chemical testing. These include Radium-226, which is a radioactive chemical, and Tributyltin (TBT) which is a banned chemical that is usually found in marine anti-fouling paint. We are very pleased to say that as the result of the fine filtration process our potable water goes through, none of these chemicals have been detected.

## Micro Plastics

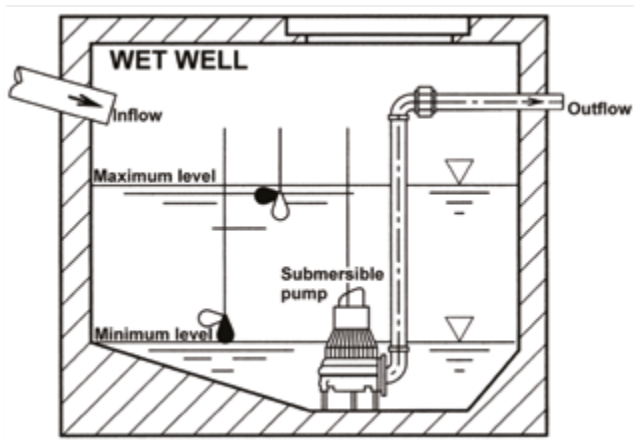
During 2019, two samples of water were collected and sent to an independent laboratory in Sweden where it was analysed for micro-plastics. Both samples returned negative with no trace of plastics. Further showing the level of filtration AGL has in place to produce our quality potable water.

# WASTE MANAGEMENT

## Sewage Pumping Stations

Under a management, operations & maintenance agreement with HMGoG, AGL is responsible for managing and operating all public sewage pumping stations. Efficient management of our system ensures that we consistently monitor, clean and repair sewage pumping stations to reduce the risk of blockages and system failures. We do this on a 24-hour basis with a manned SCADA telemetry system. In addition, we have set alarms on the pumping sequence that tell us if pumps have failed, the level of the wet well and even flow trends. We have these alarms programmed in such a way that gives us sufficient time to respond and avoid any severe consequences such as overflows.

*Standard Sewage Station Wet Well*

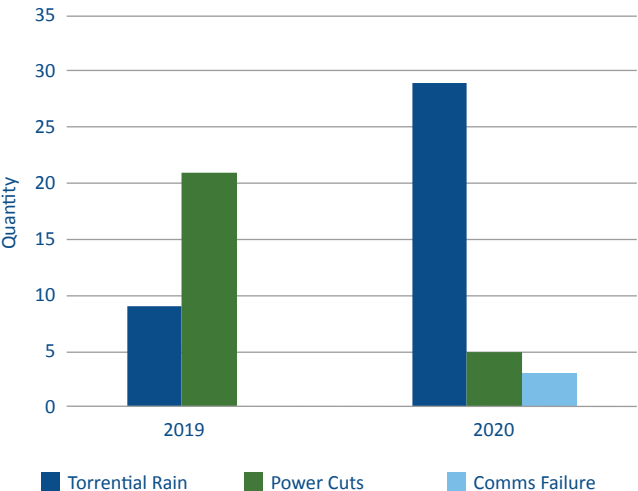


## Overflows

One of our main operational goals is to maintain and operate sewage pumping stations. We do this as efficiently as possible to reduce chances of overflow from the station's wet well into the storm water network and sea. Unfortunately, over the last couple of years we have had some overflow incidences. These have mainly occurred due to torrential rains, and the system struggling to cope with the excess influx of water. We are aware of the impact overflows can have on the environment and are therefore committed in preventing this wherever possible, constantly seeking innovative products and solutions.

We furthermore maintain a positive working relationship with our colleagues in the Environmental Agency and the Department of the Environment, keeping reporting lines and mitigation measures as effective as possible.

*Recorded Overflows*









# Pumping Stations



# ENERGY

Our water service, by default has a low carbon intensity. This is mainly due to the hydrostatic pressure, driven by gravity, that forces supply into the network and then to our customers from our reservoirs, rather than a pumping system. However, this is only half the battle won; electricity is our dominant carbon footprint source because we rely on energy processes to produce high-quality drinking water. Reducing electricity consumption is a continual target of ours and we continue to seek ways to increase operational efficiency and work towards becoming carbon neutral. We are constantly looking into bettering our performances, by assessing our supply chains and seeking responsible product sourcing. In this remit AGL is committed in investing in pump and motor efficiency systems throughout our pumping stations and production plants, focusing on energy reduction and responsible consumption.

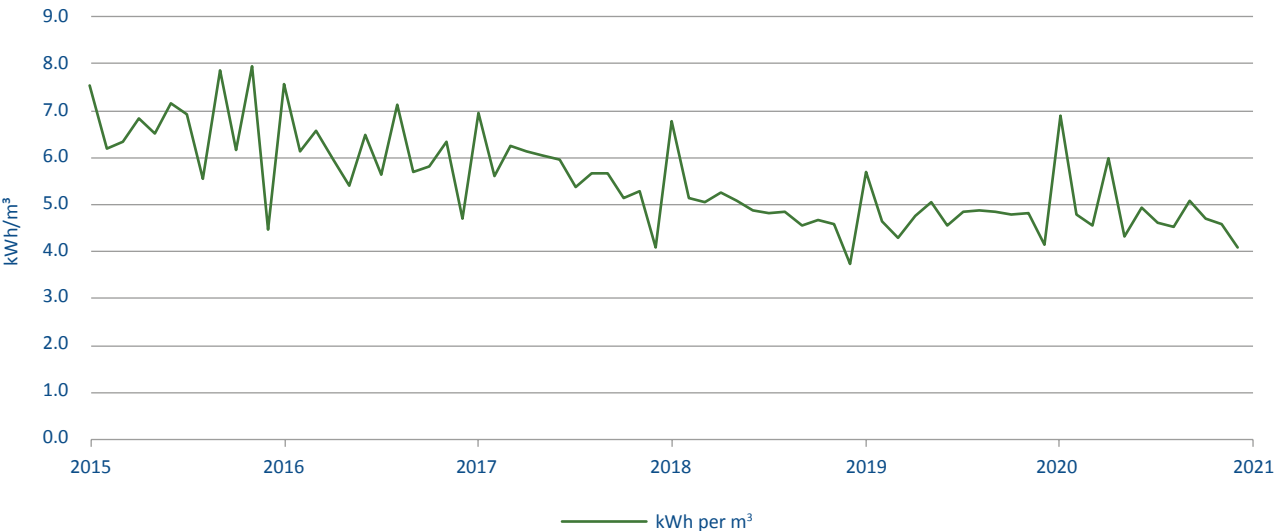
## North Mole Seawater Intake

This year, we embarked on a project that saw replacing a +30-year-old pumping system at our North Mole Seawater Intake for a new and more efficient technology pumping process. This new seawater pumping system has reduced the overall energy usage by an outstanding 48%, significantly reducing our carbon footprint.

## Production Plants

The majority of our electrical consumption stems from our production plants. In 2017, the company invested approximately £815,000 in the upgrade of four high pressure pump skids to replace the old system feeding the production plants. The total energy required to produce a cubic meter of potable water has been reduced by 26%.

**Electrical Consumption  
Per Cubic Meter of Water Produced**









# **WATER LEADERSHIP**

**Our people**



# HEALTH & SAFETY

As an organisation we believe that we cannot be sustainable without protecting the health, safety, and wellbeing of our staff. We are devoted to protecting our employees, ensuring their long-term employment by keeping the workplace safe. To achieve this, and ensure effective policy, we must continually try to enhance our safety culture, through collective action and raise it to the next level.

## *Proactive & Reactive Culture*

We investigate all incidents and aim to learn from them by sharing findings to improve health and safety performance across the business.

## Safety Performance

For the business to achieve its H&S objectives, it is essential that we apply the following principles to our practices:

### *Risk Analysis*

Risk Review – A yearly comprehensive risk evaluation is conducted to identify and assess all potential hazards and risks. This provides the business with a continuous risk evaluation and a sustainable safety management system.

### *Risk Management*

Risk Assessment (RA) & Safe System of Work (SSOW) – In conjunction with the risk analysis process, the RA & SSOW procedure requirements are identified and produced. In doing so we foster a more consistent focus across the organisation on the way people, culture, equipment, work systems and processes all interact.



**START SAFE, WORK SAFE, FINISH SAFE**

Scan to view AGL's Defibrillator Locations

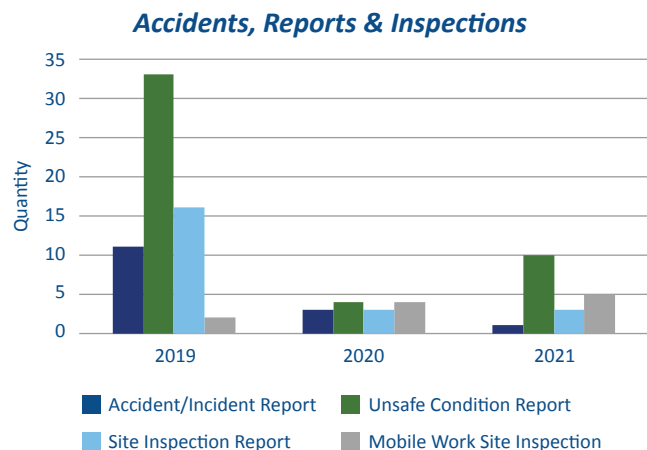
Management Safety Tours and Mobile Work Site Inspections – Inspections are used to ensure the sustainability of resources such as equipment, facilities, and employees. These help us to identify areas for improvement while also protecting our staff.

Accident/Injury Reporting – Accident and Injury report investigations allow us to react effectively, enabling improvements and avoiding reoccurrence.

Unsafe Condition Report – The unsafe conditions report reflects a reliability driven system. It ensures a complete safeguard of the business, providing all parties the chance to highlight issues for the protection of our assets.

## Working Together To Save Lives

We have installed 5 Automated External Defibrillators (AED), accessible to all in strategically placed points. We feel we are increasing our staffs' and communities confidence, by placing these life-saving equipment across some of our sites.



# CUSTOMER SERVICE

Sustainability has become a core value and part of our culture at AGL. We recognise that it has become a point of differentiation, and as such it has a large impact on the way customers perceive the business. We firmly believe in social responsibility and understand that our customers expect AGL to share their values. Through an efficient customer service, we further develop on the ground experience, customer knowledge and regulatory relationships. We are committed and we will continue to bring sustainable value and development to our community with the objective of creating a better future together.

## Metering

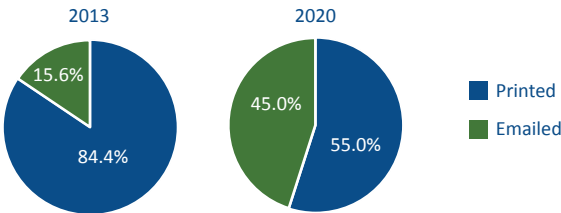
Metering is the fairest way for customers to receive their monthly water consumption accurately. We aim to replace our customer water meters before 15 years of service to ensure accuracy. With this in mind we have started rolling out smart enabled water meters throughout our infrastructure, to help us manage supplies more efficiently, with the possibility of sending readings to the cloud for customer access. The programme will allow us to replace 1,200 smart meters per annum. As of September 2021, 19% of our meters have been upgraded.

Aside from potable water metering and billing, AGL reads electricity meters and bills customers accordingly on behalf of Gibraltar Electricity Authority.

## E-Billing Programme

We are committed to our e-billing programme. We report that this service requires less process time, ensures instant and secure delivery and at the same time reduces our paper usage. Reducing paper billing is a continual objective at AGL.

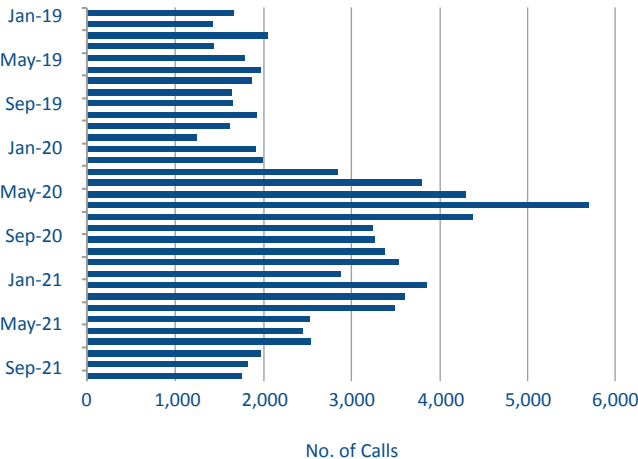
In 2013, we sent out over 252,000 bills of which just under 40,000 were sent by email representing 15.6%. By 2020, we have managed to increase emailed bills to 45% out of approximately 280,000 total bills.



## Telephone Response

2020 was a challenging year for all of our front line staff. Customer calls throughout our business have been recorded at an all-time high, with double the amount of calls received in 2020 (41,209) compared to 2019 (20,326). We are proud to report that we have handled these with care and professionalism.

*Calls Received Per Month*



# EMPLOYEE COMMITMENT

## Professional Growth

The business encourages employees to make significant impacts and contributions to align with the mission of the Company. We help achieve this by creating an open and accessible workplace free of prejudice where employees may explore their full potential and ultimately realise their own distinct and varied path.

## Training and Professional Development

We believe in supporting professional development and continual education. This creates a competitive business advantage that fosters innovation and growth. We have supported employees through academic journeys, mandatory training and occupational specific qualifications such as ISO internal auditors and first aid.

We have recently collaborated with CABWI UK on selecting specific work based courses, so that we may further develop our team on water production technology. This outlook has allowed continual succession within the current complement.

## Employee Diversity

We continue to build a culture that is safe, respectful, fair, and inclusive for all our employees. It further informs our guiding principles and defines our relationship with our customers, who trust us on the service we provide. We are proud to employ people who possess talent, energy, and focus to drive our vision forward.



# PROFESSIONAL & SOCIAL RESPONSIBILITY

We believe in having shared value wherever possible, for the benefit of the wider community. We are therefore committed in working together with authorities and other stakeholders, ensuring social and service coherence, so that we may respond positively to our customers via the service we provide. We acknowledge that different stakeholder groups have different priorities, so we aim to engage, understand, and promote a collective contribution, so that the efficient allocation of resources may be achieved.

## Environmental Agency (EA)

The EA is the principal advisor to the government, and the main regulatory body to ensure quality of the water supply. The EA regulates the quality of drinking water we supply and ensures its safety and compliance with EU water quality regulations. We are pleased of the working collaboration we have with the EA in securing environmental and social benefits for our community.

## Department of the Environment, Sustainability & Climate Change

Exchange of information on critical matters is of fundamental importance to us. We keep constant communication on coastal conditions, project consultation and other vital environmental matters.

## Ministry of Defence (MoD)

We work closely with the MoD on water transfers, asset management and network requirements.

## Technical Services Department

We have an excellent professional relationship with our HMGoG counterparts. We exchange information on infrastructure issues, improvements and developments. We also joined forces for the Dwayne Pipe campaign, raising awareness on the importance of protecting our waste infrastructure.



# PROFESSIONAL & SOCIAL RESPONSIBILITY

## Highways

We have a fluent relationship with Traffic Management. Although leaks and burst mains are inevitable, we aim to minimise disruption to flow of traffic and constantly look out for solutions for our road infrastructure.

## Gibraltar Fire & Rescue Service (GFRS)

Keeping constant communication with the GFRS on infrastructure changes and development is fundamental from a safety perspective. We do this by holding quarterly operational coordination sessions. We also organise annual briefings, where we coordinate response requirements in the event of a fire in the upper rock. We couple this with Infrastructure visits, so that we may all be abreast with available resources.

## Port Authority

We have recently further cemented our relationship with the Port Authority by working together in protecting our port and production intakes. We give overriding importance to our coastal waters, so that we may continue to produce quality drinking water.

## Gibraltar Electricity Authority

We are committed to working closely with our utility counter partners to find a sustainable social response to water and energy challenges. We do this while recognising

the diversity of perceptions, interests, and roles partnerships have in reaching a mutual benefit.

## Telecommunication Providers

Cooperation between service providers for positive framework conditions is a permanent objective at AGL. We are committed in working together for sustainable development across the engineering community.





# PROFESSIONAL & SOCIAL RESPONSIBILITY

## Community Collaborations

Collaboration is critical in our social capacity as a utility business. We understand the significance of working in partnership with others to address pressing social and environmental issues such as climate change. That is why we collaborate with a wide range of stakeholders, to improve knowledge access and create platforms that activates action for sustainability.

### *Department Of Education*

We provide a range of activities for schools, working with young people on key topics such as saving water and understanding our infrastructure and service. We help students understand our business through visits to our facilities, offices, and school's outreach. We believe that investing in education in our community for present and future generations is of vital importance.

### *Nautilus*

Playing our part in the refill campaign, we work closely with the Nautilus project. In doing so, we promote the benefits of consuming our high-quality tap water. We are incredibly proud to say that the recent installation of the refill point at Casemates was well received by our community and visitors alike.

### *Environmental Safety Group (ESG)*

We value environmental performance. We therefore have worked closely and supported the ESG's community work. We are committed in ensuring a clean and healthy community and we will support organisations driving these incentives forward.

### *Island Games*

We are extremely proud to have worked closely with the Island Games committee in providing event fountains around the various sporting venues and campuses - promoting a healthy and sustainable lifestyle.

We also worked closely with other NGOs in the design of the events' fountain. Here we had the opportunity to reuse some of the components of the fountain used in the 1995 Games.

## Events

### *World Environment Day*

We have participated and supported this worthy event for some time now. We firmly believe that we have a responsibility to educate and raise awareness to respect and protect our physical environments for present and future generations.



# PROFESSIONAL & SOCIAL RESPONSIBILITY

## World Water Day

We aim to generate as much awareness on the importance to protect and promote our most vital resource. In 2021, to commemorate World Water Day, we announced the installation of a public water fountain, with a refill point at Casemates Square.

## Careers Fair

Investing in future generations through education, is a key objective of AGL. We must ensure that we, as a community have a plan, and that we may be ready for any eventuality. We therefore feel that we need to promote education at all levels in all disciplines within the water industry.



# PROFESSIONAL & SOCIAL RESPONSIBILITY

*Throughout 2021 AquaGib, with help from its employees, offered support to various charitable organisations who do an amazing job both locally and aboard. We offer support in various means from donations for various projects, service and equipment provision to employees' own charitable giving by matching fundraising efforts and providing their own free time to various activities and projects.*



The background of the image is a deep blue gradient. In the center, there is a large, dark silhouette of a person swimming, with their head and arms visible. Behind the swimmer is a large, dark, circular shape, likely representing the sun or moon. The text is overlaid on this central scene.

# **WATER LEADERSHIP**

## **Looking Forward**

# FUTURE ASPIRATIONS

*We are on a continual mission to become a more efficient company and as such sustainability has become a critical corporate strategy of our operations. We seek to balance the level of service we provide to our customers and our impact on the environment and our community, by constantly seeking market solutions that can drive the future growth and performance of the business. We are therefore committed, through strategy and leadership efforts, in investing in our services and in the community, we serve, for long term development and prosperity. We firmly believe that our long-term vision, will enhance our development of good policy and general service improvement.*

## Power From Water

Our reservoirs use the pull of gravity to feed water with pressure into the infrastructure. We have identified water flow at the reservoirs' outlets as a possible point for turbine energy generation. We are committed to investigating this technology and working closely with other service providers on how to best maximise this capability.

## Business Centralisation

We believe that centralising the business will increase overall business proficiency by positively maximising the use of all available resources. Therefore, we are conducting a feasibility study to assess the location and design possibilities on how to achieve the best possible outcome.

## Employee Wellbeing

Business centralisation will allow us to enhance employee well-being and further develop workplaces. Our workplace sustainability vision is centred around occupant health, resource efficiency, and a responsible work-life balance environment. This is how we want to operate all our facilities. We are set in working towards this closely with all stakeholders to achieve maximum effectiveness throughout.

## Employee Education

We will continue to support and endorse continual professional development for our employees. We consider this one of our top priorities and therefore committed fully in investing for our present and future needs.

## Water Usage Awareness

In our environmental target commitment, we will continue to promote a sustainable water supply. We will continue to work towards minimising and optimising overall water consumption across our community.

## Recycling Excavated Material

We are working closely with private contractors exploring options on how to best recycle backfill material excavated from our respective trench works. We are aiming to minimise waste and transportation activities with this initiative.



# 2022 SUSTAINABILITY GOALS

*We are proud of the progress we have made in the last year, and the added value we have given to our industry, for the betterment of our customers and our community. We will continue to work hard to deliver desired results as we go forward. We have set ourselves key targets for 2022, which we feel will positively contribute to our continual improvement.*

## Urban Growth and Climate Change Resilience

### *Increased Water Production Capacity*

We are aware of our community's urban growth and the need to meet future supply demands. Therefore, we have commenced preliminary design considerations and infrastructure planning to expand our water production capabilities.

## Waste Reduction

### *Reducing Paper Usage*

We continue to support the paperless initiative by reducing wherever possible.

## Good Health and Wellbeing

### *H&S Inspections*

In our commitment to improving our H&S systems, the senior management team will be conducting cross-discipline H&S inspections to validate and highlight areas for improvement across the business.

## Continual Improvement of Technology and Infrastructure Adaptation

### *SMART Metering Programme*

We are fully committed to installing 1,200 smart meters in 2022.

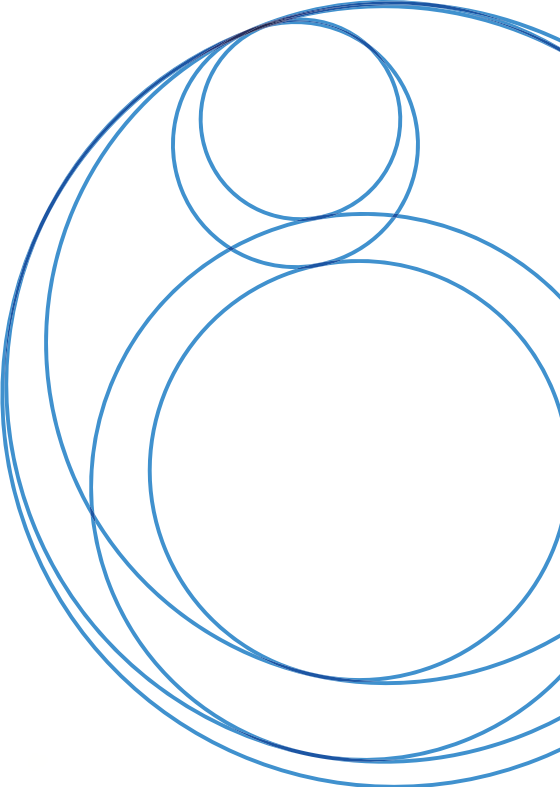
### *Mains Replacement Programme*

Bull Ring To Spyglass Seawater Pumping Main – We will commence mains replacement on the upper tier of our southern upper rock seawater pumping main. This will increase efficiency and system robustness on the network, affording continual supply to the Upper Rock fire hydrants and customers alike.

### *New Infrastructure*

Western Water Mains Relief Project – Due to the increase in developments in the East Side, the need for improved infrastructure to relieve the demand from the western infrastructure was highlighted. As a result, the installation of a twin pipe from our waterworks facilities to Devils Tower Road is well underway. We will see its commissioning in 2022.

# WE ARE COMMITTED TO YOUR LIFE SOURCE



**Zeiviak Bear**  
Jesse Sanchez  
**Gary Heath Tyrina Conroy**  
Anthony Cavilla Karim Lopez Derek Duo  
**Igor Borg** Chris Balestrino Jonathan Sciortino  
**Adrian Martinez** Christian Tosso Alain Gonzalez John Bautista  
Alexander Palao Joseph Mateus Caetano Alessandro Cerisola Paul Robba  
Dylan Ballester Sandokan Lima Dale Goldwin Francis Ocaña Chris Redondo  
Adil Amalal Jamie Ocaña Dustin Hughes Mohammed Brarai Luis Nuñez Benitez  
David Garcia Aaron Bagu Paul Singleton Shane Prescott Leslie Sene Ashley Linares  
Tyson Ruiz Kenneth Chipolina Georgie Weddell Francis Silva Jysen Muñoz Edna Gaivizo  
Terence Reyes Dylan Moreno Katharine Armstrong Anthony Roper Kadrian Bugeja Dennis Cruz  
Romina Sciortino Victoria Cross Joelle Viagas Helene Valarino Bianca Garcia Graham Alvez Liam Hughes  
Johan Martinez Kenneth Rowbottom Ivan Borg Steven Gordon Steven Enriles Kirsten Porro Najade Viagas  
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