

ATTENTIVE RESILIENT INNOVATIVE

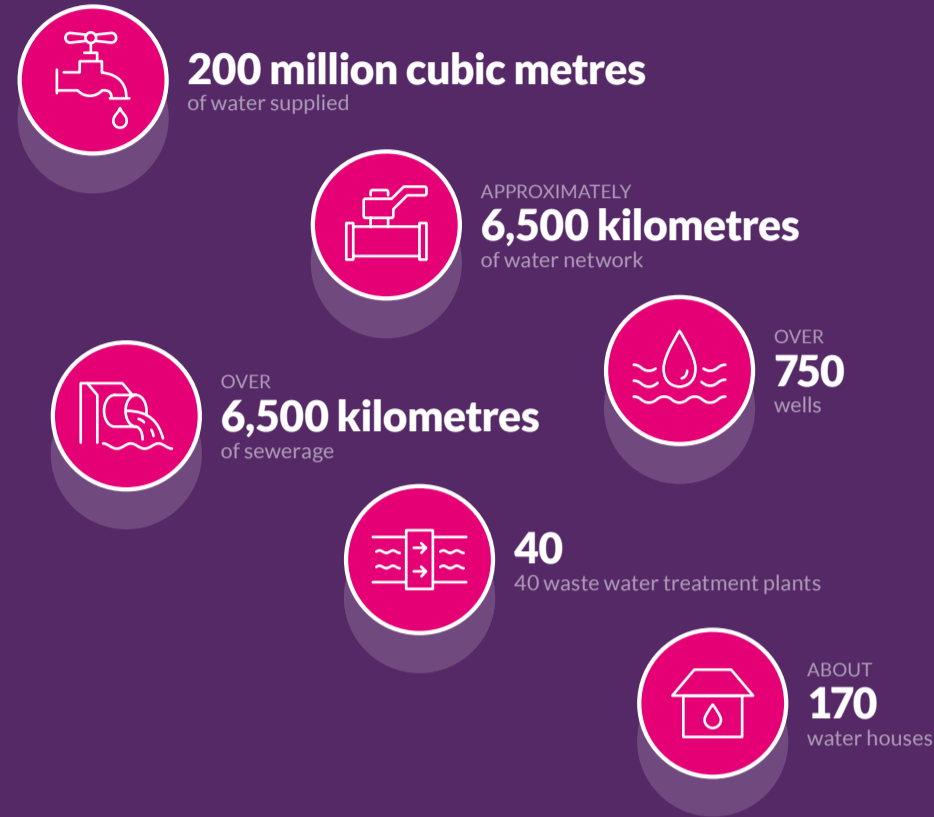


Our mission

*"The excellence of your water, the transparency of our work.
This is our daily commitment"*

CAP GROUP

CAP Group is the fully public capital company that manages the integrated water service in the metropolitan area of Milan and in several other municipalities in the provinces of Monza, Brianza, Pavia, Varese and Como according to the in-house providing model, guaranteeing the public control of the partner institutions in compliance with the principles of transparency, responsibility and participation. Due to its size and with an equity of almost 800 million euros and a capital invested that exceeds one billion euros, CAP Group ranks among the most important mono-utility companies on the national scene, guaranteeing the integrated water service to over 2.5 million inhabitants.



ATTENTIVE



to people's needs, to increase the well-being and trust of increasingly aware and demanding communities

Demographic and social changes are creating strong pressures on the functioning mechanisms of markets worldwide. For the company, the ability to be attentive, that is, to know how to pick up the signals from society and to respond quickly and comprehensively, is of strategic importance in today's world.



RESILIENT



in assets, governance and management to protect an essential asset for life

The evolution of consumption and production systems is putting increasing pressure on ecosystems, both in terms of resource consumption and of waste produced and emissions into the atmosphere. These production and consumption activities, together with short-sighted and often unsustainable urbanization methods, have growing local impacts that multiply extreme events. This also concerns water management with more frequent and critical episodes of flooding or drought.



INNOVATIVE



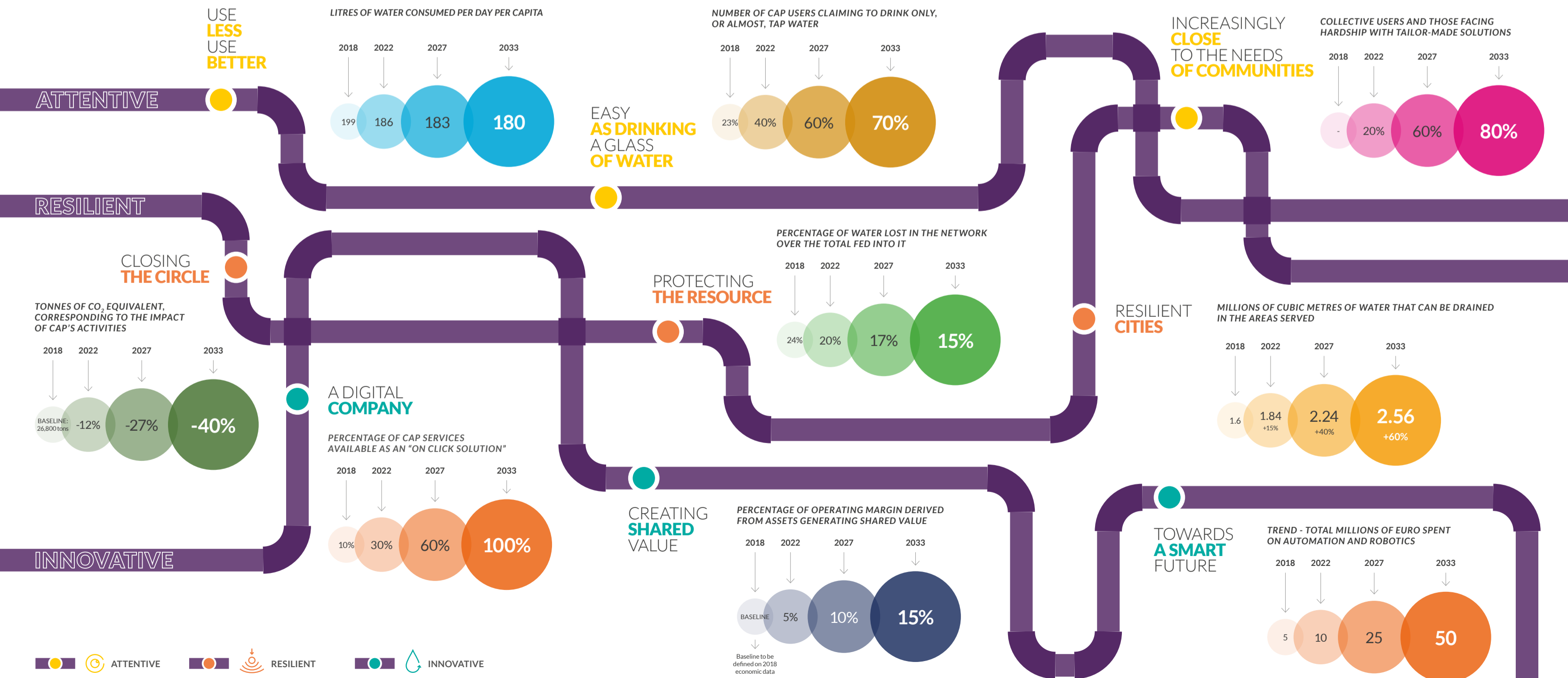
in the market, anticipating the rules and feeding our ability to network

Technological and knowledge developments are creating strong pressures on the functioning mechanisms of the markets. They are changing companies' organisation, collaboration and innovation logics and strategic choices. The greatest challenge of the change is posed by the adaptability of people and organisations.



2033 Sustainability Plan at a glance
[sostenibilita.gruppocap.it](https://www.sostenibilita.gruppocap.it)

The Sustainability Plan is available in full at the link [sostenibilita.gruppocap.it](https://www.sostenibilita.gruppocap.it)
To request information write to: ufficiocsr@gruppocap.it



ATTENTIVE



USE LESS USE BETTER

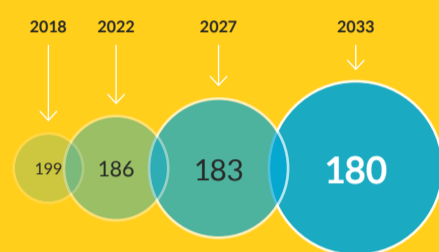
Guarantee the availability and sustainable management of water and sanitary facilities to all



Our ambition

Reduce the amount of water consumed every day by CAP users.

PER-CAPITA LITRES OF WATER CONSUMED EVERY DAY (CAP survey)



How we will achieve this

- Diffusion of smart metering
- Promotion of non-drinking water
- Education and communication to promote more conscious consumption of water resources

EASY AS DRINKING A GLASS OF WATER

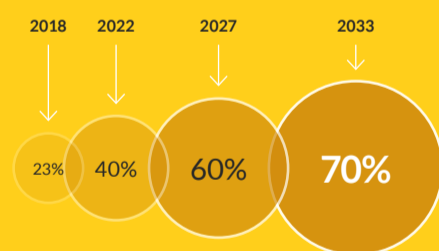
Guaranteeing sustainable production and consumption patterns



Our ambition

Triple the number of CAP users who claim to drink only, or almost only, tap water.

PERCENTAGE OF CAP USERS WHO CLAIM TO DRINK ONLY, OR ALMOST ONLY, TAP WATER (CAP survey - Customer Satisfaction Survey)



How we will achieve this

- Create greater awareness among citizens
- Promote initiatives to support water quality

INCREASINGLY CLOSE TO THE NEEDS OF COMMUNITIES

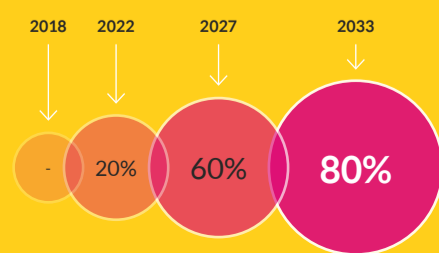
Reduce inequalities within and between nations



Our ambition

Serve an ever-increasing percentage of vulnerable families and collective users such as schools, the public administration or hospitals with tailor-made solutions.

PERCENTAGE OF COLLECTIVE AND VULNERABLE USERS WITH TAILOR-MADE SOLUTIONS (CAP survey)



How we will achieve this

- Develop tailor-made solutions for the most vulnerable users and collective structures
- Increase our attention to the people who work in CAP and for CAP

RESILIENT



CLOSE THE CIRCLE

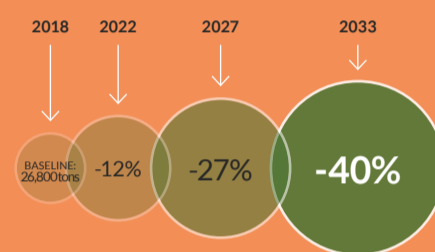
Take urgent measures to combat climate change and its consequences



Our ambition

Close the circle: redefine the incoming and outgoing flows of CAP activities to recover as much material and energy as possible.

TONS OF CO₂ EQUIVALENT CORRESPONDING TO THE IMPACT OF CAP GROUP ACTIVITY (CAP survey)



How we will achieve this

- Improve energy efficiency and operational performance
- Promote compensation projects for non-eliminable emissions and Green Public Procurement
- Increase recovery of materials and energy

PROTECTING THE RESOURCE

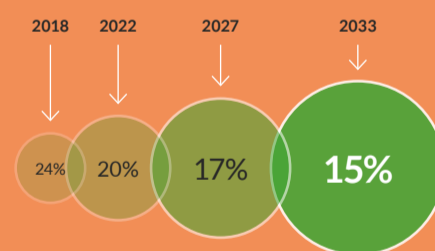
Protect, restore and promote sustainable use of the Earth's ecosystem



Our ambition

Reduce the water introduced into the CAP network by over a third.

PERCENTAGE OF WATER DISPERSED IN THE NETWORK OUT OF THE TOTAL INTRODUCED (CAP survey)



How we will achieve this

- Increased service quality and efficiency
- Manage the risk related to drinking and waste water
- Investing in predictive maintenance

RESILIENT CITIES

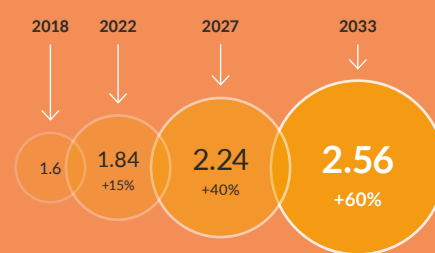
Make cities and human settlements inclusive, safe, durable and sustainable



Our ambition

Increase cities' water resilience capacity.

MILLIONS OF CUBIC METRES OF WATER THAT CAN BE DRAINED IN THE TERRITORIES IN WHICH CAP OPERATES (CAP survey)



How we will achieve this

- Invest to make CAP assets more resilient
- Develop measures for the management of hydraulic risks
- Support urban planning for sustainable urban drainage

INNOVATIVE



A DIGITAL COMPANY

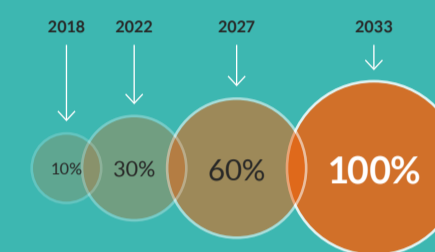
Build a resilient infrastructure and promote innovation and fair, responsible and sustainable industrialisation



Our ambition

Guide digital evolution starting from the transformation of the offer to customers.

PERCENTAGE OF CAP SERVICES AVAILABLE AS "ONE CLICK SOLUTION" (CAP survey)



How we will achieve this

- Implement a service model based on digital solutions
- Spread a culture of innovation

CREATING SHARED VALUE

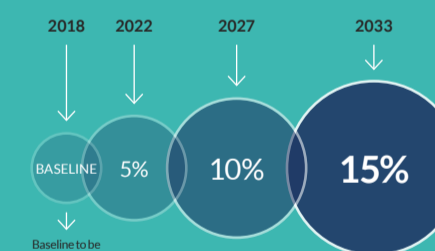
Strengthen the means for implementation and renew the global partnership for sustainable development



Our ambition

Increase CAP's ability to generate value for the community.

PERCENTAGE OF OPERATING MARGIN DERIVED FROM ACTIVITIES THAT GENERATE SHARED VALUE (Analysis based on a reclassification of the CAP Income Statement)



How we will achieve this

- Introduce sustainability criteria for tenders and purchases
- Industrial synergies and partnerships according to network models

TOWARDS A SMART FUTURE

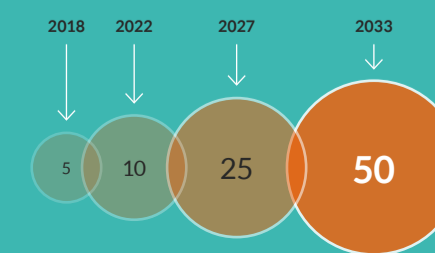
Build a resilient infrastructure and promote innovation and fair, responsible and sustainable industrialisation



Our ambition

Make networks and facilities smart.

TREND - TOTAL MILLIONS OF EUROS SPENT ON AUTOMATION AND ROBOTICS (CAP survey)



How we will achieve this

- Adapt plants and the network according to the 4.0 industry logic