



# Annual Sustainability Report 2024





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## Presentation

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# About the report

GRI 2-2, 2-3, 2-5, 2-14

Saneago presents its eighth Annual Sustainability Report. The document addresses the material topics that may have potential impacts on the Company as regards its financial position, its people and the ecosystem.

It presents consolidated information for the fiscal year between January 1 and December 31, 2024, related only to Saneamento de Goiás S.A. It does not provide information on the Company's controlled companies or those in which it holds an interest (subsidiaries, minority interest companies, joint ventures or affiliates). Saneago has only investment quotas in companies in which it does not exert significant influence.

Several Company departments contributed to this report, which was assessed and approved by the Executive Board and the Board of Directors. The publication presents Saneago's commitment to social responsibility, evidencing the strategies and actions that led to its economic, social and environmental results, as well as the challenges faced and opportunities seized in its sustainability journey.

Any questions regarding the information presented herein may be sent to the Integrated Planning Superintendency team through the following channels:  
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The report was prepared according to the international Global Reporting Initiative (GRI) methodology, in line with the United Nations (UN) Global Compact — to which Saneago is a signatory — and the Sustainable Development Goals (SDGs).



# Message from the State Government

For the Goiás State Government, public sanitation remains the number one priority in its administration. The sequence of historical record figures achieved by Saneago is proof of the State's dedication to this sector. Over the past six years, the Company's progress in terms of providing quality and regular services has been notable.

We are devoting efforts to ensure Saneago leads the sector in which it operates. The information presented in this report are proof of this fact, since they are part of a trajectory in full progress. On the following pages, you will read about the economic, financial, social and environmental results achieved in 2024, the best in Saneago's history, attesting to its solid position as a national benchmark in sanitation.

The Company surely plays an essential part in the State's development. By acting in line with our administration's guidelines, it promotes quality of life for the entire population of Goiás. That is our goal: to guarantee access to basic sanitation without distinction, from the smallest to the largest municipality. Saneago has been fulfilling this commitment underpinned by transparency and efficiency, based on sustainable strategies and, therefore, reaching record efficiency.

All these efforts have been recognized not only at local level, but nationwide, through several awards received in 2024. In partnership with the Getúlio Vargas Foundation, Trata Brasil Institute bestowed on Saneago the 8<sup>th</sup> Successful Cases in Sanitation Award;

That is our goal: to guarantee access to basic sanitation without distinction, from the smallest to the largest municipality.



Ronaldo Caiado  
Governor of Goiás State



The Company also received four awards and two recognitions in the 2024 National Sanitation Quality Award, known as the Sanitation Oscars.

the Company's operation in Goiânia won in the Achievement of Water Loss Targets category. In Época Negócios' Anuário 360°, Saneago topped the Financial Performance category, among sanitation companies.

The Company also received four awards and two recognitions in the 2024 National

Sanitation Quality Award, known as the Sanitation Oscars. Furthermore, it won the Gold Award in the 1<sup>st</sup> Ethics and Responsibility Award by the Office of the General Comptroller of the State of Goiás. In Trata Brasil Institute's 2024 Sanitation Ranking, focused on the 100 most populated cities, Saneago stood out with Goiânia

and Aparecida de Goiânia among the 20 best ranked municipalities — and a bonus: no Goiás municipality appears among the worst ranked.

In addition, Saneago's image before the financial market continues to be valued, and it has been continually improving before risk rating agencies. Currently, the Company holds a AAA.br rating from Moody's — the agency's highest corporate rating score — and a AA(bra) rating from Fitch Ratings. All this results from the corporate restructuring the

Company has been going through since 2019, which has strengthened its governance, management and economic and financial capacity.

In 2024, Saneago recorded a new all-time high net income: BRL 621.5 million. The better performance and expressive service indexes — above the Brazilian average — attest to a Company prepared to face obstacles and deliver on its targets. The most important one is to provide universal access to treated water and sanitary sewage services.

In light of the new reality created by Saneago for basic sanitation in the State of Goiás, we can only be extremely proud and reiterate the importance of Saneago to Goiás. I praise that Saneago continues to modernize its activities, without losing sight of the social commitment in its essence.

**Ronaldo Caiado**  
Governor of Goiás State



Mauro Borges Water Treatment Plant



# Message from the Chairman of the Board of Directors

GRI 2-22

Based on our legal and social mission of providing universal access to treated water and sanitary sewage services by 2033, we embraced the opportunity of strengthening Saneago from the operational, financial, technological, environmental and governance stances. In 2024, we made advancements on these fronts in order to expand our reach and provide the best service to the population of Goiás.

We created the conditions necessary to face one of the longest droughts in the past 40 years. Thanks to investments, increased operational efficiency and our specialized technical team, we were able to get through this critical period without supply interruptions. This achievement contributes to the customers' positive perception of the Company.

As a result of climate change, further record droughts are likely to occur in the coming years. Saneago's Board of Directors monitors the topic of water crisis, which is one of the Company's major risks, on a permanent basis. Our challenge is to keep the operation running with positive results even during long drought periods.

We have prepared the Company to face adverse weather events through a strategy that combines good governance, risk management, a prepared team, liquidity and financial strength to overcome adversity. Financial soundness is important to enable higher investments when necessary. At the same time, we revised our 2025-2029 Strategic Plan, adding goals related to the ESG<sup>1</sup>



**Gilvan Cândido da Silva**  
Chairman of the Board of Directors



agenda and making adaptations to the context of regionalization, as detailed in this Report.

Based on solid financial results, in 2024, we increased investments in water and sewage services focused on universalization. Between 2025 and 2029, we plan to invest a further BRL 5.6 billion, following the well-defined guidelines of the Legal Framework for Basic Sanitation. The Company has liquidity and the opportunity to borrow on the market, so we are working with the prospect of increasing leverage as there is room to make investments.

In this sense, through our controlling shareholder — the State of Goiás —, we are following the market trend of



creating Public-Private Partnerships (PPPs) that will have a significant impact on our business. Through the PPPs and by improving the microregions' governance, we have we are better equipped to meet our universal access targets.

We know how solid, upright corporate management is important for the pursuit of the Company's goals. That is why we are celebrating the Goiás Mais Transparente Award's Diamond Seal, which recognized our work to increase the level of information transparency.

On the following pages, we remain committed to transparency by reporting Saneago's progress and challenges towards operational, financial and environmental sustainability.

**Enjoy your reading!**

<sup>1</sup>ESG - acronym for Environmental, Social and Governance, a set of good environmental, social and governance practices and principles adopted by companies to minimize impacts and ensure sustainable and responsible business management.



# Message from the Chief Executive Officer

As proof of its operational capacity and expansion potential, Saneago had its corporate rating upgraded to AAA.br, the highest level on Moody's scale

Saneago stands out when it comes to system expansion in Brazil. The several works already delivered, coupled with those in progress, show our commitment to investing in infrastructure to achieve universal access to basic sanitation in the Goiás State.

This is how we run Saneago: prioritizing its social function, so that treated water and sanitary sewage services reach everyone, without distinction, from the smallest municipalities to large urban centers. Serious, responsible and efficient work to value humankind's most precious asset: water.

My assessment is made with the confidence and pride of someone who signed this report as CEO for the seventh consecutive year. In this period, we have improved on many fronts: large investments, quality and agility of processes, safety for managers and employees, modernization of machinery and regularity in the provision of services,

as well as advances in technology and innovation. We have achieved economic and financial robustness enough for facing the challenges of the coming years, and placed ourselves in a position of national prominence.

Focused on universal access, in 2024, we worked to expedite service expansion and to do so at the highest quality and lowest possible tariffs. We also managed to regularize the situation of municipalities with expired contracts, unifying and extending the terms of all 223 contracts in operation to 2049 – an essential step for planning the allocation of even more investments in each municipality.

Speaking of resources, we have been recognized for our operational and expansion capacity. Proof of that was Saneago's corporate rating upgrade to AAA.br, the highest rating awarded by Moody's risk rating agency. This is an important step for the long-term expansion



**Ricardo José Soavinski**  
CEO



of the Company's business and enables us to raise funds from third parties at a lower cost.

With regard to sanitary sewage services, geared toward accelerating gains of scale, the Goiás State Government hired the Brazilian Development Bank (BNDES, in Portuguese), through the State Department of Infrastructure (Seinfra, in Portuguese), to structure a Public-Private Partnership (PPP) with Saneago, in line with the Legal Framework for Basic Sanitation. In this sense, the models that will contribute to more quickly reaching universal access to public sewage services in the municipalities served by the Company are being prepared.

On the operational front, I must emphasize that in the past year we faced the worst drought in the last 44 years. For over 160 days, most of Goiás's municipalities had no rainfall at all, which required Saneago to deliver operational capacity to maintain service regularity. In the context of



climate change, there is no alternative: We must invest in protecting water sources, carrying out construction works and creating operational strategies. These actions have always been embedded in our routine.

Another noteworthy aspect is Saneago's remarkable 23.83% water loss ratio in 2024. In addition to having met the 2033 target well ahead of schedule, the Company recognizes

the importance of further reducing this indicator to promote water security, while reducing costs and increasing its operational efficiency. It is an environmental commitment against wastage and an example of rational use of water for consumers.

In the governance pillar, we have made leaps and bounds in improvement, especially in the past five years, and have become a benchmark

for the people of Goiás, topping the 6<sup>th</sup> Goiás Mais Transparente Award. In 2024, we carried out an in-depth review of our Strategic Plan, to more efficiently manage Saneago's progress. We also revisited assumptions, goals and indicators to adapt them to the regionalization context and to the PPPs and align them to the material topics addressed in this report.

The combination of regular contracts and good economic and financial conditions increases our responsibility towards the delivery of better results. However, we are confident that we are on the right path, advancing sustainably to contribute to Goiás' and Brazil's development.

Enjoy your reading!

**Ricardo José Soavinski**  
CEO



## 2024 highlights



**23.54%**

Water Loss ratio – the first company to meet the Legal Framework for Basic Sanitation's target.

### Customer base increase:



**+ 1.45%**

people with water (87 thousand).



**+ 2.21%**

people with sewage (100 thousand).



**Diamond Seal**  
6<sup>th</sup> Goiás Mais Transparente Award



**1<sup>st</sup> Governance Award – Silver Seal.**



**Corporate rating upgrade by Moody's to AAA.br.**

Net income increased by

**6.5%**

reaching BRL 621.5 million.

Increased by

**7.7%**

Net revenue from water and sewage services, reaching BRL 3.305 billion.

Were Up by

**33.4%**

Investments in water and sewage treatment, %, totaling BRL 578.6 million.



# Recognition and certifications

## Goiás Mais Transparente Award — Diamond Seal

The quality of Saneago's Transparency department work was acknowledged with the highest accolade in the State Public Compliance Program's award. For the sixth time, the Diamond Seal distinguishes the Company for meeting all the criteria of the methodology for government-controlled companies.

## 1<sup>st</sup> Governance Award — Silver Seal

The Silver Seal in the Public Compliance Program's 1<sup>st</sup> Governance Award was bestowed on Saneago for its dedication to improving governance and compliance practices in its operations.

## Seriema Award

Saneago won the Academic Production category of the 22<sup>nd</sup> Seriema Award, granted by the Goiás Regional Council of Engineering and Agronomy (Crea – GO, in Portuguese), and known nationwide as one of the most important sustainability awards. The winning project was "Using water treatment waste as a cover layer in landfills," which analyzed the waste generated from cleaning filters and decanters at the Meia Ponte Water Treatment Plant (WTP), in Goiânia, and its potential as a cover layer in a private landfill in Aparecida de Goiânia. Saneago was also a finalist in the Press category, with its Sanitation Glossary.

## 2024 Goiás Sustentável Award

This is an award granted by the Goiás State Department for the Environment and Sustainable Development (Semad, in Portuguese). The Company won in the Rural Activity category with the Biosolids Project, in recognition of practices related to sustainable agriculture and economy.







Meia Ponte Water Treatment Plant

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## Saneago

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# Who we are

GRI 2-1, 2-6, 2-29

Saneamento de Goiás S.A. (Saneago) is a government-owned mixed economy publicly held company registered with the Brazilian Securities and Exchange Commission (CVM, in Portuguese). It is headquartered and has jurisdiction in Goiânia. Operating in Brazil, the Company serves 223 out of the 246 municipalities in the State of Goiás, covering 90.6% of the cities in the State.

Managed through strategic planning and integrated management — which includes market; economic

and financial; and political and institutional aspects Saneago provides services on a regional level

The State of Goiás is the Company's majority shareholder. Based on the premise that water and sewage services are essential to the country's development and to enhancing the population's quality of life, this shareholding structure enables Saneago to align its business plan with State government's public policies.

Managed through strategic planning and integrated management — which includes market; economic and financial; and political and institutional aspects Saneago provides services on a regional level, through concession and/or shared management agreements in public or private systems. This strategy also guarantees high-quality services to all users, at the lowest tariff possible, regardless of the size and location of the municipality.



Pirenópolis Sewage treatment plant



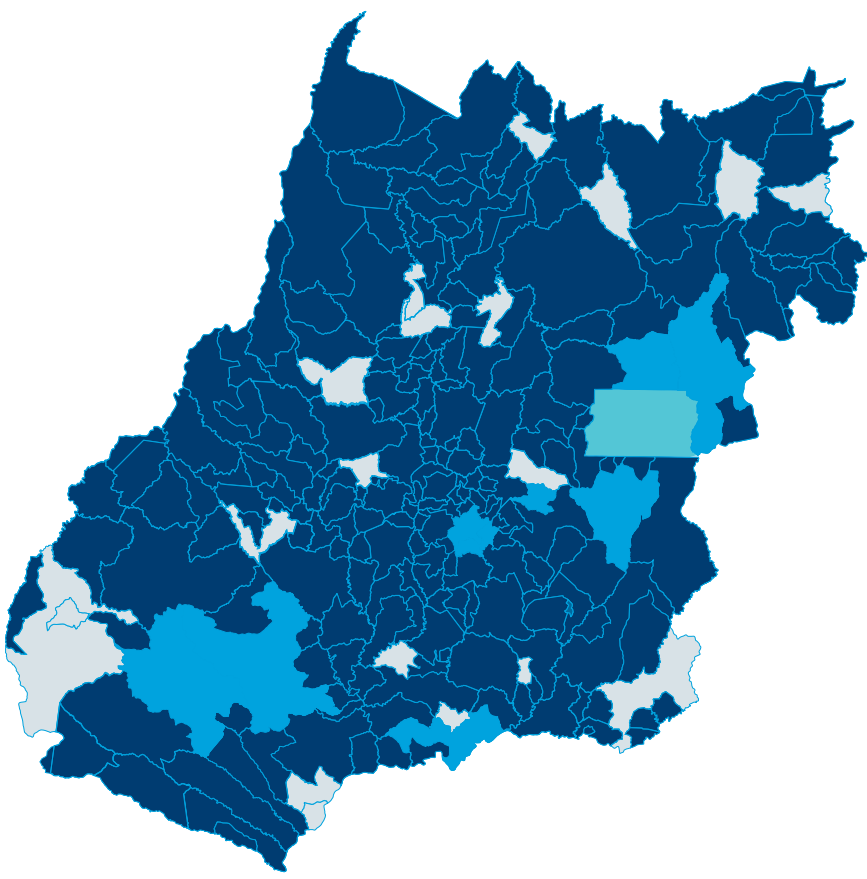
# Where we are

GRI 2-6

We operate in 223 out of the 246 municipalities in the State of Goiás, including Goiânia, covering 90.6% of the cities in the State.

## Water supply

- 6.1 million  
people served
- 98.19%  
service index
- 325,821,000 m<sup>3</sup>  
gross revenue
- 2,503,000  
Connections
- R\$ 2,409,386  
thousand  
gross revenue
- 33,914 km  
Network length
- 188  
Water Treatment Plants (WTPs)
- 998  
deep tube wells
- 569  
water supply systems
- 192  
surface abstraction points
- 1.748  
reservation centers



## Sanitary sewage

- 4.6 million  
people served
- 73.99%  
service index
- 94.65%  
Service index (treated)
- 216.930,000 m<sup>3</sup>  
billed volume
- 1,539.000  
connections
- R\$ 1,235,900  
thousands  
gross revenue
- 17.357 km  
network length
- 90  
Sewage Treatment Plants (STPs)



# Our commitment

GRI 2-23, 2-24, 2-28

Saneago's main commitment is to provide universal access to quality treated water and sanitary sewage services in the cities where it operates, in the State of Goiás, in line with the Legal Framework for Sanitation (Law 14,026/2020) and Sustainable Development Goal 6, whose target is "to ensure availability and sustainable management of water and sanitation for all."

The Company devotes its efforts to boosting efficiency and steering its business with excellence, as well as contributing to the development of its ecosystem. Thus, it is a member of three relevant sector entities, namely:

- Brazilian Association of Sanitary and Environmental Engineering (ABES, in Portuguese);
- Brazilian Association of State Sanitation Companies (AESBE, in Portuguese); and
- Trata Brasil Institute.

## Sustainable Saneago Project

In its second year, the Sustainable Saneago Project strengthened the culture of sustainability in the Company by decentralizing initiatives and linking the activities of various superintendencies with the SDGs and ESG topics, focused on going beyond its operation.

The schedule of some projects has been adjusted, but most of them are on track to deliver results. Two projects were completed in 2024, namely:

### Use of the Autodesk Docs application

The project was designed to share, analyze, approve and file expansion works' technical documents in a cloud environment. Autodesk Docs is one of the main cloud tools used to manage the Common Data Environment (CDE) of engineering projects. At Saneago, it has been the most important tool for managing new projects and has led the Company to redesign workflows. The project's benefits include better communication, traceability of information, collaboration, version control and organization of documents.

The effects are also felt from a sustainability perspective, by reducing printed projects, preventing the generation of construction waste, reducing time and resources spent in searching for information, allowing for better communication and transparency of information, and reducing the need for more robust software and hardware for consultation areas.

### Capela Community

In 2024, one of Sustainable Saneago's projects served the Capela quilombola community, in the municipality of Cavalcante (GO), with investments of BRL 263,000 in several actions to ensure regular water supply in order to reduce waterborne diseases. This is an example of an investment made by Saneago in a location with a low return on investment for private investors.

Saneago's teams cleaned, disinfected and tested the flow of the deep tube well; re-installed equipment; refurbished the elevated metal reservoir; replaced branches to reduce wastage; and used filtration and chlorination to control microorganisms in the water.



# Strategic plan

GRI 2-24



After an extensive period of internal discussions and benchmarking studies, Saneago’s 2025-2029 Strategic Plan (SP) was presented in December 2024, together with the Business Plan, and approved by the Executive Board and the Board of

Directors, meeting the requirements of Law 13,303/2016. The new plan is more aligned with the Company’s material topics and adjusted to the prospects of providing services on a regional level and investments in PPPs, based on indicators that have been


revised to better align with market and user expectations.

The plan in force for 2024 was based on a previous version, with Company projections for the 2024-2028 period

(for more details, refer to the [2023 Report](#)). The results of the strategic indicators for 2024 are presented in the following chart.

 Economic and Financial	Goals: Ensure the Company’s economic and financial growth						
	Indicator	SDGs	Measure	Polarity	Target	Result	% Execution
	Net Revenue Increase	-	%	▲	6.97%	7.73%	● 110.94%
	Default (collected/billed)	-	%	▼	3.15%	1.08%	● 292.30%
	Adjusted EBITDA Margin	-	%	▲	33.78%	32.72%	● 96.84%
	Exploration Expense (DEX, in Portuguese)	-	%	▼	69.37%	73.17%	● 94.81%
 Market	Goals: Increase the customer base and the number of municipalities served						
	Indicator	SDGs	Measure	Polarity	Target	Result	% Execution
	Water Service Index	-	%	▲	98.28%	98.19%	● 99.91%
	Sewage Service Index	-	%	▲	74.37%	73.99%	● 99.48%
	Customer Satisfaction Index	16	%	▲	80.00%	62.8%	● 78.50%
	Granting authority confidence level	16	%	▲	80.00%	83.16%	● 103.95%



 Internal Processes	Goals: Provide excellent services						
	Indicator	SDGs	Measure	Polarity	Target	Result	% Execution
	Annual Distribution Water Loss Index	3615	%	▼	25.00%	23.54%	106.20%
	Water Quality Index	3615	Grade	▲	95.00	93.44	98.36%
	Energy Consumption Index	3615	KWH/m³	▼	1.12	1.08	103.26%
	Treated Effluent Quality Index	3615	Grade	▲	95.00	97.81	102.96%

 People	Goals: Invest in employee capacity building focused on service excellence						
	Indicator	SDGs	Measure	Polarity	Target	Result	% Execution
Annual Workforce Training Index		4	Hours	▲	24.00	18.32	76.33%

 Social and environmental	Goals: Promote social and environmental responsibility initiatives and Preserve the environment						
	Indicator	SDGs	Measure	Polarity	Target	Result	% Execution
	Socio-Environmental Education Index	4	%	▲	3.44%	23.73%	689.46%
Basin Recovery Index		3615	%	▲	25.72%	27.54%	107.08%



## Strategic map

Saneago's new Strategic Map, valid for the 2025-2029 Strategic Plan cycle was fully revised, redefining its premises and the indicators used to measure the Company's actions. The revision was based on the Balanced Scorecard (BSC) methodology adapted to the triple bottom line. In this form of management, the perspective of "results" that the Company aims to achieve incorporates financial, social and environmental aspects.

It should be noted that the commitment to sustainability launched the Company into the challenge of initially answering the question "How to leverage Saneago's business through ESG?" and, in view of that, the 2025-2029 Strategic Plan remained committed to the SDGs.

In this sense, the Map considers factors such as Saneago's operations on a regional level and new investment strategies in PPPs to achieve universal access to

water and sanitation services. Facilitators include fostering a culture of innovation, engaging the technical staff in the Company's commitment and perpetuating corporate governance. These are linked to internal processes that contribute to delivering excellence in service provision, rationally using natural resources, facilitating customer service, expediting service expansion and investing in existing systems.

Committed to sustainability, Saneago has based its Strategic Planning on the challenge of leveraging business through ESG.



Mauro Borges Water Treatment Plant



MISSION

Promote quality of life by providing universal access to water and sewage services, without any distinctions and with efficiency and sustainability.



VISION FOR THE FUTURE

By 2033, to be recognized as the best option for water and sewage services, becoming a benchmark in operational management and innovation.



VALUES

Customer satisfaction  
Service Excellence  
Socio and environmental responsibility  
Innovation  
Ethics and transparency



Perspectives: 

A

 Environmental 

S

 Social 

G

 Governamental





## Strategy focused on ESG

Saneago has a multidisciplinary approach to ESG, which is fully embodied in its business. Linked to the SDGs, its mechanisms provide reach and bring positive impacts to Saneago.

In 2024, the Sustainability Committee implemented measures to enhance the decentralization of ESG measures. In addition to the Sustainable Saneago Project ([read more on page 16](#)), the Committee made formal recommendations regarding ESG actions to the Executive Board for each Company unit, which must feed back to the Board on the technical and financial feasibility for implementing such instructions.

The Committee also created the ESG in Focus Project, with publications on the Company's intranet about the ESG pillars in a straightforward language. The aim is to promote employee literacy on sustainability-related topics, an important step towards increasing employee engagement and building a corporate culture of sustainability.

It also revised the Sustainability Policy to communicate the Company's approach to climate change more



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directly, in compliance with the International Financial Reporting Standards S2 (IFRS S2) — on climate-related risks and opportunities. In light of this new methodology, the Company understands that it must make progress in the Social pillar, in decarbonization strategies and in implementing the Solid Waste Program for sewage treatment processes ([read more on page 84](#)).

Saneago has also consulted other sanitation peers to understand how they measure the effectiveness of ESG initiatives, and it has been analyzing the possibility of creating a dedicated multidisciplinary unit to address this topic. The Company also studies ways to comply with the federal law governing the climate change adaptation plan (Law 14,904/2024).



	Indicator	Polarity	Target					SDGs
			2025	2026	2027	2028	2029	
Seek universal access to water and sewage services	Water supply services	▲	98.84%	99.44%	99.84%	99.88%	99.89%	6
	Sewage services	▲	76.62%	79.24%	80.93%	82.08%	83.64%	6
Ensure the Company's economic and financial growth.	Actual net revenue increase	▲	1.98%	2.75%	3.31%	2.97%	3.41%	-
	Default	▼	3.00%	2.85%	2.70%	2.55%	2.40%	-
	Adjusted EBTIDA margin	▲	32.82%	33.07%	34.55%	35.33%	36.13%	-
	Exploration Expense (DEX, in Portuguese)	▼	70.20%	69.98%	68.63%	67.92%	67.20%	-
Promote water security and contribute to preserving the environment	Basin Recovery Index	▲	450.00	470.00	490.00	500.00	550.00	6 15
Increase the customer base	Number of Active Economies (water + sewage)	▲	4,571,201	4,726,782	4,908,949	5,078,211	5,286,060	6
Ensure user satisfaction	Customer Satisfaction	▲	80.00%	82.00%	83.00%	84.00%	85.00%	-
Comply with municipal and microregional obligations	Granting authority confidence level	▲	81.00%	82.00%	83.00%	84.00%	85.00%	16
	Compliance with contract conditions (CP, CC and PD)	▲	100.00%	100.00%	100.00%	100.00%	100.00%	16
Expand the products and services offered	It will be monitored through an Action Plan for the sale of reuse water and the use of sludge							
Provide excellent services.	Q factor	▲	0.00	0.00	0.00	0.00	0.00	-
	Treated Sewage Quality Index	▲	95.75%	95.75%	95.75%	95.75%	95.75%	6
	Water Quality Index	▲	95.00%	95.00%	95.00%	95.00%	95.00%	6



	Indicator	Polarity	Target					SDGs
			2025	2026	2027	2028	2029	
Rationally use natural resources <sup>1</sup>	Distribution Water Loss Index	▲	24.00%	23.50%	23.00%	22.50%	22.00%	612
	Environmentally appropriate disposal of sewage sludge produced	▲	97.00%	98.00%	98.00%	98.00%	98.00%	11
	Reach of social and environmental education initiatives	▼	19.80%	20.40%	21.00%	21.60%	22.20%	4
Facilitate customer service	Customer service digitalization	▲	40.00%	60.00%	70.00%	75.00%	85.00%	-
	Customer service satisfaction	▲	80.00%	82.00%	83.00%	84.00%	85.00%	-
Expedite service expansion <sup>2</sup>	Contracted structuring works	▲	100.00%	100.00%	100.00%	100.00%	100.00%	-
	Construction Time Performance Index	▲	-18.00%	-16.00%	-14.00%	-12.00%	-10.00%	-
Invest in existing systems	An Action Plan will be prepared to identify needs in saturated systems and set targets for the coming years							
Foster a culture of innovation <sup>3</sup>	Automation of operational units	▲	99.00%	100.00%	100.00%	100.00%	100.00%	9
Engage the technical staff in the Company's commitment	Organizational climate survey	▲	70.00%	75.00%	80.00%	85.00%	90.00%	-
	Workforce training index	▲	70.00%	70.00%	70.00%	70.00%	70.00%	4
Perpetuate Corporate Governance	State's Governance Awards <sup>4</sup>	▲	75.00% (gold)	100.00% (gold)	50.00% (diamond)	75.00% (diamond)	100.00% (diamond)	16

<sup>1</sup> Action plans will be created to set a new energy consumption indicator and another for greater use of renewable energy.  
An action plan to monitor greenhouse gases will be created.

<sup>2</sup> An Action Plan will be prepared to monitor the PPPs.

<sup>3</sup> An Action Plan will be prepared to foster a culture of innovation.

<sup>4</sup> The Goiás State's governance awards have three seals: Silver, Gold and Diamond, which depend on the score achieved. Goals have been set considering the minimum score to achieve each seal.



## References and external commitments

Saneago has sought external input to strengthen the ESG agenda internally while sharing the Company's experience in structuring the Sustainability Policy and Committee with partners.

In the Global Compact Platform's +Water Movement, it has shared information with companies that are more mature in terms of sustainability, aimed at incorporating improvements, especially in actions related to climate change and human rights.

During the 2024 drought, the Company took part in the Crisis Cabinet on fires and water supply, formed by the Goiás State government. On said occasion, it shared information and requested support from the State in emergency actions to maintain treated water supply in a critical drought period.

Saneago also supported the Federation of Industries of the State of Goiás (Fieg, in Portuguese), sharing experiences on the process of drawing up the Sustainability Policy and the progress of the document's implementation.

In its social initiatives, it held seminars for communities that benefit from water and sewage connections and training events for teachers and the school community, focusing on social and environmental education.

To strengthen the ESG Agenda, Saneago seeks external input and shares its experiences with partners.



João Leite Dam



# Materiality

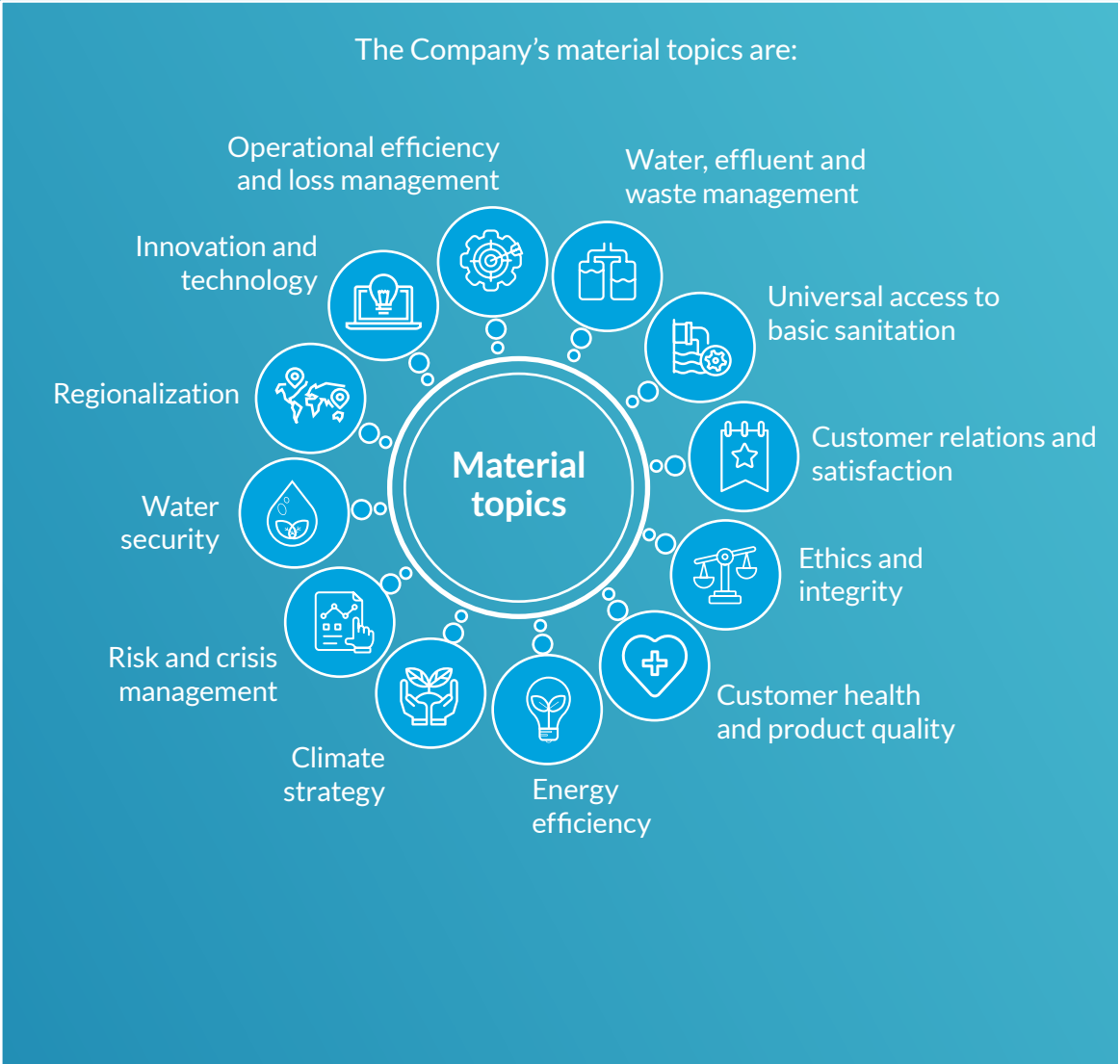
GRI 3-1, 3-2

The materiality matrix was revised and updated, introducing several changes compared to the 2023 report. The topic Climate strategy was added, while the Economic and financial performance; Health and safety of employees and contractors; and Employee training and development topics were removed from the matrix. The Water and effluent management topic was renamed as Water, effluent and waste management.

This revision included a double materiality study, considering the impacts the Company has or may have on people, the economy and the Planet, as well as financial impacts on the Company itself. The study

included a benchmarking study with sector peers and the assessment of the Company’s and sector documents, such as ESG ratings and standards. Based on this study, Saneago prepared a first list of material topics.




Then, the impacts of each topic (see below) were assessed, considering financial and sustainability aspects, coupled with a broader discussion on the financial impacts of each topic and the preparation to comply with the IFRS standards on sustainability. The result was consolidated and approved by the CEO.








Impact Study




GRI 3-3

GRI disclosure		Impacts	Resources/stakeholder group impacted
<div>Material topics: Water, effluent and waste management</div>			
GRI 3: Material topics	Saneago identified actual and potential positive impacts as well as actual and potential negative impacts related to this topic.		The Company, local communities, the environment, the Government and society.
GRI 303: Water and effluents	The use of sewage sludge as soil amendment has environmental benefits, as it improves soil quality and <b>reduces the volume of waste directed to landfills</b> . Saneago also faced challenges in activities related to its operations, such as <b>reduced water availability in the abstraction basins and pollution of water bodies and soil</b> . <b>Flooding, erosion, siltation and altered water quality in rivers and streams</b> due to the construction of dams and inappropriate discharge of WTP waste; and Greenhouse Gas (GHG) emissions from effluent treatment are other challenges arising from its operations. There is also the possibility of <b>accidents in the transportation of biological waste and hazardous cargo</b> related to these activities.		
<div>Material topics: Customer relations and satisfaction</div>			
GRI 3: Material topics	The Company's conduct and its commitment to providing quality services lead to actual positive impacts on its <b>reputation and service reliability</b> . On the other hand, as regards actual negative impacts, Saneago is always mindful of <b>problems in the customer and user service process</b> and, above all, service delays, in order to avoid <b>negative feedback</b> on customer satisfaction, and <b>loss of credibility</b> .		Customers and the Company.
<div>Material topics: Ethics and Integrity</div>			
GRI 3: Material topics	Failure to comply with the Code of Conduct and Integrity can lead to lawsuits, payment of damages and/or penalties/fines, creating actual negative impacts such as loss of stakeholder trust, <b>loss of financial resources and regulatory sanctions</b> . Furthermore, a poor work environment can lead to a <b>reduction in productivity</b> and the creation of a <b>hostile work environment</b> . In addition, possible delinquency and insufficient cash flow can damage the Company's <b>image/reputation</b> .		Shareholders/investors, financial agents, customers, employees, the Company, local communities, suppliers, the environment, Granting Authority, the Government and society.



GRI disclosure		Impacts	Resources/stakeholder group impacted
<div>Material topics: Energy efficiency</div>			
GRI 3: Material topics	GRI 302: Energy	This topic has actual positive and negative impacts, such as an <b>improvement in energy efficiency, an increase in the use of renewable energy and a reduction in energy costs</b> . However, despite the improvement in efficiency, <b>high energy consumption</b> is still a point of attention, as it is significant for the entire operation.	The Company, the environment and society.
<div>Material topics: Universal access to basic sanitation</div>			
GRI 3: Material topics		Saneago identified actual and potential positive impacts as well as actual and potential negative impacts related to this topic. <b>Business expansion, access to basic sanitation services for people in remote and vulnerable areas, the creation of jobs and generation of income and taxes</b> are actual impacts; as well as <b>better quality of life and public health, greater opportunities for public-private partnerships, real eState price appreciation and the development of the municipalities</b> . However, Saneago is concerned about the impacts of <b>tariff increases</b> on investments, <b>disruptions during infrastructure works</b> and the <b>need for leverage</b> resulting from greater demand for services.	Shareholders/investors, customers, the Company, Granting Authority, the Government and society.
GRI 203: Indirect economic impacts		In addition, attention must be paid to any failure to meet universal access targets and any public-private partnership modeling that does not meet the needs of the population. A <b>high dissatisfaction rate among the population could lead to contractual sanctions, damage to the Company's image/reputation</b> and <b>delays in expanding services</b> .	
GRI 303: Water and effluents			
<div>Material topics: Operational efficiency and loss management</div>			
GRI 3: Material topics	GRI 302: Energy	Actual positive impacts were identified in this topic, such as <b>improved product quality and service provision, lower operating costs, a continuous reduction of losses in the water abstraction and distribution system — the lowest in the country —</b> and, as a consequence, <b>reduced use of natural resources</b> . Actual negative impacts were also identified, such as <b>network implementation costs</b> . Implementing technologies to gain efficiency can also generate financial costs and <b>internal resistance on the part of employees</b> .	Customers, employees, the Company and the environment.



GRI disclosure		Impacts	Resources/stakeholder group impacted
<div>Material topics: Customer health and product quality</div>			
GRI 3: Material topics	Actual positive impacts include <b>good quality and quantity (availability) of the product, better public health, customer satisfaction and trust and improvement to the Company's reputation and financial health.</b>		Customers, employees and the Company.
GRI 416: Customer health and safety	Furthermore, Saneago closely monitors <b>non-compliances with regulatory agencies</b> for not meeting contract requirements imposed by the municipalities and respective indicators.		
<div>Material topics: Climate strategy</div>			
GRI 3: Material topics	Both actual and potential positive and negative impacts were identified in this topic. Effluent treatment, fossil fuel combustion and fugitive emissions generate direct <b>Greenhouse Gases (GHG) emissions.</b> However, <b>Saneago</b> works to <b>better manage its direct and indirect emissions.</b> Potentially, there could be <b>financial costs</b> as a result of new regulations on the transition to a low-carbon economy and <b>financial losses</b> due to an increase in claims linked to the consequences of climate change (e.g., drought, rainfall, floods, heat waves). In addition, extreme weather events related to the regularity of rainfall in critical basins lead to <b>reduced water availability, compromised water supply and can increase operating costs.</b>		Customers, employees, the Company, local communities, the environment, the Government and society.
<div>Material topics: Regionalization</div>			
GRI 3: Material topics	With regionalization, Saneago identified potential positive impacts in the form of <b>gains of scale; guarantee of technical, economic and financial feasibility; guarantee of universal access to sanitation services and promotion of integration.</b> In addition, this topic has a significant contribution to <b>reducing regional and social inequalities, improving environmental quality and public health,</b> as well as <b>optimizing investments, increasing the offer of sanitation services in smaller municipalities and attracting investments.</b>		Shareholders/investors, financial agents, customers, the Company, local communities, the environment, the Granting Authority, the Government and society.



GRI disclosure	Impacts	Resources/stakeholder group impacted
<div>Material topics: Innovation and technology</div>		
GRI 3: Material topics	Managing this topic has actual positive impacts including <b>increased productivity and improved service quality</b> through the development of new solutions, <b>reduced operating costs</b> , and <b>efficiency and effectiveness of operational activities</b> . However, there can be an <b>increase in costs to implement new solutions</b> .	Customers and the Company.
<div>Material topics: Risk and crisis management</div>		
GRI 3: Material topics	Saneago is mindful of weaknesses in contracting and managing contracts with companies classified as having a high integrity risk, since this causes <b>delays in the execution of projects</b> and can lead to <b>poor service quality</b> . The Company also identified that non-compliance with financial and non-financial obligations can cause <b>difficulties in financial planning</b> , lead to a <b>reduction in revenue</b> and, consequently, <b>compromise the Company's financial sustainability</b> . This can lead to <b>delays in the execution of projects and increase funding needs</b> . Furthermore, Saneago manages relevant risks such as the compromise of the Ribeirão João Leite and Porangatu dam structures, since this could lead to <b>evacuations and loss of property, high-impact social and environmental damage, lawsuits, payment of damages and/or penalties/fines and damage to image/reputation</b> . The <b>compromising of the execution of strategic projects and the loss of investment opportunities</b> are also possible consequences of any inefficiency in public-private partnership modeling, and they are monitored by the Company. Finally, any shortage of cash may result in <b>regulatory sanctions</b> .	Shareholders/investors, financial agents, customers, employees, the Company, local communities, the environment and the Government.
<div>Material topics: Water security</div>		
GRI 3: Material topics	The <b>quality and regularity of water supply</b> and the <b>efficient use of water resources</b> are actual positive impacts related to this topic. On the other hand, there may be <b>conflicts over access to and use of water and accidents in the transportation of biological waste</b> .	Customers, the Company and the environment.





# 3

## Corporate Governance

- 31 Corporate Management
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# Corporate Management

GRI 2-13, 2-15, 2-16, 2-23

Saneago understands the importance of corporate governance to ensure its sustainable growth and effective compliance with public policies on sanitation. Over the past few years, the Company has strengthened its corporate governance by creating a specific department for this purpose and developing policies and guidelines that combine sustainability principles with the precepts of transparency, ethics, responsibility and accountability.

These pillars support the Company's stakeholder relations and guide its daily activities, which are based on compliance with good corporate governance practices.

Saneago has numerous policies approved by the Board of Directors to ensure responsible and sustainable management. In 2024, seven of them were updated, namely: [Risk Management Policy](#); [Related-Party Transaction Policy](#); [Financial Risk Management and Investment of Funds](#); [Disclosure of Material Act or Fact and Securities Trading Policy](#); [Dividend Distribution Policy](#); [Internal Audit Policy](#); and [Senior Management Compensation Policy](#).



[Click here to learn more about all the Company's policies.](#)

Saneago's management is also guided by formal commitments. The Company is a signatory to the UN Global Compact. It supports the 10 principles on human rights, labor, environment and fight against corruption, and applies them to all its activities and business relationships, exerting an impact on employees and third parties. Every year, Saneago submits a Communication on Progress (CoP) describing its efforts to implement the principles.

It is also part of the UN's Movimento + Água (+Water Initiative), which is related to the Company's core business and benefits the population of the cities where it operates.

Saneago informed its external stakeholders of such commitments — which are associated with UN's SDGs — through news pieces on its website and social media. These notices can also be accessed on the Investor Relations website, and, for employees, they are available in the internal document consultation system.

Respect for human rights is a commitment materialized in the Company's policies, including:

- **Sustainability Policy**, which aims to support and respect the protection of internationally proclaimed human rights and ensure that the Company does not engage in violations of such rights, according to its item 3.
- **Gender and Race Equity and Diversity Internal Policy**, whose principles are equality; social justice: respect for diversity and equity; transparency; communication; and training, as described in its item 4.



To prevent and mitigate conflicts of interest, the Company adopts the best corporate governance practices. Saneago monitors potential conflicts of interest arising from its transactions based on the Related-Party Transaction Policy. Data on Related-Party Transactions, including relationships, transactions and outstanding amounts, among other information, are disclosed every year in the Company's Reference Form, which can be accessed by all interested parties.

Critical concerns are communicated monthly to the Compliance and Corporate Governance Sectorial Committee, based on the Company's risk management

report. A joint meeting of the Executive Board, Board of Directors, Fiscal Council and Statutory Audit Committee is held every quarter.

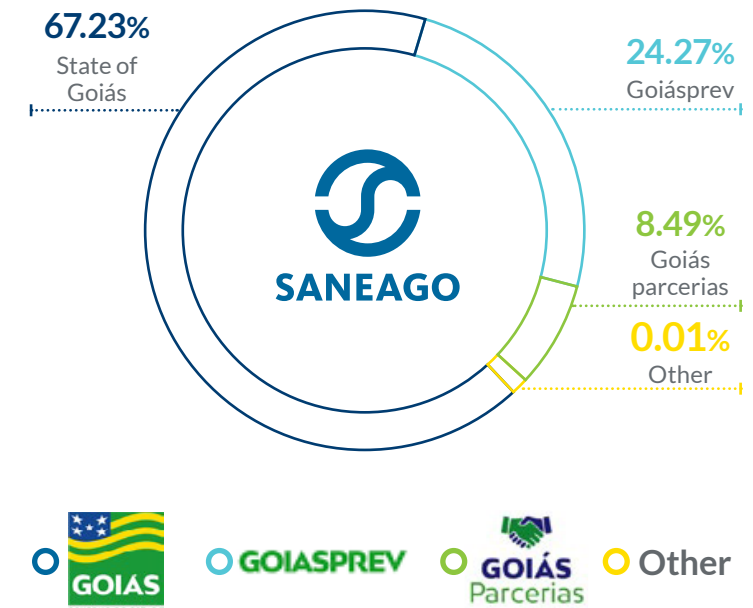
The Company's Bylaws prohibit the nomination of any person who has or may have any conflict of interest with the State of Goiás or Saneago to the Board of Directors and the Executive Board. When taking office, senior management members must declare their conflicts of interest.

Senior management nominations are assessed by the Eligibility Committee, which checks cross-membership

in other management bodies, cross-shareholding with suppliers and other stakeholders or the presence of controlling shareholders. Possible conflicts of interest are communicated to stakeholders through the publication of the Committee's meeting minutes.

The Executive Board and the Board of Directors monitor the results of Saneago's indicators. Annual strategic targets are monitored by the Executive Board through monthly reports, and by the Board of Directors on a quarterly basis. Financial and operational results are monitored monthly by the Board of Directors. For 2025, Saneago has undertaken to draw up action plans for the strategic goals that do not have indicators yet. These action plans will also be monitored throughout the year.

### Shareholding structure





# Governance structure

GRI 2-9, 2-10, 2-11, 2-12

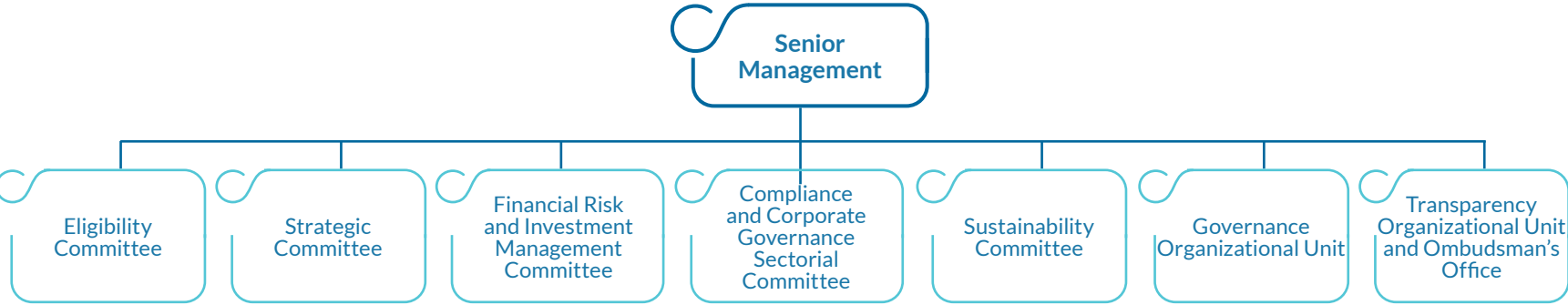
The Company’s governance structure comprises the Shareholders’ Meeting, the Board of Directors, the Fiscal Council, the Executive Board and the Statutory Audit Committee.

The Company also relies on seven advisory bodies to senior management: Eligibility Committee; Strategic Committee; Financial Risk and Investment Management Committee; Compliance and Corporate Governance Sectorial Committee; Sustainability Committee; Governance Organizational Unit; Transparency Organizational Unit; and Ombudsman’s Office.

Four of them report to the Board of Directors and are responsible for advising it on decision-making related to nominations to senior management positions; strategic planning establishment; and risk management and compliance, as well as environmental issues. They are the Eligibility Committee, Strategic Committee, Compliance and Corporate Governance Sectorial Committee and Sustainability Committee, respectively.

The competencies of senior management members combine technical, strategic and behavioral skills, including:

- strategic and broad vision of the Company.
- knowledge of operations, markets and challenges in order to make decisions in line with the Company’s strategic goals;
- ability to think about the Company’s future, anticipate trends and develop plans to ensure growth and sustainability; and
- understanding of the laws, regulations and standards applicable to the basic sanitation sector.



The governance bodies have not yet defined criteria for selecting and appointing members based on gender diversity; however, women are present in the statutory bodies. Currently, women participation is as follows:





## MANAGEMENT

### Board of Directors

The Board of Directors is Saneago's regulatory and decision-making body. Together with the Executive Board, it is responsible for devising the Company's long-term strategy and drawing up the Strategic Plan. The Board of Directors steers Saneago's business from a general and sustainability perspective, which incorporates economic, social and environmental matters: the Company's social role; and good corporate governance practices, when defining business strategies and guidelines.

The Board meets monthly in ordinary meetings to analyze strategic agendas presented by the Executive Board. It can meet extraordinarily if necessary. Every quarter, it convenes with the Company's other governance bodies.

The Board engages with stakeholders and takes their interests and concerns into account when analyzing business

guidelines. All its decisions are recorded in minutes and published on the Company's Investor Relations website.

**Composition:** The Board of Directors is composed of at least 7 and at most 11 members, all of whom must be Brazilian persons of unblemished reputation, regardless of whether they are shareholders or not, all elected and dismissed by the Shareholders' Meeting. One member is a representative of the employees, and 30% of the directors must be independent. The chair of the Board of Directors cannot hold the position of Chief Executive Officer.

The controlling shareholder participates in the appointment of members, except for the employee representative who is elected by its peers. Minority shareholders have the right to elect one member.

**Nomination:** Nominations are submitted by official letter to Saneago's Eligibility

Committee, which verifies if the nomination or renomination of members of management, Fiscal Council and Statutory Audit Committee follows the respective rules, by analyzing the nominee's reputation, academic background and professional experience.

The employee representative is chosen through an election led by an Electoral Committee appointed by the Executive Board, in accordance with the Regulations for the Election of Employee Representatives to Saneago's Board of Directors and the call notice.

### Executive Board

The Executive Board is the body that manages Saneago. It complies with and enforces the Bylaws and the resolutions of the Shareholders' Meeting, the Board of Directors and the Fiscal Council. The Executive Board is responsible for drawing up and submitting the proposed business plan for the following fiscal year and the long-term strategy for approval by the Board of Directors. The Executive Board is also responsible for preparing reports and annual budgets for Saneago's expenditures and investments. It is composed of seven members, who serve a unified up to two-year term and can be reelected at most three consecutive times.



Corumbá WTP - Valparaíso de Goiás



## OVERSIGHT

### Statutory Audit Committee

The Statutory Audit Committee monitors the functioning of internal controls, risk management and compliance. It ensures the quality, transparency and integrity of the financial Statements, controls internal audit work and monitors the hiring of independent auditors.

It is composed of at least three and at most five members elected by the Board of Directors, the majority of whom are independent. Alternates may not be elected.

### Fiscal Council

The Fiscal Council is composed of at least three and at most five members and an

equal number of alternates, elected by the Shareholders' Meeting. They serve two-year tenures, and up to two consecutive re-elections are authorized. At least one member nominated by the controlling shareholder must be a public servant with an effective link with the public administration.

The Statutory Audit Committee monitors the functioning of internal controls, risk management and compliance.



Technical Visit to ETE Dr. Hélio Seixo de Britto - Goiânia



## ADVISORY COMMITTEES

### Eligibility Committee

The Eligibility Committee is responsible for assisting shareholders and the Board of Directors in the nomination of members of management and the Fiscal Council and representatives of the Advisory Committees, as well as verifying compliance with legal requirements and the Nomination Policy. The Committee checks if evaluation processes are compliant based on an analysis of the nominee's professional experience and unblemished reputation. It also analyzes whether there is a possible conflict of interest in management proposals for the election of Board of Directors members.

It is composed of the heads of the Governance Superintendency, Internal Audit Superintendency, Legal Office and Human Resources Superintendency, who are appointed by the Executive Board.

### Strategic Committee

The Strategic Committee assists the Board of Directors by analyzing and issuing recommendations related to the strategic and investment plan proposal, as well as other instructions and guidelines, to ensure long-term financial sustainability and the identification and evaluation of business opportunities. It is composed of five members nominated by the Executive Board and appointed by the Board of Directors, selected among career employees with technical expertise and skills.

### Compliance and Corporate Governance Sectorial Committee

An advisory and permanent committee responsible for matters related to the Public Compliance Program, the Compliance and Corporate Governance Sectorial Committee is mandatorily

composed of executive officers, the chair and the vice chair of the Board of Directors and the chair of the Statutory Audit Committee, as well as the Governance and the Internal Audit superintendents.

It is responsible for approving the scope of risk management, in addition to coordinating, executing and systematically monitoring risk management. It convenes monthly and extraordinarily, whenever necessary, in addition to the joint governance meetings scheduled quarterly. The Risk Management department reports monthly to the Committee on matters related to the Public Compliance Program. In said occasion, senior management and the compliance team evaluate Saneago's performance as regards compliance and governance standards, to ensure that the Company complies with laws, regulations and other rules applicable and abides by the best corporate governance practices.

Information on the composition of the governance bodies, with detailed information on terms of office, independence and other positions held by the members can be found in section 7.3 of the 2024 Reference Form, available [here](#).





## Compensation

GRI 2-19, 2-20, 2-21

The Compensation Policy for members of Saneago's Board of Directors, Executive Board, Fiscal Council and Statutory Audit Committee seeks to align the Company's goals with productivity and efficiency.

The annual overall compensation amount is approved by a Shareholders' Meeting (OSM). Once the amount has been approved, the individual compensation and the amount allocated to each member are defined and approved by the Board of Directors.

The Shareholders' Meeting also decides on benefits of any kind for members of senior management and on collective bargaining agreements with labor unions for compensation proposals.

Members of the Board of Directors, the Audit Committee and the Fiscal Council are entitled to fixed

compensation, regardless of the number of meetings held. They are reimbursed for travel and lodging expenses necessary for performing their duties, but do not enjoy any kind of direct or indirect benefit, nor short or long-term variable compensation.

The members of the Board of Directors, the Fiscal Council and the Statutory Audit Committee are not entitled to bonuses or profit sharing.

Executive officers receive monthly compensation comprising:

### Fixed compensation (base compensation)

the fixed monthly fee paid in return for services rendered. It is determined according to the complexity and responsibilities inherent in the job.

### Short-term Variable Compensation (VC)

Monthly payment subject to the achievement of short-term corporate targets, limited to 10% of the amount paid as base compensation.

In 2024, the ratio between the annual total compensation for the Company's highest-paid individual (CEO) and the average annual total compensation for all other employees (excluding the highest-paid) was 7.36.

The Compensation Policy for members of Saneago's top management team seeks to align the Company's goals with productivity and efficiency.

In the period, the total annual compensation for the Company's highest-paid individual increased by 14.61%, while the average percentage increase for all other employees was 10.88%. Therefore, the highest salary increased by 3.73% more than that of the other employees. In order to better compare annual compensation, overtime and the amounts impacted by overtime, such as the thirteenth salary and vacation pay, were not included in the calculation.



The Company has two job plans:

**Job, Career and Compensation Management Rules (RACCS, in Portuguese):**

It is the oldest plan, created during hyperinflation times. Around 30% of employees are still under this plan

**Job, Career and Compensation Plan (PCCR, in Portuguese):**

Plt is the new plan, created in 2014. Employees whose compensation used to be governed by the old plan have made the transition to the PCCR, which has stabilized the increase in the Company's payroll. It includes a performance review linked to compensation.

The Company did not hold any Voluntary Redundancy Program (PDV, in Portuguese) in 2024. Any contractual terminations paid out are in accordance with the law.

## Training and performance review

GRI 2-17, 2-18

Upon taking office and every year, management members undergo training on corporate and capital market laws; information disclosure; internal controls; the Code of Conduct; the Anti-Corruption Law (Law 12,846/2013); and specific topics related to Saneago's activities, including sustainability and ESG.

Members of senior management have their performance reviewed annually. Up to 2024, reviews were carried out internally and coordinated by the Human

Resources, Governance and Planning areas. In 2024, a specialized external consultancy was hired for this purpose.

Performance reviews aim to gauge the Board of Directors' contributions to achieving targets, as well as assess the suitability of each director's actions for implementing the Company's strategic direction.

Based on the review results, the Company drafts executive and

management development plans in order to foster the improvement of senior management performance.

In the first quarter of each year, the final review report is submitted to the Board of Directors, following an assessment by the Compliance and Corporate Governance Sectorial Committee. It identifies the strengths, opportunities for improvement and recommendations for the development of each body.





# Ethics and Integrity

GRI 3-3 on the topic Ethics and integrity, 2-23, 2-24, 2-26, 2-27, 205-1, 205-2

Saneago has a framework of policies, guidelines and tools to shape an upright and transparent corporate environment at all hierarchical levels. It has a **Code of Conduct and Integrity**, as well as whistleblowing and due diligence channels for third parties to prevent, mitigate and address any potential and actual negative impacts.

Every year, Saneago conducts Code of Conduct and Integrity training sessions for senior management, employees, interns and third parties on its proprietary platform. Between October and December 2024, the Company held the asynchronous training using short videos on 20 different topics. The results were as follows:



In addition to the Code of Conduct, Saneago has six corporate policies that apply to all: employees, contractors and other individuals providing services to the Company. One of these policies is the Anti-Corruption Policy, which is aimed at mitigating situations of this nature and underpins the communications

and training offered to the Company's employees, managers and suppliers.

In 2024, all members of the governance bodies and all suppliers were communicated of and received training in anti-corruption practices.

205-2: Employees that have been communicated about and received training on anti-corruption, by region

Employee category	Have been communicated about		Received training	
		%		%
Midwest	5,428	100	5,027	92.6
Governance body members by region	Have been communicated about		Received training	
		%		%
Midwest	23	100	23	100
Partners	Have been communicated about			%
Suppliers	289			100



Saneago assesses corruption risks in all municipalities where it operates, currently for two potential risk events, namely i) non-adherence to the Company's Code of Conduct and Integrity; and ii) weaknesses in due diligence and management of contracts with companies classified with a high Integrity Risk Level.

At the same time, the Company has created the Fale com o Compliance (Talk to the Compliance Department) channel on the intranet, so that employees can consult information and ask questions about compliance issues at Saneago.



**To check all the integrity policies and regulations in force at Saneago, click here.**

Since 2020, the Company has published Governance Pills (Pílulas de Governança) on its intranet, addressing the topics of transparency, accountability, risk management and ethics. Although there is no formal mechanism for incorporating them into policies and procedures, Saneago recognizes the lessons that this content brings through the dissemination of governance information and through raising employee awareness of the topic.





## Ombudsman's Office

GRI 3-3 on the topic Ethics and integrity, 2-25

The Ombudsman's Office is the Company's exclusive whistleblowing channel. It also receives suggestions and compliments, as well as second-instance administrative complaints when the user considers that the first service was insufficient or unsatisfactory. In 2024, the Ombudsman's Office recorded 7,639 general complaints, 19% less than in 2023. Of total complaints, 62% were considered substantiated and 19% required more than one referral, i.e., more detailed analysis.

Throughout the year, it received 177 requests via the Access to Information Act (LAI, in Portuguese), with requests for copies of documents; data on people management; and technical and academic information.



### Complaints

The Ombudsman's Office carries out a preliminary analysis of the admissibility of complaints received and forwards them to the respective department, depending on the seriousness of the case and evidence of authorship and materiality. The Ombudsman's Office guarantees the anonymity or confidentiality of whistleblowers.

In 2024, 22 Disciplinary Administrative Proceedings (PADs, in Portuguese) were started. In the same year, 40 PADs were completed, all of which had been started in previous years. 45% of them (18 cases) were subject to penalties. As for the other 55% (22 cases), there was no penalty.

General statistic reports and reports on the receipt of complaints are disclosed on Saneago's website, in the Access to Information section, in the Ombudsman Office's Statistic Report.

The Ombudsman's Office has made as easy as possible the access to Saneago's contact channels, which are available on the website, intranet, toll free number (0800), WhatsApp and in-site service On the Company's website, [www.saneago.com.br](http://www.saneago.com.br), in the Transparency Portal, under Institutional Information — addresses, telephone numbers, e-mails and opening hours section, various pieces of information are available on the service locations in Goiânia and in the interior.

**Improvements:** Based on public complaints received, the Ombudsman's Office notifies the departments with the highest levels of complaints and presents to Saneago's Executive Board statistical reports on complaints, claims, requests and suggestions, which help management to identify potential actions to improve results, ensure service quality and guarantee good customer service.



## Internal Audit

GRI 3-3 on the topic Ethics and integrity, 2-25

The Internal Audit is responsible for assessing the adequacy of internal controls, the effectiveness of risk management and governance processes and the reliability of the process for collecting, measuring, classifying, consolidating, recording and disclosing events and transactions for the preparation of the financial Statements. The reports resulting from this work guide the department responsible for drawing up action plans to correct any weaknesses.



Water capture Corumbá - Luziânia

## Internal controls

### One Click Saneago (Um Clique Saneago) Project

By digitalizing and adopting an electronic management system (GED, in Portuguese), Saneago became more agile in accessing information and gained efficiency.

The Company has devoted its efforts to digitize documents from its archives in order to optimize and reduce archive storage costs. For legal reasons, many documents must be kept for up to 100 years. There are ongoing procurement processes to hire outsourced companies to digitize project control and human resources documents, as well as the implementation of electronic time clocks, with the expectation of achieving digitization in around five years.



# Risk Management

GRI 3-3 on the topic Risk and crisis management, 2-16, 2-23

OThe Board of Directors implements and oversees the risk management and governance systems employed to prevent and mitigate risk events. Currently, the risk matrix identifies 30 impacts. Action plans comprise mitigating initiatives and actions.

The Company has a Corporate Risk Management Policy, based on the ISO 31000 standard, with elements of the COSO ERM 2017 model, which proposes ways of mitigating identified risks. The policy is reviewed every year, as is the case with the risk management scope.

Based on COSO ERM, Saneago seeks to respond to risks, first by monthly monitoring performance indicators,

which are capable of indicating that risks are about to materialize and alerting the competent authorities. Once the monitored indicator deviates, the event and causes are identified in order to determine the most appropriate mitigation strategy for the specific case.

For **high-impact risk events**, i.e., strategic risk events, Saneago devotes its efforts to draw up and improve business continuity plans.

Considering risk management reports as BaU governance events, the precautionary principle is applied as a response plan to specific risk events, especially environmental ones with a high potential impact.

The Company does not address positive impacts in its risk management. As regards positive impacts, it does not have the knowledge of how to systematize the management it has of negative ones.

The effectiveness of Saneago’s risk management is assessed by the Office of the Controller General of the State of Goiás (CGE, in Portuguese), through a Risk-Based Auditing approach, which also systematically monitors risks inherent in the Company, within an established scope.





## Data security

Saneago collects personal data necessary to carry out its activities, in compliance with the General Data Protection Act (Law 13,709/2018; or LGPD, in Portuguese). The data collected include name, Individual Taxpayer's ID (CPF), ID Card (RG), date of birth, and address where the service was provided.

Customer data also include customer service and consumption histories; infractions: debts; payments; negotiations; administrative and judicial collection

actions; and the code of the bank of origin, if the customer opts for automatic bill payment; as well as those obtained when accessing services and products through Saneago's website and applications.

Data are shared with technicians and operators, as well as those responsible for the proper processing of the data and maintaining confidentiality, who must apply technical security measures.

Saneago has a Data Officer that can be reached by data subjects if they suspect of data breaches. Available at the Company's website, the channels are e-mail [privacidade@saneago.com.br](mailto:privacidade@saneago.com.br) and telephone +55 62 3243-3083.



Annual Management Conference 2024

## Information security

The Company adopts measures and technical solutions to guarantee a robust information security system, in order to protect corporate information, as well as the data and privacy of customers, employees, suppliers, officers and board members. For example, Saneago constantly updates antivirus software and firewalls on computer systems, access controls and password management, as well as carries out its digital transformation.





# 4

## Relationship Management

- 46 Stakeholders
- 48 Employees
- 61 Customers
- 66 Suppliers
- 67 Granting Authority
- 68 Society





# Stakeholders

GRI 2-29

In defining its stakeholder groups, Saneago had to identify the target audiences linked to the water supply and sewage treatment business. Therefore, it sought to understand each group’s actual interests and needs when it comes to its business and devise targeted strategies, building a closer relationship with them and forging partnerships.



Head office Saneago

## Saneago’s engagement with each stakeholder group is presented below:



**Shareholders and investors**  
At Shareholders’ and Board of Directors’ meetings, the Company communicates the most important information about its business, including productivity, growth, efficiency and other factors that directly impact on the return on capital invested by shareholders and investors.



**Peers**  
Saneago analyzes initiatives and projects developed by sector peers to ensure market satisfaction.



**Customers**  
Through its communication channels, Saneago keeps in direct contact with its customers. In addition, its operations are aligned with consumer rights, and it ensures adequate service provision.



**Government**  
Considering that the State of Goiás is the Company’s majority shareholder and the provision of water and sewage services is essential for the country’s development and for increasing people’s quality of life, Saneago seeks to align its business planning with that of the State government.



**Suppliers**  
When hiring suppliers, the Company follows current legislation and internal rules, in order to ensure protection against business risks.



**Granting authority**  
The Company engages and enters into contracts with municipalities to operate the water supply and sewage systems.





**Control, oversight and regulatory bodies**

The professional qualification of the industry is essential to meet the need for joint action, in frequent meetings with the regulatory agencies, which play a key role in correcting market failures, balancing tariffs and demanding the provision of high-quality services.



**Media**

The Marketing department discloses the Company’s actions and projects transparently to the media, and the Company is available for clarification on matters related to its business.



**Trade unions**

The Company has an active and open relationship with trade unions, offering a channel for their representatives to discuss relevant topics of interest to the category with senior management.



**Workforce**

Saneago invests in a healthy and safe working environment, mindful that maintaining excellent services requires a qualified workforce that is up-to-date with trends in the corporate world and technological advances.



**Educational institutions**

the Company maintains a relationship with universities, schools and research centers interested in the sanitation sector, through demands and partnerships.



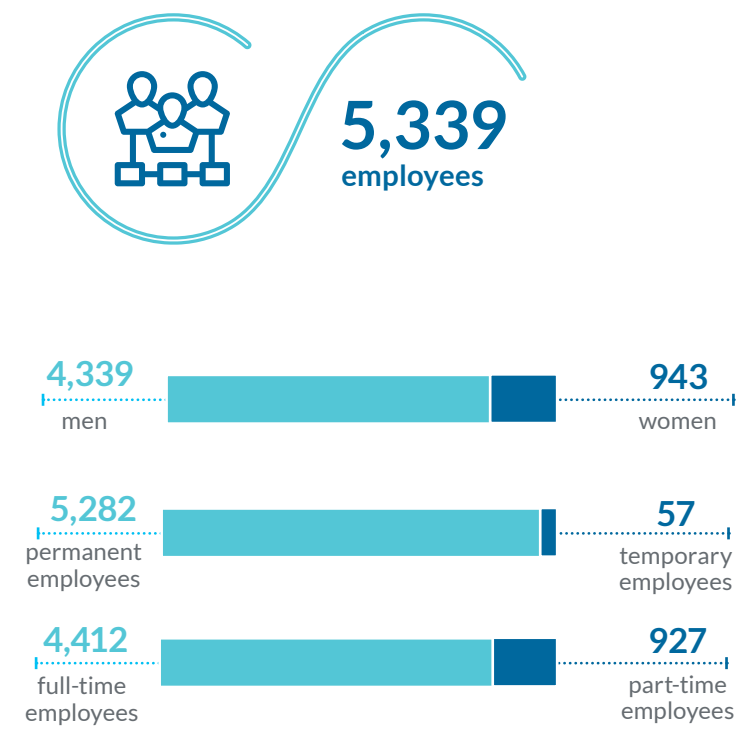
**Associations**

The Company engages especially with environmental and community associations.



# Employees

GRI 2-7, 2-8



All employees work in Brazil’s Midwest region. The calculation of total employees considers those hired under the Brazilian labor law and temporary employees.

GRI 2-7: Information on employees by employment contract and gender <sup>1</sup>

Midwest <sup>2</sup>	2022			2023			2024		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Permanent employees	4,450	974	5,424	4,407	960	5,367	4,339	943	5,282
Temporary employees	-	-	-	3	2	5	40	17	57
Total	4,450	974	5,424	4,410	962	5,372	4,379	960	5,339

<sup>1</sup> All Saneago employees have guaranteed hours.  
<sup>2</sup> There are no employees in the South, Southeast, North and Northeast regions.



Live Action - Turma do Duta

Full-time employees work 40 hours a week. Employees who work 36, 30 or 25 hours a week are classified as part-time employees. However, some permanent employees work both full-time and part-time. These have been subtracted from the final sum.



GRI 2-7: Information on employees by employment contract and gender <sup>1</sup>

Midwest <sup>2</sup>	2022			2023			2024		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Full-time employees	3,591	885	4,476	3,552	878	4,430	3,536	876	4,412
Part-time employees	859	89	948	858	84	942	843	84	927
Total	4,450	974	5,424	4,410	962	5,349	4,379	960	5,339

<sup>1</sup> All Saneago employees have guaranteed hours.  
<sup>2</sup> There are no employees in the South, Southeast, North and Northeast regions.

Saneago has 1,157 contractors, most of whom work full-time in different fields, such as cleaning, security, information technology and office assistance. Outsourced employees hired from the Goiás State Association of People with Physical Disabilities (ADFEGO, in Portuguese) work as clerks and in the front desks. Interns work as administrative assistants in their academic fields.

GRI 2-8: Workers who are not employees

Relationship	2023	2024
Commissioned staff at disposal	2	13
Individual/direct taxpayer not entitled to the government severance fund (FGTS)	15	15
Officer without an employment relationship	4	3
Intern without an employment relationship	197	142
Statutory at disposal	7	3
Civil servant under Brazilian labor laws – at disposal	2	1
Contractor – exclusive labor	980	980
Total	1,207	1,157



# Training and capacity building

GRI 404-2

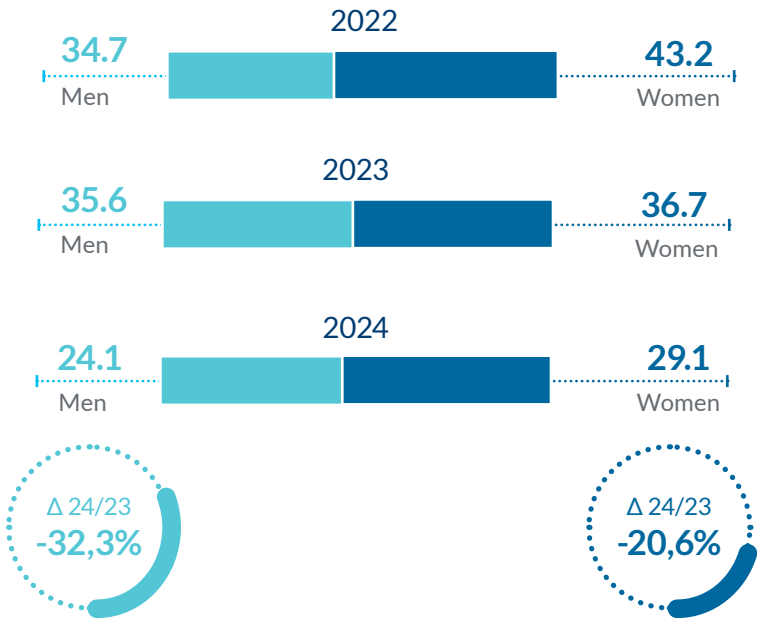
At Saneago, capacity building considers multidisciplinary demands based on the needs identified by the Company’s different departments. The Company prepares an Annual Capacity Building Plan (PAC, in Portuguese), structured according to the following lines of action:

- Mandatory and internal training sessions;
- Training sessions planned according to the Training Needs Survey (LNT, in Portuguese);
- Spontaneous demands;
- Annual training for managers;
- Internal Workplace Accident Prevention Week (SIPAT, in Portuguese);
- Graduate degree sponsorship program

Also within the scope of corporate education, when the Voluntary Redundancy Program is in effect, the Company carries out a Retirement Preparation Program. This did not take place in 2024.

For 2025, the Company’s goal is to ensure that at least 70% of employees receive 24 mandatory training hours during the year and achieve a minimum score of 7.

GRI 404-1: Average training hours per employee, by gender



In 2024, Saneago invested just over BRL 2 million in training and capacity building. The Company hired a consultancy to support training sessions and the development of a mentoring program.



## Performance review

Every year, the Company conducts performance reviews that consider the period from January to December of the previous year. Employees are evaluated in two dimensions:

- i) competencies and
- ii) results.

The performance review results can influence aspects such as compensation, training and career, according to the decision of the Executive Board and the criteria established by the plan to which the employee belongs, which can be the Job, Career and Compensation Plan or the Job, Career and Compensation Management Rules ([read more in Compensation](#)).

### GRI 404-3: Performance evaluation per category

category	2022		2023		2024	
	Men	Women	Men	Women	Men	Women
Manager	9%	3%	9%	3%	9%	3%
Non-manager	73%	15%	73%	15%	73%	15%
Total	82%	18%	82%	18%	82%	18%



## Benefits

Saneago sponsors two pension plans for employees, managers, executive officers and board members who hold elective office, managed by the Saneago Employees’ Pension Plan Fund (Prevsan, in Portuguese), namely:

- (i) Pension Benefits Plan 001, offered by Prevsan, under the defined benefit model; and
- (ii) Pension Benefits Plan 002, offered by Prevsan, under the defined contribution model.


Both plans grant beneficiaries retirement benefits based on age or disability, death pension or death benefit.



## Diversity and inclusion

Saneago’s Gender and Race Equity & Diversity Internal Policy fosters the sense of belonging and raises awareness among employees of the importance of gender and race equity. The diversity and minority inclusion agenda is a recent but active movement at the Company, which has been strengthened since the Policy was published in 2023.

It is worth noting that, as a government-controlled corporation, Saneago faces difficulties on this front, as it must hire its employees through competitive civil-service examinations. Nevertheless, there are women in leadership positions, although there are fewer women in operational positions ([read more in Governance Structure, Diversity](#)).



27.55%

of Saneago’s leadership is female, higher than the participation of women in the total workforce, which currently stands at 17.98%.

### GRI 405-1: Percentage of individuals within governance bodies by gender

Gender	2022	2023	2024
Men	80.0%	80.0%	83.3%
Women	20.0%	20.0%	16.7%

### GRI 405-1: Percentage of individuals within governance bodies by age group

Age group <sup>1</sup>	2022	2023	2024
30 - 50 years old	28.0%	36.0%	37.5%
Over 50 years old	72.0%	64.0%	62.5%

<sup>1</sup> There are no members under the age of 30 on the governance bodies.

### GRI 405-1: Percentage of individuals within governance bodies by color or race

Color or race <sup>1</sup>	2022	2023	2024
Brown	52.0%	44.0%	45.8%
White	48.0%	56.0%	54.2%

<sup>1</sup> There are no members of black, indigenous or yellow color or race on the governance bodies



GRI 405-1: Percentage of individuals within governance bodies by People with Disabilities

People with disabilities	2022	2023	2024
Persons without disabilities	100%	100%	100%

GRI 405-1: Percentage of employees per employee category, by gender (\*)

Employee category	Gender	2022	2023	2024
System operators	Men	92.3%	92.6%	92.7%
	Women	7.7%	7.4%	7.3%
System agents	Men	97.9%	98.0%	98.0%
	Women	2.1%	2.0%	2.0%
Administrative agents	Men	51.4%	51.4%	51.5%
	Women	48.6%	48.6%	48.5%
Higher education	Men	66.5%	66.5%	66.4%
	Women	33.5%	33.5%	33.6%
Technicians in different areas	Men	59.3%	59.2%	58.8%
	Women	40.7%	40.8%	41.2%
Total	Men	82.0%	82.0%	82.1%
	Women	18.0%	18.0%	17.9%

(\*) In addition to Saneago's employees hired under the Brazilian labor law, total employees also considers: temporary workers (6); commissioned staff at disposal (21); freelancers (15); officers without an employment relationship (3); statutory officers on standby (6); and civil servant under Brazilian labor laws at disposal (1).

GRI 405-1: Percentage of employees per employee category, by age group

Employee category	Age group	2022	2023	2024
System operators	Under 30 years old	2.6%	2.7%	2.6%
	30 - 50 years old	58.0%	57.6%	57.3%
	Over 50 years old	39.4%	39.7%	40.0%
System agents	Under 30 years old	1.1%	1.0%	0.9%
	30 - 50 years old	62.9%	63.3%	63.3%
	Over 50 years old	36.0%	35.8%	35.8%
Administrative agents	Under 30 years old	1.5%	1.5%	1.3%
	30 - 50 years old	60.6%	60.7%	61.0%
	Over 50 years old	37.9%	37.8%	37.6%
Higher education	Under 30 years old	1.6%	1.6%	1.4%
	30 - 50 years old	74.6%	74.7%	74.3%
	Over 50 years old	23.9%	23.7%	24.2%
Technicians in different areas	Under 30 years old	5.5%	5.7%	5.3%
	30 - 50 years old	68.4%	67.8%	67.9%
	Over 50 years old	26.1%	26.5%	26.8%
Total	Under 30 years old	2.0%	2.0%	1.8%
	30 - 50 years old	63.6%	63.6%	63.6%
	Over 50 years old	34.5%	34.5%	34.6%



## People with disabilities

In 2024, Saneago had 308 employees with disabilities or rehabilitated, of whom 225 were hired directly by the Company and the remaining 83 through the Goiás State Association of People with Physical Disabilities (ADFEGO, in Portuguese). The entity is Saneago’s partner in this recruitment initiatives and received an investment of BRL 3.02 million in 2024.

The need for physical or social accommodations is identified and addressed to continuously meet employees’ specific needs.



308

People with disabilities or rehabilitated

in Saneago’s workforce in 2024

GRI 405-1: Percentage of employees per employee category, per people with disabilities

Employee category	People with disabilities	2022	2023	2024
System operators	People with disabilities	5.6%	5.6%	5.4%
	People without disabilities	94.4%	94.4%	94.6%
System agents	People with disabilities	4.0%	3.9%	3.9%
	People without disabilities	96.0%	96.1%	96.1%
Administrative agents	People with disabilities	2.7%	2.7%	2.9%
	People without disabilities	97.3%	97.3%	97.1%
Higher education	People with disabilities	5.1%	5.3%	5.2%
	People without disabilities	94.9%	94.7%	94.8%
Technicians in different areas	People with disabilities	4.3%	4.4%	4.5%
	People without disabilities	95.7%	95.6%	95.5%
Total	People with disabilities	4.2%	4.2%	4.2%
	People without disabilities	95.8%	95.8%	95.8%



## Health and safety

GRI 403-1, 403-2, 403-3, 403-4, 403-7

Preventing and mitigating impacts on occupational health and safety are intrinsically linked to Saneago's operations. Therefore, the Company identifies hazards, assesses risks, implements appropriate controls, offers training and capacity building to employees and constantly engages with stakeholders to discuss adaptations and improvements, in accordance with occupational health and safety legislation.

In order to identify hazards present in its operations and services, the Company prepares a detailed assessment of risks associated with each stage of the treated water supply and sanitary sewage treatment process through the Risk Management Program (PGR, in Portuguese), which includes plans, programs and other documents provided for by law. Risk analysis methods, regular inspections and worker participation are used to identify areas of concern.

Once the hazards have been identified and the risks assessed, the department responsible for them is asked to implement appropriate control measures to mitigate or eliminate these risks. This may include installing safety equipment, implementing safe operating procedures and using advanced technologies to minimize exposure to hazards.

In 2024, the Company began assessing risks to implement hierarchy of controls for electrical services. This assessment demands the participation of professionals qualified in the field of electricity working together with the Specialized Safety Engineering and Occupational Medicine Service (SESMT, in Portuguese). At the same time, employees have received training and personal protective equipment (PPEs).

To identify hazards in the Company's activities, the manager initiates formal reporting on the tasks carried out by each employee and the engineer is responsible for assessing them. Although Saneago has no studies underway to eliminate tasks classified as hazardous, it has adopted some measures and is assessing the adoption of some others to minimize the risk of accidents.





If employees identify a work situation that potentially involves a serious and imminent risk to their life and health, they can stop their activities and must immediately inform their superior who, in turn, must call in the occupational safety service to assess and control the risks identified. Although the Company does not have well-defined measures in place to prevent reprisals, there have been no reports of retaliation against employees who have exercised their right to refuse, as provided for in NR-01.

Employees are consulted on the supply of PPEs and on the preparation of the Risk Management Program; however, relevant information on occupational health and safety is not yet compiled and easily accessible to employees. There is no occupational health and safety management system in place. However, there are recommendations to hire a Human Resources System with an Occupational Health and Safety (OHS) module, to hire a consultancy firm specializing in OHS to draw up

## Cipa

Saneago has 40 Internal Committees for Prevention of Accidents and Harassment (Cipas, in Portuguese), which meet monthly. Although they do not have decision-making powers, they forward their agendas and suggestions to managers. Since the other 511 facilities do not meet the legal requirements for forming committees, they do not have formal Cipas.



Pink October and Blue November - Caesan Action

a Technical Report on Environmental Working Conditions (LTCAT, in Portuguese), and to create two specific departments to decentralize and improve deliveries related to occupational safety and medicine.

For contractors, Saneago has a professional exclusively dedicated to managing the health and safety of these employees, based on the Company's

Occupational Safety and Medicine Instruction for Contractors, which details how occupational medicine works for outsourced companies. It also checks that the documentation required by the regulatory standards is in effect and, in specific cases, draws up technical reports resulting from safety inspections. Instances of non-compliance are monitored until they are resolved.



## Training

GRI 403-5

Employee awareness of and training on occupational safety are essential to preventing accidents and incidents. Therefore, the Company carries out regular training sessions, which are mandatory for all employees.

Training is suggested in line with the occupational risks mapped and classified in the PGR. Most of the mandatory training sessions provided for in the regulatory standards prescribe the content, credit hours and effectiveness assessment. In 2024, the following training sessions were carried out:

- Training for Cipa members — NR 05;
- Initial basic training — NR 10;
- Electric Power System initial course — NR 10;
- Refresher course — NR 10;
- Areas around exclusion zones — NR 10;
- Safety of equipment and hand tools — NR 12;
- Safety in backhoe operation — NR 11;
- Transportation of Hazardous Products (MOPP, in Portuguese) initial course — Detran (Department of Motor Vehicles);
- MOPP refresher course — Detran;
- Initial training — NR 33;
- Periodic training — NR 33;
- Training for working at heights — NR 35;
- First aid and prevention of accidents involving venomous animals; and
- Periodic training — NR 18



Fire Extinguisher Training



# Work-related accidents

GRI 403-9

In 2024, the Company recorded three high-consequence work-related accidents, all of which were ground-level falls that led to fractures and 80 or more days' leave. Ground-level fall and fall from heights are the most common work-related accidents at Saneago.

To classify accidents as high-consequence, the Company uses the history of serious and fatal accidents, the degree of compliance with the control requirements set out in the regulatory standards, interviews with employees and managers and visual inspection of the work areas.

The investigation of work-related incidents begins with their reporting by occupational safety technicians via institutional email. In 2024, Saneago enhanced its teams with occupational engineers and technicians to improve safety in the workplace.

Corrective actions are taken whenever a potentially risky situation is identified, with the appropriate notification to managers, accompanied by improvement recommendations. Corrective measures include the provision of PPE, capacity building and occupational safety training.

## GRI 403-9: Information on employees

Indicator	2023	2024
Number of fatalities caused by work-related accidents	0	0
Rate of fatalities caused by work-related accidents	0	0
Number of high-consequence work-related accidents (except for fatalities) <sup>1</sup>	2	3
Severity Rate - Rate of high-consequence work-related accidents (except for fatalities)	51	62
Number of recordable work-related accidents <sup>2</sup>	108	81
Rate of recordable work-related accidents - right name: Frequency Rate	8.3	6.3
Number of hours worked	12,967,620	12,968,064

<sup>1</sup> Considers all workers.  
<sup>2</sup> The rates were calculated based on 1,000,000 hours worked.

In 2024, Saneago enhanced its teams with occupational engineers and technicians to improve safety in the workplace.



## Saneago's Medical Assistance

Saneago's Medical Assistance (Caesan, in Portuguese) is responsible for self-management of private health care plans that serve employees in the outpatient, hospital and hospital with obstetrics segments. The carrier is managed by its own corporate structure and provides health care to 17,000 beneficiaries who live throughout the Goiás State through a network of around 545 accredited service providers, in addition to agreements with other healthcare carriers.

In 2024, Caesan implemented several initiatives aimed at preventing diseases, providing humanized care and enhancing quality of life, which reinforce the commitment to health promotion and the beneficiaries' well-being.

## Despertar (Awakening) Program

In 2024, 161 employees took part in the Despertar Program, run in partnership with the Despertar — Núcleo Educacional e Terapêutico school and clinic. The program offers social and educational support to employees with children or dependents with disabilities, geared towards helping them achieve balance, health and a peaceful relationship within their families, disseminating the best conduct in the daily care of these patients. The program also extends to caregivers.



### H1N1 Flu Vaccination Campaign (March-May).



### Pink October Program

It encourages women over 40 to undergo preventive breast cancer examinations, with no co-payment for consultations with gynecologists and mammography tests.



### Blue November Campaign

It focuses on encouraging men over 40 to take preventive proState cancer examinations, offering exemption from co-payment for consultations with urologists and PSA tests.



### Health on the Move Program

It cares for beneficiaries in the workplace, with general practitioner consultations and exams with no co-payment.



### Healthy Life Program

It provides nutritional recommendations aimed at changing eating habits and improving the quality of life of beneficiaries, with no co-payment for consultations held at Prevsan's headquarters.



### Caesan Home Care

This service continues to care for patients after they have been discharged from hospital, offering home care, focused on chronic illnesses in order to provide comfort and reduce hospital-acquired infections.



### Attitude Project

It aims to offer physical fitness activities to employees. Workplace exercise classes are held at the headquarters of the Saneago Employees' Association (Assego, in Portuguese), providing a suitable space for physical exercise, helping to improve health and quality of life.



### Running Project (Saneago/Caesán)

Saneago's running group is made up of 236 employees, and Caesan sponsors 60 registrations each month so that they can take part in street races. The sponsorship aims to encourage employees to practice sports and promote the improvement of participants' physical and mental health, enabling them to engage regularly in sporting events.

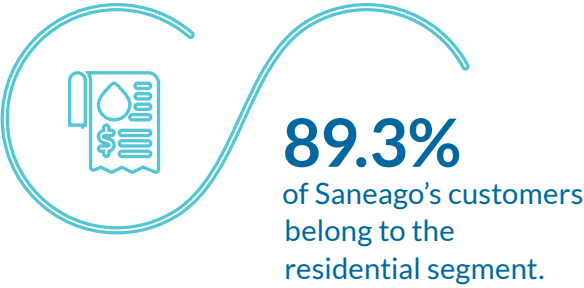


# Customers

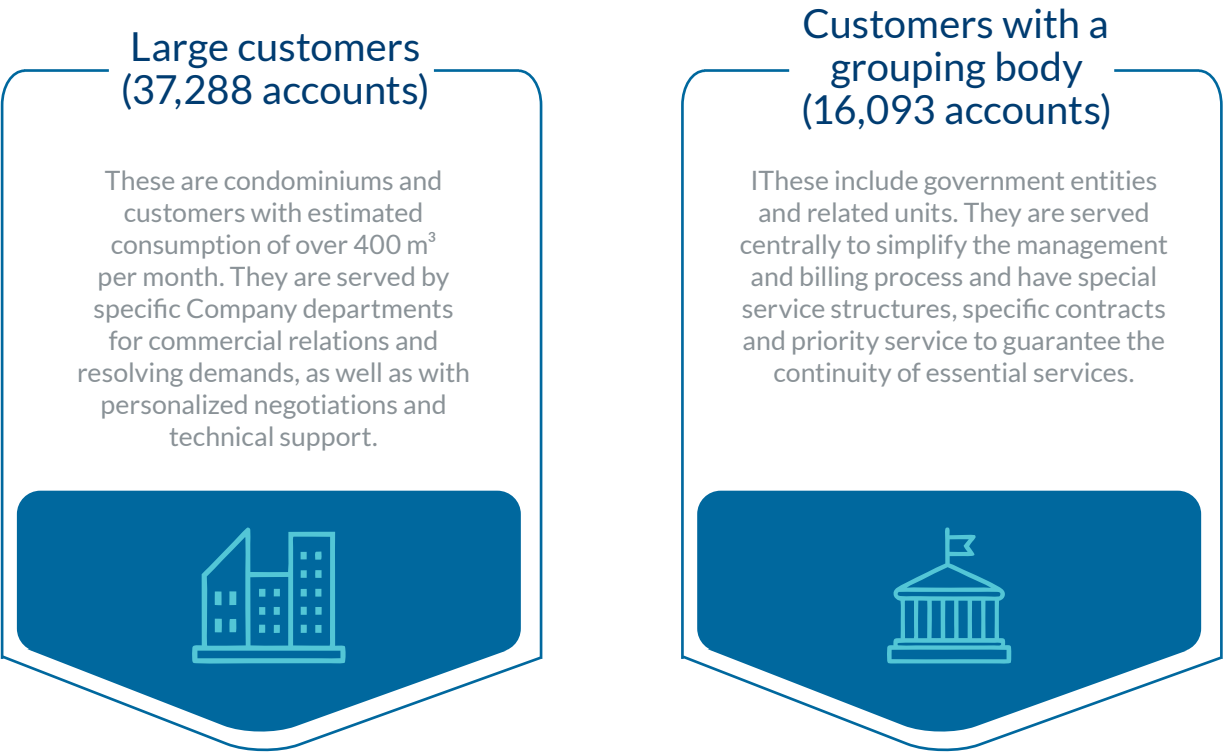
GRI 2-6, GRI 3-3 on the topic of Customer relations and satisfaction

Saneago devotes its efforts to provide quality and regular water supply and sanitary sewage services, while expanding its customer base and municipalities served, in order to achieve the goal of providing universal access to these services.

Customers are broken down in the residential, industrial, commercial and government agency segments. The residential segment, including residential social tariff, accounts for most of the water and sewage billed economies: 89.34%.



The Company adopts special procedures to serve customers of greater strategic importance, as follows:





## Payments and collections

In 2024, revenue from billed economies recorded a year-on-year increase due to a larger customer base and higher demand for water, explained by high temperatures and prolonged drought ([read more in page 110](#)).

Saneago has improved its payment systems. In the year, the volume of payments made via Pix rose to 27%, a relevant trend for reducing transaction costs.

The Company has also adopted new means for collecting debts, in order to avoid water supply cuts to delinquent consumers and legal collections. Implemented in 2023, the debt protest system was improved in 2024, recording significant results.



Dr. Hélio Seixo de Britto Sewage treatment plant - Goiânia

## Sanear Program

The Company has recorded positive results with the negotiation of debts owed by delinquent consumers. Most of these are users of the sewage service. Progressive discounts of up to 95% are granted on fines, interest and monetary reStatement, depending on the status of the debt and payment method.

In 2024, the Sanear Program generated revenue of BRL 46.2 million, of which BRL 23.3 million in cash payments and BRL 22.8 million in future payments. This is a fundamental program for the Company's cash flow, since it brings in funds that were considered lost.

The default rate fell from 4.35% in 2023 to 1.08% in 2024, exceeding the target drop for the year.




# Customer service


SASB IF-WU-240a.1

The billed water volume increased by 4.72%, from 311,143,000 m<sup>3</sup> in 2023 to 325,820,984 m<sup>3</sup> in 2024, mainly due to:


Customer base increase and service expansion;



Reduction in physical and commercial losses, due to investments in infrastructure and operational improvements; and



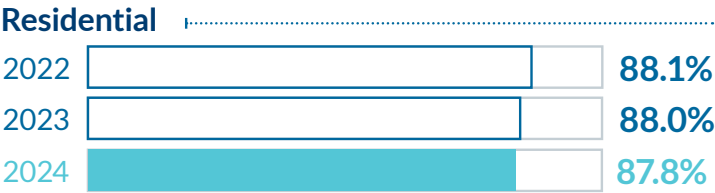
Modernization of water meters, by replacing old equipment with more advanced pieces



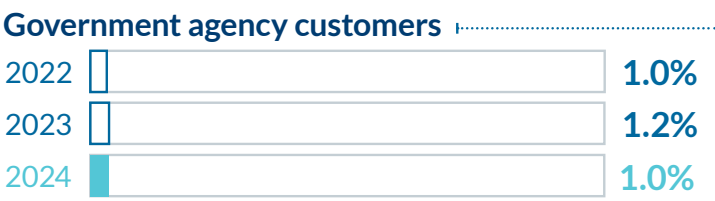
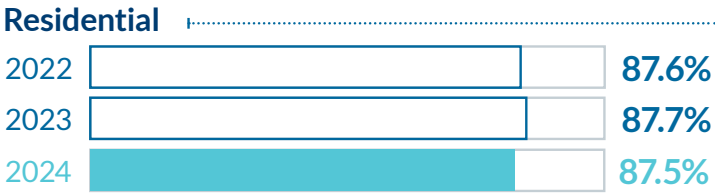
The average retail water rate per 100 cubic feet (1 Ccf) was approximately BRL 21.33/Ccf, considering the total billed volume of 325,820,984 m<sup>3</sup> and a total revenue of BRL 2.45 billion.

## SASB IF-WU-240a.1: Average retail water rate for additional customers

### Billed water economies %



### Billed sewage economies %





# Customer service channels

In 2024, a new outsourced call center and auditing company was hired to optimize digital customer service, in the virtual branch, apps and messaging.





The Company, together with the Federal University of Goiás, is developing ways to further improve

customer service using big data and Artificial Intelligence (AI). Some results have been measured, with responses in the call center in terms of service time and actions related to the chatbox.

The Company, together with the Federal University of Goiás, is developing ways to further improve customer service using big data and Artificial Intelligence (AI).



Mauro Borges Water treatment plant - Goiânia

- In-person service at Vapt Vupt branches (Integrated Goiás State Citizen Service)
- Telephone (24/7 call center)
- WhatsApp
- Mail, email and virtual branch (available on the institutional website [www.saneago.com.br](http://www.saneago.com.br)) and
- Ombudsman's Office



## Satisfaction Survey

GRI 3-3 on the topic of Customer relations and satisfaction

Service quality and innovation are guidelines outlined in Saneago's Business and Management Plan for the 2024-2028 period. Based on this premise, Saneago aims to reach 80% in the Customer Satisfaction Index and the Granting Authority Confidence Level Index.

These two indicators help the Company to identify any bottlenecks that generate complaints and undermine confidence in the services, as well as to create action plans against loss of credibility and to mitigate other negative impacts.

In 2024, the Granting Authority Confidence Level was 83.16%, while the Customer Satisfaction

Index stood at 62.80%. There was a reduction compared to the previous year, is due to changes in the satisfaction survey's methodology.

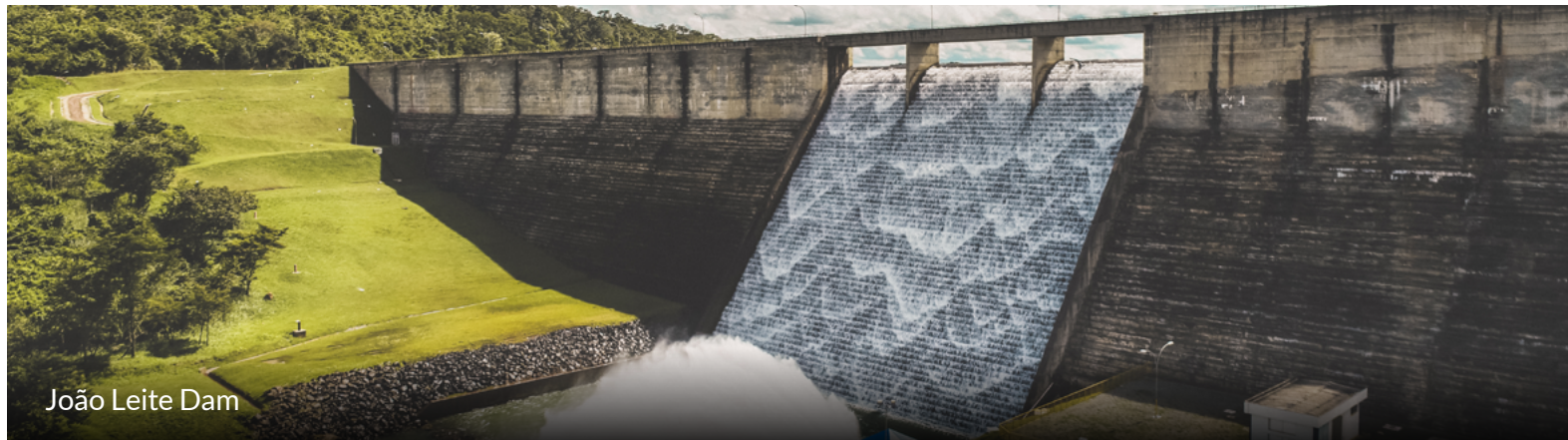
Focused on providing universal access to services and improving the level of trust, Saneago considers direct relationships and feedback from stakeholders to be crucial planning tools. In respect for transparency, it communicates the effectiveness of its actions through data-based reports, with relevant performance indicators, the use of graphic and visual elements to facilitate understanding, and comparative analyses. Regular meetings with stakeholders and success stories help to put the results into perspective.

## Social Residential Tariff

The Social Residential Tariff is subsidized by the other categories in Saneago's structure. The Company applies a 50% discount on the amount of the tariff paid by socially vulnerable citizens who are registered with the Single Registry for social programs (CadÚnico, in Portuguese). The average consumption by social tariff beneficiaries is 9 m<sup>3</sup>, which guarantees the right to a discount on the water and sewage tariff, since the current consumption limit is 20 m<sup>3</sup>.

In 2024, the federal government enacted Law 14,898, which created the Social Water and Sewage Tariff and provides for a 50% discount on tariffs paid by low-income households registered with CadÚnico or those who have disabled or elderly members on the Continuous Cash Benefit (Benefício de Prestação Continuada, or BPC, in Portuguese). Saneago is studying the new law and will implement it as soon as the regulatory agencies determine the rebalancing of the Company's accounts.

**In 2024, there were 40,557 Social Tariff connections. In the same period, 540,298 bills were issued for connections under the program.**



João Leite Dam



# Suppliers

GRI 2-6, 2-24, 2-29, 408-1, 409-1

Saneago has 13,044 registered suppliers, of which 12,991 are legal entities and 53 individual suppliers. Of this total, 2,360 were registered for the first time or had their registrations updated in 2024. Business relationships are governed or not by contracts and can be short-, medium- or long-term ones. The Company also hires services for specific projects and events.

Saneago has suppliers of inputs (retailers, wholesalers, distributors) and services (contractors, logistics companies, consultants, advisors, auditors, experts, exclusive dedicated labor, information technology solutions, university integration associations, associations for people with disabilities, among others). The majority of the supply chain comprises suppliers of hydraulic materials and water and sewage treatment products.



PRV Installation - Distrito Leste

Saneago does not carry out operations with suppliers that pose significant risks of using child labor, forced or compulsory labor, or young people exposed to hazardous work. When signing the contract, the Company requires the supplier to submit the Single Qualification Declaration for Legal Entities, in which the contractor declares its commitment to social responsibility, that it does not employ minors under the age of 18 in night, dangerous or

unhealthy work activities; that it does not employ minors under the age of 16 in any work activity, except under the conditions provided for by law for apprenticeship programs; and that it does not hire minors under the age of 14 under any contract type. Furthermore, the contractor undertakes to promptly communicate any supervening fact that may prevent it from being qualified as a Saneago supplier.

The Company requires the supplier to submit the Single Qualification Declaration for Legal Entities, in which the contractor declares its commitment to social responsibility.



# Granting Authority

GRI 3-3 Universal access to basic sanitation

Saneago strives to build an ethical relationship with the government of the 223 municipalities it serves, grounded on transparency, respect and partnership. The Company provides water supply and sewage treatment services legitimately, regularly and in full compliance with the sector regulations based on the New Legal Framework for Sanitation, which amended Law 11,445/2007.

As decided by the Microregion Councils at a meeting held in December 2023, Saneago will provide water supply and sewage services to these municipalities until December 17, 2049, through the following:



In order to avoid the negative impacts of possible dissatisfaction on the part of the granting authority’s representatives, all service provision contracts contain targets for universal access to services and service quality, pursuant to Law 14,026/2020 and the reference standards issued by the National Water and Basic Sanitation Agency (ANA, in Portuguese).

Furthermore, Saneago has drawn up an action plan to achieve and maintain the universal access and service quality targets and presented it to the municipalities. This plan is prepared based on a diagnosis of operational and expansion demands, taking into account the specific needs presented by each municipality, as well as the technical, legal and regulatory matters involved.

Moreover, every year, Saneago submits a performance report to the granting authority with information on the services provided to the municipalities.



Planaltina



# Society

GRI 2-6

Saneago contributes to the quality of life of Goiás population and to its social and economic development by offering treated water and sanitary sewage to the 223 municipalities it serves. More than just consumers, the Company's customers are partners that vouch for the quality of services provided.

The Company also engages with environmental or social associations that contribute to improving the quality of services provided, as well as keeping a communication channel with regulatory agencies about their perspectives.

## Social projects and impact management

GRI 203-1, 203-2

The Company's activities create positive impacts on the communities, especially on the following fronts:

- Supporting the conservation and sustainable management of water resources. By ensuring drinking water supply, adequate sewage treatment and the protection of aquatic ecosystems, the Company contributes to maintaining the environment and conserving biodiversity;
- Applying social tariffs for the most vulnerable groups, ensuring that they have access to basic sanitation services;
- Contributing to the creation of direct and indirect jobs, as well as generation of income;
- Contributing to attracting investment;
- Reducing healthcare treatment costs;
- Enabling conditions for the urban expansion of cities; and
- Working in real estate development and appreciation.



Technical field visits - Goiás



Improved quality of life of the population contributes to a reduction in healthcare costs, an increase in workforce productivity and an improvement in human capital. For stakeholders, supporting sustainable management of water resources is an essential action, because, if they are not preserved, they have an impact on society as a whole, on production chains and on the government.

The Company is close to the communities where it operates, including by advising them on the importance of conscious use of water, correct use of the sewage collection system and the importance of basic sanitation for the health of the population. To this end, it holds awareness-raising talks and offers training for social and environmental multipliers, educational workshops, recreational activities and community events. The educational work is carried out in schools, social institutions and neighborhood associations ([read more in page 69](#)).

Community projects include meetings with representatives of institutions and leaders to survey demands and plan possible solutions, as well as home visits to residents of the areas covered by sanitation works. On these occasions, the Company addresses topics such as: identification of leaks; cleaning of water tanks; maintenance of hydro-sanitary installations; correct use of the sewage

collection network; sustainability of the systems; and environmental preservation.

Raising public awareness helps protect and restore the environment by encouraging sustainable practices in the use of water, the use of the sewage collection system, the disposal of rainwater and the correct disposal of waste.



880,000 people

In 2024, Saneago developed social projects that benefited 880,000 people, in several cities across the State.

GRI 413-1: Type of assessment and planning for the development of local communities<sup>1 2</sup>

Type of assessment and planning for the development of local communities	Social projects	% of plan	Environmental education projects	% of plan	Other areas	% of plan
Social impact assessments, including gender impact assessments, based on participatory processes	7	100% of what was planned	-	-	-	-
Public disclosure of results of environmental and social impact assessments	7	100% of what was planned	223	100	-	-
Local community development programs based on local communities' needs	7	100% of what was planned	109	48.9	-	-
Stakeholder engagement plans based on stakeholder mapping	18	100% of what was planned	109	48.9	-	-
Broad based local community consultation committees and processes that include vulnerable groups	7	100% of what was planned	-	-	-	-
Formal local community grievance processes <sup>3</sup>	-	-	-	-	223	100%

<sup>1</sup> There are no environmental impact assessments and continuous monitoring applied to the local community context.

<sup>2</sup> There are no work councils, occupational health and safety committees or other entities representing workers to discuss impacts on the local community.

<sup>3</sup> Processes considered formal: Company's Ombudsman — internal channel for registering complaints and seeking an administrative solution; Customer service — call center, website, app or face-to-face service.



## Bambu (Bamboo) Project

Since 2019, Saneago has developed the Bamboo Project in partnership with the Federal University of Goiás (UFG, in Portuguese) and the local government of Abadia de Goiás to reduce the organic load of the Abadia de Goiás STP discharged in the receiving body: Córrego Poções. A portion of the treated effluent is discharged into a bamboo plantation through the fertigation process and another portion is discharged into the receiving body in a reduced form. The procedure is controlled by monitoring the underground spring in the bamboo grove area and the surface spring. The project aims to meet the legal requirements of Conama resolution 357/2005 downstream of the discharge of treated effluent from the Abadia de Goiás STP, in accordance with environmental licensing guidelines.

In the future, when it becomes necessary to manage the bamboo grove, it will be possible to organize social actions involving the local community, but this is not the project's main goal.

## Environmental education

Operating with a finite natural resource, Saneago carries out campaigns and social and environmental educational activities to raise the population awareness of the rational use of water and conservation of water resources. The target audience of such initiatives is children, adolescents and adults who benefit from the Company's works.

Key to creating a culture of individual and collective responsibility for the use of water and encouraging people to adopt sustainable practices that avoid wastage in times of water scarcity, the campaigns inform the population about the fragility of water sources and the need to preserve water supplies. They also reinforce the importance of the community for sustainability and guaranteeing water for all.

Saneago adopts the **Social and Environmental Education Index**, which measures the reach of social



Virada Ambiental in Porangatu

and environmental education actions in relation to the population served by water supply services. In 2024, this index stood at 23.73%.

The Company monitors this indicator, which has shown consistent progress, reflecting the strengthening and expansion of educational initiatives.

The continuous increase in the index involves integrating new practices and technologies and encouraging team training. It also contributes to the creation of an organizational culture that prioritizes innovation, social and environmental responsibility and commitment to the SDGs, creating a virtuous cycle.



## Environmental Express

Saneago enhanced its environmental education initiatives through the Environmental Express Project. It is an itinerant initiative that brings social and environmental projects across the Goiás State. Aimed at customers and employees, the project addresses environmental topics and how they impact health, quality of life and the economy, such as:

### Waste management

Increasing understanding of the benefits of water treatment and sewage disposal.

### Benefits of treated water and collected sewage

Raising awareness of the importance of proper waste management.

### Remote communities

A minibus is used for activities in remote communities, allowing access to educational content and learning opportunities, providing immersive and innovative experience, as well as reducing the environmental impact of the project, since the vehicle is equipped with a solar energy generation system and is thus powered by renewable sources.

The initiative involves the use of TVs showing Banja and Sato educational videos, as well as videos of Saneago's operating systems. Spaces are also opened up for dialog and sharing information on the rational use of natural resources and environmental protection.

The project is carried out together with regional environmental education centers and in partnership with government and private institutions such as the Federal University of Goiás (UFG, in Portuguese), Emater and Goiás State departments.



Saneago Campaign Recording



## Journalist Washington Novaes Environmental Education Center

This Program focuses on raising critical environmental awareness in order to strengthen the culture of sustainability among Saneago's customers as well as society. Through structured activities for different audiences, it aims to prevent and mitigate the effects of the water crisis on public supply water basins.

More than 1,458,274 people participated in the program in 2024. This is an indication of the positive and far-reaching impact of these practices, reinforcing Saneago's position as a benchmark in social and environmental education in the Goiás State.

Around 120 environmental agents work in the State. Moreover, supported by the project management methodology, the activities showcase Saneago's commitment to integrating corporate environmental education comprehensively into its operations.

The initiative involves employees from different regional superintendencies, forging strategic partnerships with municipal departments of education and environment, schools and civil society. This decentralized approach aims to adapt educational actions to the

unique characteristics of each region, promoting customized and effective environmental education.

The support of the Environmental Education Oversight Body and the Department of Environmental Education and Social Actions, which are linked to the Environment and Water Resources Superintendency, shows Saneago's commitment to promoting Corporate Environmental Education as an essential tool for ensuring water availability and promoting environmental sustainability in the Goiás State. The internal education and communication network established between the 17 regional offices and the coordinating unit, through various contact channels, stands out as an effective strategy for sharing information and experiences. This synergy contributes not only to the dissemination of good environmental practices but also to maximizing the reach of educational actions in all the communities served by the Company.

By consolidating these initiatives, Saneago fulfills its environmental commitments and reinforces its role as an agent of transformation, promoting awareness and the active participation of the population in preserving water resources and building a more sustainable society.

## Olho no Óleo (Eye on the Oil) Environmental Program

GRI 306-2

The program encourages the proper disposal of cooking oil and prevents the contamination of rivers and groundwater. Each liter of cooking oil collected by Saneago is worth a BRL 0.50-credit in the customer's utility bill. The program serves customers registered as large oil waste generators in nine cities across the State.

In 2024, the program recorded 255 interactions, collected 11,373.80 liters of cooking oil and granted BRL 5,686.96 in credits, generating assets to the Company with the sale of used fryer oil.

The oil collected is passed on to a company that uses it as raw material in production processes, such as biodiesel and soap making. The company was hired according to Law 13,303/2016.







Saneago Campaign recording

# 5

## Environment

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- 80 Water, effluent and waste management
- 88 Energy efficiency
- 90 Climate change



Interactive  
summary



# Environmental protection

GRI 303-1

At Saneago, environmental protection means water security, especially when confronted with a reality imposed by long periods of extreme drought and siltation of rivers that not only jeopardizes water abstraction — requiring larger and more complex works, as well as emergency actions such as drilling a higher number of deep tube wells — but also poses challenge to the resilience of the facilities, systems and equipment of the Company's water pumping stations and sewage treatment plants.

Therefore, protecting rivers, springs and biodiversity requires special attention from the design and construction to the day-to-day operation of supply and treatment systems. For this reason, Saneago invests in the river basins that run through the State of Goiás and, at the same time, in enhancing its water reservoir capacity.

Together with local governments, the Public Prosecutor's Office and rural producers, the Company has been implementing effective and persevering

actions in more than 75 basins that run through 75 municipalities. These initiatives range from fencing off sensitive areas (riparian forests and springs) and building contour lines to recovering vegetation, which helps to infiltrate rainwater and prevents sediment from being carried into water bodies, boosting water table recharge.

In 2024, two public recognitions highlighted the Company's environmental performance, in particular the Seriema Award ([read more in Recognitions and certifications](#)), known as the Sustainability Oscars, which awarded a waste management initiative. It should be noted that reusing sewage sludge has taken on a greater strategic dimension for Saneago — this and the other ESG pillars that underpin the Company's environmental performance are included in its Strategic Planning indicator matrix. This

document and the [Sustainability Policy](#), which has been recently revised to expressly include climate change topics, are essential instruments for Saneago when facing environmental challenges.

The Company is also working on environmental compliance procedures to implement, operate and decommission water supply and sanitary sewer systems in compliance with the legislation.

**It must be emphasized that Saneago's reforestation actions are extremely important for the preservation of the Cerrado, a biome that is essential to the quality of the environment in Brazil and on the planet.**



We have effective actions in

**more than 75 basins**  
that run through  
**75 municipalities**



## Identification of environmental impacts

During construction of sanitation infrastructure, the Company identified the following stages that may create environmental impacts, as well as some actions to be taken:

- **Surface water abstraction:** compromising biodiversity, promoting siltation and changes in the balance of the water source level. The Company carries out environmental studies to minimize these effects, arranges grants and works to support the conservation and recovery of river basins.
- **Groundwater abstraction:** compromising the water table, the quality of the water abstracted and the water balance, which can lead to soil instability.
- **Water treatment:** at the new WTPs, or in the expansion of existing ones, best logistics practices are adopted for chemicals used in treatment processes, aimed at reducing both transportation and the generation of packaging waste, prioritizing the use of bulk products whenever possible. In addition, new WTP projects and works include the installation of Waste Treatment Units (UTRs, in Portuguese), which allow for the recirculation of water used in the process, thus reducing the plant's own consumption and preventing wastewater from being discharged into water bodies.
- **Buildings, reservoirs and water and sewer mains:** causing soil instability.
- **Sewage collection:** expanding the sewage collection network directly contributes to improving water quality and availability, reducing contamination of water bodies and promoting environmental and public health benefits.
- **Treatment and discharge into the receiving body:** in the project phase, the Company assesses the characteristics of the effluent to be treated, the receiving body that will receive the discharge and the type of treatment applied, to ensure that the effluent discharged into the receiving body complies with current legislation.





# Recovery of springs and water sources

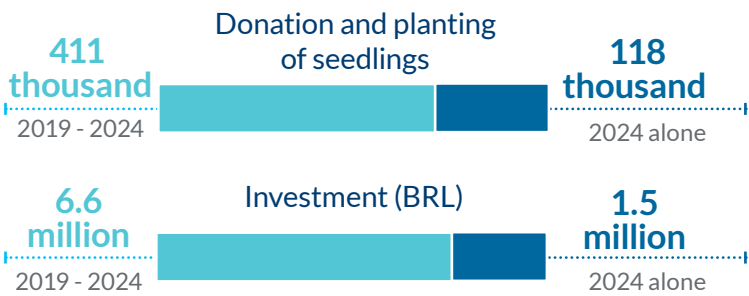
GRI 3-3 Water, effluent and waste management, 304-3

Recovering river basins ensures water flow at the source and improves the quality of raw water, at a time in history when extreme drought silts up rivers and leads to wells losing their flow. For this reason, Saneago supports and develops actions to recover these areas, even though it understands that the protection of water sources is a shared responsibility between the federal government, States, the Federal District and municipalities, as laid down in the Federal Constitution.


In 2024, Saneago continued to run soil conservation projects, including the construction of small dams dug into the ground (called barraginhas in Portuguese) to control erosion and infiltrate rainwater into the ground, and terraces to infiltrate water, as well as the donation and planting of 118,000 native Cerrado seedlings to restore areas near springs. Saneago invested BRL 1.5 million to protect the public supply basins in its area of influence.

Saneago's Basin Recovery Indicator (IRB, in Portuguese) is measured by the total number of basins under recovery compared to the total number of basins. It shows an ongoing process, reflecting the strengthening and expansion of the actions in

the municipalities served by the Company in the Goiás State. In 2024, IRB stood at 27.54%.




Saneago is committed to recovering basins to ensure the flow and quality of raw water, an important action in times of extreme drought.



Donation and planting of **118,000** native Cerrado seedlings.

An investment of **BRL 1.5 million** for the protection of public supply basins.




Saneago's Basin Recovery Indicator (IRB) reached **27.5%** in 2024.




Restored areas


In 2024, restored areas totaled almost 1.7 million sqm (or 169.77 hectares), reaching in 13 river basins, with an investment of BRL 1.5 million to recover 103 springs and 57 infiltration (containment) basins and terraces. These projects are carried out in partnership with local governments, landowners and rural producers, the Public Prosecutor’s Office, Emater, universities and NGOs. In addition, a total of 3,317 liters of diesel oil were made available for the construction of containment basins and contour lines. See below the areas that were monitored for this purpose:



Restored areas total almost **1.7 million sqm (or 169.77 hectares)**



Restoration in **13 river basins**



Recovery of **103 springs and 57 infiltration (containment) basins and terraces**

GRI 304-3: Protected or restored habitats<sup>1</sup>

City	Area (sqm)
Bom Jardim	206,886
Jussara	3,312
Niquelândia	4,716
Uruaçu	8,460
Pontalina	25,000
Guapo	4,500
Trindade	50,200
Uruana	13,140
Avelinópolis	10,126
Novo Brasil	3,796
Morro Agudo	102,773
Taquaral	100,000
Jandaia	970,000
Porangatu	186,835
Goiânia	8,000
OVERALL TOTAL	1,697,744

<sup>1</sup>At the end of 2024. Calculated based on the reference established by P-GCM/SUMAB, for measuring the area for fencing off water sources. Estimated figures.



Reforestation in São Luís de Montes Belos



## Water security

GRI 3-3 on the topic Water security, SASB IF-WU-440a.1, SASB IF-WU-440a.3

Saneago has been planning and investing in infrastructure and in education campaigns to ensure water security and mitigate the effects of the severe drought that hit the State of Goiás for around 160 days in 2024. Even without rainfall in most of the municipalities served, these efforts enabled the Company to maintain a constant water supply — out of the 223 municipalities served, only one (Crixás) faced a supply rotation.

In addition to efficient use of water resources, managing the quality and regularity of supply is embodied in the Company's procedures and planning, with measures ranging from the registration of suppliers in order to improve the quality of products received, to water loss index targets.

Some initiatives have been fundamental to guaranteeing water security in Goiás: the investment in detecting and repairing leaks in distribution networks, to prevent losses; the use of groundwater through the drilling of wells, carried out after joint studies and surveys with inspection bodies to define areas suitable for abstraction; and the continuous monitoring of spring levels.

### Inspections and diagnosis

Saneago constantly inspects and runs diagnoses at the water sources where it operates. This process is key for adjusting water production. In areas undergoing environmental recovery, inspections are also carried out to assess the effectiveness of actions taken.

To ensure water security, Saneago invests in infrastructure and educational campaigns, as well as having the efficient use of water resources internalized in its procedures.



Saneago Campaign recording



### Monitoring of water resources

In order to meet the major challenge of offering quality water and supplying it in adequate quantity to the population of Goiás, Saneago manages water resources in an efficient, transparent manner, integrated with environmental agencies. To fulfill its role with technical responsibility, the Company uses the best available technologies. All indicators measured are available at Saneago's Hydrological Monitoring Portal. Thus, the population has direct access to water availability indicators.

Water sources are monitored using a tool that identifies possible water savings and losses. For example, on the Hydrological Monitoring Panel, the results of water security actions of the hydrological monitoring network are available for large municipalities (especially Anápolis, Goiânia and Rio Verde). The network comprises hydrometric and rainfall monitoring stations, and data is collected and sent via an observer or in an automated way.

Thus, the basins' hydrological monitoring identifies the sources' water availability and enables drawing up reports and diagnoses that suggest the best actions needed.

It should also be noted that Saneago constantly reviews normative instructions and forms on the subject and holds meetings with various partners to outline strategies and advocate for reducing impacts and promoting water security.

### Education campaigns

During the drought, water consumption increased by around 20% on the average recorded in the previous period. Geared towards reinforcing the need for rational use of water, in 2024, Saneago intensified the dissemination of education campaigns aimed at its consumers, with practical tips for saving and sustainably using water at their homes, businesses and industries.

### Water Shortage Program

The early identification of areas vulnerable to water shortage was a key factor for the success of the program, which involves diagnosis, planning and proactive management.

In 2024, the program was responsible for:

- Continuous monitoring of water source levels, enabling timely and efficient adjustments to the operation;
- Network modernization and implementation of monitoring technologies, which supported a significant reduction in water losses; and
- Increasing the storage capacity and improving reservoirs, which helped ensure that water was distributed more efficiently even during critical drought periods.



## Water Production Program

The Water Production Program fosters soil and water conservation programs, as well as encourages Goiás rural producers to adopt good environmental practices. In 2024, the program achieved the following results:

- **João Leite Stream Water Production Program:** engaged 34 rural landowners in the cities of Nerópolis and Ouro Verde, with the payment of BRL 714,600 out of the BRL 889,600 expected for environmental services (80.56% of the initial target achieved).
- **Descoberto River Water Production Project:** a Technical Cooperation Agreement is underway.



**BRL 431,800**

invested in the *Ser Natureza* program in 2024.

## Recovery initiatives in Permanent Preservation Areas

In 2024, Saneago invested BRL 431,800 in the *Ser Natureza* program, run in partnership with the Goiás Public Prosecutor's Office (MPGO, in Portuguese) and the Agency for Technical Support, Rural Extension and Agriculture and Livestock Research of the State of Goiás (Emater, in Portuguese). In 2024, the Company's active presence in the program contributed to the joint development of a Mobilization Plan and a Work Plan aimed at implementing and expanding actions to protect,

preserve and recover river basins used for sanitation. These actions include the donation of material to fence off protected areas at Permanent Preservation Areas (APPs, in Portuguese) around springs.

Saneago has also offered to supply seedlings of native Cerrado species to restore these areas and contributed to an environmental status study to be used as a basis for drafting recovery plan proposals.



Collection of the Corumbá System - Lake Corumbá IV - Luziânia



# Water, effluent and waste management


GRI 3-3 on the topic Water, effluent and waste management, 303-4, 303-5

Water abstraction and treatment, as well as effluent and waste collection and treatment, comply with the legislation in force and respect the environment, aimed at reducing the Company's environmental footprint. Saneago's Sustainability Policy demands the Company to commit to delivering maximum efficiency in making use of natural resources and adopting environmental criteria in its operations.







# Potential environmental impacts in the sanitation cycle stages




**Surface water abstraction**  
compromising biodiversity (fauna and flora) and the riparian forest, promoting siltation and changes in the balance of the water source level. To prevent and mitigate impacts, Saneago has a specific unit responsible of managing grants.




**Groundwater abstraction**  
Compromising the water table, the quality of the water abstracted and the water balance, which can lead to soil instability.




**Water treatment**  
Waste is produced at the treatment outlet when coagulants, oxidizers and other chemical adjuvants are used in water treatment. It is necessary to install a Waste Treatment Unit (UTR, in Portuguese).



**Buildings, reservoirs and mains**  
Causing cause soil instability.



**Effluent collection**  
Overflow can cause environmental, social and public health damage.



**Treatment and discharge into the receiving body**  
Due to the characteristics of the effluent to be treated or the type of treatment applied, the effluent discharged into the receiving body may not comply with the legislation after the mixing zone.



Etag Laboratory

In order to prevent and mitigate the impacts, Saneago has adopted various measures, including the management of grants.



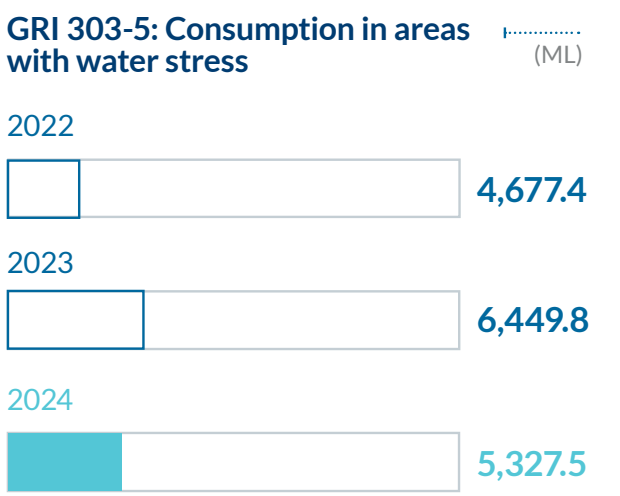
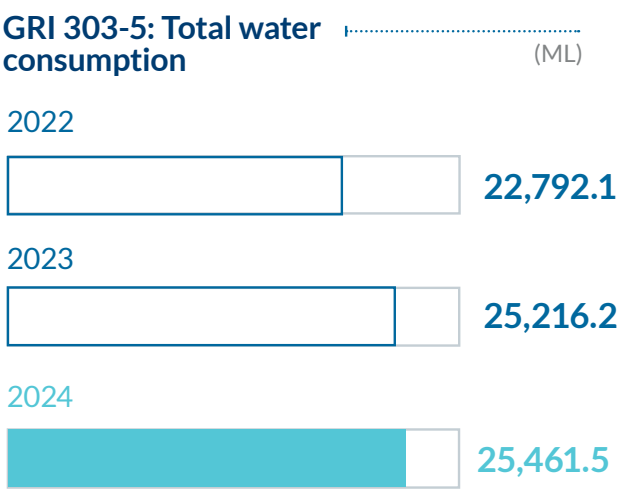
# Water management


In Saneago’s operational context, the relevant volume of water to be treated is measured by adding two variables: the Volume of Water Used, which corresponds to water consumption in production processes (such as washing filters and decanters), and the Volume of Water for Operational and Special Activities, which refers to water used in operational activities (disinfecting networks and running hydraulic tests, for example) and is calculated as 0.86% of the total volume made available, according to a study by the National Sanitation Information System (2008).

The sum of these variables covers the main uses of water in the Company’s operations, in line with the general concept of water management and the specific features of the sanitation sector — based on normative IT00.0049, which guarantees compliance with statutory obligations and quality standards.

In 2024, Saneago produced (abstracted with its own systems) 424,203.8 liters of water and acquired 4,615.7 liters from third parties.

The volumes stored in the Reservoirs can vary according to the system’s operational management, in order to ensure water availability, but without compromising environmental resources or supply to other stakeholders.





**17.4%**

reduction in water consumption in water-stressed areas.



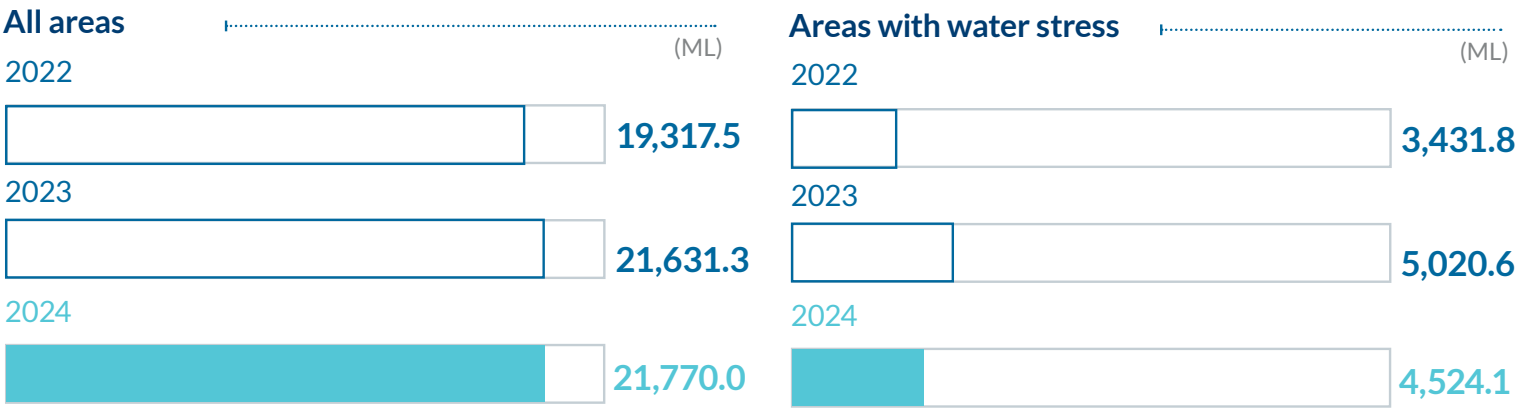


GRI 303-3: Water withdrawal (ML) SASB IF-WU-440a.1 - Total water from areas with water stress

	2022	2023	2024
Total water withdrawal	402,978.8	433,912.9	428,819.5
Surface water	325,688.0	352,260.4	339,062.5
Groundwater	73,890.0	81,652.5	85,141.3
Third-party water (public supply)	3,400.8	-	4,615.7
Withdrawal from areas with water stress	25,064.2	70,256.2	70,287.0
Surface water	19,952.4	51,784.9	48,587.2
Groundwater	5,111.8	18,471.3	18,491.7
Third-party water	-	-	3,208.0

Note: Saneago only withdraws surface and ground water. The water withdrawal data was compiled from its production base in the WTPs and WTUs. After treatment, this water is considered to be produced by the Company. Third-party water, in turn, corresponds to treated water imported from the municipalities of Anápolis and Novo Gama.

GRI 303-4: Water discharge<sup>1</sup>



<sup>1</sup>There is no groundwater discharge. The entire volume was discharged in freshwater (≤1000 mg/l of total dissolved solids). Following the publication of the 2023 report, water discharge data was revised and is now sourced from a more accurate database to ensure greater transparency in reporting. As a result, the total volume of water discharged across all areas in 2022 was adjusted from 22,093.7 to 19,317.5, and in 2023, from 22,093.7 to 21,631.3. Meanwhile, discharges in water-stressed areas were revised from 15,282.4 to 3,431.8 in 2022 and from 15,628.1 to 5,020.3 in 2023. | GRI 2-4

Effluent management

When it comes to effluent management, Saneago seeks to expand its partnerships and implement innovations for the reuse of sewage sludge (for details, refer to Sewage and sludge treatment, on page 86).

The priority substances of concern and their disposal limits are defined by federal law. Risks are controlled by monitoring the quality of raw water (abstraction and receiving body) and treated water.

There are two management indicators for this control: Saneago’s Treated Water Quality Indicator and Treated Effluent Quality Indicator (read more in Product safety and quality). The Company also carries out on-site inspections, which are recorded by photos and a technical report, with the cause, consequences and suggestions for repairing the damage or opportunities for improvement.



## Waste management

GRI 303-2

One of the areas of concern in waste management is the nature of the substances contained in the effluent. Many of them require attention to the profile of the bodies of water, which must be taken into account when disposing of the effluent, as defined by Ministry of Health Ordinance GM/MS 888/2021 (WTP effluent) and by the Ministry of the Environment's Conama Resolutions 430/2011 — governing the conditions and standards for discharging effluents from STPs — and 357/2005, according to the class of the receiving body, for WTP and STP effluents.

In order to guarantee the quality of the effluent water discharged, the Company also follows the Normative Instruction “Planning, implementation and management of a Monitoring Plan for the Receiving Body and Liquid Effluent and Solid Waste Treatment Systems,” based on Conama Resolution 357/2005 and the law that lays down the parameters and frequency for monitoring receiving bodies and sanitary sewage treatment systems.

This legal framework requires the installation of Waste Treatment Units (UTRs, in Portuguese) at WTPs and management of the demand caused by waste from WTPs and STPs.

Internally, the data is compiled into the IQEt indicator, which considers four parameters: temperature, BOD (or BOD removal efficiency), settleable solids and pH.

One of the areas of concern in waste management is the nature of the substances contained in the effluent, as some of them require attention to ensure safe disposal.

### Solid waste policy

Aimed at reducing its ecological footprint, in 2024, Saneago made progress in waste management by drawing up an Institutional Solid Waste Policy (PIRS, in Portuguese). At the end of the year, the document, which will outline the guidelines and strategies for continuous improvement in management and integrated management of solid waste from the Company's different units (operational, administrative and support), was pending approval from the Board of Directors to be effectively implemented.



However, it should be noted that the Company has been carrying out waste management actions, as shown in the table below:

GRI 306-5: Waste directed to disposal broken down by composition of the waste and disposal operation (in metric tons)<sup>12</sup>

	2022	2023	2024
<b>Hazardous waste (Class I)</b>	<b>5.5</b>	<b>15.3</b>	<b>-</b>
Incineration of laboratory analysis waste (without energy recovery)	5.5	15.3	-
<b>Non-hazardous waste (Class II)</b>	<b>42,272.1</b>	<b>68,682.3</b>	<b>50,998.7</b>
Waste directed to landfills (WTP sludge) as coverage layer	2,874.3	-	1,469.0
Landfill disposal (SES operational waste: grating, sandbox and scum)	7,280.7	9,060.7	-
Application of biosolids (sludge from STPs) for the recovery of degraded areas and/or agricultural areas	32,092.9	59,598.8	49,529.7
Landfill disposal (waste equivalent to household waste from STPs)	24.2	22.8	-
<b>Total</b>	<b>42,277.6</b>	<b>68,697.6</b>	<b>50,998.7</b>

<sup>1</sup> Data compiled from the Annual Solid Waste Declarations (DARS, in Portuguese), related to generation in 2022 and 2023. Data provided on the use of WTP sludge as a landfill cover layer (year 2024) refers to information taken from the WTP sludge Adequate Disposal Index (IDA, in Portuguese). As a data source, the Final Disposal Certificates (CDFs, in Portuguese) issued by Sinir's MTR System were also used.


<sup>2</sup> There is no disposal within the Company. All waste generated in 2022, 2023 and 2024 was disposed of outside the Company.

The variation in generation of operational waste from the Sanitary Sewer System (SES, in Portuguese; grating, sandbox and scum) in 2022 and 2023 is explained by the inclusion of waste generated by sub-delegated systems, such as Rio Verde and Jataí.

It is important to add that the generation of sludge from a WTP (solid waste generated after the treatment of liquid waste in the WTPs' Waste Treatment Unit) is measured by its storage in bins or by the removal of sludge from sedimentation

ponds. This information is relevant, given that some Waste Treatment Units (UTRs, in Portuguese) may not require regular monthly withdrawals, resulting in no waste being generated; however, for these units, the Company considers that waste was properly disposed of, given that, despite the absence of sludge, the liquid waste is inappropriately directed to water bodies.

With regard to the increase in biosolid waste applied to degraded areas, in addition to the waste generated at the Dr. Hélio Seixo de Britto STP, there was also waste from the Parque Atheneu STP, due to the need to clean the lagoon.



49.5 thousand

tons of biosolids destined for the recovery of degraded and/or agricultural areas.



## Sewage and sludge treatment

GRI 3-3 on the Topic Water, effluent and waste management

In operational sewage treatment processes, raw effluent coming to the STPs through the collection networks is treated to reduce the organic load and other pollutants before being returned to the receiving water body. This process generates operational waste, especially waste generated in the preliminary treatment stage (grating, sand), as well as scum, chemicals or treatment additives packaging, and above all STP sludge, given its quantitative importance in some systems. In Goiânia, for example, around 150 metric tons of sludge are continuously generated each day. CONAMA Resolution 498/2020 brought greater responsibility and operational control to sewage sludge treatment, aimed at transforming it into biosolids that can be applied to soil, as well as defined the criteria and procedures for its use.

It is worth noting that this process drives a sustainable resource reuse cycle, in line with the circular economy principles. It also has a positive impact on agriculture, by preserving natural resources and reducing the environmental footprint of farmers who benefit from it.

**99.1% of the sludge generated in Saneago's STPs in the continuous withdrawal mode sent to recover degraded pasture. In addition, Saneago's goal is to completely eliminate sludge destined for landfill.**

Currently, 99.1% of the sludge generated in Saneago's STPs in the continuous withdrawal mode sent to recover degraded pasture, a destination recommended by the Goiás State Solid Waste Plan (PERS-GO, in Portuguese). This percentage accumulated over the year represents the Index of Application of Biosolids to Soil for Agricultural Purposes or Recovery of Degraded Areas (IBA, in Portuguese), which the Company began to measure in 2024.

Saneago's goal is to completely eliminate sludge that is still directed to landfills. To this end, it has submitted biosolids management plans for small plants to the responsible environmental agency, in order to meet the licensing requirements of Conama Resolution 498/2020.

Saneago has also considered diversifying the methods for the treatment of sludge generated at sewage treatment plants and is already discussing the possibilities of turning sludge into fertilizer with universities.

### Contract management

Sludge disposal as biosolids complies with Conama Resolution 498/2020 and involves technical visits and direct contact between Saneago and the stakeholders engaged in the contracts, namely: local governments, landowners and the company contracted to transport the waste. The aim is to discuss with them the benefits of using biosolids in the soil and the applicable environmental control measures.

Saneago manages and oversees the contracts so that the service is carried out in accordance with the legislation. The Company has to comply with technical and legal requirements for managing and tracking sludge as biosolids, namely: completing the Annual Solid Waste Declaration (DARS), at State level; and issuing the Waste Transportation Manifest (MTR) of the Final Disposal Certificate (CDF), from the Ministry of the Environment/National Solid Waste Management System (Sinir, all acronyms in Portuguese).



## Corporate waste

GRI 306-1, 306-2

Saneago has initiatives in place to reduce and correctly dispose of the waste generated in its activities and corporate units.

To reduce waste, the Company has implemented the Electronic Document Management System (GED, in Portuguese) to optimize the use of paper, including raising employee awareness of double-sided printing.

To properly dispose of its corporate waste, the Company employs selective collection through the *Faça seu Papel* (Fulfill Your Role) Program (refer to item 5.3.3.1), as well as sorts and then sells bond paper, cardboard, magazines, booklets and newspapers by the kilo. Light bulbs, batteries and electrical and electronic appliances are delivered to the Voluntary Drop-off Points, in the Goiânia metropolitan area.



Technical visit to the Dr. Hélio Seixo de Britto WWTP works

### *Faça seu Papel* (Fulfill Your Role) Program

Since 2005, Saneago has run this program as an environmental education tool aimed at managing solid waste generated in its facilities. It encompasses the collection of waste, by a contracted company, at seven of the Company's units considered to be major waste generators — with more than 200 liters of waste each. This includes administrative waste generated downstream, which is not recyclable; and reusable waste, which is sent for recycling

and reverse logistics and then sent to industry, promoting the circular economy.

Through this program, the Company reduces the amount of waste sent to landfills and pollution, in addition to preserving natural resources. It serves as a strategic tool for minimizing the environmental impact and promoting a culture of sustainability at Saneago.

Saneago has initiatives to reduce and correctly dispose of its waste, such as the *Faça Seu Papel* Program, which has been running since 2005.

Through lectures, training sessions and in-house campaigns, employees are encouraged to reduce, separate and reuse waste. Furthermore, the Company's environmental goals are integrated into employees' daily activities.

The challenge is to raise awareness among more and more employees so that they change their habits in favor of selective waste collection. There are still difficulties with collection in more remote areas.



# Energy efficiency

GRI 3-3 on the topic Energy efficiency, 302-1, 302-4

Saneago is committed to diversifying its energy matrix and reducing electricity costs. In 2024, spending on electricity went from being the Company’s second to third largest expense, due to its energy efficiency program, in which equipment such as worn-out pump motors is replaced, and the migration of operating units from the captive market to the Free Energy Market (ACL, in Portuguese).

In 2024, the Company migrated another 23 units — defined by the Strategic Plan — to the Free Energy Market, bringing the total number of units to 36. This move enabled Saneago to understand the nuances and unique features of this system in order to have more qualified management in this environment.

From January to December 2024, total energy consumption in the Free Market was 150,313,365.12 kWh, which accounts for around 34.2% of the Company’s entire consumption. The estimated savings, with the units operating in the ACL, amounted to BRL 29 million in 2024.

## GRI 302-1: Energy consumption within the organization (GJ)<sup>1 2</sup>

	2022	2023	2024	Δ2023/2024
<b>Non-renewable fuels</b>	<b>138,596.3</b>	<b>159,628.0</b>	<b>189,175.3</b>	<b>18.5%</b>
Gasoline (automobile)	46,063.6	53,051.8	52,647.9	-0.8%
Diesel	82,884.6	100,316.3	128,867.6	28.5%
Natural gas	7.2	14.6	13.5	-7.9%
<b>Renewable sources</b>	<b>9,640.9</b>	<b>6,245.2</b>	<b>7,646.3</b>	<b>22.4%</b>
Ethanol	9,640.9	6,245.2	7,646.3	22.4%
<b>Electricity</b>	<b>1,542,538.0</b>	<b>1,385,389.5</b>	<b>1,581,105.4</b>	<b>14.1%</b>
Solar power	270,000.0	0.0	0.0	-
Acquired electricity	1,272,538.0	1,385,389.5	1,581,105.4	14.1%
<b>Total</b>	<b>1,681,134.3</b>	<b>1,545,017.5</b>	<b>1,770,280.7</b>	<b>14.6%</b>

<sup>1</sup> Calculation considers electricity consumption history of all electric utility bills and fleet fueling.  
<sup>2</sup> There was no consumption of heating, cooling or steam, and no sale of any form of energy.



SASB IF-WU-130a.1 Energy management

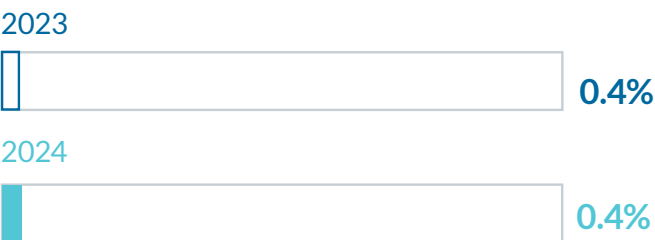
Total energy consumption as added value



Percentage of electricity from the grid



Percentage of renewable energy<sup>1</sup>



<sup>1</sup> Although most of Brazil's electricity matrix is renewable and around 38% of Saneago's electricity is procured from incentivized sources (Free Market), it is not possible to prove the volume of electricity consumed from renewable sources through certificates such as the I-REC (International Renewable Energy Certificate). Therefore, only ethanol consumption was taken into account for the calculation. As a result, the percentage of renewable energy consumed in 2023 was adjusted from 23.6% to 0.4% (GRI 2-4).

Focused on energy efficiency, the Company has modernized its pumps. In 2024, it replaced pump-motor sets that were worn out or unsuitable for the system's curve with new, high-performance ones. The initiative has increased the overall pumping energy efficiency by reducing the hours of operation of the pump-motor sets. In addition, the Company recorded a reduction in energy consumption and costs of the unit that received the replacement equipment.

Saneago has carried out initial studies for its own energy generation projects and is analyzing research by the Goiás Department of Infrastructure (Seinfra, in Portuguese), aimed at promoting projects focused on reducing energy costs.

In May 2024, the Corumbá WTP began operating, accounting for around 10% of the Company's monthly energy consumption.



**BRL 29 million**  
saved by buying energy on the  
Free Market.

System management

GRI 302-4

The management of the Water Supply Systems includes targets for the energy efficiency indicator (total energy consumed/total water volume consumed) for each operational district and for the Company. Therefore, potential wastage, especially from inefficient equipment, can be quickly identified and solved, by replacing equipment, for instance.

In 2024, Saneago purchased electricity from the Free Energy Market. . Its electricity consumption was proportionally reduced thanks to the ongoing effects of two energy efficiency projects, carried out in 2019 and 2021. In 2019, Saneago ran the Brazilian National Electricity Regulatory Agency's (Aneel, in Portuguese) Energy Efficiency Program at five units (Atlântico Treated Water Plant; Ipiranga Treated Water Plant, in Goiânia; Abstraction and WTP in Indiará; and Raw Water Pumping Plant in Jataí). In 2021, it carried out the efficiency project at the Raw Water Pumping Plants in the cities of Alexânia and Joviânia. In the year, resulting from these two initiatives, consumption reduced by 6,706.82 MWh (24,114.55 GJ), based on the Efficiency Valuation Organization's (EVO) International Performance Measurement and Verification Protocol. The base year for calculating consumption reductions was 2019 (for the first project) and 2021 (for the second).



# Climate change

GRI 3-3 on the topic Climate strategy, 201-2, SASB IF-WU-450a.4

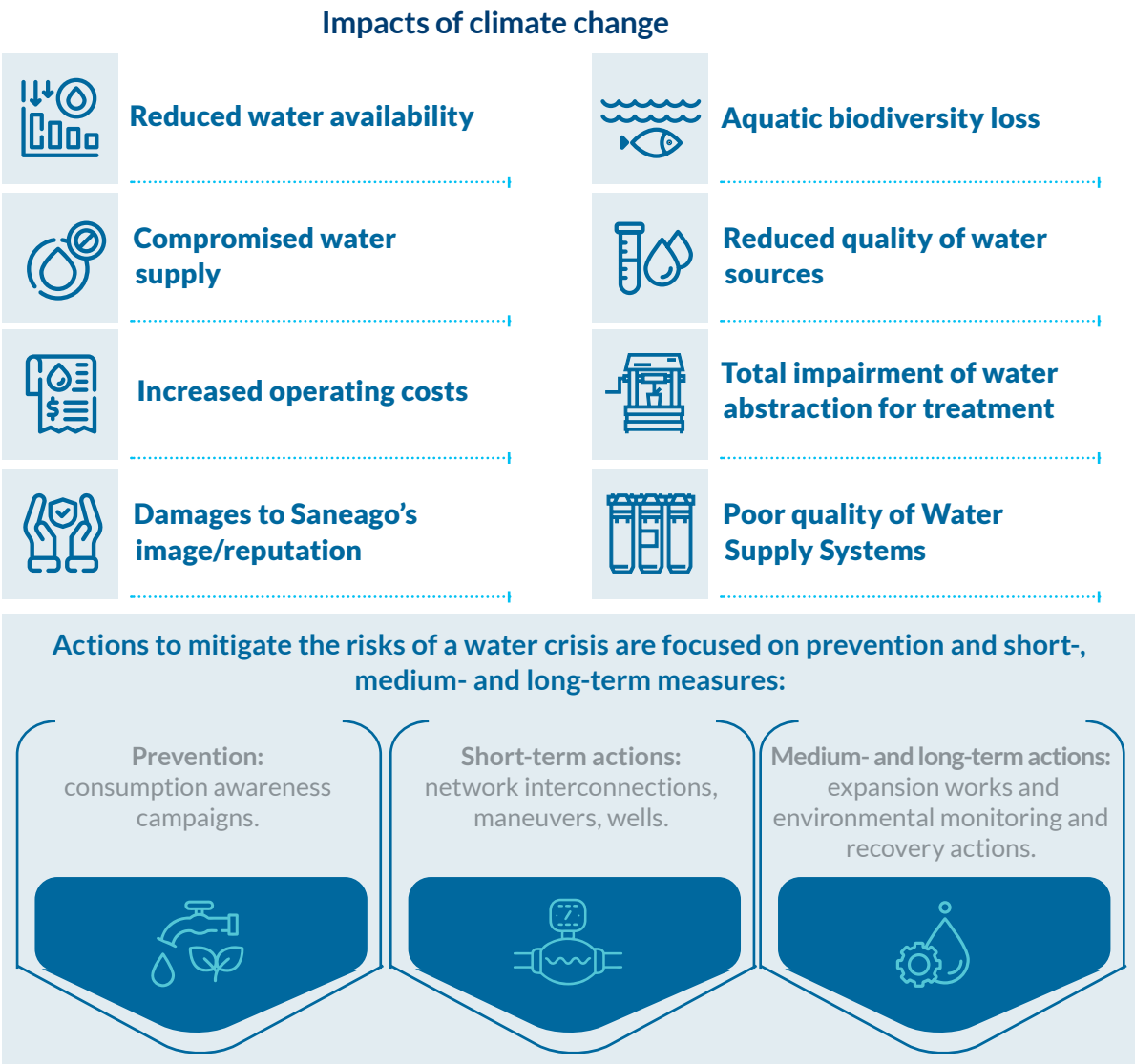
The main climate change risk, with the potential to have a direct impact on Saneago’s operations, stems from possible changes in the availability and quality of water sources.

These alterations can be caused by changes in rainfall patterns; by a reduction in the flow of water sources and reservoir levels following a decrease in rainfall; and by the degradation and pollution of water sources and reservoirs by sediments carried by increased rainfall.

Changes to water availability and quality is a physical and operational risk with significant financial impacts, such as a reduction in revenue due to decreased water supply. At the same time, the change would require the Company to have greater operational capacity, which would lead to an increase in operating expenses, demanding more processes and products in water treatment, as well as

increasing capex, given the need to access increasingly distant water sources.

Faced with the risk of changes in water source availability and quality, the Company estimates a total cost of BRL 32 million and a 14.4% probability of the risk occurring, based on data from November 2024, taken from the methodology applied, according to the ISO 31000 standard and the COSO ERM model. The costs of measures taken to manage risks are those of the Company’s own organizational structure and are aligned with the achievement of the goals established in the Strategic Plan.





# Risks linked to natural resources

<p>“Natural resources” is one of the categories of the Company’s risk matrix, which is updated every year. This category includes the water crisis risk, as well as events that could lead to it and tactical-operational responses to it, namely environmental education and basin recovery.</p> <p>To help mitigate water crisis risk, the Company also relies on the Sustainability Policy, as well as its commitment</p>	<p>to sustainable development and sustainability governance. Operating in harmony with regulatory agencies and constantly monitoring the level of water sources are also measures taken to address the impacts of climate change.</p> <p>In view of the increase in the frequency and intensity of extreme weather events, Saneago has implemented mechanisms for forecasting droughts and analyzing climate change scenarios. With the support of the</p>	<p>National Meteorological Institute (Inmet, in Portuguese), it has short- and medium-term forecasts to adapt operations as necessary, by expanding reservoirs and building groundwater collection systems, for example.</p> <p>In 2024, the prolonged drought combined with high temperatures, which led to record water consumption in the State of Goiás, had a positive effect on revenue as detailed in the Revenue. On the other</p>	<p>hand, from an operational stance, the scenario of climate change, water scarcity and growing demand for water due to population growth has required planning and investment, as well as ongoing work to reduce loss rate (<a href="#">read more in Regulation and control mechanisms</a>).</p>
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Events generated by climate change can impact on the achievement of four of the Company’s strategic goals, namely:



Seek universal access to water and sewage services



Promote water security and contribute to preserving the environment



Provide excellent services



Rationally use natural resources



# Greenhouse Gas (GHG) Inventory

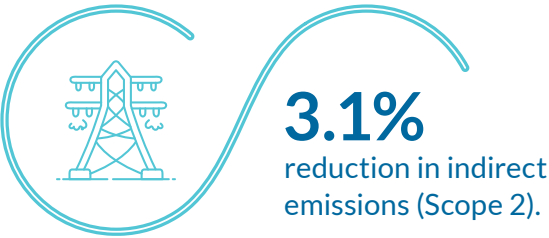
GRI 3-3 on the topic Climate strategy

Saneago has mitigated Greenhouse Gas (GHG) emissions into the atmosphere by offsetting the gases emitted as a result of its corporate activities. Its fourth Greenhouse Gas Inventory, related to emissions between January and December 2023, demonstrates the Company’s maturity in relation to actions needed to mitigate environmental liabilities, improve its operational processes and anticipate environmental and regulatory risks, as well as to incorporate technological innovation and enhance its image before stakeholders.

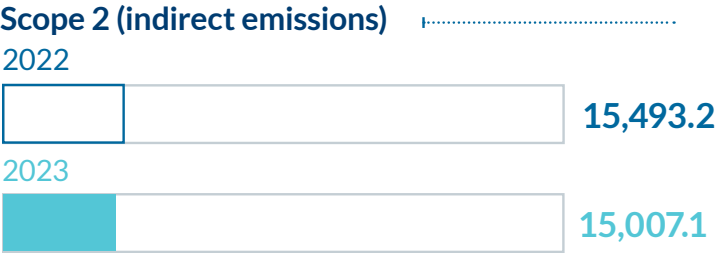
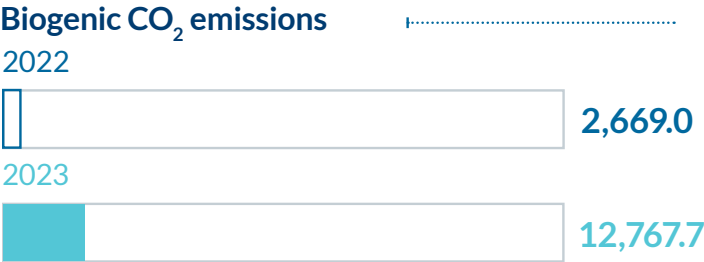
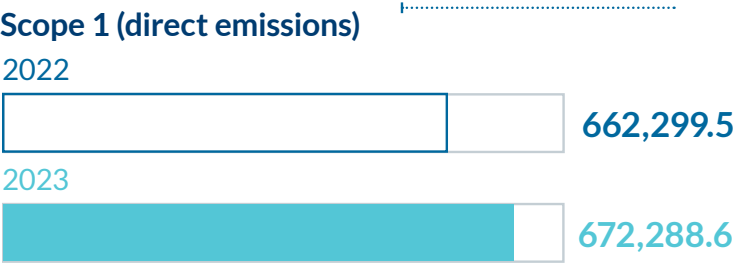
The gases inventoried in this edition were the same as those included in the calculation of emissions in previous years: CO<sub>2</sub>; CH<sub>4</sub>; N<sub>2</sub>O; HFCs; PFCs; SF<sub>6</sub>; and NF<sub>3</sub>.

The emission factors used by the Company were supplied by the GHG Protocol, using the calculation tool that can be found here. Emissions were reported under the Operational Control approach.

The inventory is limited to emissions from the Company’s sewage treatment plants and its activities in the State of Goiás. The 2024 edition showed that, similarly to what happens in other sanitation companies, Saneago’s largest source of GHG emissions is sewage treatment processes, accounting for the majority of Scope 1 emissions. Scope 2, which comprises the purchase of electricity, is the second largest source of emissions at Saneago.



GRI 305-1 | 305-2: Metric tons of CO<sub>2</sub>e per year<sup>1</sup>



<sup>1</sup>Information for 2024 is being finalized and is expected to be available after the report’s publication date.





Corumbá abstraction point

# 6

## Economic and operational performance

- 94 Operational management and efficiency
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- 103 Investments
- 108 Economic and financial performance



Interactive  
summary



# Operational management and efficiency

GRI 3-3 on the topic of Operational efficiency and loss management

Saneago's Integrated Plan (PIS, in Portuguese) outlines the actions to be taken and targets to be met — both individual and for the teams — to achieve the Company's strategic goals. Through the PIS, the Company guarantees the quality of the products (treated water and treated effluent) and services delivered, in favor of excellence in meeting internal indicators.

Through the PDCA management tool's continuous cycle, Saneago manages the impacts on customer satisfaction and the promotion of public health. This tool analyzes the results, criticisms, plans and actions taken. The Company checks whether targets have been achieved, checks the causes for not meeting the plan and draws up a feasible action plan.

Indicator data are released monthly to stakeholders and annually to the Ministries of Cities, Health, and Environment and Climate Change.

In 2024, Saneago adopted an Annual Procurement Plan, which has been a managerial highlight. It enables the Company to plan and establish a procurement schedule for a period of one year, which guarantees operational and stock predictability, successful bids and shorter contracting times. With the Plan, the Company was able to reduce procurement process time from two months to 15 days. Governance improves with procurement planning.

## Prevention efforts

The investments made in recent years and the emergency ones made in 2024 were essential to maintaining water supply during almost 160 days without rain. This period was one of the biggest challenges of the year. Saneago prepared and monitored action plans to get through the drought. The Company's low water loss ratio played a major role in maintaining the supply and in recording the highest monthly volume of water billed (30 million m<sup>3</sup>), leading to a revenue increase in terms of volume of billed water.

In 2024, Saneago improved the systems' infrastructure and prioritized the following investments:

- Expansion of reservoirs;
- Automation of treatment systems;
- Modernization of distribution networks, with new water connection and branch exchange contracts;
- Drilling of wells in small municipalities that are at the abstraction capacity limit; and
- Combating leaks to reduce losses and optimize water management.



# Water loss management

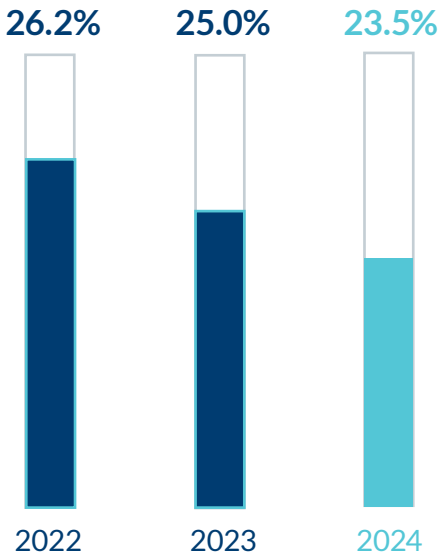
Saneago is a national benchmark in water loss management: It has the lowest ratio in Brazil, due to its hard work towards operational efficiency. In 2024, the Company reduced its water loss ratio from 25% to 23.54%, a historical milestone considering that the Legal Framework for Sanitation set 25% as the target to be achieved by 2033. The challenge for the coming years is to keep the ratio at this level.

In the past few years, Goiânia recorded the best results among Brazilian capitals, according to the Trata Brasil Institute’s Sanitation Ranking. In 2024, the city’s water loss ratio came to 11.5%. In Anápolis, the State’s third most populous city, the ratio went down from 41% to 30%, which represents more 100 additional liters of water per second in the system.

This result was achieved after major investments, especially in the implementation of volumetric water meters; the use of the “night minimum” tool in all areas where Saneago operates; the installation of pressure reducing valves; and the replacement of damaged branches. In 2024, the main initiative was the training and capacity building of operational teams, focused on increasing engagement and commitment to results.

The Company made improvements that had an impact on reducing wastage. In Goiânia’s western region, Saneago doubled the Vila Adélia line, a project that will improve water transportation to the region and improve supply to the Garavelo area, in Aparecida de Goiânia, a municipality in the Goiânia metropolitan area. The Company has also implemented a new measurement and control district that will enable monitoring minimum night-time demand and identify leaks.

Water Loss ratio (%)



Saneago is a national benchmark, with the lowest waste rate in Brazil. In 2024, the loss rate was 23.54%.

## Next steps

Geared towards further reducing the water loss ratio and reaching the 22% target by 2029, the Company will continue with its policy of training operational teams, changing water meters and branches, installing pressure reducing valves and implementing data analysis technologies — such as database integration and geographic information systems. These tools are now more accessible and will improve processes.



## Tools

### Night Minimum

This tool detects water leaks before customers notice them. In the small hours, the automation system monitors reservoir levels and makes precise calculations. Based on these, it is possible to identify leaks in the region supplied by a specific reservoir or in a given measuring area and give precise directions for the teams to find and repair leaks more quickly.

### Volumetric water meters

Saneago signed a contract in the amount of BRL 104.6 million to purchase 725,000 new volumetric water meters to be installed in all areas where the Company operates across the State. In 2024, around 311,000 meters were received; just over 239,000 of them were used to replace old equipment, and around 62,000 for first water connections.

Volumetric water meters accurately measure the volume of water consumed and thus make it easier to identify anomalous consumption patterns, large-scale leaks and fraud in the supply system.

This tool is crucial for optimizing water distribution and reducing wastage. In a context of increasing water scarcity, improvements are essential to guarantee sustainable water supply and efficient distribution systems.



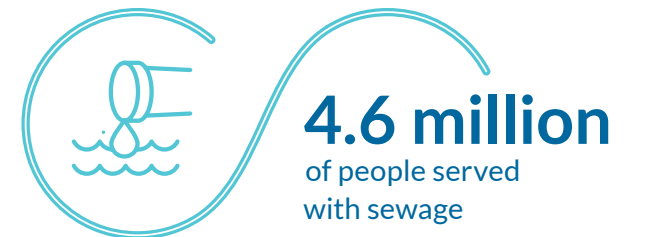
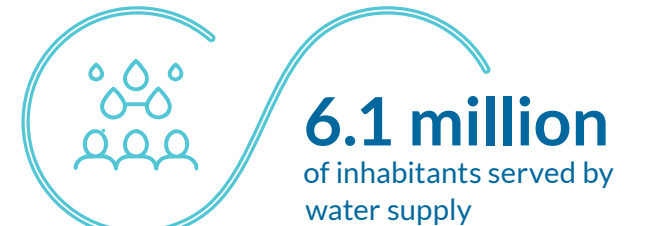
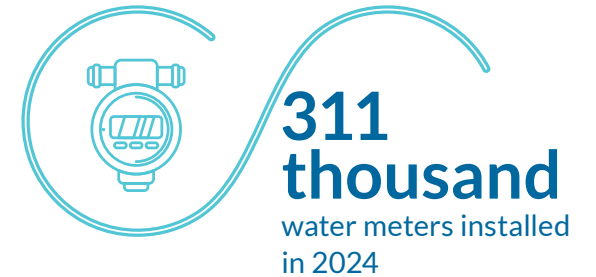
Pipe repair

## Results

In 2024, the number of water economies increased by 2.3% year on year, resulting in a treated water service index of 98.19% of the population. Said increase led the Company to reach 6.1 million inhabitants with water supply services.

Sewage treatment services reached 73.99% of the population, following a 2.49% increase in sewage economies versus 2023. As a result, 100,000 additional people were served with sewage, bringing the total to 4.6 million.

Expanding access to the sewage service is a challenge. Currently, the sewage service index is almost 74%, but it is still concentrated in 75 cities. The Company must implement sewage service in more than 140 cities where it operates. This will be achieved through investments planned by the Company and the PPPs ([read more on the page 99](#)).





## Product safety and quality

GRI 3-3 on the topic Customer health and product quality, GRI 3-3 on the topic Operational efficiency and loss management, 303-4, 416-1

Saneago has strict control over production to guarantee treated water and sewage to the population it serves. This is a pillar whose requirements and guidelines are outlined in the Company's Strategic Plan.

Water and sewage are the most important categories for assessing impacts on health and safety. As regards drinking water, the Company analyzes the presence of total hardness; iron; taste and odor; manganese; monochlorobenzene; sodium; TDS; sulfate; hydrogen sulfate; turbidity and zinc; metals; and organic traces and compounds (pesticides and solvents). As for treated sewage, Saneago assesses impacts on the health and safety of local fauna and flora, especially in relation to the quality of the treated effluent that is discharged into the water sources.

Saneago must comply with minimum legal potability requirements (treated water) and environmental requirements (treated effluent). Through the Saneago's Integrated Plan, the Company also sets progressive targets for internal product quality indicators based on historical data and the New Legal Framework for Basic Sanitation.

To track control measures' effectiveness, the Company checks management performance indicators and external indicators from regulatory bodies, as well as the legislation in force. Water source quality data — which vary seasonally — are essential for the operational area to draw up feasible and assertive action plans for implementing product quality measures.

Saneago has a technician in charge of the production systems, in compliance with various normative instructions, and has implemented the automation of chemical product dosing. Production is monitored in three spheres: laboratories in the production system; regional laboratories; and central laboratories.

The data obtained are critically analyzed and used to plan corrective or preventive actions at the operating units.

In implementing corrective actions, the Company must comply with the guidelines of the Legal Framework for Basic Sanitation, including the deadlines and indicators established therein. As for preventive actions, it must comply with all the clauses of the contracts entered into with the municipalities, as well as the established indicators.

## Water and sewage quality index

The water and sewage quality indexes show whether the measures implemented have been effective in meeting legal requirements.

### Water Quality Index (2024 IQA, in Portuguese):

Saneago did not meet the 2024 PIS target of 95. This indicates the need for operational improvements in water treatment, quality in water storage and integrity of the distribution network.

### Treated Effluent Quality Index (IQEt, in Portuguese):

It considers four parameters: temperature; Biochemical Oxygen Demand (BOD) or BOD removal efficiency; settleable solids; and pH. The Company achieved the 2024 PIS target of 95. This indicator improved as a result of enhancements implemented in 2023, the effects of which were seen in 2024.

Saneago ratcheted up the IQEt target to 95.75 and maintained the IQA target at 95 in the 2025-2029 Strategic Plan, after critically analyzing the results of the monthly and annual indicators and the targets set by the Legal Framework.



# Innovation and technology

GRI 3-3 on the topic of Innovation and technology

The commitment to innovation is embodied in the nature of a State-controlled company, which encourages the continuous pursuit of new solutions, focused on efficiency and cost reduction. All knowledge acquired is integrated and disseminated across the Company to update the processes for reviewing and updating regulatory documents.

Saneago's organizational culture values innovation and continuous improvement, encouraging the identification and implementation of ideas. The Company trains its employees on the importance of innovation and has adopted a monitoring and evaluation system based on targets established in integrated planning, encouraging informal feedback on the solutions adopted. In this context, innovation outcomes are measured by collecting and analyzing operational and financial data before and after

implementing the measures, and through satisfaction surveys with the population and stakeholders.

Investments in innovation and technology prioritize actions to increase productivity and the quality of services, as well as reduce operating costs. Through ongoing dialog with local and regional authorities, who represent the community, the Company identifies needs and concerns and incorporates the population's perspectives into its decisions.

The measures implemented include:

- Use of smartphones to manage maintenance teams, optimizing processes and increasing operational efficiency.
- Energy procurement preferably in the Free Energy Market, guaranteeing long-term savings.

- Investment in smart water meters, reducing sub-metering.
- Investment in automation systems, from abstraction to control of pumps and reservoir levels, promoting greater efficiency and control.
- Adoption of new operational equipment, such as combustion hammers and pneumatic drills, for non-destructive services, as well as fraud identification and leak detection equipment.

Qualitative and quantitative indicators of increased productivity, service quality and reduced operating costs are monitored regularly to assess the progress and effectiveness of actions implemented. Strategic indicators are selected according to the specific innovation goals that the Company is pursuing — which can be financial, operational or quality.

Innovation and technology measures are presented in the Sustainability Report and, occasionally, on the Company's social media.

In 2024, Saneago created the New Business Department, focused on devising the Company's long-term goals in order to create solutions and opportunities. Talks are underway with startups, the Federal University of Goiás, the Federal Institute of Goiás and the Brazilian Micro- and Small-Business Support Service (Sebrae, in Portuguese) to find external intelligence to help the Company with solutions on different fronts, such as environmental and technology.



# Universal access

GRI 3-3 on the topic Universal access to basic sanitation

Saneago has been devoting efforts to achieve the universal access to water and sewage services targets. In its coverage area, it works to ensure that, by 2033, 99% of the population has access to drinking water and 90% is served by sewage collection and treatment.

In 2024, the Company began drawing up the Strategic Plans for Universal Access to Services (PEUs, in Portuguese), which detail the actions to be carried out in the municipalities, so that universal access to services is

maintained or achieved by 2033, as determined by the Legal Framework.

Saneago has economic and financial capacity to meet its contractual obligations and reach universal access to services within the legal term. The economic capacity study prepared in 2023 was approved by the regulatory agencies without reservations in 2024. In addition, the Company has a robust strategy and financial performance and strictly monitors its financial indicators ([read more in Economic performance, page 108](#)).

At the same time, it has improved its bidding processes to more efficiently hire contractors, in terms of values, standards and terms, in order to make the necessary investments to reach universal access and minimize the impact on tariffs. In operational terms, the Company has

hired integrated system solutions to provide greater efficiency in monitoring demands, deadlines and productivity.

The Company's strategic guideline is to develop ethical and harmonious relationships with stakeholders in order to achieve customer satisfaction and maintain partnerships with municipalities, adjusting procedures whenever necessary to better meet legal requirements and expand corporate governance.

In its efforts to expand services, the Company adopts a learning process based on the results of indicators and the identified need to prepare action plans to meet the targets set. The relevant departments, depending on each case, take steps to internalize and implement new measures and procedures, as well as update regulations.



Technical visit to the Parque Atheneu STP - Goiânia



## Public-Private Partnerships (PPPs)

Public-Private Partnerships are collaboration agreements between the public and private sectors that will expedite the expansion of sewage services in Saneago's coverage area, with gains in scale in a shorter timeframe and in line with the guidelines of the Legal Framework.

The signing of a PPP was an important step towards reaching universal access to sewage services by 2033.

The Brazilian Development Bank (BNDES, in Portuguese) is preparing a study to structure and model the PPP contract for reaching universal access to sanitary sewage in 216 municipalities where Saneago operates, as per agreement signed between the bank and the Goiás State government in September 2023. The project is at the stage of revising the preliminary engineering design and preparing the economic modeling.

**The project is expected to be presented to the market in 2025. Without any setbacks, the public tender for the project is expected to take place in the fourth quarter of 2025.**

The PPP project foresees carrying out studies only for the provision of public

sewage services in 216 municipalities in Saneago's area of operation. The cities of Goiânia, Anápolis and Águas Lindas de Goiás, still operated by Saneago, are outside the project's scope. Likewise, the four municipalities sub-delegated to BRK (Aparecida de Goiânia, Jataí, Rio Verde and Trindade) were not included.

The PPP under study by the BNDES is exclusively for sewage services, and Saneago will remain in charge of water abstraction, treatment and distribution services.

The Company is also being advised by FGV to structure a water PPP for the Goiânia metropolitan area, through a new production system on the Ribeirão Caldas river, located in Caldazinha. This project aims to increase water security in the capital of Goiás and municipalities in the region.

The execution of PPP contracts requires technical expertise. Therefore, Saneago has been conducting internal training sessions on the public-private partnership business model and hired market professionals to boost the Company's knowledge on the topic. At the same time, it has been reinforcing the importance of the PPPs to expedite service expansion with the municipalities.



Meia Ponte WTP



# Regionalization

GRI 3-3 on the topic Regionalization

Saneago understands that regionalization is the best instrument to quickly and effectively achieve the targets for universal access to drinking water supply and sanitary sewage services in the State of Goiás, guaranteeing affordable and equitable tariffs, in compliance with the legislation that established the national framework for basic sanitation (Law 11,445/2007) and the legislation that established the basic sanitation microregions (State Complementary Law 182/2023). This is because cross-subsidization ensures that poorer regions or those that render lower financial profitability for providing the service on their own have access to quality basic sanitation.

Regionalization is backed by legislation (Law 14,026/2020) and was approved by the Microregion Councils at a meeting held in December 2023. In other words, the Company acts legitimately, regularly and in full compliance with current legislation. Regulatory uniformity in the State, supported by the reference standards of the National Water Agency (ANA, in Portuguese), is important for bringing legal certainty to the work of utility companies, as well as attracting investment to the sector.

Saneago’s governance bodies monitor the achievement of targets set in the Strategic Plan based on reports from the technical areas in charge, so as to ensure effective action.

## Microregions

In 2023, the State of Goiás enacted Complementary State Law No. 182, which established the Basic Sanitation Microregions (MSB, in Portuguese) model for the provision of sanitation services on a regional level in the State. Three microregions were created: Center MSB, East MSB and West MSB.

The federal government, the Federal District, the State government and the municipalities in Goiás share responsibility for the microregion’s activities, preventing the transfer of all decision-making power to the member State or any of its municipalities.

In Goiás, the microregion design has balanced the relationship between the State and the municipalities, which are encouraged to engage in democratic

dialog within the governance bodies established by law.

As regular service provision is a legal condition for accessing federal public funds earmarked for basic sanitation, following a request filed by Saneago, the microregions decided to assign direct service provision to the Company in the municipalities where it operated without a current contractual link, after the appropriate technical analysis and the approval from the competent bodies.

In order to promote universal access to services, as well as tariff affordability and standardization, Saneago also filed a request with the microregions to standardize the term of contracts in force to December 17, 2049. The request was also approved by the



microregions' decision-making bodies, after all the appropriate legal and regulatory procedures.

Saneago communicates most of regionalization-related impacts on its Investor Relations website. Specific situations — such as the approval of requests filed with the microregion councils and the approval of the economic capacity study and investment plan for the period — are published on the website as Material Facts or Notices to the Market.

There are three microregions in the State of Goiás: East, Center and West.

The goal was to ensure balance, with systems for up to 2,000 inhabitants; 2,000 to 5,000 inhabitants; and 5,000 to 10,000 inhabitants. More than 60% of municipalities have a supply system.

## Sanitation microregions

### West Microregion

Lower Paranaíba, Upper Araguaia, Vermelho River and dos Bois River

**88** municipalities

### East Microregion

Middle Tocantins, Parana River, São Francisco River, Corumbá Veríssimo and São Marcos

**70** municipalities

### Center Microregion

Middle Araguaia, das Almas River, Upper Maranhão and Meia Ponte River

**88** municipalities



# Investments

GRI 3-3 on the topic Regionalization, 203-1

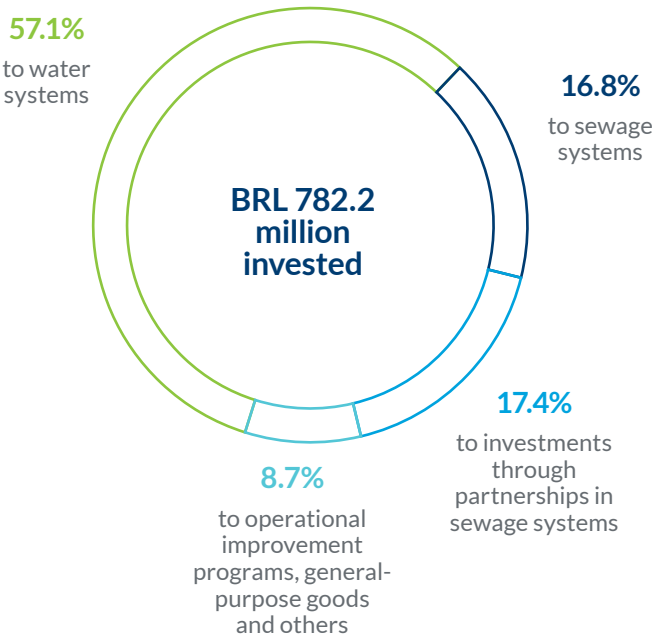
In 2024, Saneago increased investments, hired construction works and made them operational. Focused on reaching universal access, the Company invested BRL 782.2 million. Investments in water and sewage, carried out by Saneago, totaled BRL 578.6 million, moving up by 33.38% from 2023.

Commercial investments have expanded access to the Company’s services, as well as created direct and

indirect jobs, boosting local economies and increasing the value of real eState in the regions served.

Saneago has an Investment Plan that guarantees funds and guides investments made to meet the universal access targets set forth by law. Another important instrument for economies of scale and for the Company’s activities is the Annual Procurement Plan, which takes into account the Company’s Strategic Plan and budget plan.

BRL 782.2 million invested in 2024



Mauro Borges WTP



The Company is replanning its investments. It has started preparing the Strategic Plans for Universal Access to Services (PEUs, in Portuguese), as well as adjusting the schedule for investing in the municipalities, taking into account, above all, the operational and expansion aspects involved. It has surveyed the necessary investments and is in final negotiations to consolidate actions in all municipalities.

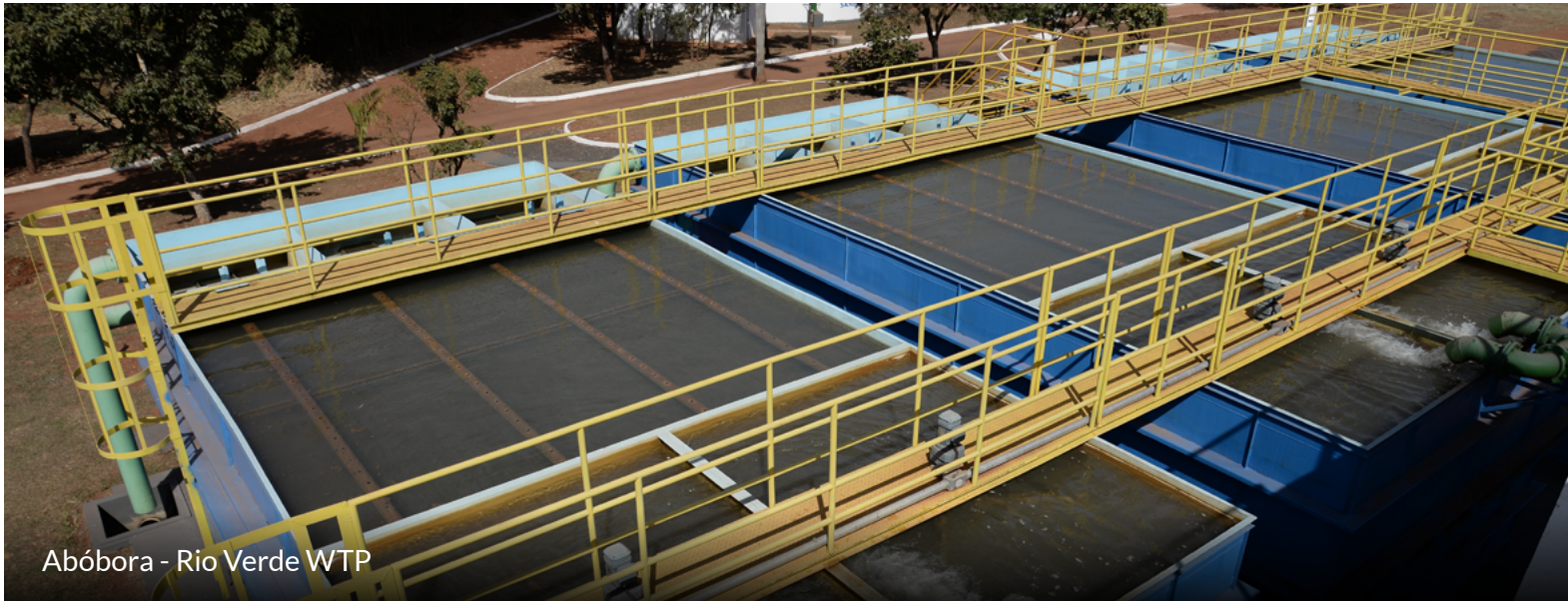
The terms of the agreements with the municipalities were standardized to 2049, in view of the investment cycle necessary for reaching universal access to services.

The Company will need to make a large disbursement by 2033 – the deadline defined in the Legal Framework. The expiration of contracts in 2049 aims to make the flow of investments and their return viable.

Saneago has strong liquidity to make investments using its own funds and third-party capital for two years. It expects to maintain a ratio of 47% of its own funds to 53% of third parties. The Company monitors the metrics set out in the Strategic Plan on a monthly basis, both in terms of issues related to reducing costs in order to increase margins, and of leverage of funds and leverage ratios.

## Investment x Water loss ratio

Saneago invested in infrastructure and system improvements to deliver a water loss ratio of 23.54% ([see more on p. 95](#)). The Company believes that it has reached the cost-effective point, and that a further reduction would require large investments. The challenge is to maintain the ratio at this level, which enabled Saneago to meet the target set in the Legal Framework for Sanitation almost 10 years in advance.



Abóbora - Rio Verde WTP



# Infrastructure

Saneago has a total of BRL 683 million in construction work contracts, of which BRL 408 million refers to the expansion of Water Supply Systems and BRL 275 million to the expansion of Sanitary Sewer Systems.

In 2024, it completed the receipt and immobilization of investments made in more than 20 expansion works for water and sewage systems. Another 39 are in progress. In the first half of the year, the Company focused on increasing or improving infrastructure in the Goiânia metropolitan area. As of the second half of 2024, the Company devoted efforts to contracting and executing works for the interior, in smaller systems, in the municipalities of Uruaçu, Minaçu, Hidrolândia, Aruanã, São Luís de Montes Belos, Barro Alto, São Luiz do Norte, Morrinhos, Guarinos, Cristalina and Itapuranga.

These works aim to guarantee access to water supply and sewage services, but also to expand the systems, taking into account the population increase and the expansion of the cities.

In 2024, the Company published calls for tenders for expansion works totaling 426 kilometers of water networks and 735 kilometers of sewage networks. It also opened a BRL 76 million tender for a new abstraction point on the Capivari River in Anápolis, as well as for interceptors and sewage pumping stations in Goiânia, with investments of BRL 20 million.

In 2024, Saneago also made progress by hiring specialized companies to prepare engineering projects. As a result, the Company is responsible for analyzing, contracting and managing these contracts. It currently has 40 project contracts, totaling BRL 100 million.



20+

construction projects completed in 2024.



39

works underway.



40

engineering project contracts, totaling BRL 100 million.

## Expansion works

To mitigate negative impacts, Saneago has manuals and regulations that must be followed during construction works and which are strictly enforced during inspections. Planned interventions with a greater impact are communicated to and monitored by the regulatory bodies. The Company has also made efforts to improve communication with the population in a timely and efficient manner.



## Water Supply Systems (SAAs, in Portuguese) and Sanitary Sewer Systems (SEs, in Portuguese)

Among the expansion works carried out with part of the investments already made, we highlight the following:

### Water Supply Systems (SAAs)

- **Goiânia Water Supply System (Cristina Connection and João Leite Booster)**, including the implementation of the João Leite Booster and the Treated Water Main (DN 1200), which will connect Goiânia's two water-producing systems (João Leite and Meia Ponte). Investments total BRL 64 million, of which BRL 61 million was already used.
- **Goiânia Water Supply System (SSA Expansion - Lot 2 - Northwest Region)**, including 7.6 km of Treated Water Mains (DN800 to DN1200); the Paineiras, Recanto, Solar Ville 2 and Floresta Reservoir Centers (CRs in Portuguese); and Liberdade Booster and Vera Cruz booster, in the city of Goiânia. Investments total BRL 48 million, of which BRL 46 million was already used.
- **Expansion and improvements to the Anápolis Water Treatment Plant**, including the implementation of two new treatment modules, a waste treatment unit, among other units, which will increase treatment capacity from 800 L/s to 1,600 L/s. Investments total BRL 52 million, of which BRL 37 million was already used.
- **Expansion of the Águas Lindas de Goiás Water Supply System**, including the construction of the Bonitas, Planalto, Quedas and Querência Reservation Centers, and the water distribution networks and water mains in their areas of influence. Investments total BRL 38 million, of which BRL 35 million was already used.
- **Implementation of the Water Supply System in the district of Campos Lindos, municipality of Cristalina**, which includes 14 wells, 2 Reservation Centers (Alphaville and Marajó), Pumping Station, Modular Water Treatment Stations, water mains, water distribution networks and residential connections. Investments total BRL 26 million, of which BRL 18 million was already used.



WTP Anápolis expansion.



- **Expansion of the São Luís de Montes Belos Water Supply System**, including the implementation of a new abstraction point in the Ribeirão Santa Rosa river, increasing water production by 117 L/s. Investment totaled BRL 23 million.
- **Expansion of the Rio Verde Water Supply System, including the implementation of the new Rio Verdinho Water Treatment Plant**, with a nominal treatment capacity of 800 L/s. Investments total BRL 62 million, of which BRL 1 million was already used.
- **Expansion of the Valparaíso Water Supply System**, including the construction of two 10,000 m<sup>3</sup>-metal reservoirs at the Corumbá Water Treatment Plant. Investments total BRL 25 million, of which BRL 3 million was already used.

### Sanitary Sewer Systems (SES)

- **Expansion of the Dr. Hélio Seixo de Britto Sewage Treatment Plant, in Goiânia**, including the implementation of secondary treatment using an activated sludge system. Investment totaled BRL 124 million.
- **Expansion of the Novo Gama Sanitary Sewer System. Implementation of the Santa Maria SES**, including a Sewage Pumping Station and Sewage Treatment Plant. Investments total BRL 73 million, of which BRL 44 million was already used.
- **Expansion of the Anápolis Sanitary Sewer System**. Completion of the Sewage Treatment Plant expansion and implementation of connections in the Antas and Felizardos river basins. Investments total BRL 56 million, of which BRL 25 million was already used.



Cristina Connection - SAA Goiânia



# Economic and financial performance

GRI 203-1

In 2024, Saneago recorded one of the highest revenue figures in the past few years. Two factors help explain this figure:

- i) Record water consumption due to the prolonged drought and high temperatures. The Company recorded the highest billed water volume for a single month in its history: 30 million m<sup>3</sup>;
- ii) Customer base expansion, based on greater efficiency in water and sewage connections.

In 2024, Saneago recorded one of its highest revenues in recent years and had its rating raised to AAA.br, Moody's highest level.

## Corporate rating upgrade

**In 2024, Moody's rating agency upgraded Saneago's corporate rating to its highest level: AAA.br.**

The rating upgrade — which also applies to debenture issues — reflects the progress made by the Company in the operational, financial and legal areas. It has a direct impact on attracting investors and raising funds from third parties at a lower cost, which leads to greater opportunities for investment in improvements, operations and expansion.



**For more information on the year's financial results, see the financial statements.**

## Debentures

In 2024, the Company raised BRL 300 million in the capital market through its 12th Debenture Issue, with interest payments indexed to the DI Rate, plus 0.80% per annum.

The offer, which began and ended in the third quarter, was well-received, with demand for almost BRL 1.2 billion from large investment fund managers.

## Auditors

In the third quarter of 2024, the emphasis paragraph in the Company's financial Statements, which had been in place since 2018, was removed. The Company has carried out a robust survey and consolidation of the entire governance structure implemented, which mitigates the risk that was established in the emphasis paragraph.



Regulation and control mechanisms

Financial risks are mitigated by adopting regulatory and control mechanisms. In this regard, the Company has a Financial Risk and Resource Management Committee, which coordinates and manages economic and financial sustainability as one of the core factors of the Strategic Map.

The actions’ effectiveness is tracked using mechanisms and by regulatory and control institutions, which, in addition to mitigating financial risks, aims to improve the Company’s performance in order to preserve its financial health.

Economic and financial sustainability is managed as one of the axes of the Strategic Map.

GRI 201-1: Direct economic value generated and distributed

Component	2020	2021	2022	2023	2024
Added value generated	1,879,490	2,008,238	2,259,756	2,532,275	2,681,560
Revenue	2,724,085	2,864,202	3,304,343	3,796,262	4,199,790
Inputs	(749,709)	(784,145)	(1,042,838)	(1,245,257)	(1,549,832)
Depreciation and amortization	(165,254)	(218,880)	(142,215)	(163,938)	(134,853)
Financial income	70,368	147,061	140,466	145,208	166,455
Economic value distributed	1,543,144	1,655,782	1,858,121	1,948,419	2,059,966
Employee wages and benefits	848,590	916,820	1,055,700	988,557	1,067,754
Payments to providers of capital	142,130	152,257	170,407	175,812	188,627
Payments to government	552,424	586,705	632,014	784,050	803,585
Economic value retained	336,346	352,456	401,636	583,856	621,594

Note: values expressed in BRL thousands.

Value added distribution (%)	2021	2022	2023	2024
Taxes	29.2%	28.0%	31.0%	30.0%
Own capital	17.5%	17.8%	23.1%	23.2%
Employees	45.6%	46.7%	39.0%	39.8%
Third-party capital	7.6%	7.5%	6.9%	7.0%



Revenue

In 2024, net revenue from water and sewage services reached BRL 3,305 billion, up by 7.7% year on year.

This positive result is due to:

- 1.95% tariff adjustment applied as of April.
- Increase in water consumption, especially from residential and commercial customers, due to the weather back-drop, with prolonged drought and high temperatures. Billed water volume was up by 4.72% from 2023.
- Increase in the customer base: 2.73% for water economies and 2.49% for sewage economies.

- The customer base expansion was mainly due to increased operational efficiency in water connections. The Company hired an outsourced company to make the connections, which reduced the average time to install new connections from 30 to 3 days.

The 10 local operations with the highest revenue accounted for 61.77% of the Company’s net revenue in 2024, led by Goiânia and Anápolis, which represented 36.22% and 7.27% of total net revenue, respectively.

In 2025, the customer base is expected to grow by 2.49% for sewage service and 2.73% for water supply service. Growth is expected to be higher in 2028 and 2029, with the completion of works in progress.

Gross revenue

Gross revenue reached BRL 3.647 billion in 2024, moving up by 7.64% from the previous year.

Ebitda

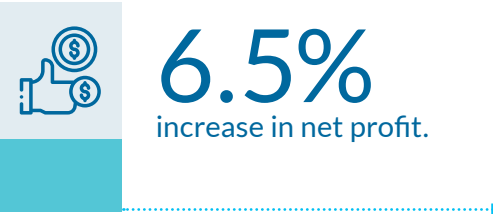
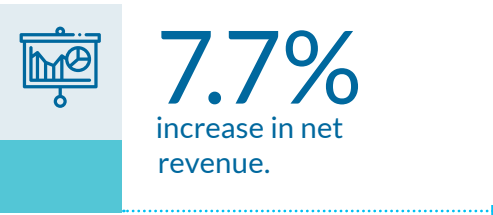
In accumulated figures, Ebitda came to BRL 1,015,473,000, up by 1.97% vis-à-vis 2023. In full-year 2024, the Ebitda to net revenue ratio was 30.73%, compared to 32.46% in the same period of the previous year.

This result was impacted especially by the net revenue increase, the water and sewage economies expansion, the economic rebalancing of the contract with sewage services subdelegate BRK and the 101% reduction in the balance of provisions/reversals.

Net income

The Company’s net income totaled BRL 621.5 million in 2024, moving up by 6.5% from 2023.

This increase was mainly driven by the increase in net revenue and water consumption.







Mauro Borges System

# 7

## Appendices

- 112 GRI and SASB content index
- 123 Corporate information
- 124 Credits



Interactive  
summary



# GRI AND SASB CONTENT INDEX

Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Statement of use	Saneago reported in accordance with the GRI Standards for the period from January 1 <sup>st</sup> , 2024, to December 31 <sup>st</sup> , 2024					
GRI 1 used	GRI 1: Foundation 2021					
General disclosures						
The organization and its reporting practices						
GRI 2: General disclosures 2021	2-1	Organizational details	4			
	2-2	Entities included in the organization’s sustainability reporting	4			
	2-3	Reporting period, frequency and contact point	4			
	2-4	Restatements of information	83, 89			
	2-5	External assurance	4 a) There was no external verification of the sustainability report.			
Activities and workers						
GRI 2: General disclosures 2021	2-6	Activities, value chain and other business relationships	14, 15, 60, 65, 67			
	2-7	Employees	47, 48			
	2-8	Workers who are not employees	47, 48			
Governance						
GRI 2: General disclosures 2021	2-9	Governance structure and composition	32			
	2-10	Nomination and selection of the highest governance body	32			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Governance						
GRI 2: General disclosures 2021	2-11	Chair of the highest governance body	32			
	2-12	Role of the highest governance body in overseeing the management of impacts	32			
	2-13	Delegation of responsibility for managing impacts	30			
	2-14	Role of the highest governance body in sustainability reporting	4			
	2-15	Conflicts of interest	30			
	2-16	Communication of critical concerns	30, 42			
	2-17	Collective knowledge of the highest governance body	37			
	2-18	Evaluation of the performance of the highest governance body	37			
	2-19	Remuneration policies	36 a.ii. The Board of Directors, Statutory Executive Board, and Fiscal Council of the Company do not receive bonuses or profit-sharing.  a.iii. All contractual termination payments are made in accordance with legislation, without additional payments.	2-19-a iv) return of bonuses and incentives (clawbacks);	Not applicable.	Senior management retirement benefits sponsored by PREVSAN are the same as those for employees.



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Governance						
GRI 2: General disclosures 2021	2-20	Process to determine remuneration	36 aiii. There are no remuneration consultants at Saneago.  b. There is no stakeholder voting on Saneago’s remuneration policies.			
	2-21	Annual total compensation ratio	36			
Strategy, policies and practices						
GRI 2: General disclosures 2021	2-22	Statement on sustainable development strategy	7			
	2-23	Policy commitments	16, 31, 39, 43			
	2-24	Embedding policy commitments	16, 17, 39, 65			
	2-25	Processes to remediate negative impacts	41, 42			
	2-26	Mechanisms for seeking advice and raising concerns	38			
	2-27	Compliance with laws and regulations	a) b) c) d) Currently, there is no consolidated control of fines actually applied in legal proceedings and/or administrative disputes (e.g., Public Prosecutor’s Office, Regulatory Agencies, Consumer Protection, environmental fines, etc.). The Company is considering hiring software to meet this and other demands.			
	2-28	Membership associations	16			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Stakeholder engagement						
GRI 2: General disclosures 2021	2-29	Approach to stakeholder engagement	14, 46, 65			
	2-30	Collective bargaining agreements	a) 100% of employees are covered by collective bargaining agreements.			
Material topics						
GRI 3: Material topics 2021	3-1	Process to determine material topics	25			
	3-2	List of material topics	25			
Innovation and technology						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 98			
Risk and crisis management						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 43 f) There is no engagement with stakeholders regarding measures taken.			
Regionalization						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 101, 103	3-3-d i e 3-3-d ii	It was not possible to identify any negative aspects, actual or potential.	resulting from the creation of basic sanitation micro-regions (MSBs) by State Complementary Law 182/2023.



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Climate strategy						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 90, 92 ei. The processes used to track the effectiveness of measures are performance evaluations and internal audits.	3-3-e ii) Goals, targets, and indicators used to evaluate progress; 3-3-e iii) The effectiveness of the actions, including progress toward the goals and targets; 3-3-e iv) Lessons learned and how these have been incorporated into the organization’s operational policies and procedures; 3-3 f) Describe how engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e).	Information unavailable/incomplete.	There are still no formal procedures for collecting and evaluating indicators on the Climate Strategy. Situations are analyzed on an <i>ad hoc</i> basis.
GRI 201: Economic performance 2016	201-2	Financial implications and other risksand opportunities due to climate change	90			
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	92			
	305-2	Energy indirect (Scope 2) GHG emissions	92			
Network resiliency & impacts of climate change	IF-WU-450a.4	Description of efforts to identify and manage risks and opportunities related to the impact of climate change on distribution and wastewater infrastructure	90			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Universal access to basic sanitation						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 66, 99			
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported	67, 103, 108			
	203-2	Significant indirect economic impacts	67			
Ethics and integrity						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 39, 41, 42 d ii)At Saneago, there is no impact analysis of positive risks, only potential and negative ones. f) Stakeholder engagement did not inform the measures.			
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	39			
	205-2	Communication and training about anti-corruption policies and procedures	39			
	205-3	Confirmed incidents of corruption and actions taken	a) b) c) d) There have been no confirmed cases of corruption. There are no investigations into situations involving contracts with business partners that were terminated or not renewed due to violations related to corruption.			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Energy efficiency						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 88 d.i. No potential negative impacts were identified.  f. The measures taken result from discussions with the Company's Board of Directors to define the Energy Planning. The effectiveness of the measures is communicated by the Energy Management Department through Technical Reports shared with the Board and later published to employees via the intranet.			
GRI 302: Energy 2016	302-1	Energy consumption within the organization	88			
SASB: Energy management	IF-WU-130a.1	(1) Total energy consumed, (2) percentage grid electricity and (3) percentage renewable	89			
Operational efficiency and loss management						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 94, 97			
GRI 302: Energy 2016	302-4	Reduction of energy consumption	88, 89			
Water security						
GRI 3: Material topics 2021	3-3	Management of material topics	26, 77, 80 d ii) No real negative impacts have been identified at this time.			
GRI 303: Water and effluents 2018	303-1	Interactions with water as a shared resource	73, 80			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Water security						
SASB: Water supply resilience	IF-WU-440a.3	Discussion of strategies to manage risks associated with the quality and availability of water resources.	77			
Operational efficiency and loss management						
GRI 3: Material Topics 2021	3-3	Management of material topics	26, 75, 80, 86			
GRI 303: Water and effluents 2018	303-2	Interactions with water as a shared resource	84			
	303-3	Management of impacts related to water discharge	83			
	303-4	Water withdrawal	80, 83, 97			
	303-5	Water discharge	80, 82			
GRI 306: Waste 2020	306-1	Water consumption	87			
	306-2	Waste generation and significant waste-related impacts	71, 87			
	306-5	Management of significant waste-related impacts	85			
SASB: Water Supply Resilience	IF-WU-440a.1	Waste destined for final disposal	77, 83			
Customer health and product quality						
GRI 3: Material Topics 2021	3-3	Management of material topics	26, 97			
GRI 416: Customer Health and Safety 2016	416-1	Assessment of health and safety impacts caused by categories of products and services	97			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
Customer relations and satisfaction						
GRI 3: Material Topics 2021	3-3	Management of material topics	26, 60, 65			
SASB: Water Affordability & Access	IF-WU-240a.1	Average retail water rate for (1) residential, (2) commercial and (3) industrial customers	62			
Extra disclosures - indicators not included in the materiality, but which Saneago decided to report in order to maintain the historical series and comparability						
GRI 201: Economic performance 2016	201-1	Direct economic value generated and distributed	109	b.	Not applicable.	Saneago's accounting is considered in a global context, without segment information as per item 2.23 of the explanatory notes. As such, no division of added value is appropriate.
GRI 304: Biodiversity 2016	304-3	Protected or restored habitats	75, 76			
GRI 403: Occupational health and safety 2018	403-1	Occupational health and safety management system	55			
	403-2	Hazard identification, risk assessment, and incident investigation	55			
	403-3	Occupational health services	55			
	403-4	Worker participation, consultation, and communication on occupational health and safety	55			
	403-5	Training of workers in occupational health and safety	57			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 403: Occupational health and safety 2018	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	55			
	403-9	Occupational accidents	58	b (i, ii, iii, iv, v).	Information unavailable/incomplete.	As for the number and rate of accidents at work with serious consequences (except fatalities), the number and rate of accidents at work that have to be reported, and the number of hours worked, Saneago does not yet keep statistical track of outsourced companies.
GRI 404: Training and education 2016	404-1	Average hours of training per year per employee	50	a-ii.	Information unavailable/incomplete.	The training management system does not differentiate employees by management level, given the seasonal changes in employees in bonus positions, and does not differentiate by functional category (operations, administrative and others). In addition, the training system is still developing reports, and it is not possible to generate the information.
GRI 404: Training and education 2016	404-2	Programs for the development of employees' skills and assistance for career transition	50			
	404-3	Percentage of employees receiving regular performance and career development assessments	51			



Standard	Disclosure		Location/answer	Omission		
				Requirement(s) omitted	Reason	Explanation
GRI 405: Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	52, 53, 54			
GRI 408: Child labor 2016	408-1	Operations and suppliers with significant risk of child labor cases	65			
GRI 409: Forced or compulsory labor 2016	409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	65			
GRI 413: Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	68			



# CORPORATE INFORMATION

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Gilvan Cândido da Silva

José Alves Alencar

Levi de Alvarenga Rocha

Paulo Rogério Bragatto Battiston

Ricardo José Soavinski

Talita Silverio Hayasaki

## Executive Board

Ariana Garcia do Nascimento Teles - Chief Legal Officer

Diego Augusto Ribeiro Silva - Chief Financial, Investor Relations and Regulatory Officer

Fernando Cozzetti Bertoldi de Souza - Chief Expansion Officer

Hugo Cunha Goldfeld - Chief Commercial Officer

Leonel Alves Pereira - Chief Corporate Management Officer

Marco Túlio de Moura Faria - Chief Production Officer

Ricardo José Soavinski - Chief Executive Officer



# CREDITS

## Saneago Coordination

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