

Sustainability Report 2020

Saneamento de Goiás S. A





IN RESPECT OF THE ENVIRONMENT AND ACCORDING TO
OUR SUSTAINABLE PRACTICES, THIS DOCUMENT
SHOULD CIRCULATE EXCLUSIVELY THROUGH DIGITAL
ROUTES.

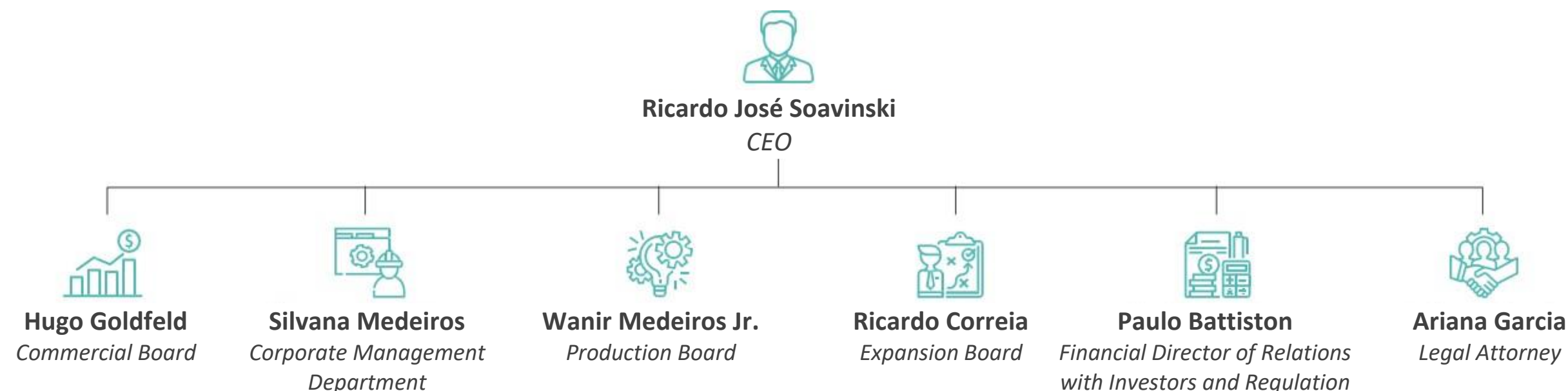
2019

RICARDO JOSÉ SOAVINSKI
SILVANA CANUTO DE MEDEIROS
PAULO ROGÉRIO BRAGATTO
BATTISTON
RICARDO DE SOUSA CORREIA
WANIR JOSÉ DE MEDEIROS JÚNIOR
RALANSALDANHALUCK
DANIEL MORAIS SOUZA
VALDIR JOSÉ DE MEDEIROS FILHO

BRUNO MAGALHÃES D'ABADIA
FRANCISCO SÉRVULO FREIRE NOGUEIRA
A
HUGO CUNHA GOLDFELD
JOSÉ ANTÔNIO TIETZMANN SILVA
MICHELE CARVALHO ROCHA CARDOSO
MÔNICA CRISTINA MENDES GALVÃO
RICARDO JOSÉ SOAVINSKI

2020

COLLEGIATE BOARD OF DIRECTORS



MANAGEMENT BOARD

Eurico Velasco de Azevedo Neto
Board Member
(08/12/2019 - 03/25/2021)

Francisco Sérvulo Freire Nogueira
Board Member
(3/25/2019 - 03/25/2021)

José Antônio Tietzmann e Silva
Vice-President of the Board
Independent Member
(5/17/2019 - 03/25/2021)

Mário Cezar Guerino
Board Member
Employees Representative
(8/30/2019 - 03/25/2021)

Michele Carvalho Rocha Cardoso
Management Board Chairwoman
Independent Member
(5/17/2019 - 03/25/2021)

Mônica Cristina Mendes Galvão
Board Member
(5/17/2019 - 03/25/2021)

Ricardo José Soavinski
Member - Chairman of the Company
(1/21/2019 - 12/31/2020)

SUMMARY

PG.

05 - MESSAGE OF THE MANAGEMENT BOARD

06 - CHAIRMAN'S MESSAGE

07 - 2019 HIGHLIGHTS

08 - PRESENTATION

09 - MATERIALITY

10 - LEGAL NOTICE

11 - NATIONAL SANITATION SCENARIO

20 - ORGANIZATION OVERVIEW

26 - GOVERNANCE AND CONFORMITY

46 - FINANCIAL-ECONOMIC PERFORMANCE

50 - STRATEGIC MANAGEMENT AND SUSTAINABILITY

63 - PERSONNEL MANAGEMENT

76 - SOCIO-ENVIRONMENTAL MANAGEMENT

98 - SERVICE CHANNELS

99 - COMMITMENT WITH SUSTAINABILITY

MANAGEMENT BOARD MESSAGE

G 4 - 1

In 2019, the Company underwent a process of continuous improvement and expansion of the environmental and social services towards more effective and lasting results for our customers.

Saneago values excellence in the basic sanitation service provision, in order to improve the quality of life of the population and the socioeconomic development of the State of Goiás, strengthening its financial position with the results achieved on several of its operations, intensifying the pace of investments to expand the capacity to serve the population, always focused on the quality of goods and services provided.

As regards sustainability, our focus was to ensure the Company growth with economic and financial sustainability, working to increase its customer base, municipalities served, expansion of new business, products and services, exploration of new business models and increased competitiveness, in order to ensure the environmental and social commitment, by means of an ethical and transparent behavior.

As regards governance, we have enhanced integrity development and compliance mechanisms, in order to mitigate business risks and preventing fraud and corruption, by disseminating and updating clear and precise policies.

The Management Board supports the Company's growth in a sustainable manner and in accordance with the laws in force in the country, in order to improve the quality of life of the population, preserve the environment, use natural resources rationally and develop actions to promote Responsibility Socio-environmental.

For 2020, our goal is to focus on the universalization of basic sanitation, assure the economic-financial balance in a systemic and sustainable way, by intensifying social and environmental responsibility practices, excellence of processes and optimization of organizational and information capital.



CHAIRMAN'S MESSAGE

G 4 - 1

Since I became chairman of Saneago, I have participated in important debates based on two basic values defended by the Government of the State of Goiás: clarity and sustainability, which are essential to our business strategy. From then on, we have predicted a period of many challenges. The economic changes, the impacts of the coronavirus pandemic in the world and the imminence of a new regulatory framework for the sanitation industry led the company to adopt a new attitude towards the market and society. Thus, we continuously have struggled to improve our processes, management systems and reinforce good governance practices, based on increasingly efficient risk management and excellent performance in the social, environmental and economic-financial areas.

2019 was a year of profound and relevant changes. We adapted our strategic intention to the new challenges launched and reaffirmed our relationship with all stakeholders, always based on trust and the share of solid purposes. Since we believe in building value over time, we decided to look ahead and think about the long term, instead of making timid and punctual planning. We launched the Saneago2033 program to universalize water and sewage systems by 2033, as recommended by the National Basic Sanitation Plan (Plansab). Based on this program and supported by all departments, we also implemented the Management Excellence Model (MEG) and the Integrated Planning, which unfolded to the strategic, tactical and operational levels, and the development of a system that allows control at all levels.

We are always evolving to meet the needs and expectations of stakeholders, reinforcing sustainability as the core of our business. Our concern to clearly show the background of our processes exceeds the mitigation of the impacts they cause to society and the environment, reinforcing every day the posture assumed by Saneago towards our most precious good, the water. By means of preservation of water sources, recovery of degraded areas, reforestation, preservation of basins and reduction of losses, in addition to works in poor and remote communities and environmental educational actions, Saneago reinforces that sustainability is really its essence.

We still have a long way to go, however, we are sure that will build a promising future step by step, based on a new organizational culture and with Saneago increasingly more sustainable and close to the society.

Have a nice reading!

RICARDO JOSÉ SOAVINSKI
Managing Director of Saneago;

2019 HIGHLIGHTS

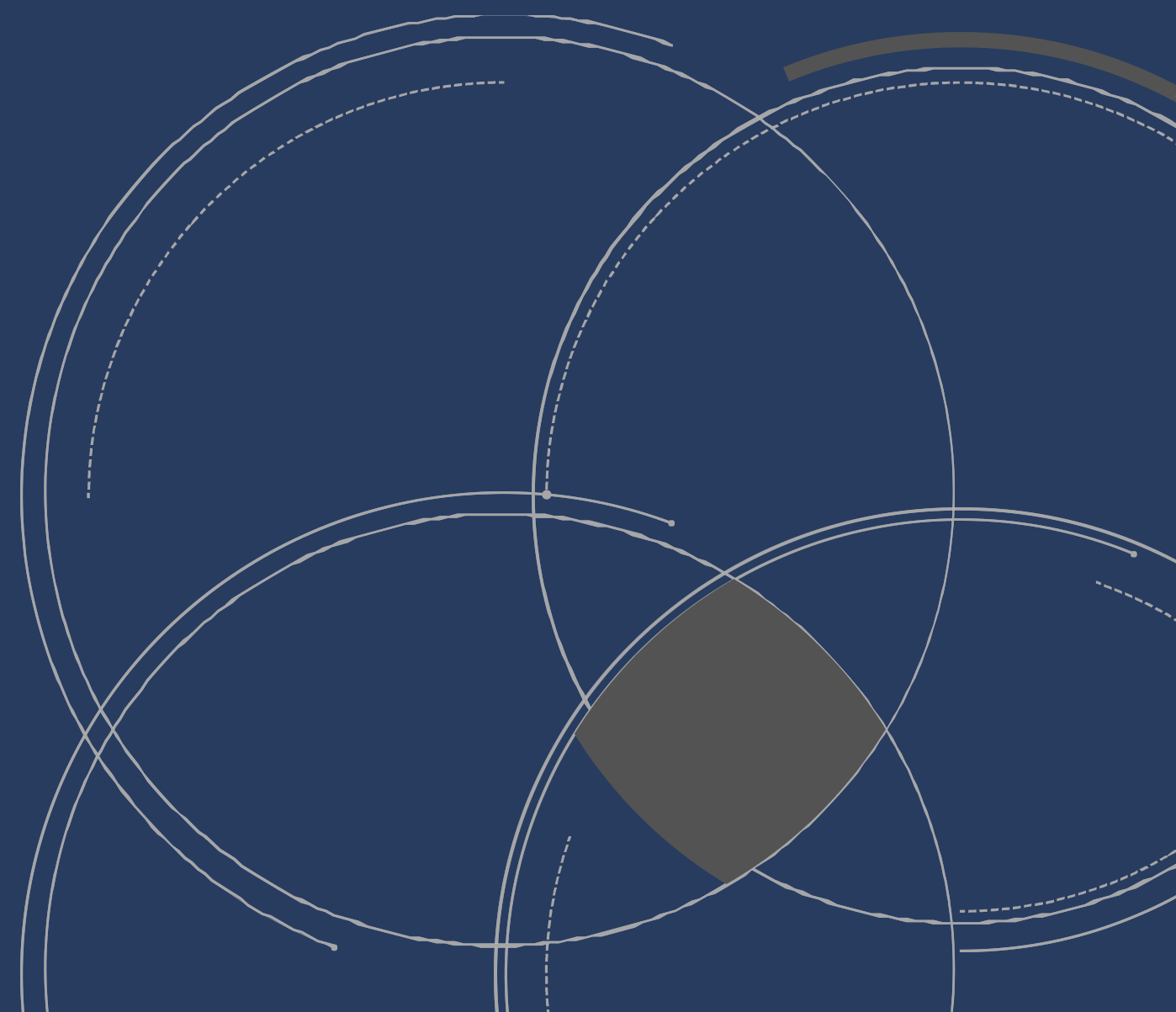
1. PNQS Troféu Quíron Cobre Award - Level B - Primeiros Passos para a Excelência - Goiás District;
2. PNQS Certificado Finalista Award - Level B - Primeiros Passos para a Excelência - Itaberaí District;
3. Acknowledgment of the Laboratory Management System - P-SLG (Sewage Laboratory Supervision) - ISO/IEC 17025:207 (LEVEL A);
4. Acknowledgment of the Laboratory Management System - P-SBA (Water Laboratory Supervision) - ISO/IEC 17025:207 (LEVEL A);
5. Chico Mendes Certificate / green stamp - program of certification for the commitment with the responsible socio-environmental management:
 - Ecologically-Correct Product: Soil-Cement Ecologic Brick with ETA residue;
 - Socio-Environmental Action; Núcleo de Educação Ambiental Washington Novaes - NEA;
 - Socio-Environmental Action; Supervisory for operational control of water and sanitary sewage systems and of water losses in the public water supply system;
 - Responsible socio-environmental management, taking into consideration the evaluation conducted via questionnaire and confirmatory technical visit.

PRESENTATION

Saneago presents the 2020 Sustainability Report, prepared according to the GRI - Global Reporting Initiative methodology, which presents the strategies, policies, actions and goals that guide our business.

We share with our stakeholders information that is associated with the principles of the Global Pact, UN Sustainable Development Goals, and the strategic dimension that structures our position regarding sustainability.

The main purpose of this report is to monitor and improve the sustainability management, by identifying issues to minimize the negative impacts caused by our activities. Thus, the themes chosen express the expectations of the stakeholders and the principle of materiality and are reviewed every 3 years or whenever necessary.



MATERIALITY

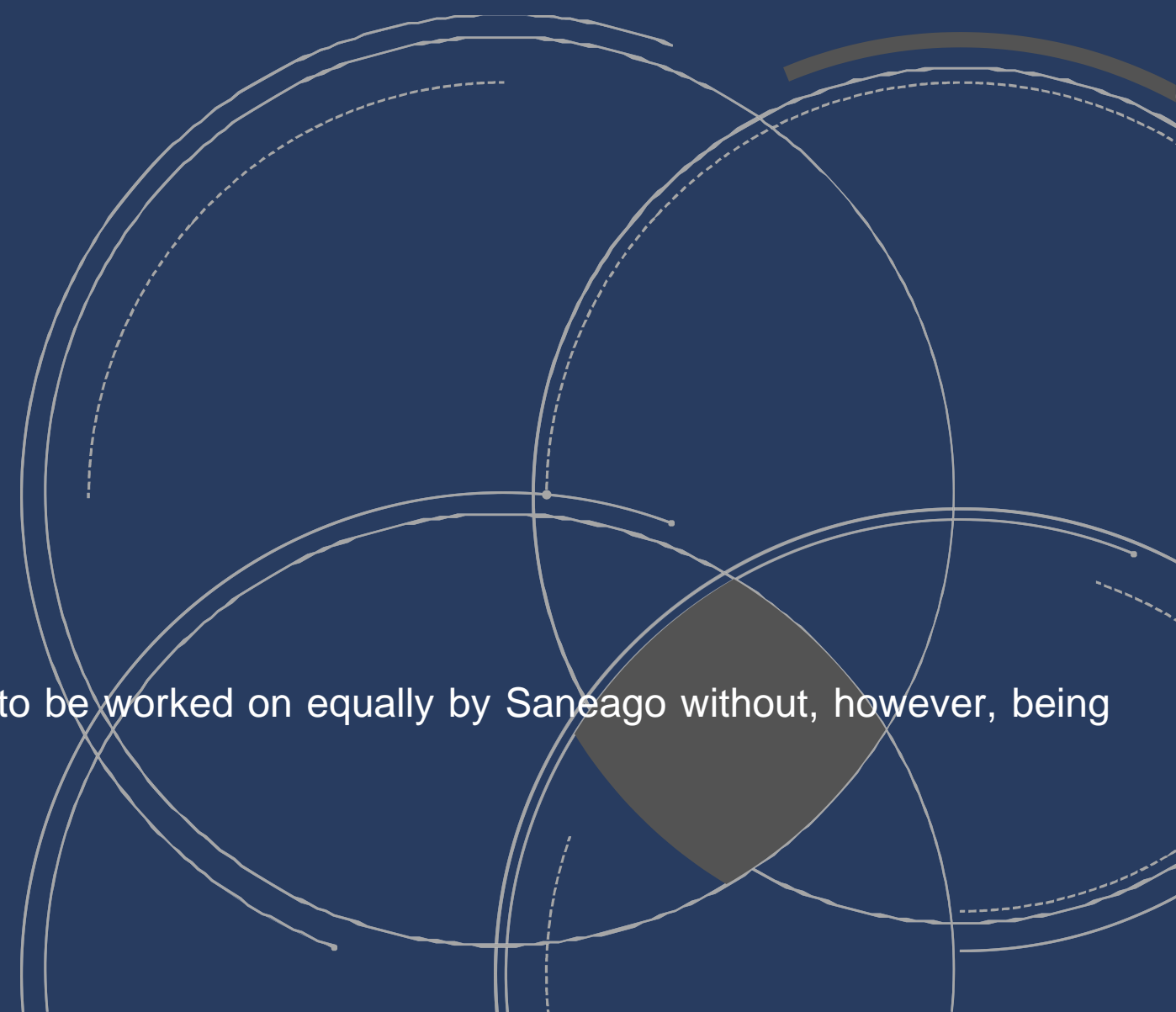
G 4 - 18 , G 4 - 19 , G 4 - 20 , G 4 - 21 , G 4 - 27 , G 4 - 37 , G 4 - 48

In order to ensure the participation of its audience in this report, Saneago conducted a survey of employees, users, suppliers, senior management, the public sector and other related public, in 2017, to identify the 10 crucial themes from a sustainable point of view, in order to design goals and actions to mitigate negative impacts and enhance positive impacts, be environmental, economic or social.

The research result matrix was divided into quadrants, with the extremity showing greater interest for both the external public and Saneago. Based on this assumption, the material issues considered as priorities, that is, those that are of the greatest interest to the company and related parties are:

- governance,
- transparency and accountability;
- performance efficiency with a focus on results;
- business strategy;
- compliance, ethics and anti-corruption;
- environmental management;
- communication with stakeholders;
- CAPEX efficiency (investments);
- human capital management and
- economic-financial balance.

The other topics that were assessed as less relevant by the publics surveyed will be described and continue to be worked on equally by Saneago without, however, being detailed in this document.



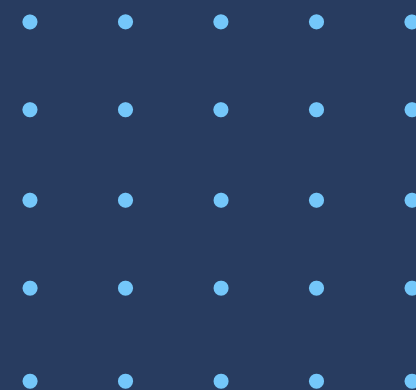
LEGAL NOTICE

This document contains statements that merely reflect the expectations of Saneago's management and, although it was based on information given by official and public sources, it does not guarantee the statements or guarantees expressed and implied in the text.

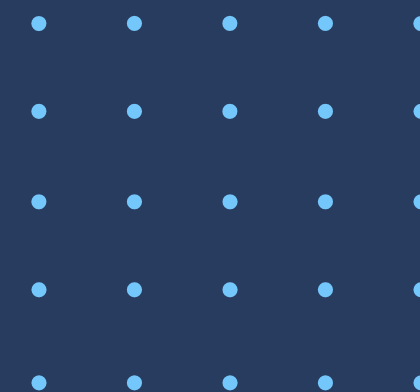
Therefore, Saneago reserves the right not to be held responsible for the information or opinions contained herein, considering that the future results and expectations presented here may differ from that realized due to political, economic, social, technological and legal scenarios in effect throughout the period.

This report was prepared based on information available at the time of the survey and considering the current scenarios mentioned above. Therefore, the company can update this document, correcting inaccuracies that become evident at any time.

1



NATIONAL SANITATION SCENARIO



G 4 - 2 , G 4 - 4 , G 4 - 8



**Water Supply
(SNIS, 2018)**

Brazil

83.6% of the population

Saneago (Goiás):

85% of the population
92.71% of the urban
population



**Sewage Collection
(SNIS, 2018)**

Brazil

53.2% of the population

Saneago (Goiás):

54.97% of the population
57.78% of the urban
population



**SEWAGE TREATMENT
(SNIS, 2018)**

Brazil

46.3% of the population

Saneago (Goiás):

51.04% of the population
92.84% of the collected sewage

INFORMATION - SNIS 2018

According to the Summary Table of Information and Indicators per Region, available on SNIS (2018), the south, midwest and southeast regions have the highest total water service index, with 90.2%, 89% and 91%, respectively, against 57.1% in the north and 74.2% in the northeast. In the same table, the indexes of total service with sewage collection are also shown, with the south, midwest and southeast regions also leading with 45.2%, 52.9% and 79.2%, respectively. This data proves that there is still a considerable difference between the South, Southeast and Midwest and North and Northeast regions of the country.

Macro-region	System service index (%)				Sewage treatment index (%)	
	Water		Sewage Collection		Generated sewage	Collected sewage
	Total	Urban	Total	Urban	Total	Total
	(IN055)	(IN023)	(IN056)	(IN024)	(IN046)	(IN016)
North	57.1	69.6	10.5	13.3	21.7	83.4
Northeast	74.2	88.7	28.0	36.3	36.2	83.6
Southeast	91.0	95.9	79.2	83.7	50.1	67.5
South	90.2	98.6	45.2	51.9	45.4	95.0
Midwest	89.0	96.0	52.9	58.2	53.9	93.8
Brazil	83.6	92.8	53.2	60.9	46.3	74.5

Note: a) To calculate the generated sewage treatment index (IN046), the volume of sewage generated is estimated to be equal to the volume of water consumed (AG010), excluding the volume of exported treated water (AG019).

Table 1.1 - Water and sewage service levels in the municipalities with providers participating in SNIS in 2018, according to geographic macro-region and Brazil.
Source: SNIS, 2018.

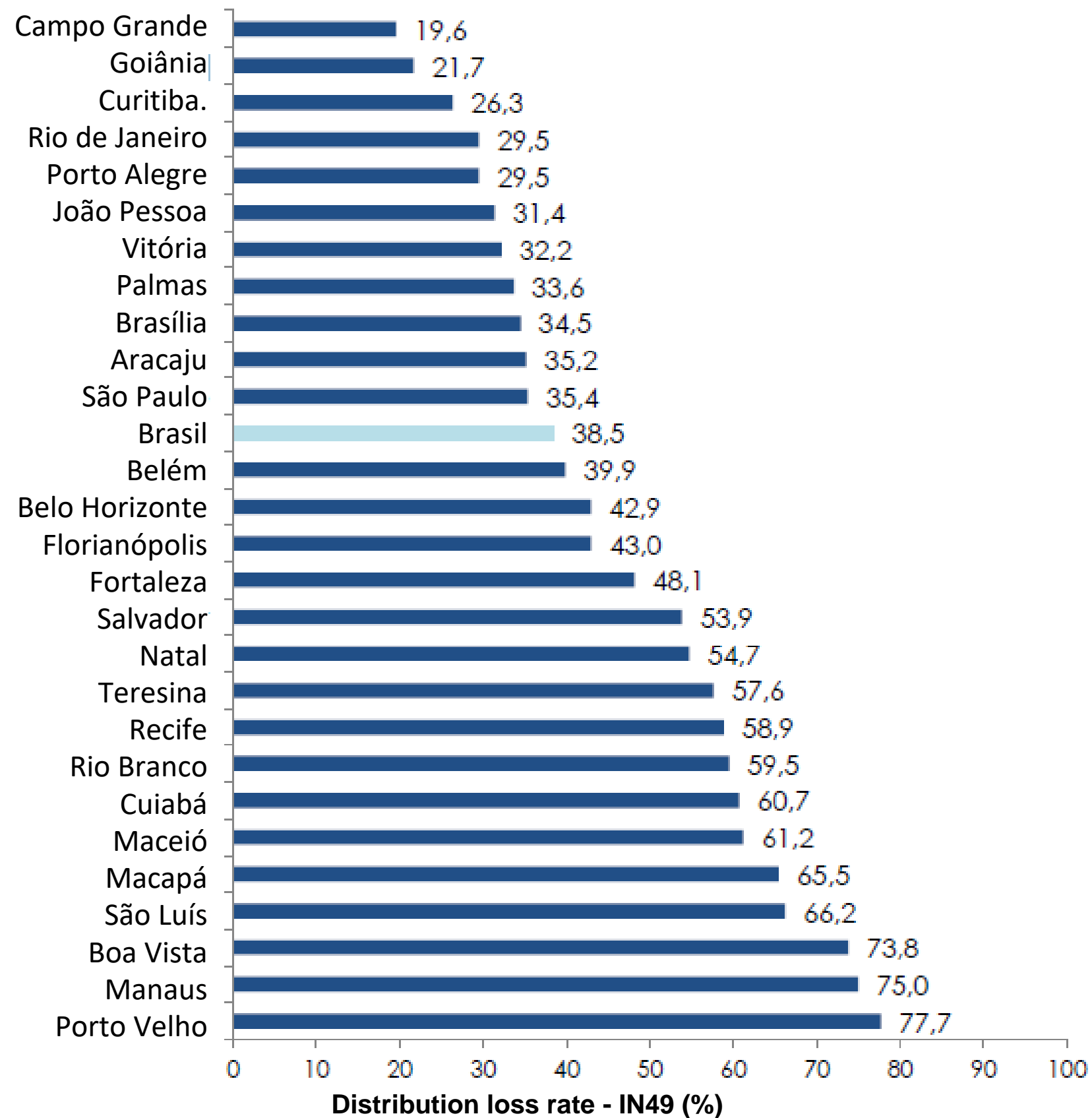


Chart 1.1 - Distribution loss index (IN049) of the providers participating in SNIS in 2018, according to the capital of the State and average of Brazil.
Source: SNIS, 2018.

State / Macroregion	IN049 (%)
Acre	61.2
Amapá	68.1
Amazonas	70.6
Pará	40.5
Rondônia	58.2
Roraima	73.4
Tocantins	34.9
North	55.5
Alagoas	33.9
Bahia	37.5
Ceará	44.0
Maranhão	61.0
Paraíba	37.7
Pernambuco	50.7
Piauí	51.2
Rio Grande do Norte	49.5
Sergipe	48.7
Northeast	46.0
Espírito Santo	39.6
Minas Gerais	36.4
Rio de Janeiro	32.8
São Paulo	34.1
Southeast	34.4
Paraná	35.2
Rio Grande do Sul	40.6
Santa Catarina	34.6
South	37.1
Distrito Federal	34.5
Goiás	30.2
Mato Grosso do Sul	45.9
Mato Grosso	33.5
Midwest	35.7
Brazil	38.5

Chart 1.2 - Distribution loss index (IN049) of the providers participating in SNIS in 2018, according to the State, macroregion and Brazil.
Source: SNIS, 2018.

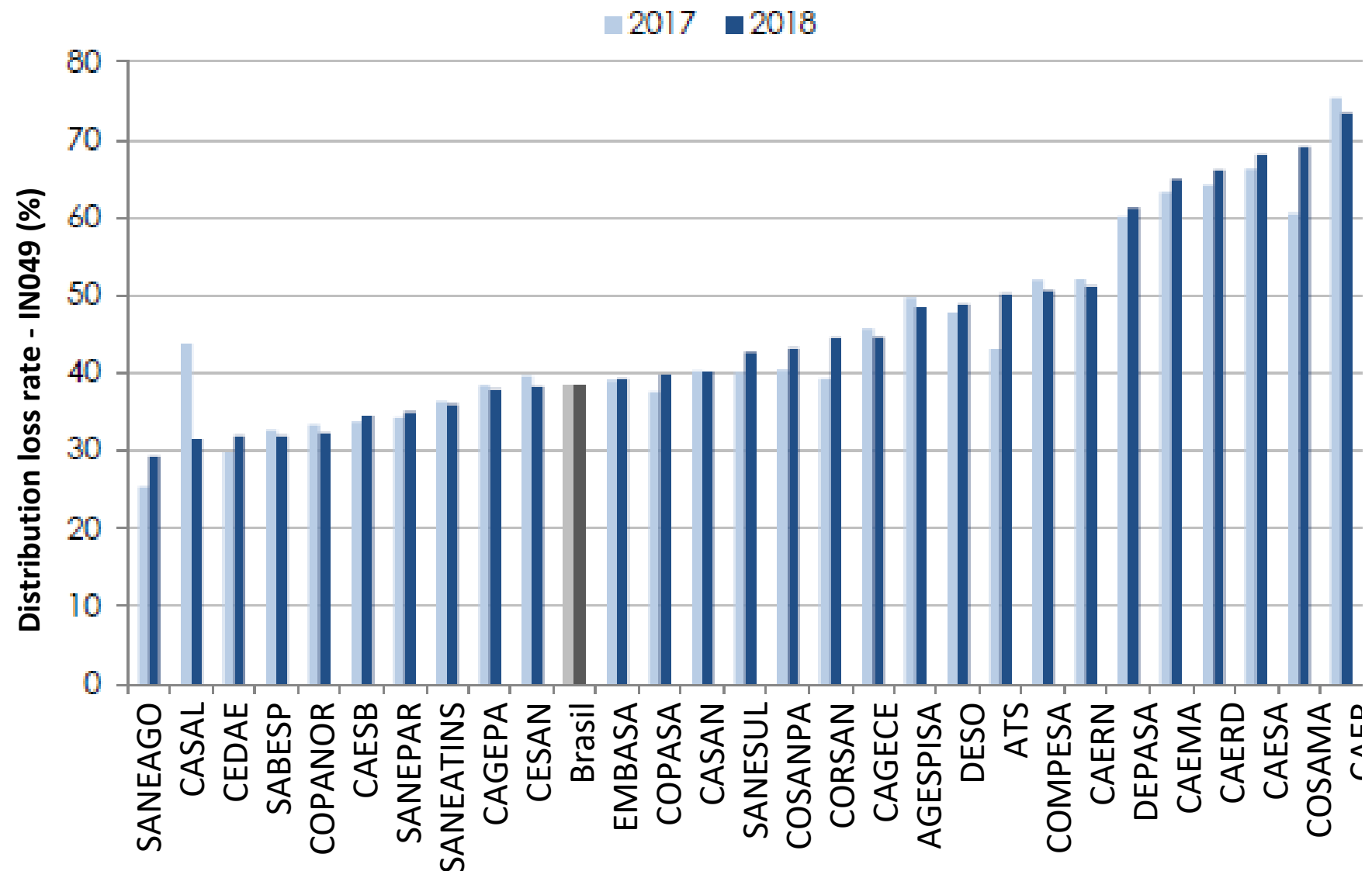


Chart 1.3 - Distribution loss index (IN049) of the regional providers participating in SNIS in 2017 and 2018, according to the service providers.
Source: SNIS, 2018.

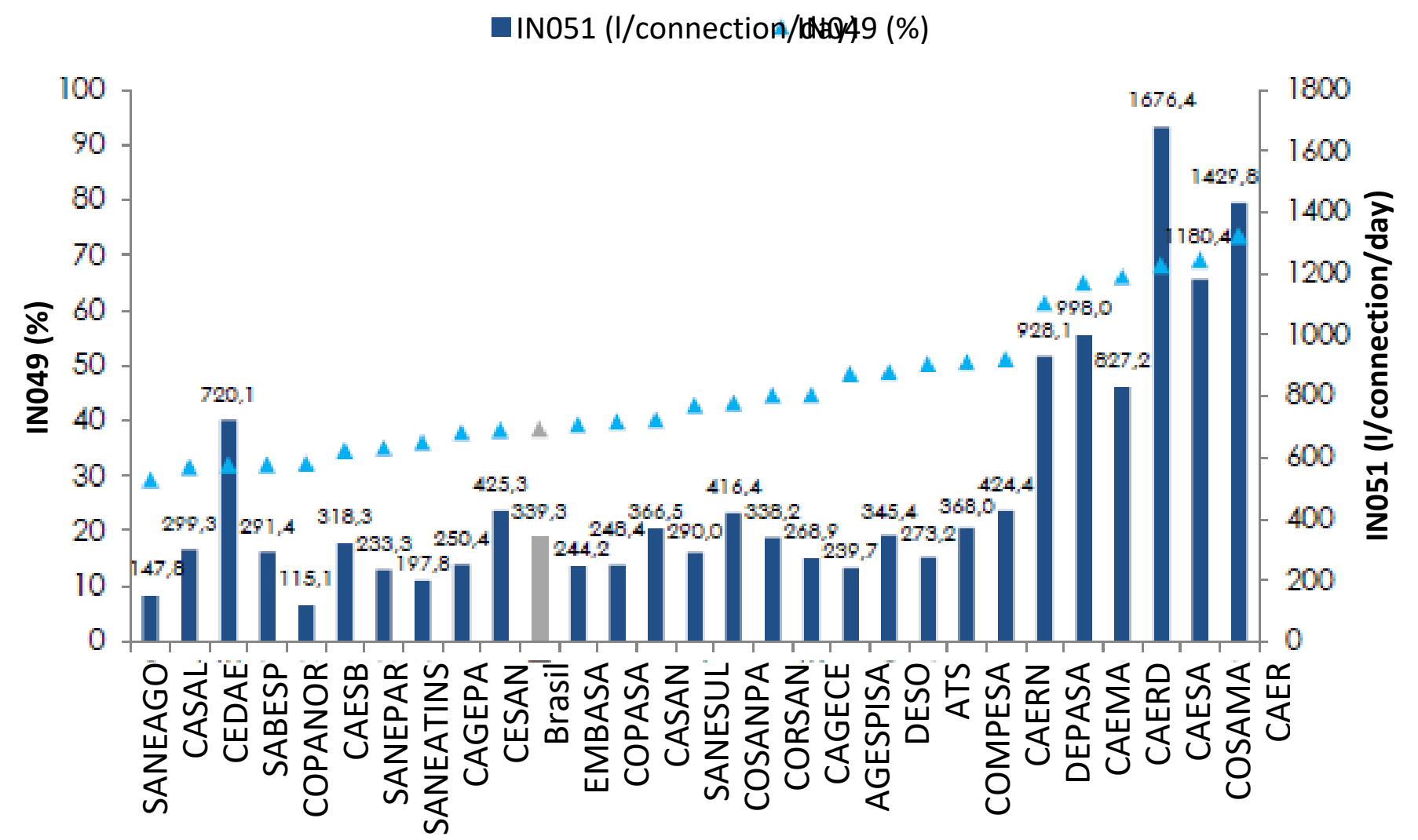


Chart 1.4 - Distribution and connection loss index (IN051 and IN049) of the regional providers participating in SNIS in 2018.
Source: SNIS, 2018.

According to the regional providers, the studies presented by SNIS (2018) enable to observe that in 2018 only Saneago presents loss index lower than 30%.

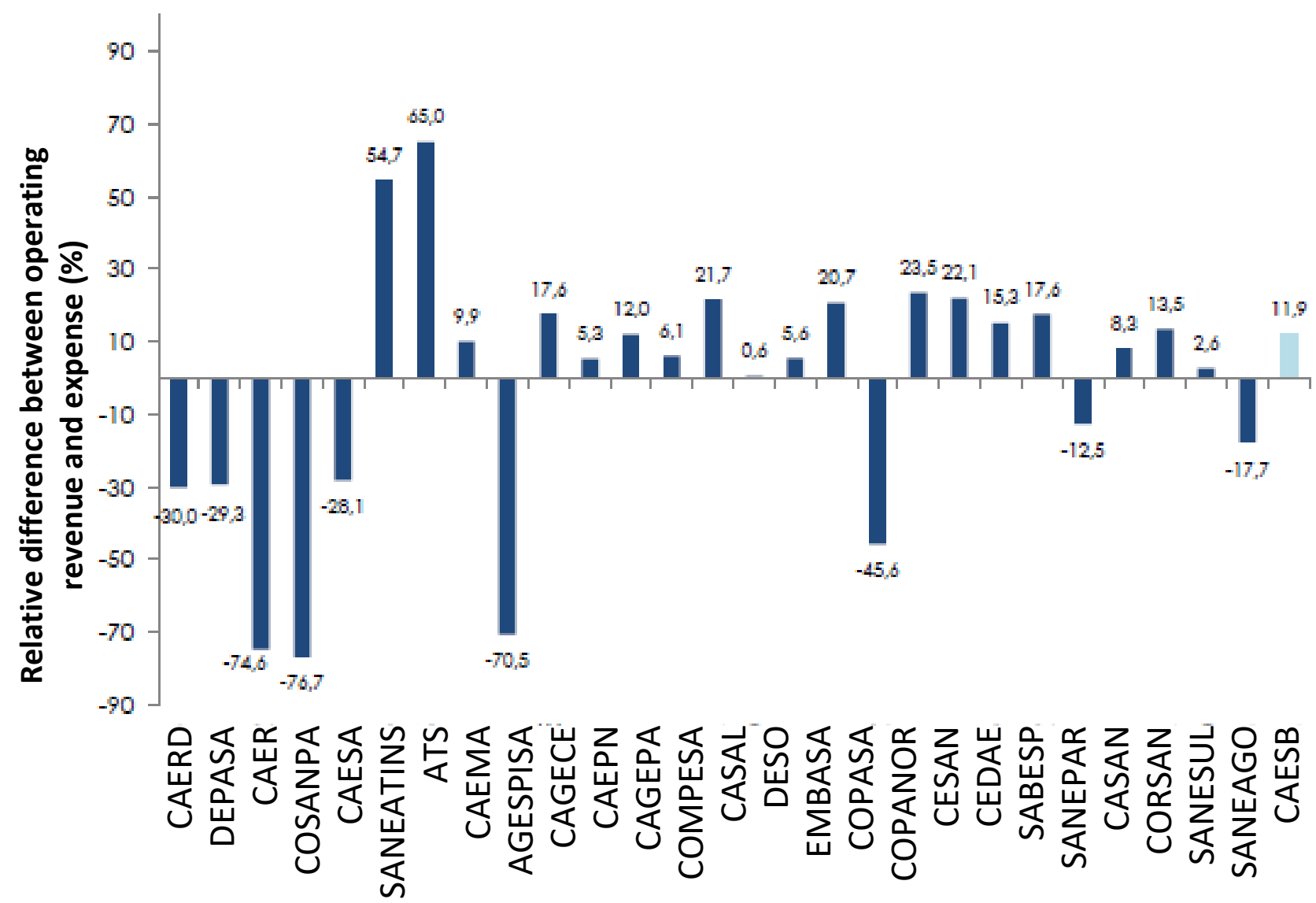


Chart 1.5 - Relative difference between the total operational revenue and total expense with the services of providers participating in SNIS in 2018, according to the regional provider.
Source: SNIS, 2018.

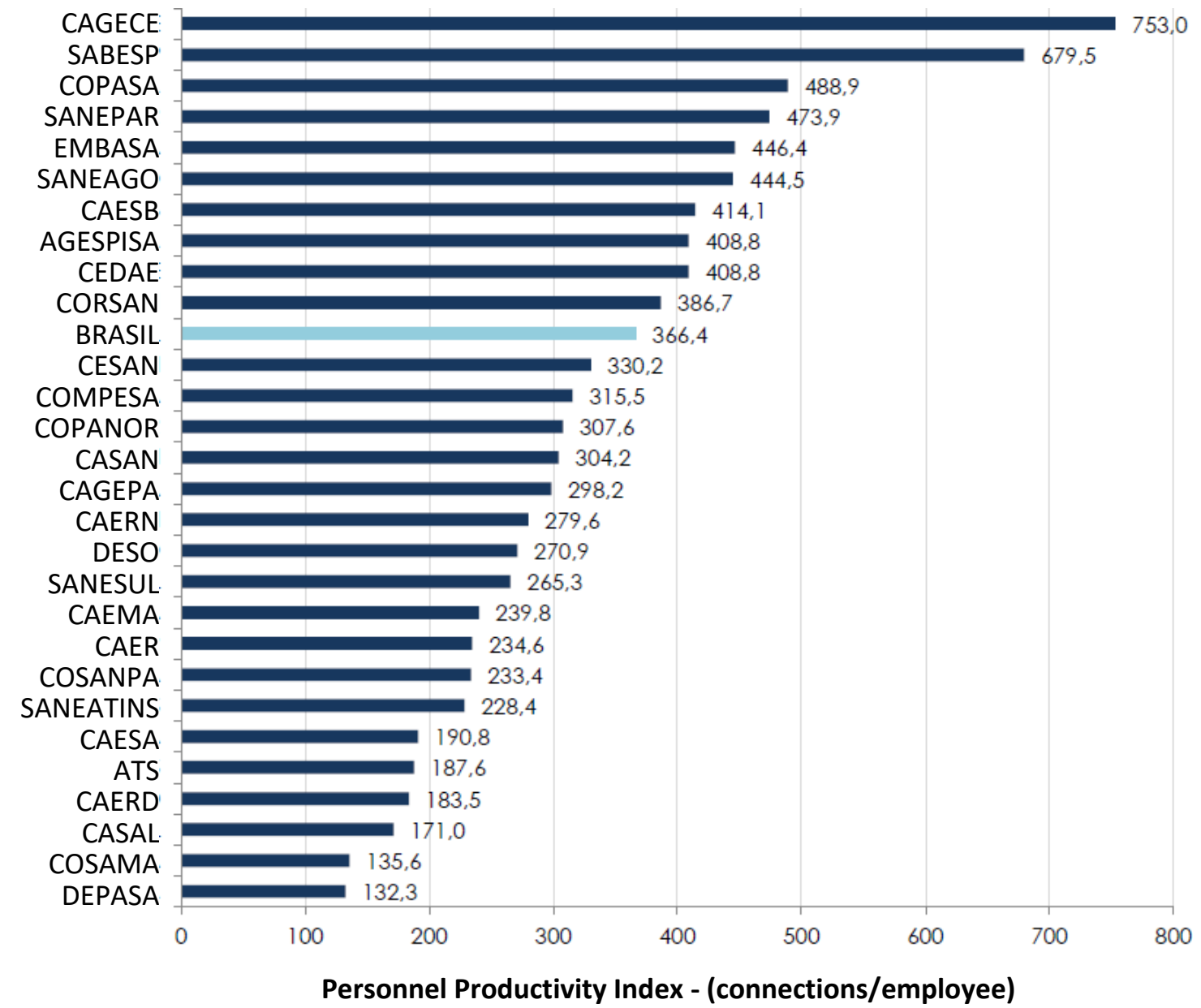


Chart 1.6 - Total personnel productivity index (IN102) of the regional providers participating in SNIS in 2018.
Source: SNIS, 2018.

Universalization

The universalization of water supply and sewerage services constitutes a legitimate objective of Brazilian public policies, since they are a constitutional right and have an important impact on health and the environment.

Act 11.445/2007, which deals with the Sanitation regulatory framework, reinforces the unrestricted access of Brazilians to sanitation services included in the Brazilian Constitution, with the provision of universal services, which is reinforced by the UN Agenda 2030, which establishes 17 Sustainable Development Goals - SDG.

The universalization of sanitation is linked to several variables, whether they are technical, political, economic and social and, in order to materialize, it requires high investments that have the Federal Government as the main driver, such as the Growth Acceleration Program - PAC.

The Company also operates based on the Plansab (National Basic Sanitation Plan), which provides for the water and sewage service universalization by 2033. Then, It launched the Saneago2033 Program that guided the Integrated Planning 2020-2029, which unfolded in the strategic, tactical and operational levels.

Saneago seeks universal access by encouraging the development of projects to meet existing demands, as well as attracting external funds and establishing partnerships with the private sector. To this end, it drew up a consistent investment plan that takes into account local demands, a population study, expansion capacity and compliance with program and concession contracts.



Sanitation Regulation Landmark

G4-2

The Regulatory Framework for the provision of water supply and sewerage services was instituted in the State of Goiás through Act no. 14.939/2004, when the State Sanitation Council - CESAN was created, with a view to guaranteeing service to the population in general .

As instruments of social control and regulation, the State foresees the performance of the Goiana Agency for Regulation, Control and Inspection of Public Services - AGR, which is responsible for the control and inspection of the provision of services, regulation of the sector, approval of tariff studies and application of sanctions in case of non-compliance with the rules provided for, among others.

The Goiana Agency for Regulation, Control and Inspection of Public Services - AGR covered all municipalities operated by Saneago until 2016, when the Agency of Regulation, Control and Inspection Agency for Public Services of Goiânia - ARG was created, via Act no. 9,753, of Feb 12, 2016 to serve the capital of the State.

Since then, the Agency of Regulation, Control and Inspection of Public Services of Goiânia - ARG has been responsible for the control and inspection of the services provided, regulating the sector and assisting in the approval of tariff studies that exclusively cover the capital of the State.

On Jul 13, 2018, the City Agency for Regulation of Water and Sewage Services of Rio Verde (AMAE) was created in Rio Verde, via Complementary Act no. 130/2018, in order to comply with public policies and develop actions aimed at regulating, controlling and inspecting Rio Verde's water supply and sewage systems.

At the national level, the regulatory framework was instituted through Act no. 11.445/2007, which established national guidelines for basic sanitation in Brazil, as a definition of basic sanitation, ownership and regulatory entity, for example.

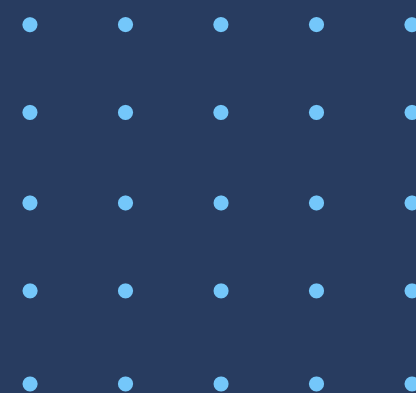
The central points of this regulation are challenges and opportunities for the industry, stricter environmental standards and the prioritization of universal sanitation and environmental protection services.

The changes that occurred in the industry after the approval of the regulatory framework in relation to Planasa promoted several changes such as the institution of program contracts, creation of regulatory agencies, focus on customers, competitiveness in the industry and management of water resources that are becoming scarce.

The Access to Information Act (LAI) makes available on the Saneago website (www.saneago.com.br) all Federal and State Acts, Decrees and Ordinances that establish the company's operating guidelines as a sanitation service provider.

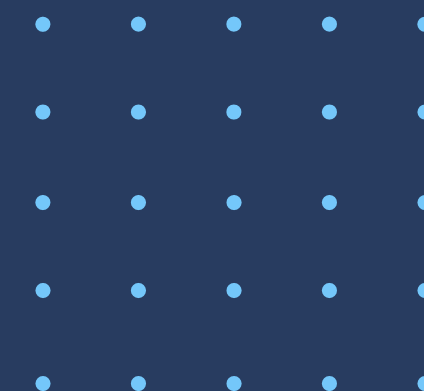
In order to promote changes to the regulatory framework of the sanitation industry, the federal government presented the Provisional Measures 844 and PL 3,261 19, which lost their validity due to the challenges of the industry and Brazilian entities as regards the model affected by conflicts of interest, whose would end up in turning state-owned companies useless, forcing the privatization of services.

As soon as the MPs became invalid, the Bill of Law - PL 4.162/19 was introduced, whose content resumes the essence of the measures previously edited, and also affects the ownership of the municipalities and overturns the cross subsidy and the logic of economies of scale. The PL was passed by the Congress on Dec 18, 2019 and is waiting review and vote of the senators in the Senate.



ORGANIZATION OVERVIEW

G 4 - 3 , G 4 - 4 , G 4 - 5 , G 4 - 6 , G 4 - 7 , G 4 - 8 , G 4 - 9



According to Art. 1 of the Articles of Association, approved in the Extraordinary General Meeting (AGE) no. 149, of FEB 18, 2020:

SANEAMENTO DE GOIÁS – Saneago, is a mixed share company registered as state-owned company with the Securities Commission (“CVM”), constituted under the State Act 6.680, of Sep 13, 1967, as amended (“Act 6.680”) (“Saneago” or “Company”)

The company is enrolled with the CNPJ/MF [Corporate Taxpayer's Roll] no. 01.616.929/0001-02, and the NIRE [State Registry] under no. 0.000.210-9. Its CVM code is 01918-6 with registration date on 12/11/2001 as a state-owned company, category B.

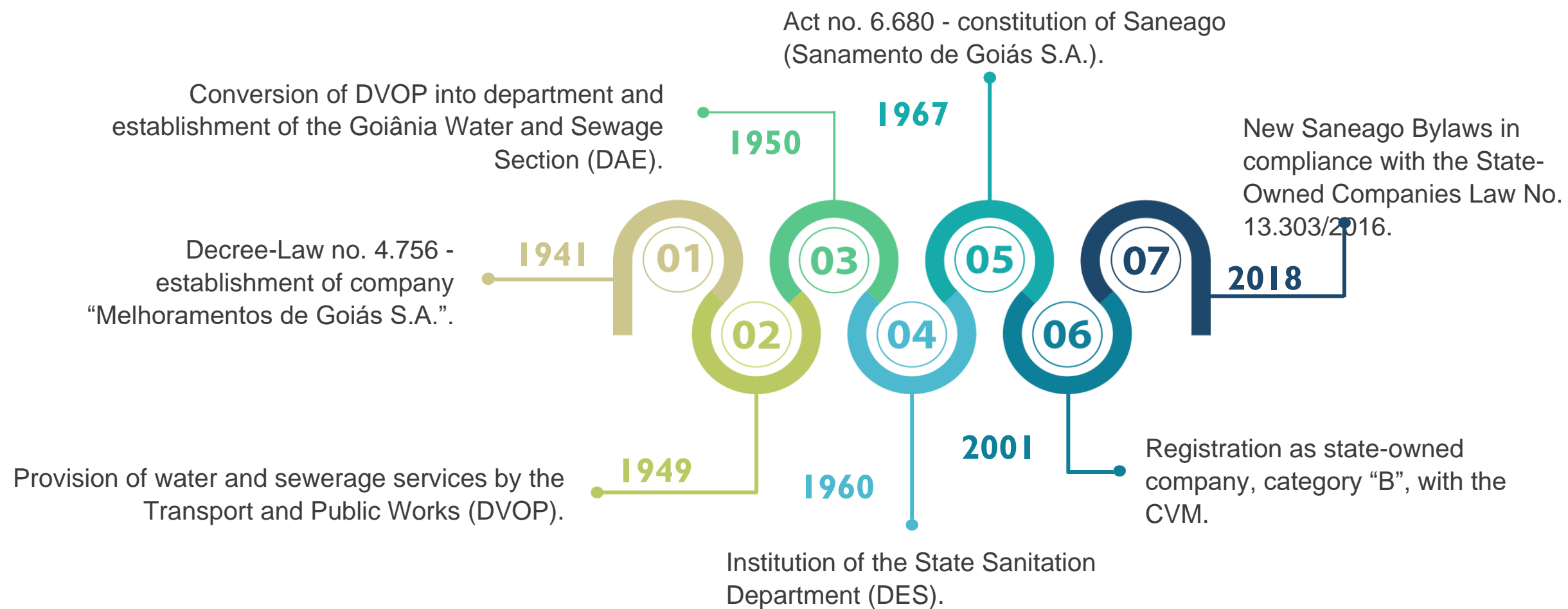
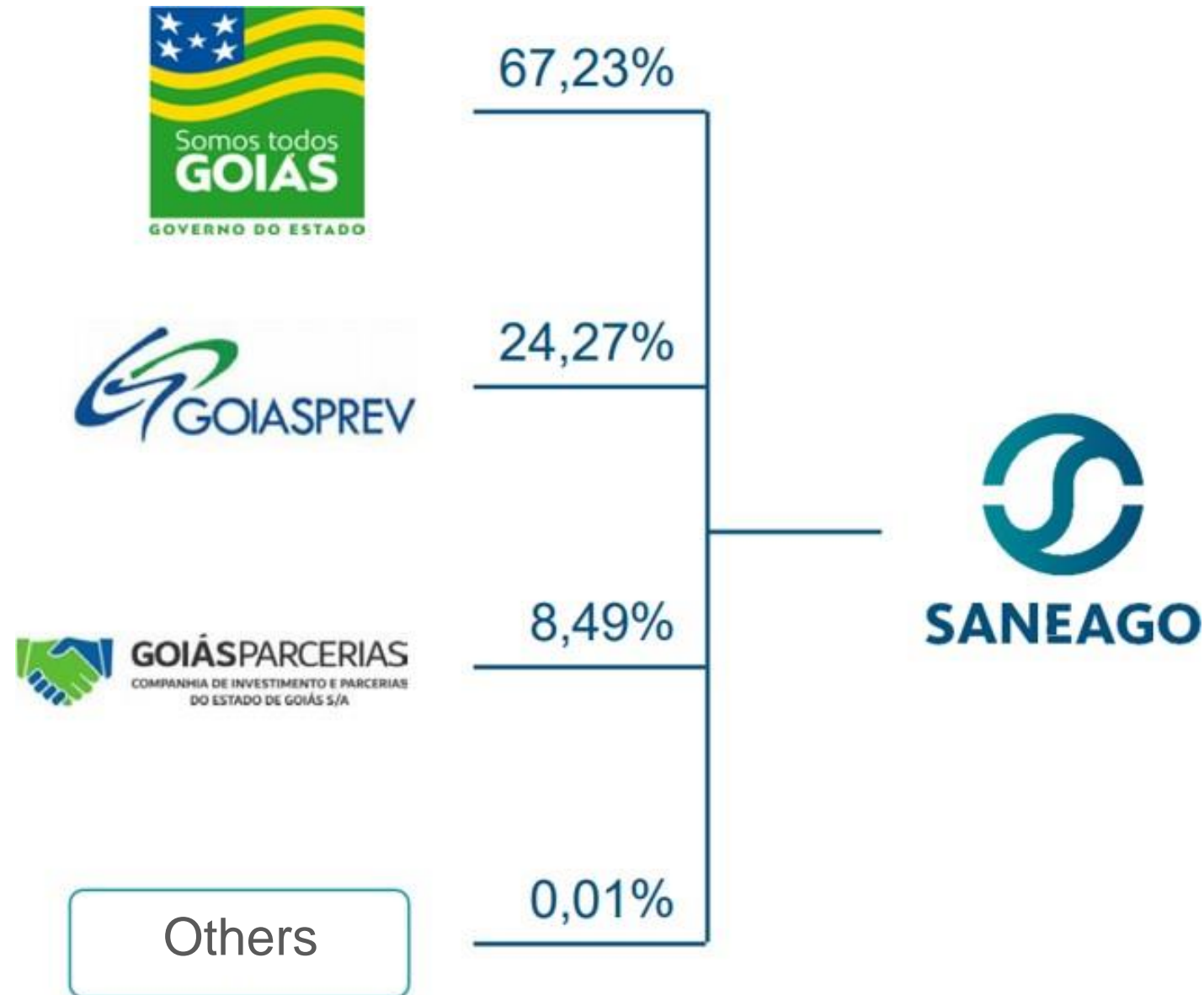


Figure 2.1 - Saneago History
 Source: Institutional Presentation, 2/12/2020 / SURIN/DIFIR

SANEAGO fits into the real profit, under the terms of articles 246 to 515 of the Income Tax Regulation, Decree 3.000/99, whose rules and concept are regulated in articles 246 and 247. SANEAGO's authorized capital is verified in the Bylaws, as described below:

Article 5. The Company's share capital, fully subscribed and paid in, is of R\$ 2,515,546,367.76 (two billion, five hundred and fifteen million, five hundred and forty-six thousand, three hundred and sixty-seven reais and seventy-six cents), represented by 2,515,546,367 (two billion, five hundred and fifteen million, five hundred and forty-six thousand, three hundred and sixty-seven) nominative shares with no par value (...)

Article 6. The State of Goiás will always hold the minimum number of shares defined by Act 6.680 in force at the time, including any amendments.



Shareholder	Ordinary shares		Preferred shares		Total shares	
	Quantity	%	Quantity	%	Quantity	%
State of Goiás	1,336,135,801	71.5695	354,992,364	54.7287	1,691,128,165	67.2271
GoiásPrev	488,016,887	26.1404	122,637,514	18.9069	610,654,401	24.2752
Goiás Parcerias	42,749,681	2.2899	170,998,719	26.3627	213,748,400	8.4971
Others	4,005	0.0002	11,396	0.0018	15,401	0.0006
Total	1,866,906,374	100%	648,639,993	100%	2,515,546,367	100%

Figure 2.2 - Saneago's Shareholding Composition
Source: Saneago/Surin/Difir, 2020

Diagnosis Of Municipalities Operated By Saneago

G4-4, G4-8, G4-9

The State of Goiás consists of 246 municipalities, with Saneago responsible for serving 226 municipalities with water and sewerage in the urban area, with the rest being municipalized systems.

In 2019, Saneago served 5,738 thousand inhabitants with treated water, which represented an increase of 1.47% compared to 2018, reaching a service rate of 97.01% of the population. With regard to billed connections and the extension of the distribution network, the increase was 2.84% and 1.17%, respectively, in relation to the previous period.

In relation to the sewerage system, in 2019, a total of 3,701 thousand inhabitants were served, which corresponds to an increase of 6.11% compared to 2018 and represents 62.60% of the population served. There was an increase of 6.76% in the number of billed connections, 6.7% in the volume of billed sewage and 4.68% in the treated sewage index.

Water - Operational Indicators	Unit	I2M2019	I2M2018	Variation (%)
Population served	Thousand	5,738	5,655	1.47%
Customer Service Index	%	97.01%	96.90%	0.11%
Connections	Thousand	2,209	2,148	2.84%
Measurements	Thousand	2,408	2,352	2.38%
Network Extension	Km	30,557	30,203	1.17%
Billed Water Volume	thousand m ³	270,224	260,339	3.80%
Produced Volume	Thousand m ³	386,930	375,308	3.10%
Loss Index	%	28.49%	29.51%	-3.46%

Sewage - Operational Indicators	Unit	I2M2019	I2M2018	Variation (%)
Population served	Thousand	3,701	3,488	6.11%
Sewage Provision Index	%	62.60%	59.80%	4.68%
Sewage Treated Provision Index	%	58.20%	55.70%	4.49%
Connections	Thousand	1,201	1,125	6.76%
Measurements	Thousand	1,365	1,291	5.73%
Network Extension	Km	13,139	12,817	2.51%
Billed Sewage Volume	Thousand m ³	161,783	151,593	6.72%
Sewage Treated Volume	Thousand m ³	149,690	140,738	6.36%

Table 2.1 - Evolution of operational data
Source: Management Report 4Q2019 2020

Operating Data



188

Water Treatment Plants -
ETAs



89

Sewage Treatment
Plants - ETEs



471

Water Collection
Systems



870

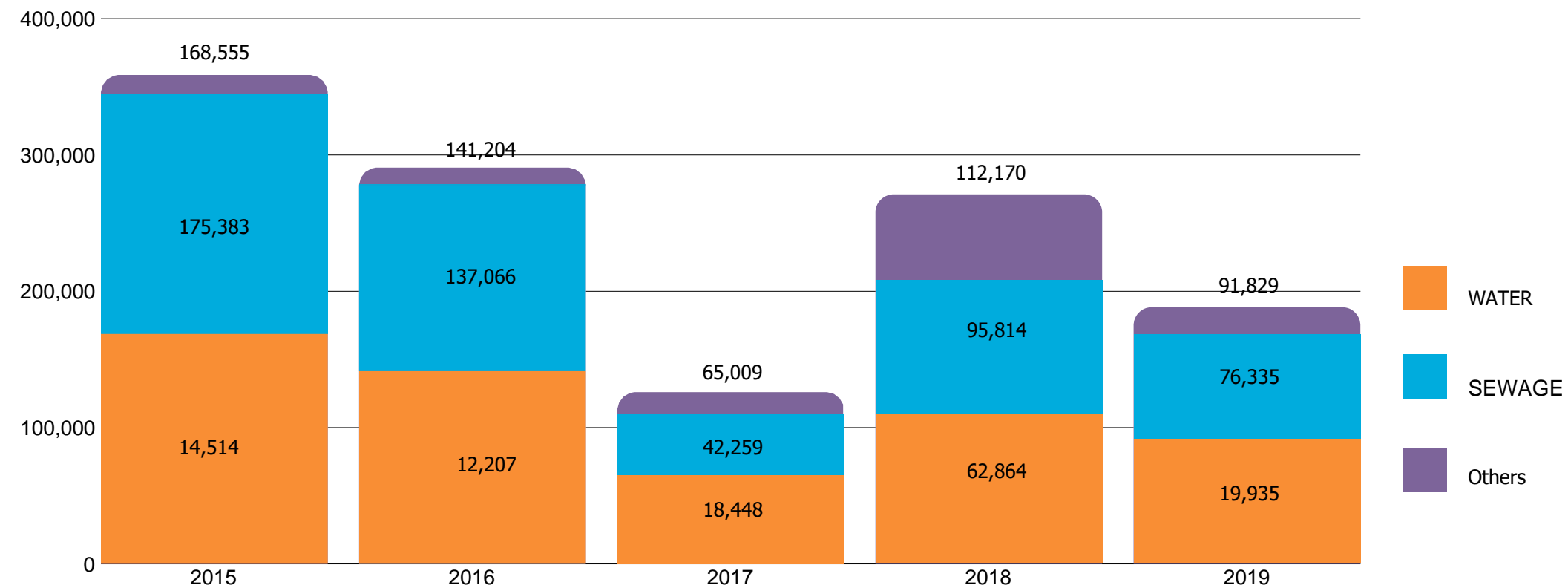
Deep Tubular
Wells



1,396

Reservation Centers

Investments made from 2015 to 2019 totaled R\$ 1,233,592, of which 46.92% were invested in the water supply system, 42.71% in the sanitary sewage system and 10.37% in programs operational improvement, business development, general purpose goods and other investments. Within the 'Others' Group is the acquisition of goods not intended for Water and Sewerage Systems such as the acquisition of vehicles, computers, construction of administrative areas and software. In 2018, the SAP System was acquired, in addition to the software and hardware required for its full operation, this investment reached almost R\$ 40 million, a fact that increased the 'Others' Group Investment that year.



System	2015	2016	2017	2018	2019	Total
Water	163,555	141,204	65,009	112,170	91,829	578,767
Sewage	175,333	137,066	42,259	95,314	76,335	5.26.857
Others	14,514	12,207	18,448	62,864	19,935	127,968
Total	358,452	290,477	125,716	270,848	188,099	1,233,592

Table 2.2 - Investments - CAPEX 2015 - 2019 Source: Management Report 2015 - 2019

As regards the future investments, the Strategic Planning for 2020 to 2024 was approved in the Management Board meeting no. 401, on Dec 18, 2019.

A total of 4,6 billion in investments is predicted for the next five years, according to the chart below (amounts in thousands of reals):

System		2020	2021	2022	2023	2024	Total
SAA	Infrastructure	164,972	438,217	700,228	473,306	447,388	2,224,111
	Expansion	61,724	111,783	213,923	104,325	12,116	503,870
	Subtotal	226,696	550,000	914,152	577,630	459,504	2,727,932
SES	Infrastructure	60,193	78,681	31,351	8,559	27,931	206,715
	Expansion	323,079	206,180	221,218	273,479	272,135	1,296,091
	Subtotal	383,271	284,861	252,570	282,037	300,066	1,502,806
Other Reversals		75,000	75,000	75,000	75,000	75,000	375,000
Total General		684,968	909,361	1,241,721	934,668	334,569	4,605,737

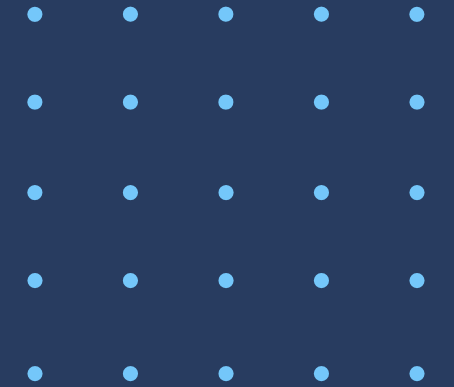
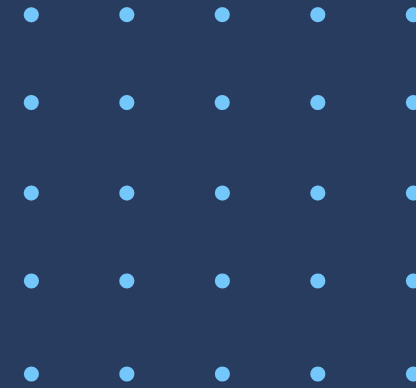
Table 2.2 - Strategic Planning 2020 - 2024 Source: Fato Relevante - CVM, 20/12/2019

The investments in the Water Supply System (SAA) and Sanitary Sewage System (SES) intend the universalization of the systems by increasing the service index and assuring business continuity.

3

GOVERNANCE AND CONFORMITY

G4-7, G4-14, G4-34, G4-35, G4-36, G4-38, G4-39, G4-41, G4-42,
G4-45, G4-51, G4-52, G4-56, G4-58



Committed to the best management and conduct guidelines, Saneago constantly works to improve its practices, processes and controls, which, in turn, are distributed among the units of the first, second and third lines of defense. In this sense, in 2019, the Company's Internal Regulations were revised, including several improvements, one of them, the creation of the Governance Superintendence.

Saneago's Bylaws provide a detailed description of the activities performed by the highest governance bodies of the company: General Meeting, Tax Board, Management Board, Statutory Audit Committee and Collegiate Board of Directors.

The Governance Superintendence is hierarchically subordinate to the Saneago Chairperson's Office, whose activities are shared with the Compliance, TAC Overlook, Risk Management and Governance Support Executive Management, reinforcing that an important benefit of a control environment is to provide clarity, equity, accountability and corporate responsibility.

With regard to the governance structures involved in monitoring and control, Compliance Management has the competence to promote and guide the application of governance and compliance standards, guidelines and procedures, and to coordinate compliance management and internal controls required, as well as to ensure compliance with the code of conduct and integrity and its policies.

As a third line of defense, the Company has in its structure the Internal Audit Superintendence, hierarchically subordinate to Saneago's Statutory Audit Committee, with some of its main duties: "monitor compliance with the recommendations issued by the regulatory, supervisory and control bodies; meet the needs of the Management Board or the Statutory Audit Committee in matters related to Internal Audit; and, assess the adequacy of internal control, the effectiveness of risk management and governance processes and the reliability of the process of collecting, measuring, rating, accumulating, recording and disclosing events and transactions, with a view to preparing financial statements".

It should be noted that Saneago is actively engaged in the implementation of corporate governance mechanisms, acting on key issues, for instance, to meet the criteria established in Act 13.303/2016, it set the Statutory Eligibility Committee to indicate and evaluate the members of the Management Board and Tax Board, the Statutory Audit Committee and members of the Collegiate Board of Directors, constituting a strict evaluation and definition of the ideal strategic guidance.

The Company has internal integrity mechanisms and procedures intended to prevent, detect and settle fraud and illicit practices, which include internal prevention policies, especially the code of conduct and integrity established on its mission, principles and ethical values. In addition, the Company relies on the Saneago's Hiring Regulations, the Internal Regulations of the Management Board, Tax Board, Strategic Committee and Statutory Audit Committee, as well as its policies that are periodically reviewed to ensure compliance with standards in force.

The penalties applicable in case of violation of the rules of the Code of Conduct and Integrity are provided for in the code and in the Personnel Disciplinary Regulation, which will be applied according to the severity of the fact, and warning, suspension or even contractual termination may be applied, with or without just cause, not excluding other applicable legal measures



[Code of Conduct Guide]

Figure 8 - Code of Conduct and Integrity Guide
Source: Sugov

Organization Chart

Post-insertion structure of the Governance

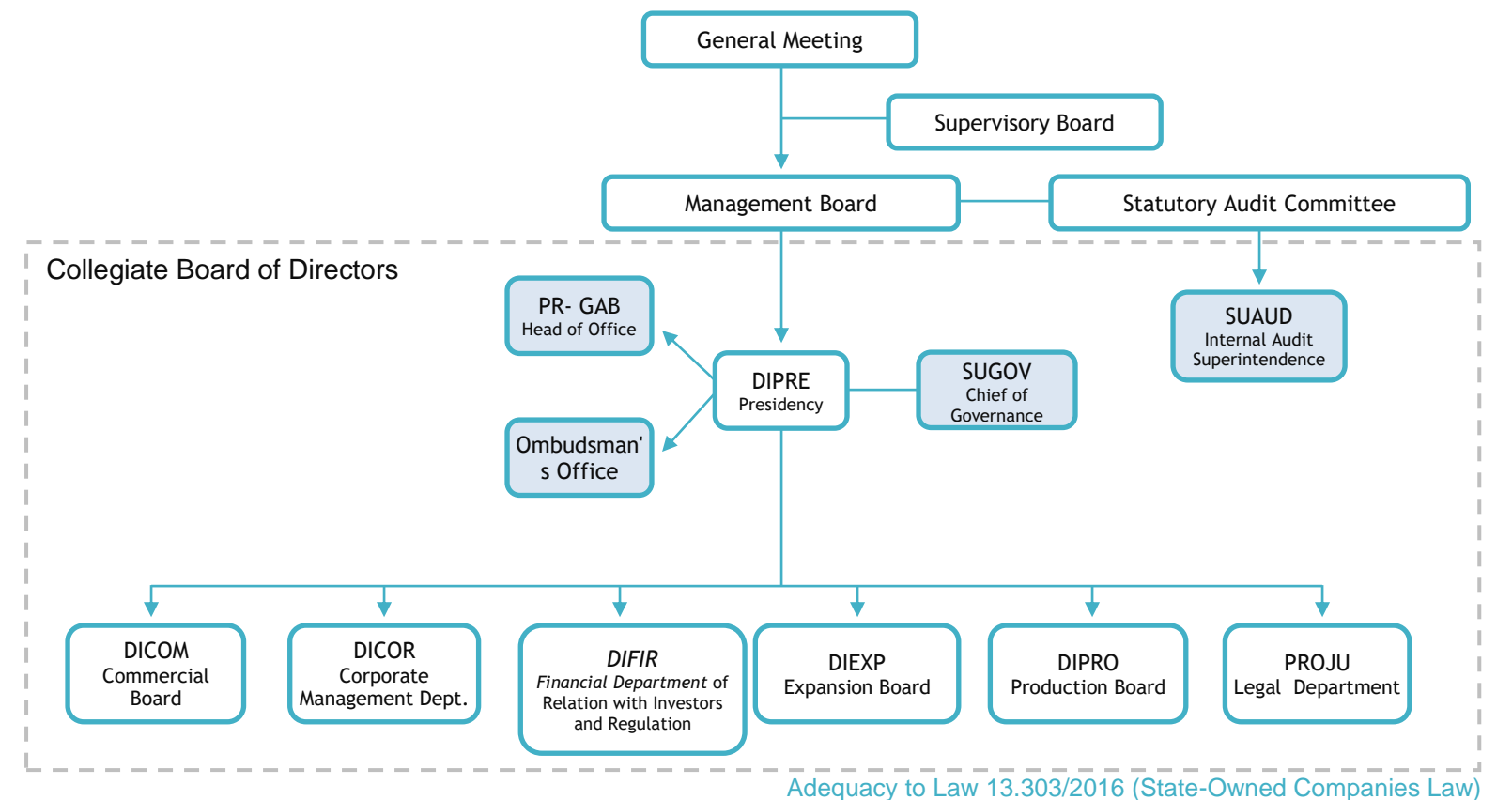


Figure 3.1 - Saneago Organization
Chart Source: Saneago

The employees, service providers, third parties and senior management were trained in the code of conduct and integrity in 2019. The training was conducted in the distance learning format - distance education, accessible to all employees through registration and password, the code was handed out in a booklet format to all employees, as well as evaluations of effectiveness and knowledge and commitment to the code, resulting in in the efficiency of 96.07% of trained permanent employees.



Figure 3.3 - Suppliers being trained in the code of conduct: services BRK Ambiental, Sitran, Soluções, Tellus, FR Incorporadora.

Source: Sugov

It developed a training for service providers, conducted annually, via a web-based training structure for viewing of videos related to the topics and with subsequent delivery of the completed and signed evaluations and certificates of knowledge and commitment to the code, resulting in 77% of efficiency in training of service providers and Saneago's third parties; for the providers BRK Ambiental, Sitran, Soluções, Ita Transportes, Tellus, FR Incorporadora, the Compliance conducted the training in person.

INTERNAL CONTROL ACTIVITY

State Decree No. 9.406/19 was recently published, which institutes the public compliance program, defined as a set of procedures and structures aimed at ensuring the compliance of management acts with moral and legal standards, as well as ensuring the achievement of the results of public policies and citizen satisfaction, fostering the axes of ethics, transparency, accountability and risk management.

Saneago has been making efforts, in line with the recommendations of the General Controller of the State (GCE-GO) to implement the decree, whose 1st risk management cycle ended in June 2019, followed by the Risk Based Audits (ABRs) scheduled, and in December 2019, Saneago was awarded with the Public Compliance Ranking, given by the Risk Based Audit (ABR), carried out by the General Controller of the State of Goiás (CGE), where they evaluated 20 criteria referring to the four axes of the PCP, namely: (I) setting up of rules and instruments relating to ethics and conduct standards; (II) clarity encouragement; (III) accountability; and (IV) risk management, conducted by SUGOV, SUAUD and SUOGE. The Silver Seal of Excellence in Clarity is the result of a 95.26% rate of compliance with the methodology requirements established by the legislation and the CGE.

We emphasize that the risks, policies, procedures and practices are reassessed periodically or in extraordinary situations whose reviews may be carried out at any time, whenever necessary.

We emphasize that the Commitment and Support of Senior Management is fundamental, through public statements of support to ethical culture and against corruption, approval of institutional policies that strengthen business ethics.

The Management Board constituted the Sector Compliance Committee, with the members listed below, as resolved at the 379th Meeting of the Management Board:

- | | |
|---|---|
| I. Chairman of the Management Board of Saneago; | VII. Corporate Management Director; |
| II. Vice Chairman of the Management Board; | VIII. Expansion Director; |
| III. Chairman of Saneago's Statutory Audit Committee; | IX. Production Director; |
| IV. Chairman of Saneago; | X. Attorney; |
| V. Commercial Director | XI. Governance Superintendent. |
| VI. Director of Finance, Relation with Investors and Regulation; | XII. Superintendent of Internal Audit. |

The Committee is consultative and permanent for questions related to the Public Compliance Program in order to ensure the implementation of the axes, namely: I. structuring of rules and instruments relating to standards of ethics and conduct; II. fostering transparency; III. accountability; IV. risk management.

O Sector Committee meets monthly on an ordinary basis, and, extraordinarily, whenever necessary, and the extraordinary meeting may be requested by any of its members and/or by the Governance Superintendent.

As a good practice, in matters related to communication, the Compliance Management, together with the Governance Superintendence, monthly sends newsletters of compliance to all its Superintendents on matters related to ethics, compliance, safety at work and risk management.

Policies

G4-41, G4-45, G4-58

- 1.** Conflict of Interest Prevention Policy
- 2.** Information Access Policy
- 3.** Sponsorship Policy
- 4.** Corruption Acts Prevention Policy
- 5.** Information Security Policy
- 6.** Dividend Distribution Policy
- 7.** Spokesperson Policy, Communication and Information Disclosure;
- 8.** Non-Retaliation Policy
- 9.** Related Party Transactions Policy
- 10.** Risk Management Policy
- 11.** Compliance Policy
- 12.** Saneago Competences and Limits Policy
- 13.** Financial Risk Management Policy and Resources Applications.
- 14.** Senior Management Evaluation Policy
- 5.** Dividend Distribution Policy
- 16.** Policy of Disclosure of Act or Relevant Fact and Negotiation of Securities

Senior Management Training

G4-43, G4-44

According to Article 17, §4 of Act 13.303, of June 30, 2016:

The chosen officers must participate, upon investiture and annually, of specific training on corporate and capital market legislation, information disclosure, internal control, code of conduct, Act 12.846, of Aug 1, 2013 (Anticorruption Act), and other topics related to the activities of the public company or mixed capital company.

Saneago's actions to adapt to this item of the Law involve periodic training for senior management, the aim of which is to provide the senior management skills aimed at corporate law, information disclosure, internal control, and the code of conduct and Law 12.846/2013.

The Compliance Management in partnership with Instituto Eivaldo Lodi (IEL) - gave training in Compliance and Anti-Corruption Law to 60 multipliers/Auditors of Saneago's integrated management system. Saneago's management members and officers take part in the training for managerial qualification in compliance with Act 13.303 / 2016. The activity intends to strengthen managerial competencies aimed at corporate law, information disclosure, internal control, the code of conduct and the Corporate Responsibility Act; providing the training determined by the State-Owned Companies Responsibility Act. The coach, Sávio Nascimento, explained that the course content "highlights innovations for corporate governance bodies, in order to increase clarity, internal control processes, and improve ethical aspects to prevent fraud". The training was set by the Governance Superintendence (Sugov), is mandatory for Company's managers, but extended to other employees, such as the members of the Tax Board, the Statutory Audit Committee, Superintendents and Managers in the areas of Governance and Audit. The action shows the Company's commitment to being even more ethical and clear, improving governance, risk management and internal control policies. The training was conducted on two dates: 8/6/2019 and 9/17/2019

Saneago's actions to adapt to this item of the Law involve periodic training for senior management, the aim of which is to provide the senior management skills aimed at corporate law, information disclosure, internal control, and the code of conduct and Law 12.846/2013.

The Compliance Management in partnership with Instituto Euvaldo Lodi (IEL) - gave training in Compliance and Anti-Corruption Law to 60 multipliers/Auditors of Saneago's integrated management system. Saneago's management members and officers take part in the training for managerial qualification in compliance with Act 13.303 / 2016. The activity intends to strengthen managerial competencies aimed at corporate law, information disclosure, internal control, the code of conduct and the Corporate Responsibility Act; providing the training determined by the State-Owned Companies Responsibility Act. The coach, Sávio Nascimento, explained that the course content "highlights innovations for corporate governance bodies, in order to increase clarity, internal control processes, and improve ethical aspects to prevent fraud". The training was set by the Governance Superintendence (Sugov), is mandatory for Company's managers, but extended to other employees, such as the members of the Tax Board, the Statutory Audit Committee, Superintendents and Managers in the areas of Governance and Audit. The action shows the Company's commitment to being even more ethical and clear, improving governance, risk management and internal control policies. The training was conducted on two dates: 8/6/2019 and 9/17/2019



Figure 3.34 - High Management trainings in partnership with the Instituto Euvaldo Lodi (IEL) conducted on 8/6 and 9/17/2019.

Source: Sugov

Risk Management

G4-45

Saneago has a Risk Management Policy (PL00.0046) duly updated and formalized, under the terms of ABNT NBR ISO 31000:2018, added to COSO 2013 - Internal Controls - Integrated Structure and updates, adding economic value and resilience to the Organization through alignment with the best market practices and comprising the following phases:

- I.** Communication and Consultation - continuous and iterative processes that an organization conducts to provide, share or obtain information and engage in dialog with stakeholders and others, in relation to risk management;
- II.** Establishment of the Context - definition of external and internal parameters to be taken into account when managing risks and establishing the scope and risk criteria for the Risk Management Policy;
- III.** Risk Identification - search, recognition and description of risks, by identifying the sources of risk, events, their causes and their potential consequences;
- IV.** Risk Analysis - understanding the nature of the risk and determining its respective level by combining the probability of its occurrence and the possible impacts; In its measurement, the following are constituents of the impact: the financial, the business goals, the persistence and the image / reputation. As for the probability, the following are attributes: the level of exposure, the quality of controls, the potential for fraud and compliance with legislation. The impact, probability and level of risk are represented in a 4x4 graphic matrix;
- V.** Risk Evaluation - comparison of the risk analysis results with the risk criteria to determine whether the risk and/or its respective magnitude is acceptable or tolerable;
- VI.** Risk Treatment - process to modify the risk; It occurs among the strategies to accept it, avoid it, reduce it, share it or explore it, and the use of the 5W2H methodology and RACI Matrix for the treatment plans is indicated;
- VII.** Risk Monitoring - verification, supervision, critical observation or identification of the situation, carried out continuously, in order to identify changes in the level of required or expected performance;
- VIII.** Identification of Controls - identification of procedures, actions or documents that guarantee the achievement of the objectives of the process and reduce exposure to risks;
- IX.** Establishment of Controls - policies and procedures that ensure the achievement of management objectives, reducing the exposure of activities to risks. Such activities take place throughout the organizational process, at all levels and in all duties, including approvals, authorizations, verifications, reconciliations, reviews of operational performance, fund security and segregation of duties.

The structuring elements of Saneago's Risk Management are the Risk Management Policy, the Sector Public Compliance Committee, the Risk Management Process and the Internal Control, covering the following risk categories:

- I.** Strategic - risks arising from the Unit's lack of capacity or ability to protect itself or adapt to changes that may interrupt the goal achievement and planned strategy performance;
- II.** Compliance - risks arising from the body / entity not being able or capable to comply with the laws applicable to its business and not preparing, disclosing and enforcing its internal standards and procedures;
- III.** Financial - risks arising from inadequate cash management, investment of funds in new / unknown and / or complex high-risk operations;
- IV.** Operational - risks arising from the inadequacy or failure of internal processes, people or external events;

- V.** Environmental - risks arising from inadequate management of environmental issues, such as: emission of pollutants, disposal of solid waste and others;
- VI.** Information Technology - risks arising from the unavailability or inoperability of computerized equipment and systems that impair or impede the normal operation or continuity of the institution's activities. Also represented by errors or flaws in computer systems when registering, monitoring and correctly recording transactions or positions;
- VII.** Human Resources - risks arising from the institution's lack of capacity or ability to manage its human resources in line with defined strategic objectives.

Due to the industry in which it operates and its corporate structure, Saneago is exposed to risks originating from vulnerabilities and threats. Risks linked to endogenous vulnerabilities are covered by the Risk Management Policy, the main ones are:

- I.** Environmental, referring to pollution and/or contamination of water sources by Saneago, as well as losses and damages resulting from the Ribeirão João Leite dam structure;
- II.** Financial, inherent to liquidity, opportunity cost, cost management and non-compliance with the investment plan;
- III.** Degradation and / or obsolescence of Saneago's physical and technological infrastructure;
- IV.** Inefficiency in maintaining the operational loss index and the water quality index - IQA;
- V.** Insufficient professionalization/upgrading of Saneago's technical and managerial staff;
- VI.** Breach of Conduct Adjustment Instruments - TAC;
- VII.** Delays or discontinuation of expansion works;
- VIII.** Losses resulting from non-compliances present in sub-delegated, outsourced and / or subcontracted activities;
- IX.** Failure to obtain or not to renew records, authorizations, grants, licenses and permits for installations or operations of Saneago units;
- X.** Absence of insurance on all risks;
- XI.** Inefficiency in control over the company's operational facilities, including the Ribeirão João Leite dam structure, which may affect neighboring populations, society, customers and employees;
- XII.** Other risks associated with sewage collection, removal and treatment; and,
- XIII.** Other risks associated with the supply of treated water.

The risks linked to exogenous threats are not directly related to the established internal controls, the main ones are:

- I.** Environmental, involving climate, drought and high rainfall, as well as the degradation of basins, lack of conservation policies, pollution and/or contamination of water sources by third parties;
- II.** Termination or non-renewal of concession / program contracts with the granting authority;
- III.** Financial, inherent to the capital market, foreign exchange, interest rates, inflation and credit;
- IV.** Economic and political, possibly associated with crises, as well as, tax policies, laws and regulation of the industry;
- V.** Diffuse interests of the majority shareholder, Government of the State of Goiás, in relation to the other shareholders;
- VI.** Unavailability and / or instability of the quality of the energy matrix required for Saneago's operations; and,
- VII.** Losses arising from lawsuits, arbitrations and / or administrative proceedings. The risk management process is subject to periodic review, according to the risk level, with a term not exceeding 1 (one) year, covering the work processes of Saneago's management areas, duly in line with Saneago's strategic planning.

Ombudsman's Office

G4-57

The Ombudsman's Office is the main channel to receive and deal with statements regarding the company's activities, directly or indirectly, acting on requests for information, the Access to Information Act (LAI), whistleblowing, complaints, requests, compliments and suggestions, respecting the confidentiality of the informant when needed.

The Saneago Ombudsman's Office was created in 2004, by means of Board of Directors Resolution no. 105, in order to serve the second administrative level and institute administrative processes for amicable settlement of any disputes with the user.

Since its implementation, the Ombudsman's office purpose has been to listen and understand different communications, recognize them without any distinction, answer them, qualify expectations so that the company can decode them as opportunities for improvement and show results, generating data and elaborating information to support the technical unit management.

The citizen can access the Ombudsman's Office through different channels to request information or record demands, and the statement can be directly recorded on the Saneago portal (www.saneago.com.br - Ouvidoria), by phone (0800 645 0117) since the ombudsman's office has its own structure of telephone attendants through the Call Center, from Monday to Friday, from 7 am to 7 pm, by letter forwarded to the address of the company's headquarters, which also has an in-person service, located at Av. Fued José Sebba, nº 1.245 - Setor Sul - Goiânia/GO – CEP: 74.805-100, also from Monday to Friday, at From 7:30 to 11:30AM and 01:30 to 05:30PM.

The ombudsman channel is managed by the own company, which records all communications, whether anonymous or not, deals with them properly and individually, monitors from reception to completion, and forward complaints of ethics, legal behavior and integrity issues to the Audit Superintendence.

The claimant receives a registration/file number to track his/her communication by telephone (0800 645 0117) or the portal www.saneago.com.br - Ouvidoria.

The total number of statements in 2019 was 5,603, an increase of 12% compared to 2018, when 4,912 were recorded.

Upon completion, the statements are rated as Valid, Partly Valid, Invalid or Access to Information Act (LAI), after being analyzed and receiving the appropriate treatment or referral.

The demands received come from extremely diverse audiences, ranging from the global user, students requesting data for school papers, journalists, bidders, Saneago employees, among others.

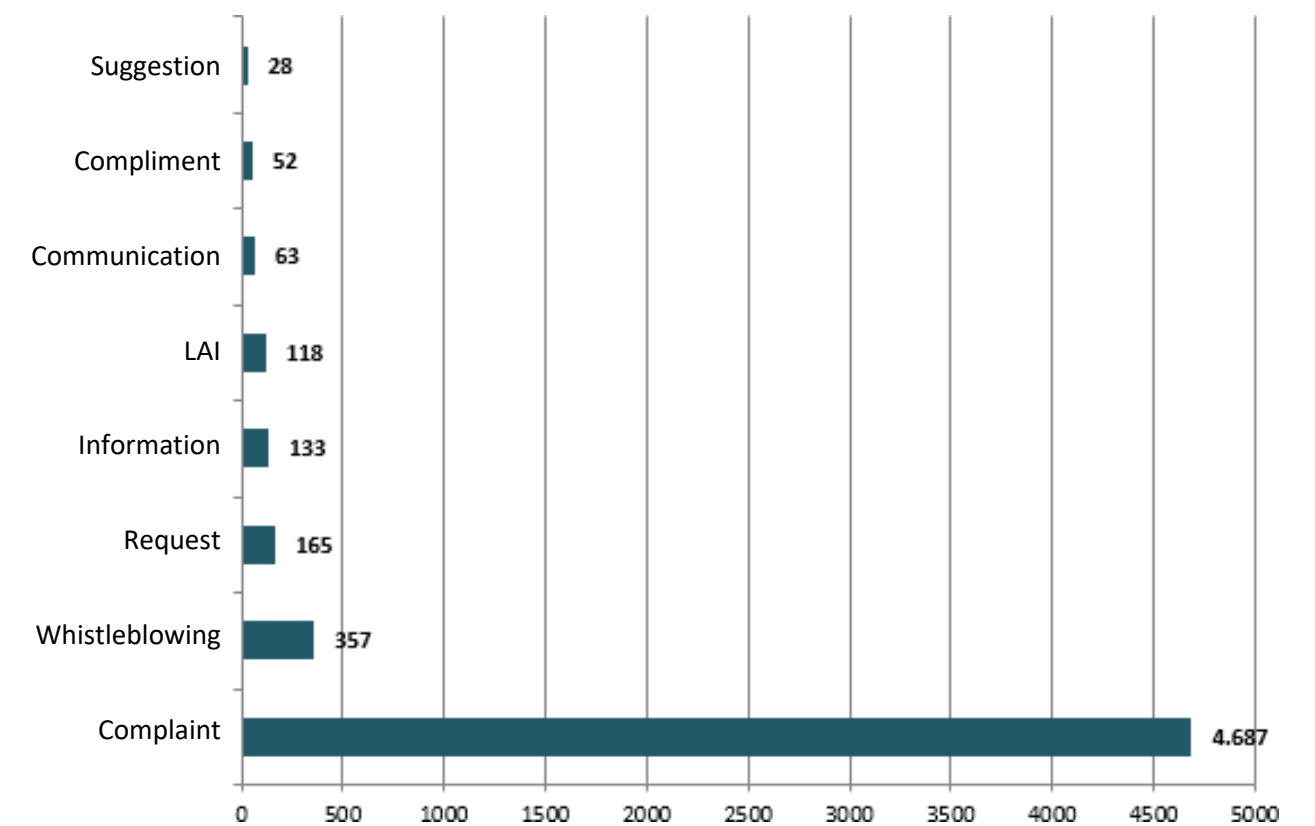


Chart 3.1 - Communications to the Ombudsman's Office in 2019 Source: Suoge, 2020.

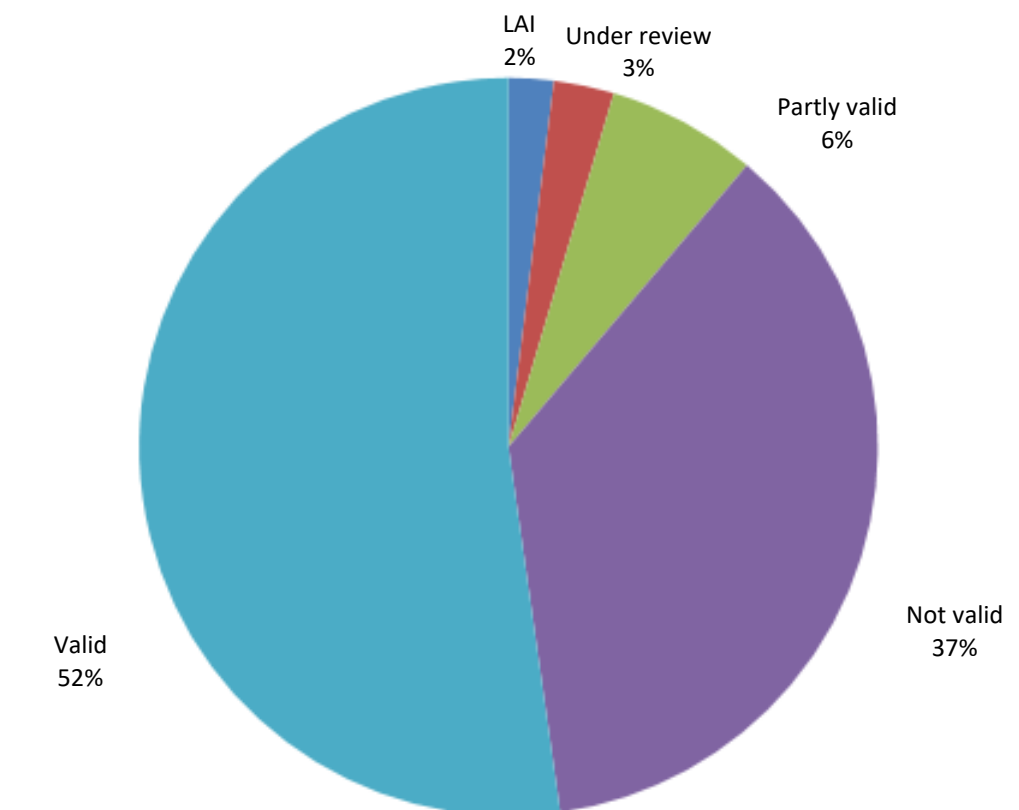


Chart 3.2 - Rating of requests upon completion Source: Suoge, 2020.

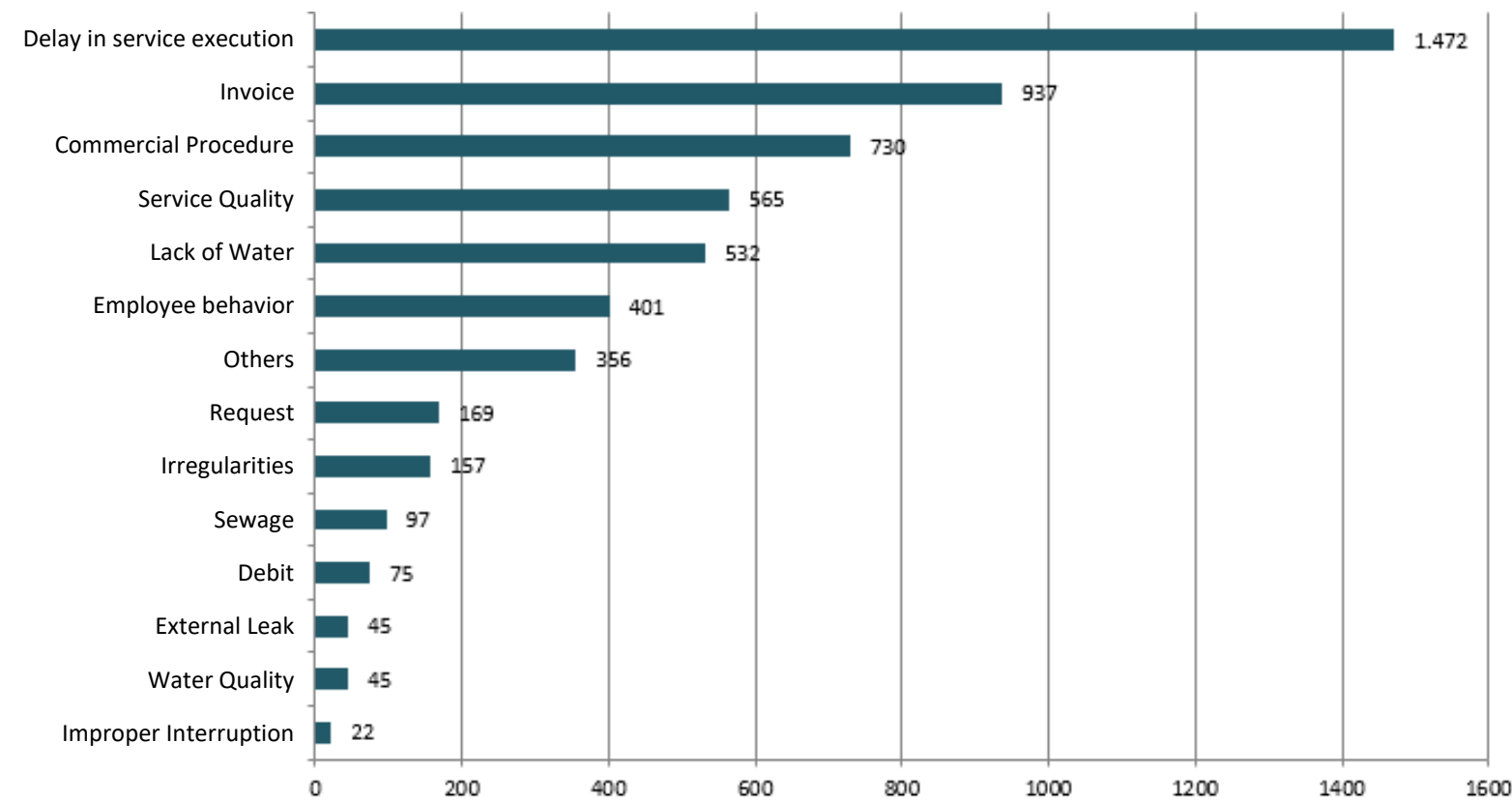


Chart 3.3 - Communications to the Ombudsman's Office in 2019 Source: Suoge, 2020.

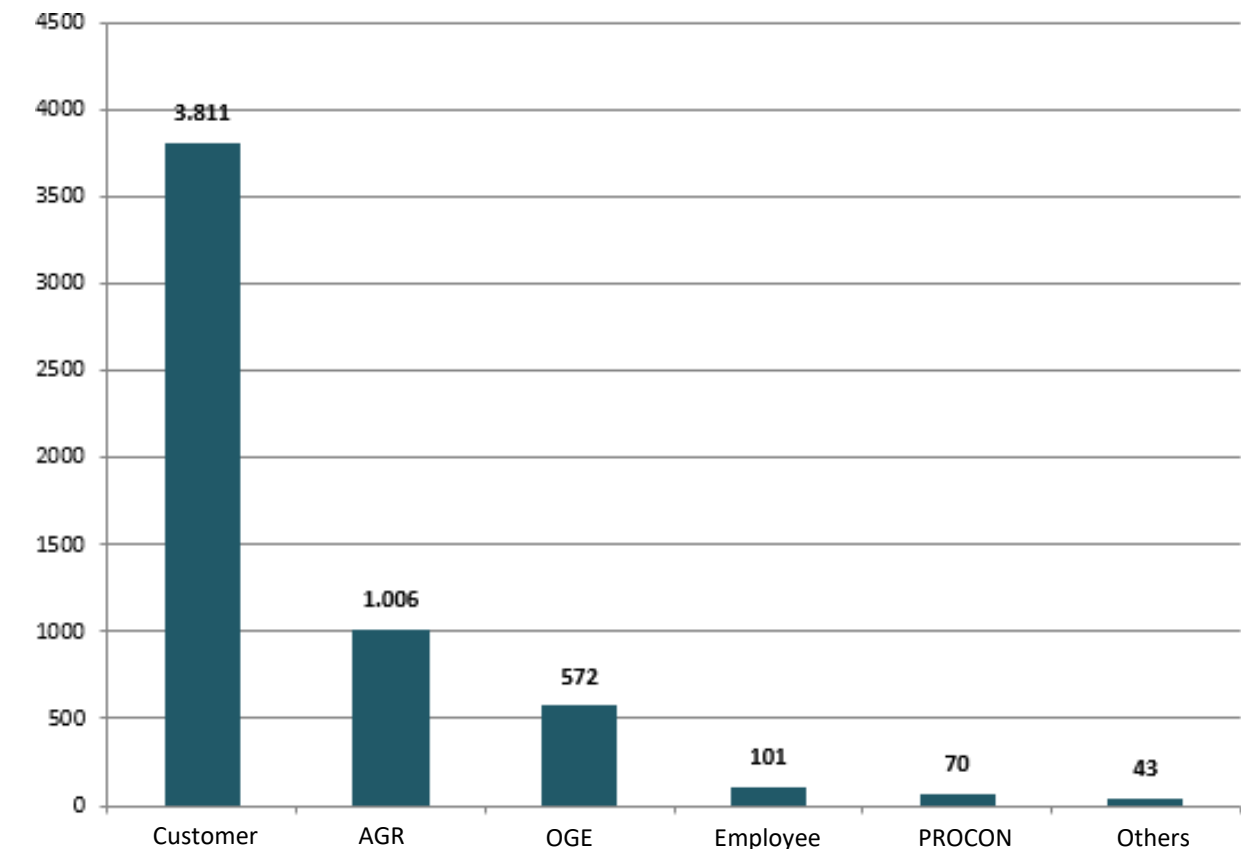


Chart 3.4 - Origin of requests in 2019 per registration unit. Source: Suoge, 2020.

Throughout 2019, 118 exclusive requests of access to information were handled. The figure below shows the comparison of the evolution of answer to Requests of Access to Information for 2018 and 2019.

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2018	14	5	7	17	6	6	10	5	1	7	4	7	89
2019	6	4	2	6	13	13	6	10	17	20	16	5	118

Table 3.1 - Number of monthly requests for LAI in 2019 and 2019 Source: Suoge, 2020.

The number of requests answered in the period was 5,197, accounting for 93%, in 2019. In 2018, the percentage was 90%. The average period in which the claimant received the information required in 2019 was 12 days, which fulfills the expectations to keep the service period within the required standards.

A review of the 5,603 communications registered in 2019 shows that the channel with the highest record of communications remains the Call Center 0800 645 0117.

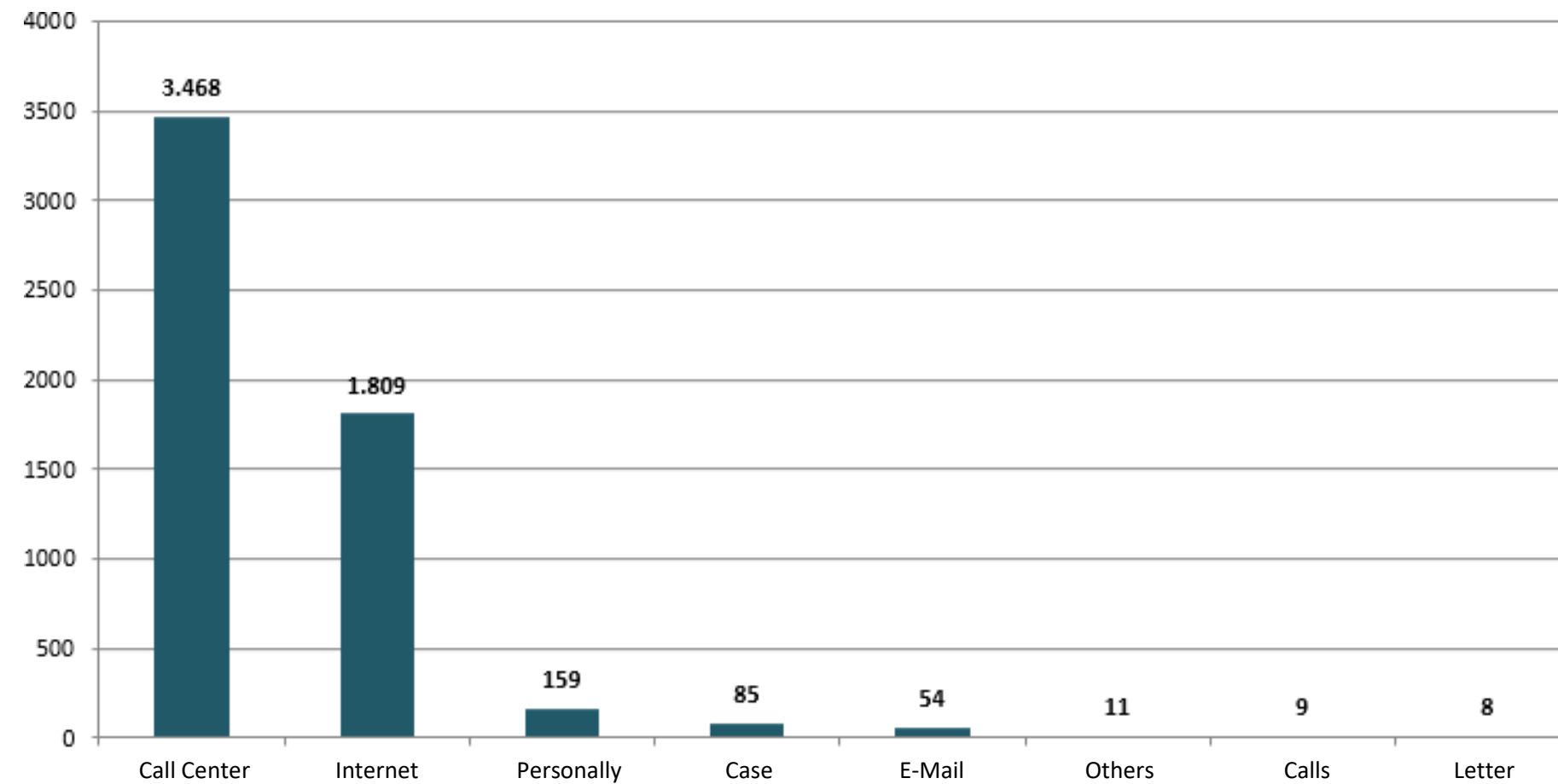


Chart 3.5 - Number of statements per communication channel in 2019

Source: Suoge, 2020.

Clarity and Accountability

G4-46, G4-58

The behavior parameters required from all Saneago employees, whether permanent or contracted under different bonds (trainees, fixed-term agreements, etc.), and from staff of other bodies at the company's disposal, are regulated in the Code of Conduct and Integrity of the Company.

Complaints of acts or omissions that constitute disciplinary infractions or illegalities are made preferably via the channel of the Saneago's Ombudsman's Office.

All complaints of irregular employee behavior, received by any unit or communication channel of Saneago, must be forwarded to the General Ombudsman's Office (SUOGE) - for the record.

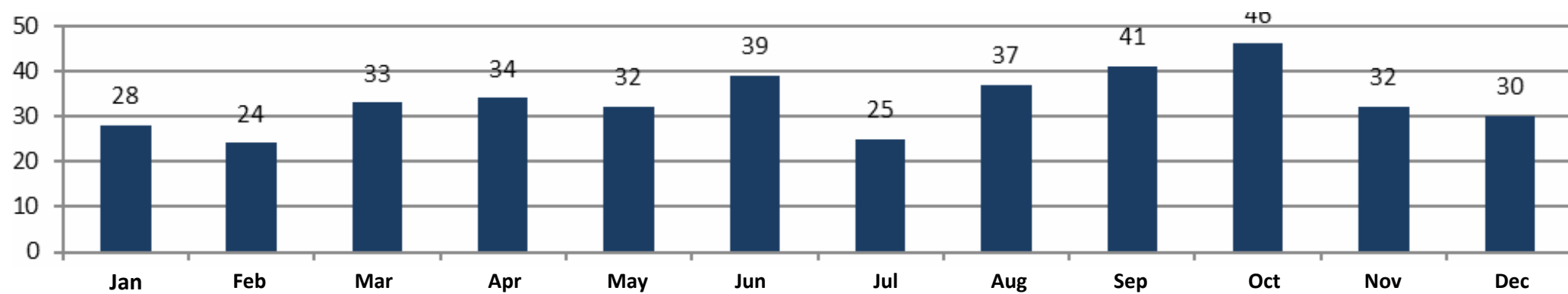


Chart 3.6 - Number of monthly statements of employee behavior in 2019
Source: Suoge, 2020.

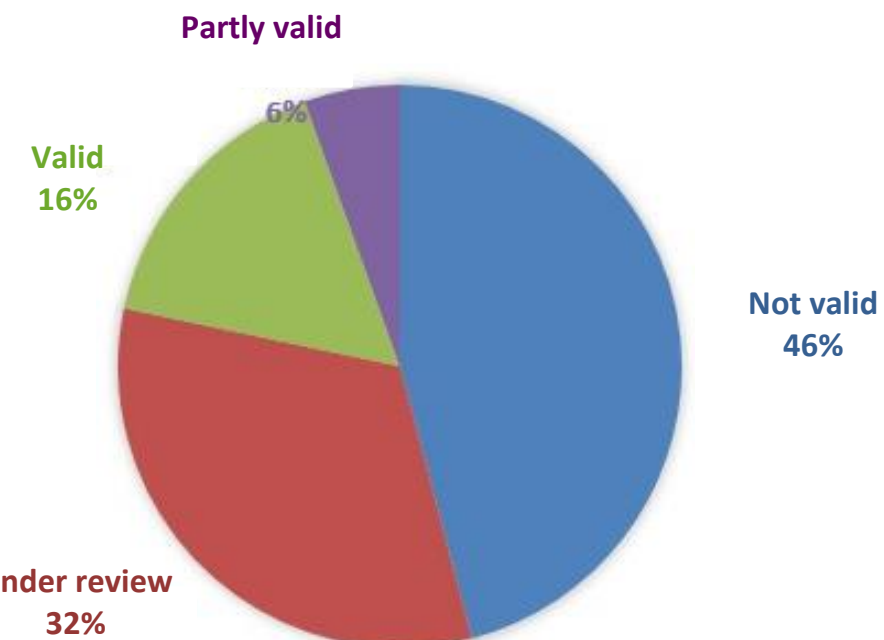


Chart 3.7 - Rating of statements upon completion referring to employee behavior.
Source: Suoge, 2020.

Relationship with Stakeholders

G4-24, G4-27

Maintaining a good relationship with stakeholders is of paramount importance for meeting the strategy and alignment expectations while understanding the real interest and purpose of these parties. Accordingly, from the moment it redefined its performance before the current scenario, Saneago has tried to build lasting relationships that create value for society, through the involvement of stakeholders in the business strategy.

The Company has already adopted some strategies, such as the establishment and dissemination of communication channels with stakeholders; participation of the society in the organization governance and the establishment of a professional relationship with the media. Our concern is to ensure that decisions made on policies, strategies, programs and services serve as many stakeholders as possible.

Understanding how sustainability is a source of competitive advantage and value creation for the Company involves the structuring of an engagement process with stakeholders that is a tool to address the development challenges.

During preparation of the Integrated Planning, Saneago initially conducted a survey to find the stakeholders' needs and expectations, by means of questionnaires applied via the Survey Monkey application as of September 2019, ending on Dec 31, 2019 . The survey link was made available via Whatsapp, e-mail, intranet and internet.

This was the first year in which we applied the survey focused on the relationship with stakeholders, which will become constant in the Company's management.

Main search results:

Stakeholders	Questionnaires sent	Answer Rate	Positive Points	Negative Points
Workforce	6,200	34.03%	Pride to work in the company and high reliability on the information of the immediate manager.	Professional growth; applicability of talent and knowledge and function training.
Customers	71,900	6.22%	High index of satisfaction with the products/services offered.	Index of satisfaction with service.
Suppliers	5,800	3.29%	Satisfaction with company collaborators; on-time payments and clear information provided.	Information on tender and service provision deadlines.
Granting Authority	226	17.30%	60% would recommend Saneago services for other municipalities and supply regular provision.	Trust on the Granting Authority and information given by Saneago.

Customers and Market

Saneago market is structured around current (active and inactive), feasible and potential customers, served with drinking water supply and sewage services (collection, removal and treatment), whose expectations are:

- (i) Quality and continuity in distributed water and collected sewage;
- (ii) Provision of quick commercial services.

RESIDENTIAL

Normal - rating that defines the use for domestic and hygienic purposes in residential connections.

Social - rating that defines the use of water for domestic and hygienic purposes in low-income residential connections.

Conditions: to benefit from a low-income program; live in a residential property characterized as the definition of popular/rustic or with area up to 60 m²; have a family income up to 2 minimum wages; not to have any alternative source of supply in the property; and present consumption up to 20m³ per connection/month.

COMMERCIAL

Commercial 1 - rating that defines the use of water for commercial or service provision purposes, or other activity not provided for in the other categories.

Commercial 2 - rating that defines the use of water for commercial purposes of goods or services to customers with low consumption (average up to 10 m³/measurement/month).

Conditions: present average consumption in the last 6 months up to 10m³ per connection; It does not present alternative source of supply and present monthly consumption up to 10m³/connection.

INDUSTRIAL

Rating that defines the use of water for industrial purposes, in establishments providing goods and services, defined by IBGE, such as: dairy products, refrigerators, pre-cast factories, joinery, clothing, ice cream parlors, car wash and gas stations with box for washing vehicles.

PUBLIC

Rating that defines the use of water in buildings of municipal, state or federal public agencies, regardless of the activity developed in the economy.

This category also includes public hospitals, nursing homes, orphanages, hostels and other charities, religious institutions,

Supplier Management

G4-12

All Saneago tenders are carried out by the Tender and Acquisitions Department (SULAQ), through the Auction Committee, in the case of purchases of common materials and services, and the Permanent Tender Committee, in the case of engineering works and services. Also, due to its legal nature, it requires compliance with Act 10.520/2002 (tender in the modality auction), Complementary Act no. 123/2006 (micro and small business), and Act 13.303/2016 (legal status of the state-owned company and mixed capital company).

In 2019, Saneago implemented the auxiliary tender set out in Article 63 of Act 13.303/2016: permanent pre-qualification intended to identify goods and/or products that meet the technical and quality requirements of the public administration. The pre-qualification procedure is public and permanently open for subscription by any interested party, and can be requested at any time following the instructions provided on the Saneago website. It is also possible to consult which brands and products are already qualified.

The Qualification of Brands and Materials, defined in the document PR07.0006 - MATERIALS QUALIFICATION AND BRAND APPROVAL MANUAL - is carried out according to specific procedures for each material, available on the Saneago website. The requirements for documentation, samples, technical visits and certifications vary by Group and Material Classification.

The process begins upon request from the supplier, manufacturer or any other interested party through the Qualification Requirement contained in FR00.0171. Materials are classified into the following categories:

- Category "A" materials - they are highly relevant, contain Technical Norms and are approved via inspection and testing in the factory.
- Category "B" materials - are of medium relevance. The qualification takes place via presentation of samples for testing and analysis by a specialized technical team from Saneago.
- Category "C" materials - are of low relevance. They do not go through a pre-qualification process. Quality inspection is performed only upon reception.

Once qualified, the brand or product is qualified and any interested party can supply it to Saneago as long as it remains in force.

Tenders can also, under the terms of Article 64 of Law 13.303/2016, restrict the participation of pre-qualified products under the terms of the regulation.

The management of agreement suppliers, under the responsibility of the Logistics Intelligence Management (G-GIL), follows what is recommended in items 7 and 14 of the Agreement Management Procedure - PR00.0003, which defines rules and responsibilities for service provision, works and acquisitions

Saneago's agreement management intends to maintain a mutually beneficial relationship with suppliers in order to add value to the services provided, assuring the quality of product offered and the fulfillment of deliveries in the agreed terms.

This management also abides to the provisions of PR00.0174 - Application of Administrative Penalties in the Bidding and Contracting Phase in the scope of Saneago.

Based on these two procedures, the management of agreements and its suppliers intends to reduce non-conformities resulting from the procurement, offering clarity to the process and strengthening the Supplier-Saneago relationship.

In 2020, the Supplier Evaluation system will also be implemented, an Agreement Management tool that will use objective performance indicators to score and classify suppliers, in order to maintain a portfolio of suppliers whose performance meets the needs of the Company.

Society

As an organization that intends to develop management based on principles and values that permeate diversity, inequality reduction, strategic and daily decisions, besides the relationship with the community, always aiming at sustainable development, Saneago exceeds its legal obligations, establishing a direct connection with its vision of the future, seeking to understand the factors that affect its activities, ecosystem and external environment, understanding the existing interrelationships and establishing partnerships that provide mutual benefits.

In order to reach an excellent relationship with the stakeholders, Saneago provides several channels such as: institutional website, social media, Customer Relationship Center - 0800, Vapt-vupts, mobile application, in addition to the marketing actions that inform about products and services, forms of rational use of water, institutional positioning, environmental preservation actions and radio and TV spots to deal with general matters or of interest to a specific municipality.

In addition to the aforementioned channels, communication is also carried out through the invoice sent to the client address, in compliance with Law No. 5.440/2005, with information on water quality, specific alerts to certain regions, as well as all channels of relationship with Saneago.

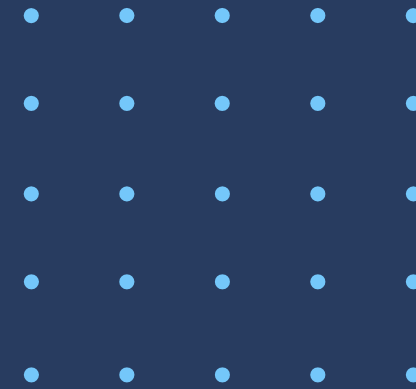
Our communication guidelines are governed by the company's strategic planning and based on the idea that strong communication is one that leaves no doubt for customers and is always as clear as possible.

Marketing actions:

- Communication material to the general public;
- Specific communication material;
- Saneago Environmental Movie Award;
- Fairs and exhibitions;
- School lectures and student visits to treatment plants;
- Distribution of oil collectors.

The following interaction channels are used to identify customer complaints and suggestions:

- Telephone service (Relationship Center);
- Receptive call center service;
- Active call center services;
- Multimedia customer services (SMS, Webchat, social networks);
- Back Office service;
- Customer service monitoring.



FINANCIAL-ECONOMIC PERFORMANCE

G 4 - E C 1



Between 2014 and 2018, the Net Operating Revenue grew [1] 11.76%, going from R\$ 1,282 billion to R\$ 2,235 billion. Considering the average annual inflation measured by the IPCA/IBGE of 7.63% in the same period, the actual growth in the company's revenue was of around 4.13% per year.

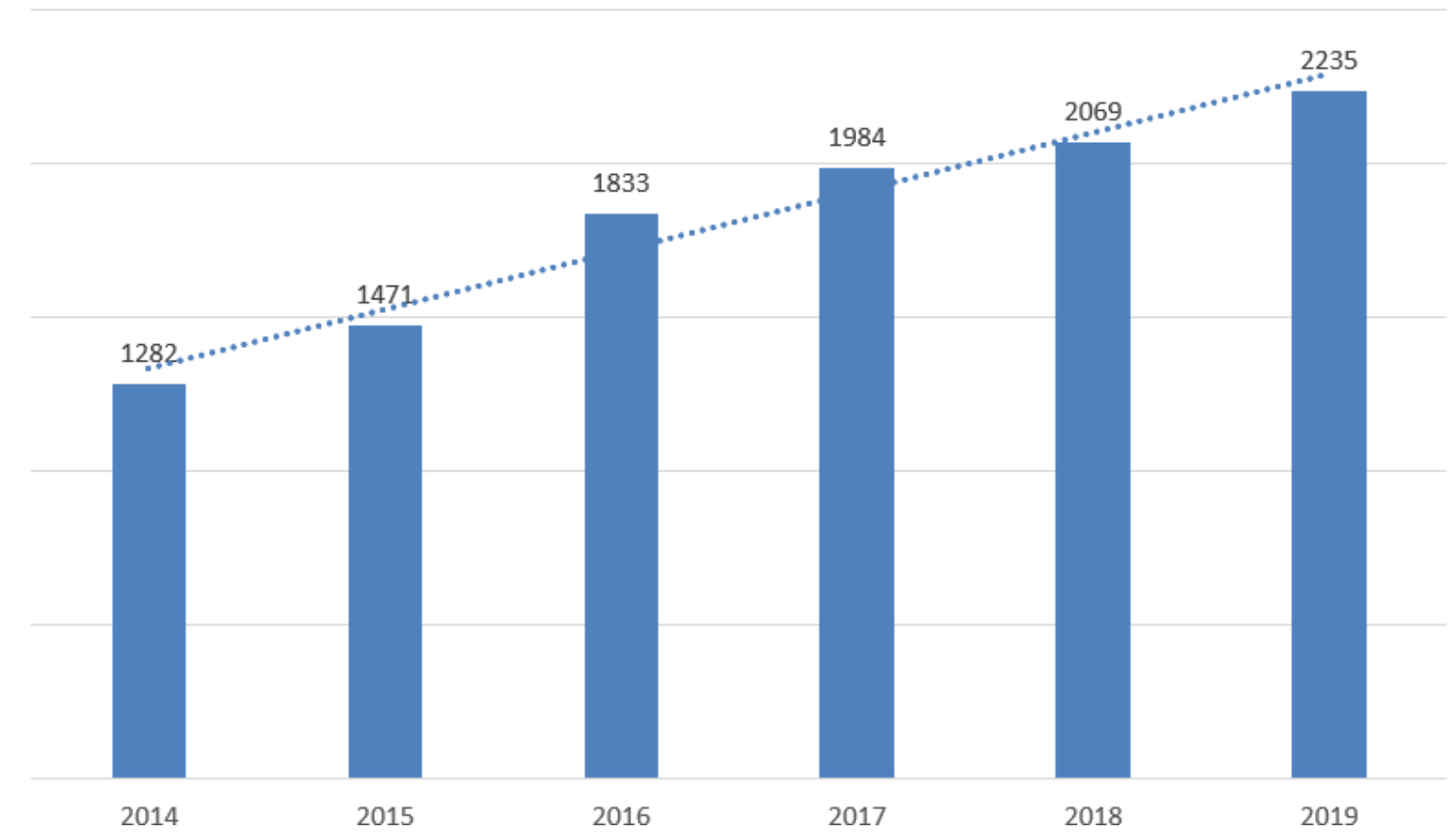


Chart 4.1 - Actual Revenue Growth
Source: Management Report 2014 - 2019

The net operating revenue reached R\$ 569,031 in 4Q2019, against R\$ 507,505 in the same period of the previous year, growth of 12.12%, compared to 12M2019, this variation was 8.04%. The increase in revenue from sales of residential water and sewage, resulting from the increase of new water and sewage connections throughout the year, helped increase the net operating revenue, besides the tariff adjustment applied as of July 2019 and also the accounting reclassification of Customer Penalties.

The Company showed growth of 186.92% in net profit in 2019, being then the fourth consecutive year of positive results.

[1] – CAGR COMPOUND ANNUAL GROWTH RATE

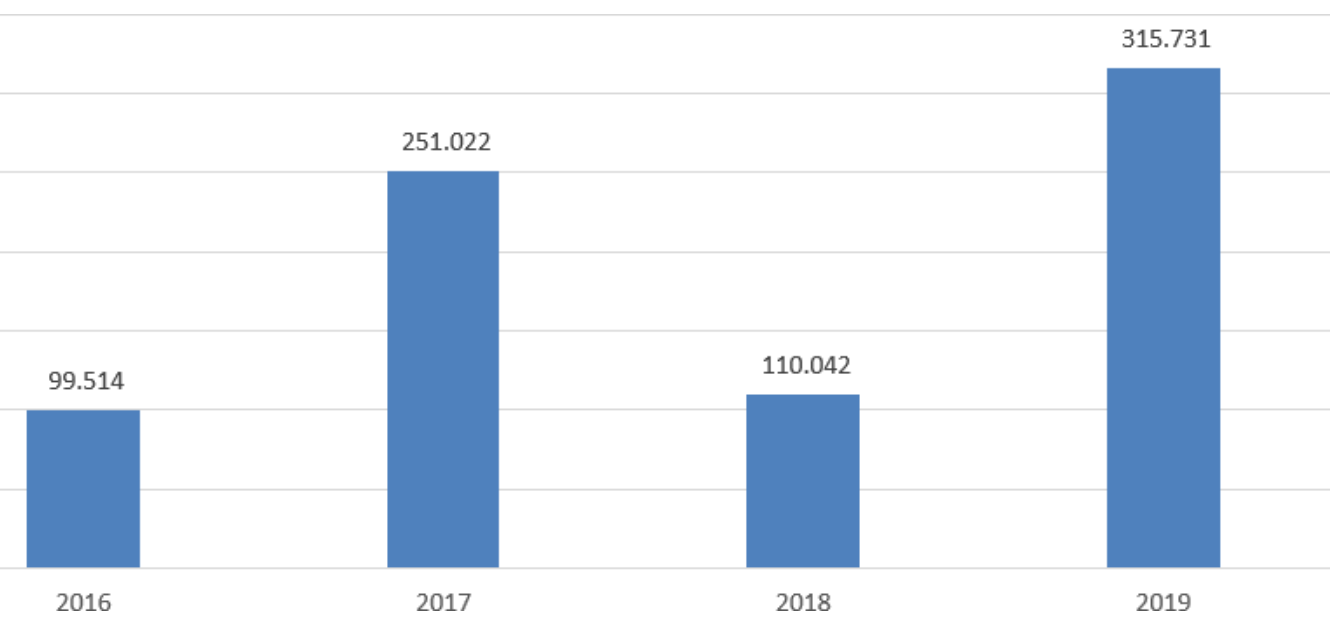


Chart 4.2 - Evolution of Net Profit (R\$ million)
Source: Management Report 2014 - 2019

The Company recorded, in 4Q2019 only, profit of R\$ 238,496. This positive result mainly refers to the reversal of Allowance for Doubtful Liquidation Credits (PLCD) promoted by the new policy and also the reversal of depreciation caused by the change to the estimated useful lives of the assets. However, there was also an increase in Net Revenue of 12.12%. The result was higher than the same period last year, which had been a profit of BRL 40.7 million. The cumulative analysis (12M2019) also shows an increase of 186.92% in net income for the period, which reached BRL 315,731.

As regards the EBITDA, after reductions observed in 2017, there was a margin recomposition in the last three years, reaching 25.54% in 2019.

In the accrued period of 2019, EBITDA reached R\$ 573,819, representing an increase of 17.10% if compared to the same period of the previous year. Among the main factors that provided the EBITDA growth, we can highlight:

1. Revenue growth due to the increase in billed volumes of water and sewage;
2. Change to the useful life of the main fixed assets of the Company based on a technical report issued by a specialized company, thus determining a smaller amount of amortizations for the period, which caused the reversal of the amounts assessed in the previous parameters;
3. Reversal also caused by allowance for doubtful accounts (PLCD) as a result of the new accounting policy for allowance for doubtful accounts.

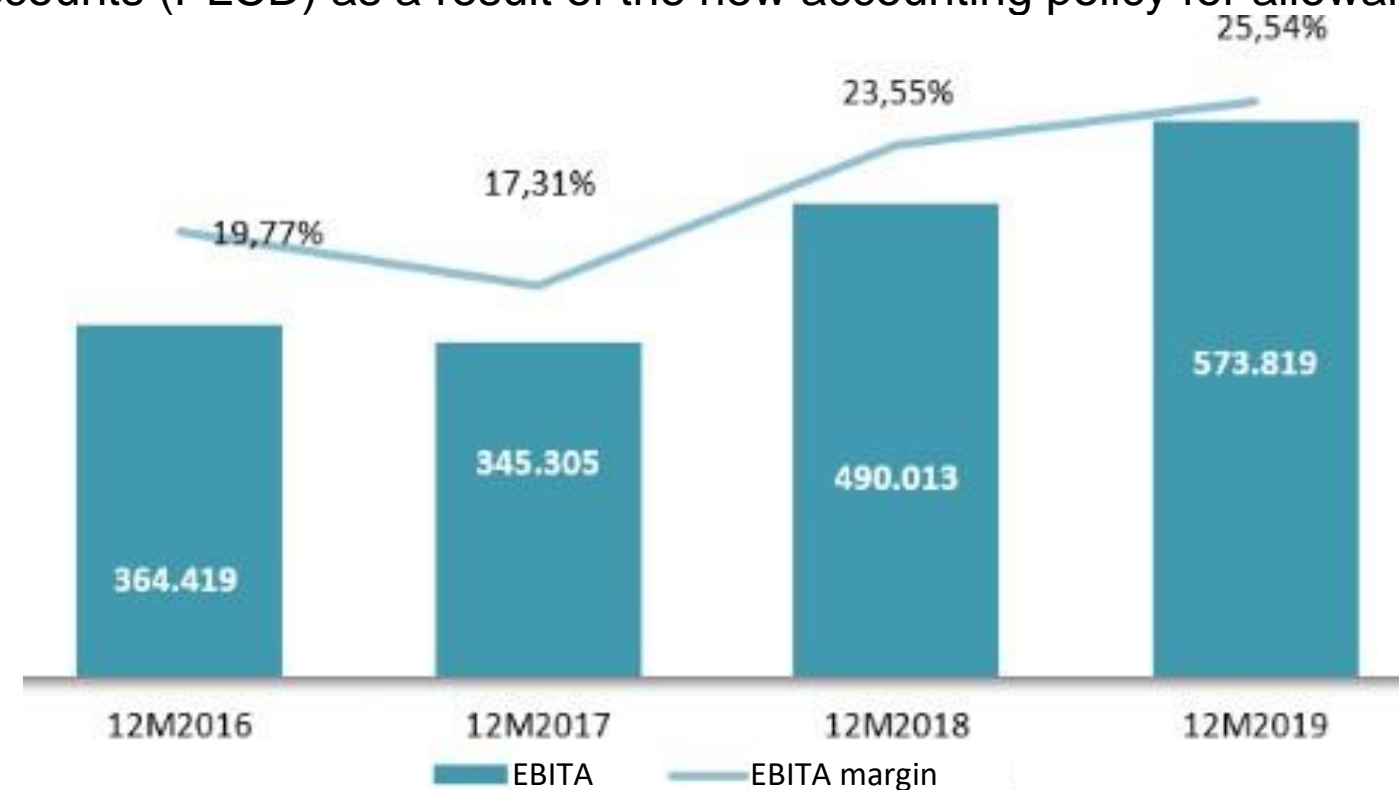


Chart 4.3 - Evolution of Classic EBITDA and EBITDA Margin Source: Release of Results 4Q2019

The leverage of 2019 was at the lowest level in the last five years, which means that the onerous net debt is backed by the company's cash generation and in line with good market practices, surpassing the high indebtedness presented in 2015.

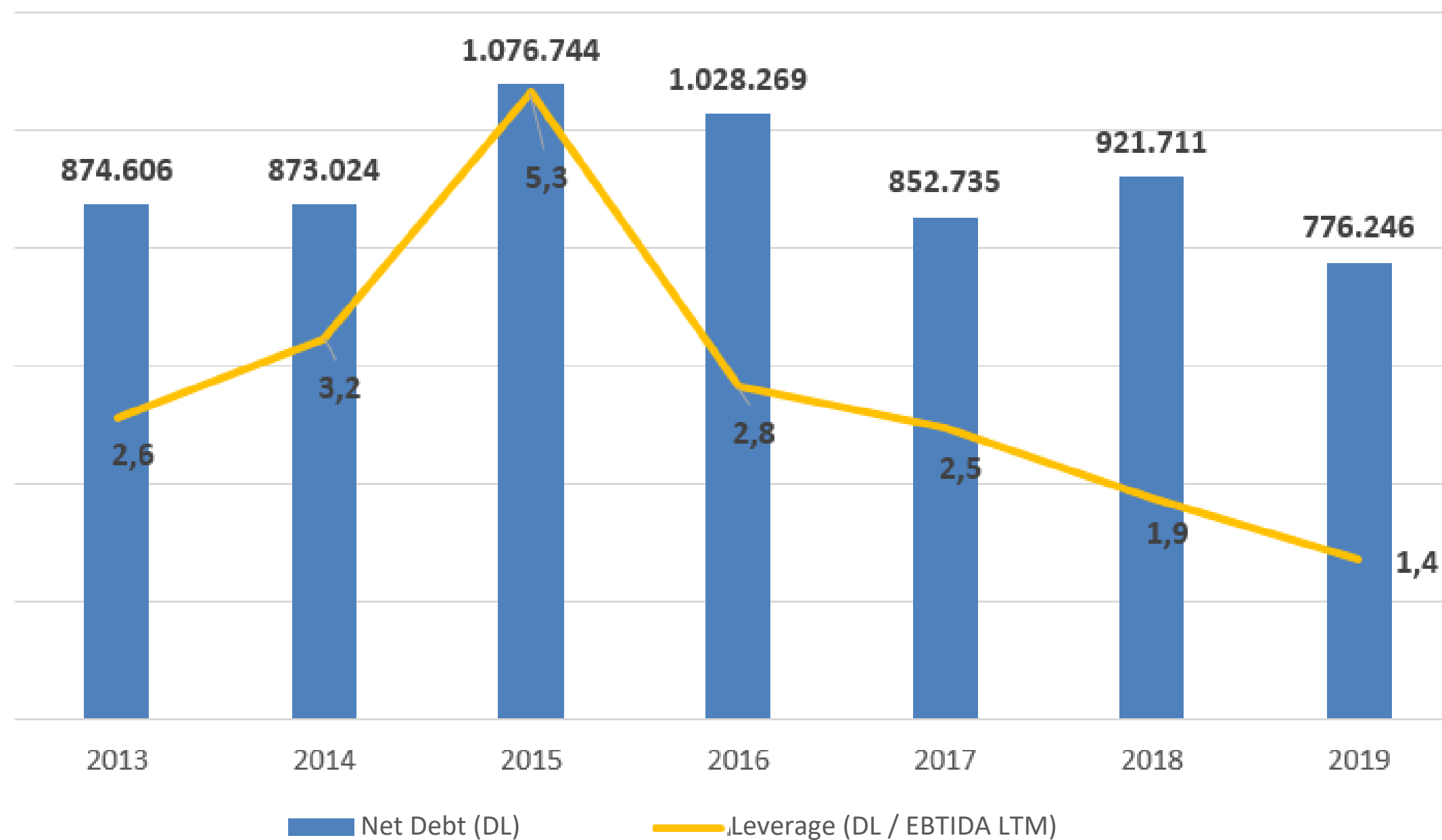
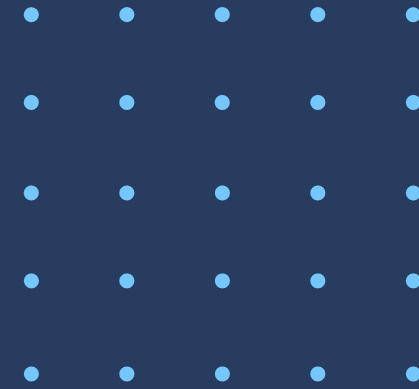
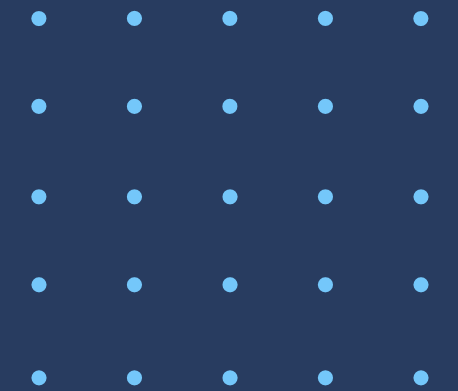


Chart 4.4 - Financial Leverage
Source: Release of Results 4Q2019

5



**STRATEGIC MANAGEMENT
AND SUSTAINABILITY**



G 4 - 2 , G 4 - 5 6

Closing a Cycle

In 2007, Saneago began to prepare its Strategic Planning as a management tool primarily intended to outline guidelines to improve the company's actions and performance, intended to fulfill its mission and assure its economic and social sustainability.

The PES 2018-2022 cycle was disseminated and disclosed at Saneago through a booklet made available on the intranet to all employees and through interactive boards distributed and posted on the walls of the units.

The 2019-2023 Strategic Planning is guided by the Integrated Critical Analysis, in compliance with the PDCA (Plan-Do-Check-Act) cycle with objectives, projects, goals and actions that promote economic and financial sustainability, assuring the company growth and leading the way for an environmental sanitation transformation in Goiás, with the challenge to universalize the treated water service and turn the State into a reference in sewage services in Brazil.

Below are the targets and results of the Strategic Indicators of the cycle ended in 2019:

SIZE	GOAL	INDICATOR	SANEAGO	
			TARGET	RESULT
ECONOMIC FINANCIAL	ENSURE THE SUSTAINABILITY OF SANEAGO	COLLECTION EFFECTIVENESS	95.50%	95.17%
		IDEX AVERAGE 12 MONTHS	72.83%	74.83%
		EBTIDA MARGIN	27.17%	27.92%
MARKET	TO MEET MARKET NEEDS AND EXPECTATIONS	URBAN WATER SERVICE	98.88%	97.01%
		URBAN SEWAGE SERVICE	64.95%	62.60%
PROCESSES	TO ENSURE FUNDS REQUIRED FOR THE PROVISION OF SERVICES	SEWAGE TREATMENT INDEX	92%	92.81%
		EFFICIENT USE OF ENERGY	1.21%	1.14%
		LOSS INDEX	28%	29.44%
		IQA	93	93.83

Figure 5.1 - Strategic Results 2019

Source: Supla, 2020.

Global guidelines to achieve G4-2 universalization

In line with the guidelines of the State and Federal governments and to meet the expectations of the stakeholders, Saneago prepared its long-term planning to universalize water and sewage services, as recommended by the National Basic Sanitation Plan - Plansab[2] and launched the Saneago2033 Program.

The program was based on a survey of investments required for works and projects, considering the current contractual status; diagnosis of saturated and saturating systems; diagnosis of municipalities under water attention; definition of universalization goals by 2033 by the regional management and definition of the instruments to make the actions feasible.



Event held at K Hotel for definition

[2] Plansab is the central axis for the federal basic sanitation policy, according to Act no. 11.445/2007, regulated by Decree no. 7.217/2010 and defines goals and strategies for the industry in the next 20 years.

New strategic intentions for Integrated Planning - a New Cycle

After the long-term guidelines were set by the SANEAGO2033 program, the Integrated Planning was unfolded, which replaced the Strategic Planning since it contained all planning levels in an integrated way: strategic, tactical and operational.

The innovation resulting from such process considers the entire management integration, and not only the strategic level. In addition, the focus is turned away from short-term issues, problems and opportunities only and is located in the long term, gaps and opportunities for better strategies.

As this process requires a combination of people, processes and appropriate IT tools capable of processing aggregate plans with the desired level of detail, it provides management with the required visibility and clarity, mirroring the best management practices of the world.

Its preparation covered parameters such as the water and sanitation service universalization, based on the SANEAGO2033 Program, and also the socio-environmental aspects; compliance with the peculiarities of each municipality served; articulation with the Pluriannual Plan of the Government of the State of Goiás, both as regards to public health provided by basic sanitation, and environmental preservation; economic and financial sustainability; clear management; security and regularity in the services provided.

The Integrated Planning 2020-2029, a new proposal from Saneago, along with the long-term strategies, focus of Act 13.303/16, prioritizes future challenges, based on the improvement and professionalization of its services, constantly struggling to achieve high standards of quality, service and general performance of the company.

The activities developed in the company intend to assure the maximum quality of the service and product to the end user, a model structured in a Value Chain, to create a competitive leverage in the public sanitation service provision.

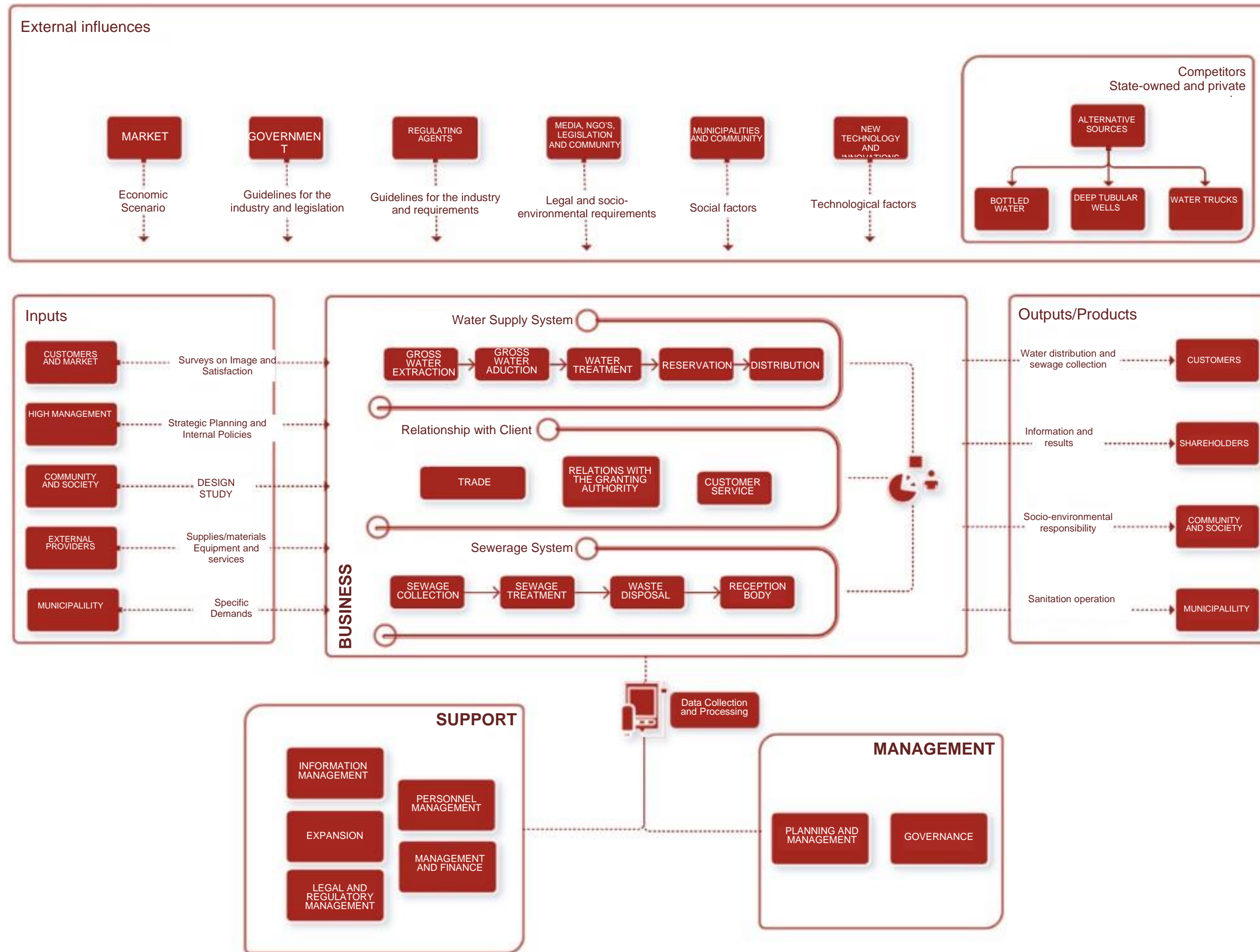


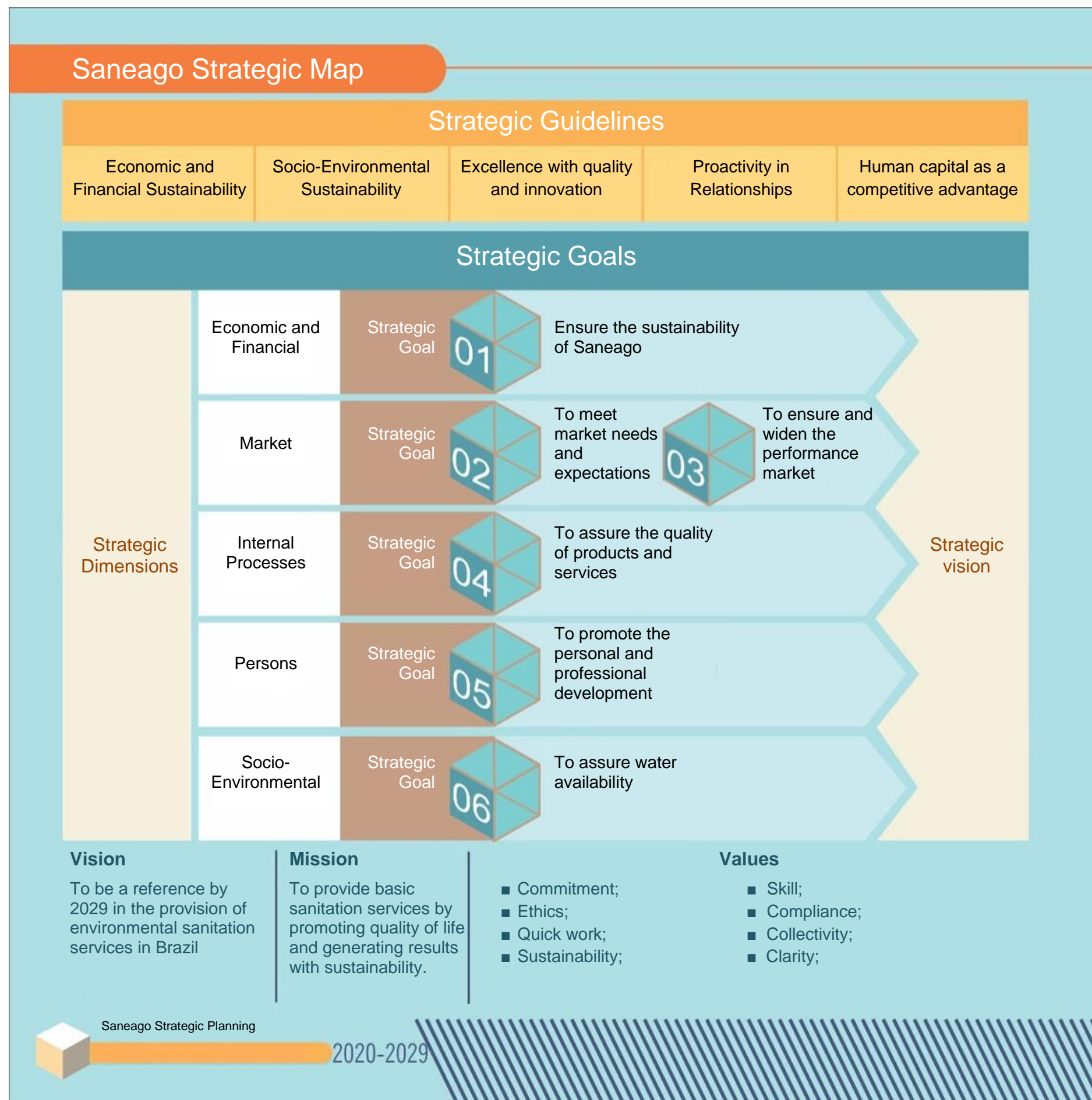
Figure 5.2 - Chain of Value of Saneago - PIS 2020-2024
 Source: Supla, 2020.

Strategic Guidelines

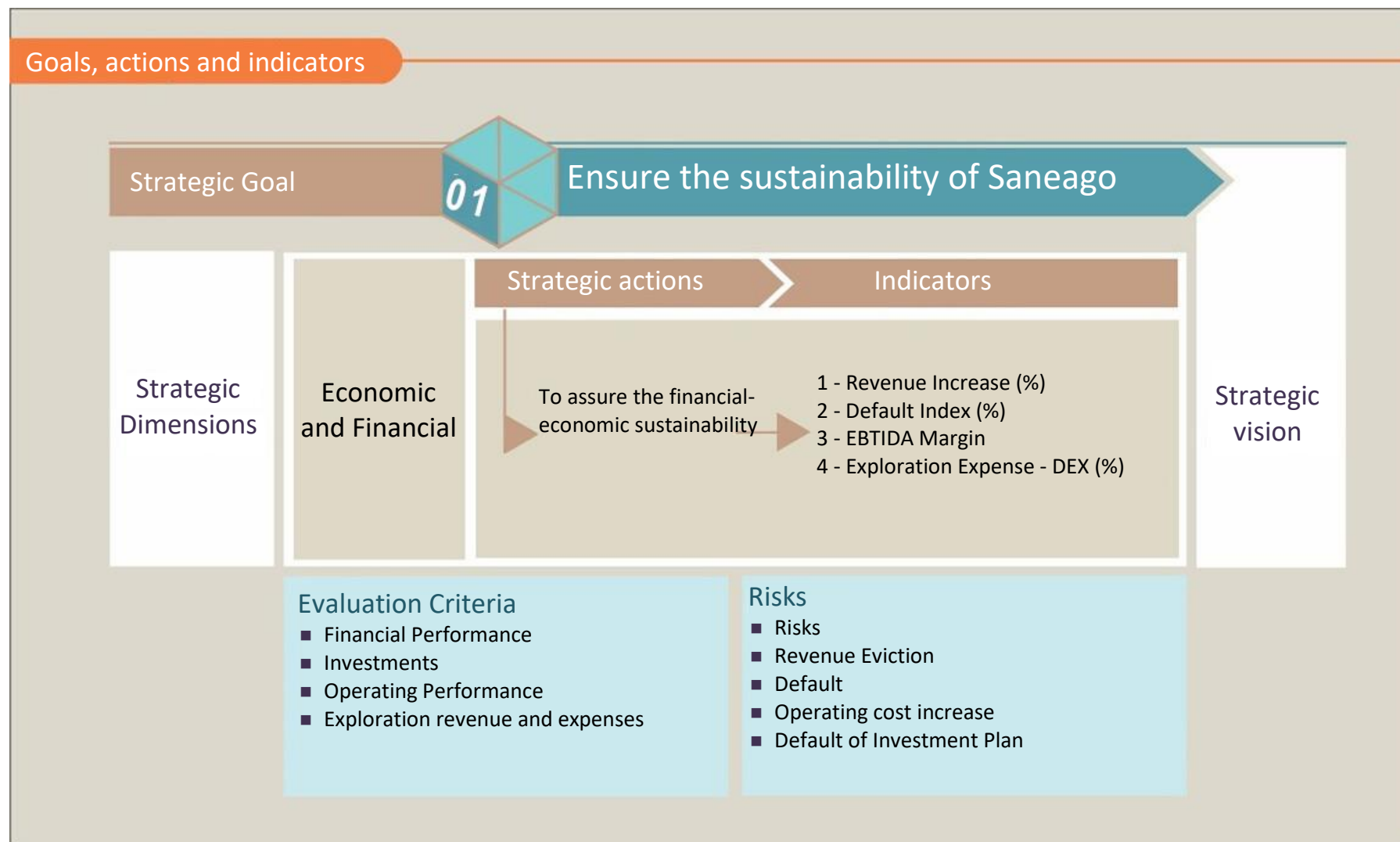
G4-2

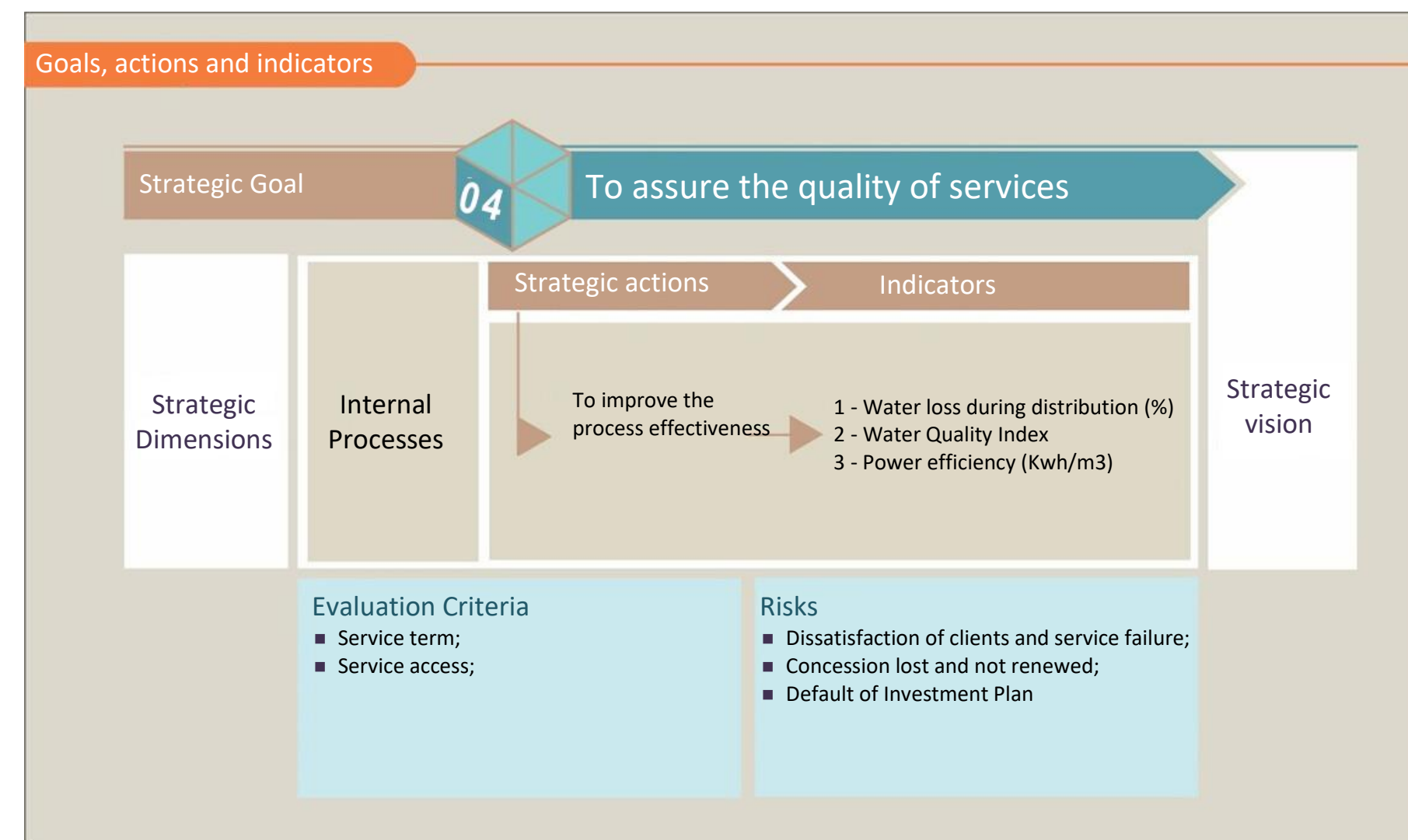
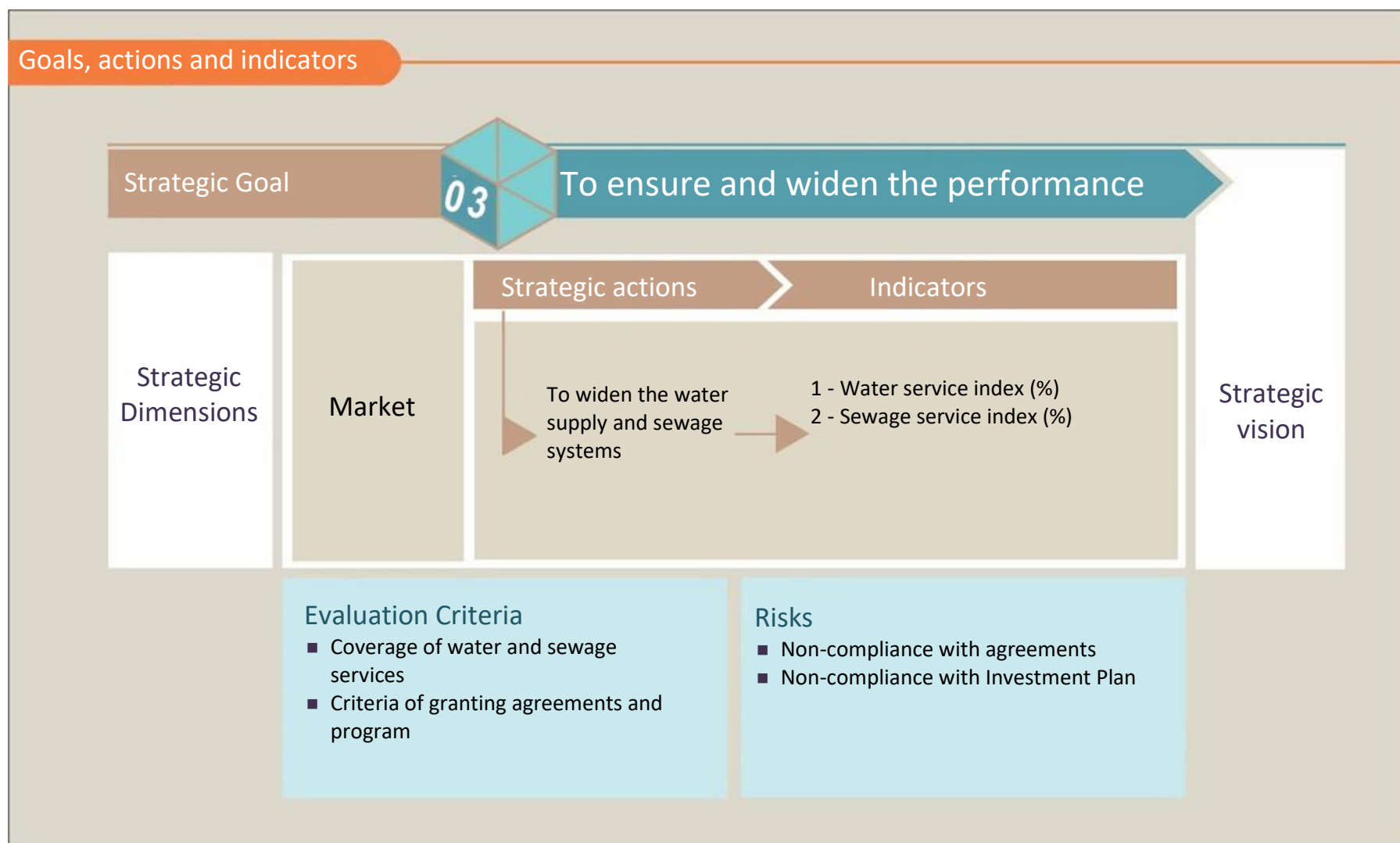
- **Economic-Financial Sustainability:** To assure the company's growth with economic and financial sustainability, in a scenario where growth must occur with an increase in the customer base and the base of municipalities, the expansion of the offer of new businesses, products and services, the exploitation of new models of business and increase of competitiveness.
- **Socio-Environmental Sustainability:** To establish a commitment to the environment and society, acting by means of an ethical, clear and exemplary behavior, in order to improve the quality of life of the population, acting in accordance with the environmental legislation - Sustainability Report - Saneago 2019 - Version 2, preserving the environment and the rational use of natural resources, developing actions to promote socio-environmental Responsibility and promoting the use of environmentally friendly technologies.
- **Excellence with quality and innovation:** To promote excellence in the water supply and sewage treatment services in the municipalities served by Saneago, seeking reliability in the provision of services and universalization with quality, focused on innovation to increase productivity and competitiveness, processes integration and share of resources and structures.
- **Proactivity in Relationships:** To develop ethical and harmonious relationships with customers, municipalities, control and regulation agents, shareholders, financiers, representative and class entities, supply chain partners, civil society entities and other agents, aiming at obtaining customer satisfaction and maintaining partnership with the municipalities, adjusting procedures to better meet legal obligations and expand corporate governance.
- **Human capital with competitive leverage:** To invest in training for excellence in the service provision, generating knowledge to develop new technologies and new ways of doing things, which make it possible to achieve sustainability in its various aspects.

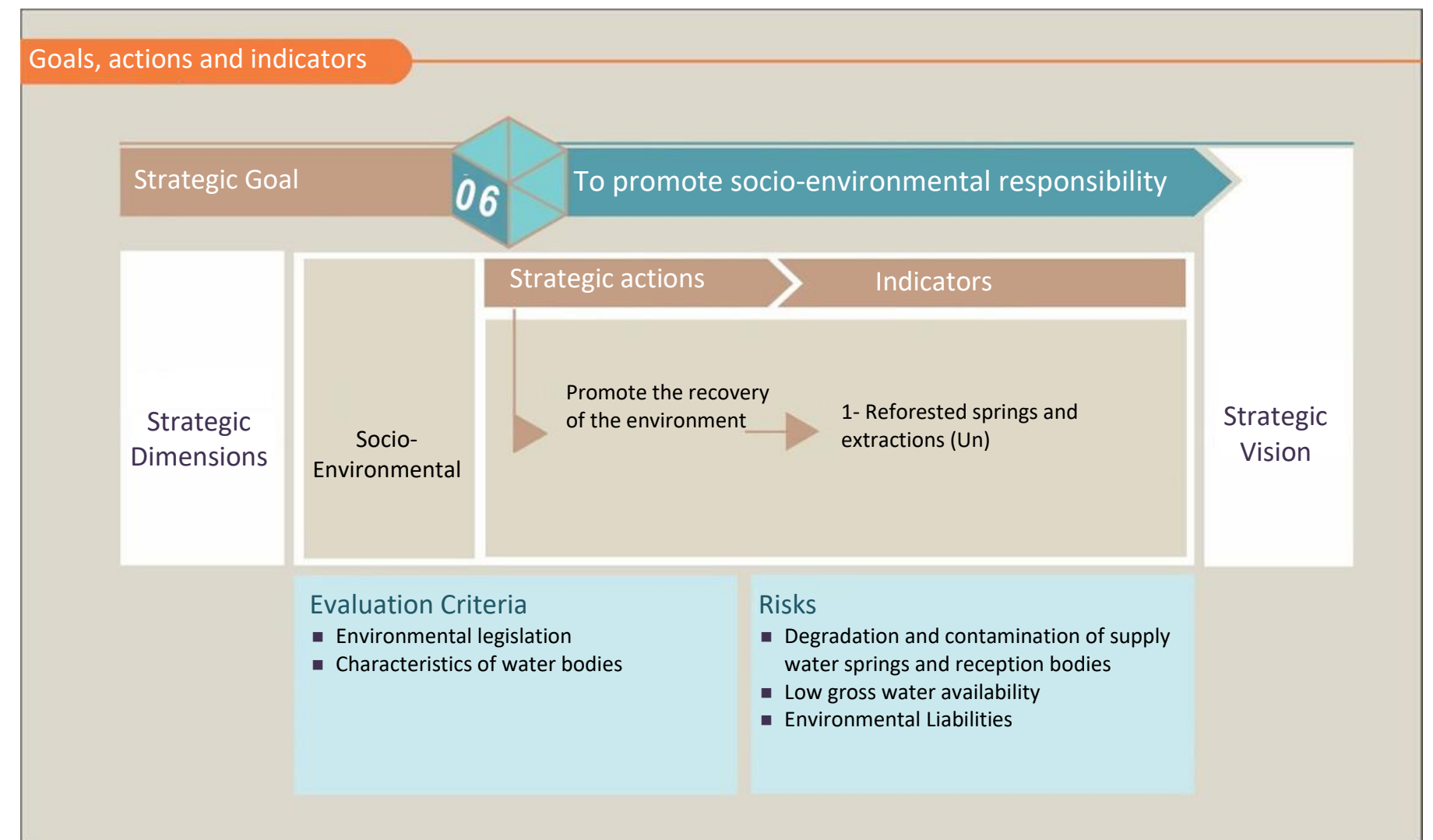
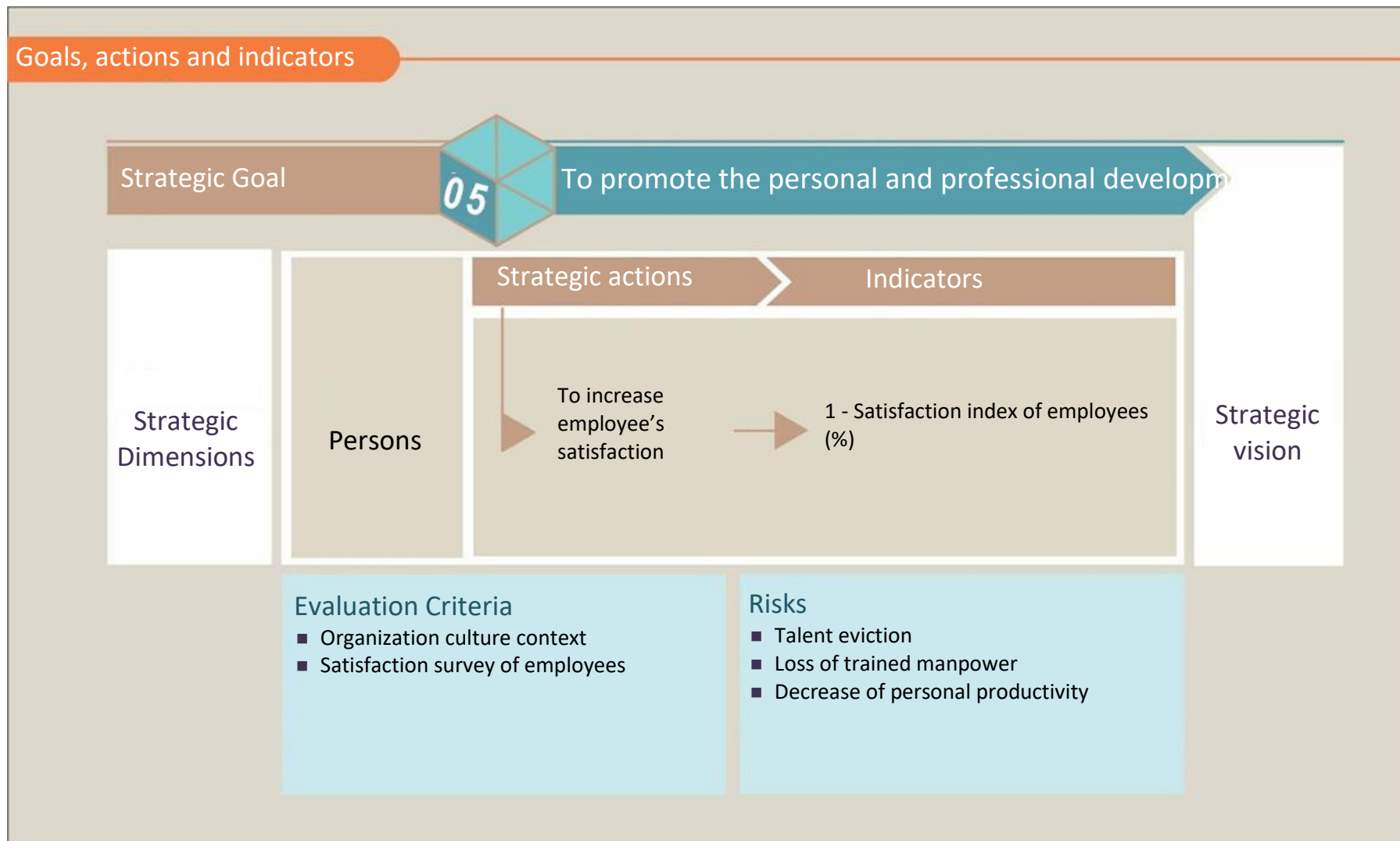
Saneago's strategic goals are represented in the Strategic Map, based on the Company's mission, vision and values described:



Unfolding of strategic goals:







Targets and Indicators for the Integrated Planning 2020 - 2024

In order to develop the Integrated Strategic Planning, promote actions that boost the targets required for result effectiveness, indicators were selected and targets were set for the period from 2019 to 2024, under Act 13.303/2016.

The set of indicators is made available in Saneago's information system, and is periodically fed with data on the targets and results of each unit, showing management performance. During target definition, the stakeholders' requirements were considered to meet the interests of the granting authority, especially as regards the service universalization, regular provision, maintenance of the quality of water and sewage effluents and others necessary for the good performance of the company.

The targets are established in a participatory manner and the action plans are developed by each responsible team. To ensure the implementation of the action plans, these are launched in the PES system and constantly monitored by the company's managers and management. This system monthly monitors the achievement of goals and verifies the compliance with action plans. The system reviews the indicator when the expected result is not met, making it possible to record a new action plan, with the expected results.

The Integrated Planning Department, through the Modernization and Organizational Development Management, maintains the training and setting program for the new Saneago Integrated Planning (PIS) system, which involves theoretical and practical aspects of planning. The PIS System is part of the new Saneago Integrated Planning that brings countless evolutions to the Company's Planning process, including the engagement of all employees, planning decentralization and definition of actions and goals, improvement of information flow in addition to integration with the Company's Budget.

The training takes place in all Regional Departments with the participation of the managers of each participating Municipality. Besides knowing the theoretical aspects of planning, users learn to operate the action planning screen, critical analysis screen, and are introduced to the new indicator and variable screens that will assist them while checking their units' performance.

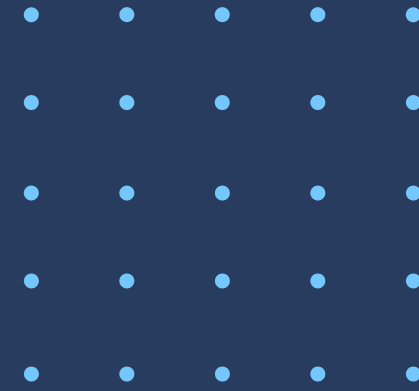
This planning decentralization intends not only to disseminate the management knowledge to all management levels, but also brings the manager closer to the higher management and provides integrated participation of all units and employees of the company. Likewise, feeding the system with the actions proposed to achieve the goals will be intuitive and facilitate the day-to-day management process, being accessible at any level and at all times.

Size	Goal	Strategic action	Indicators	Goals 2020	Goals 2021	Goals 2022	Goals 2023	Goals 2024
Economic and Financial	To assure financial-economic sustainability	To increase the financial-economic performance	1 - Revenue Increase (%) 2 - Default Index (%) 3 - Adjusted EBTIDA Margin (%) 4 - Exploration Expense - DEX (%)	1 - 7.91 2 - 4.5 3 - 32.21 4 - 67.79	1 - ** 2 - 4.5 3 - ** 4 - **	1 - ** 2 - 4.5 3 - ** 4 - **	1 - ** 2 - 4.5 3 - ** 4 - **	1 - ** 2 - 4.5 3 - ** 4 - **
Market	To meet market needs and expectations	To strengthen Saneago image	5 - Degree of trust of External Clients (%) 6 - Degree of trust of the Granting Authority (%)	5 - 60 6 - 80	5 - 65 6 - 80	5 - 70 6 - 85	5 - 75 6 - 85	5 - 80 6 - 90
Market	To ensure and widen the performance market	To widen the water supply and sewage systems	7 - Water service index (%) 8 - Sewage service index (%)	7 - 97.64 8 - 67.50	7 - 98.13 8 - 71.45	7 - 98.76 8 - 75.50	7 - 99.14 8 - 77.52	7 - 99.16 8 - 80.58
Internal Processes	To assure the quality of services	To improve the process effectiveness	9 - Water loss during distribution (%) 10 - Water Quality Index (%) 11 - Power Efficiency Index (%)	9 - 27.50 10 - 93 11 - 1.19	9 - 27.00 10 - 93 11 - 1.17	9 - 26.50 10 - 93 11 - 1.15	9 - 26.00 10 - 93 11 - 1.13	9 - 26.00 10 - 93 11 - 1.11
Persons	To promote the personal and professional development	To increase the workforce satisfaction	12 - Satisfaction index of Employees (%)	12 - 95	12 - 95	12 - 95	12 - 95	12 - 95
Social-environmental	To promote socio-environmental responsibility	To promote the recovery of the environment	13- Reforested catchments and springs (Un) - Target:	13-20	13 - 20	13 - 20	13 - 20	13 - 20

Training Program of Saneago Integrated Planning

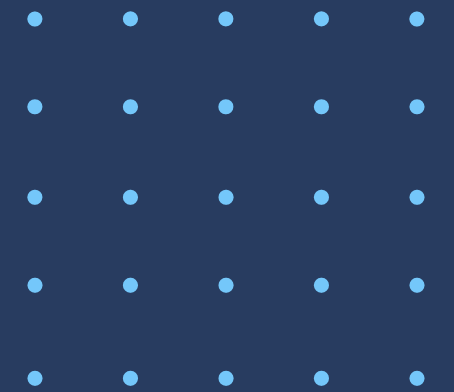
Training program of the Integrated Planning intended to serve around 700 managers and leaders up to March of 2020. Five trainings were conducted totaling 33 classes scheduled. However, with Covid-19, the training will be conducted via intranet, with active follow-up by the Certification Department.





PERSONNEL MANAGEMENT

G 4 - 1 0



Human Resource Management at Saneago works strategically with the planning and development of people to achieve individual and organizational objectives and goals, understanding human capital as a competitive advantage.

Positions, Career and Remuneration Plan - PCCR

PCCR works as a people management tool, regulating the people management criteria in line with the organizational strategy, presenting rules of salary movement and career possibilities for employees. The goals of the PCCR are: to create rules for wage movement and career possibilities for employees; highlight development opportunities through a structured career; create mechanisms to attract, maintain, develop and engage company professionals; identify the positions and duties required for Saneago processes.

Performance evaluation

G4-LA10

According to Kaplan and Norton (1997), performance evaluation is crucial for the companies, since it is used to quantify the efficiency and effectiveness of the activities carried out by means of indicators, also used for the implementation of strategies.

For Neely (1998), the measurement process, by itself, does not improve performance, however, when presenting the priorities, it brings some benefits such as the granting of rewards for the measured results and makes explicit the progress obtained. The Performance Evaluation model implemented by Saneago includes two dimensions. The dimension Skill, which attributes value to the behavioral indicators presented by the employee, required for the good exercise of positions and duties in the company and which impact on its performance. The dimension Results, which directly or indirectly measures management indicators for the different Organizational Units of the company, according to Saneago's strategic goals and actions.

All employees with at least three months of contract with Saneago are evaluated. The Performance evaluation is annual and the evaluation period will be disclosed at least 7 days before its beginning.

Skill evaluations are of the 90° type, in which employees (including managers) are evaluated by their immediate superior (Supervisors, Coordinators, Managers, Superintendents and Directors of Saneago).

This process started at Saneago in 2016, with the Performance Management project that included, among other steps:

Skill Roadmap;

Performance assessment by competencies and results;

Merit salary progressions.

With regard to the assessment carried out in 2019, the mapping of competencies and the definition of the indicators from the results outlook was completed in the first half of 2019.

The performance evaluation per skills and result (90^o) was carried out in September 201^{*}, according to the procedure PR06.4006 available.

Security and health

G4-LA5, G4-LA6

Saneago's priority is to promote health and prevent work-related illnesses, with a view to reducing risks in the workplace.

The Occupational Safety and Health Management (G-GST) is the organizational unit responsible for the safety of workers and is hierarchically linked to the Human Resources Superintendency and also to the Corporate Management Board of Directors.

G-GST is responsible for complying, guiding and inspecting the compliance with the current legislation on Occupational Safety and Medicine, composed of the Federal Constitution (Art 7, Item XXII), Federal, State, Municipal Laws, Rulings and Regulatory Norms (NRs) approved by the MTE, Decrees, International Conventions of the International Labor Organization (ILO), ratified in Brazil and official Technical Norms established by the competent bodies.

Saneago currently has 5822 employees and, in order to evaluate the safety management performance, it monitors some indicators, such as indicators of injuries, occupational diseases and deaths, among others In 2019, these indicators achieved the following results:

Injury Rate	6.81%
Occupational Disease Rate	1
Deaths	1

Table 6.1 - Safety Indicators

Source: Sureh, 2020

In compliance with Regulatory Norm (NR) no. 5 approved by Ruling no. 8/99 of the Ministry of Labor, as regards the Internal Commission for Accident Prevention (CIPA), Saneago has already constituted 44 CIPAs, whose main goal is the prevention of accidents and illnesses resulting from work and the guarantee of physical, mental and social integrity of the worker.

Still in compliance with the aforementioned legislation, Saneago holds the Internal Accident Prevention Week (SIPAT), which aims at informing and guiding workers on issues related to health, risks in the work environment and their prevention. SIPAT is carried out in 44 Units where there is CIPA, being carried out by Workplace Safety Technicians, in conjunction with the local CIPAs.

The company has also given lectures on Occupational Safety and Health, according to the needs of each area, and has distributed Service Orders to each employee, with explanations and clarifications of doubts and questions. Saneago also promotes the great SIPAT in the capital with the attendance of more than 500 employees per day.

Accidents at work

G4-LA6, G4-OG13

To assist the employee injured in an accident at work, Saneago counts on a Service Specialized in Safety Engineering and Occupational Medicine (SESMT), which offers all support required both for the injured and his/her families, including an ambulance to transport the employees in the capital and inland and, when necessary, it refers to specialized doctors and/or renowned hospitals, with the support of the Social Worker, who monitors all the needs of the victim and his/her family until recovery.

In the event of accidents, Saneago, even without the need to provide a leave to the employee and considering that most of them are minor, makes the necessary reports to the competent bodies.

As a way to avoid the existence of accidents at work, Saneago takes a series of preventive measures such as the “Café com Segurança”, which is held in various units of the company, which consists of mini lectures given by professionals from SESMT and the local CIPA , where topics related to the activities performed by employees and the risks existing in the local work environment are addressed. During breakfast, employees raise their doubts to be clarified.

With regard to contracts with contractors and covenants with city halls, the company has demanded, upon signing them, compliance with all current legislation on Occupational Safety and Medicine, in addition to the requirement to hire a third party work safety technician., regardless of the number of employees. The company meets those responsible for the contractors, mainly construction companies, to update the labor legislation on Occupational Health and Safety and on Civil and Criminal Accident Liability.

SESMT - Hiring of occupational safety technicians

SANEAGO carried out a simplified selection process on 8/2/2019 and hired 24 occupational safety technicians, while organized the subsequent public tender to hire permanently these professionals. The Tender is already underway, the organization committee has already been chosen and the event will be held in the first half of 2020. In addition to the professionals listed in Chart II - SESMT Sizing, SANEAGO counts on a social worker to follow up and guide the employees.

Decentralization of occupational safety professionals

Since 0/2/2019, all Regional Service Managements have at least one occupational safety technician to serve all districts of the jurisdiction. The Regional Managements count on more than 250 employees, with two safety technicians.

Vehicle Acquisition

22 vehicles were provided exclusively for the occupational safety technicians in order to ensure the massive presence of such professionals in risky activities, in order to assure the physical integrity of employees and third parties.



Delivery of 22 vehicles on Nov 1, 2019 to the Workplace Safety Program, for inspections, guidelines, training and monitoring of works and maintenance, in order prevent accidents at work.

Occupational Safety Videos

SANEAGO has produced educational videos on health and safety at work and made available on social media, Intranet and other media.

Normative Documents on Occupational Safety

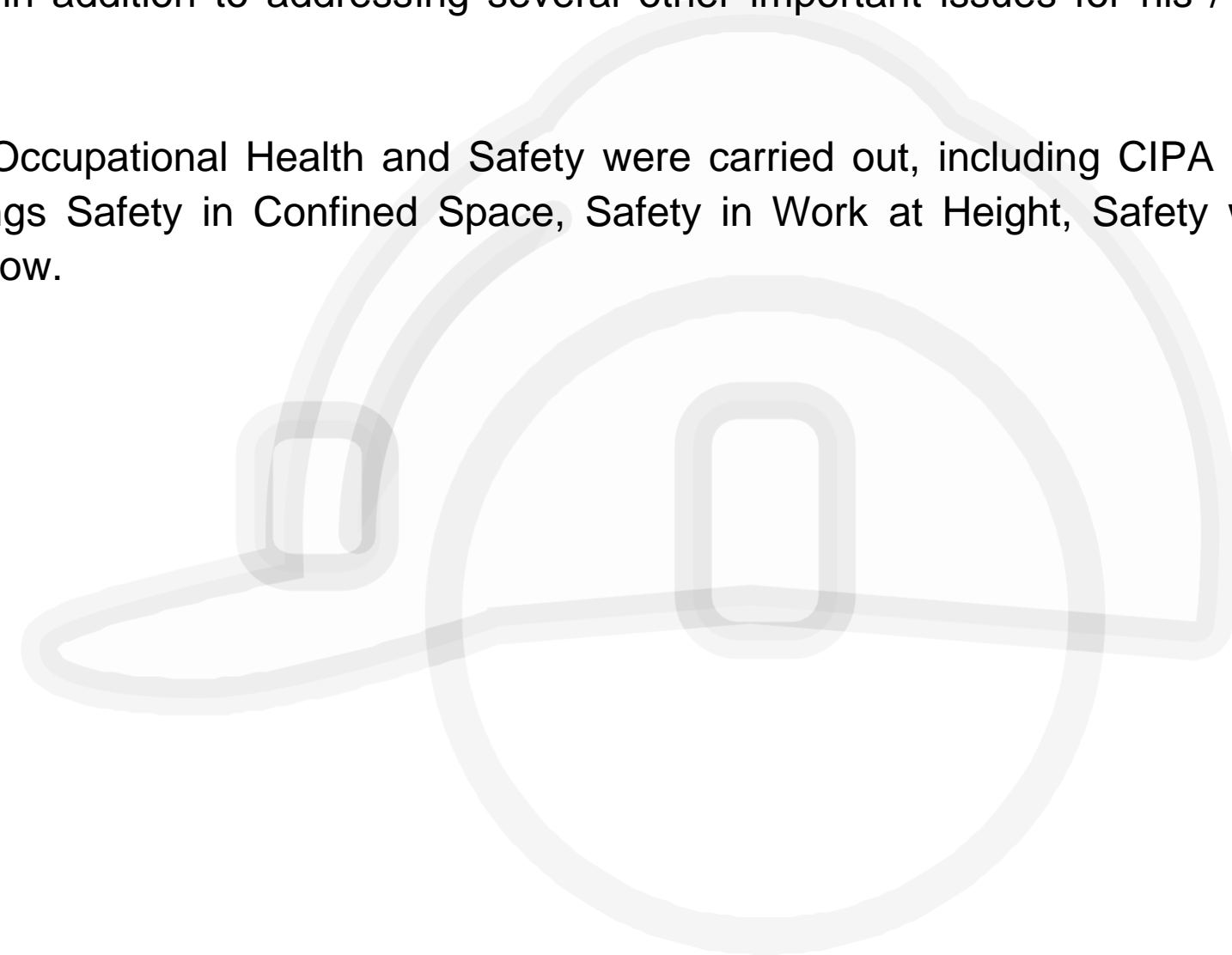
Besides producing mandatory documents, Saneago has continuously prepared and updated Service Orders, Preliminary Risk Analyzes (APR), Normative Instructions and Procedures on Occupational Safety for risk activities, such as: Confined Space, Work at Heights, Electricity Services, among others. Every accident is discussed at CIPA meetings. In the event of a serious or fatal accident, an extraordinary CIPA meeting is held to analyze the accident and adopt corrective measures. In this case, the investigation is carried out by an Occupational Safety Engineer.

Safety training

G4-LA9

Saneago Strategic Planning (PES) provides for the development and training of personnel and investment in human capital. The first training that the employee receives when hired by Saneago is Induction training, which has a module on Health and Safety at Work, in addition to addressing several other important issues for his / her experience at the company.

The company intensified mandatory and non-mandatory training in 2019. 202 training courses on Occupational Health and Safety were carried out, including CIPA and SIPAT courses, with the participation of 4,598 employees. Special attention is given to the trainings Safety in Confined Space, Safety in Work at Height, Safety with Machinery and Equipment and Safety in Electrical Installations and Services, as shown in the table below.



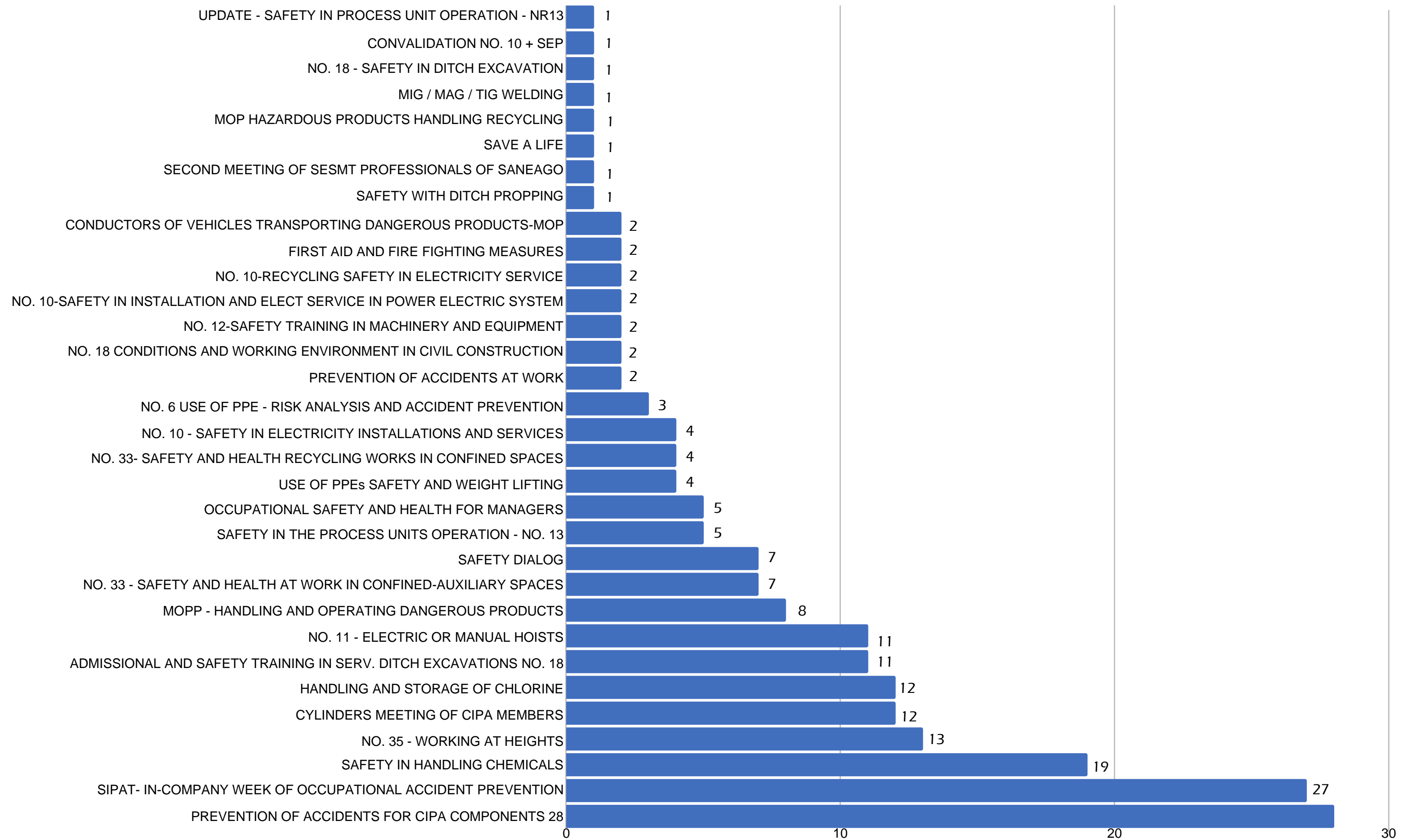


Chart 6.1 - Mandatory courses carried out in 2019 Source: Sureh, 2020.

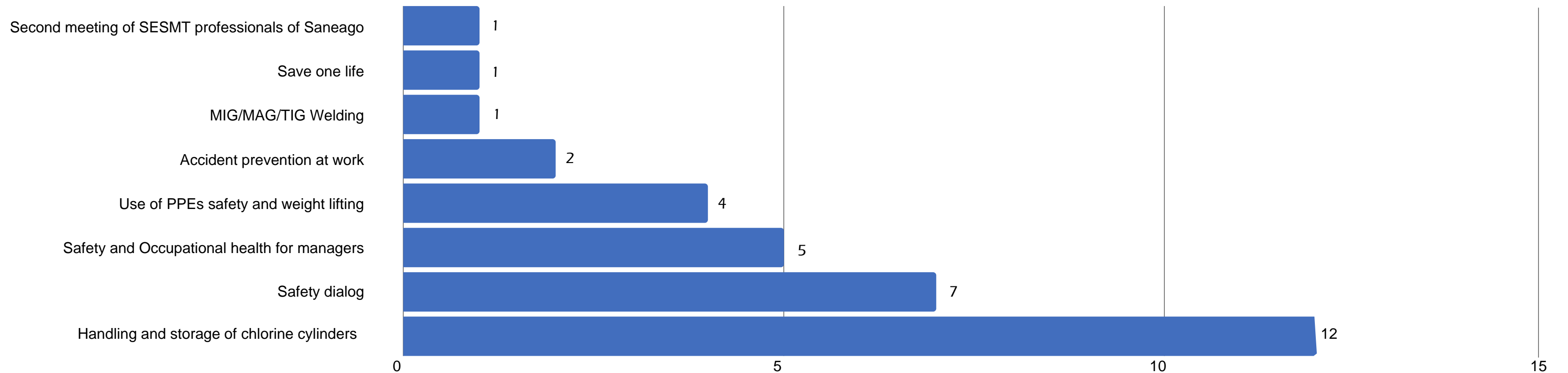


Chart 6.2 - Non-mandatory courses carried out in 2019
Source: Sureh, 2020.

“Safety Dialogs” are also held between employees entering the company and SESMT professionals, before the start of activities, for a brief period of time, to guide workers on the prevention of occupational accidents and diseases. The themes are chosen according to the risks existing in the work environment and the needs of each sector. The lectures are objective and the employees have the opportunity to clarify doubts

Personal Protective Equipment - PPE

In order to show Saneago's concern with the physical integrity of its employees, in March 2018, the Occupational Safety and Medicine Management (G-GST) updated the Normative Instruction - (IN 06.598), which provides for Personal Protective Equipment (PPE), Collective Protective Equipment (EPC) and Uniforms, which intends to standardize the request and distribution of individual and collective protective equipment and uniforms. This Normative Instruction applies to all units of the company that use this equipment, presenting in detail the appropriate equipment and uniforms for each position and the minimum annual quantity required per employee.

Collective Agreement and Social Progress

G4-11; G4-LA8

According to STIUEG data, the 2018/2020 Collective Covenant contains an amendment to the Agreement that addressed wages adjustment, set in 4.78%, according to INPC/IBGE accumulated from 2016 to 2019. The amount of the Food/Meal Allowance benefit was adjusted by 4.78% in relation to the amount practiced in the prior Agreement. The Christmas Bonus was granted, proportional to the employee's attendance at work and admission date, in December 2019. Saneago extended the Education Aid/Daycare benefit to permanent employees who have children aged 06 (six) months or less than 12 (twelve) years. The Company maintained in the agreement the provision of morning snacks for manual workers, starting to credit the meal voucher (VR).

Diversity and Equal Opportunities

As a way to avoid job discrimination within the company, both in terms of age, sexual orientation, gender, race and others, Saneago is moving towards diversity management, seeking to promote equal opportunities. The combination of economic with social and cultural factors has put women in the leadership position from late-20th century, which also proved to be true at Saneago and, even with the inequalities, women have been occupying main management positions.

Description	Coordination	Management	Superintendence	Supervision	Board of Directors
Male	53	75	19	105	5
Female	25	41	6	52	2
Total	78	116	25	157	7

Description	Coordination	Management	Superintendence	Supervision	Board of Directors
Up to 29	5	5	0	7	0
30-50	59	87	22	133	4
>51	14	24	3	17	3
Total	78	116	25	157	7

Table 6.2 - Diversity and Equal Opportunities
Source: Sureh, 2020



Permanent Committee for Women Issues and Diversity



In October 2019, Instituto Padma started with SANEAGO, through the Standing Committee on Women's Issues and Diversity, a training program for the development of actions aimed at diversity and equity. Intended to promote arenas for reflection on diversity and inclusion, and improve relationships, well-being and opportunities in the workplace, considering individual differences within the organization.

So far, the following activities have been carried out:

Lecture on Sorority.

Lecture on Unconscious Biases.

Training for members of the Extended Committee, formed by local representatives, outside Goiânia.

Conversation rounds, encouraging reflection and opinion exchange in a safe environment to generate changes.

International Women's Day action, with the first SANEAGO Movies, showing Terra Fria movie, whose plot shows situations of harassment suffered by a woman in the workplace.

The next step is the provision of courses and online content that can be accessed by all members of the organization, and the application of a survey to identify the profile of SANEAGO employees, which completes the first stage of sensitization and awareness raising of people to the issues addressed and prepares the audience for a second moment

The subsequent phase will take place with specific actions based on the data collected by the research and the reports of the members who work in each regional.



Blue November



Women Day - movie session at Banana Shopping



Members of the Committee



Black Consciousness Day



Black Consciousness Day Women Day - movie session at Banana Shopping



... and other events

Dismissals, Admissions and Turnover

MONTH	ADMISSIONS			DISMISSALS			TURNOVER		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Jan	0	0	0	4	0	4	0.03	0	0.03
Feb	14	5	19	3	1	4	0.15	0.05	0.2
Mar	3	0	8	1	2	3	0.08	0.02	0.1
Apr	0	0	0	6	2	3	0.05	0.02	0.07
May	9	28	37	1	0	1	0.09	0.24	0.33
Jun	31	20	51	0	0	0	0.26	0.17	0.43
Jul	28	1	29	2	0	2	0.25	0.01	0.26
Aug	0	1	1	0	0	0	0	0.01	0.01
Sep	0	0	0	124	13	137	1.05	0.11	1.16
Oct	0	0	0	3	1	4	0.03	0.01	0.04
Nov	13	5	24	0	0	0	0.15	0.05	0.2
Dec	0	0	0	6	0	6	0.05	0	0.05
TOTAL	108	61	169	150	19	169	2.19	0.69	2.88

Table 6.2 - Turnover per gender in 2019 Source: Sureh, 2020

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Up to 29	402	404	406	404	421	439	445	445	447	442	456	458
30-50	3367	3373	3383	3378	3398	3427	3446	3448	3451	3437	3449	3459
>51	2028	2027	2025	2025	2020	2020	2021	2020	2023	1911	1904	1905
Total	5797	5804	5814	5807	5839	5886	5912	5913	5921	5790	5809	5822

Table 6.4. – Employees per age in 2019 Source: SUREH, 2020.

MONTH	ADMISSIONS				DISMISSALS				TURNOVER			
	Up to 29	30 50	>51	Total	Up to 29	30 50	>51	Total	Up to 29	30 50	>51	Total
Jan	0	0	0	0	1	3	0	4	0.01	0.03	0	0.04
Feb	5	13	1	19	1	2	1	4	0.05	0.13	0.02	0.2
Mar	2	6	0	3	0	3	0	3	0.02	0.08	0	0.1
Apr	0	0	0	0	3	1	4	3	0.03	0.01	0.03	0.07
May	19	13	0	37	0	0	1	1	0.16	0.15	0.01	0.32
Jun	19	31	1	51	0	0	0	0	0.16	0.26	0.01	0.43
Jul	7	21	1	29	0	1	1	2	0.06	0.19	0.02	0.27
Aug	0	1	0	1	0	0	0	0	0	0.01	0	0.01
Sep	0	0	0	0	3	15	119	137	0.03	0.13	1	1.16
Oct	0	0	0	0	0	1	3	4	0	0.01	0.03	0.04
Nov	11	12	1	24	0	0	0	0	0.09	0.1	0.01	0.2
Dec	0	0	0	0	0	5	1	6	0	0.04	0.01	0.05
TOTAL	63	102	4	169	3	31	130	169	0.61	1.14	1.14	2.89

Table 6.3 - Turnover per age in 2019 Source: Sureh, 2020

7



**SOCIO-ENVIRONMENTAL
MANAGEMENT**



G4-15, G4-EC7, G4-EC8

Social Work

The Social Action Overlook is responsible for bringing Saneago closer to the population benefited by the water supply and sanitary sewage systems. The purpose is to build social values, knowledge and attitudes, intended for the sustainability of sanitation ventures and the environmental preservation, by means of environmental education and citizen participation.

In 2019, the Company carried out various social actions, such as: partnership meetings, lectures at educational institutions and dweller associations, home visits, social shifts, meetings with leaders and beneficiaries, theatrical performances, among others.

The results achieved can be translated by the increase in the level of information, knowledge and respect to environmental issues by the dwellers. These services enabled the creation of channels for participation and socialization of information, allowing the community to monitor, interact and solve doubts during the physical and social work. Further, all actions are also intended to raise awareness of work stages, conscious use of water and importance of property connection to the system.

The Social Action Overlook activities engaged more than 126 thousand people in the whole State, and benefited dwellers of Anápolis, Aparecida do Rio Doce, Cavalcante, Formosa, Goiânia, Mariápolis, Petrolina, Pirenópolis, Planaltina, Santo Antônio do Descoberto and Vianópolis.

In Anápolis, they held meetings with partnership and Social Work presentation, gave socio-educational lectures, social shifts, delivered information materials and paid socio-educational home visits. All of these activities are intended to discuss the expansion of the city's Sewage System. Below are images of actions taken at Colégio Estadual Senador Onofre Quinan and at CRAS Leste:



In the city of Aparecida do Rio Doce, lectures were given to students of municipal and state schools. The lectures were intended to guide the expansion of the city Sewage System. Below are images of the activity carried out at the Escola Estadual São João and at the Escola Municipal Vereador João Justino:



In Cavalcante, the Social Action Supervision carried out socio-environmental actions in Vão do Moleque Community, during the Romaria de São Gonçalo and Nossa Senhora do Livramento festivity. In order to preserve the environment, minimize waterborne diseases and encourage the change to habits of the participants of the festivity, the team set up a support tent in the site; made visits to the tents to apply a socio-environmental questionnaire and provide guidance to the dwellers; and developed environmental playful educational activities, such as puppet theater performances, highlighting the importance of natural resource preservation. In the photos below, puppet theater performance for the children of the community and visits to the tents to guide the pilgrimage participants:



In the city of Formosa, the actions engaged socio-educational home visits, Social duty, socio-educational lectures, delivery of information material, in addition to meetings of partnership and Social Work presentation. The photos depict activities developed at the Colégio Estadual Claudiano Rocha and the Instituto Federal de Goiás IFG - Campus Formosa:



In the municipality of Goiânia, different agreements move the social work of the works to expand the Water Supply and Sanitary Sewage systems. In order to get nearer the population, the team held meetings of partnership and Social Work presentation, provided socio-educational lectures at educational institutions, socio-territorial diagnostics, delivered information material, participated in City Hall efforts, conducted socio-educational visits to houses and the water treatment station. Below are images of the Environmental and Sanitary Education Seminar held in the Northwestern Region of Goiânia, and home visits in Jardim Nova Esperança:



In Padre Bernardo district, in Mariópolis, the Social Action Overlook started the social work with a meeting to create partnerships. The activity will facilitate the next actions to be carried out in the municipality in 2020. Below are images of dwellers and leaders gathered at Casa da Criança Santa Maria Faustina to receive information about the expansion of the water supply system:



In the city of Petrolina, socio-educational lectures were given on the expansion of the Sanitary Sewage System. The activities were directed to the students of the Escola Municipal Nossa Senhora Aparecida and the Escola Municipal Maria Vieira de Lima, as shown in the images below:



In Pirenópolis, socio-educational lectures and meetings were held in 2019 with dwellers to establish partnerships and present the Social Work Project. The activities were related to the expansion of the City Sewage System. Below are images of a meeting with beneficiaries to present the PTS and the work, held at Colégio Estadual Senhor do Bonfim; and the development of the Conscious Water Consumption Campaign during the 10th edition of the Pirenópolis Literary Festival (Flipiri):



In the city of Planaltina, they held meetings of partnership and social work presentation, gave socio-educational lectures, social duties, paid socio-educational home visits and delivered information materials. Below are images of the work developed with one of the classes of the Centro Integrado de Educação Modelo; and the training of multipliers for health and endemic disease agents, held at Colégio Florence:



In the city of Santo Antônio do Descoberto, the Social Action Overlook gave socio-educational lectures in schools, paid socio-educational home visits and handed out information materials in the intervention area of the Corumbá - Samambaia Transmission Line works. The photos below show an educational meeting with construction site workers and visits to rural properties covered by the high voltage network:



In Vianópolis, several socio-educational lectures were given on the expansion of the Sanitary Sewage System. The activities were directed to municipal and state schools of the city. Below are photos of the works carried out at Escola Estadual Zenaide Campos Roriz and Escola Municipal Maria das Dores de Souza:



NEA – Núcleo de Educação Ambiental Jornalista Washington Novaes

They provided environmental educational activities to 32,879 people in 2019, at the Núcleo de Educação Ambiental Jornalista Washington Novaes (NEA), paying visits to students of several schools (in ETEs and ETAs) throughout the year (141% higher than 2018: 13,642 people).

NEA was set up to be a center of reference in sanitary and environmental education inside SANEAGO, intended to reach all communities that receive the sanitation services, addressing topics such as water and sewage, encouraging the correct use of sewage collection systems and public equipment intended for its treatment. One of its main focuses is to reach the Goiás population to raise awareness about environmental issues, offering spaces and opportunities so schools, universities and different social groups can take guided visits to ETE Dr. Hélio Seixo de Britto, accompanied by educational lectures, sensitizing activities, exhibition of videos and puppet shows.

Through its actions, NEA seeks to boost environmental preservation, by means of information, education, awareness and social mobilization, in order to change to positive and sustainable habits and attitudes in the community. It should be stressed out that 15,012 people were served in the first half of 2019, that is, a monthly average of 2,502 people, exceeding the monthly target expected. Table 1, referring to the first semester of 2019, through the analyzed evaluations, shows 94.29% of satisfaction level in the development of the actions classified as “excellent” and 5.71% as “good”.



City	School	Total students
Bela Vista de Goiás	Geraldo Prego 2	63
Valparaíso de Goiás	Colégio Padre Reis	59
	Escola Municipal Valparaíso II	261
	Escolas Municipais de Valparaíso	51
	TOTAL	391
North	Escola Municipal José Marques de Brito	122
	Colégio Estadual Chico Mendes	245
	TOTAL	367
Mata Azul	Escola Municipal Pulquério Mariano	57
	Colégio Estadual da Mata Azul	BB
	TOTAL	155
Luziânia	Escola Jardins do Ingá	95
	Escola São Mateus	BB
	Escola Municipal Silas Santos Júnior	154
	Escola Dinâmica de Luziânia	125
TOTAL	468	
Cidade Ocidental		
Cocalzinho	Escola Modelo	712
Silvânia	Centro de Ensino Integral Moisés Santana	117
Goiás	Sonho Infantil	134
	CEPI Dom Abel	109
	AABB	53
	Cora Coralina	122
	Escola Lar São José	80
	Escola Prof. Alcides Jubé	95
	Colégio Estadual de Aplicação Manoel Caiado	112
	Escola Mestre Nhola	27
	Colégio Estadual Dr. Albion de Castro Curado	53
TOTAL	795	
Mozarlândia	Colégio Estadual Costa e Silva	163
Mundo Novo	Esc. Municipal Francisco de Assis Coelho Lopes	104
	Esc. Municipal Milca Martins Falchi	154
	TOTAL	258
Nova Crixás	Esc. Municipal Vale do Oeste	51
	Esc. Municipal José Pires de Souza	152
	Esc. Municipal Alvorada	17B
	TOTAL	401
	Esc. Municipal Brasil Ramos Caiado	361
	TOTAL GRS GOIÁS	1978
Itajá	Esc. Municipal Anhaguera	78
Total General	-	4329

Table 7.1 - Activities carried out in several Goiás cities.
Source: Sureh, 2020.

Actions in the countryside of the State

In addition to Saneago and companies and institutions interested in the environmental education of its employees, the NEA gave lectures at the In-Company Accident Prevention at Work Project (SIPAT) and on celebration dates, such as Water Day, Environment Day and others.

Among the activities carried out at NEA, we can cite those in several cities of the State of Goiás, as shown by the Table below, which gathered a large number of participants, such as: Cocalzinho (712 participants), Luziânia (468 participants), Goiás (795 participants), Araguapaz (361 participants), among others.

We mention also the NEA participation in the SIPAT of Saneago Regional Branches, where besides the occupational safety activities, they innovated with lectures on environmental protection, based on the theme: "Preserving the Environment and Sustainability at a Time of Society Awareness". The speakers highlighted the importance of basic sanitation for public health, such as the protection of water springs, and gave tips on how to avoid wasting water.

In order to reinforce learning, we made use of educational movies, such as the cartoon "Calango Lengo", about the drought in the northeast; Saneago institutional movie "Fechando a torneira do desperdício", "ETE e seus componentes", "Processo produtivo de água" (Water production process) and the movie about construction and opening of the Mauro Borges Production System.

Further, we stress out the environmental lectures that cover several topics for specific audience, such as:

There is, however, a seasonality in the first months, January, February, and July, repeating itself in November and December, when school visits and events are significantly reduced. In these periods, schools fail to schedule their technical lectures and environmental education activities due to school vacations. We can cite the month of May, where the Núcleo de Educação Ambiental (NEA) received 611 students. As regards cattle-raising, 9,399 visitors from schools, excluding the passers-by that exceeded 30,000, as disclosed by the media.

Thus, as there is no way to interfere in the school calendar, this drop shown in the aforementioned months can be supported in the subsequent months where they are surpassed for both the monthly and the annual goal.

Training of Socio-Environmental Agents

These actions are intended for a collective resolution of local issues to change the socio-environmental and economic scenarios inside NEA, expanding to external actions at Saneago. The purpose is to encourage the population to change habits, helping protect and recover the local environment through sustainable practices related to the proper use of water, sewage collection system, the destination of rainwater and correct disposal of waste.

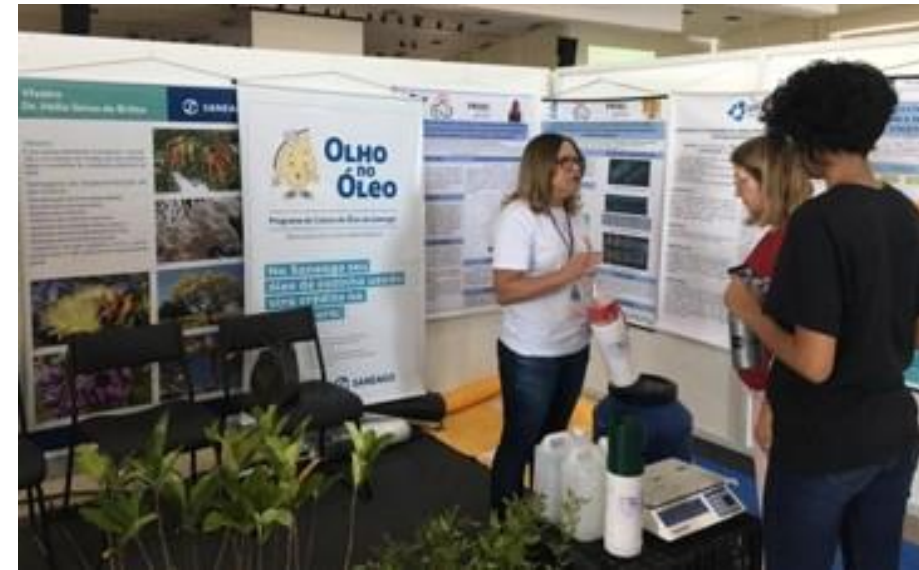


Companies and Partnerships: SIPATMA HP Transportes / SESC / CONPEX UFG / Carrefour

Along its performance, NEA develops several partnerships to find new ideas, solutions and covenants, facing socio-environmental issues, intended to integrate the individuals. Among them, we can outline SIPATMA HP Transportes, SESC, CONPEX UFG and Carrefour .



Sipatma HP Transportes



UFG - Conpex - technical lecture



Sipatma CARREFOUR

Sipatma HP Transportes

SESC Water Day - technical lecture

Sipatma CARREFOUR



Factors to be implemented by the environmental educational center, according to the sustainability criteria.

From strategy to action

A3P (Environmental Agenda in the Public Mangement)

To implement a socio-environmental sustainable management of the administrative and operating activities inside Saneago, encouraging reflection and changes to employees' behavior so that they incorporate socio-environmental responsibility attitudes, seeking prevention or mitigation of the adverse environmental impacts caused by the performance of administrative and operational activities

CIRCULAR ECONOMY "cradle to cradle"

Update SANEAGO professionals on "Circular Economy", highlighting the importance of the "cradle to cradle" concept and highlight the setback of the linear economic model, starting from the principle of raw material extraction, transformation, use and disposal of waste, explaining the cyclical concepts of nature, in which all materials, such as plants, water or food, can be reused by the environment, presenting the resulting strategic benefits and a huge potential for innovation, job creation and economic growth avoiding the misuse of natural resources.

ABNT ISO 14.001 STANDARD

Optimize production processes based on Saneago environmental management, relating the environmental responsibilities to your internal processes, promoting growth inside the agency by means of environmental impact reduction and thus helping meet legal and other requirements, improving internal environmental policy to reinforce positive concepts, such as clarity, environmental responsibility and the idea of an organization that values and practice sustainable values.

ABNT ISO 20.121 STANDARD

The certification standard for sustainable event management helps the company establish and achieve realistic goals and implement policies and procedures for the application of good practices, promoting a sustainability management system.

GREEN MARKETING “Green Marketing”

Raise awareness on the importance of adoption of new habits, both for the general public and for companies, encouraging a change to attitudes regarding the use of natural resources, outlining the green marketing linked to the circular economy, showing in practical terms how our habits can interfere and change the environment

Olho no Óleo Environmental Program

Olho no Óleo was created by Saneago in 2012 in order to raise awareness, move and make the population more conscious about the proper and ecologically correct disposal of waste, by sending residual cooking oil for recycling (biodiesel production, soap manufacture, etc). Initially implemented in 5 cities: Goiânia, Morrinhos, Anápolis, Itumbiara and Cidade de Goiás, currently with 877 registered customers. For 2020, the program can be expanded to 39 more cities.

Our aim is to prevent organic waste from reaching the water sources, which causes many problems, such as proliferation of microorganisms that contribute to the reduction of dissolved oxygen, substantially damaging the quality of raw water, as well as the final price of the product offered to the population, considering that the degradation of water sources makes the water treatment process more expensive.

Results obtained in 2019

The release of cooking oil in Saneago's sewage collection systems increases the maintenance cost, resulting in company loss, considering the costs to unblock the systems and the consequent outflows on public roads, which also ends up generating a negative image for the company before the population, a loss impossible to measure.

According to the Executed Sewage Service Reports in the city of Goiânia, issued in 2019, by the Operational/Maintenance Units, we inform you that: Northern, Eastern, Western and Central Districts together total 27,914 requests answered related to maintenance problems of the sewage collection system. If we consider the total number of calls for services performed (47,752 requests), we see that 58% of the calls were for system, branch, PV unblocking services. Such data can also be associated with the incorrect disposal of oil and grease improperly launched in the SES systems.

We understand that any initiative to reduce SES maintenance costs will be in line with the provisions of the Saneago Integrated Planning (PIS), which sets forth, among the strategic dimensions, the promotion of socio-environmental sustainability.

Services	Dist. Center	Dist. East	Dist. West	Dist. North
	2019	2019	2019	2019
3102 - Unblocking of Sewage in the Branch	800	1,052	746	1,016
3103 - Unblocking of Sewage in the System	1,656	481	1,184	2,076
3105 - System, JETWAY Branch Cleaning	373	513	590	421
3106 - PV Cleaning	1,550	399	112	29
3127 - Unblocking of Sewage Outflow System	987	2,663	778	2,412
Total	7385	7127	5429	7973
Total service quantity in the period	12,751	12,235	8,839	13,927

Figure 7.2 - Services performed in the sewage system in 2019 per districts of Goiânia.
Source: Sureh, 2020.

Numbers that represent life

We highlight that the ONO Environmental Program, “Projeto Estudantes de Atitude” partnership, launched in August, is a fundamental initiative for us that included the collection of residual cooking oil to promote citizenship and social participation of students of public schools of the State of Goiás, intended to develop a culture of participation and accountability for the social and environmental environment. This partnership involved SANEAGO and SEGOV/CGE. 102 schools were part of the project, covering 24 cities. A total of 70 schools requested collection, totaling 14,680 liters of oil collected.

In this growing path, “Olho no Óleo” saw 55 new large waste generators adhering to the program in 2019, 98 visits were paid to re-register customers who were already part of the program, and acquisition of supplies and materials for the waste collection.

We understand that the Program is part of a scope of important strategies intended to promote sustainable actions that might change the population attitude, which now has adopted environmentally positive attitudes, corroborating our corporate mission



Collection at Colégio Estadual Brasil Ramos Caiado



Collection at Colégio Estadual Brasil Ramos Caiado



Collection at Colégio Estadual Robinho Martins

Collection at Colégio Estadual Robinho Martins



Faça seu Papel Program

The program was implemented in July 2005 voluntarily by a group of Saneago employees, with environmental awareness and education actions. The selective collection of white and colored paper was implanted. From 2005 to 2019, 349 tons of paper were sent for recycling, generating income of R\$ 65 thousand. The proceeds from the sale of paper for recycling are invested in environmental projects.

In addition to environmental protection, it should be remembered that selective collections intend to reduce as much as possible the non-recyclable waste taken to landfills, and, according to decree No. 728, of Mar 14, 2016, which regulates Act No. 9.498, of Nov 19, 2014, SANEAGO is a large generating company that produces a volume greater than 200 (two hundred) liters of solid waste daily, Class II, according to NBR 10.004 of the Brazilian Association of Technical Standards (ABNT), and it must be responsible for the collection, transportation and final destination of solid waste.

Saneago currently has 7 units that are considered to be major generators in the metropolitan area of Goiânia, which produce a total of 10,220 liters of solid waste daily.

With the effective participation of employees in Selective Collection segregation, the “non-recyclable waste” tends to decrease by 50%, since the “Recyclable Waste” will be sent to the Cooperatives through the Selective Collection Program of the City Hall, which increases the job offer and improve the quality of life of the population.

In order to encourage employees to execute the procedures correctly, some internal marketing actions were carried out, as well as several activities, in which around 2,630 employees and service providers participated, based in HEADQUARTERS, ETAG, Commercial, West / North / South Districts, sewage treatment plants (ETE), SUMEG and in the Rio Verde and Jataí regional offices.

The “Arte e Vida” program is being developed for the reutilization of the waste generated by the company, and for use in craftsmanship that improve the quality of life for employees and retirees, with workshops for all employees and retirees.

From 2017, “Faça seu Papel” Program, in partnership with the Sucata de Informática company, has collected batteries to be disposed of properly. Around 10kg of batteries are collected monthly.

SELECTIVE COLLECTION



PAPER SELECTIVE COLLECTION CONTAINERS	CAUTION Não podem estar amassados, rasgados ou com graxa e óleo. No caixa ou em sacos.	PREPARATION 1 - O material é recebido e triado no depósito do Programa Faça Seu Papel até ter uma quantidade próxima 1 tonelada; 2 - A empresa responsável recolhe, pesa e afeta o pagamento.	DISPOSAL Instalação de reciclagem em grandes centros do Brasil.
RECYCLABLE WASTE SELECTIVE COLLECTION CONTAINERS	CAUTION Não se pode descartar, especialmente caso seja frasco ou embalagem de vidro ou plástico. No recipiente em Copas de Exibição dos resíduos.	PREPARATION 1 - São recolhidos em sacos azul. 2 - Colocados em grandes pilhas. 3 - Será recolhido pelo setor de Cooperativas.	DISPOSAL Instalação de reciclagem em grandes centros do Brasil.
NON-RECYCLABLE SELECTIVE COLLECTION CONTAINERS	CAUTION Não se pode descartar, especialmente caso seja frasco ou embalagem de vidro ou plástico. No recipiente em Copas de Exibição dos resíduos.	PREPARATION 1 - São recolhidos em sacos preto. 2 - A empresa responsável recolhe e entrega a todos para incineração.	DISPOSAL São enviados para o aterro Sanitário de Goiânia.
HAZARDOUS WASTE SELECTIVE COLLECTION CONTAINERS	CAUTION Não se pode descartar, especialmente caso seja frasco ou embalagem de vidro ou plástico. No recipiente em Copas de Exibição dos resíduos.	PREPARATION 1 - São recolhidos pelo depósito do Programa Faça Seu Papel. 2 - Devem ser em quantidade pequena com identificação e empresa responsável.	DISPOSAL Instalação de reciclagem em grandes centros do Brasil.



A digital, conscious and sustainable company



The “Descarte Consciente de Medicamentos” program intends to implement the drug collection for both human and veterinary use that are expired or unusable at Saneago and take them to incineration. The project also intends to minimize one Saneago's external threat according to the Swot Analysis: the environmental degradation and resource scarcity; as well as to comply with the "Saneago Socio-Environmental Sustainability" Strategic Guideline, to make employees conscious of the behavior change and develop a more critical awareness regarding the inappropriate disposal of drugs.

Saneago is also implementing the “Reuse.com” program, which is a system on the intranet where all units will be able to make available the obsolete materials, furniture and equipment to be used in other needy units. This will turn logistics faster, providing the reuse of the goods, which will increase the life cycle of the company's resources

Water Production Program

The Ribeirão João Leite Water Producer Program (PPAJL) is a State program implemented by Semad, partners, and volunteers, which benefit rural producers that, by means of preservation policies and management, and vegetation coverage improvement, will aid environmental recovery, effectively reduce erosion and increase water infiltration, according to the concept of Provider/Receiver (concept contrary to that of Polluter/Payer).

It was instituted in 2013 via technical cooperation agreement no. 004/ANA 2013 entered on between the National Water Agency (ANA), Semarh (today Secima), Education Department (today Seduce), Agriculture Department (today SED), Agetop, Emater, Agrodefesa, UFG, State Attorney's Office, cities of Water Basin of João Leite (Anápolis, Nerópolis, Terezópolis de Goiás, Ouro Verde de Goiás, Campo Limpo de Goiás and Goianápolis) and State Agriculture Federation (Faeg).

The Water Producer also provides for the rural property regularization with the Rural Environmental Registration (CAR), which enables the registered producer, via agreement with Saneago, to take part in the Environmental Service Payment (PSA). The purpose of the Program is to develop projects on the properties accredited in order to obtain quality water in the amount enough for public supply in Goiânia and the Metropolitan Region.

In the first phase, its actions were and still are being developed in the municipalities of Ouro Verde de Goiás and Nerópolis, from 2016 until today (2019), with 29 Individual Property Projects (PIP) active. By late-2019, 11 (eleven) owners were paid the first installments, in the total amount of R\$44,227.31 (forty-four thousand, two hundred and twenty-seven reals and thirty-one cents), and 5 (five) of the second installments in the total amount of R\$31,641.74 (thirty-one thousand, six hundred and forty-one reals and seventy-four cents) for the environmental services described in agreements with the owners.

As of early-2020, other 09 (nine) owners and 08 (eight) properties under inspection will be paid the first installments. The landowners are paid once a year and is the ratio of the good conservation practices per hectare. The amount predicted for payment to the 29 rural properties in Ouro Verde and Nerópolis is around R\$ 700 thousand for a five-year period, with each phase valid for five years, with the possibility of renewal.

ANA's delegation proves the project performance under the Water Producer Program and the National Environment Fund.



PHOTOS OF THE PROPERTY VISITED BY NEURÓPOLIS DELEGATION

Representatives of the National Water Agency (ANA) came to Goiás to learn about the recovery works in the Meia Ponte and Ribeirão João Leite basins.

Saneago has intensified actions to preserve, protect and recover public water sources.

The delegation visited a property located in the municipality of Nerópolis, less than 2 km from the João Leite Reservoir, and observed that the work had already resulted in the sprouting of new springs and mines and in the maintenance of water courses that cross the property and flow into João Leite during the dry season.

The pilot project has already carried out 174km of terracing and 24km of fences in the municipality. In addition, respectively, 103km and 36km in Ouro Verde de Goiás.



National Environmental Fund (FNMA)

Through the National Environment Fund (FNMA), Saneago is executing agreements for the recovery of springs and the regeneration of Permanent Preservation Areas (APP), intended to expand the water supply to the Metropolitan Region of Goiânia.

With resources in the order of R\$ 2.7 million, a tender was conducted to contract environmental services in Brazabrantes, Damolândia, Goianira, Nerópolis and Santo Antônio de Goiás. The project also includes the municipalities of Inhumas, Itauçu, Nova Veneza and Ouro Verde de Goiás. In total, 84 springs will be recovered and 276 stretches of riparian forest will be reforested with over 71 thousand seedlings surrounding the sites, in 172 rural properties.

The Meia Ponte and João Leite Systems are responsible for the water supply of the Metropolitan Region, with a production of 45% and 55% of treated water, respectively. The maintenance and recovery of the basins assures a satisfactory and quality service for the population.

SERVICE CHANNELS



@saneago



@saneagonarede



www.saneago.com.br



Customer Service
0800 645 0115

**Customer Service outside Goiás
and Brazil**
+55 62 3221-2200

Service to Big Companies
0800 645 0116

**Service to Big Companies
outside of Goiás and Brazil**
+55 62 3219-6116

Ombudsman's Office
0800 645 0115

**Ombudsman's Office outside
Goiás and Brazil**
+55 62 3219-6117



Vapt-vupts*

Units in the Countryside*

Organizational Units*

* Available at site www.saneago.com.br

COMMITMENTS WITH SUSTAINABILITY

G4-15



Pacto Global
Rede Brasil



1. RESPECT

And support internationally recognized human rights in its area of influence.



2. ENSURE

Ensure the non-participation of the company in violation of human rights.



3. SUPPORT

The freedom of association and recognize the right to collective bargaining agreement.



4. ELIMINATE

All forms of forced or compulsory labor.



5. ERADICATE

All forms of child labor from its production chain.



6. ENCOURAGE

Practices that eliminate any type of discrimination in employment.



7. ASSUME

Practices that adopt a preventive, responsible and proactive approach to environmental challenges.



8. DEVELOP

Initiatives and practices to promote and disseminate socio-environmental responsibility.



9. ENCOURAGE

The development and diffusion of environmentally responsible technologies.



10. FIGHT

corruption in all its forms, including extortion and bribery.



OBJETIVOS

SUSTAINABLE DEVELOPMENT

[SUSTAINABLE DEVELOPMENT GOALS]

<p>1 ERADICATION OF POVERTY</p>	<p>2 FOME ZERO AND SUSTAINABLE AGRICULTURE</p>	<p>3 HEALTH AND WELFARE</p>	<p>4 QUALITY EDUCATION</p>	<p>5 GENDER EQUALITY</p>	<p>6 DRINKING WATER AND SANITATION</p>
<p>7 CLEAN AND AFFORDABLE ENERGY</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p>10 REDUCING INEQUALITIES</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>
<p>13 ACTION AGAINST GLOBAL CLIMATE CHANGE</p>	<p>14 LIFE IN THE WATER</p>	<p>15 LIFE ON EARTH</p>	<p>16 PEACE, JUSTICE AND EFFECTIVE INSTITUTIONS</p>	<p>17 PARTNERSHIPS AND IMPLEMENTATION MEANS</p>	



PREPARED BY

Planning and Business Management

Integrated Planning Department (SUPLA)

Chairman