



**SANEAGO**

**Annual Sustainability**  
Report | **2020**

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# PRESENTATION

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# Guidelines, Strategies, Policies and Perspectives from Saneago

GRI 102-50, 102-53, 102-54

Saneamento de Goiás S.A. (Saneago) presents to its stakeholders the fourth edition of its 2020 Annual Sustainability Report, prepared in accordance with the Global Reporting Initiative (GRI) methodology "GRI Standards: Essential Option".

All information and data mentioned in this Report refer to the period between January 1 and December 31, 2020 and all amounts are expressed in thousands of reais (unless otherwise indicated).

This document reports Saneago's guidelines, strategies, policies and perspectives, in order to clearly and concisely demonstrate the development of its activities as a way to generate value for all stakeholders, and presents its economic, social and environmental results, in line with the principles of the Global Compact and the Sustainable Development Goals (SDG) of the United Nations (UN).

This Report is accompanied by the Financial Statements, submitted to external verification by BDO RCS Auditores Independentes.

Questions regarding this Report can be forwarded to the Investor Relations team, through the contacts:

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# Message of the Management Board Chairman

GRI 102-14

The changes in Saneago's management, which took place in the last two years, were essential to overcome obstacles such as the sanitary crisis installed with the spread of the new coronavirus. Right at the beginning of the pandemic, we created a Crisis Management Committee to streamline decision-making and coordinate the actions necessary for the safety of employees, the Company's liquidity and the supply of the population.

The dedication of all areas to keep operations up and running and to execute expansion plans and investments in the network revealed that Saneago is ready to take on the new challenges and commitments that will come with the new framework for basic sanitation. We intend to have an outstanding performance in this new market, participate in tenders and consortia, and take advantage of new business opportunities.

We are updating each day to face the new scenario. In this sense, we improved our corporate governance and updated our standards, policies and guidelines, based on ESG (Environmental, Social and Governance) factors, aiming at the Company's sustainability.

To evolve in ESG issues, we rely on the full engagement of the internal public, senior management and our largest shareholder, the state government - which has shown to understand the need and value of this tripod for business continuity and value creation for all the publics. In order to strengthen these initiatives, we created the Sustainability Committee, with an integrated vision of the tactical and operational plans. We also reinforced the work of the compliance area, particularly in relation to risk control. Our risks are very well defined, whether in the administrative, procurement or environmental areas - as is the case

Dam João Leite, which is one of the best monitored in the country.

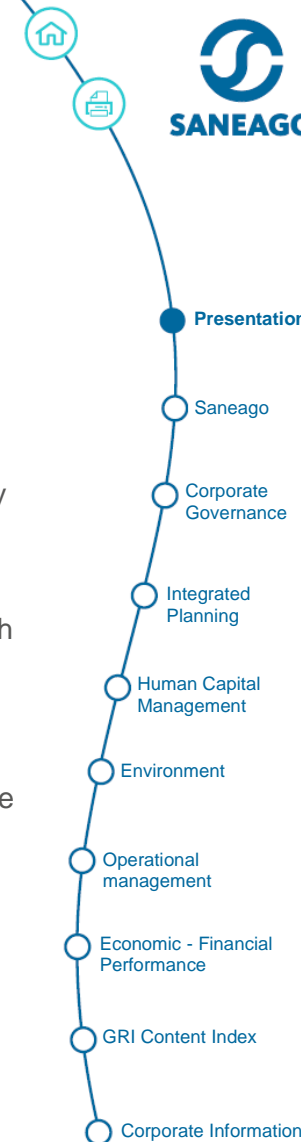
At the head of the Governance Superintendence and the Compliance Management, we have been working to spread the culture of transparency, corporate responsibility and ethics to all our stakeholders. We closely monitor the application of regulations and legal compliance. We have also provided training on best practices in governance and ESG issues for the governing body, including members of senior management.

Throughout the year, we reinforced environmental education and communication initiatives with the population, especially in areas where we are expanding the network. We have a team of social workers in charge of direct, clear, technical and well-developed communication with the population that will be served. These professionals are the

responsible for showing the benefits and providing guidance on how to make good use of treated water, in addition to reinforcing the importance of respecting and preserving the environment. This action is particularly important in the case of more isolated communities, such as the Kalunga community of São Domingos, in the municipality of Cavalcante (GO), which received the water network in 2020.

It is important to thank all employees, who spared no effort to overcome this year's difficulties and believed in all the transformations we adopted to ensure the sustainability of the business. Challenges were necessary to prove how much we have evolved and how we want to follow the path of growth. And surely, we will grow!

**Eurico Velasco de Azevedo Neto**  
**Chairperson of the Board of Directors**



# Chief Executive Officer's Message

GRI 102-14

In 2020, Saneago underwent one of the biggest transformations in its 53-year history. The year was marked by many challenges. But, at the same time, it was a period of overcoming difficulties. We guarantee regular supply for everyone!

We do not lack water in homes and businesses in Goiás. We supply treated water to hospital units and essential agencies to fight Covid-19. This was in the midst of a very severe drought, with temperatures well above average and an increase in water consumption.

We overcame adversity, thanks to the corporate restructuring carried out in early 2019. We made progress in the network expansion works, in accordance with our strategic planning, and started to serve more than 5.8 million inhabitants with treated water and 3.9 million with sewerage, in addition to actions in the socio-environmental area.

These achievements are the result of an intense effort and for which Saneago worked with total commitment. Sustainable management was one of the foundations for the scenario presented in this Report. And the commitment is also to social and environmental sustainability.

We made progress in the proposal to integrate ESG (Environmental, Social and Governance) issues into strategic planning and into all actions and policies that guide the Company's business. Sanitation needs to go beyond the basics. We work with environmental sanitation, from springs to taps.

Saneago promotes more than access to water and sewage, it brings quality of life to the population of Goiás and helps preserve ecosystems. Throughout the year, we worked on the care of more than 30 basins in the state, in partnership with city halls and projects with the Public Prosecutor's Office, improving the quality of the surroundings of springs, streams and rivers. We also demonstrate Saneago's social role.

We now serve more than 5,8 million inhabitants with treated water and 3,9 million with sewerage.

Since last year, we have created an integrated and consistent environmental plan, with well-established goals. We prepare an annual training plan, with the aim of enhancing internal skills. We created committees dedicated to implementing actions to strengthen the culture of integration and belonging, valuing issues such as gender and diversity. This new training structure includes a training program for employees, with a focus on safety and professional growth. All of this is essential for us to pursue the goal of constantly improving sanitation services in the municipalities where we operate.







The improvement we seek is a reflection of work supported by consistent strategic planning. Aware of this, we prepared our planning for the period 2021-2025 with very well-defined assumptions and quantitative targets. We review our internal protocols, procedures and policies.

The 2020 balance sheet already shows the evolution in operational and financial performance compared to 2019. And we intend to surpass these results. For this, we will invest in the expansion and maintenance of networks and in operational, equipment and technology improvements.

To achieve what we plan, governance in line with the best market practices is essential. We are sharing each achievement with all stakeholders, in a clear and transparent way. This objective guided investments in the Investor Relations area, which currently has a detailed information center on the Company's website.

We cannot fail to mention the new sanitation framework. The changes bring fierce competition to the sector. But we are prepared for this challenge and understand that it encourages us to pursue bolder goals. We are ready to grow and to reach new achievements!

Have a nice reading!

Ricardo José Soavinski  
CEO

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# Highlights



**22.28%**

of Net Income growth

**5.57%**

of growth of  
Net Revenue

**19.06%**

of increase of the  
Adjusted EBITDA



**2.57%**

of advances in the number  
of water measurings and

**4.69%**

of sewage



**1.59%**

of reduction of  
Loss Index

Rating “A-(bra)”  
Stable Outlook,  
by Fitch

Renewal of the contract of  
**Anápolis until 2050**

Sewage Treatment Plant - Anápolis



Presentation

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# SANEAGO

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- 12 Where are we
- 13 Our commitment
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# Who we are

GRI 102-1, 102-2, 102-3, 102-5, 102-6, 102-7

Saneamento de Goiás S.A. (Saneago) is a mixed economy company, headquartered in the city of Goiânia, which provides basic sanitation services in the state of Goiás, through a concession and associated management. The Company is responsible for carrying out studies, preparing projects, carrying out works, operating and carrying out the exploration of basic sanitation services. In addition to acting in the operation of treated water and sanitary sewage, State Law No. 6.680, of September 13, 1967, which instituted Saneago, also allows to act in urban cleaning, solid waste management and drainage and management of urban rainwater.

Present in 226 of the 246 municipalities of Goiás, including the state capital, Goiânia, Saneago daily serves 5.8 million people with treated water (97.4% coverage) and 3.8 million (64.7% of the coverage). population) with sanitation.

To serve the population of Goiás with a high standard of quality, the Company has 33,016 kilometers of water networks, 191 Water Treatment Stations (ETAs), 1,396 artesian well centers, 471 water supply systems, 13,287 kilometers of water networks. sewage and 90 Sewage Treatment Stations (ETEs).

At the end of the year 2020, its workforce had 5,816 employees, distributed among administrative, technical and operational activities.



## Water supply



### Population served

5,829 million

33,016 km

### Network Extension

1,261 million in connections

Network Extension 13,287 Km

### Billed Volume<sup>3</sup>

281,551

### Service Index

97.40%



2,269 million in connections

## Sewerage

### Population served

3,871 million

### Billed Volume<sup>3</sup>

172,183 thousand m<sup>3</sup>

### Service Index

64.70%

### Treatment Index

60.30%



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## General Customer Service Data

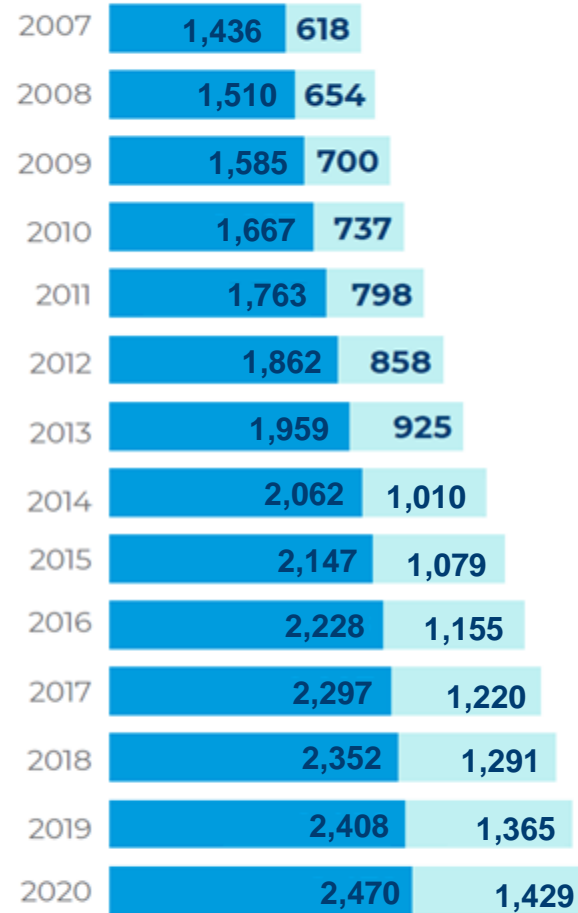
Program and Concession Contracts	2020
Municipalities with Program Contract	62
Municipalities with Concession Contract	164
Municipalities Served by Saneago	226

## Expiry Schedule of the Contracts

Status	Quantity	Profit Sharing
I - Overdue > Concession	80	15%
	80	15%
II - to be due Concession > Program	146	85%
	84	14%
	62	71%
<b>Total General</b>	<b>226</b>	<b>100%</b>
<b>To be due</b>		
5 years 49 11%	49	11%
10 years 15 2%	15	2%
15 years 21 2%	21	2%
20 years 16 13%	16	13%
Over 20 years 45 57%	45	57%
<b>Total to be due</b>	<b>146</b>	

## Evolution of the number of water and sewage measurements

1,000 units



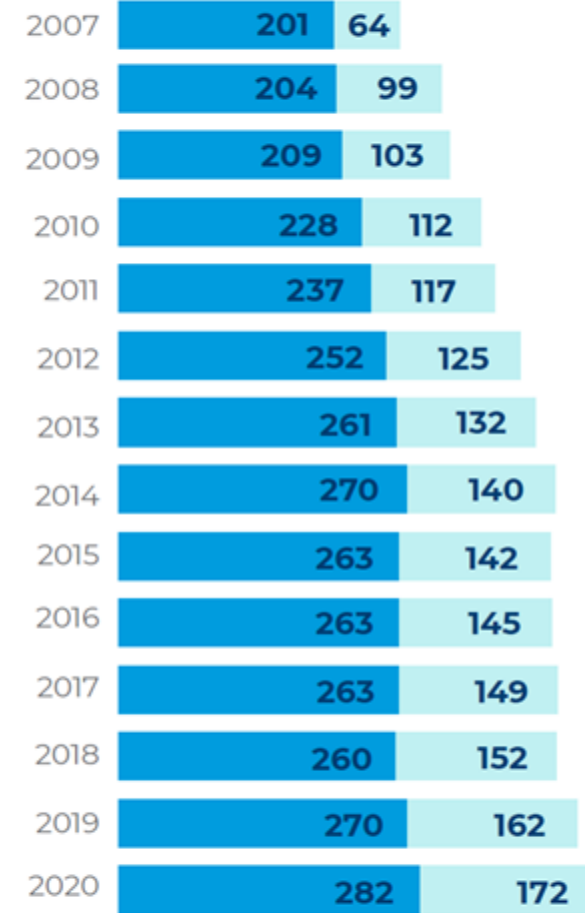
CAGR<sup>1</sup>  
Water 4.27%  
Sewage 6.67%

Water Sewage

1 Compound annual growth rate

## Volume invoiced of water and sewage

Millions of m<sup>3</sup>



CAGR  
Water 2.68%  
Sewage 8.58%

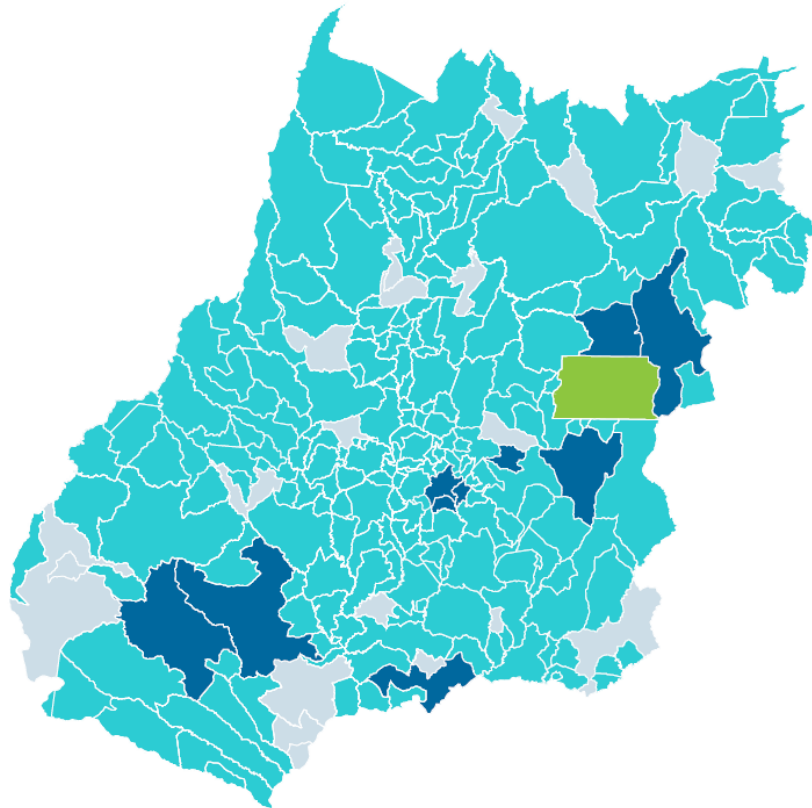
Water Sewage



# Where we are

GRI 102-4

## Map of operation



**226** Municipalities Served

(of the total of 246 in the state of Goiás)

- 10 main contracts
- Distrito Federal
- served by Saneago
- not served by Saneago (served by municipal authorities) - 5% of the population

## Top 10 Largest Cities - Net Sales

Ranking	Cities	Expiration	(%) of the Revenue
1°	Goiania	Dec/49	36%
2°	Anápolis	Feb/50	7%
3°	Aparecida de Goiânia	Nov/41	5%
4°	Valparaíso de Goiás	Nov/48	2%
5°	Rio Verde	Nov/41	2%
6°	Luiziânia	Dec/45	2%
7°	*Formosa	Mar/25	2%
8°	*Itumbiara	Feb/25	2%
9°	*Planaltina	Apr/30	1%
10°	Jataí	Nov/41	1%
<b>Total</b>		<b>-</b>	<b>62%</b>

\*Concession Agreements





# Our commitment

GRI 102-12, 102-14

The sanitation sector represents much more than a provision of services. Above all, it brings health, safety and quality of life to people, in addition to other intrinsic benefits, such as urban development and environmental protection.

Aware of this, Saneago is committed to constantly strengthening its foundations to expand and improve its operations in a sustainable manner.

The proposal is in line with its mission, the principles of the Global Compact – of which it is engaged as a Participant – and the UN Sustainable Development Goals (SDGs), in particular SDG 6, which aims to “ensure availability and sustainable management of water and sanitation for all”.

Proof of its commitment, despite the difficulties imposed by the pandemic, Saneago increased its investments by 37.8% in 2020 and allocated almost 90% to the improvement and expansion of water supply, collection and sewage treatment systems.

## MISSION

To provide basic sanitation services promoting quality of life and generating results with sustainability.

## VISION

To be a reference by 2029 in management and results in the provision of basic sanitation services in Brazil.

## VALUES

Commitment;  
Ethics;  
Agility;  
Sustainability;  
Competence;  
Compliance;  
Collectivity;  
Transparency.



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# Materiality

GRI 102-40, 102-42, 102-43, 102-44, 102-46, 102-47, 103-1

Saneago's materiality was revised and updated in 2020, to identify the demand for information by stakeholders, also defining priority issues for the development of goals.

The entire process was carried out by specialized external consultants.

After benchmark with frameworks, ESG ratings and peers, 21 relevant topics were identified for consultation with stakeholders. The online survey was conducted with the following audiences, in a total of 1,289 respondents:

- Regulatory agency
- Investors
- Shareholders
- Granting Authority
- Employees
- Suppliers
- Customers
- Board / Executives

## Materiality ascertained with stakeholders and limit study - Saneago 2020

Material Themes	GRI Disclosures	Impact Inside / Outside	Impacted Stakeholders	The generation of the impact
Risk management	Strategy: 102-14 and 102-15			Direct
Ethics and Integrity	Fight against corruption: 205-1 and 205-3			Direct and indirect
Corporate Governance	Governance: 102-18			Direct
Water management and Effluents	Water and effluents: 303-3 and 303-4			Direct and indirect
Universalization of basic sanitation Operational	Water and effluents: 303-1 Indirect economic impacts: 203-1 and 203-2			Direct
efficiency management	Energy: 302-4			Direct
Energy Efficiency	Energy: 302-1			Direct
Health and safety of the customers	Customer health and safety 416-2			Direct
Financial performance	Economic performance: 201-1			Direct and indirect
Investment in Infrastructure	Indirect economic impacts: 203-1 and 203-2			Direct and indirect
Health and safety in the operations	Occupational health and safety: 403-1, 403-4, 403-2, 403-5 and 403-3			Direct and indirect

### Legend



Employees



Customers



Shareholders



Operation



Suppliers



Community



Government



Environment



Inside






Outside






## Sustainable Development Goal - SDG Study - 2020

Sustainable Development Goal (SDG)	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p><b>3.9</b> - By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals, contamination and pollution of air and ground water</p> <p><b>3.9.2</b> - Mortality rate attributed to unsafe water sources, unsafe sanitation and poor hygiene</p>	Water management and effluents	303-4 - Water Disposal	<ul style="list-style-type: none"> <li>Professionals and units dedicated to the study and implementation of new technologies in the area of both water treatment and sanitary sewage</li> <li>Sludge treatment at Water Treatment Plant (ETAs) and management of effluents generated in the process</li> <li>Sustainability Policy with environmental guidelines related to the Company's impacts</li> </ul>
	<p><b>4.a</b> - Build and improve physical educational facilities that are appropriate for children and sensitive to disabilities and gender, and that provide safe and non-violent, inclusive and effective learning environments for all</p> <p><b>4.a.1</b> - Proportion of schools with access to: (a) electricity; (b) internet for educational purposes; (c) computers for educational purposes; (d) infrastructure and materials adapted for students with disabilities; (e) drinking water; (f) gender-separated toilet facilities; and (g) basic hand washing facilities (according to the definitions of the WASH indicators)</p> <p><b>4.7</b> - By 2030, ensure that all students acquire the knowledge and skills necessary to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promoting a culture of peace and non-violence, global citizenship and valuing cultural diversity and the contribution of culture to sustainable development</p>	<p>Universalization of basic sanitation</p> <p>Investment in Infrastructure</p>	<p>303-1 - Interactions with water as a shared resource</p> <p>203-1 - Investments in infrastructure and service support</p> <p>203-2 - Significant indirect economic impacts</p>	<ul style="list-style-type: none"> <li>Investments made on a social basis to serve the Quilombola São Domingos Community, which lacked access to treated water</li> <li>Social and environmental actions carried out with the beneficiary population during the implementation/expansion of the Water Supply (SAA) and Sanitary Sewage Systems (SES)</li> <li>Núcleo de Educação Ambiental Jornalista Washington Novaes (NEA)</li> </ul>
	<p><b>5.c</b> - Adopt and strengthen sound policies and applicable legislation to promote gender equality and the empowerment of all women and girls, at all levels</p> <p><b>5.5</b> - Ensure the full and effective participation of women and equal opportunities for leadership at all levels of decision-making in political, economic and public life</p>	Corporate Governance	102-18 - Governance structure	<ul style="list-style-type: none"> <li>Permanent Committee on Women's Issues and Diversity</li> <li>Participation of women in the Executive (Board of Directors, Management Board and Supervisory Board)</li> </ul>





Sustainable Development Goal (SDG)	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p><b>6.1</b> - By 2030, achieve universal and equitable access to safe and accessible drinking water for all</p> <p><b>6.2</b> - By 2030, achieve access to adequate and equitable sanitation and hygiene for all, and end open defecation, with special attention to the needs of women and girls and those in vulnerable situations</p> <p><b>6.3</b> - Improve water quality by reducing pollution, eliminating dumping and minimizing the release of hazardous chemicals and materials, halving the proportion of untreated wastewater, and substantially increasing safe recycling and reuse globally</p> <p><b>6.4</b> - Substantially increase the efficiency of water use in all sectors and ensure sustainable withdrawals and supply of fresh water to address water scarcity, and substantially reduce the number of people suffering from water scarcity</p> <p><b>6.6</b> - By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes</p> <p><b>6.b</b> - Support and strengthen the participation of local communities to improve water and sanitation management</p>	<p>Universalization of basic sanitation</p> <p>Infrastructure investment</p> <p>Operational efficiency management</p> <p>Water and effluent management</p> <p>Customer Health and Safety</p>	<p>303-1 - Interactions with water as a shared resource</p> <p>203-1 - Investments in infrastructure and service support</p> <p>203-2 - Significant indirect economic impacts</p> <p>302-4 - Reduction of energy consumption</p> <p>103   303 - Water and effluent management method</p> <p>303-1 - Interactions with water as a shared resource</p> <p>303-3 - Water Collection</p> <p>303-4 - Water Disposal</p> <p>103   416 - Customer Health and Safety Management Method</p> <p>416-2 - Cases of non-compliance in relation to impacts on Health and Safety caused by products and services</p>	<ul style="list-style-type: none"> <li>■ Investments in works to expand and improve sanitation systems; approximately R\$ 227 million invested in 2020 in infrastructure works and service support</li> <li>■ Works in the Metropolitan Region of Goiânia with the objective of expanding access to treated water and strengthening service in densely populated areas, ensuring water security for the population</li> <li>■ Investment in wastewater treatment by RTUs, with the objective of reusing these waters</li> <li>■ In water and effluent management, Saneago assesses the effectiveness of control through measurement systems, such as measuring losses in production and monitoring the flow of water resources</li> <li>■ Recovery of catchment basins, recovery of springs and riparian forests and increased resources for this purpose</li> <li>■ Environment and Water Resources Superintendence, responsible for environmental management</li> <li>■ Actions to face the water crisis in conjunction with the Meia Ponte River Hydrographic Basin Committee and the State Water Resources Council</li> <li>■ Plan to combat water loss in the distribution network</li> <li>■ Product quality monitoring and control (water)</li> <li>■ Treatment of water and domestic sewage, carrying out their quality control, with laboratories for analysis</li> <li>■ Treated Water Quality Index Indicator (IQA)</li> <li>■ Negative impact mitigation project: MGO ETA - Operational Management Model and MGO ETE - Operational Management Model in Sewage Treatment Plant</li> </ul>



Sustainable Development Goal (SDG)	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p>7.2 - By 2030, substantially increase the share of renewable energies in the global energy matrix</p> <p>7.3 - By 2030, double the global rate of energy efficiency improvement</p>	<p>Energy Efficiency</p> <p>Operational efficiency management</p>	<p>103   302 - Form of energy efficiency and operational efficiency management</p> <p>302-1 - Energy consumption within the organization</p> <p>302-4 - Reduction of energy consumption</p>	<ul style="list-style-type: none"> <li>Saneago's objectives: to improve the energy efficiency of consumer units; reduce electricity consumption generating cost savings</li> <li>Saneago's initiatives: identification of inefficient equipment to exchange for others with better performance, use of energy potential available in dams and installation of photovoltaic plants</li> <li>The company has reduced approximately 1.3% of total electricity consumption through energy efficiency measures</li> <li>Use of two types of renewable sources: solar and hydraulic energy</li> <li>Investment in energy efficiency and innovation, generating energy through a photovoltaic plant and Sewage CGH</li> </ul>


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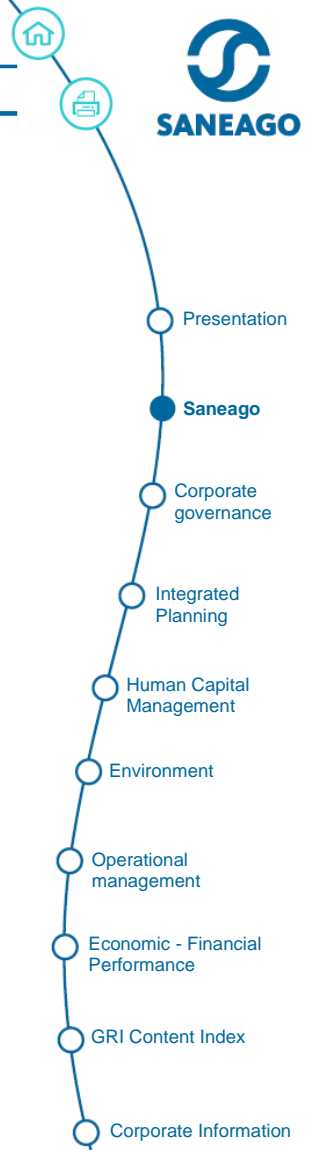
Reduced approximately

# 1.3%

OF CONSUMPTION  
TOTAL ELECTRICAL  
ENERGY




Raw Water Pumping Station - Corumbá System

ODS	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p><b>8.2</b> - Achieve higher levels of productivity in economies through diversification, technological modernization and innovation, including through a focus on high value-added and labor-intensive sectors</p> <p><b>8.8</b> - Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular migrant women and people in precarious employment</p>	<p>Financial performance</p> <p>Health and Safety in operations</p>	<p>103   201 - Form of financial performance management</p> <p>201-1 - Direct economic value generated and distributed</p> <p>103   403 - Health and Safety management method in operations</p> <p>403-1 - Occupational Health and Safety Management System</p> <p>403-2 - Hazard identification, risk assessment and incident investigation</p> <p>403-3 - Occupational Health Services</p> <p>403-4 - Participation of workers, consultation and communication to workers regarding Occupational Health and Safety</p> <p>403-5 - Training of workers in Occupational Health and Safety</p>	<ul style="list-style-type: none"> <li>■ Ensuring Saneago's economic-financial sustainability, making it possible to accelerate investments in pursuit of universal sanitation, with a view to improving results</li> <li>■ It has a set of measures adopted to minimize work accidents and occupational diseases, as well as protect the integrity and work capacity of the employee</li> <li>■ It has the Occupational Health and Safety Management, which works to prevent accidents and occupational diseases</li> <li>■ Understands that the target for occupational accidents and illnesses should always be zero</li> <li>■ Made adaptations due to the pandemic, such as distance training, provision of PPE in the Virtual Warehouse and development of activity reporting systems</li> <li>■ It has 46 Internal Accident Prevention Commissions in addition to the Ombudsman Service</li> <li>■ The Company promotes training in occupational safety</li> <li>■ Its goal is the inclusion of job safety technicians with public examinations</li> </ul>

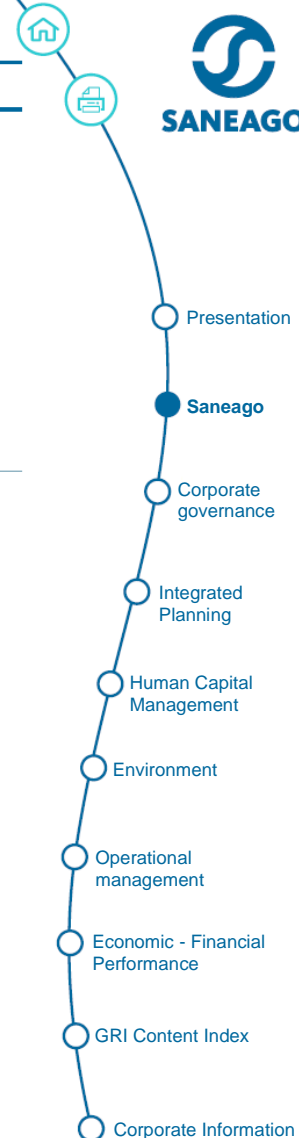






ODS	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p><b>9.1-</b> Develop quality, reliable, sustainable and robust infrastructure, including regional and cross-border infrastructure, to support economic development and human well-being, with a focus on equitable and affordable access for all</p> <p><b>9.4 -</b> By 2030, modernize infrastructure and rehabilitate industries to make them sustainable, with increased efficiency in the use of resources and greater adoption of clean and environmentally adequate technologies and industrial processes, with all countries acting in accordance with their respective capabilities</p>	<p>Infrastructure investment</p> <p>Operational efficiency management</p>	<p>203-1 - Investments in infrastructure and service support</p> <p>103   302 - Form of operational efficiency management</p> <p>302-4 - Reduction of energy consumption</p>	<ul style="list-style-type: none"> <li>■ Investments in works to expand and improve sanitation systems; approximately R\$ 227 million invested in 2020 in infrastructure works and service support</li> <li>■ Saneago manages the consumption and cost of electricity through computer systems, identifying nonconformities and disparities in consumption so that it is possible to carry out negotiations with the objective of reduction and control</li> <li>■ It has a team responsible for monitoring energy expenditure, which identifies possible waste and develops energy efficiency projects aimed at reducing costs</li> </ul>
	<p><b>10.4 -</b> Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality</p>	<p>Universalization of basic sanitation</p>	<p>303-1 - Interactions with water as a shared resource</p>	<ul style="list-style-type: none"> <li>■ Development of the Social Tariff - The tariff applied for this category corresponds to 50% of the tariff for the Residential category, which corresponded to 0.88% of customers of the total billed water connections at the end of 2020</li> <li>■ Social assistance aimed at low-income customers</li> </ul>
	<p><b>12.2 -</b> Achieve sustainable management and efficient use of natural resources</p> <p><b>12.6 -</b> Encourage companies, especially large and transnational companies, to adopt sustainable practices and integrate sustainability information into their reporting cycle</p> <p><b>12.8 -</b> Ensure that people, everywhere, have relevant information and awareness about sustainable development and lifestyles in line with nature</p>	<p>Operational efficiency management</p> <p>Universalization of basic sanitation</p>	<p>103   302 - Form of operational efficiency management</p> <p>303-1 - Interactions with water as a shared resource</p> <p>103   303 - Water and effluent management method</p>	<ul style="list-style-type: none"> <li>■ Investment in wastewater treatment by RTUs, with the objective of reusing these waters</li> <li>■ Negative impact mitigation project: MGO ETA - Operational Management Model and MGO ETE - Operational Management Model in Sewage Treatment Plant</li> <li>■ Recovery of catchment basins</li> <li>■ Hiring companies that adopt sustainable practices</li> <li>■ Núcleo de Educação Ambiental Jornalista Washington Novaes (NEA)</li> <li>■ “Banja e Sato” Campaigns and Conscious Water Consumption Campaign</li> </ul>

ODS	Goal	Material Theme	GRI Disclosures	SANEAGO approach
	<p><b>15.1</b> - By 2020, ensure the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services, in particular forests, wetlands, mountains and drylands, in accordance with the obligations arising from international agreements</p> <p><b>15.2</b> - By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally</p>	<p>Universalization of basic sanitation</p> <p>Water and effluent management</p>	<p>203-1 - Investments in infrastructure and service support</p> <p>203-2 - Significant indirect economic impacts</p> <p>303-1 - Interactions with water as a shared resource</p> <p>303-3 - Water Collection</p> <p>303-4 - Water Disposal</p>	<ul style="list-style-type: none"> <li>Recovery of springs, riparian forests and increase of resources destined for this purpose, aiming mainly at the conservation of the Cerrado biome and its biodiversity</li> </ul>
	<p><b>16.5</b> - Substantially reduce corruption and bribery in all its forms</p> <p><b>16.6</b> - Develop effective, accountable and transparent institutions at all levels</p> <p><b>16.7</b> - Ensure responsive, inclusive, participatory and representative decision-making at all levels</p> <p><b>16.10</b> - Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p> <p><b>16.b</b> - Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p>Ethics and Integrity</p> <p>Corporate governance</p> <p>Risk management</p>	<p>205-1 - Operations assessed for risks related to corruption</p> <p>205-3 - Confirmed cases of corruption and actions taken</p> <p>102-18 - Governance structure</p> <p>102-11 - Precautionary principle or approach</p>	<ul style="list-style-type: none"> <li>Ethical values are in accordance with the company's strategic guidelines and all employees must comply with them, namely: ethics, agility, competence, collectivity, compliance, sustainability and transparency</li> <li>Code of conduct applied to everyone, provides for principles, mission, values and ethical conduct, as well as guidelines on the prevention of conflicts of interest and prohibition of acts of corruption and fraud, protection of the Company's data and whistleblowing channel</li> <li>Principles based on socio-environmental and economic-financial sustainability, innovation and quality control of products and services, harmony, best practices and impersonality</li> <li>Financial Risk Management and Resource Application Committee; Sustainability Committee; Capacity Building Management Committee (CGCAP)</li> <li>It has a Risk Management Policy (PL00.0046) under the terms of the ABNT NBR ISO 31000:2018 standard</li> <li>Survey and Identification of ESG Risks in the Company, in line with the Strategic Planning</li> <li>Eligibility Committee, Compliance Policies and Corruption Prevention</li> </ul>





Delivery of equipment of protection

## About Covid-19

The restructuring carried out by Saneago from the beginning of 2019, which improved and expanded administrative and operational processes, was essential for the Company to be able to quickly and efficiently face the challenges posed by the propagation of Covid-19 in 2020. As soon as the first evidence of the pandemic emerged, the Covid-19 Crisis Management Committee was created, composed of senior management, to streamline decision-making in the face of the health crisis and coordinate the actions necessary to safeguard the workforce and ensure the supplying the population, at a time when hygiene has become vital for the protection of all.

On another front, to mitigate the financial liquidity risk during the pandemic, Saneago developed a Financial Contingency Plan, with several short and medium-term measures (see page 90).

In line with the guidelines established by national and international health authorities, the Commission adopted preventive and risk mitigation measures for the various audiences.

## Employees

The implementation of a new electronic document management system, which took place in the first days of January 2020, as part of the corporate reorganization process, contributed to accelerating the availability of home office work to all professionals who could work remotely, especially in the administrative and technical areas. By decision of the Crisis Management Committee, all employees who belonged to risk groups were removed.





Weekly, the Commission received reports of cases of contamination, with monitoring of the most serious situations. By the end of the year, 693 positive cases had been recorded at the Company, with six deaths. In December, there were 106 employees on leave from occupational medicine for having comorbidities, 22 professionals over 70 years of age and 10 pregnant women.

of the environments and creation of isolation systems, the professionals received protective equipment and started to follow new standards of conduct, in line with the determinations of official health agencies.

The occupational health and safety team developed the protocols to be adopted by employees suspected of being infected as well as everyone who had contact with them. Among these protocols, the immediate removal of employees and their RT-PCR retesting (paid by the Company) were established before returning, as well as the removal and testing of professionals who worked nearby, only returning to face-to-face activities after a negative result.

sewage systems, aged 60 years or over, were relocated to perform other activities.

A marketing campaign was created via an intranet, accessible to everyone, to disseminate new safety protocols and raise awareness of employees regarding the need for social distance and the use of masks. In addition to sanitary care on the Company's premises, such as careful cleaning

For external operational activities, the leaders of each unit prepared work schedules, respecting the minimum number of professionals to ensure the maintenance of essential sanitation services to the community. As a prevention, the professionals in the operational area who worked directly on the



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Saneago invested R\$ 259 million in expansion works of network, searching to serve the most vulnerable populations.

### Customers

To enable its customers to remain in social isolation due to the pandemic, Saneago intensified the service of communication channels, such as applications and virtual agency. In order to ensure the best provision of the service and minimize the impacts on the population, the Company suspended the water cuts of defaulting customers, from 03/19/2020 to 01/03/2021 - a condition still maintained in early 2021 for low-income families.

### Suppliers and other partners

The differentiated working conditions created to protect the Company's employees were extended to professionals from outsourced companies. New rules of procedure were also drawn up, with the intention of ensuring that these audiences followed the control and protection measures required by the country's health authorities.

### Society

Aware of the importance of basic sanitation in the face of the pandemic challenges, Saneago invested R\$ 259 million in network expansion works, seeking to serve the most vulnerable populations (see page 78).

At the same time, the Company transferred to the Organization of Volunteers of Goiás (OVG) the items collected in two campaigns for the donation of basic food baskets, aimed at families that are economically more vulnerable as a result of the pandemic. The first edition, held in April, collected 26 tons of food and 12,000 hygiene products, as a result of donations from Saneago employees and outsourced workers and contributions from various partnering entities. The second initiative, which took place in July 2020, added another 15 tonnes of food.

### Emergency ETA Course

Anticipating the risk of contamination of teams specialized in operating the Water Treatment Plants (ETAs), the technical areas prepared an online course on Emergency ETA, for voluntary participation, open to all employees. The challenge was accepted by a total of 593 professionals, from all areas and hierarchical levels, revealing the employees' commitment to Saneago, as well as to the health and social well-being of all.







# CORPORATE GOVERNANCE

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# Corporate governance

In 2020, the Senior Management Evaluation Policy and Policy of Competences and Limits, which determine competences and values of the areas for the decision making and brings greater dynamism to all processes.

Saneago's guideline is the constant search for improvements in corporate management, improving processes, controls and practices, which led to the achievement of a solid and efficient Governance structure. This commitment led the Company to consolidate, throughout the year, the work of the Governance Superintendence, aimed at reinforcing the policies that guide Saneago's actions and, with this, strengthening the levels of transparency, equity and business ethics. Subordinated to the Presidency, the Superintendence comprises three departments and one supervision: compliance management, risk management, executive management to support governance and the supervision of TAC (Instrument of Adjustment of Conduct).

Efforts to improve corporate management gained recognition in 2020. Saneago occupied second place in the ranking of the public compliance program, instituted by the Government of Goiás, and was ranked third in the Goiás Mais Transparente Award, a project also coordinated by the Comptroller General of the State of Goiás (CGE). (see page 52).

In order to remain in line with best practices, in 2020 the Senior Management Assessment Policy and the Policy on Competences and Limits were updated, which determines the competences and values of the areas for decision-making and brings greater dynamism to all the processes.

Saneago's Information Security Policy underwent its first revision, based on the General Data Protection Law (LGPD), which improved and broadened the definitions of Principles, Guidelines, Competences and Responsibilities, in addition to updating the list of complementary documents.

To ensure its alignment with current legislation and ensure the best conduct at all hierarchical levels, the Company has the following policies:

- Information Access Policy;
- Competences and Limits Policy;
- Senior Management Evaluation Policy
- Compliance Policy;
- Dividend Distribution Policy;
- Policy of Disclosure of Relevant Act or Fact and Negotiation of Securities;
- Risk Management Policy;
- Financial Risk Management Policy and Fund Applications;
- Non-Retaliation Policy;
- Sponsorship Policy;



## Shareholder Composition



**Registration with CVM**

Since December 11, 2001, Saneago has been registered as a publicly-held company, category B, with the Brazilian Securities and Exchange Commission (CVM), for trading in the non-organized over-the-counter market of simple debentures, not convertible into shares.

- Corruption Acts Prevention Policy;
- Conflict of Interest Prevention Policy;
- Spokesperson Policy, Communication and Information Disclosure;
- Information Security Policy;
- Sustainability Policy;
- Related Party Transactions Policy; and
- Prohibition of Nepotism Policy.

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## Governance Structure

GRI 102-18

The Company's corporate governance structure is composed of deliberative, administrative and supervisory bodies, which work in an integrated manner. The General Meeting of Shareholders is the highest decision-making body in the governance structure. The Management Board and the Board of Directors are responsible for the management of the Company. The Supervisory Board, the Statutory Audit Committee and the Internal Audit constitute the inspection bodies.

Its governance structure also relies on Senior Management advisory bodies, consisting of: Financial Risk Management and Fund Application Committee, Strategic Committee, Eligibility Committee, Organizational Governance, Compliance and Risks Unit and the Compliance and Corporate Governance Sectoral Committee (consisting of twelve members, of a permanent and advisory nature, focused on issues relating to the Public Compliance Program).

The Management Board is composed of at least seven and at most eleven members, with a chairman, six members appointed by the shareholders (minority shareholders are guaranteed to elect one member),

three independent members (at least 30%) and one employee representative (appointed by the Company's own professionals).

To meet the criteria established in Law 13,303/2016, the Company has an Eligibility Committee, which is responsible for a rigorous evaluation of the members of the Management Board and Audit Committee, the Statutory Audit Committee and members of the Board of Directors, considering that ethics, the competence and commitment of Senior Management ensure better strategic direction.



# Management Board



President



Controlling Shareholder



Independent



Minority Shareholders



Employees

Busy
Management Board Chairperson
Free



## Board of Directors



## MB Composition



## FB Composition



Supervisory Board



Audit Committee  
Statutory and Internal  
Audit



Management Committee  
of  
Financial Risks and  
Funds Application



Strategic :  
Committee



Compliance Sector Committee:  
and Corporate Governance

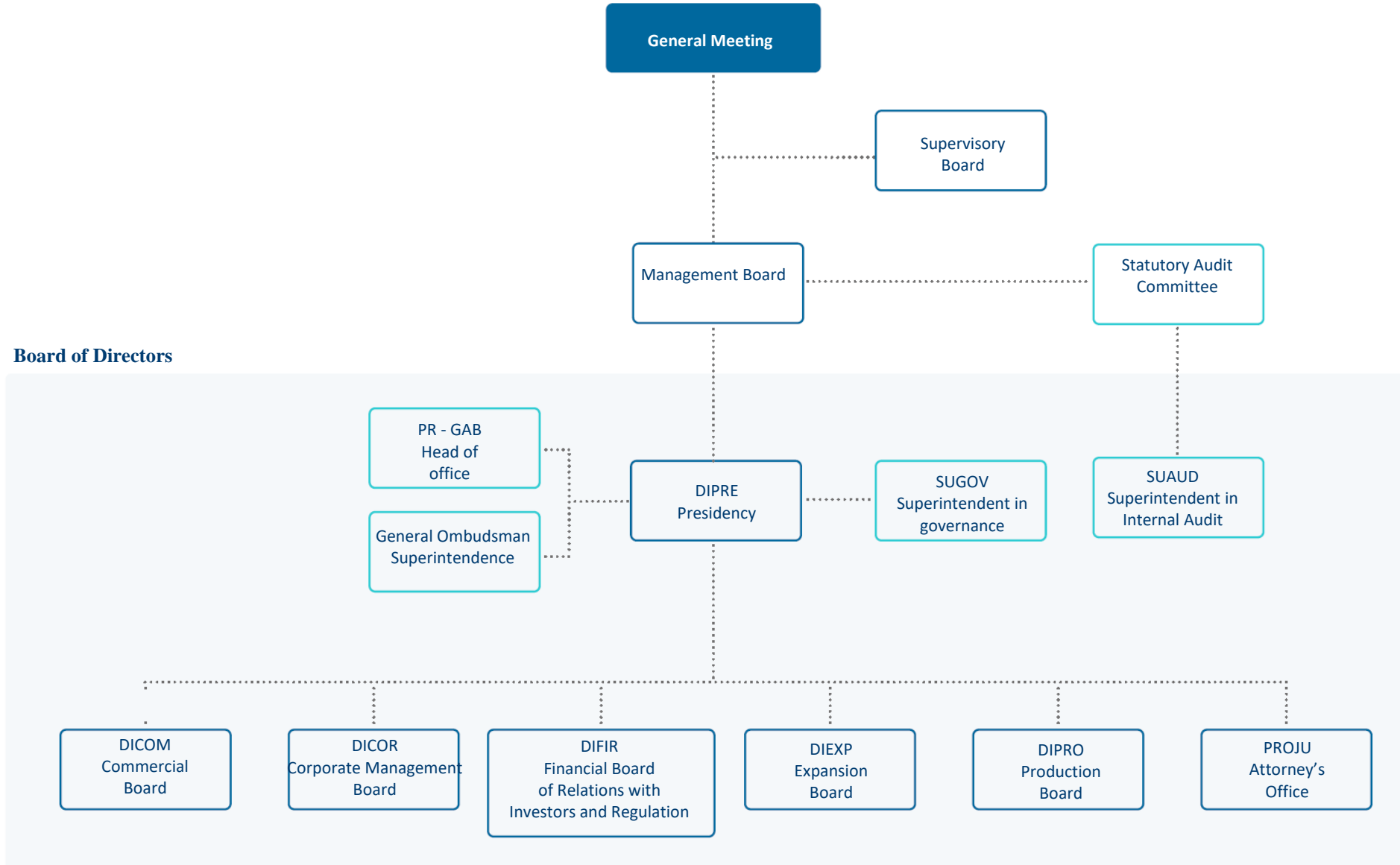


Eligibility  
Committee



# Organization Chart

Post-insertion structure of the Governance



## Officers' Remuneration

Despite not having a formally approved policy, compensation for Senior Management is approved at the General Meeting, in accordance with the guidelines provided for in the Bylaws and best market practices. For the period from April 2020 to March 2021, the Meeting accepted the suggestion of the administrators not to apply the index of 2.92% of the accumulated INPC (keeping the values practiced in the same period of the previous year) and approved the overall amount of R\$ 6,819,135.99 for the compensation of the members of the Management Board, Supervisory Board, Statutory Audit Committee and Board of Directors.

Pursuant to the Bylaws, the members of the Board of Directors have a fixed remuneration, consisting of 12 monthly salaries, equivalent to 18% of the average remuneration paid to the Directors. The remuneration of the Statutory Board consists of 12 monthly salaries, equivalent to the company's highest base salary, and 95% of the gratified function for the position of Chief Executive Officer. The members of the Management Board and the Statutory Executive Board may also adhere to the Social Security Benefit Plans, intended for the Company's professionals.





# Code of Conduct and Integrity

The Company has a Code of Conduct and Integrity, which guides the actions and procedures of all employees. In 2020, this document was updated, in order to include the provisions of the General Data Protection Law (LGPD), among other demands. For 2021, a simpler and easier to consult guide is being prepared, based on the Code of Conduct and Integrity, to reinforce the principles and guidelines that guide the professional conduct of all employees. In 2020, all Saneago professionals underwent training in the Code, in the EAD (distance education) format, due to the limitations resulting from the pandemic.

The same platform was used by the Compliance Management – which is responsible for controlling compliance with the Code of Conduct – to extend training to service providers and third parties. Subsequently, these professionals send their assessments to the Company, in addition to the instruments of knowledge and commitment, with the code duly filled in and signed. During the year, this training achieved 89.22% efficiency.

## Principles

Saneago is committed to the following ethical principles:



Socioenvironmental Sustainability and Economic-Financial;



Best practices in people management, respecting the diversities;



Continuous improvement of quality and innovation of products, services, results and internal controls;



Best practices in the management of the Company's assets;



Harmony, trust and respect in relationships between stakeholders;



Impersonality, with the interests of the Company prevailing over private interests, with objectivity in decisions, in actions



## Internal Audit

To improve corporate governance mechanisms, the Internal Audit Superintendence was created (subordinate to the Statutory Audit Committee), responsible, among other attributions, for monitoring compliance with the recommendations of Organs regulatory, supervisory and control bodies, and for measuring the adequacy of internal control and effectiveness of risk management and governance processes. The area is also responsible for measuring the reliability of the process of collecting, measuring, classifying, accumulating, recording and disclosing events and transactions, for the preparation of financial statements.

## Internal controls

The Company has several mechanisms for controlling its operations. In the information technology area, within the scope of the corporate management solution (SAP S/4HANA), Saneago consolidated and expanded the maturity level of several controls in 2020, with an emphasis on the Budget, Controllershship, Accounting/Fiscal and Logistics areas. Simultaneously, the planning and preparation for the second wave of implementation of the tool began, which will include the areas of Maintenance Management, Project Management and Auditing.

Saneago also evolved with the 1 Click Saneago Project, aimed at the electronic management of documents and corporate information. The system provided an evolution in the Company's communication process and made information more available and accessible, maintaining the integrity of the document.

Other aspects of relevant change are based on the Saneago culture. There was a decrease in the number of prints, making the commitment to sustainability in the Company's routines even greater, the adoption of the digital inclusion movement of employees and customers, the updating of the organization's procedures/processes in the transition from physical to electronic information and the vision of the future for the management of corporate information. In this context, it is possible to report the situation experienced at the beginning of the pandemic, March 2020, in which Saneago maintained its activities due to the support implemented by the project.

Other aspects of relevant change are based on the Saneago culture. There was a decrease in the number of prints, making the commitment to sustainability even greater.

The Project also provided support in BPM (Business Process Management), in which the team maps the process and guides the transition of activities to electronic format, with legal parameters to support these changes. As a result, it was possible to streamline the transition and validate the need to optimize and adapt processes to the organization's new reality. The project is still in evolution stages (wave project), with a change in tools, processes and organizational culture.





# Risk management

GRI 102-15, 205-1, 103-2, 103-3, 102-11

Risk management at the Company consists of a cyclical and continuous process, which aims to identify, analyze, assess, treat, reassess, monitor and communicate the risks inherent to the organization, as well as determine initiatives, controls, processes or procedures for prevention and/ or minimization of

impact of these risks, strengthening the Governance and Management structure in the decision-making process and in the planning of its actions.

Saneago's risk area is supported by a Risk Management Policy, referenced in the ABNT standard

NBR ISO 31000:2018, together with the COSO 2013 model (Internal Controls / Integrated Structure and updates), which seeks protection for the risks to which it is exposed in the normal course of its activities or arising from contracts, in order to add value and resilience to the Company. This Policy covers the following risk categories:



Works Production System Corumbá



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- GRI Content Index
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## Endogenous and exogenous risks


Risks linked to endogenous vulnerabilities:

- 

**Environmenta**  
Pollution and/or contamination of water sources, losses and damages arising from the Ribeirão João Leite dam structure;
- 

**Financial**  
Liquidity, opportunity cost, cost management, non-compliance with the investment plan;
- 


**Infrastructure**  
Degradation and/or obsolescence of physical and technological infrastructure;
- 


**Operational**  
Inefficiency in maintaining operating loss rates and the water quality index (IQA); delays or discontinuity of expansion works; inefficiency in the control over operational facilities; risks associated with the collection, removal and treatment of sewage and treated water supply;
- 


**Human Resources**  
Insufficient professionalization/updating of the technical and management staff;
- 


**Compliance**  
Non-compliance with Conduct Adjustment Instruments (TAC); failure to obtain or renew the documentation required for installations and/or operations; losses arising from non-conformities in subdelegated, outsourced and/or subcontracted activities; absence of insurance on all risks.

Risks linked to exogenous threats:

- 

**Environmenta**  
Climate, drought, high rainfall, degradation of basins, lack of preservation policies, pollution and/or contamination of water sources by third parties;
- 

**Financial**  
Capital market, foreign exchange, interest rate, inflation, credit, crises, fiscal policies, laws and regulations; diffuse interests of the majority shareholder (Government of the State of Goiás) in relation to the other shareholders;
- 

**Operational**  
Unavailability and/or instability of the quality of the energy matrix;
- 

**Compliance**  
Termination or non-renewal of concession/program contracts with the granting authority; lawsuits, arbitration and/or administrative proceedings.

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# Ombudsman's Office

GRI 102-2, 103-3

Since its implementation, the Ombudsman's objective has been to facilitate, as much as possible, the citizen's access to the Company. Its mission is to understand the different forms of manifestations, without distinction, respond and qualify these demands so that they are decoded and analyzed as opportunities for improvement.

In order to strengthen the relationship with society's various audiences, the area has made systemic improvements in its performance, such as optimizing processes to have more agility in returning to demands, in addition to maintaining a qualified team, to ensure quality in responses and ethical performance, transparency and respect.

The public has several ways to access the Ombudsman. You can register the manifestation directly on the portal [www.saneago.com.br](http://www.saneago.com.br) (0800-645 0117), since the ombudsman has its own body of telephone attendants through the Call Center; by mail; and in person, at the Company's headquarters (Av. Fued Sebba, no. 1.245, Jardim Goiás, Goiânia/GO, Zip Code 74.805-100).

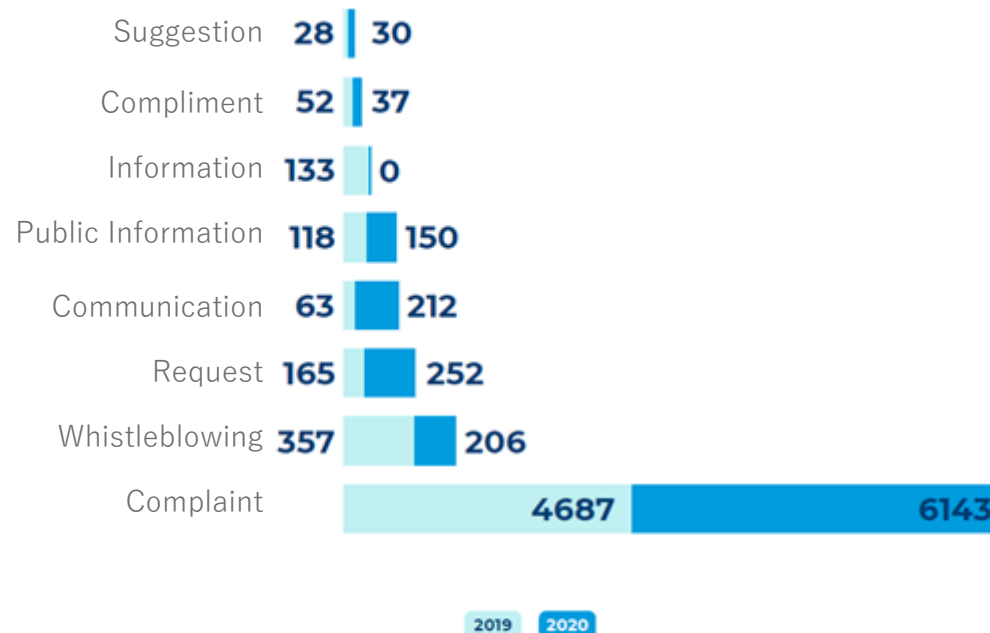
The processing of requests received goes through the operating units and intervening parties and is fully managed through its own computerized system. In 2020, the platform used by Saneago's Ombudsman was integrated with the State Comptroller General's (CGE) system, in compliance with



## Demands of the year

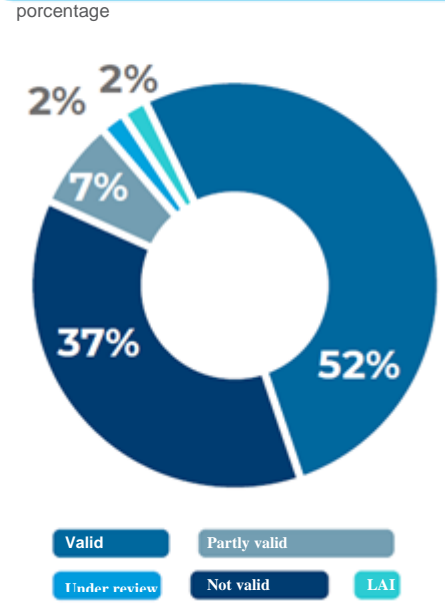
In the year 2020, the Ombudsman registered 7,030 manifestations, of which 6,793 were answered (992 manifestations with several referrals). In the year 2020, the Ombudsman registered 7,030 manifestations, of which 6,793 were answered (992 manifestations with several referrals). The total number of manifestations in the year increased by 25% compared to 2019, when 5,603 demands were registered.

### Manifestations by type

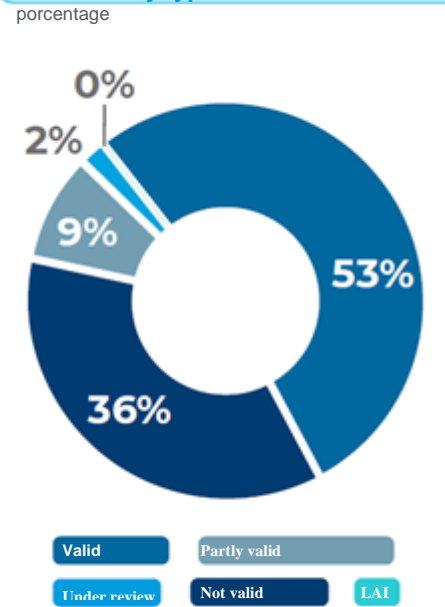


The channel receives demands from the internal public (criticism, suggestions and possible complaints about internal and external issues) and statements from a very diverse audience – from students, who request material for schoolwork, to journalists. The origins, likewise, are the most diverse and cover all the cities where the Company operates, with leadership in the most populous cities, which have the largest number of customers (Goiânia, Aparecida de Goiânia, Trindade, Anápolis, Itumbiara and Rio Verde).

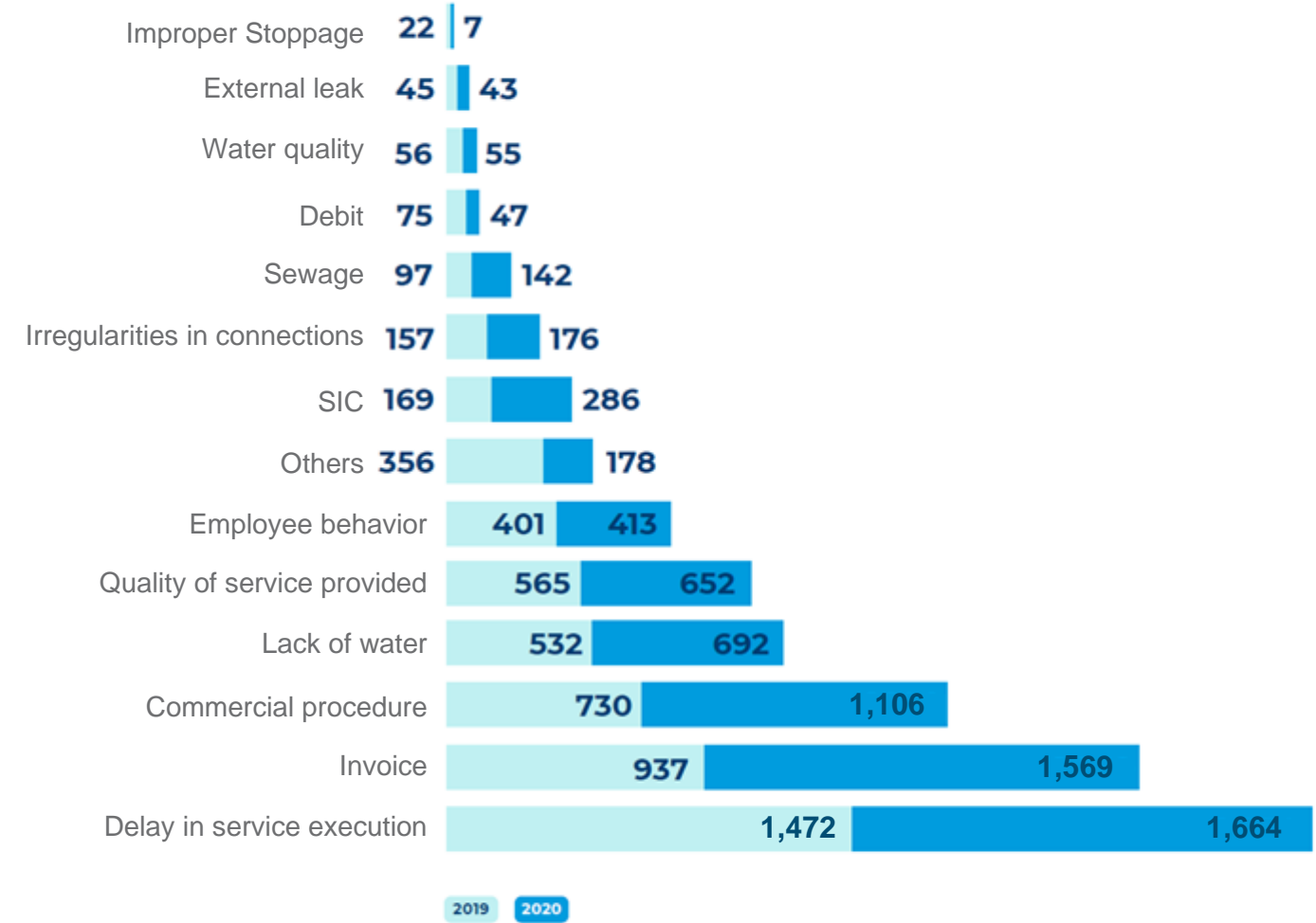
### Demands by type - 2019



### Demands by type - 2020



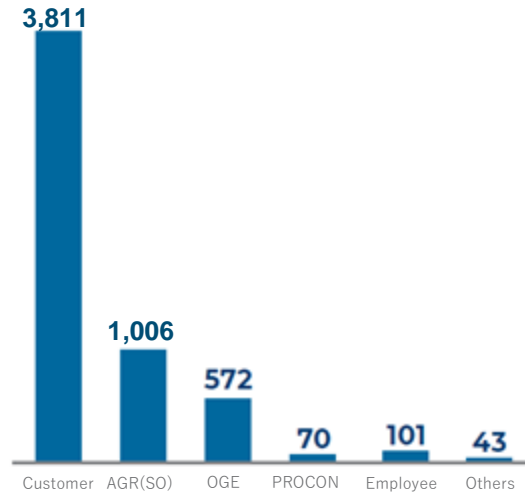
### Reason for manifestations





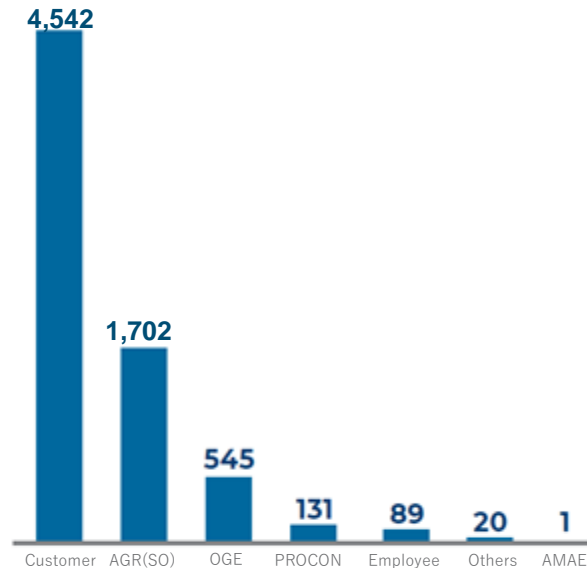
### Origin - 2019

percentage



### Origin - 2019

percentage



## Management control mechanisms

GRI 103-3

To ensure responsible, transparent and committed management with its values, Saneago maintains various control mechanisms - internal and external - of its operations, initiatives and results, in addition to be subordinated by law to different control and regulatory agencies.

Among the internal control mechanisms, the following stand out:

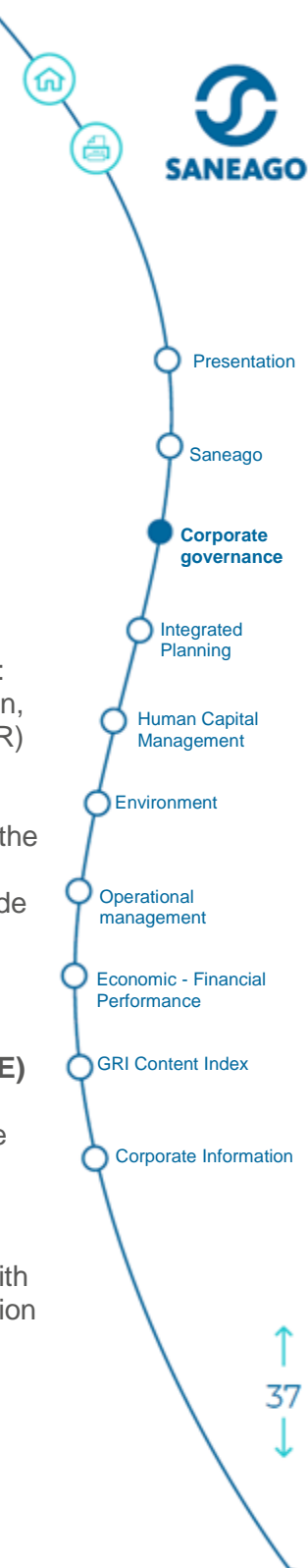
- Internal Audit, directly linked to Senior Management; and
- Ombudsman, open reporting channel, linked to the State General Ombudsman (OGE).

The following contracts are among the external control mechanisms:

- External Audit, performed by BDO RCS Auditores Independentes, which assures the market that the Company adopts the best accounting standards and practices; and
- Monitoring and rating corporate risk and its debenture issues issued by the Fitch Ratings Agency, which provides greater transparency to the Company's credit profile, in order to attract funds for investments. (see page 92), on Rating.

In parallel to these funds, regulation and accountability to external entities is part of the corporate management control, such as:

- Regulatory Agencies** – In addition to the National Water Agency (ANA), Saneago is regulated by three other independent agencies: one state-owned (Goiana Agency for Regulation, Control and Inspection of Public Services - AGR) and two municipal – the Goiânia Regulatory Agency (ARG), created by the Municipality of Goiânia in 2016, and the Municipal Agency for the Regulation of Water and Sewage Services (AMAE), created by the Municipality of Rio Verde in 2018.
- Court of Accounts of the State of Goiás (TCE)** – Responsible for the accounting, financial, budget, operational and equity inspection of the Company; and
- Brazilian Securities Commission (CVM)** – With periodic and occasional disclosures of information required by the securities market regulator.



## Relationship with stakeholders

Saneago's principle is to strengthen the dialogue with stakeholders and build healthy and lasting relationships with these audiences, based on transparency, ethics and respect, which generate value for society and contribute to the strengthening of corporate structures.

To enhance the dialogue and involvement of stakeholders in the business strategy, the Company provides communication channels to serve all audiences, relies on the participation of society in the Company's governance and establishes professional relationships with the media.

In the search for greater engagement, Saneago started to carry out an annual survey to identify the expectations and needs of its stakeholders. In 2020, the questionnaires were made available via e-mail, WhatsApp links, website and social network, with feedback from 832 customers, 361 suppliers, 1,695 employees and 14 respondents from the granting authority. Beside, the main results:

### Customers

Indicator		Saneago Confidence Index	
2020 Result	2019 Result	Evolution	
84.09%	78.47%	7.16%	

Indicator		Customer satisfaction degree	
2020 Result	2019 Result	Evolution	
80.56%	69.48%	15.95%	

Indicator		Degree of customer satisfaction with products and services	
2020 Result	2019 Result	Evolution	
74.61%	62.95%	18.52%	

Indicator		What you "like" most about Saneago's products and services	
2020 Result	2019 Result	Evolution	
Regularity of supply 45.58%	Regularity of supply 41.59%	9.59%	
Water quality 29.12%	Water quality 23.76%	22.56%	

Water quality 29.12%	Water quality 23.76%	22.56%	
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Indicator		What you "dislike" most about Saneago's products and services	
2020 Result	2019 Result	Evolution	
Tariff 40.45%	Tariff 45.72%	-11.53%	
Water quality 10.42%	Water quality 12.10%	-13.88%	



## Customers

Indicator			Degree of satisfaction with Saneago employees		
2020 Result	2019 Result	Evolution	2020 Result	2019 Result	Evolution
94.45%	95.23%	-0.82%			
Indicator			Saneago is a helpful company for suppliers		
82.91%	69.52%	19.26%			
Indicator			Convenience in the relationship with Saneago		
86.94%	84.76%	2.57%			
Indicator			Satisfaction with timely payments		
92.28%	85.16%	8.36%			
Indicator			Satisfaction with the transparency of information		
92.15%	87.15%	5.74%			

## Employees

Indicator			Saneago Workforce Pride Index		
98.56%	98.61%	-0.05%			
Indicator			Satisfaction with growth opportunities		
84.47%	78.26%	7.94%			
Indicator			Good relationship with the immediate manager		
89.76%	96.08%	-6.58%			
Indicator			Employee satisfaction with the benefits received		
92.81%	91.19%	1.78%			
Indicator			Good communication with work team members		
86.45%	81.66%	5.87%			





## Granting Authority

Degree of satisfaction with Saneago		
Indicator	2019 Result	Evolution
2020 Result	60.01%	54.72%

Saneago Confidence Index		
Indicator	2019 Result	Evolution
2020 Result	85.71%	8.34%

Degree of satisfaction with Saneago		
Indicator	2019 Result	Evolution
2020 Result	60.00%	54.77%

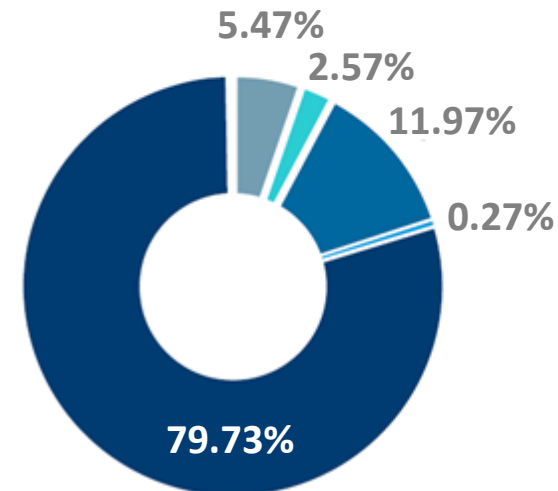
Satisfaction with the Saneago team that provides services in the municipality		
Indicator	2019 Result	Evolution
2020 Result	81.25%	14.28%

Convenience in the relationship with Saneago		
Indicator	2019 Result	Evolution
2020 Result	75.00%	23.81%

## Customers and Market

In the relationship with customers and the market, Saneago seeks to invest in technologies, processes and procedures that ensure the quality and continuity of water supply and sanitary sewage services and provide greater flexibility in serving its consumers. Its structure is composed of current customers (active and inactive), feasible and potential, distributed among residential, commercial, industrial and public agencies (classified together with philanthropic entities such as public hospitals, nursing homes, orphanages, hostels and other charities and religious institutions).

In terms of segmentation, the residential category concentrates the largest share of customers, accounting for 79.73% of the total operating revenue from services provided. The industrial segment accounts for 2.57% and the commercial and public categories represent 11.97% and 5.47%, respectively.



Residential Water   Public   Industrial   Commercial   Social Rate





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The changes seek to reduce the risk of non-compliance, encourage the adoption of sustainable actions by these partners.

## Suppliers

GRI 102-9, 102-10

The balance of short-term obligations with suppliers ended the year at R\$ 118,06 million, an amount 8.96% lower than the R\$ 129,68 million calculated in 2019.

The drop reflects some initiatives, especially the adoption of new measures to improve the management process of suppliers and contracts for materials, services and works. The changes seek to reduce the

risks of non-compliance, encourage the adoption of sustainable actions by these partners, increase the transparency of procedures, reduce costs and strengthen the relationship with these companies.

The inclusion of social and environmental clauses in contracts, within the ESG initiatives, is among the actions taken in 2020, as well as the beginning of the implementation of the Supplier Assessment system, a tool that uses indicators to measure performance and classify those that best meet the Company's needs.

In parallel, the first stages of the Electronic Standardization Catalog were published, which will centralize the management of purchases and standardize the items acquired through public tender, with technical specifications, inspection methods, types of packaging, transport, storage and photos of the products. The system also allows the digital submission of documentation, which speeds up the registration process.

The pre-qualification of brands and exclusive bids for these suppliers was another procedure adopted to reduce costs, speed up the terms of acquisition processes, reduce the risk of conflicts and ensure hiring with a greater degree of security regarding the quality of goods and services.








The Company also made public notices available for the acquisition of materials, such as products and equipment for laboratory analysis, computer parts, vehicle accessories and tires, which include reverse logistics management. The objective is to return the waste to the post-consumption production sector, as a way to contribute to reducing the risks of environmental contamination.

## Society

Several factors are necessary for the dialogue with society to take place effectively. It is necessary that communication is transparent, clear, agile and available in several channels, to increasingly expand the scope of people affected.

The guidelines for the communication process with society are based on the Strategic Planning, the Spokespersons Policy, Communication and Information Disclosure and the Sponsorship Policy. This set of guidelines guides efforts towards an integrated communication that provides the necessary security to adequately clarify Saneago's customers and society as a whole.

Several communication channels are available to the public and allow customers to request services, ask questions and receive information. Saneago dialogues with society through non-presential and free channels, which operate seven days a week, 24 hours a day, including holidays. These are:

-  Saneago's institutional website - [www.saneago.com.br](http://www.saneago.com.br)
-  Online Chat at - [www.saneago.com.br](http://www.saneago.com.br)
-  Customer Relationship Center - (0800 645 0115)
-  Social Networks - (Facebook, Instagram, LinkedIn, Twitter, Youtube);
-  Whatsapp - (62-32699115)
-  Mobile and tablet app
-  Ombudsman - (0800-645-0117)

If the customer prefers face-to-face service, he/she can attend the units of the Integrated Service for Citizens of the State of Goiás (Vapt Vupt). In addition to serving society, production and curation of content on social networks is carried out, with videos, photos and texts for the dissemination of news and maintenance announcements. Various publications are published on the Company's daily life, such as works, investments, environmental actions and topics related to sanitation.

In addition to the communication process with society, Saneago's Marketing and Public Relations area carries out various institutional and commercial actions to promote the brand, such as events, lectures, strategic meetings, advertising campaigns and dissemination of services provided by Saneago.

## Supplies

In order to streamline processes and reduce costs, Saneago hired a specialized company and implemented, at the end of 2020, an intelligent portal that will act as a virtual warehouse. The system, which has more than four thousand items, will go into operation in early 2021 and will serve all the Company's units throughout the state. The concentration of all items in a single portal will allow greater control of stocks and will avoid constant expenses with tenders for the acquisition of inputs.







# INTEGRATED PLANNING

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# Strategic Planning

In order to sustainably fulfill our mission, meet current legislation and the needs and expectations of interested parties, Saneago approved its business plan for the 2021-2025 cycle, in line with the guidelines and goals of universalization of services, of 99% of the population for drinking water and 90% collection

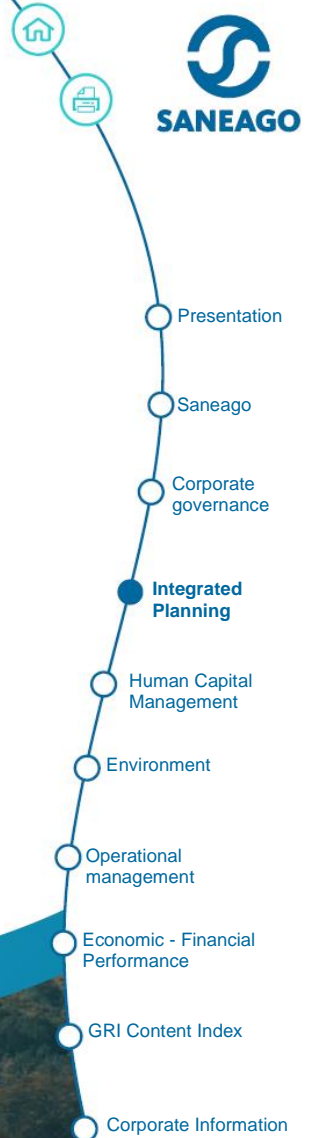
and sewage treatment until December 31, 2033, as defined in the new legal framework for Sanitation, established with the enactment of Law No. 14.026, of July 15, 2020.

The business plan for the 2021-2025 cycle was built based on the diagnosis of the investments needed for

meeting the goals established in the program contracts signed with the municipalities, in addition to considering the current situation of the systems, population growth, saturation level of existing systems, water demand and service capacity.

Based on the approved business plan, the Long-Term Strategic Planning was built, which unfolds into

strategic goals in the economic-financial, market, internal processes, people and socio-environmental dimensions, whose main objective is to promote actions that drive the goals necessary for the effectiveness of the results. The basic strategic guidelines for the development of planning involve economic-financial sustainability, socio-environmental sustainability, excellence with quality and innovation, proactive relationships and human capital as a competitive differential.



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Sewage Treatment Plant - Pirenópolis

# Strategic Guidelines

## Economic-financial sustainability

Ensuring the Company's growth with economic-financial sustainability, in a scenario in which growth should take place through an increase in the customer base and municipalities, the expansion of the offer of new businesses, products and services, the exploration of new business models and increasing competitiveness.

## Social and environmental sustainability

Establish a commitment to the environment, acting through ethical, transparent and exemplary behavior; aim at the improvement of the population's quality of life, in accordance with environmental legislation; preserve the environment and the rational use of natural resources, developing actions to promote Social and Environmental Responsibility; and encourage the use of environmentally friendly technologies.

## Excellence with quality and innovation

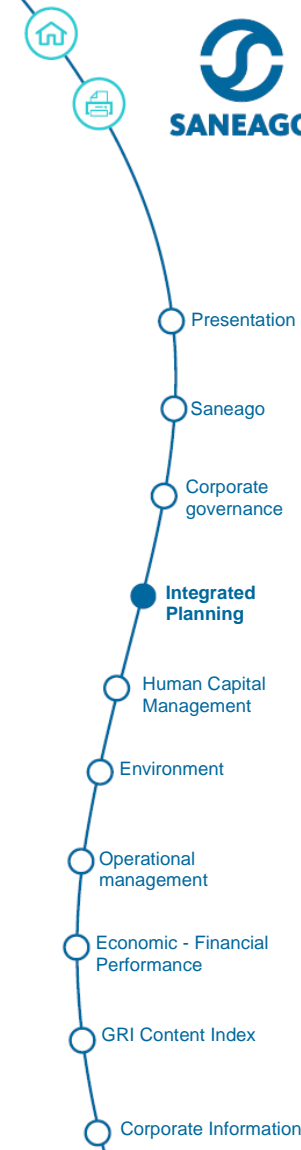
Promote excellence in the provision of water supply and sewage treatment services in the municipalities where Saneago is a concessionaire in the state of Goiás, seeking reliability in the provision of services and quality universalization. Focus on innovation to increase the Company's productivity and competitiveness, with greater integration of processes and sharing of resources and structures.

## Proactivity in Relationships

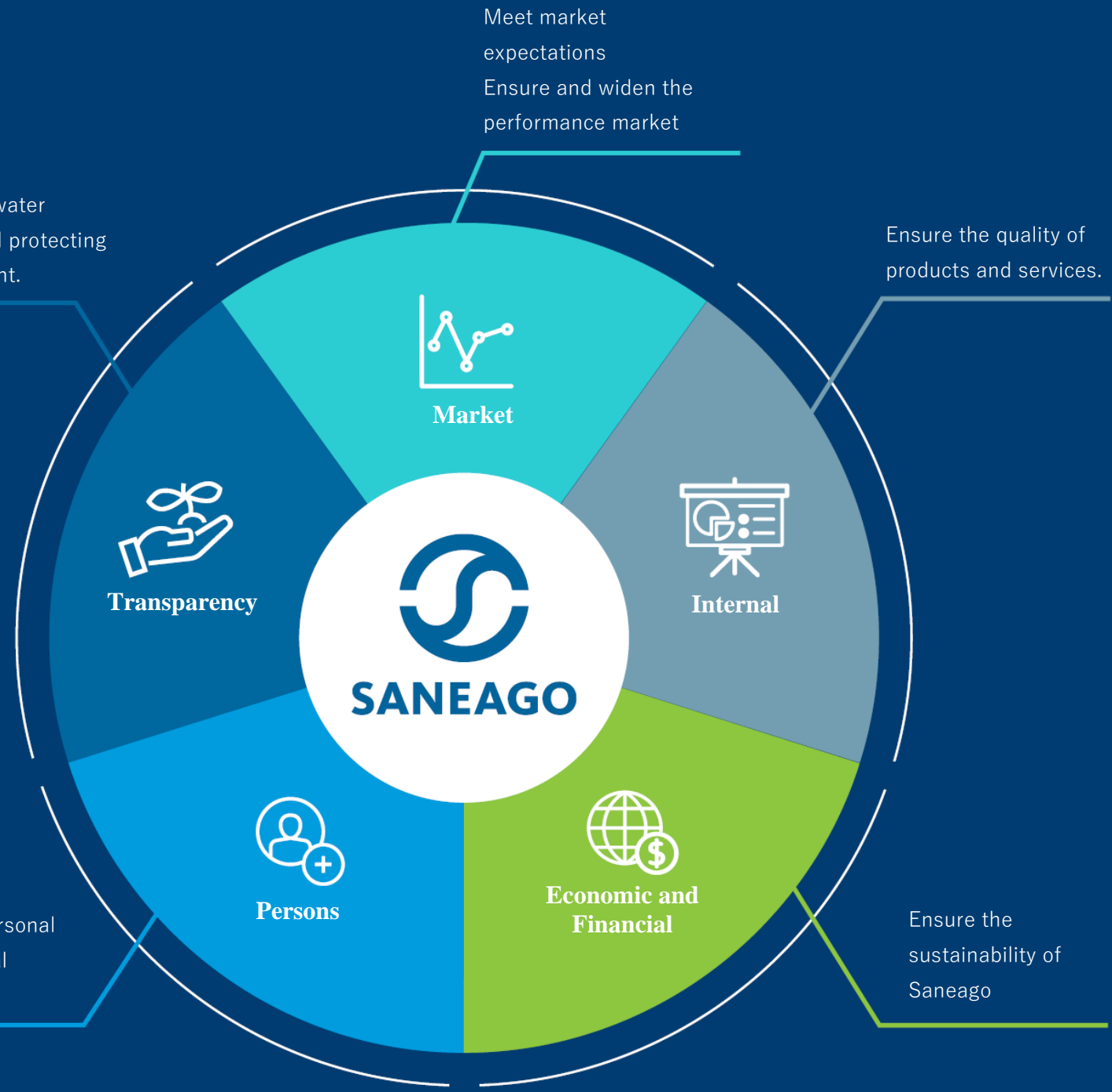
To develop ethical and harmonious relationships with customers, municipalities, control and regulation agents, shareholders, financiers, representative and class entities, supply chain partners, civil society entities and other agents, aiming at obtaining customer satisfaction and maintaining partnership with the municipalities, adjusting procedures to better meet legal obligations and expand corporate governance.

## Human capital with competitive differential

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.







**Our values are:**

- Commitment
- Ethics
  
- Celerity
- Report
  
- Competence
- Compliance
  
- Collectivity
- Social-environmental

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## Economic and Financial Dimension

The economic-financial dimension seeks to measure and evaluate the results that the business provides and what it needs for its growth and development, as well as for the satisfaction of its shareholders and investors. This dimension assesses the factors:

**Profitability:** Assesses the ability to generate sufficient financial value to remunerate shareholders and lenders, as well as to reinvest in the business and satisfy other stakeholders.

**Activity:** Assesses the ability to turn assets quickly with the least possible use of funds.

**Liquidity:** Evaluates the Company's ability to comply its short-term commitments.

**Structure (or Leverage):** It assesses how much and how the Company uses the capital of shareholders and financiers.

### Strategic Indicators

**Goal: Ensure the sustainability of Saneago**

1.1 Net Revenue Increase

1.2 Default (collected/billed)

1.3 Adjusted Ebitda Margin

1.4 - Exploration Expense - DEX

## People dimension

The People dimension assesses the level of personal and professional development of the Company's workforce, in addition to cultural characteristics. This dimension assesses the following factors:

**Value:** Assesses how much the Company adds value to its workforce, related to factors such as recognition, organizational climate and knowledge.

**Performance:** Assesses factors related to productivity, individual and team performance, integration and other stakeholders.

**Health and Welfare:** Assesses factors associated with work safety, occupational health, quality of life, etc.

**Qualification:** Evaluates factors related to training, qualification and career.

**Leadership:** Assesses factors related to leadership development and satisfaction.

### Strategic Indicators

**Goal: To promote the personal and professional development**

4.1 Annual workforce training index







## Internal Processes Dimension

The Internal Processes dimension assesses the various activities undertaken within the Company, which make it possible to carry out from the identification of needs to customer satisfaction. This dimension assesses the following factors:

**Product Quality:** Assesses the ability to meet the required quality standards for the product or service offered by Saneago.

**Water:** Assesses factors related to efficiency, effectiveness and stability in the delivery of the “Water” product, more specifically related to water distribution.

**Sewage:** Assesses factors related to efficiency, effectiveness and stability in the provision of services related to sewage collection and transport.

**Supply:** Assesses factors related to the performance of suppliers in the supply chain.

**Service Provision:** Assesses factors primarily related to service agility and execution time.

**Governance:** Assesses the value chain's capacity to respect the values adopted by the Company and the requirements of society.

## Strategic Indicators

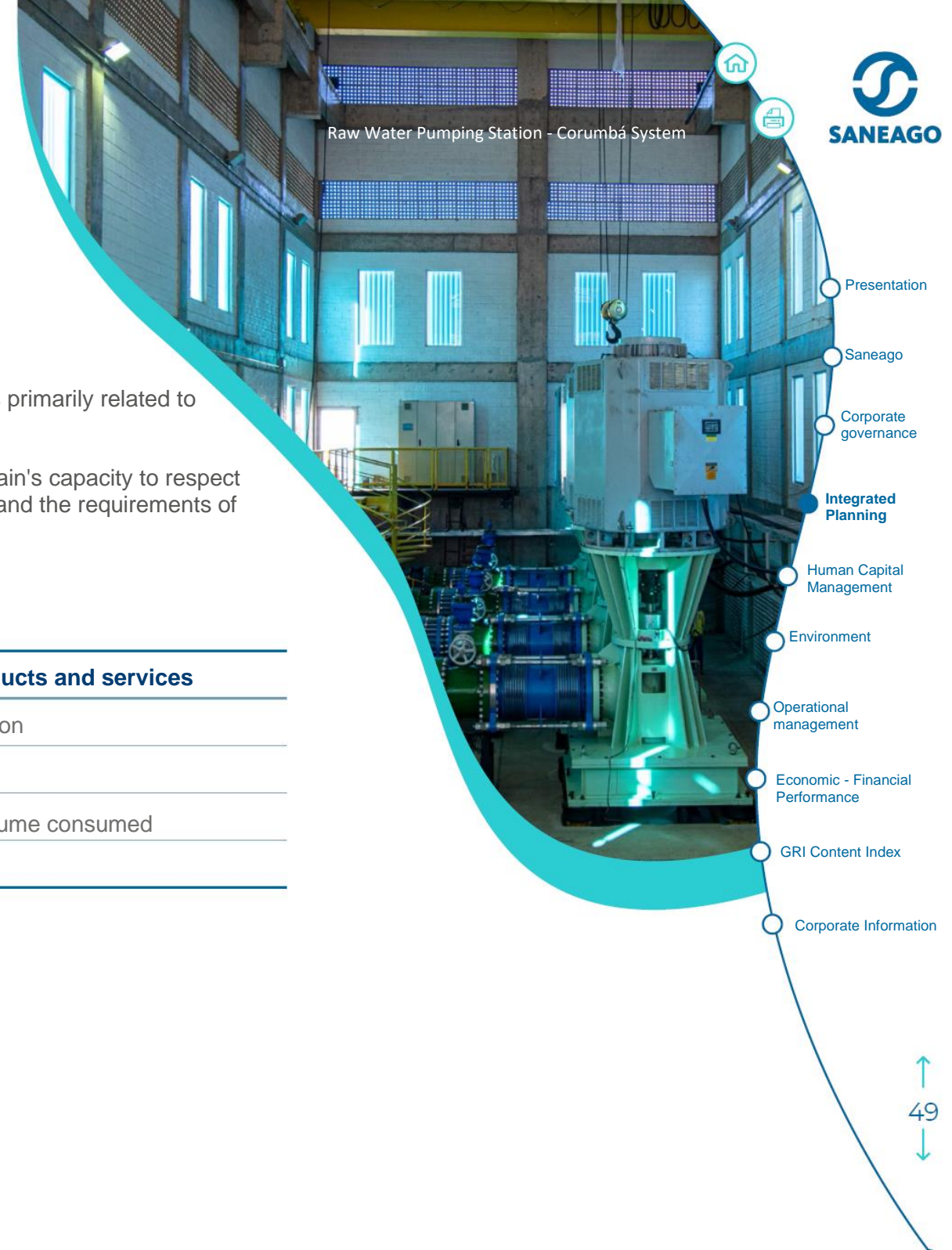
**Goal: To assure the quality of products and services**

3.1 Loss index in the annual distribution

3.2. Water Quality Index

3.3 Energy consumption index by volume consumed

3.4 Treated effluent quality index



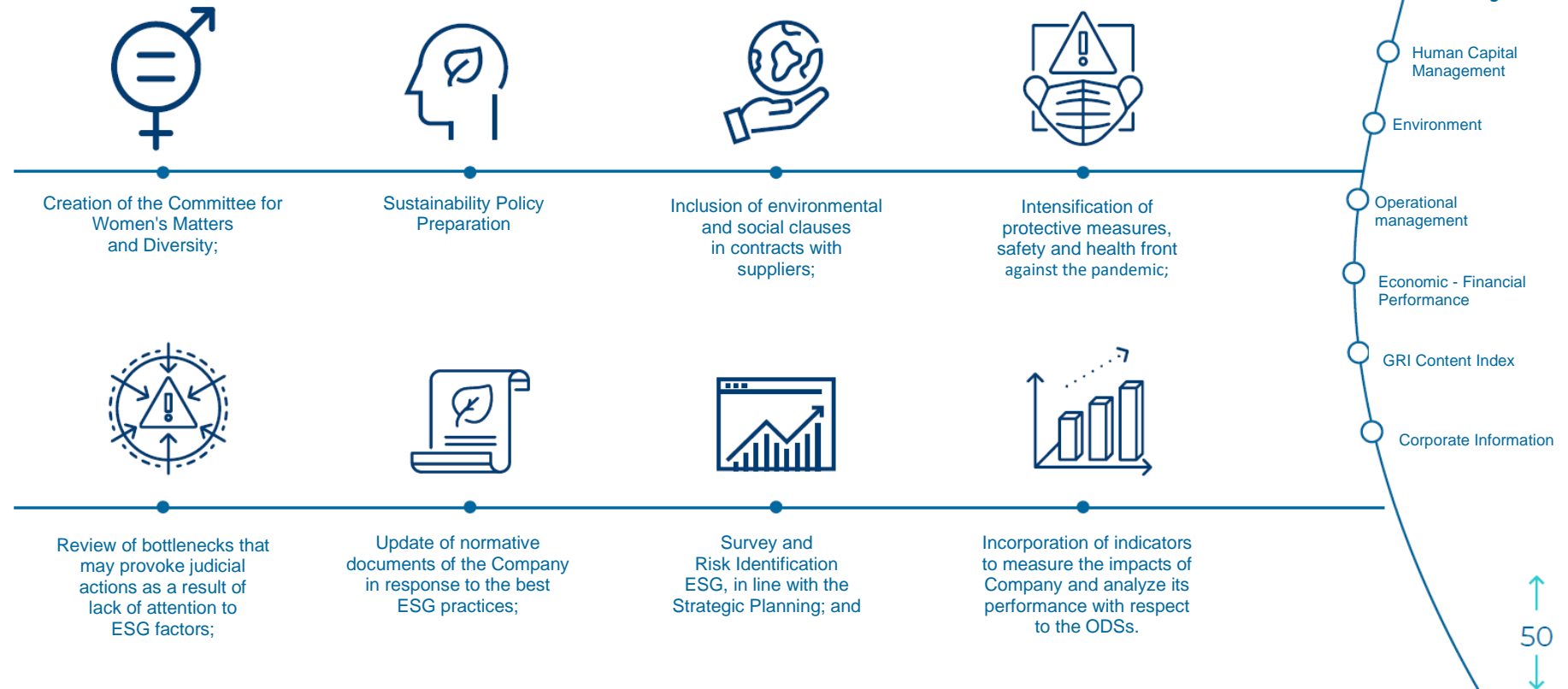
# Strategy focused on ESG - Environmental, Social and Corporate Governance

The current 2021-2025 strategic plan brings together the objectives, projects and targets for the Company's economic and financial sustainability and emphasizes the commitment to implement ESG sustainable practices.

Considering the market's growing concern for improvements and corporate practices in relation to ESG topics, on November 27, 2020, an executive committee responsible for the Company's sustainability strategy, guidelines and other agendas was created. The adoption of ESG practices is guided by the Sustainable Development Goals (SDGs), defined by the United Nations (UN), and demonstrates the Company's concern to promote the generation of value allied to sustainable development.

Saneago has worked to reduce the environmental impacts generated by its core activity, in the development of socio-environmental and governance projects, in the promotion of public health and social welfare, among other actions, aiming to maintain its processes, aspects and impacts under control, which characterizes a sustainable company.

Seeking to reinforce its commitment to the topic, the Company has been implementing and improving several initiatives, with the objective of strengthening its communication and ensuring the evolution of ESG inside and outside Saneago, including:





# New regulatory framework

On another front, to meet the business growth strategy and generate value for its shareholders, the following goals were defined: to maintain the current customer base; expand its operations through new municipal concessions; work together with the private sector to expand water and sewage treatment and other activities; strengthen and institutionalize the Regional Management System; improve economic and financial management, focusing on business results; and diversify its funding sources. The proposal also includes investing in reducing default levels and reducing costs and simplifying processes.

On July 15, 2020, Law No. 14.026/2020 was published, which changes the framework for basic sanitation in Brazil (Law 11.445/2007) and defines new conditions for the provision of this service in the country. Among other changes, the new legislation determines: the obligation of prior indemnification of unamortized investments in case of replacement of the company providing the sanitation service; facilitating conditions for the participation of private capital; loss reduction target; and mandatory bidding for new contracts, with the extinction of program contracts.

Aware of this, Saneago has been preparing itself to be a prominent player in the new scenario and generate value for its stakeholders. Regardless of being able to count on contracts in force for terms over 20 years, which represent 86% of sales and 87% of Ebitda, the Company has carried out, in the last two



Saneago has been preparing to be a ***prominent player*** in the new scenario and generate value for its ***stakeholders.***

years, a strategic corporate reorganization that has strengthened its governance and has been reviewing procedures and policies to incorporate ESG practices, in addition to investing in new technologies and processes to achieve greater operational efficiency and create a management of partnerships and concessions management, which will be dedicated to bidding processes.

Initiatives such as adjusting Saneago's corporate purpose are also part of the strategy, to expand its scope of service and allow for new partnerships, including the possibility of operating outside the state, and adapting its financial capacity to meet the planned investments and goals, through the raising public and private funds.

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# Recognition and Certifications

## National Sanitation Quality Award - PNQS 2020

Saneago was a finalist in the National Sanitation Quality Award – PNQS Cycle 2020, in the category AMEGSA - The Best in Environmental Sanitation Management - Level 1, promoted by the Brazilian Association of Sanitary and Environmental Engineering (ABES). The Company had two nominations in the AMEGSA Level I category

(Operation) – “Commitment to Excellence”, through the local offices in Goiás and Santa Helena de Goiás. The award, considered the “Oscar” of the sector for being the only one in the world, rewards Saneago's efforts in the search for continuous improvement and attests to its commitment to quality management.



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## Public Compliance Program

Due to its performance in the adoption of best administrative and corporate governance practices, the Company occupied second place in the ranking of the 2020 Public Compliance Program, established by the Government of Goiás. The result of a risk-based audit carried out by the State Comptroller General (CGE), the ranking has four axes as a reference: accountability, transparency, ethics and risk management. The Program consists of a set of actions designed to ensure that management acts are in accordance with ethical and legal standards, to promote transparency and denunciations, and to fight corruption through the accountability of companies and public agents involved in misuse of conduct – the State of Goiás was the first in the country to have this control in all organs of its administrative structure.

## Prêmio Goiás mais Transparente [Goiás Most Transparent Award]

In another initiative coordinated by CGE, Saneago took third place in the Goiás Mais Transparente Award. That year, 38 entities from the state administration, autarchies, foundations, public companies and mixed-capital companies participated in the award.

## Environmental Sanitation Management

The Company was recognized by the Water Laboratories (P-SBA) and Sewage Laboratories (P-SLG) for implementing the ABNT NBR ISO 17025:2017 standard, as well as the accreditation of the Central Sewerage Laboratory (P-SLG) at Inmetro.



Prêmio Goiás mais Transparente [Goiás Most Transparent Award]





# HUMAN CAPITAL MANAGEMENT

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## Our talents

GRI 102-8

Saneago believes that the competence and commitment of its employees were fundamental for its growth and became a competitive advantage. In order for this workforce to continue following the Company's advances, the Human Resources Management area encourages the professional and personal evolution of its talents and seeks to provide a healthy work environment, which favors ethical, frank and open dialogue, equity treatment and respect for individual rights.

The numbers prove the commitment of its professionals: at the end of 2020, the Company had 5,816 employees, including staff and temporary contracts, below the 5,822 registered at the end of 2019, but the operational productivity index, measured by the connection ratio (water + sewage) by number of employees, grew by 3.58%.

Of this total number of employees, 82% are men and 18% are women – it should be noted that hiring is subject to public tenders.

### 2020

Employment contract	Men	Women	Total
Permanent	4,804	987	5,791
Temporary	19	6	25
<b>Total</b>	<b>4,823</b>	<b>993</b>	<b>5,816</b>
Internship contract	Men	Women	Total
<b>Total</b>	<b>97</b>	<b>149</b>	<b>246</b>
Apprentice contract	Men	Women	Total
<b>Total</b>	<b>111</b>	<b>111</b>	<b>222</b>

Note: Breakdown of number of employees by type of employment contract by region is not applicable, as Saneago only operates in the state of Goiás.  
 Permanent: CLT/public servant.  
 Temporary: contracts by selective process.

# Training and qualification

GRI 404-1, 404-2

In the last two years, the corporate education area has undergone a significant evolution. The Training Management Committee was created, which carried out a survey and studied the training and qualification needs, aspirations and gaps of the entire Company.

The work resulted in the Annual Training Plan (PAC), in line with the guidelines and strategic objectives and distributed among four lines of action: Training Needs Survey (LNT), Mandatory Training, Annual People Management Event and Spontaneous Demands. At each new cycle, the PAC is revised together with the leaders that make up the Training Management Committee, with a view to the continuous improvement of organizational results.

As a way to ensure the quality of the courses, Saneago centralized the corporate education area and started to hire experienced professionals and

In total, the training programs totaled **46,998** hours of training in 2020, with a percentage of **92.37%** of attendance.

specialized companies to deliver planned training and spontaneous demands.

For mandatory courses, a contract was signed with SESI (Social Service for Industry).

Due to the restrictions imposed by the pandemic, the training was changed to the Distance Learning (EAD) format, when possible, and made available on the platforms of contracted companies or on the intranet. This strategy allowed carrying out 78.70% of the training planned for the year.

In total, the training programs totaled 46,998 hours of training in 2020, with a percentage of 92.37% of attendance.

Per employee, the training reached 8:10 am – an average of 6:93 am for the male audience and 1:81 pm for the female audience. To this end, R\$ 1,004,614.82 were invested in 169 training sessions during the year, with emphasis on the following topics:



**1** New Regulatory Framework of Sanitation

**5** Best Practices of Corporate governance

**8** Managerial Knowledge Trail: Emotional Intelligence, Communication and Feedback

**2** Bidding and Contractual Regime in the new State-owned Law

**6** Regulation of Sanitation Services

**9** Giswater System

**3** Geotechnology Applied to Basin analysis

**7** Operator of Emergency ETA - coping with the pandemic

**10** Code of Conduct

**4** MOPP – Movement and Dangerous Product Operation





The strategic goal of annual training per employee is 25 hours, which was not possible to reach in 2020, as the on-site training was suspended to ensure the health and safety of professionals. Among other decisions, the following future actions for the PAC are defined:

### Short Term

- Update of the Annual Plan structure with another line of action, entitled “Internal Training”, for the training demands developed in the Organizational Units.
- Implementation of the Management Knowledge Trail, which will have training structured in 3 axes: People Management, Internal Processes and Public Management. It is aimed at all managers and organized into three levels: operational managers, corporate managers and superintendents.

### Medium Term

- Implement a postgraduate funding program aligned with strategic objectives, which develops desirable skills and contributes to achieving organizational results.
- Internal Instructor: develop an in-house instructor program, with the objective of making possible the regular and structured offer of in-house training through and maintenance of a bank of selected instructors who are technically and pedagogically trained.
- Acquisition of a complete training transmission and management platform integrated to the official training system, called WEB Training.

### Long Term

Carrying out studies for the construction of a sustainable and accessible training center, suitable for the development of employees and promoting the Company's appreciation, ensuring that training needs are fully met.

Average hours of training during the period		
	Total number of employees	Average hours of training per employee
Male	4.804	6,93
Female	987	13,81
<b>Total</b>	<b>5.791</b>	<b>8,1</b>

### Professional qualification

Since 2016, Saneago has maintained the Young Apprentices Program, which had 291 young people hired through the selection process at the end of the year. The program is developed in partnership with the National Learning, Social Promotion and Integration Network (RENAPSI). Investment in 2020: R\$ 7,300,360.00.

In the area of professional training, the Company has a supervised internship program, which offers opportunities for various professional training. At the end of the year, the Company recorded the participation of 550 secondary and higher education students. The program has a partnership with the Euvaldo Lodi Institute (IEL). Investment in 2020: R\$ 3,666,300.00



## Performance assessment

In 2020, an employee performance assessment was carried out using the 90-degree model (managers' assessment). The assessment process used the Horizontal Progression by Merit modeling.

For 2021, a study is planned to update the 180° degree assessment model (self-assessment and assessment of managers) and modeling of the Vertical Progression process of the PCCR.

## Diversity and Inclusion

As a contribution to a fairer and more egalitarian society, Saneago has been playing an important role in social inclusion. Believing in the value of each individual and in the richness of diversity within society and companies, the Committee for Women's Issues and Diversity was created.

In terms of gender, the Company stands out due to the number of leadership positions held by women. At the end of the year, 993 women made up the Company's professional staff (18%), but in leadership positions the percentage rises to 25%: in management functions, 178 are occupied by women.



**25%**  
leadership positions  
taken by women



**178**  
management roles are  
taken by women

### PCD

As a result of a partnership with the Association of the Physically Handicapped of the State of Goiás (ADFEGO), Saneago maintains, in addition to employees with public examinations, a contract with another 100 professionals who are part of ADFEGO for administrative services, with an investment of R\$ 3,043,956.00 in 2020. In order to further encourage inclusion, a Work Committee was created to propose actions and monitor the implementation of adjustments that meet the specific needs of this group of employees.

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# Health and Safety

GRI 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5

Saneago invests heavily in health and safety, with the objective of minimizing work accidents and occupational diseases, as well as protecting the integrity and work capacity of its employees.

Proof of this is the reformulation of the area, with the decentralization of occupational safety technicians, the hiring of 24 safety technicians through a public tender, the availability of 22 vehicles for the exclusive use of occupational safety, the acquisition of 149 shoring kits and the supply of equipment of individual protection via a virtual warehouse, which speeds up the process of receiving the material.

Identification of mandatory training needs and periodic and complementary exams to prevent work-related illnesses.

The decentralization of technicians resulted in the creation of a multidisciplinary team, with occupational safety professionals located in all Regional Managements and strategic points in the Metropolitan Region of Goiânia. These employees act to prevent accidents and occupational diseases, through inspections of areas and activities with proposals for improvements, monitoring of risk activities, identification of the needs for mandatory training and periodic and complementary examinations for the prevention of related diseases to work. Standardized, the actions allow the elaboration of indicators, which are also monitored by the Sectoral Compliance Committee.

The changes generated a significant reduction in the number of accidents, especially in cases of absences of more than 15 days. In 2020, 73 accidents were registered, none disabling or fatal.

Due to the pandemic, initiatives such as increased training, safety dialogues and more frequent visits by the occupational medicine sector in the interior were reduced. All efforts continue to be focused on measures to prevent contamination, support the infected, mapping professionals who have had contact with an infected employee, monitoring examinations and retests of those infected so that they can have a safe return.







The Occupational Health and Safety Management System follows the guidelines provided for in regulatory standards. Among the legal requirements, the following stand out:

- Implementation of SESMT – Service Specialized in Engineering of Occupational Safety and Health;
- Implementation and maintenance of mandatory occupational examinations;
- Implementation of the Environmental Risk Prevention Program;
- Implementation of mandatory procedures for risky activities with Work at Height, Electricity and Confined Spaces; and

- Implementation of CIPAs, Internal Accident Prevention Commissions.

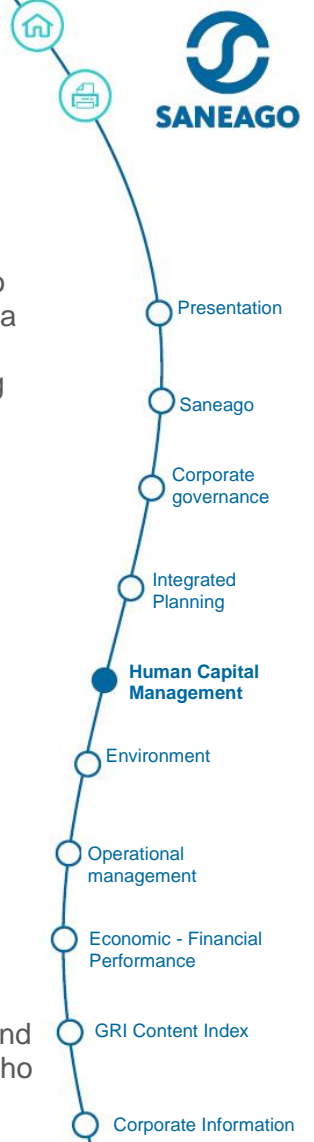
Saneago has a Training and Development Management whose attribution is to provide the employee with the necessary training to carry out their activities in a safe manner.

All workers are trained in occupational safety, according to the Annual Training Plan, in accordance with the activities carried out:

- Induction Training;
- Training for Risk activities such as: Work at Height, Confined Spaces, Excavation, Electricity;
- Periodic training according to work safety analysis; and
- Specific training evaluated by the Training Management Committee.

### Programa Despertar [Awakening Program]

Since 2007, the Human Resources area has offered the Programa Despertar [Awakening Program], the result of a partnership with Despertar-Educational and Therapeutic Center, which provides socio-educational support to employees who have dependent children or children with a disability. The main objective is to welcome these caregivers and generate awareness about the best behaviors. This allows them to strengthen their roles as parents and caregivers, in addition to contributing to the balance and health necessary for harmonizing their personal and professional life. In 2020, a total of 45 employees were served by the program.







# ENVIRONMENT

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# Environment

GRI 103-2, 103-3, 303-1

Saneago actively participates in projects of protection, conservation, recovery of springs and fountains, reforestation and environmental education, in accordance with the sector's legislation, through partnerships with public agencies, city halls, NGOs and private entities, among other institutions.

The Company is part of the State Water Resources Council and is present in the temporary technical chambers, which discuss the management of water resources and legislation. It also participates in the Hydrographic Basin Committees and recognizes that the management of water resources in accordance with the National and State Water Resources Policies is carried out in a decentralized and shared manner. In addition, Saneago participated in the two negotiated water allocation agreements carried out in the State of Goiás and is a partner in soil and water conservation programs.

To monitor the impacts related to water, Saneago monitors the water supply basins, carrying out inspections and actions for soil conservation and reforestation of springs, and has been investing



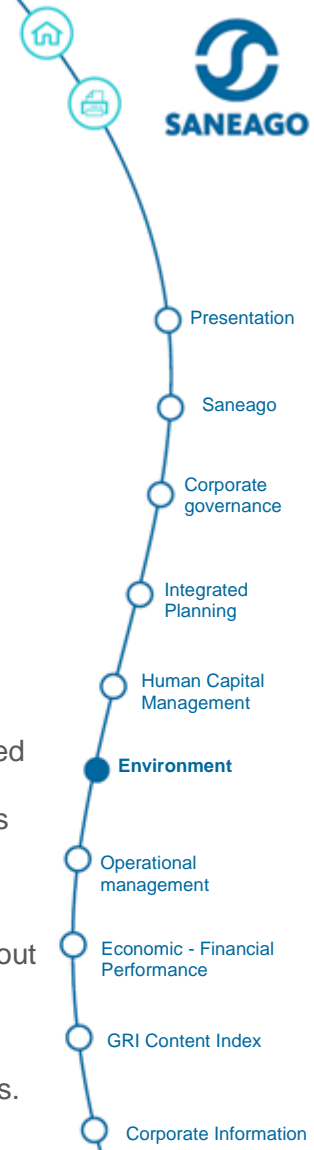
## conducting inspections and conservation actions of soil and reforestation of springs.

reducing production losses. The Company has qualitative monitoring of water sources and, since 2018, has maintained the Hydrological Monitoring Network, part of the internal control and management of water resources. The monitoring stations are installed in water sources where there are points for the collection and discharge of treated effluent.

During water treatment, effluents are generated that must be treated by means of sludge treatment units, which are being gradually

deployed. In order to address the impacts generated by the discharge of treated sewage effluents, Saneago has invested in projects to recover basins for the receiving body.

In 2020, the Company implemented actions with several partners and contributed with the carrying out of more than 20 inspections and environmental diagnoses of the hydrographic basins and their springs, in addition to the preparation of technical reports, supports and, above all, material donations.





# Recovery of springs and fountains

Among the environmental actions in progress, the FNMA Project (National Environment Fund) stands out for the recovery of springs and the regeneration of Permanent Preservation Areas (APP) in the Ribeirão Meia Ponte sub-basin. The initiative expands the supply of water to the Metropolitan Region of Goiânia.

With a total investment of R\$ 2,45 million, the project will recover 84 springs and reforest 276 stretches of riparian forest, passing through 172 rural properties, located in nine municipalities: Brazabrantes, Damolândia, Goianira, Inhumas, Itauçu, Nerópolis, Nova Veneza, Ouro Verde and Santo Antônio de Goiás – in four of them, the project has already been completed. Protecting the springs will require a total of 580,000 square meters of fencing and 70,000 seedlings for reforestation.



Saneago seedling nursery

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The seedlings will come from contractors, but Saneago also has its own nursery, with the capacity to produce more than 60 thousand native seedlings per year. The seedlings produced in this nursery are distributed to partners who work in projects to protect springs and riparian forests throughout the state.

Seedling planting

In another initiative, the Company carried out a survey, between the months of May and August 2020, of the situation of water sources in 11 municipalities in Goiás, which face a situation of water scarcity. The study identified the need for investments of R\$ 897,000 to recover 123 springs, which will receive 1.2 million square meters of fencing and more than 54,000 seedlings for reforestation. The project will start in 2021.

To monitor critical springs, in 2020, six fluviometric monitoring stations and three pluviometric stations were installed along the Meia Ponte River hydrographic basin, and two other telemetric stations in the Ribeirão João Leite Dam and in the catchment of Córrego Lajes, in Rio Verde (GO).

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# Social Work

The mission of the Social Actions Supervision is to bring Saneago and the population benefiting from the water supply and sewerage systems closer together. The intention is for the population to feel co-responsible for the physical changes in the environment in which they live and to build social values aimed at environmental conservation and the sustainability of sanitation projects, through environmental education and citizen participation.

To do so, partnership meetings are held, lectures at educational institutions and residents' associations, home visits, social shifts, meetings with leaders and beneficiaries, theater presentations, among other initiatives.

In 2020, even with the difficulties imposed by the pandemic, projects were developed in several cities of the state, which reached more than 73,000 people in the cities of Anápolis, Cavalcante, Goiânia, Pirenópolis, Rubiataba and Vianópolis, with emphasis on the performance in the Northwest region of Goiânia, which reached more than 56,000 residents, benefited from the expansion of the sewerage system.

In recent years, the Company has also expanded its actions in quilombola communities located in the municipality of Cavalcante (GO). In 2020, the Kalunga community of São Domingos received the drinking water supply system and, at the same time, awareness work was carried out for the residents, with the objective of encouraging the preservation of local natural resources and the good use of drinking water.

In municipalities with social and environmental work, diagnoses and proposals for improvements in the area of basic sanitation were carried out, with the participation of the communities, through meetings, home visits and other activities. In addition to expanding the beneficiaries' knowledge and respect for environmental issues, the implemented basic sanitation system helped to reduce waterborne diseases and, mainly, to increase the quality of life of the residents.

The Company also promotes meetings and training sessions with leaders and representatives of institutions and councils to identify demands and possible solutions involving sanitation systems



Banja and Sato Social and Environmental Actions





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## Awareness

Along with the expansion and improvement works in the network, Saneago holds lectures for the residents of the benefited areas on the importance of basic sanitation and natural resources for sustainability. These meetings address issues related to the rational use of water, correct use of sewage collection networks, correct use and disposal of rainwater, principles of the 3R's (Reduce, Reuse and Recycle) and proper disposal of waste. The methodology of the activities is diversified and meets the characteristics of the public (children, youth or adults). In schools, the theme of the importance of basic sanitation is presented in interactive dynamics and puppet theater presentations.

## Home visits

Home visits to residents of areas covered by works on the water supply and sewage collection system is another resource to encourage conscious and sustainable action. The objective is to get to know the local reality and provide personalized service to the beneficiary, according to their sanitary and living conditions. On this occasion, informative materials are delivered and important tips and guidelines for the sustainability of the systems are passed on.

Changing habits by the population has contributed to the protection and recovery of the local environment, with the adoption of sustainable practices related to the proper use of water, the sewage collection system, the destination of rainwater and the correct disposal of waste. The results also included socialization and the exchange of experiences between the various actors involved in the undertakings of the water supply and sanitary sewage systems.

## Water security

The Environmental Education area carries out socio-environmental education actions in all municipalities served by Saneago, through the Center for Environmental Education Jornalista Washington Novaes (NEA). Since its creation in 2001, the NEA has reached more than 450,000 people, including children, youth and adults, from different locations, promoting the awakening of critical and environmental awareness of the population.

This year, the Center created the Water Scarcity Action Plan 2020 for environmental agents (Saneago employees) to act in their respective regions/municipalities. Due to the limitations imposed by the pandemic, environmental education actions gained a new contour and started to use digital media. This resource allowed sharing, throughout the year, water saving instructions to minimize the consequences of water scarcity in the dry period to a public of 33,547 people, including teachers, students and parents or guardians, surpassing the 2019 mark, which involved 32,879 people.

## Olho no Óleo (Eye in Oil) Program

The Olho no Óleo Environmental Program, created in 2012, seeks to make society aware of the importance of appropriately and ecologically correct disposal of residual frying oil for recycling (biodiesel production, soap production, etc.). The intention is to prevent organic waste from causing obstruction in the sewerage networks, which generates high maintenance costs, or from reaching water sources, causing several problems, such as the proliferation of microorganisms, which contribute to the reduction of dissolved oxygen.

This substantially harms the quality of raw water and raises the final price of the product for the population, since the degradation of water sources increases the cost of water treatment.

The proposal is to encourage consumers to deliver the material in PET bottles at the service agencies of the Vapt Vupt (Integrated Service for Citizens of the State of Goiás) or at the Business Departments where the Program has already been installed. For now, the collection is carried out in five municipalities (Goiânia, Morrinhos, Anápolis, Itumbiara and Cidade de Goiás) and will soon be extended to the other regions.

For companies considered to be large generators (pastry shops, pit dogs, bakeries, bars, etc.), which produce from 50 liters of waste per month, there is a differentiated service. The company can register at Saneago's 0800 number and receive at its establishment its own container to accumulate the used oil, which will later be removed.

Both for the large generator and for customers who deliver the waste to the collection points, a credit is granted to the next water or sewage bill in the amount of R\$ 0,50 per liter of edible oil delivered. Large generators claim that this initiative contributes to a reduction of up to 25% in the monthly bill. At the end of 2020, the Program had about 1,000 large registered generators and collected, including voluntary delivery at accredited service stations, approximately 40,000 liters of used oil. Since its creation, the project has collected more than 500,000 liters of waste.



## Water Production Program

Obtaining water with quality and in quantity for the public supply of Goiânia and the Metropolitan Region is the purpose of the Ribeirão João Leite Water Producer Program, which consists of developing projects on the properties of rural producers that contribute to environmental recovery, with effective reduction of erosion and increased water infiltration into the groundwater, using conservation management and improvement of vegetation cover.

Based on the concept of Provider/Receiver (as opposed to Polluter/Payer), the producer has, in return, the possibility of regularizing their property in the Rural Environmental Registry (CAR) and becoming accredited, through a contract with Saneago, to participate in the Payment for Environmental Services (PSA). At the end of 2020, the initiative was voluntary, had 29 active Individual Property Projects (PIP) in the municipalities of Ouro Verde and Nerópolis.

This group of rural producers is the result of the implementation of the first phase of the project, which

it is valid for five years, with the possibility of renewal. Payment is made once a year and is proportional to best conservation practices per hectare – properties are inspected annually to ensure that the terms of the contract are being met.

The amount foreseen for the payment of 29 producers over the first period of the contract accumulates around R\$ 700,000.

By the end of the year, 19 producers had received the first installment for environmental services, in the amount of R\$ 116,888.19, and, for 11 properties, the second installment, totaling R\$ 42,575.44, had already been delivered. Another 25 properties are in the process of inspection.

The Program was established in 2013, through a technical cooperation agreement (no. 004/ANA 2013) and entered into between the National Water Agency - ANA; State Department of Environment and Water Resources of Goiás - Semarh (now State Department of Environment and Sustainable Development of Goiás - Semad); State Department of Education - Seduce; State Department of Agriculture,

It consists of developing projects on properties of rural producers that contribute to the environmental recovery.

Livestock and Irrigation - Seagro (currently the State Secretariat for Agriculture, Livestock and Supply - Seapa); Goiana Agency for Transport and Works - Agetop (currently Goiana Agency for Infrastructure and Transport - Goinfra); Goiana Agency for Technical Assistance, Rural Extension and Agricultural Research - Emater; Goiana Agricultural Defense Agency - Agrodefesa; Federal University of Goiás - UFG; State Public Prosecutor's Office - MP-GO; Federation of Agriculture of the State of Goiás - Faeg; and municipalities in the João Leite Hydrographic Basin (Anápolis, Nerópolis, Terezópolis de Goiás, Ouro Verde de Goiás, Campo Limpo de Goiás and Goianápolis).





# OPERATIONAL MANAGEMENT

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# Operational Management

GRI 203-2, 303-3

Saneago provides basic sanitation services to 226 of the 246 municipalities in the State of Goiás and, for this purpose, maintains 62 Program Contracts and 164 Concession Contracts. Of this total, 146 contracts are in force – 84 concession contracts and 62 in the form of program contracts – which together represent an average percentage of 85.89% of Revenue.

Of the total contracts in force, four were renewed between December 2019 and December 2020, among them, with the municipalities of Anápolis, Goiânia and Inhumas, which account for approximately 45.55% of the Company's revenue. The remaining 80 contracts already expired are equivalent to an average of 14.11% of sales.

Program and Concession Contracts	2019	2020	Revenue Participation %
Municipalities Served	226	226	100,0%
Municipalities under Program Contract	60	62	71,68%
Municipalities with Concession Contract	166	164	28,32%

In 2020, Saneago expanded its activities in the provision of water supply services in the State of Goiás by 1.59%, a percentage that raised the Water Service Index to 97.4%. There was an increase in the number of billed water connections of 2.72% and an increase of 8.05% in the extension of the distribution networks.

In the sanitary sewer system, the population served increased to 3.87 million families at the end of the year, which is equivalent to a growth of 4.59% in the year and equivalent to a Sewage Service Index of 64.70% of the total population of the state, considering the municipalities in which the Company holds a concession.

The number of billed sewerage connections increased by 5.0% and there was an increase of 4.2% in the billed volume of sewage. The volume of treated sewage grew 6.7% in the year. These increases are proof of the Company's efforts to prioritize works aimed at universalizing the sewage system.

The consumption of treated water registered an increase of 4.2% in the year, as a result of the pandemic and drought – a typical condition of the cerrado – quite prolonged in 2020, with temperatures above the historical average.

Total water uptake (megaliters)	2020
Surface water	32,818.32
Subterranean water	64,078.76
Water produced	387,897.08
Third party water	3,670.31
<b>Total</b>	<b>779,464.47</b>

Total water uptake in water stress areas (megaliters)	2020
Surface water	12,266.49
Subterranean water	1,948.11
Water produced	14,214.60
Third party water	3,670.31
<b>Total</b>	<b>32,099.51</b>



Water - Operational Indicators	Unit	2019	2020	Dif. Qty	Variation (%)
Population Served	Thousand	5,738	5,829	91	1.59%
Service Index	%	97.10%	97.40%	0.3	0.31%
Connections	Thousand	2,209	2,269	60	2.72%
Measureings	Thousand	2,408	2,470	62	2.57%
Network Extension	Km	30,557	33,016	2,459	8.05%
Billed Water Volume	Thousand m <sup>3</sup>	270,224	281,551	11,327	4.19%
Produced Volume	Thousand m <sup>3</sup>	386,930	392,733	5,803	1.50%
Loss Index	%	28.49%	26.90%	-1.59	-5.58%

Sewage - Operational Indicators	Unit	2019	2020	Dif. Qty	Variation (%)
Population Served	Thousand	3,701	3,871	170	4.59%
Service Index	%	62.60%	64.70%	2,1	3.35%
Service Index (Treated)	%	58.20%	60.30%	2,1	3.61%
Connections	Thousand	1,201	1,261	60	5%
Measureings	Thousand	1,365	1,429	664	4.69%
Network Extension	Km	13,139	13,287	148	1.13%
Billed Sewage Volume	Thousand m <sup>3</sup>	161,783	172,183	10,400	6.46%
Treated sewage volume	Thousand m <sup>3</sup>	149,690	159,757	10,067	6.73%





# Operational Efficiency

GRI 103-2, 103-3, 302-1, 302-4

The Company closely follows industry innovations and new technologies that can increase its operating efficiency and reduce costs. Its Research and Development department is dedicated to opportunities for improvement and was responsible for creating its own operating procedures to maximize the operating efficiency of water and sewage systems.

Saneago has a Supervised Automation System, implemented in 225 municipalities in the State of Goiás, which represents approximately 95% of the Company's Water and Sewage Operating Units.

Energy expenses are representative of the cost composition (about 10% of total expenses) of sanitation services and, therefore, it is important to be aware of opportunities for improvement and efficiency gains in this segment as well.

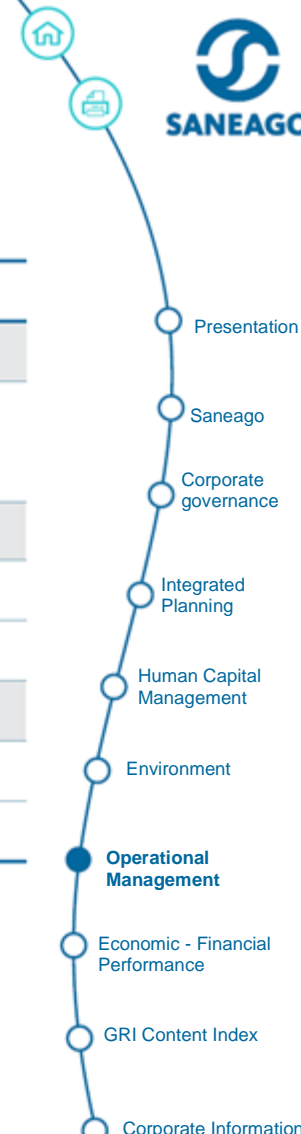
With this objective, the technical team works on several projects focused on reducing energy consumption, in addition to having online monitoring tools for several Energy Consumer Units, which speeds up decision-making and makes control more effective.

In search of more efficiency and cost reduction, Saneago is considering entering, as of 2021, the mercado livre de energia [free energy market], a project that, after full implementation, has the potential to provide an estimated annual reduction of about 10% in the amount paid by the Company in relation to electricity expenses. In 2020, Saneago consumed a total of 344,418,757.26 kWh of electricity, which represented a drop of 4,428 MWh in the year (approximately 1.3% of total electricity consumption).

Total energy consumption (kWh)	
Fuels - Non-renewable sources	
Gasoline	92,716
Diesel	
Electricity	
Third party purchase	344,418,757.26
<b>Total</b>	<b>344,511.473,26</b>
Renewable sources - generated and self-consumed*	
Solar	99,171.98
Hydraulics	The evaluation of the generation capacity is under study.

\*Energy self-generated and consumed internally is not included in the energy consumption bill.

Another relevant control tool is the GISWATER Georeferenced System, which allows daily updates of technical operational records, integrating several databases in a single platform and facilitating different operational activities.



# Losses

GRI 103-3

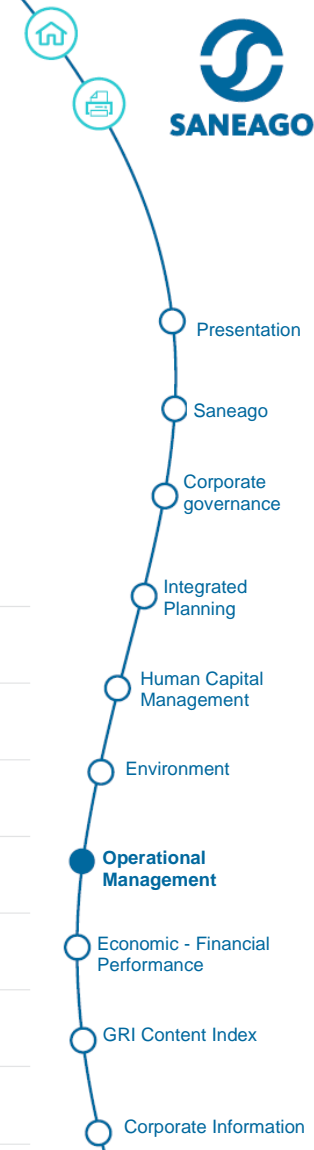
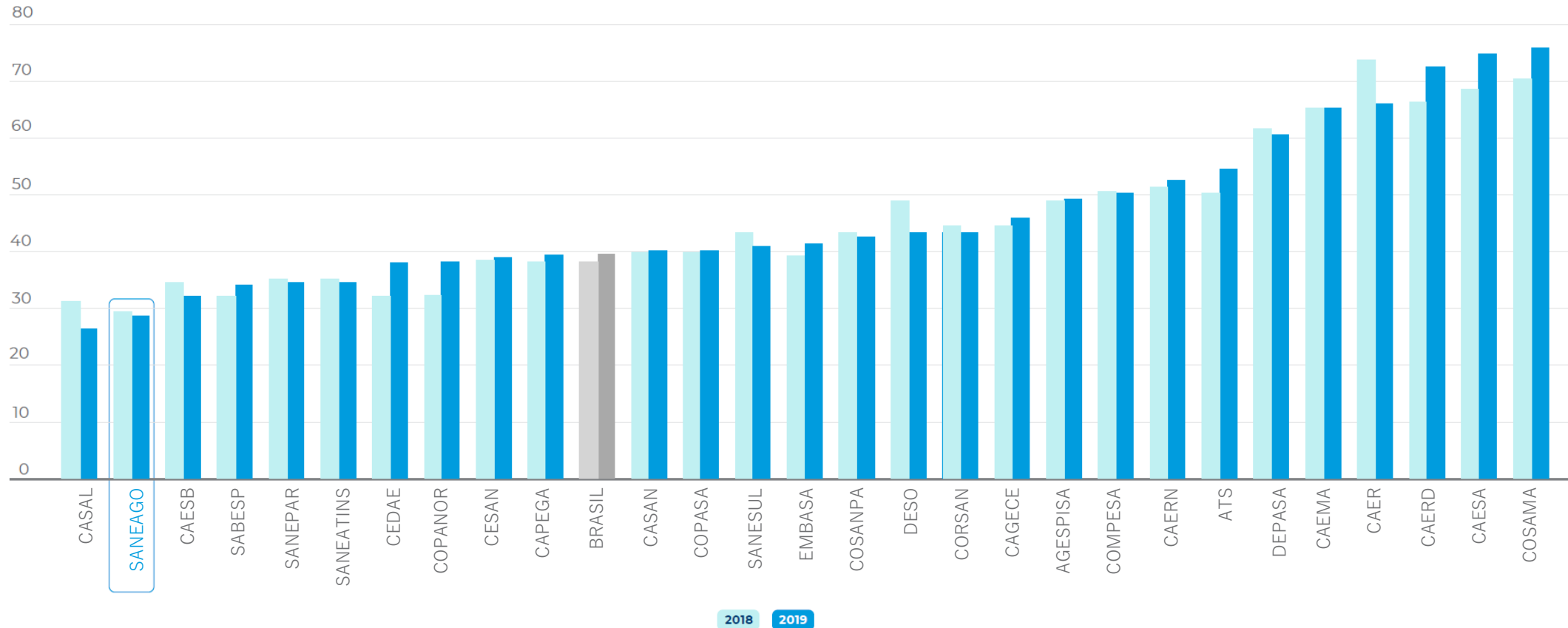
As a result of efforts to fight losses throughout the state, Saneago recorded, at the end of the year, a decrease of 5.58% in the Loss of Treated Water index and reached a percentage of 26.90%, below

the 28.49% calculated in the same period of 2019 – and that already placed Saneago in the second position in the ranking of lowest losses among the large sanitation companies in the country.

According to the National Sanitation Information System (SNIS), in 2019, Saneago was the 2nd company with the lowest rate of water distribution losses, which can be seen on page 86 of the Diagnosis of Water and Sewage Services. 2019, at [www.snis.gov.br](http://www.snis.gov.br)

## Distribution loss index - IN049

percentage



According to the National Information System on Sanitation (SNIS), in 2019, Saneago was the 2nd Company with lowest loss distribution rate of water.

One of the initiatives for this setback was the replacement, in 2020, of 175,479 conventional water meters installed in the State of Goiás by volumetric equipment, which are much more accurate in measurement and reduce apparent loss, in addition to providing greater stability to the system. Of this total, 120,503 were replaced by the Regional Operations Superintendence for the Metropolitan Region of Goiânia, 13,122 by the Regional Operations Superintendence for the DF and 41,854 by the Regional Operations Superintendence for the Interior. The first studies show a result consistent with this change and, for 2021, an additional 600,000 water meters are expected to be replaced.

On another front, the production area carried out more than 300 thousand surveys of leaks not visible in the system, also in the Metropolitan Region of Goiânia. The diagnosis allowed the removal of the leaks found, a work that contributed to the reduction of losses, improvements in the system and increase in production.

The Company also has equipment called Day Night, which reduces the flow of water during the night, providing a significantly lower loss rate.

## Product Quality

GRI 103-2, 103-3

To guarantee the reliability of the products, the Company monitors the quality control of water and sewage, in order to comply with current legislation. For such service, Saneago has 16 regional laboratories, located in the interior of the State, and two central laboratories in Goiânia (water and sewage), which performed 975,000 analyses in 2020, making it possible to act safely in this process.

In addition to the quality control carried out by the regional and central laboratories, there are around 190 operational laboratories located in the ETAs (Water Treatment Stations), which carry out analyses in the stages of the treatment process every two hours, in order to guarantee production of water within the established standard.

The analyses aim to monitor water quality conditions from the source (uptake for supply), treatment output (after the water treatment plant), and the distribution network. In sewage quality control, it is analyzed the effluent entrance (sewage), treatment exit and receiving body, before and after its release. Evidencing that there is a result that guarantees the potability of distributed water and the release of sewage with the least environmental impact.







Bacteriological analysis of treated water for verification of drinking standard



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The control of water quality is monitored through an indicator - The Treated Water Quality Index (IQA). It is an internal and corporate indicator, based on the country's current legislation and consolidated in the company's Quality Manual and Strategic Planning.

Parallel to these actions, the Company has 2 projects, which are part of the ETA and ETE Operational Management Model. These projects consist of the preparation of diagnoses and studies to identify any non-conformities and points for improvement in the Water Supply Systems, as well as in the Sewage Treatment System, in order to improve its performance and also reduce costs and

technologic innovation. The project aims to optimize impacting operational indicators, such as consumption of chemical products and the Water Quality Index – IQA, Quality Index of Treated Sewage (IQEt), always seeking to comply with legal and customer requirements.

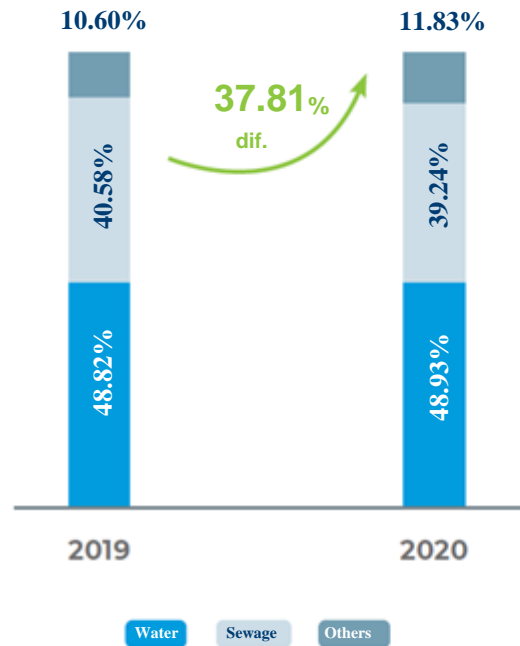
Therefore, the development and implementation of these projects aim at mitigating the risks of SAAs and SESs, the treatment of any non-conformities and the development of improvement plans, ensuring the quality of distributed water and treated sewage.

# Infrastructure Investments

GRI 103-2, 103-3, 203-1

The investment accumulated in 2020 totaled R\$ 259,213, an amount 37.8% higher than the R\$ 188,099 invested in the same period of the previous year. Of this total, 48.93% was invested in water supply systems, while 39.24% was allocated to the collection and treatment of sanitary sewage.

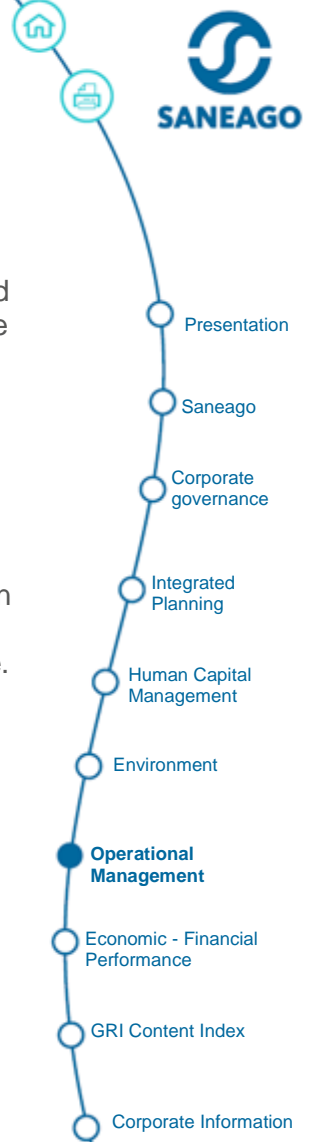
The remaining 11.83% went to operational improvement programs, business development, general-purpose goods and others. Within the "Others" Group, is the acquisition of goods not intended for water and sewage systems, such as the acquisition of vehicles, computers, construction of administrative areas, software and stock of works



System	2019	2020	Variation
Water	91,829	126,828	38.11%
Sewage	76,335	101,711	33.24%
Others	19,935	30,674	53.87%
<b>Total</b>	<b>188,099</b>	<b>259,213</b>	<b>37.81%</b>

Investments in the technology area meet strategic objectives, in particular the improvement of corporate management and internal controls. This guideline guided the acquisition of the SAP system, which should become an important tool in the area of management of works and projects, with gains in efficiency, agility and information accuracy. For the next year, Saneago intends to implement the BIM (Building Information Modeling) system, which will make the resources in the operation and production segments even more robust.

In the production area, investments were concentrated in municipalities with more vulnerable supply and in systems integration, to minimize the risk of intermittence. An example of this were the 20 artesian wells drilled in the municipality of Anápolis, which generated a significant flow to increase production in the region, in addition to two new reservoirs of one million liters each and improvements in the pumping system.



# System expansion

GRI 103-2, 203-1, 203-2

The effort was fundamental to the continuity of the works of infrastructure, with emphasis on the Corumbá Production System, which received investments of about of R\$ 12 million in 2020.

Despite the unforeseen events with the pandemic, Saneago did not interrupt the works considered essential, adopting all the necessary care for the health and safety of its employees and workers of the contractors. The effort was fundamental for the continuity of the infrastructure works, with emphasis on the Corumbá Production System, which received investments of around R\$ 12 million in 2020 and is in an advanced stage of completion. This system will have an initial capacity to supply 2,800 liters/sec of treated water, which will benefit approximately 1.5 million inhabitants in this first stage. Of this flow, 1,400 liters/sec will be destined for the Goiás population. The execution of the works is the responsibility of the consortiums Saneago and Caesb and already has total investments of around R\$ 430 million.

It is also worth highlighting the interventions carried out in the expansion of the Sanitary Sewage System (SES) in the city of Anápolis. The project involves the construction of sewage collection networks, trunk collectors, interceptors, pumping stations, as well as the installation of a tertiary system at the Sewage Treatment Station (ETE). Throughout the year, there was significant progress in the works, which resulted, at the end of 2020, in the completion of 2 execution lots (Góis and Felizardos Basins), making a total investment of around R\$ 32 million in these lots.

Another large-scale action in progress is the expansion of the SES in Goiânia, which included investments of around R\$ 59 million in 2020, distributed among works, materials and equipment. The works in progress aim at installing secondary treatment at ETE Dr. Hélio Seixo de Britto, from the Intermediate Interceptor Meia Ponte and expansion of the ETE Parque Atheneu, in addition to the implementation of collection networks in the northwest region of the city. These actions will provide greater access to sewage collection and treatment in the Capital, in addition to improving the efficiency of effluent treatment.

Interventions were also carried out in several other municipalities in the state, such as the implementation/expansion of the SES in Alvorada do Norte, Iporá, Itapuranga, Pirenópolis, Porangatu and Vianópolis, totaling investments of around R\$ 25 million only taking into account the year of 2020.

With regard to the water supply systems (SAA), it is important to highlight the works related to the “Big Lines” in the Metropolitan Region of Goiânia. These are large water mains, reservoirs and pumping systems, which aim to expand access to treated water in the region, as well as reinforce service in already densely populated areas, ensuring water security for the population. In 2020, approximately R\$ 39 million were invested in four contracts for works in force, in an advanced stage of execution.





# Water supply

## Corumbá Production System – Surrounding the DF

- Water uptake at Lake Corumbá IV, in Luziânia-GO. There are 27.7 km of pipeline and a water treatment plant of 2,800 liters/sec, which will serve the southern region of the Federal District and the four municipalities in Goiás surrounding the south of DF (Western City, Luziânia, Novo Gama and Valparaíso de Goiás ) - 93% of completed works;
- Works carried out in partnership with CAESB (Companhia de Saneamento Ambiental do Distrito Federal).

Corumbá System



Construction of the Central Big Line - Goiânia



## Big Lines – Goiânia and the Metropolitan Region

- Investment of around R\$ 270 million, with four works contracts in force, others to be contracted;
- Expansion and reinforcement of the service of the Water Supply System in the Metropolitan Region of Goiânia.

## Rio Verdinho – Rio Verde Production System<sup>1</sup>

- Investment in the order of R\$ 180 million for a new production system (new collection, ETA and macro-distribution). Flow of 800 liters/sec in 1st stage;
- It will serve the city of Rio Verde to ensure water security throughout the contractual term;
- Start of works: 2022.

## Expansion of SAA - Anápolis

- Investment in the order of R\$ 160 million;
- Expansion of raw water collection, treatment capacity of the ETA, pipelines, reservoirs and water distribution networks;
- Expansion and reinforcement of the water supply system in the municipality of Anápolis;
- Start of works: 2021.



1. Start of Works in 2022

Compact Water Treatment Plant - Anápolis





## Sewerage

### ETE Dr. Hélio Seixo de Britto - Goiânia

- Secondary Treatment, with an investment of around R\$ 100 million;
- Completion of works: Settling and aeration system for secondary sewage treatment; expansion of ETE treatment efficiency; and improvement in the removal of Biochemical Oxygen Demand (BOD), solids, among others.

### Caveirinha Basin – Goiânia/Northwest Region

- Total investment of R\$ 18 million;
- Expansion of the collecting network, interceptors and installation of a pumping station. Increment of about 8,000 connections;
- Expansion in the service of the Sanitary Sewer System. Benefited population of approximately 34,800 inhabitants;
- Completion of Works: 06/2021.



Expansion works of the Sewage Network - Goiânia





### Expansion of SES - Anápolis

- Works in the Góis and Felizardos basins completed;
- Catingueiros Basin – Start of Works: 2021;
- Expansion of the collection network, interceptors, pumping stations and tertiary treatment at the ETE, with an increase of more than 20,000 connections;
- Expansion and reinforcement of the Sanitary Sewer System service in the city of Anápolis.



Works Sewage Treatment Station - Anápolis

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# Universalization

GRI 303-1

Saneago constantly invests in the expansion of treated water supply and sanitary sewage services, with a focus on the universalization of basic sanitation services.

To fulfill its mission in a sustainable way, comply with current legislation and needs and

stakeholder expectations, the Company is focused on the universalization of services, which will guarantee service to 99% of the population with drinking water and 90% of the population with sewage collection and treatment by December 31, 2033, as well as non-intermittent quantitative goals

of supply, reduction of losses and improvement of treatment processes, under the terms of the new legal framework for Sanitation, established with the enactment of Law No. 14.026, of July 15, 2020.

Goal **99%**  
population  
with drinking water

---

Goal **90%**  
collection and treatment  
of sewage

Sewage Treatment Plant - Pirenópolis

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# Customer service

Given the difficulties caused by the dissemination of Covid-19, Saneago focused its attention on the use of technology to serve its customers with safety, agility and efficiency. In order to respect the restriction of social contact, the services of the communication channels (mainly applications and virtual agency) were expanded and appointments were made available at Vapt Vupt's.

Throughout the year, the Company consolidated the use of platforms, such as Chatbot, for greater interaction with the customer through social networks.

In 2020, the call center also underwent changes. A new service method was implemented – the Omnichannel platform – which integrates all service channels and improves the customer experience. The tool made the process faster, with a reduction in the average waiting and service time.

Service surveys carried out via the call center platform combined with the

customer services in the Integrated Service for Citizens of the State of Goiás, called Vapt Vupt, allow monitoring of customer demand and satisfaction, including by region (Saneago has 63 Vapt Vupt units in the State and serves 226 cities in the call center), and serve as a reference for the adoption of new improvement strategies.

## Social Rate

The social rate is intended for customers whose water bill is classified in the Social Residential category. The rate applied for this category corresponds to 50% of the rate for the Residential category. To be entitled to this benefit, the customer must meet the following criteria:

Be benefited by a Social Program of the federal, state or municipal governments;

- Have a socioeconomic profile defined by Saneago, as long as they live in properties classified as popular/rustic or with an area of up to 60 m<sup>2</sup>;
- 

- Have a family income of up to two proven minimum wages;
- To not have an alternative source of supply in the property; and
- Maintain monthly consumption of up to 20 m<sup>3</sup> per connection/month.

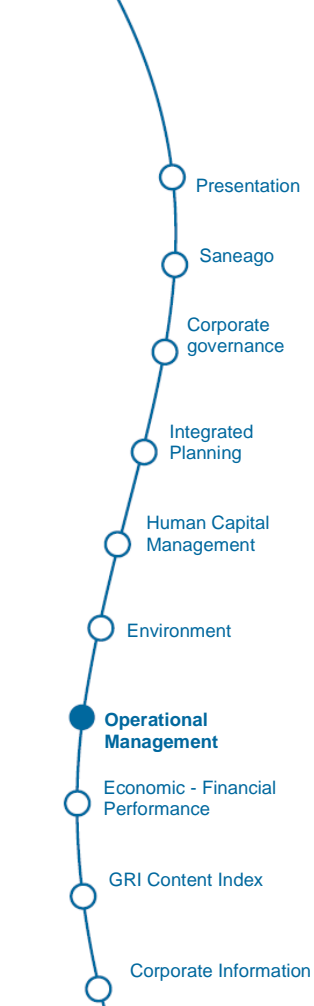
Considering the condition of financial vulnerability of part of the population resulting from the effects of the pandemic, the Company decided to suspend the cuts due to default of customers classified as Social Residential and Commercial 2 (small businesses and low consumption). The decision was mainly based on technical studies of the commercial area, indicating that customers with a higher degree of under-sufficiency can be easily identified in these categories/subcategories.

The possibility of expanding the number of customers benefiting from the social tariff, which corresponded to 0.88% of the total billed water connections in the

closing of 2020. The study involves a partnership with the State Secretariat for Social Development of the Government of the State of Goiás (SEDS).

## Social Welcoming

In parallel with the social rate, Saneago maintains a work of social assistance, also aimed at low-income customers. Intermediated by a Saneago social worker, the initiative aims to mediate the negotiation of debts that are difficult to pay, so that the consumer client can maintain access to sanitation services, a right guaranteed by the Federal Constitution. Social workers are also responsible for analyzing the socioeconomic situation of low-income consumers who claim social consumption tariff with the Company, issuing a social opinion on the condition found, to support the commercial procedure.





# Default

Saneago suspended the cuts in the water supply in March, when the Covid-19 outbreak hit the country, and maintained the suspension until the end of the year. As a result, the Company, which had an average Collection Rate historically in the range of 94.57%, reached the mark of 82.48% in April 2020.

In order to reduce the impact of default on its results, two debt recovery plans were created in the second half of the year,

called “Sanear Contra a Covid”, to serve customers of all categories (residential, commercial and industrial), except public.

The first debt plan, which lasted 60 days, proposed a differentiated negotiation, with exemption from fines, interest, monetary restatement and the possibility of paying the remaining debt in installments. The second, offered for a period of 30 days, granted gradual discounts of up to 98% on interest and penalties, according to the number of installments in the case of financing.

Monthly Billing and Delinquency 2019 and 2020



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# ECONOMIC -FINANCIAL PERFORMANCE

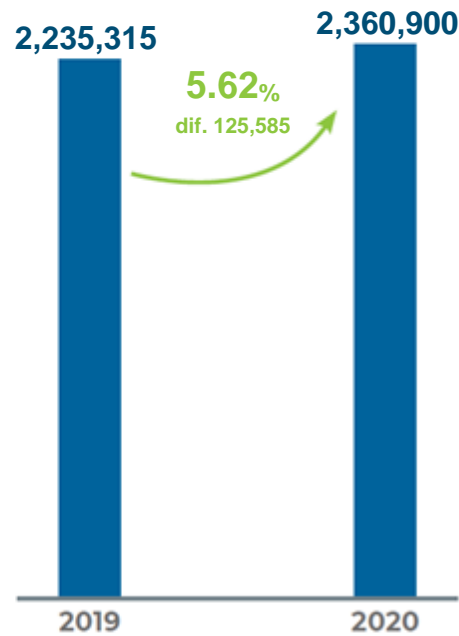
- 87 Economic - Financial Performance
- 90 Financial Contingency Plan
- 93 Added Value (DVA)



# Economic - Financial Performance

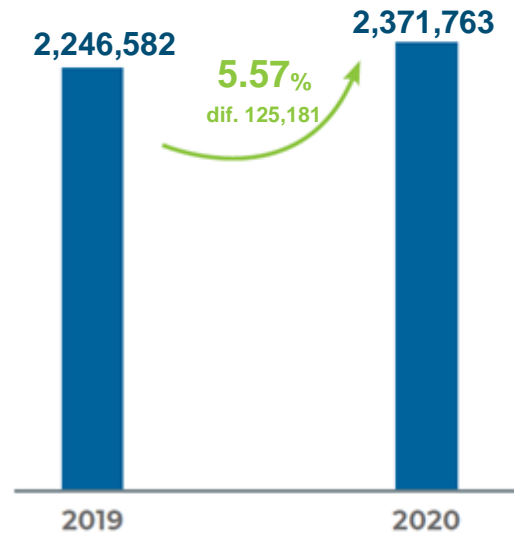
## Net Profit

Despite the reduction in economic activity due to the pandemic, Saneago's net sales increased by 5.62% in the year compared to the same period of the previous year. The evolution of this result reflects the expansion of the customer base in the year and the increase in the billed volume of sewage.



## Net Revenue

Net revenue totaled R\$ 2,371,763 in 2020. This amount represents an appreciation of 5.57% compared to the year 2019, which raised R\$ 2,246,582. Today, around 67% of Saneago's Revenues come from the exploration of Water Systems and 33% from Sewage Systems.



**67%**

of the Revenues come from the exploitation of the Water Systems

**33%**

of the Revenues come from the exploitation of the Sewer Systems





# EBITDA

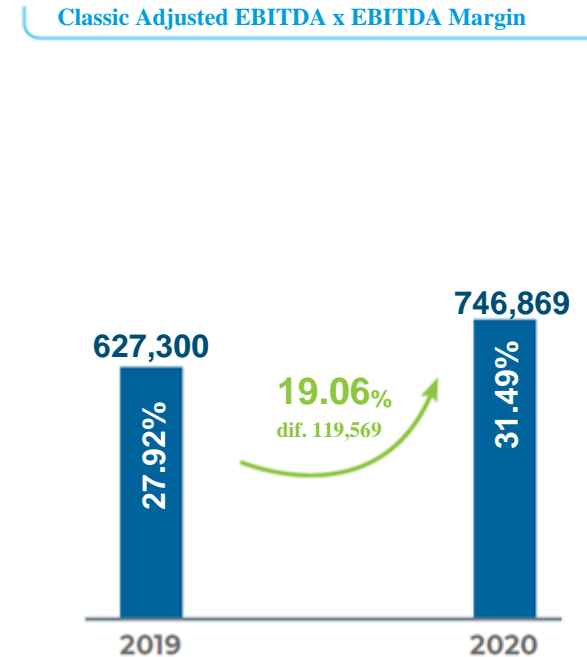
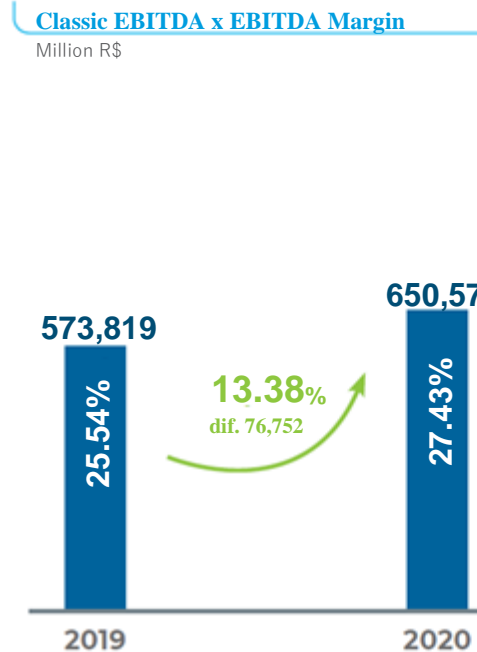
EBITDA reached R\$ 650,571, which meant an increase of 13.38% compared to the previous year. This increase mainly reflects the 5.62% increase in net sales and the inclusion in the result of the provision for payment of employee profit sharing – accounted for as Provision, in the amount of R\$ 33,635.

In 2019, the Profit-Sharing Program (PPR) was not accounted for as a Provision and, as a result, it was not deducted for the calculation of adjusted Ebitda.

Adjusted EBITDA is calculated excluding Provisions, Reversals, Losses and Recovery of Accounting Credits, which are proven to have no cash effect. In 2020, the provision for payment of employee profit sharing was also considered, which was accounted for as a provision, in the amount of R\$ 33,635.

In the year, the adjusted EBITDA reached R\$ 746,869, equivalent to an increase of 19.06% compared to the same period of the previous year.

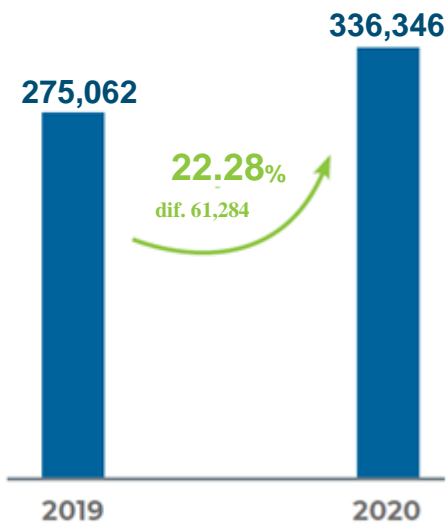
The ratio between EBITDA and net sales in the twelve months of the year was 27.43% compared to 25.546% calculated in 2019. The adjusted EBITDA margin in the same period was 31.49%, an increase of 12.78%.



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## Net Profit

For the fifth consecutive year, Saneago ended the year with a positive result. Net income for the year totaled R\$ 336,346, which meant an expansion of 22.28% compared to the previous year, when the positive balance was R\$ 275,062. The increase is mainly due to the increase in Net Revenues of 5.62%, as a result of the expansion of systems – an increase of 2.57% in water measurings and 4.69% in sewage measurings.

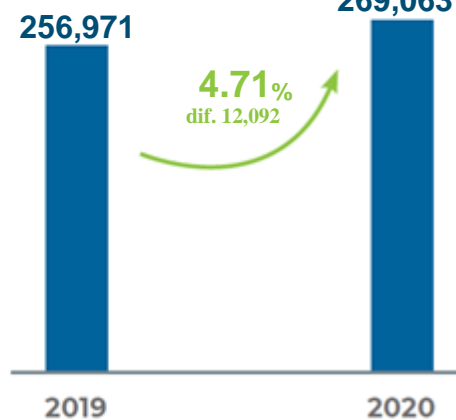


## Costs and Expenses

Costs and expenses are divided into three structures: commercial, administrative and service costs. In the year, selling expenses increased by 4.71% compared to 2019, while expenses in the administrative area increased by 3.57% in the same period. Costs with services were increased by 0.65% in 2020 compared to the previous year.

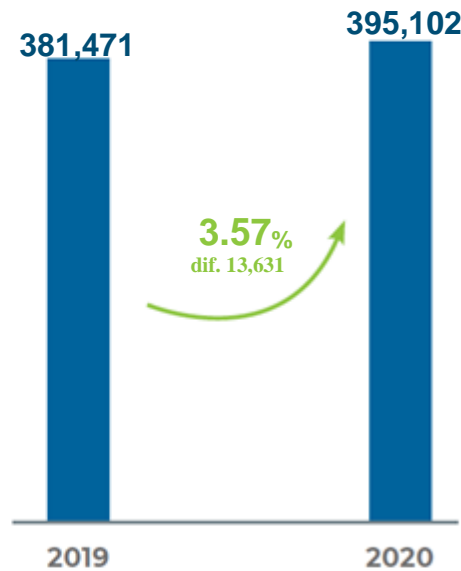
### Commercial Expenses

Million R\$



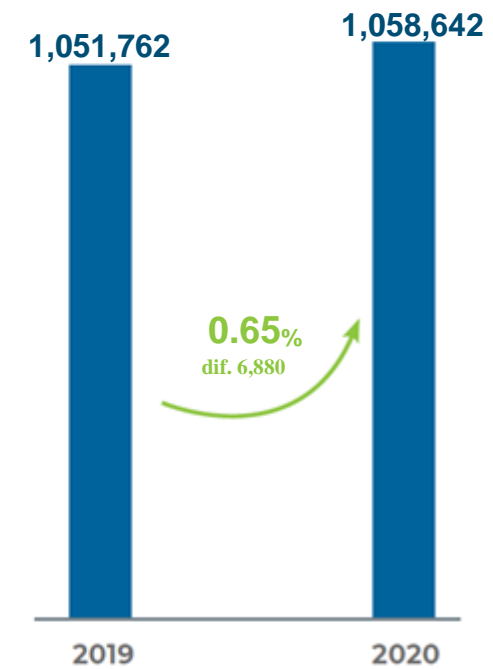
### Administrative Expenses

Million R\$



### Services Costs

Million R\$



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# Financial Contingency Plan

GRI 103-2, 103-3

Given the limitations imposed by the propagation of the Covid-19 coronavirus and the suspension of cuts in basic sanitation services during the pandemic, Saneago implemented a Contingency Plan for financial management, effective from September to November 2020, which considered the strategies and measures necessary to maintain its financial balance in a scenario of high default.

The program ran from September to November 2020. During this period, Saneago evaluated the estimates in the financial statements and concluded that there was no material impact on its operations and settlement of rights and obligations on behalf of COVID-19. Among the main actions taken, the following stand out:

- Dividend payment in installments for 2019 - as approved at the Extraordinary General Meeting No. 160/2020, of June 16, 2020, and Notice to Shareholders, of June 29, 2020 -, carried out in four equal monthly installments, the first in July 1, 2020 and the last in October 2020;
- Postponement of Taxes and Contributions (PIS, COFINS and Employer's Contribution to Social Security (INSS)), as permitted by Ordinance no. 139 of April 3, 2020;
- FGTS suspension and division in installments referring to the March, April and May 2020, according to the Provisional Measure No. 927/2020;
- Containment of costs and expenses;
- Renegotiation with extension of payments of installments related to the early renewal of contracts with the city halls of Goiânia and Anápolis; and
- Differentiated policy for the settlement or negotiation of user tariff debts, through the Sanear Credit Recovery Program, except for public category customers, with a grouping body.



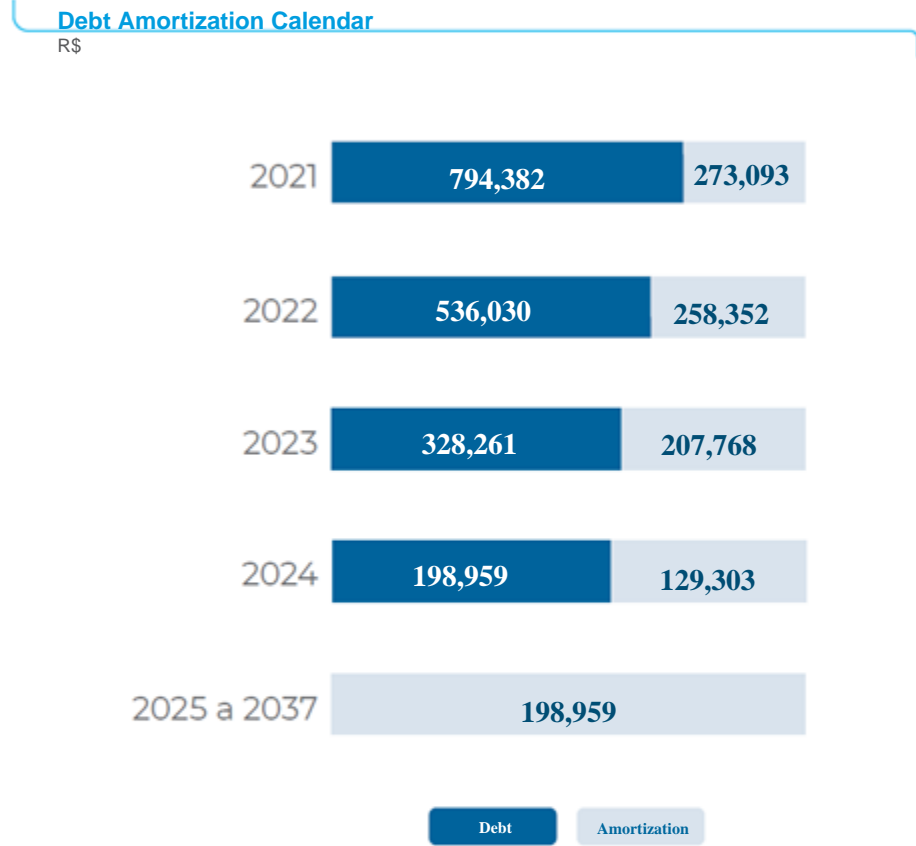


# Indebtedness

The Long-Term Loans and Financing account decreased 32.98% in 2020, when compared to the balance recorded at the end of the previous year.

This expressive decrease is the result of the debt amortization carried out by the Company throughout the year.

As a result of these deductions, Saneago ended the year with gross debt of R\$ 965,493 and net debt of R\$ 797,349. Of this total, 28% correspond to short-term debt and 72% represents long-term debt.



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## Debentures

At the end of 2020, the Debentures classified as Current had an increase of R\$ 37,885, a rise resulting from the end of the grace period of the 5th issue of securities and the settlement of the 7th issue.

Debentures classified as Non-Current fell by R\$ 86,871.

This decline reflects the end of the 5th issue grace period and the 8th issue in December 2020, which aimed to pay off the 7th issue, raised in early 2020.

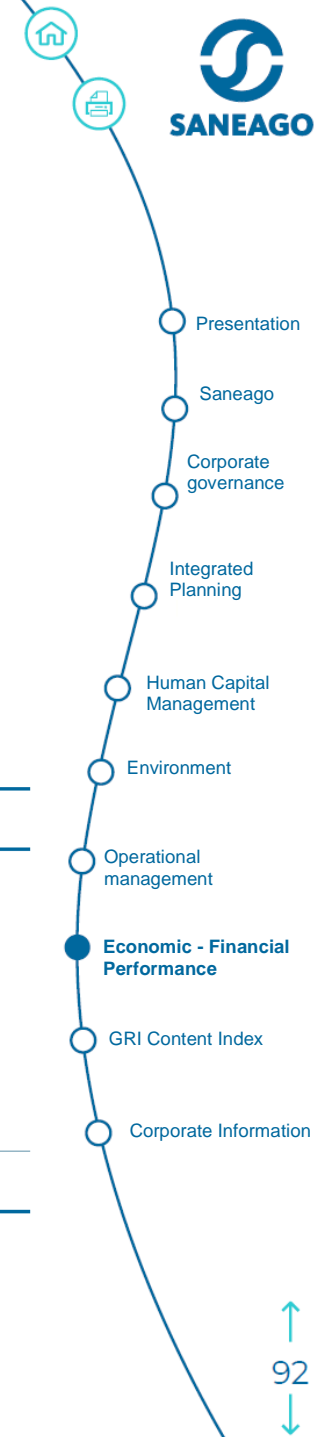
## Rating

On April 22, 2020, Fitch Ratings affirmed the National Long-Term Rating of Saneamento de Goiás S.A (“Corporate”) and its debenture issues to ‘A-(bra)’, with a stable outlook. Regarding the Saneamento de Goiás SA-Saneago Infraestrutura IV Receivables Investment Fund (“FIDC IV”), Fitch affirmed, on July 3, 2020, the rating at ‘AA+sf(bra)’, also with stable perspective.

The FIDC Rating reflects the perspective of the Corporate Rating and takes into account the operation's performance. According to Fitch, the rating statement reflects the view that "Saneago will be able to preserve its credit profile, even in the face of the negative impacts of the coronavirus pandemic on its invoiced volumes and defaults in 2020".

### Risk Rating on 12.31.2020

<b>Rating</b>	<b>Fitch Rating</b>	<b>Outlook</b>
Corporate	A-(bra)	Stable
Debentures, 4 <sup>th</sup> Issue		
Debentures 5 <sup>th</sup> Issue		
Debentures 6 <sup>th</sup> Issue		
Debentures 8 <sup>th</sup> Issue		
FIDC IV	AA+sf(bra)	Stable



# Added Value (DVA)

GRI 201-I

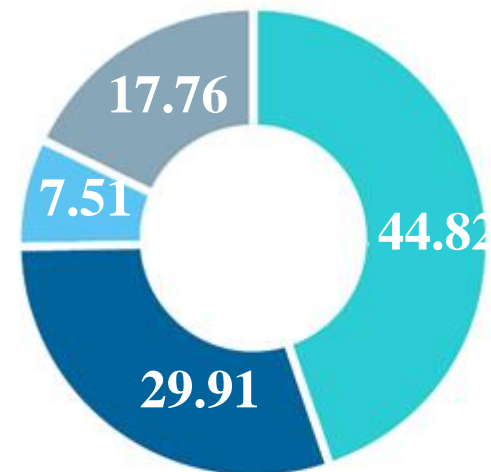
The Distribution of Added Value (DVA) aims to demonstrate the generation and distribution of wealth for different audiences. In 2020, Saneago generated an added value of R\$ 1,893,310, with the following distribution: employees (R\$ 848,590), taxes (R\$ 566,244), third-party capital remuneration (R\$ 142,130) and remuneration on equity (R\$ 336,346), exceeding the amount recorded in 2019 with an added value of (R\$ 1,793,217), with the following distribution: employees (R\$ 841,643), taxes (R\$ 540,267), remuneration of third-party capital (R\$ 136,245) and remuneration of equity (R\$ 275,062).

Note: (Values expressed in thousands of Reais)



## Added Value Distribution

Percentage



Raw Water Pumping Station - Ribeirão João Leite



## Direct Economic Value Generated and Distributed

Component	2020	2019	2018	2017	2016
A - Added Value Generated	1,893,310	1,793,217	1,427,390	1,384,388	1,228,707
Revenues	2,713,161	2,599,796	2,365,677	2,133,680	2,195,848
Inputs	(772,420)	(746,497)	(724,555)	(633,839)	(773,596)
Depreciations / Amortizations	(117,799)	(132,494)	(283,665)	(208,783)	(300,844)
Financial Revenues	70,368	72,412	69,943	93,330	107,299
B- Distributed Economic Value	1,556,964	1,518,155	1,317,348	1,133,366	1,129,193
Employee Salaries and Benefits	848,590	841,643	730,935	788,366	327,579
Payments to capital providers	142,130	136,245	192,683	196,805	263,383
Payments to Governments	566,244	540,267	393,730	147,956	238,231
Accrued Economic Value (A-B)	336,346	275,062	110,042	251,022	99,514

Note: (Values expressed in thousands of Reais)





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# GRI Standards Content Index

GRI 102-55



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<b>GRI 102: GENERAL CONTENTS</b>		
<b>ORGANIZATIONAL PROFILE</b>		
102-1	Organization name	10
102-2	Activities, brands, products and services	10
102-3	Location of organization's headquarters	10
102-4	place of operations	12
102-5	Nature of ownership and legal form	10
102-6	Markets served	10
102-7	Organization size	10
102-8	Information about employees and other workers	55
102-9	Supply chain	41
102-10	Significant changes in the organization and its supply chain	41
102-11	Precautionary principle or approach	33
102-12	External initiatives	13
102-13	Participation in associations	<ul style="list-style-type: none"> <li>■ Brazilian Association of Sanitary and Environmental Engineering (ABES)</li> <li>■ Brazilian Association of State Sanitation Companies (AESBE)</li> </ul>







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102-14	Statement by the highest executive	5,6
102-15	Main impacts, risks and opportunities	33
<b>ETHICS AND INTEGRITY</b>		
102-16	Values, principles, norms and codes of behavior	13
<b>CORPORATE</b>		
102-18	Governance Structure	27
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40	List of stakeholder groups	14
102-41	Collective bargaining agreements	100% of employees are covered by collective bargaining agreements.
102-42	Identification and selection of stakeholders	14
102-43	Approach to stakeholder engagement	14
102-44	Main concerns and topics raised	14
<b>REPORTING PRACTICES</b>		
102-45	Entities included in the consolidated financial statements	Independent Audit Report
102-46	Defining Report Content and Topic Boundaries	14
102-47	List of material topics	14
102-48	Information reformulations	There were no reformulations
102-49	Changes to the reporting	There were no changes
102-50	Period covered by the report	4
102-51	Date of most recent report	Last report approved at Management Board Meeting No. 418, of July 9, 2020.
102-52	Reporting issuance cycle	Annual





Disclosure	Remarks	Page
102-53	Contact for questions about the report	4
102-54	Reporting statements in accordance with GRI Standards	4
102-55	GRI Content Summary	96
102-56	External verification	No external verification took place.
<b>MATERIAL THEMES</b>		
<b>STANDARD CONTENT</b>		
<b>RISK MANAGEMENT</b>		
102-11	Precautionary principle or approach	13
102-15	Main impacts, risks and opportunities	33
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<b>GRI 205: FIGHT AGAINST CORRUPTION</b>		
103-1	Explanation of the material topic and its Limit	14
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103-3	Assessment of the form of management	33
205-1	Operations evaluated for risks related to corruption	33
205-3	Confirmed cases of corruption and actions taken	Administrative disciplinary proceedings aimed at active or passive corruption were not concluded in 2020.
<b>CORPORATE GOVERNANCE</b>		
102-18	Governance Structure	27
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<b>FINANCIAL PERFORMANCE</b>		
<b>GRI 201: ECONOMIC PERFORMANCE</b>		
103-1	Explanation of the material topic and its Limit	14



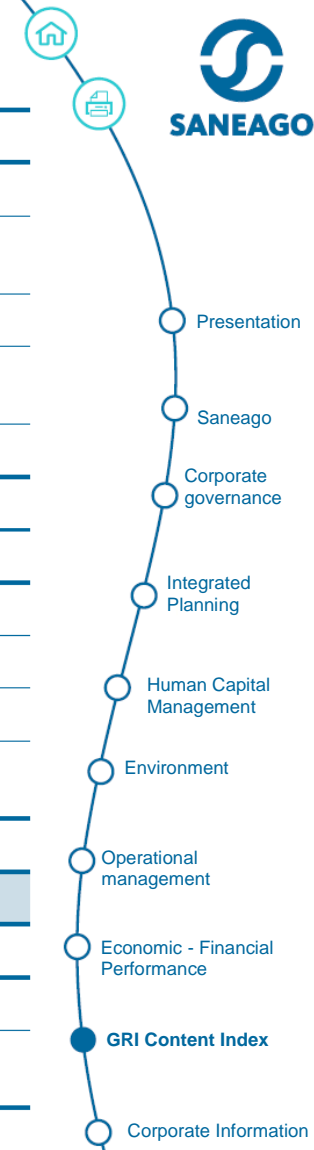
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103-2	Management method and its components	90
103-3	Assessment of the form of management	90
201-1	Direct Economic Value Generated and Distributed	93
<b>INFRASTRUCTURE INVESTMENT</b>		
<b>GRI 203: INDIRECT ECONOMIC IMPACTS</b>		
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103-3	Assessment of the form of management	77
203-1	Investments in infrastructure and service support	77,78
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<b>ENVIRONMENTAL SERIES</b>		
<b>ENERGY EFFICIENCY</b>		
<b>GRI 302: ENERGY</b>		
103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	73
103-3	Assessment of the form of management	73
302-1	Energy consumption within the organization	73
<b>OPERATIONAL EFFICIENCY MANAGEMENT</b>		
<b>GRI 302: ENERGY</b>		
103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	73
103-3	Assessment of the form of management	73
302-4	Reduction of energy consumption	73





Disclosure	Remarks	Page
<b>UNIVERSALIZATION OF BASIC SANITATION</b>		
<b>GRI 303: WATER AND EFFLUENTS</b>		
103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	63
103-3	Assessment of the form of management	63, 74
303-1	Interactions with water as a shared resource	63, 83
<b>GRI 203: INDIRECT ECONOMIC IMPACTS</b>		
203-1	Investments in infrastructure and service support	77, 78
203-2	Significant indirect economic impacts	71, 78
<b>WATER AND EFFLUENT MANAGEMENT</b>		
<b>GRI 303: WATER AND EFFLUENTS</b>		
103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	63
103-3	Assessment of the form of management	63, 74
303-3	Water catchment	71
303-4	Water discharge	We don't have a report that sums up the discharges of all the water used in the water production process and discharged into the receiving bodies.
<b>SOCIAL SERIES</b>		
<b>HEALTH AND SAFETY IN OPERATIONS</b>		
<b>GRI 403: HEALTH AND SAFETY</b>		
103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	60
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403-2	Hazard identification, risk assessment and incident investigation	60
403-3	Occupational Health Services	60
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403-5	Training of workers in Occupational Health and Safety	60

**CUSTOMER HEALTH AND SAFETY**

**GRI 416: CONSUMER HEALTH AND SAFETY**

103-1	Explanation of the material topic and its Limit	14
103-2	Management method and its components	75
103-3	Assessment of the form of management	75
416-2	Cases of non-compliance in relation to impacts on Health and Safety caused by products and services	There was none.

**Extra GRI disclosures - indicators not included in materiality, but which Saneago decided to report to maintain the historical series and comparability**

**SOCIAL SERIES**

**GRI 404: TRAINING AND EDUCATION**

404-1	Average hours of training per year, per employee	56
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# Corporate Information

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Zip Code: 74805-100

# Credits

## Saneago Coordination

Integrated Planning Department (SUPLA)  
Investor Relations Superintendency

## GRI Consulting

blendON

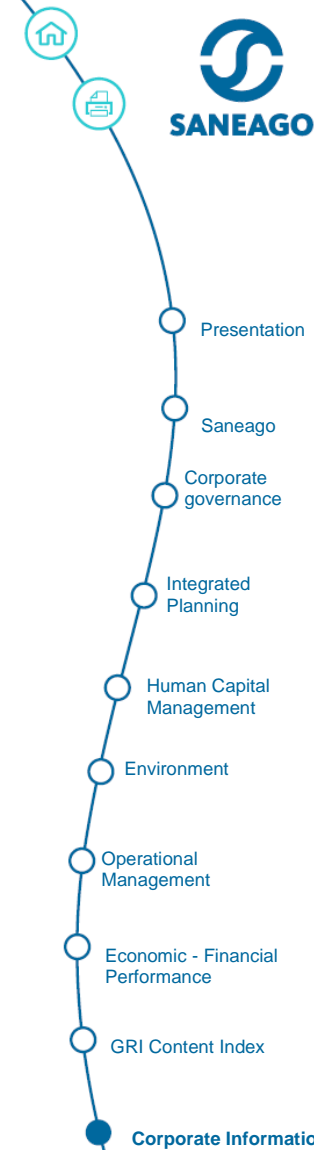
## Writing and Reviewing

blendON

## Images

Communication and Marketing Superintendency

We would like to thank all employees directly or indirectly involved in preparing the 2020 Sustainability Report.







**SANEAGO**