



CSR

LABEL 2021/22

Promoting Sustainability in Services of General Interest

SGI EUROPE CSR LABEL 2022



Employers entrusted to deliver
Sustainability Growth Innovation

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EDITORIAL

Dear colleagues and friends,

We created our Label in 2008 as a concrete answer to the need for enterprises providing services of general interest and public services to be recognised for their activities in the field of CSR, underlying our members' commitment to apply a responsible economic model, based on high values of social responsibility and environmental protection at all levels of activities.

We would like to thank our members and partners of the 8th editions for their exceptional cooperation. Looking back, we can truthfully say that together we created and promoted a successful project which highlighted our willingness to improve SGIs contribution to the development and well-being of the citizens, businesses, and territories we are serving.

We find ourselves in a difficult context of social and economic recovery from the COVID-19 crisis. Since the beginning of the pandemic, services of general interest - active in sectors such as public transport or telecommunications, energy or water companies, education, healthcare, housing, and social services - have demonstrated their central role in the resilience of the European Union social-economic system.

Sustainable finance is a key pillar of the future of Corporate Social Responsibility. From the beginning, we have been very supportive in setting the right framework to redirect capital flows towards environmental and social sustainable economic activities. At European level, if implemented in the right framework, the initiative of the Taxonomy Regulation can act as an enabling tool to realise the objectives of the EU Green Deal.

In the next years, capacity building will be essential for assessing SGIs and public services' compliance with the EU Taxonomy and ensuring the continuity of essential services to the public in this green transition phase.

We are committed to creating a new learning framework which will support SGI providers in adapting to the sustainable finance framework, and in scaling up their actions towards improving their environmental and social sustainability.

This 8th and last edition in the actual format of our CSR Label is a first courageous step towards creating the learning context for the providers and employers of services of general interest in view of the effective deployment of the EU sustainable finance strategy.

Valeria Ronzitti
General Secretary



EIGHT EDITIONS OF SGI EUROPE CSR LABEL



The only CSR Label for services of general interest and public services



Increasing the visibility of good practices of local public enterprises towards the European institutions



Raising SGIs and public services reputation and corporate image



Promoting responsible public procurement



150 enterprises awarded since 2008 for their outstanding CSR practices



Building a European network of leading providers of SGIs

SGIs FACING COVID

NAME OF THE ENTERPRISE:



ENVIRONMENTAL EDUCATION

PWiK Rybnik, Poland

COMPANY OVERVIEW

PWiK Rybnik is the water and sewage management company of the municipalities of Rybnik, Gaszowice and Jejkowice. At the beginning, Wodociągi Rybnickie operated as a municipal company, and finally, from March 2000, as a commercial company.

DESCRIPTION OF THE PRACTICE

The company has implemented projects in the field of environmental education on the site of the sewage treatment plant, often visited by pupils from local schools, and the Virtual Sewage Treatment Plant, which is a perfect tool for biology teachers. The knowledge of the young generation on wastewater treatment has been explored through workshops conducted in cooperation with students - members of the Student Association of the Biotechnology Department of the Silesian University of Technology in Gliwice.

For several years, the company has been organising competitions for children, such as art or photography contests, thanks to which it is possible to learn more about the profile of PWiK Rybnik activities. During the pandemic, i.e., from 2020 until the present day, the company offers young residents a mobile game about water "Wpław po skarb" [Swim Across for Treasure] with an environmental theme. A series of webinars - eco classes with pupils of primary schools in Rybnik entitled "Modern Challenge of Wastewater Treatment" was held, and in May 2021 the company took part in the Science Days organised by the City of Rybnik offering participants a webinar on wastewater treatment.



IMPROVING ACCESS TO HEALTHCARE

Junta de Freguesia de Olivais, Portugal

COMPANY OVERVIEW

Junta de Freguesia de Olivais is a Portuguese parish in the municipality of Lisbon, ensuring the development and participation in projects that meet the needs of citizens, and enhancing social sustainability, through the creation of civic, educational, social, and cultural activities.

DESCRIPTION OF THE PRACTICE

The Social Intervention Service is an important resource of the JFO in responding to local social problems. During the COVID-19 pandemic, the JFO chose to provide assistance primarily to the seniors, students and unemployed population, because it considered them as the three fringes of the most vulnerable population, on whom the repercussions of confinement were felt with greater weight.

During the COVID crisis, with the initiative “Take care of your health”, JPO offered access to medication to the elderly, including delivery of home medication. Support was also set up for the collection of medication in local pharmacies (or hospital pharmacies) and subsequent delivery at home to the elderly or patients at risk without family support, who presented difficulties or impediments to travel. This support was also set up for the collection of medication in local pharmacies (or hospital pharmacies) and subsequent delivery at home to the elderly or patients at risk without family support, who presented difficulties or impediments to travel.



SUPPORT MEASURES FOR HOUSING

Groupe SERL, France

COMPANY OVERVIEW

Based in Lyon, the SERL group is a semi-public limited company working in two major areas of activity: planning and construction. It works for local authorities, public institutions, and private organisations. Driven by public interest, it has been actively involved for more than 60 years in the development of the Lyon conurbation and the region.

This was made possible, because at all times of the crisis, Groupe SERL continued its operation, in immediately switching most of its 80 employees to teleworking, thanks to an IT infrastructure allowing this and a practice of teleworking installed since 2017 within the company (1/4 of employees before the crisis). This organisation made it possible to ensure this continuity of service, including on the premises of the SERL (about ten employees present daily). These financial and organisational measures have contributed to maintaining the activity and resilience of our partner ecosystem.

DESCRIPTION OF THE PRACTICE

SERL@immo, a subsidiary of the SERL Group, manages a real estate portfolio hosting 124 companies. The various lockdowns, and their consequences have weighed and are still weighing on enterprises. During the crisis, the SERL helped 91 tenants, out of the 124 accommodated: an overall effort of nearly €900,000 in rent and service charge exemptions over the 2020-2021 period.



COLLABORATIVE LOCAL CARSHARING PLATFORM IN RURAL AREA

CILIOPEE, France

COMPANY OVERVIEW

The CILIOPEE initiatives, located in Agen, has a social vocation but remains a private company that fulfils a mission of general interest. The CILIOPEE initiatives brings together companies and associations working in the field of housing. The branches provide a better understanding of social and age disparities in housing sector. CILIOPEE is a subsidiary of the Action Logement Group, the leading national player with more than one million homes in France.

Led by the Cilinnov association, Ciligo has been tested in Lot-et-Garonne area since March 2019 in collaboration with the MEDEF and the CCI 47. The platform, open to citizens and employers, makes it possible to reduce the environmental footprint of companies with a reduction in emissions of CO2 and to promote social and territorial cohesion. CILIOPEE worked from the start with its partners to integrate Ciligo into their CSR strategy.

DESCRIPTION OF THE PRACTICE

Ciligo is the first collaborative local carsharing platform created in rural area. Ciligo's objective is to promote eco-responsible citizen behaviour as a priority in the home-office transport, particularly in rural areas without adapted public transport services, as well as in the field of solidarity for the most modest employees.



ALLOTMENT OF SPACE FOR ACTIVITIES OF GENERAL INTEREST

Plaine Commune Développement, France

COMPANY OVERVIEW

Plaine Commune Développement (PCD) consists of a local semi-public company (société d'économie mixte) and a 100% public owned company (société publique locale). PCD carries out urban development projects in the district of "Plaine Commune", an area in the Greater Paris Metropolis that includes nine municipalities and more than 400,000 inhabitants.

Furthermore, as part of the 'Charte Grand Projet' created by Plaine Commune, the company inserts a clause in the disposals obliging the buyers to allow at least 25% of the amount of the work contracts greater than €15 million to benefit the companies of the territory. Plaine Commune provides an allotment allowing local companies to apply for its calls for tenders and reserves lots allowing local ESS companies to respond.

DESCRIPTION OF THE PRACTICE

Plaine Commune Développement makes its spaces and buildings available to different associations, enabling them to carry out activities of general interest, social or cultural. It made buildings available to an emergency association in Aubervilliers, thus enabling it to set up a temporary structure providing accommodation for 60 people and entrusted landscapers in Stains with a contract to carry out educational projects, prefiguring the future development with residents and secondary school students.



RAISING AWARENESS ON HARMFUL BEHAVIOURS

AFPAR Société Publique Locale, France

COMPANY OVERVIEW

The Local Public Company AFPAR (Assistance à la Formation Professionnelle des Adultes à la Réunion) has been contributing to the development of continuing vocational training for more than 50 years in Reunion. Its primary role is to support professional retraining and to enable the strengthening of the employability of job seekers.

Although the fight against violence against women is not yet a legal obligation, AFPAR is determined to institutionalise it in internal documents such as its agreements on professional equality between women and men negotiated with the Representative Bodies of the Staff. AFPAR decided to place on the company intranet a directory of all local associations which are mobilising in this field. All AFPAR staff must be able to direct victims to find help within and outside the company.

DESCRIPTION OF THE PRACTICE

AFPAR staff is involved not only in its mission of offering professional training. AFPAR promotes societal goals for removing the obstacles to the development of professional skills.

One campaign was organised on the occasion of the international day of alcohol syndrome, which reminds a large public that alcohol even in moderate doses, is a formidable toxic teratogen for the brain development.



WORK-LIFE BALANCE PROGRAMMES

Administração dos Portos de Sines e do Algarve, S.A., Portugal

COMPANY OVERVIEW

Administração dos Portos de Sines e do Algarve (APS) is the company responsible for the management of the ports of Sines, Faro and Portimão, thus assuring economic exploitation, maintenance and development, aiming at fulfilling the port authority responsibilities endowed to the company. Due to its modern specialized terminals, the port is able to handle different types of cargoes. The Algarve Ports, Faro and Portimão, is especially endowed for regional development, contributing to the enhancement of the Algarve's economy, tourism with cruise vessels.

The scope of the APS APOIA Programme was also deepened, through holding Webinars related to the areas of "Self-motivation strategies in times of contingency", "Mindfulness for special times" and "Emotional Health Kit for families", which are still being held and which all workers and families can watch and interact with online.

APS also disclosed free activities provided by an external company, online and offline, with a programme aimed at children, particularly classic games, with a touch of modernity, stimulating logical reasoning and manual skills, which are also designated to promote a family moment.

DESCRIPTION OF THE PRACTICE

APS responded immediately to the demands of work-life balance, exacerbated by the pandemic situation, allowing the conciliation of work, family, and personal life, without compromising the company's business and without compromising family responsibilities.



CORPORATE DIGITAL RESPONSIBILITY

Gruppo HERA, Italy

COMPANY OVERVIEW

The Hera Group is one of the major multi-utility companies in Italy: it offers the sustainable management of several public services to 4.4 million citizens in 349 municipalities spread over 5 Italian regions (Emilia Romagna, Veneto, Friuli Venezia Giulia, Marche, and Tuscany), where around 4.4 million citizens live.

DESCRIPTION OF THE PRACTICE

In 2020 the Group initiated an internal reflection on the concept of Corporate Digital Responsibility, wondering what variation it may have with respect to the Group's activities and what approach to adopt accordingly. Corporate Digital Responsibility is a unified analysis framework to address sustainability and digitalisation in a coherent and complementary way.

The four dimensions of Corporate Digital Responsibility for the Hera Group includes the company's relationship with people and society, the connection between digital technologies and the environment, responsible management of the economic impacts of digital technologies, and responsible creation of technologies.

The introduction of the new framework within the Group has the main objective of reporting, that is to analyse and describe in the sustainability report how the digital innovation projects and activities already started and/or concluded respond to the four dimensions, and what their impacts on them are.

SUSTAINABLE PROPERTY MANAGEMENT

Förvaltnings AB GöteborgsLokaler, Sweden

COMPANY OVERVIEW

GöteborgsLokaler is a real estate company focusing on commercial real estate and place making at local marketplaces within Gothenburg. The company owns commercial real estate situated around 25 city squares in Gothenburg. GöteborgsLokaler is owned by the City of Gothenburg, with approximately one out of four citizens in Gothenburg living in housing owned by this group.

The company is working intensively to reduce the climate impact from energy use and district heating landed in 2020 at 7.4 per cent lower than the target, whilst the eco labelled property electricity decreased by 2.7 per cent.

Furthermore, GöteborgsLokaler supports start-ups by offering premises with the opportunity to try out their business operations. Here they contribute by being actively present on site helping the tenants to develop their business in everything from signage, marketing, and joint campaigns.

DESCRIPTION OF THE PRACTICE

In order to secure the strategic work to reduce the company's climate impact GöteborgsLokaler has evaluated its work based on the United Nations' global goals for sustainable development.

Sustainable Property Management concretises goals in areas such as Energy consumption, Waste, Indoor environment, Sustainable transportation, Environmental impact from construction and renovation, Environmental dialogue and Circularity and recycling in line with the City of Gothenburg's new environmental programme and waste plans for 2021-2030.



PROMOTING CARBON-FREE URBAN MOBILITY

SAEMES, France

COMPANY OVERVIEW

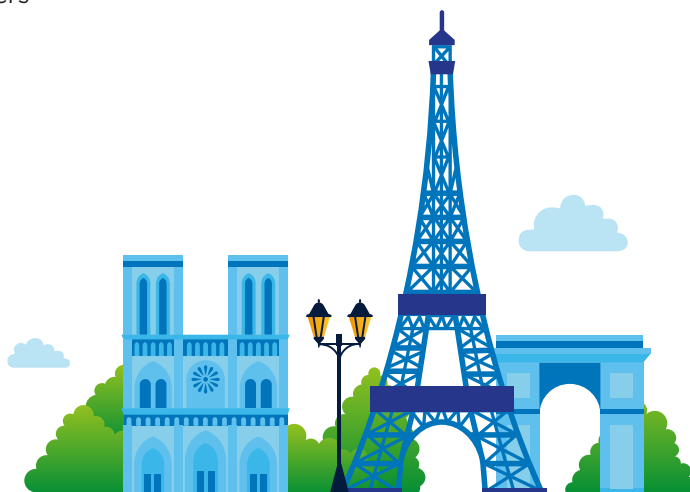
Created in 1979, Saemes (for Société Anonyme d'Économie Mixte d'Exploitation du Stationnement de la Ville de Paris) has been in the parking business for nearly 40 years. With 240 employees and € 43,3 M revenue in 2020, SAEMES is the 2nd largest car park operator in "Ile-de-France" (Great Paris Region). Their business is threefold: operation of leased car parks (public and residential), design, construction, and modernisation of car parks and consulting.

DESCRIPTION OF THE PRACTICE

The continuation of SAEMES actions in favour of ecological transition and support of their customers request for carbon-free urban mobility is a key objective.

Electric vehicles are welcome in Saemes infrastructures, for individuals such as company fleets. Already, amongst the 100 charging points (from 3 to 22 kVA) installed in their car parks, 66 are connected and chargeable and this figure will increase to more than 1,000 by the end of end of 2022.

On 30 May, 2020, Saemes also started marketing the Vélostation Gare de Lyon, with a capacity of 198 arches. Thus, the number of SAEMES bicycle subscribers doubled in 2020. Twenty-nine of their car parking facilities now offer 800 dedicated spaces for bikes, and SAEMES aims to develop services for bicycle reparations.



DISCLOSURE OF SUSTAINABILITY DATA



INTEGRAL SUSTAINABILITY APPROACH

Gelsenwasser AG, Germany

COMPANY OVERVIEW

Gelsenwasser is an infrastructure and utility company that supplies water, gas and electricity and sewage disposal to residents in Germany. In 2020, Gelsenwasser had 1,595 employees and a turnover of 1,712.3 million Euro.

Gelsenwasser has identified a total of 23 strategic goals for these fields of action, which are substantiated by 55 operational goals. The goals previously pursued in the environmental programme are integrated, and key figures are defined for a large part. In this way, they can continuously check whether the goals are being achieved over the next few years.

DESCRIPTION OF THE PRACTICE

Building on their sustainability mission statement and environmental policy, Gelsenwasser decided in 2020 to centralize their activities and commitments in the context of sustainability, and to review them regularly. As part of the CSR report, they have determined the non-financial topics in business activities, within the supply chain and with customers. They have now reviewed this process against the background of the integral sustainability approach.

When developing their strategy, Gelsenwasser followed the 17 Sustainable Development Goals (SDG) of the United Nations, which stand for social, economic, and ecological development, the three pillars of sustainability. They first "broke down" the SDGs from the very global context to the regional, Gelsenwasser-specific context. As a result, over 40 goals were defined that address 11 of the 17 SDGs and thus cover a good range of the three sustainability pillars.



SUSTAINABILITY ACTION PLAN FOR 2030 AGENDA

GORENT S.p.A., Italy

COMPANY OVERVIEW

GORENT SPA was founded in 2002 in Florence: it is the first company to offer a vehicle rental service for waste collection and urban hygiene. Over the years, it has also integrated the sale and purchase of end-of-fleet second-hand vehicles, assistance, and the geo-referencing of vehicles to the rental service. Today it is a partner of the major public and private companies in the sector, to which it offers flexible support and ad hoc solutions.

In September 2021, during the participation in the international fair ECOMONDO, the new sustainability report of GORENT was published. The report was prepared in line with the reporting principles "Global Reporting Initiative Sustainability Reporting Standards", developed by the GRI - Global Reporting Initiative - defined in 2016 and in subsequent additions.

DESCRIPTION OF THE PRACTICE

Since 2020, a new strategy has been implemented, which has expanded GORENT's commitment: Ethics and Sustainability Supply Chain, Governance, Risk Management and Community Contribution are now amongst the guiding principles, together with Environment, Economy and People.

In line with the objectives of the 2030 Agenda, GORENT undertakes to implement its Action Plan with a systemic approach capable of ensuring an effective management of its resources also in the light of progress, promoting the development of the three Environmental, Economic and Social dimensions, aware of the fundamental importance of a well-considered growth, such as to balance the business interest with that of the community.



MATRIX OF SOCIO-HOUSING RISK

**GEBALIS, Gestão do Arrendamento da Habitação Municipal de Lisboa,
E.M.,S.A.,Portugal**

COMPANY OVERVIEW

GEBALIS, E.M., S.A. is a municipally owned enterprise with public liability, in the field of social housing. The enterprise is responsible for 23.500 houses and 730 stores spread across 66 neighbourhoods. It has 217 employees, from a wide range of professions. Its mission is to “ensure the quality of life, social integration and autonomy of the residents, making neighbourhoods within the scope of its responsibility, sustainable units in the social, patrimonial and financial areas, whilst promoting a strong sense of belonging”.

DESCRIPTION OF THE PRACTICE

As a result of their participation in the Radar project and the introduction of the Matrix of Socio-Housing Risk, they have built a database on families and individuals in vulnerable situations (especially the elderly) which enables better monitoring and referral to other social responses when necessary.

Through the SDG Manager Platform, they identified the “State of the Art” of the company regarding its contribution to the implementation of the 17 SDGs referring to the 2030 Agenda. After the diagnosis they identified the 3 SDGs and respective benchmarks where GEBALIS wants to have greater impact: Benchmark 1 - Ensure access to decent, inclusive, sustainable, and adequate housing, understood in the broad sense of habitat, leaving no one behind (SDG 11). Benchmark 2 - Reduce GHG (Greenhouse Gas) emissions resulting from the company's activity, based on scientific assessment, in accordance with national strategies and planning related to climate change combat (SDG13). Benchmark 3 - Prevent acts of corruption and related offenses (SDG 16). GEBALIS has an anti-corruption plan and related infractions, and an annual report is produced highlighting the measures to prevent acts of corruption.



SOCIAL AND ENVIRONMENTAL IMPACT STUDY

SIC – Société immobilière de Nouvelle-Calédonie, France

COMPANY OVERVIEW

As a builder, lessor and developer, the Real estate company of New Caledonia (SIC) manages a housing stock of nearly 11 000 housing units and houses more than 15% of New Caledonia's population. SIC aims to contribute to social cohesion and the fight against inequality and exclusion, to respond to the diversity of public housing and homeownership needs, and to support the public policies of sustainable development of the territories.

The methodology includes establishing a reference framework (logical framework and review or validation process) and indicators monitoring system to measure and monitor over time at regular intervals the impacts of the actions of the SIC. Also, this will feed the previously defined monitoring indicators and analyse their evolution over the last 10 years. This step will be carried out with the support of the SIC teams based on a complete database and anonymised document produced by the SIC concerning its assets and its customers.

DESCRIPTION OF THE PRACTICE

To go further in measuring its impacts, SIC decided in 2021 to conduct a social and environmental impact study which received financial support from the French development agency. The rendering of this study is scheduled for February 2022 and will be the subject of presentations to various stakeholders.



SOCIAL SUSTAINABILITY INNOVATION

Uppsalahem AB, Sweden

COMPANY OVERVIEW

Uppsalahem AB is the public housing company in Uppsala, Sweden's fourth largest city. Uppsalahem was founded in 1946 and has since then developed more than 20,000 apartments. Today the company owns and manages 16,731 apartments. In 2017, the number of employees was 265, with a turnover of € 120 million. With their long-term and goal-oriented management, they create safe and wonderful environments where many want to live.

DESCRIPTION OF THE PRACTICE

Uppsalahem together with the municipality of Uppsala was one of four pilot customers in KommunInvest's pilot for a new product called loan for social sustainability. The loan is aimed at connecting social sustainability with economic factors and a transparent follow up.

Uppsalahem was granted a loan of approximately 255 MSEK for the renovation in the neighbourhood of Eriksberg, in combination with the use of Eriksbergsmodellen, a way of working in the renovation projects where tenants are allowed a greater influence and can make more decisions regarding renovation. The model was designed to make it possible for tenants to affect the rent of the apartment after renovation.

Uppsalahem is also one of the partners in a project that has received funding from Sweden's innovation agency Vinnova for "Count on sustainability" where the goal is to find ways to calculate the economic benefits of efforts aimed at increasing social sustainability. Together with the municipality of Uppsala several indicators were chosen for the follow up of the loan for social sustainability showing the mutual goal of the municipality and Uppsalahem in the renovation projects. Uppsalahem has reported in accordance with the Global Reporting International standards to ensure transparent reporting.



MATERIALITY, TRANSPARENCY, AND STAKEHOLDER PERSPECTIVE

Fastighets AB Förvaltaren, Sweden

COMPANY OVERVIEW

Fastighets AB Förvaltaren's mission as a non-profit company is to create societal benefits and long-term sustainable development for the city of Sundbyberg. They create neighbourhoods where people thrive, feel proud and want to live. They own, build, develop and manage their properties and neighbourhoods in dialogue with their tenants in a long-term and responsible way. As a public housing company owned by the Municipality of Sundbyberg, Förvaltaren follows a set of directives decided in the municipal council.

DESCRIPTION OF THE PRACTICE

As a public housing company, it is especially important for Förvaltaren to collect and disclose their operations in a credible, transparent, and comprehensive way. They report their impact in accordance with the Global Reporting Initiative standards.

Through the work with the sustainability report, Förvaltaren collects, compiles and disclose its environmental and social impact. Förvaltaren continuously work to develop its sustainability disclosure in accordance with the latest developments within the area.

Förvaltaren's Annual and Sustainability Report is prepared with the aim of reflecting its business operations. To limit the content to a manageable and relevant level, they have applied the principles of materiality, transparency, and stakeholder perspective. The 2020 report included the "core" level of disclosure, describing their important sustainability issues, such as ethics and integrity, governance, stakeholder engagement, reporting practices including environmental disclosure and social impact.



GENDER DISAGGREGATED DATA FOR MOBILITY

Empresa Municipal de Mobilidade e Estacionamento de Lisboa, E.M. S.A. ,Portugal

COMPANY OVERVIEW

Empresa Municipal de Mobilidade e Estacionamento de Lisboa, E.M. S.A. is the Lisbon Mobility and Parking Municipal Company whose main mission is managing the concession of public parking in the Lisbon Municipality. Parking is integrated into the global mobility and accessibilities system defined by the Lisbon City Council. EMEL's activities cover the most important areas of the city of Lisbon, managing 74.000 on-street parking places, 2.200 parking meters and 33 off- street parking facilities with 5.800 parking spaces.

DESCRIPTION OF THE PRACTICE

EMEL is developing a system of collecting and analysing data on a wide range of sustainability related factors, including greenhouse gas emissions, and supply and demand performance (in parking and use of bicycle), for guiding the sustainability-related initiatives and improve the overall resource efficiency.

EMEL is working closely with citizens seeking to gather gender-disaggregated data to better understand the challenge and help reduce the gender gap in cycling, specifically in GIRA – Lisbon Public Bicycle Sharing System.

This consists of the co-creation of an action plan to identify solutions that can effectively contribute to a more equal access to GIRA by women and overall reduce the gender gap currently observed. To contribute to improving cycle infrastructure, EMEL is installing 34 bicycle counting sensors, which will collect information on the number of cyclists crossing the bike lanes in real time. The information collected will support the planning and definition of future locations for the Lisbon Public Bicycle Sharing System stations.



SUSTAINABILITY INTEGRATED REPORT

Ambiente Servizi S.p.A., Italy

COMPANY OVERVIEW

Ambiente Servizi is a state-owned company which includes 24 partner municipalities, offering urban waste management modern services, pursuing the economic and environmental efficiency principles through a constant innovation of their operating methods. Ambiente Servizi controls the following companies: Eco Sinergie – waste sorting and treatment plant – and MTF – a company carrying out environmental health hygiene services in Lignano Sabbiadoro.

DESCRIPTION OF THE PRACTICE

The "Integrated Report" by Ambiente Servizi is the tool inspired by Global Reporting International (GRI) standards through which the company publicly communicates its activities every year and on a voluntary basis, covering not only financial and accounting aspects, but also including social and environmental policies.

The document is the result of a process by which the company reports on the choices, activities, results, and use of resources to allow citizens and different stakeholders to learn more about daily management behaviours and the impact at an economic, social, and environmental level.

In 2019 the Company also completed the Circular Economy project which is based on the use of biomethane obtained from organic waste collected in the area: the distribution plant was inaugurated in June, whilst all the tenders for the purchase of the last vehicles powered by biomethane were carried out. For the future, the goal is to further improve the quality of the collections. The new system for collecting differentiated glass has already been presented.



INTERNATIONAL INTEGRATED REPORTING COUNCIL STANDARDS

HEAG Holding SA, Germany

COMPANY OVERVIEW

HEAG Holding AG – Beteiligungsmanagement der Wissenschaftsstadt Darmstadt (HEAG) is the strategic management holding company for the companies in the Darmstadt-based HEAG Group. In addition, HEAG Holding AG is the investment management of the science city Darmstadt, and the central adviser of the city of Darmstadt in all economic matters of the city economy. The fields of activities include energy and water, real estate, mobility, culture, telecommunications, and finance.

DESCRIPTION OF THE PRACTICE

HEAG has complied with the German Sustainability Code since 2012. In 2015, HEAG began to set up integrated corporate management and reporting, in which the annual report is prepared according to the framework of the International Integrated Reporting Council (IIRC). The IIRC is a global coalition of regulators, investors, companies, standard-setters, auditors, universities, and non-governmental organisations.

The integrated reporting links information about the financial and non-financial performance of a company. It presents the strategy and the added value comprehensively. At the same time, it increases transparency and enables opportunities for synergies to be identified. This effectively supports targeted, sustainable corporate development. The Integrated Report basically serves the interests of all stakeholders.

The report therefore contains both financial and non-financial information that is suitable for explaining HEAG's value-added process and from which management impulses can be derived. Six types of capital are proposed for categorising resources: financial capital, production capital, intellectual capital, human capital, social or network capital and natural capital. The types of capital are increased, decreased, or otherwise changed because of the value creation process. Investing in employee training, for example, converts financial capital into human capital.

THE 19 ORGANISATIONS AWARDED WITH THE SGI EUROPE CSR LABEL 2022

Administração do Porto de Sines, S.A.	Portugal	Port administration
AFPAR Société Publique Locale	France	Professional and vocational training
Ambiente Servizi S.p.A.	Italy	Waste Management
CILIOPEE	France	Housing
EMEL - Empresa Municipal de Mobilidade e Estacionamento de Lisboa, E.M., S.A.	Portugal	Mobility and transport
Fastighets AB Förvaltaren	Sweden	Housing
Förvaltnings AB GöteborgsLokaler	Sweden	Housing
GEBALIS, Gestão do Arrendamento da Habitação Municipal de Lisboa, E.M.,S.A.	Portugal	Housing
Gelsenwasser AG	Germany	Water and wastewater management
GORENT S.p.A.	Italy	Vehicle rental and urban hygiene
Gruppo HERA	Italy	Utilities (gas, water, energy, and waste)
Groupe SERL	France	Urban development
HEAG Holding AG	Germany	Utilities (energy, water), Housing, Mobility
Junta de Freguesia de Olivais	Portugal	Local public administration
PWiK Rybnik	Poland	Wastewater Management
Plaine Commune Développement	France	Urban development
SEMAES	France	Mobility
SIC - Société immobilière de Nouvelle-Calédonie	France	Housing
Uppsalahem AB	Sweden	Housing

NOTES

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



*Employers entrusted to deliver
Sustainability Growth Innovation*

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