Provision of and access to training to support innovation:  
*The role of social partners and collective bargaining*

Skills, Innovation and Training project  
11/12/2020  
Tarragona
Shareholding and management

51% 49%

PUBLIC AUDITING
UCE (economic auditing)

President  Chief advisor
Vice President  3 members

ETHICS AND COMPLIANCE COMITTEE

CEO

TECHNICAL ASSISTANCE
Integrated management system

- ISO 17025
- ISO 17020
- ISO 9001
- ISO 14001
- ISO 22000
- ISO 50001
- OHSAS 18001
- ISO 14064
- GRI - Reporting
2020. One of the most difficult years
Among the many lessons learned...

Our new normal is a more

Volatile
Uncertain
Complex
Ambiguous

...scenario
Among the many lessons learned:

To deal with it we need

- Vision
- Understanding
- Clarity
- Agility
Water cycle management is a universal primary necessity service to our society.

Even a pandemic cannot become an excuse to interrupt water distribution and sanitation service.

Especially regarding people at risk of social exclusion. Nobody left behind!
In Ematsa we believe that innovation requires motivation and proactivity.

“They say: “Knowledge and Experience add up but Attitude multiplies”

We need persistence, team work, trust, understanding and praise.

Since long ago we measure our continuous improvement and we foster making new questions and rethinking old habits.

Innovation is closer when we imagine the future being more flexible, creative and disruptive.
Everybody is involved. Any of us can have a good idea at any moment.

We just have to set the right atmosphere to make sure that when this good idea appears it finds its way to be properly analyzed and, if this is the case, turn it into a project.

This happened with Risk Alert System (RAS). It appeared as an idea of two members of the staff in 2016 and it became a project in 2018. Today it is still evolving.
There is more to innovation than technology.

- Technology is a tool.
- Innovation is a purpose.
- Sustainability is a goal.
In Ematsa we support **innovation** on 4 pillars:

- A 4 people **Innovation Working Team (IWT)** in which the CEO participates and is directly involved.

- Every area manager (water distribution, comercial/customers, sewage and waste water treatment, laboratory...) appoints an **innovation coordinator** who leads the innovation activity related to the process/es.

- Ematsa’s private partner (SUEZ-AGBAR) is constantly doing **research** and **technological surveillance**. The outcomes of this activity are regularly shared with Ematsa and this a very useful input to our innovation process. Often interesting collaboration opportunities come up.

- The IWT programes **meetings with all staff members.** (2 session meetings).
In Ematsa we also believe that innovation is not only an internal matter. Innovation involves also collaboration:

- **OPLITE/SINCRO** - (National project with partners to develop an optical sensor to measure biofilm inside water distribution pipes).

- **SENSAR SARS-CoV-2 Surveillance** in sewage - Wastewater based epidemiology. (SUEZ - Health Authority).

- **SENECA 2020** - (International Call). A project to build Resilient Living Labs in cities where climate change can became a threat to its population or its architectural monumental heritage.
In Ematsa we also believe that innovation is not only an internal matter. Innovation involves also collaboration:

- **ENAIGUA.** Power generation from water turbines which use the force of water going down slope.

- **Hydrogen generation** from regenerated water electrolysis powered by biogas (secondary product from the waste water treatment process).

- **Sewage overflows control (CVM).**
4 innovation lines

**BE@**
- GENO 2020/21
- FRESC 2020/21
- QMODEL 2021
- TAST 2021
- GERRA 2020/21
- OPLITE-SINCRO 20/23

**ECO**
- NEREUS 2019/20
- CVM 2020/23
- SENSAR-WBE 2020/23
- MICROPLASTIC 2021
- ENAIGUA 2020/22

**iWATER**
- RAPs 2020/21
- NEURONET 2021/23
- SENSOREM 2022
- RAS 2018/21

**RESILIÈNCIA**
- CONCERTO-II 20/21
- E-SEGUR 2019/22
- LIVINGLABS 2021/23
CRS Reporting following GRI Standards

RESPONSABILITAT SOCIAL CORPORATIVA 2019
Thank you very much.

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