



solví

Solutions for life

Annual Report

2013

based on 2012



solví

Solutions for life

Annual Report

2013

based on 2012





—
Battre – Metropolitan
Landfill – Salvador, BA



—
Termoverde – Landfill
Gas-Powered
Thermoelectric Power
Plant – Salvador, BA



—
GPO – Cristalândia Dam
– Brumado, BA



—
GPO – Cristalândia Dam
– Brumado, BA



—
Waste collection
operation – São Paulo, SP

—
Workers from São Gabriel
Saneamento, Rio Grande
do Sul

—
Inova – Clean Carnival
Operation – São Paulo, SP

1. Our Message 4

2. The Solví Group 6

Being Solví	6
Managerial Structure	8
Services	11
Map of Operations	12
Timeline	14
Profile of Employees	16
Programs and Awards	17

3. Corporative Governance: Strategy and Management 18

The Constant Progress of the Solví Group	18
Principles and Instruments Adopted by the Corporative Governance of the Solví Group	19

4. Sustainable Performance 22

Contributions to Sustainable Development	24
Incorporation of Social Responsibility Principles	30
Economic Performance	38

5. Business Areas: High Points 2012 40

Solví Public Waste	42
Solví Private Waste	46
Solví Sanitation	52
Solví Energy Valorization	54
Solví Engineering	56

6. About the Report 58

7. GRI Index and Global Compact Index, ISO 26000 60

Contacts	64
----------	----

Our Message

The Scenario

Intense discussions about sustainability were promoted in 2012. In the first half of the year, the work developed for the United Nations Conference on Sustainable Development, or Rio+20, showed that it was necessary to strengthen the global governance to enable more consistent progress in this agenda worldwide. Much has been achieved, but it is clear that there is still a long way to go, at a global level. In Brazil, the Sustainable Development Indicators (IDS) of IBGE show increased access to networks of water distribution and sewage treatment and waste collection services. However, there is still a huge area to be developed, that can promote positive impacts on both social and environmental aspects. With the economic perspective of increased investments in the country, expanding opportunities of sustainable business, we believe that this gap can and should be fulfilled. Comprised of companies of operational excellence in engineering developments of Solutions for Life, the Solví Group is prepared to fulfill these challenges, because, throughout our history, we've generated, accumulated and shared knowledge to provide innovation in sanitation, energy generation and valorization, infrastructure and waste collection, handling and disposal, keeping a clear and strong focus on sustainability.

In these next years, with our support to the new Expedition of Schurmann Family, we expect to show society that it is possible to prosper economically, in harmony with the environment, preserving and exalting it. We will provide the Expedition members all sustainable technological solutions that will make it an example to the world.

The Solví Scenario

At the corporate level, we've created our Solví Entrepreneurship Model (MES), a methodology that establishes guidelines to leaders of the Solví Group within our Corporate Governance model. MES, whose consolidation is one of the main challenges in 2013, is a precious management tool to strengthen the culture of entrepreneurship and excellence in our companies. As an integral part of our Corporate Governance, the Risk Management was also in perspective in 2012: supported by Deloitte Consulting, the Group's companies produced their Risk Maps, a deep process of data analysis that allowed us to restructure our policies to guide the operations in each front involved in the theme, and that ended up in the Group's Risk Management macro policy.

“

We expect to show society that it is possible to prosper economically, in harmony with the environment, preserving and exalting it.

”

Business consolidation and expansion

Regarding the development of our businesses, we've had important progress. The area of Public Waste has given relevant steps towards its international expansion, while the Engineering area has become a reference in its sector by operating in new markets and achieving results that show it is in the right direction. In Manaus, AM, our restructuring realigned our sanitation businesses: Águas do Amazonas replaced Manaus Ambiental and renewed the concession agreement to manage the water distribution and sewage treatment services in Manaus for the next 33 years. Our operation in this area has also been strengthened with the creation of São Gabriel Saneamento, which will take our quality services to the population of São Gabriel, RS. Solví Valorização Energética has consolidated its operation with better energy generation at Termoverde Salvador and formalized the partnership with Vega for the implementation of new projects that replicate its business model at the other landfills of the Group.

Innovation

We innovate for the development of sustainability and perpetuation of our legacy. Inspired by this thought, both Inova and Loga have performed excellent work in the development and application of new technologies in public cleanliness of the City of São Paulo, following the "Clean City" model. In this sense, we gave an important step: the signed a 30-year PPP contract in the City of São Bernardo do Campo, SP, which consolidates our full model of operation, including everything that represents the "Clean City" model, as well as waste valorization and treatment, with the development of innovate technology for energy generation. In the area of Private Waste, we inaugurated Organosolví, which is the largest plant of organic fertilizer in the country, transforming waste into high quality fertilizer. In addition, we innovate with Revitalamp, a business model that consolidates our efforts to deliver sustainable solutions for life.

“

Assuming short-term challenges that can be fulfilled in 2013 and that contribute to achieving our vision of the future is an important attitude.

”

Future directions

We know that essential transformations occur step by step and carefully, but we also understand that decisive boost is required to make them happen. Assuming short-term challenges that can be fulfilled in 2013 and that contribute to achieving our vision of the future is an important attitude in this sense. We have a direction for our future and we work firmly to achieve it, generating revenue sustainably and delivering value to clients, suppliers, employees and the society as a whole. This direction is expressed in the 2020 Solví document, which was jointly created by our employees in 2009, and its renewal is ensured in the Atibaia Commitment Letter, written by all leaders of business areas, in our last annual meeting, to indicate the aspects we want to keep, the aspects we want to evolve and what we want to build as our Group's legacy.

We, at the Solví Group, are aware that we are environmental agents, in charge of taking care of the place we live in. We dream of a society where everyone is an environmental agent, and, for this reason, we behave as educators in the communities where we are inserted in. This way, as the actions described in this report indicate, we practice sustainability, working in partnership for the good of the planet, delivering Solutions for Life.

Carlos Leal Villa

The Solví Group

Solví is a group of engineering companies that provide Solutions for Life, with recognized skills and that operate in five business areas: Public Waste, Private Waste, Sanitation, Energy Valorization and Engineering. The Group has operations in more than 150 cities in different Brazilian states, 16 cities in Peru and one city in Bolivia. Thus, it has a structure with more than 22,000 employees.

In this context, Solví Participações S.A. is a pure holding company, with strategic and institutional function, and offering support to businesses so that they can have decentralized operations, always aligned with the corporate principles and the organizational identity of the holding. Everything in agreement with the deliberations of the Solví Board, whose objective is to ensure performance, development and perpetuation of the Solví Group businesses as a whole.

Being Solví

Being a company of the Solví Group means having employees that act as business leaders, who work for the good in a sustainable manner, delivering Solutions for Life to the society, generating results for the organization and value to all its stakeholders.

MISSION

Offer solutions for waste treatment, sanitation, energy valorization and engineering, operating and managing concessions and contracts with public and private clients. Promote the development of our employees and communities, creating value to shareholders, clients, suppliers and the government, through sustainable growth and respect for the environment.

VALUES

Excellence, Innovation, Dynamism, Team, Social Responsibility, Partnership.

VISION

Be the best group of engineering companies that provide Solutions for Life and a reference in the provision of differentiated, integrated and innovative services.

MANAGEMENT PRINCIPLES

Harmonize the expectations of clients and users with the search for business results and development of our employees, through decentralized operations that are planned and controlled at corporate level.

Voluntary Commitments

Sustainability Network

In 2012, the Solví Group voluntarily adhered to two commitments: the Global Compact and ISO 26000. Both indicate master lines for the incorporation of concepts and practices that guide companies towards continuous improvement of their processes and practices. The main objective of such commitments is to intensify the generation of value to clients, shareholders, employees, suppliers, communities and the society in general through the development of sustainable businesses. After such adhesions, the Solví Group formalizes its commitment to act and disseminate these principles and practices at all their instances and spheres of influence. In 2013, the Social Responsibility Committees from each company will be in charge of ensuring the compliance of the Solví Group businesses with the guidelines of these international instruments.

Mechanical sweeper near St. Francis of Assisi Church, designed by Oscar Niemeyer – Pampulha, Belo Horizonte, MG

Essencis – Laboratory – Curitiba, PR



Loga – Transfer Facilities – São Paulo, SP

Battre – Transfer Facilities – Salvador, BA



Relations with the market and the organized society

The Solví Group actively participates in discussions and the development of policies that guide the various markets it operates through the participation in following associations and organizations of the society:

- The United Nations Global Compact
- Ethos Institute Business and Social Responsibility
- Brazilian Corporate Council for the Sustainable Development
- Trade Unions and Trade Associations

The Solví Group

Managerial Structure



Waste collection, transportation, treatment and valorization, energy generation, sanitation and construction are the main activities of the Solví Group.

The Solví Institute

The Solví Institute is responsible for promoting the socio-environmental entrepreneurship of companies that belong to the Solví Group and supporting the qualification of managers and employees for their operation as agents of change towards sustainable development. For this purpose, it keeps a network of Local Committees of Social Responsibility, comprised of members from various areas of each company. The Institute manages the social investment fund of the Solví Group, which is the monthly amount from the Group's associated companies and whose purpose is to fund their projects.



Voluntary Work Day – Jaguaré, SP



Raw water treatment station – São Gabriel, RS

Household waste collection – São Bernardo do Campo, SP



Revitalamp – Americana, SP

Bob Ambiental – Landfill – Belford Roxo, RJ



Center for Shared Services (CSS)

The CSS has an agile team, with experience in the best practices of process design, offering relevant information to provide competitive advantage to the companies of the Solví Group. Its main purpose is to promote the perfect integration of people, processes and platforms of information intelligence.

The Solví Group

—
Essencis – Landfill – Caieiras, SP
—
Construction of water supply system – Irerê, BA



—
Inova – Clean Carnival Operation – São Paulo, SP
—
Sewage treatment operation – Manaus, AM
—



—
Essencis – Metal recovery – Caieiras, SP
—

Services

Solví Resíduos (Waste)

Public Waste

- Sanitary Landfills
- Household Waste Collection
- Hospital Waste Collection
- Selective Waste Collection
- Special Cleaning
- Maintenance of Green Areas
- Transfer Facilities
- Health Waste Treatment
- Public Thoroughfare Cleaning
- Waste Valorization and Treatment Plant

Private Waste

- Landfills Classes I and II
- Industrial/Commercial Collection
- Composting
- Co-processing
- Management
- Incineration
- Reverse Manufacture
- Production of Organomineral Fertilizers
- Metal Recovery
- Remediation of Contaminated Areas
- Increase in Bulb Lifecycle
- Screening and Recycling

Solví Saneamento (Sanitation)

Water

- Raw Water Intake
- Treatment
- Storage
- Ducting
- Pumping Stations
- Distribution
- Drinking Water Quality Monitoring

Sewage

- Collection System
- Treatment
- Pumping Stations
- Disposal
- Waste Quality Monitoring

Commercial Management

- Hydrometer Reading
- Bill Print and Delivery
- Billing Actions
- Fraud Control
- Maintenance of Hydrometer Park
- Maintenance of Contact Information
- Customer Service

Solví Valorização Energética (Energy Valorization)

Carbon Credit

- Biogas
- Carbon Credit

Thermoelectric Power Plants

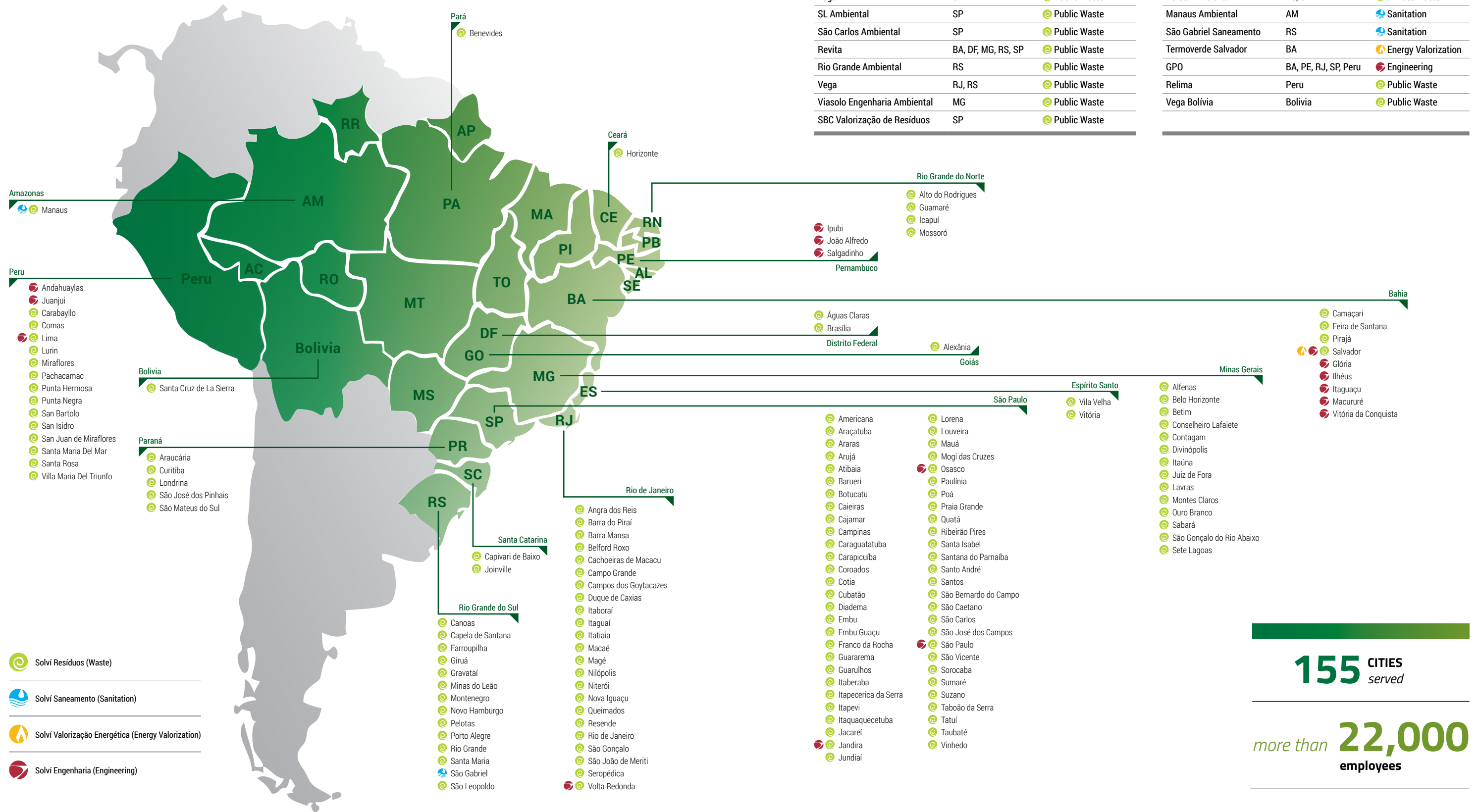
- Biogas-Powered Thermoelectric Power Plants
- Biomass-Powered Thermoelectric Power Plants

Solví Engenharia (Engineering)

- Civil Construction
- Infrastructure

The Solví Group

Map of Operations



COMPANY	STATE/COUNTRY	BUSINESS AREA
Abrantes Ambiental	BA	Public Waste
Alfenas Ambiental	MG	Public Waste
Bob Ambiental	RJ	Public Waste
Battre	BA	Public Waste
Companhia Riograndense de Valorização de Resíduos (CRVR)	RS	Public Waste
Farroupilha Ambiental	RS	Public Waste
Inova	SP	Public Waste
Loga	SP	Public Waste
SL Ambiental	SP	Public Waste
São Carlos Ambiental	SP	Public Waste
Revita	BA, DF, MG, RS, SP	Public Waste
Rio Grande Ambiental	RS	Public Waste
Vega	RJ, RS	Public Waste
Viasolo Engenharia Ambiental	MG	Public Waste
SBC Valorização de Resíduos	SP	Public Waste

COMPANY	STATE/COUNTRY	BUSINESS AREA
Essencis Soluções Ambientais	CE, MG, PR, RJ, RN, RS, SC, SP	Private Waste
GRI Gerenciamento de Resíduos Industriais	AM, BA, CE, DF, ES, GO, MG, PA, PR, RJ, RS, SC, SP	Private Waste
Organosolvi	SP	Private Waste
Revitalamp	SP	Private Waste
Koleta Ambiental	RJ, SP	Private Waste
Manaus Ambiental	AM	Sanitation
São Gabriel Saneamento	RS	Sanitation
Termoverde Salvador	BA	Energy Valorization
GPO	BA, PE, RJ, SP, Peru	Engineering
Relima	Peru	Public Waste
Vega Bolívia	Bolívia	Public Waste

- Amazonas**
 - Manaus
- Peru**
 - Andahuaylas
 - Juanjui
 - Carabayllo
 - Comas
 - Lima
 - Lurin
 - Miraflores
 - Pachacamac
 - Punta Hermosa
 - Punta Negra
 - San Bartolo
 - San Isidro
 - San Juan de Miraflores
 - Santa Maria Del Mar
 - Santa Rosa
 - Villa Maria Del Triunfo
- Bolívia**
 - Santa Cruz de La Sierra
- Paraná**
 - Araucária
 - Curitiba
 - Londrina
 - São José dos Pinhais
 - São Mateus do Sul

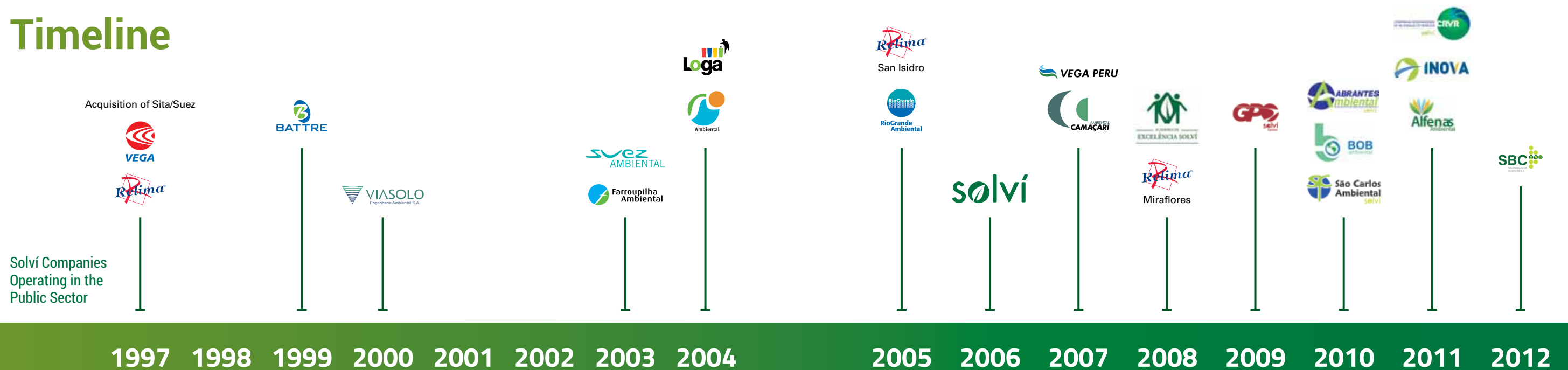
- Solví Resíduos (Waste)
- Solví Saneamento (Sanitation)
- Solví Valorização Energética (Energy Valorization)
- Solví Engenharia (Engineering)

155 CITIES served

more than **22,000** employees

The Solví Group

Timeline



Solví Companies Operating in the Private Sector

1997

This history of the Solví Group started in 1997, when Vega Engenharia Ambiental and Relima, companies created to offer public cleaning services, became part of Suez, a French-Belgian company operating in the area of Environment and Energy. Along the years, new companies were created or acquired, ensuring more comprehensive presence in different business units.

2003

It is a milestone in the Group's history: that's when Suez Ambiental was created, after its businesses in the areas of public and private waste and sanitation were merged.

2006

Another milestone: the Suez Ambiental Group promotes the sale of its shares in Brazil through buyout, which originated the Solví Group – and a new business area was created, focused on generation of renewable energy: Solví Valorização Energética (SVE).

2008

Creation of the Solví Excellence Academy, which acts as a corporate school for staff training and leadership development.

2009

Creation of the 2020 Solví document, which establishes the guidance for the Group's strategies and policies, which will enable Solví to become an organization that generates knowledge by 2020.

2010

Implementation of the Corporate Governance structure in the Solví Group.

2012

Creation and launch of the Solví Entrepreneurship Model (MES).
The activities performed by Vega Peru were transferred by GPO, which unified the engineering area of the Solví Group in Brazil and worldwide.

* In 2012, Águas do Amazonas (ADA) was renamed Manaus Ambiental

The Solví Group

Profile of Employees

“

When we have employees that are motivated, engaged, aligned with a common purpose and persistent, the environment is positive, the results are guaranteed and businesses prosper, it's so simple! Capital, technology or market don't make any difference, but people.

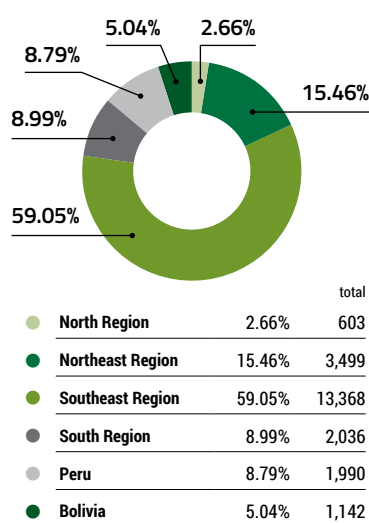
”

César Souza
Solví Council Member

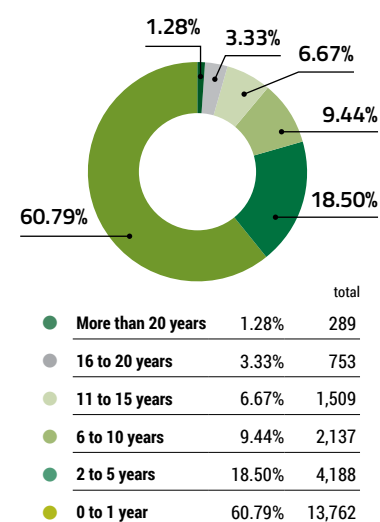
EMPLOYEES – 2012

Number of employees at the end of 2012	22,638
Number of interns	150
Number of underage apprentices	237

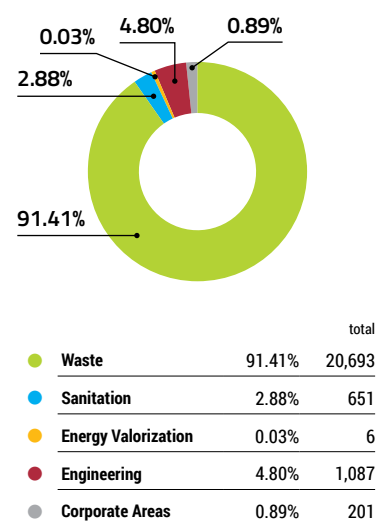
EMPLOYEES BY GEOGRAPHICAL REGION



EMPLOYEES BY EMPLOYMENT DURATION – 2012



EMPLOYEES BY BUSINESS DIVISION



BEHIND THE NUMBERS



Annual meeting of the Solví Group – Atibaia, SP

Past, present and future

In 2012, four professionals celebrated 40 years at the Solví Group during the Annual Meeting, in a moment of reflection on the Past, Present and Future. This mark of honor occurred during a talk that had the participation of representatives from several staff generations and that presented the main message that it is necessary to know and learn with our past to act in the present moment, building the bases for the future we want. Tadayuki Yoshimura (council member), Pedro Escudeiro (Loga), Norberto Vega (Vega) and Carlos Konishi (Inova) were named “masters” for the future generations of professionals and they showed why they are regarded like that: for their generosity to share their knowledge along the years of service at the Solví Group.

The Solví Group

Programs and Awards

EXCELLENCE ACADEMY

PROGRAMS	OBJECTIVE
Integrator	Promote integration and alignment with Solví's culture and values.
Intern	Develop potential young talents to occupy key positions at the Group's companies.
Trainee	Develop internal and external young talents to occupy leader positions in the operational and administrative areas.
Technical agents	Develop operational leaders to assertively conduct their teams.
Managerial agents	Develop potential leaders, supervisors and coordinators to fulfill business demands.
Leading	Boost managerial competences to turn managers into entrepreneurs.
Coaching	Increase the performance of managers.
PMI	Develop employees' skills related to project management and monitoring.
Growing	Develop an integrated view of the daily functional activities with the knowledge area of the Elementary/Middle/High Education and in the Spanish language course.
Successors	Contribute to the development process of executives, preparing substitutes and successors to fulfill the Group's growth demand.

Awards received, performance recognized

One of the country's four top companies in **innovation and quality management**, in the segment of specialized services, according to the “As melhores da Dinheiro 2012”, of IstoÉ Dinheiro magazine.

Most noted company in the area of **socio-environmental responsibility**, in the Water and Sanitation segment, of the 1st 360º Yearbook published by Época Negócios.

For the second consecutive time, the Center for Shared Services (CSC) of Solví was recognized with the Award of **Excellence** in Shared Services, now with the 1st place in Best News category.

The Engineering business area, represented by GPO, was awarded Top of **Quality Brazil**.

Essencis unit in Minas Gerais received the FNQ Award of **Quality** for the implementation of the National Quality Foundation parameters.

“

Transparency, commitment to innovation and constant support to business results of the Solví Group are part of the everyday life of the solid relationship with Oracle. Always providing the best practices that fulfill the company's needs is also in the DNA of Oracle, which, with superior information technology solutions, has increasingly valued the Solví Group's contribution to the market. We are really glad to be among the organization's partners, which reinforces our belief that we are on the right way, supporting the company's increasing expansion in the country.

”

Alexandre Torres
Director, Oracle

Corporate Governance: Strategy and Management

The constant evolution of the Solví Group

Started in 2007, the Corporate Governance of the Solví Group is based on the best practices of the market and the guidelines of the Brazilian Institute of Corporate Governance to ensure transparent and effective management, reflected on business longevity. For this reason, Corporate Governance is taken as a system of guidance and support to business strategy and policies that define the management practices of the Solví Group.

Today, this structure has, at the corporate level, the Solví Council, which has six members, five of them are independent members, and the CEO of the Group. This Council has the support of the New Investment and New Business Committee and the Risk and Audit Committee, which provide strategic input to deliberations of the Council.

According to the decentralized management model, the five business areas have their own Administration Council, which is comprised of internal and external members, supported by Local Risk and Audit Committees.

All these bodies – Solví Council, Risk and Audit Committee, Investment and New Business Committee,

Administration Councils and Local Risk and Audit Committees, as well as the Lead Entrepreneurs, in charge of the management and operationalization of the Solví companies, have preset responsibilities.

For this reason, in 2012, one of the main actions of the Solví Group to strengthen the decentralized management and actions according to responsibilities included the creation of the Solví Entrepreneurship Model (MES) (more details on page 20). Its objective is to encourage entrepreneurship in business leaders, strengthening their role as entrepreneurs that are capable to bring results to business and value to the society. MES internally reinforces the educational essence of leaders and encourages their examples, through personal conduct, of values that strengthen the organization's culture as a whole.

Since the implementation of the Corporate Governance structure, all Councils have been regularly assessed and follow a "Thematic Agenda", whose purpose is to ensure the companies are aligned with the Solví Group's strategies, policies and values.



The private initiative has a role of great responsibility in the development of logistics, infrastructure, telecommunications and sanitation in Brazil – areas that require high investments. We are co-responsible, with the government, for boosting such progress. And the Solví Group, with its reputation, experience and forward-looking actions – projecting and investing in the future –, can contribute to such development.



Rodolfo Tourinho
Council Member, the Solví Group

Principles and Instruments of Corporate Governance of the Solví Group

	2012 ACHIEVEMENTS	2013 COMMITMENTS	CHALLENGES	
INFORMATION MANAGEMENT	The Corporate Governance Portal is a digital platform developed in partnership with the Center for Shared Services (CSS) to disseminate practices, facilitate communication and create a database for permanent reference by the members from the Administration Councils of the business areas and Solví Participações S.A. The tool ensures the principles of Transparency and Accountability are respected and developed.	<ul style="list-style-type: none"> • Technology creation/development, Portal implementation, selection and maintenance of contents of user interest. 	<ul style="list-style-type: none"> • Ensure permanent update of Portal database. 	Encourage continuous use of the platform, to make it a tool supporting future decisions.
ETHICS MANAGEMENT	The Conduct Committee, comprised of five employees of the Solví Group, is the body in charge of clarifying the principles of Solví Code of Conduct and promoting and strengthening an ethical culture, monitoring the progress of processes and directing eventual exceptional situations to achieving the best possible resolution.	<ul style="list-style-type: none"> • Distribution of thousands of copies of the Code of Conduct at events of training and integration of new employees. • Workshops at companies of the Solví Group to disseminate the Code of Conduct. 	<ul style="list-style-type: none"> • Increase the dissemination of the Code of Conduct to help disseminate the principles and clarify how to best apply them in the daily life of each employee. 	Guide the employees, considering the complexity of ethical dilemmas experienced by any person, respecting the cultural diversity among people.
RISK MANAGEMENT	The Risk Management is understood as an essential tool to identify, analyze and propose strategic actions to face situations of instability related to operations of companies, allowing to adopt a preventive attitude in case of strategic risks that involve financial results and the organizational image and climate of companies.	<ul style="list-style-type: none"> • Development of Risk Management Policy of the Solví Group and the Risk Maps of each business area, involving the participation of several employees and the designation of respective Risk Owners. The action had the support of Deloitte Consulting. 	<ul style="list-style-type: none"> • Creation of Action Plans to monitor mapped risks and ensure proper reporting to the Administration Council of each business area. 	Incorporate the Risk Management into the organizational culture, as a measure to create value and sustainability.

Corporate Governance: Strategy and Management

2012 ACHIEVEMENTS 2013 COMMITMENTS CHALLENGES

ORGANIZATIONAL DEVELOPMENT MANAGEMENT

The Organizational Development Management is considered a strategic area providing support to business, responsible for consolidating an entrepreneurship culture with capability to generate value through business of the Group, with the leader as the main agent of his/her area.

- Implementation of the Solví Entrepreneurship Model (MES), a new philosophy to encourage the culture based on decentralized management, in planned delegation and autonomy. Its main instrument is the Value Creation Plan (PCV), a tool of dialog between the leader and his/her team members, which establishes annual goals to be reached, indicating the required support to develop the work of team members. The results are under everyone's responsibility and consequence of everyone's merit.

- Consolidate the MES in all leaderships of the Solví Group.
- Create modules of professional development based on the guidelines of MES and implement them at the Excellence Academies of each company of the Group.

Adherence and effective change, with full incorporation of the Entrepreneurship Profile.

KNOWLEDGE AND INNOVATION MANAGEMENT

The operations of the Solví Group is based on the creation of Solutions for Life, seeking to identify tools and methods to ensure fulfillment of sustainability demands of the society. Based on this concept, the Solví Innovation Award was created as a corporate encouragement to proactivity of employees in their search for innovative solutions with capability to promote positive impacts on the company and its different stakeholders.

- The 6th edition of the award occurred in 2012, with total 83 projects submitted, 34% more than the previous edition. The analyzed aspects included: the level of proactivity and innovation of the project, the increase in productivity and competitiveness, the commitment to sustainable development and the relation between investment and results achieved.

- Increase the number of innovative projects in the Solví Group and, consequently, the number of candidates for the award.

Keep the Solví Group's innovation culture as a source of business excellence.



After intense years of work, I think the Group has achieved a proper level of development, especially when compared to our specific reality, as we have active shareholders, private capital and strict control of our indebtedness. From this viewpoint, as all required structures have been developed, it's now time to have mature Councils in all business units, that value business management and are fully focused on results, as formal aspects have already been sufficiently developed.



Martim Mazola
Council Member, Solví

2012 ACHIEVEMENTS 2013 COMMITMENTS CHALLENGES

COMMUNICATION MANAGEMENT

Communication at the Solví Group, managed by the Solví Institute, is a tool of education and an essential part in the process to build its legacy, as it encourages open behavior of employees and enables to strengthen the relationship with the organization's stakeholders. The basic concept of the Corporate Communication of Solví Participações S.A. is to establish a natural and quick flow of information, to help consolidate the Corporate Governance of the Group.

- Understand and diagnose the communication environment, based on the Organizational Culture and assessment of existing communication vehicles, to design a strategic plan of Solví Participações S.A. in this area.
- Creation of Communication Workgroup (GTCOM), comprised of focal points representing the companies of the Group, in charge of local communication management

- Implement the plan designed for Solví Participações S.A., while local plans of the Group's companies are developed and executed.
- Train leaders and focal points on communication competence.

Consolidate the understanding that communication is a competence inherent to leadership, legitimize the focal point as the local plan manager and keep constant flow of information.

SOCIAL RESPONSIBILITY MANAGEMENT

The Social Responsibility Management of the Solví Group's companies is performed by the Local Social Responsibility Committees, which follow the corporate guidelines established by the Solví Institute.

- Start of ISO 26000 implementation by means of tools developed by the Solví Institute, used in trainings with members of the Committees, guiding them on the definition of Social Responsibility Programs from each company. Validated by local leaders, the programs establish Sustainability Goals for the 2013-2017 period.

- Start the actions seeking compliance with the goals established in Programs.
- At corporate level, create a Workgroup with representatives from the following areas: Environmental Management, Finance, Personnel and Information Intelligence, to support the work of Local Committees.

Consolidate the Local Social Responsibility Committees as the instance in charge of social responsibility management of the companies.

Clean City Model

An innovative concept

Clean City is a model of public urban cleanliness adopted by the Solví Group, focused on keeping the city cleanliness based on efficiency, investments in technology for the urban waste management and awareness of people and new generations about the theme.

Sustainable Performance

When providing environmental engineering services in the areas of sanitation, public and private waste, energy valorization and engineering, promoting the population engagement in socio-environmental actions developed and performed by voluntary employees, and sharing knowledge to strengthen public policies, the Solví Group contributes to the sustainable development of locations where its companies operate. For the Solví Group's companies, improving their performance and the comprehensiveness of their services means expanding the reach of direct and indirect values that they generate to the environment, communities served and society in general, which allows them to achieve their main goal of working for the good of people and the planet, delivering Solutions for Life.

Sustainable Performance, Social Responsibility and Promotion of Sustainable Development

Social responsibility and sustainable development are two closely related concepts that complement each other. Many times used as synonyms, they are different concepts. Social responsibility can and should be an essential instrument in the transition to a sustainable development model. Although important, it does not ensure this objective will be achieved because it is limited to the organization. On the other hand, the sustainable development and sustainable society model is a challenge to the society, as indicated in the guidelines of ISO 26000. In the "Our Common Future" report, issued by the United Nations Organization (UNO) in 1987, the concept of sustainable development refers to the "development that meets the needs of the present without compromising the ability of future generations to meet their own needs". Therefore, it indicates that the economic growth should take social inclusion and environmental protection into account.

Source: Instituto Observatório Social, ISO 26000. *Um guia para entendê-la melhor.*

Voluntary Work Day – Jaguaré, SP



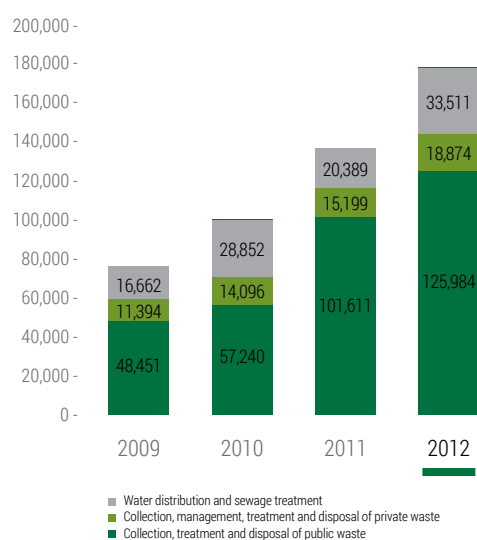
Sustainable Development

Contributions to Sustainable Development

When expanding the comprehensiveness of its services of water distribution and sewage treatment, besides collection, management, treatment and disposal of solid waste of public and private origin, the Solví Group offers a concrete solution for the protection and correct use of natural resources that are essential for life, with several contributions to sustainable development listed below:

1. Increase in investments in environmental protection

INVESTMENTS IN ENVIRONMENTAL PROTECTION
(in R\$ thousand)



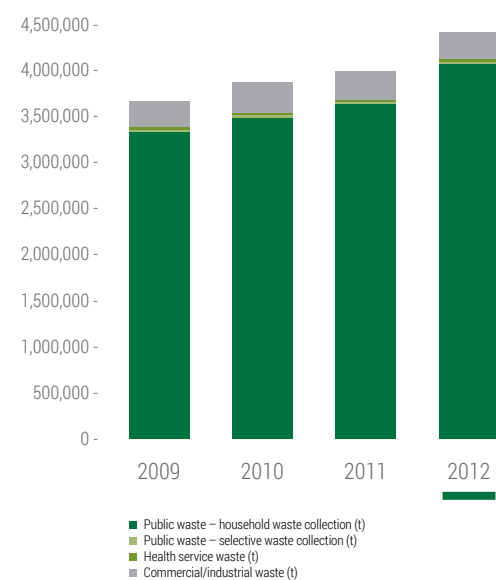
Investments over 178 million reais in environmental protection, with expressive increase of 30% in relation to 2011.

Environmental challenge

Although the annual quantity of waste from selective collection did not show any increase, the Solví Group understands that this service is essential for a sustainable management of resources in the country. Today, the macro economic conditions and the national scenario do not allow systematic expansion in the comprehensiveness of these services.

2. Increase in the quantity of several types of waste collected

WASTE COLLECTED (t)



Collection of around 4.4 million tons of waste, with increase of 11% in relation to 2011, strongly concentrated on the quantity of household waste collected.

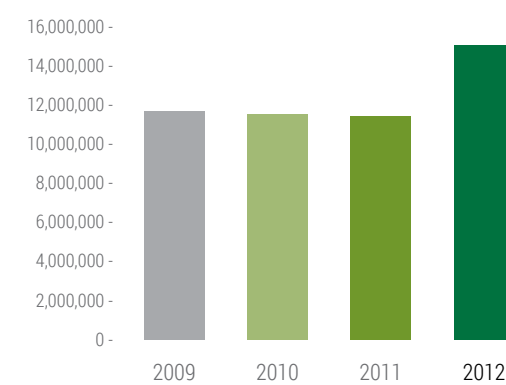
The amount of **4 million tons of household waste collected**, or 11,211 tons a day, represents **6% of the total nation-wide amount** of 183,451 tons collected daily, the official number indicated in the study titled Diagnóstico Resíduos Sólidos Urbanos (Urban Solid Waste Diagnosis) – Ipea/MMA 2011.

3. Increase in the number of people with household waste collection services

Last year, 15 million people had household waste collection services offered by the companies of the Solví Group, which represents 9.4% of total urban population in Brazil with access to such service*, an increase of 32% in relation to 2011.

* Source: Pesquisa Nacional de Saneamento Básico – PNSB (National Survey of Basic Sanitation Service), 2008.

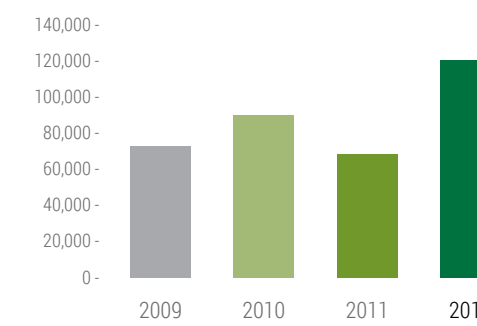
POPULATION WITH HOUSEHOLD WASTE COLLECTION SERVICE
(not including selective waste collection)



4. Increase in waste treatment before disposal

With the progress and consolidation of business started in previous years, the companies of the Solví Group almost doubled their capacity of material reception for recycling, increasing from 69,000 tons in 2011 to over 121,000 tons in 2012, as indicated in the chart and table below:

WASTE RECEIVED AT RECYCLING PLANTS (t)



QUANTITY OF WASTE RECEIVED AND SELECTED AT RECYCLING PLANTS (t)

	2009	2010	2011	2012
Tons of waste received	73,111	90,236	68,689	121,689
Tons of waste selected	5,594	6,827	5,232	4,748
Tons of paper/cardboard	4,067	4,933	3,513	11,680
Tons of plastic waste	2,505	3,232	2,405	5,943
Tons of glass waste	372	489	333	830
Tons of metal waste	741	717	525	4,623
Others and recycled materials from construction	46	335	1,063	4,138

BEHIND THE NUMBERS



Long service life to thousands of bulbs

Revitalamp, inaugurated in May 2012, is a result of a partnership between GRI and Revitaluz, the company that has developed a pioneer technology that enables to extend the service life of various bulbs used by large industrial consumers. The partnership with GRI enabled the operation at corporate level. Estimates indicate that 290 million bulbs are disposed of in Brazil annually, but only 6% of them are sent to decontamination and recycling. To minimize the impacts of this situation and promote a sustainable chain of value creation and distribution, the new company reuses bulbs with average success rate of 70%, for costs ranging between 30% and 50% of a new product. In addition, a mobile unit facilitates the service, especially to small generators, optimizing the logistic process. For the next years, new plants will be built in the Brazilian territory, with the possibility to extend this operation to countries where the Solví Group is present.

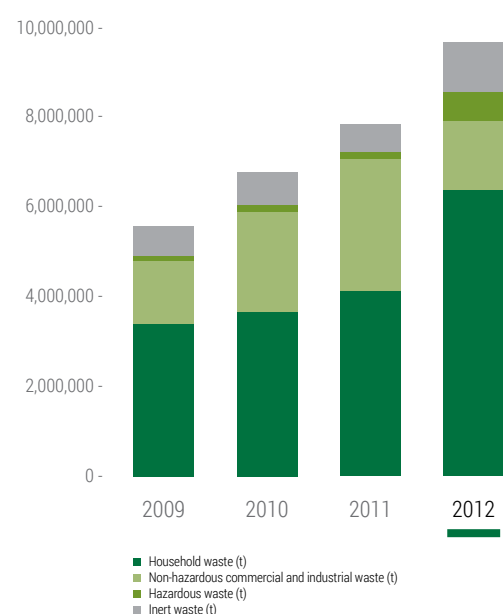
Sustainable Development

Contributions to Sustainable Development

5. Increase in the quantity of waste disposed of in sanitary and industrial landfills

QUANTITIES DISPOSED OF IN SANITARY AND INDUSTRIAL LANDFILLS (t)

(by class of waste)



We had **global increase of 23%** in relation to 2011 in the quantity of **waste disposed of in landfills prepared** with environmental impact mitigation techniques.

Around 6.5 million tons of public household waste were disposed of in **properly licensed sanitary landfills**, showing an **increase of 54%** in relation to 2011. The quantity represents around **16% of total waste** correctly disposed of in sanitary landfills throughout Brazil, according to data of the study titled Diagnóstico Resíduos Sólidos Urbanos (Urban Solid Waste Diagnosis) – Ipea/MMA 2011.

BEHIND THE NUMBERS



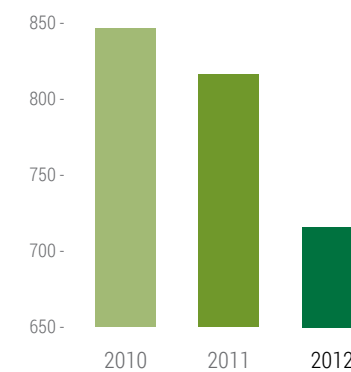
Waste turned into fertilizer

Organosolvi was created in 2012 and it is already the largest organic fertilizer plant in the country, with processing capacity of 4,000 tons a month. Using the organic matter from agribusiness as its main input and offering an efficient solution and correct disposal of solid waste from one of the largest growth sectors in the country, the end product quality is an important aspect of the new company. Elaborated from an exclusive and patented bioextract, the resulting organic or organomineral fertilizer helped increase up to 30% the productivity of crops where it was tested.

6. Increase in the number of people with drinking water supply services

In relation to 2011, more than 125,000 people had access to drinking water supply system in Manaus, AM. The expansion of services to the population was achieved with simultaneous energy efficiency improvement; that is, with lower energy consumption per cubic meter of distributed water, as illustrated in the charts below.

ENERGY CONSUMPTION PER VOLUME OF DISTRIBUTED WATER (MWh/Mm³)



The **compatibilization of service expansion with impact minimization** had a decisive role in the sustainable development of the region served.

WATER PRODUCTION AND DISTRIBUTION

Production	2009	2010	2011	2012
Energy consumption (MWh)	93,456	161,119	158,291	148,290
Total number of quality control analyses	369,598	445,746	194,032	255,276
Distribution	2009	2010	2011	2012
Population served (inhabitants)	1,674,852	1,730,416	1,751,350	1,876,589
Volume collected/treated (millions of m ³)	227	233	235	265
Volume distributed (millions of m ³)	228	219	222	249
Network length (km)	2,746	3,432	3,360	3,631
Energy consumption (MWh)	21,485	23,851	22,701	30,023
Number of pumping stations	56	57	57	61

Consolidated Data	2010	2011	2012
General energy consumption – Water production and distribution (MWh)	184,970	180,992	178,313
Water volume distributed (Mm ³)	219	222	249
Energy consumption per volume of distributed water (MWh/Mm ³)	845	815	716

7. Increase in the number of people with sewage treatment services

In 2012, Manaus Ambiental consolidated an eight-fold increase in the volume of treated sewage and 9% increase in the number of people with sewage treatment service in Manaus.

SEWAGE COLLECTION AND TREATMENT

Collection	2009	2010	2011	2012
Population served (inhabitants)	187,678	196,285	307,964	336,978
Volume collected (million m ³)	23	22	53	389
Energy consumption (MWh)	216	315	358	400
Network length (km)	416	418	420	497
Treatment	2009	2010	2011	2012
Volume treated (million m ³)	17	20	53	383
Energy consumption (MWh)	1,093	1,539	1,812	647
Number of treatment plants	37	38	38	30
Pollution load received - dbo ² (t)	3,700	3,868	6,069	6,485

Sustainable Development

Contributions to Sustainable Development

8. Consolidation of the technology model for energy valorization of waste

In terms of energy, the Solví Group has contributed to sustainable development with the consolidation of a business model that enables to value waste for generation of energy to be used in the production chain.

Last year, 118,998 MW of biogas energy was produced by Termoverde, representing an increase in production of around 22%, a result of the implementation of operational efficiency initiatives.

This implementation at Termoverde is a reference, as it consolidates the conceptual change in the Brazilian society regarding how to consider waste. Today, waste is regarded as a byproduct of the consumption act, which, if treated and valued, is again a component for the production activity. And understanding that makes business sustainable, contributing to more viable solutions for life in the planet. This conceptual change is regulated by the National Policy on Solid Waste (PNRS), which indicates the popular participation and environmental education as one of the essential tools for the application of such policy.

Increase of 22% in the production of biogas energy.



We cannot consider short-term views only. A more comprehensive and integrating view is required, with the company at the service of society, and not the opposite. Even before the National Policy on Solid Waste defined the only rejects, that is, only waste of no commercial value, should be sent to sanitary landfills, the Solví Group already practiced such policy and worked to make it a reality in all its developments. A sanitary landfill, for the Solví Group, is not only a place for waste disposal, but also for proper waste treatment and valorization, that is, a true waste treatment and valorization plant.



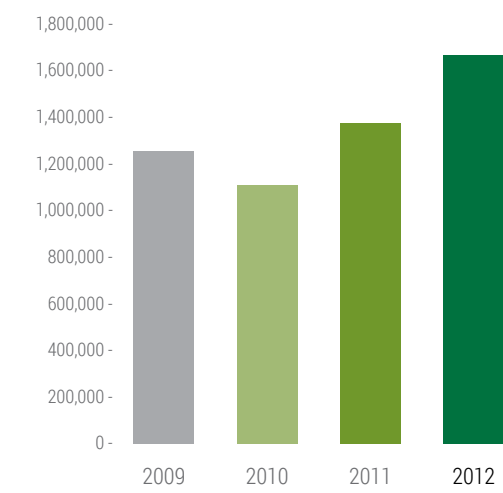
Eleusis Di Creddo
Manager of Environment and Good Practices

9. Control of Greenhouse Gas Emission at Solví Waste Treatment and Valorization Plants

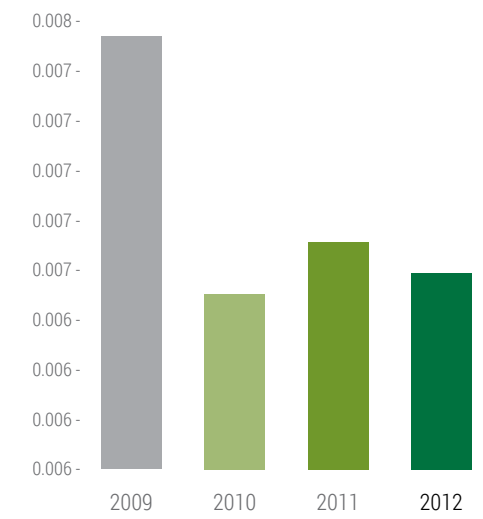
The considerable increase in household waste taken to the Waste Treatment and Valorization Plants (ITVR) in 2012 required significant efforts of the Solví Group towards increased efficiency in collecting and burning the methane gas generated in its landfills, bringing an expressive reduction in the emission of this gas in the atmosphere.

The Solví Group's continuous search for energy efficiency also ensured lower greenhouse gas emission by collected and landfilled ton, as illustrated in the charts below.

METHANE GAS EMISSION AVOIDED AT THE ITVRS OF THE SOLVÍ GROUP (tCO₂eq)



EMISSION PRODUCED BY VEHICLES AND EQUIPMENT USED IN WASTE COLLECTION AND LANDFILLING ACTIONS (by collected and landfilled ton – tCO₂eq/t)



10. Control of Greenhouse Gas Emission produced by vehicles and equipment

The numbers below show the emission from vehicles and equipment used in waste collection and landfilling actions at Solví units from 2009 to 2012. Emission have increased, due to the increase in the quantity of waste collected and taken to

landfills. To offset this effect, the efficiency of focal points of our operations has been improved to reduce the emission of greenhouse gas emission by collected and landfilled ton, as indicated in the table below.

EMISSION PRODUCED BY VEHICLES AND EQUIPMENT USED IN WASTE COLLECTION AND LANDFILLING ACTIONS

	2009	2010	2011	2012
Emission of greenhouse gas produced by vehicles and equipment (t CO₂ eq)	70,239	69,754	80,201	93,520
Waste collected (t) – all types	3,680,675	3,896,426	4,003,332	4,428,586
Landfilled waste (t) – all types	5,628,214	6,820,846	7,937,073	9,762,107

Sustainable Performance

Incorporation of Social Responsibility Principles

1. Community engagement and development

The Solví Group has assumed the commitment to share with the society the knowledge acquired in years of environmental solution development and implementation, promoting the culture of socio-environmental entrepreneurship in projects whose primary purpose is to help train agents that promote changes in our country.

SOMAR Project

The SOMAR Project was developed to encourage the Solví Group's companies to invest in sustainability projects by establishing local partnerships to generate positive impact to people and the environment.

The companies have other socio-environmental initiatives in areas related to qualification for employment, environmental education and incentive to entrepreneurship, supporting people in their areas of expertise.

SOMAR PROJECTS	2011	2012
	15	9

NUMBER OF PEOPLE BENEFITTED BY THE PROJECTS

	2011	2012
People benefitted under the "Varied Determined" category	132,639	59,371
People benefitted under the "Fixed Determined" category	74,280	382
People benefitted under the "Diffuse and Collective" category	57,739	273,151
Total number of people benefitted	264,658	332,904

BEHIND THE NUMBERS

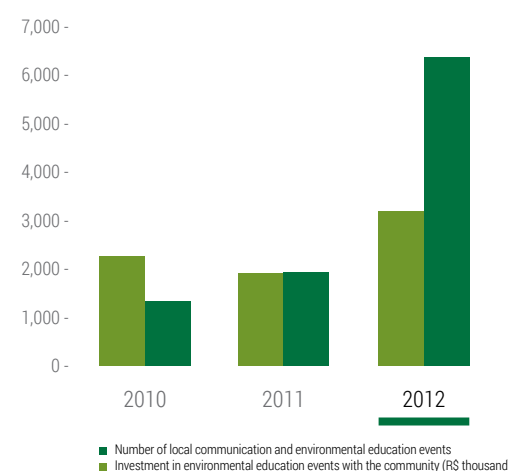
Incubadora Ambiental Jovem em Ação – IAJA (Environmental Incubator Youth in Action)

A result of the partnership involving Sociedade Benfeitora Jaguaré, the Solví Institute and Loga, this project was created to empower young people living in the district of Jaguaré, in São Paulo, providing support for dealing with challenges such as high level of waste produced, absence of green areas and urbanization, by designing creative solutions. All these problems were indicated by the residents as critical factors for the quality of life, according to a survey conducted by UNICEF. The young people were trained on themes like environment, sustainability and project management. After this phase, which lasted one year, they developed, in groups, five socio-environmental projects with possible solutions to improve their local reality.

Ecoescola (Eco-School)

Viasolo is responsible for the Ecoescola Program, present in all cities where it operates. The project promotes awareness and engagement of students and teachers from public, municipal and private schools, on environment and sustainability themes, through several educational actions. In six months, the students organize and participate in games, lectures, thematic presentations and workshops, also with the participation of families, to increase the reach of its actions. Benefitted schools receive the implementation of selective waste collection and one teacher and one student are chosen to be the project "agents", assuming the responsibility for the project continuity and for permanently promoting the practices and concepts learned. Conducted since 2009 in partnership with the municipal Secretariats of the Environment, this program has benefitted 12,418 students from 24 schools.

INVESTMENTS IN ACTIONS OF ENVIRONMENTAL EDUCATION (R\$ thousand)



Increase in the number of actions of environmental education

Besides mitigating environmental impacts resulting from the implementation and operation of its developments, the Solví Group promotes actions with the communities affected by them, investing in actions of environmental awareness and education and professional training.

Increase of 68% in the number of events performed and **more than 400%** in the value invested on these events.

BEHIND THE NUMBERS



I Clean São Paulo

More than a multimedia campaign, I Clean São Paulo intends to promote actions to make the population of the city of São Paulo aware of the importance of each one's behavior regarding the maintenance of cleanliness and quality of life in the city. The initiative has the support of Inova environmental agents and actions at schools located in the city.

Bioil Program

The Bioil project is a Program of Social Reverse Logistics that involves used cooking oil recycling for the production of bioenergy, allocating the earnings from product sale to more than 300 social projects in São Paulo and Greater São Paulo. Sponsored by Essencis, in 2012, it reached 317 partnerships dedicated to used cooking oil collection, an increase of 93% in relation to 2011. In addition, the action was recognized by Benchmarking Brasil for its effective application of the sustainability tripod.

“

The Sociedade Benfeitora has gained a lot with the voluntary actions of the Solví Group. We are gaining more power with the community with the work developed by the IAJA students. Together, we will implement the projects seeking to reach and engage more and more people to act as agents of sustainable transformation. We can a cleaner Jaguaré now, with the community more aware, taking care of its area. It's very gratifying to see that places revitalized by us are preserved and that the community contacts us to give suggestions or request for guidance to improve even more.

”

Margarida Maria Ruivo

General Project Director, Sociedade Benfeitora Jaguaré

Sustainable Performance

Incorporation of Social Responsibility Principles

2. Promotion of voluntary work culture among the Group's employees

While executing its socio-environmental projects, the Solví Group understands that the engagement and participation of its employees are extremely important to awake the sense of serving in them, which is inherent to those who provide quality service and promote wellbeing.

In 2012, 2,400 volunteers participated in two editions of the Voluntary Work Day, which represents around 12% of total employees of the Group. From the first edition, in 2008, to the second edition, an increase has been reported of 6.6% in the employee participation in this initiative.

“

It's gratifying to see that voluntary work has become one of the values of the Solví Group's people. What encourages me to participate in the actions promoted is to see that we can make a difference in people's lives. The smile of a child is priceless. When we see permanent dedication and efforts of people in charge of the institutions we help, we realize that our action is not enough. I guess people should give their best, not letting tasks unfinished and thinking of those who will be affected by our actions. This way, we'll make a difference.

”

Alex de Magalhães Bertoletti
Planning and Cost Manager at Vega

3. Promotion of employee participation in the definition of the organization's policies and practices

The Solví Group also encourages employees to have an active participation in the formulation and strengthening of the organization's policies and practices. Communication, Social Responsibility, Ethics, Health & Safety and HR – in some of the Group's companies – are areas with shared management by committees or commissions comprised of focal points representing the company; for instance the areas of Communication, Social Responsibility and Ethics. In Health & Safety, they represent the employees. The percentage of employees represented in Health & Safety Committees is 100%.

The objectives of these Committees are:

- Promote stronger management of relations, supporting the involvement of the company's stakeholders in strategic business objectives, aligning expectations and interests.
- Promote stronger culture and ethics in productive relations.
- Support the promotion to health and safety at workplace, monitoring and counseling the management about occupational health and safety programs.
- Support human and professional development, promoting diversity and equality of opportunity, the access to income and employment to vulnerable population, quality of life during and after the end of the career at workplace.
- Manage socio-environmental impacts of operations, counseling the management in terms of initiatives of positive impact optimization and negative impact prevention and mitigation and promotion of a sustainability culture.

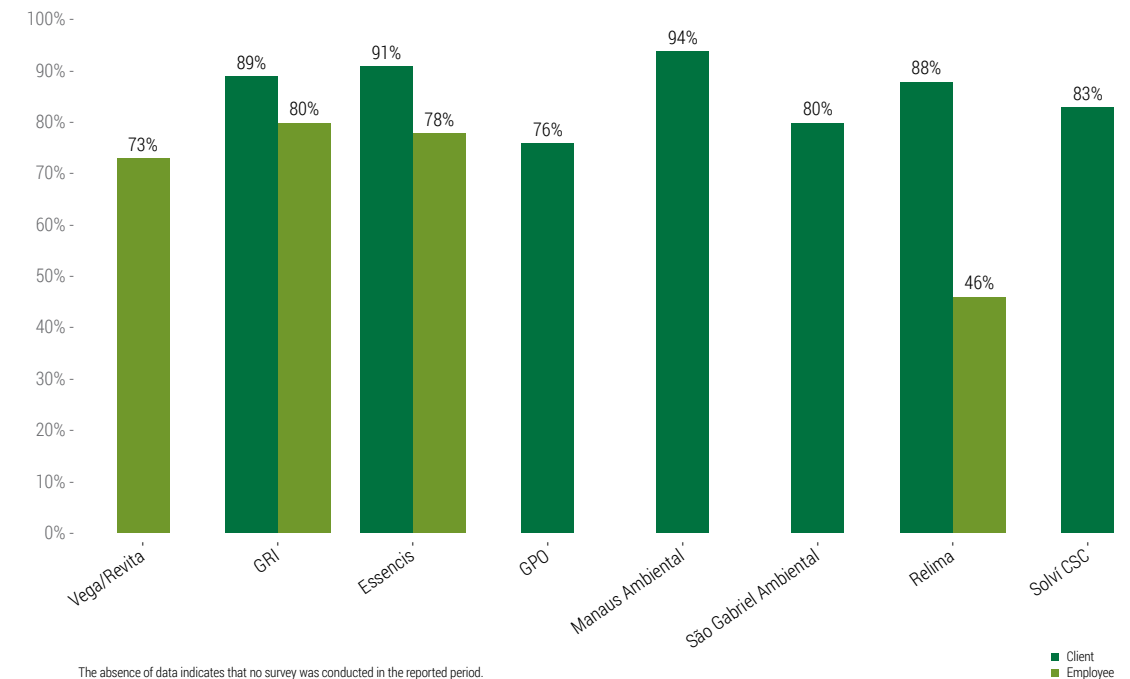
These committees are essential for the company's performance in socio-environmental fronts, promoting the organizational learning, to establish a process of knowledge management in a circle of performance improvement and strengthening of a culture of values in the Group's companies.

4. Promotion of stakeholders' engagement

The reporting expectations and needs of the Solví Group's stakeholders are assessed and discussed especially in the routine of services provided by the Solví Group's companies,

through systematic satisfaction surveys, assessment meetings and by offering various contact channels to clients, population, suppliers, partners and employees.

SATISFACTION SURVEY



“

Throughout our history, we've established a strong partnership with the Solví Group, based on mutual trust and commitment to a common cause. We've only achieved this level of relation because we always want to exceed the Solví Group's expectations and, in return, we always receive constructive feedbacks, as a factor of motivation and victory in every new challenge, resulting in a specific product, dedicated to the market. It's the result of a systematic, permanent and innovative work of the Solví Group, and we're proud of being part of that, growing with this company that has become one of our main business partners, an icon in its segment.

”

J. Ricardo Alouche
Vice President, Volkswagen

Sustainable Performance

Incorporation of Social Responsibility Principles

5. Promotion of Human and Professional Development at Workplace

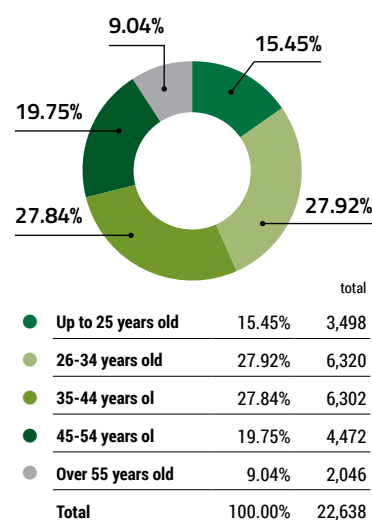
EMPLOYEES QUALIFIED BY DEVELOPED SKILLS

SKILL	2010	2011	2012	SKILL	2010	2011	2012
Cultural alignment	6,532	1,385	6,721	Behavioral performance	18	5	17
Multi-skill – intern	146	115	156	Project management and follow-up	N/a	N/a	13
Multi-skill – trainee	18	12	28	Human development – various knowledge areas	N/a	N/a	40
Technical skills	863	568	960	Development of successors	109	2	48
Managerial skills	95	41	259				
Entrepreneurial skills	78	20	196	Total	7,859	2,148	8,438

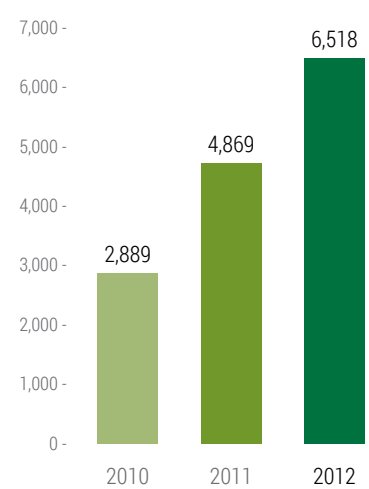
6. Promotion of Equality and Diversity at Workplace

The Solví Group understands that the cultural, sexual, religious, educational and age variety of employees expands the organization's scope of thought, promoting opportunities of innovation and, therefore, contributing to diversity at workplace.

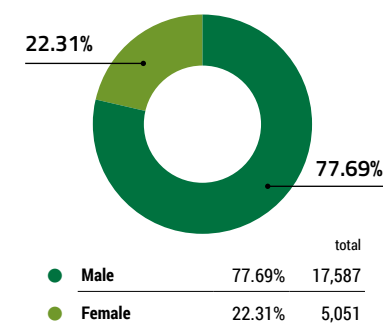
EMPLOYEES BY AGE GROUP – 2012



EMPLOYEES OVER 45 YEARS OLD

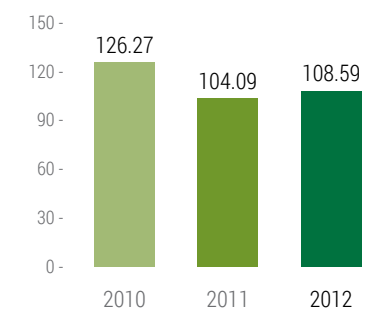


EMPLOYEES BY GENDER – 2012

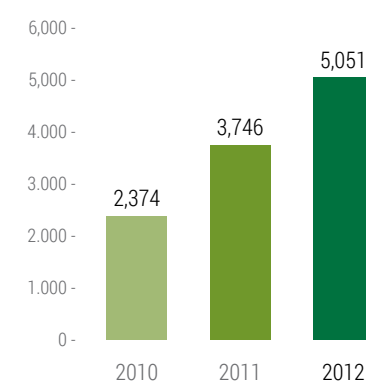


EMPLOYEES BY REMUNERATION

(relation between the highest and the lowest remuneration)



WOMEN AT THE SOLVÍ GROUP



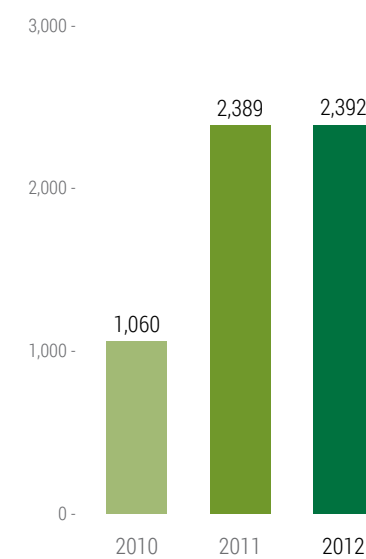
WOMEN IN MANAGEMENT FUNCTIONS

Year	Percentage
2010	23.02%
2011	22.36%
2012	20.94%

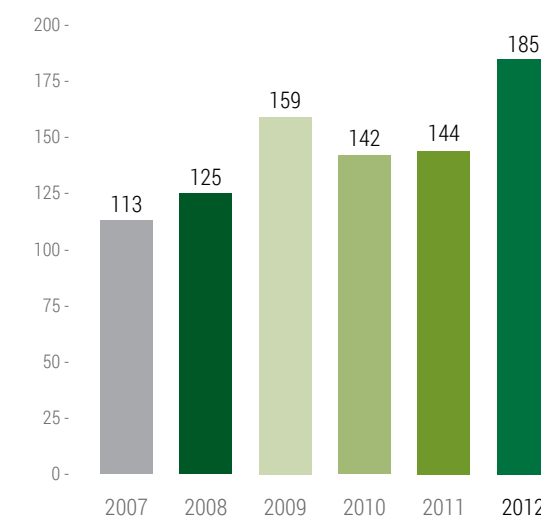
ACTIVE WOMEN AFTER MOTHERHOOD

Year	Percentage
2010	87%
2011	90%
2012	71%

BLACK EMPLOYEES



EMPLOYEES WITH SPECIAL NEEDS



Sustainable Performance

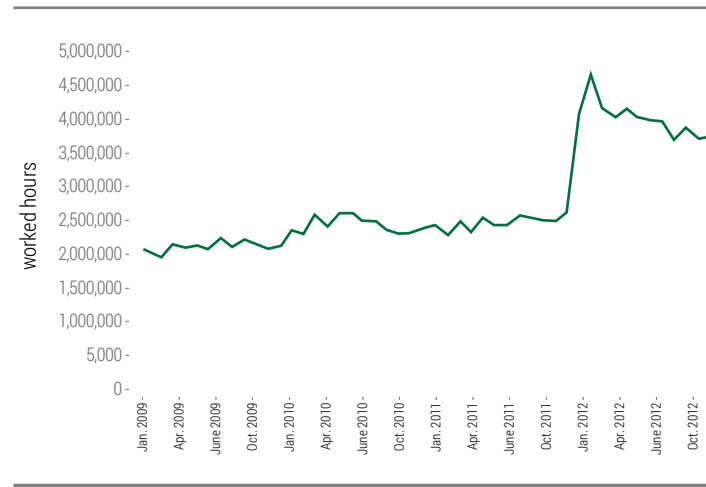
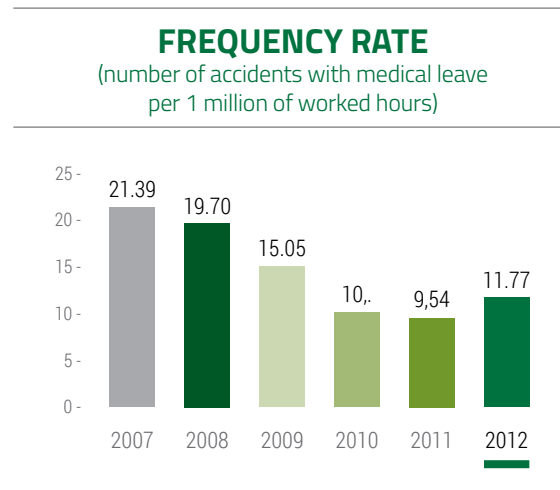
Incorporation of Social Responsibility Principles

7. Promotion of Employee Health and Safety

In the area of Occupational Health and Safety, the Solví Group keep investing in training and accident prevention, with 70.6% increase in investment when compared to 2010. Yet, the trend of reduction in frequency rate reported from 2007 to 2011 changed in 2012, as illustrated in the chart. This growth should be understood considering the significant increase in the number of hours of exposure to risk reported in the Group after Inova Ambiental started operating, which caused a considerable increase in the number of employees.

In addition, in 2012, the Solví Group changed its method to measure the severity rate of workplace accidents, which used to consider the European model and did not take into account the number of lost days due to fatal accidents and temporary or permanent disability. This report now considers the Brazilian standards, which makes 2012 the first year with such data analysis. In 2012, the Solví Group reported 626 days of medical leave by millions of worked hours.

Severity rate of workplace accidents in 2012:
626 days of medical leave by millions of worked hours.



INVESTMENTS IN THE ACQUISITION OF PERSONAL PROTECTION EQUIPMENT (in R\$)

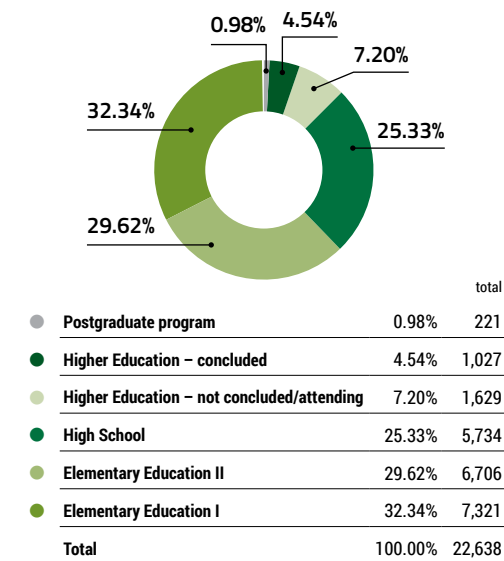
2010	2011	2012
6,147,644	9,435,907	10,490,170

The Solví Group reported **70% increase** in its investments in training and accident prevention in relation to 2010.

In 2012, 19 actions of mobilization and support to health were conducted by the Solví Group's companies, including vaccination campaigns, awareness about various diseases, as well as inclusion of related themes in the Daily Safety Dialogs, regularly held in the Group's companies. In addition, 19,423 employees received trainings on safety-related issues, with special focus on those that participate in the Internal Commissions of Accident Prevention (CIPA), representing the employees, analyzing the companies' initiatives in this area and their results. In total, 1,982 employees are CIPA members, meaning that 9% of employees represent the other employees of the Solví Group, and all of them are represented.

8. Promotion of employment and access to revenue to vulnerable population

EMPLOYEES BY EDUCATIONAL LEVEL – 2012



BEHIND THE NUMBERS

GPO benefits workers with training to young people and adults

GPO considers education as a basic condition for human development and essential for healthy self-esteem. Thus, in 2012, it created and implemented the GPO School to its construction workers. Developed in partnership with SENAI in Salvador, BA, it offers workers from SENAI-CIMATEC construction site the possibility to elevate their educational level, from learning how to read and write to the 4th grade of the Elementary Education I, at workplace. During the course, promoted in partnership with SESI, the students receive guidance related to the environment, citizenship and quality of life. The results show that it is a successful initiative: 56% of the students from the first group graduated, received certificates and showed their interest in continuing their studies. They also demonstrated appreciation for certification and improved self-esteem, showing satisfaction to participate in their children's education. This successful initiative became a model, already replicated in SESI construction site in Osasco, SP, and will remain as a reference to other construction sites of the company.

“

We had a significantly progress in 2012 in the promotion of socio-environmental entrepreneurship of the Solví Group's companies, increasingly strengthening the Solví Sustainability Culture: a culture that promotes everyone's awareness, regardless of the function we have at the company or the role we have in the society, we are environmental agents that promote changes, acting with responsibility, shaping behaviors we expect to see in the others and opening doors that enable everyone to become sustainable agents in their lives and places where they live.

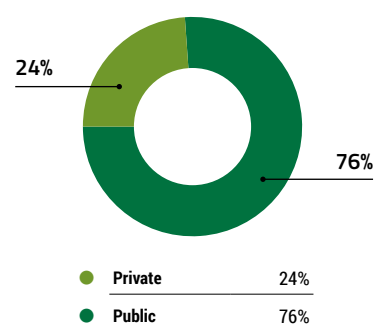
”

Claudia Sérvulo da Cunha Dias
Communication and Social Responsibility Manager, the Solví Institute

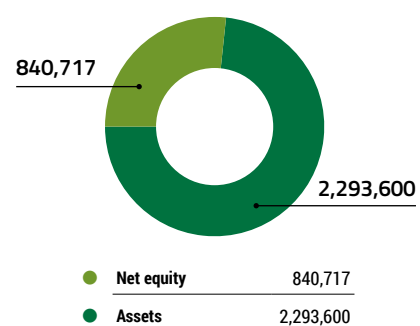
Sustainable Performance

Economic Performance

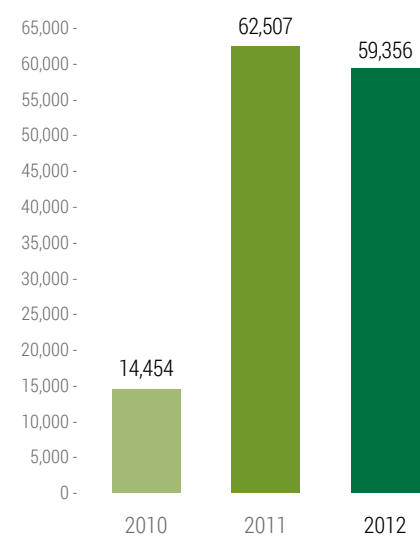
SHARE IN GROSS REVENUE (%)



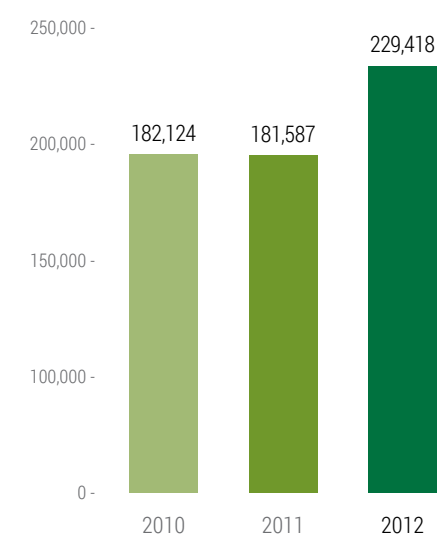
ASSETS AND NET EQUITY (in R\$ thousand)



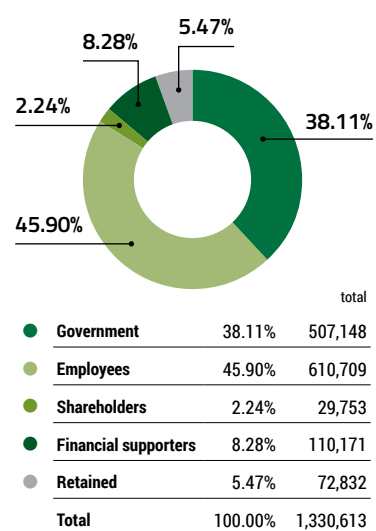
NET PROFIT (in R\$ thousand)



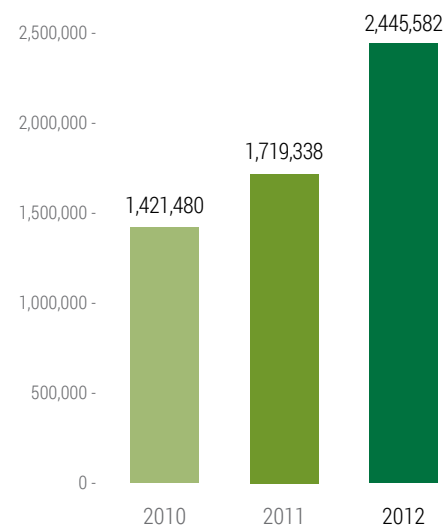
INVESTMENTS (in R\$ thousand)



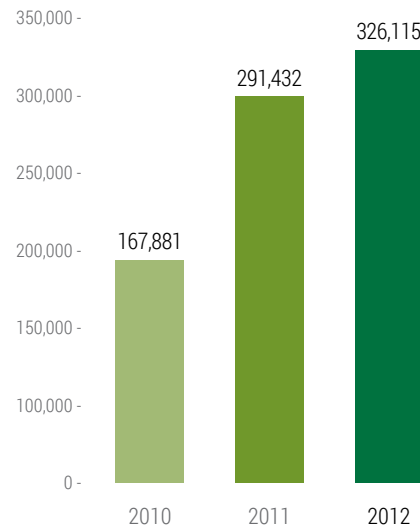
DISTRIBUTION OF THE VAS (%)



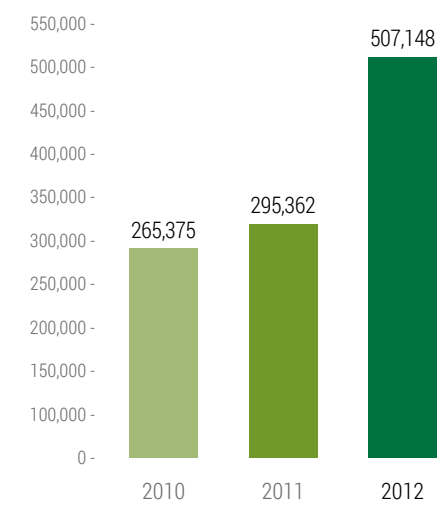
GROSS REVENUE (in R\$ thousand)



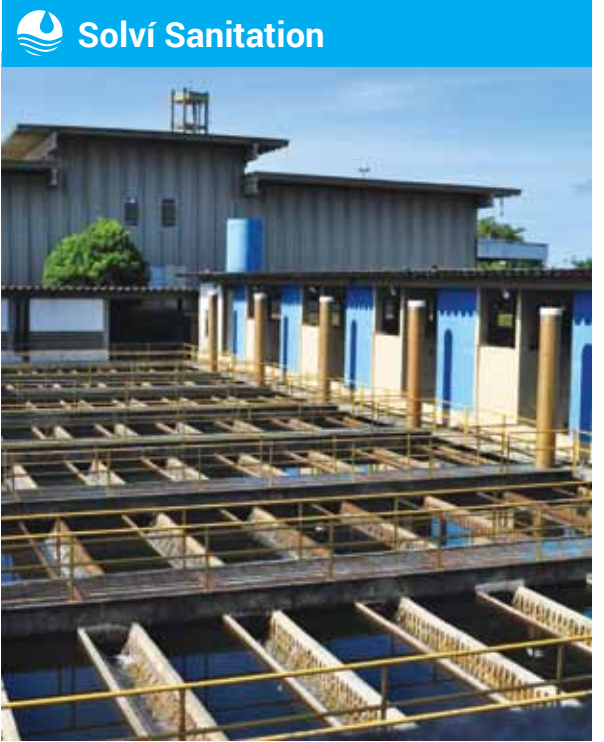
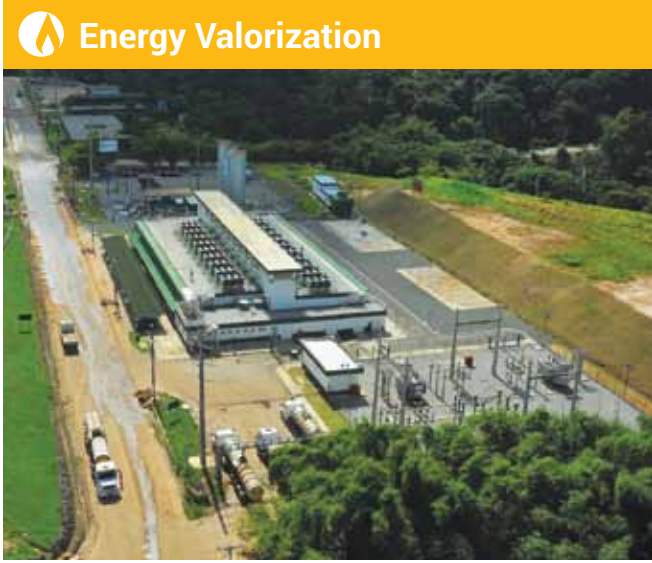
EBTIDA (in R\$ thousand)



TAXES AND CHARGES (in R\$ thousand)



Business Areas: High Points 2012



Business Areas: High Points 2012

© Solví Public Waste

With respect for the environment as basic concept and adopting in all processes mechanisms of protection of inputs and natural resources, continuous research and technology innovation, as well as frequent technical audits, the area of Public Waste, of the main areas of the Solví Group, develops and manages solutions in the environmental area that involve waste treatment and valorization, disposal in sanitary landfills, household and hospital waste collection, maintenance of green areas and urban cleanliness.



> 2012 Performance

Business

In the South Region, the most relevant fact was that Companhia Riograndense de Valorização de Resíduos (CRVR), in a little more than one year of operation, achieved positive financial results and promoted significant improvements in waste treatment and valorization in the State of Rio Grande do Sul: when reorganizing the logistics of municipalities it covers, with shorter and more efficient routes, it reduced operating costs and emission of greenhouse gas produced by transportation vehicles, thus, generating value to the company and the society.

In São Paulo, Inova started an exemplary work with the Clean City model, focused on the maintenance of public cleanliness in the city, with significant investments in innovation and environmental education to promote the challenge of city conservation and involve the community in this work. Likewise, Loga promoted improvements in the

quality of life of the population, with reduction in waste exposure through the adoption of new technologies, such as underground containers and side waste collection.

At the end of the year, the integrated contract of urban cleanliness and waste disposal in São Bernardo do Campo, in the metropolitan region of São Paulo, added the waste treatment and valorization to the Clean City concept, completing the sustainability cycle that will enable the city to fully comply with the guidelines of the National Policy on Solid Waste.

At a global level, Relima consolidated its contracts in San Isidoro, Miraflores and Lima Cercado in Peru and started a new contract with the Callao Port concessionaire (APM Terminals), with the acquisition of an area for the implementation of a sanitary landfill in the city of Trujillo, in the north region of Peru.



Inova – Clean City – São Paulo, SP

Loga – Underground containers – São Paulo, SP



CRVR – Landfill – Minas do Leão, RS



15 million

PEOPLE with household waste collection services in three countries

4 million TONS

of household waste collected

18 SANITARY LANDFILLS

* Vega, Revita and Relima

Business Areas: High Points 2012

© Solví Public Waste



People

Vega was the first company of the Solví Group to provide Excellence Academy trainings on the Solví Entrepreneurship Model (MES) already in 2012, starting the first steps of a significant cultural change, whose results may appear in the medium and long term. For 2013, the objective is to consolidate this work and incorporate the contents related to the Clean City concept and production efficiency in trainings to employees.

Quality, Health, Safety and Environment

Another relevant fact was the unification of Quality, Health and Safety and Environment areas, which had its management system revised, and it is now integrated, and performed a broad diagnosis of best practices and opportunities that may be addressed in 2013.



COMMITMENT FOR 2013

> **Focus on productivity, improvement in financial margins and people management may be in evidence in 2013 in Vega companies. The challenges also include a pioneer project to monitor operational indicators, conducted in partnership with the CSS, the inauguration of new Waste Valorization plants, as well as improvements in the results of regional companies and consolidation of SBC Valorização de Resíduos and Inova activities.** <



—
Operation of household waste collection
—
Inova – Clean City – São Paulo, SP
—



> 2012 Performance

Business Strengthening

The company that provides services in Peru started to expand its operations to another region in Peru, with the area acquisition in Turijillo, and changed to an integrated management system, as it has received the OHSAS 18001 certification, which, complemented by ISO 9001 and ISO 14001 certifications already achieved by the company, promoted the unification of Quality, Health and Safety and Environment areas.



—
Waste Vacuum at the Chinese neighborhood – Historical Center of Lima, Peru
—

—
Project for Social and Environmental Responsibility "Green learning" – Lima, Peru
—

—
El Olivar Park – Lima, Peru
—



Environmental Performance

For the second consecutive year, Relima has received the Entrepreneurial Ecoefficiency Award promoted by the Ministry of Environment in Peru. In 2012, the winning project was the "Ecohandling of El Olivar Park", implemented in the olive tree woodland of San Isidro, which allowed the biological control of plagues using an innovative method that did not employ toxic products.

Social Performance

Result of a partnership of Relima with the "Ciudad de los Niños" institution, in the capital of Peru, the "Green Learning" project was created in 2012 to promote the socio-environmental education to children of different ages, and offer professional training to young people. Completing the sustainable cycle, Relima intends to hire the young people trained in the project.

97% APPROVAL

of the population of the city of San Isidro regarding the services provided by Relima

Business Areas: High Points 2012

© Solví Private Waste

Solví Private Waste is one of the most promising business areas of Solví, operating in partnership with the industry and large retailers, focused on the implementation of technology solutions for waste treatment and reuse, contaminated soil remediation and effective management of industrial waste, allowing the Group's partners to operate in compliance with the guidelines of the National Policy on Solid Waste.



> 2012 Performance

Business

In 2012, Essencis implemented a new CTVA in the city of Juiz de Fora, MG; the unit of Capela de Santana, RS; consolidated its activities and two new units of Reserve Manufacture were inaugurated near the CTVA in Caieiras, SP, and Magé, RJ, for the processing of white and brown equipment, small household appliances, cooling appliances and electronic equipment in general, with reuse rate of 95%. The São

Paulo Regional Unit inaugurated a new office in Santos and the headquarter of the Rio de Janeiro unit, located in Magé, has been renovated and prepared to receive new technologies for drilling mud treatment and thermal desorption of contaminated soil. The relevant fact in the Oil & Gas Unit was the signature of a new contract for waste management in the RN/CE area of Petrobras.



Essencis – Soil collection for contaminated area remediation – Santos, SP

Essencis – Alemoa Container Terminal – Santos, SP



COMMITMENT FOR 2013

> Essencis is focused on innovation to keep presenting solutions for the National Policy on Solid Waste. The main goals for 2013 include the consolidation of its new activities and technologies. The Diversity project and a complete revision of Essencis Code of Ethics may also be important achievements in 2013. <

Sustainability

As part of its People program, Essencis created its Sustainability Committee, in charge of managing the company's actions upon its different stakeholders. Another relevant fact was the Bioil program, sponsored by the company, which promotes used cooking oil recycling for the production of bioenergy. In 2012, the project was awarded by Benchmarking Brasil as the sixth best program with sustainability practices and received the best score in its category for its effective application of the sustainability tripod.

Essencis – New headquarter in Caieiras, SP

Essencis – Employees at the landfill in Caieiras, SP



Essencis – Wastewater treatment station – Curitiba, PR

Business Areas: High Points 2012

© Solví Private Waste



> 2012 Performance

Business

In 2012, the company reported increase in its revenues due to new contracts and important achievements in the area of waste recycling. One of them was the inauguration of the Organosolvi plant in the city of Coroados, SP, starting the composting activities from organic waste especially coming from agribusiness. The result is the production of high quality organomineral fertilizer: preliminary studies indicated 30% increase in sugarcane productivity with this product. Another important initiative was the creation of Revitalamp, in the city of Americana, SP, whose main activity is to

extend the lifecycle of various bulbs. With focus on the industry and large consumers of bulbs, the company offers the market a new concept of superior environmental and economic quality, as burned-out bulbs are returned to the client for reuse. In addition, part of this work is performed by mobile units, with in loco repairs at clients in the city of São Paulo and other metropolitan regions of the country. ISO 9001, ISO 14001 and OHSAS re-certifications 18001 and SSASMAQ certification complement the company's actions for operational excellence in 2012.

Revitalamp – Americana, SP

Organosolvi – Agricultural testing area – Coroados, SP



COMMITMENT FOR 2013

> The challenges for 2013 include the company's first operations in the new segments of reverse logistics of electronic equipment, car catalyzers, lubricant containers, disassembly of consumer goods and Organosolvi operationalization. <



Waste compaction
Industrial waste stowage
Internal maintenance operation



Social Performance: People

Besides the successful implementation of the GRI Excellence Academy and adhesion of all employees, the company created in 2012 a platform of distance learning for employee technical improvement at the operational level.

Business Areas: High Points 2012

© Solví Private Waste



> 2012 Performance

Business

The year of 2012 represented an important period of internal restructuring for the unit in Rio de Janeiro, which regained its position of primary company of the sector in this State. In São Paulo, the Itaquera Recycling Plant was reassumed, representing another important progress to ensure new offering of waste recycling services in general. In a partnership with GRI, the company received

its new contract of reverse logistics, for the management of lubricant containers in the whole State of Minas Gerais and in the Federal District, expanding its activities and geographical coverage. And, with a new direction, the unit in Rio de Janeiro is getting ready for a different market in the area of ports, expanding its activities to a new and promising segment in the next years.



Environmental Innovation

As part of its constant search for innovation solutions for the construction market, Koleta has developed a new method for plasterboard recycling, which so far was one of the few waste of the sector that was not reused. Technically tested and approved, the new solution will be analyzed by economic viability studies to become a reality and offer one more service to the market.



- Waste collection from large waste generators in Rio de Janeiro
- Waste unload operation
- Reserve logistics of lubricant package – Brasília, DF

COMMITMENT FOR 2013

> The objectives for 2013 include operations at an economically viable scale in two new markets: Santos Region and Jundiaí region, in the country area of São Paulo. Koleta may also dedicate efforts to the operationalization of the Itaquera Recycling Plant, in the City of São Paulo, and develop operations in the area of port waste management. Licensing of the Construction Waste Recycling Plant, initially foreseen for 2012, may occur in 2013, making it a reality, a goal that remains as one of the company's objectives. <



more than **195,000**

TONS
of waste

were collected, transported and disposed of by Koleta in 2012

2,000

TONS
of recyclable materials a month

will be the processing capacity of the Itaquera Recycling Plant

Innovative, the pilot project for plasterboard recycling presented

90% OF PROCESSED
material reuse

- Truck wash
- Waste loading operation

Business Areas: High Points 2012

Solvi Sanitation

Solvi Sanitation is a strategic business area for the Solvi Group, as after Sanitation Law 11.445, established in 2007, the country has national regulations for basic sanitation, which determine the universalization of water and sewage services in the country. Such determination brings the expectation of increased demand for these services in all regions of Brazil, which tends to be fulfilled by partnerships involving public and private sectors.

> 2012 Performance

Business

In 2012, Solvi Sanitation consolidated an important partnership in Manaus with SAAB (Saneamento Ambiental Águas do Brasil), which, besides unifying knowledge from both companies in the area, intensified the capability of investment in expansion and improvement of services offered to Manaus, in a contract renegotiated with the city administration that guaranteed to Manaus Ambiental more than 33 years of concession and enabled Solvi Saneamento to concentrate on the development of new

business, especially focused on the South, Southeast and Northeast regions. Another important fact was the new 30-year concession contract in the city of São Gabriel, RS, which originated São Gabriel Saneamento. This new company will have the challenge to recover all water supply infrastructure in the city, improve the quality of services provided to the population and universalize sewage collection and treatment by 2020, as the current network covers only 15% of the city.



Institutional brochure of São Gabriel Saneamento – São Gabriel, RS



Raw water treatment station – Manaus, AM

COMMITMENT FOR 2013

> In 2013, both Manaus Ambiental and São Gabriel Saneamento will be focused on the consolidation of their new leaderships and execution of their contractual obligations, and, for this purpose, trainings and qualifications will be provided to their teams. In addition, initiatives of environmental education will be developed in both companies along the year, focused on promoting population awareness and engagement towards water utilization and preservation and the sewage services they will be provided. <

Open Channels, Stronger Relations

Customer Service

In 2012, the Customer Service provided by Manaus Ambiental, in Manaus, presented a qualitative improvement, which was tested and approved by the population. The company restructured its internal processes and conducted a complete revision of procedures highly demanded by the population. Administrative and commercial actions were created, focused on the main themes of concern, in an integrated manner. In addition, the network quality improvement and expansion continued and the customer service teams increased and received training.

The actions also involved the creation of new channels, such as self-service terminals and e-mail. Six months later, the result of this wide variety of actions was the increased capability of customer service, reduced waiting time on the phone and reduced number of complaints to only one third of the total. In a survey conducted with the population in December 2012, the level of satisfaction with the service provided by the company reached 94% (service evaluated as very good and good).



Manaus Ambiental employee of customer service sector – Manaus, AM

Night view of raw water treatment station – Manaus, AM

Water quality control operation - Manaus, AM



Public Opinion

Two surveys were ordered by São Gabriel Saneamento to check the population opinion about the new concessionaire and services provides. The surveys were conducted by two different institutes – one in June 2012, with 400 interviews and margin of error of plus or minus 5 percentage points; and one in September 2012, with 200 interviews and total analysis of questionnaires.

In the first survey, conducted in June, the mean value of 6.69 was assigned, considering a 1-10 scale, in relation to water quality. In September, 71.4% of the interviewees said that it is the same or better after the change, when comparing the concessionaires. In June, 58.5% of the population were optimistic or very optimistic with the new concessionaire of water and sewage treatment services. In September, 80% of the interviewees said the company's services were good or very good.

Business Areas: High Points 2012

Solví Energy Valorization

Solví Energy Valorization (SVE) develops solutions for energy generation from waste, transforming one of the essential pillars of sustainability chain of waste generation into a viable and environmentally responsible business. Today, it comprises one company, Termoverde.

> 2012 Performance

Business

Through Termoverde plant in Salvador, BA, the SVE reached average 15 MW generated per hour in 2012. This is a record, making it the leader in the sector of energy valorization from waste. This achievement was obtained thanks to the operational consolidation of the plant, which had a qualitative change in its production process management and team management. Another relevant fact in 2012 was the exclusive contract for the

development of new energy valorization projects at the environmental valorization plants of Revita, of the Solví Group, which will give a new impulse to the SVE business. In addition, with the agreement established by the Vega Group with the city administration of São Bernardo do Campo, SP, the SVE is getting ready to develop energy solutions from waste incineration, diversifying its medium-term operations.



Panoramic view of Termoverde facilities – Salvador, BA



Side view, main building of the Thermoelectric Power Plant – Salvador, BA

COMMITMENT FOR 2013

> After consolidating the operations of Termoverde, the SVE intends to keep in 2013 its leading position in the sector of energy generation from waste. <



Panorama of Battre Landfill – supplier of biogas to Termoverde

Adjustment in vertical wells for gas extraction

Internal view – engines of the Thermoelectric Power Plant



Environmental Performance and Sustainability

The SVE business focus, i.e., producing energy from solid waste, is one of the solutions required to ensure sustainability of today's society, and, for this reason, it is among the determinations of the National Policy on Solid Waste, widely discussed by various social players. Focused on sustainability and aiming at the minimization of its environmental impacts, the SVE had developed a pilot project to reduce the consumption of lubricant in engines at Termoverde, in Salvador, BA. With a partnership with one of the company's suppliers, the initiative presented 15% to 20% of savings, showing its viability to become a reality in the entire production process of the plant in 2013.

Business Areas: High Points 2012

Solvi Engineering

Following the policies and standards of quality and sustainability of the Solvi Group, Solvi Engineering, which comprises GPO Engenharia, operates in the segment of heavy civil construction developing infrastructure solutions to different States of Brazil and Peru.



> 2012 Performance

Business

Business development and better operational efficiency were the relevant facts of GPO, which, in 2012, had improvements in the profile of its operations, process management and employee development. Besides a considering increase in its earnings, when compared to 2011, the company ended 2012 with the participation of 70% of clients

from the private sector and 30% from the public sector, exceeding the goals for the period. The conclusion of important works of different sizes, in Brazil and Peru, were also important in 2012, as well as contracts in Volta Redonda (RJ), Salvador (BA), in several cities in the country side of São Paulo, and in Juanjui, in Peru.



Cristalândia Dam - Brumado, BA



Sewage treatment station - Vitória da Conquista, BA



Construction of water supply system - Irerê, BA

People

Internally, GPO dedicated to the implementation of GPO Excellence Academy, to offer support and development to its employees, from the base to leadership, starting the generation of a permanent and sustainable cycle of people prepared to follow the company's growth. Another highlight was the creation of GPO School, an initiative conducted in partnership with SENAI in Salvador, BA, to eradicate illiteracy among SENAI-CIMATEC construction employees. This successful initiative became a model, already replicated in SESI construction site in Osasco, SP, and will remain as a reference to other construction sites of the company.

COMMITMENT FOR 2013

> Para 2013, GPO is committed to improving its profitability and ensuring liquidity of its contracts through efficient operational management and strong cost control. In addition, it will start studies of client prospecting in the concession market for Brazilian highways and railways. In Peru, the objective is to focus on operations in the country's provinces. The company also intends to conduct a study to analyze its CO² emission. <



Ayacucho Highway - Abancay, Peru

Pindobaçu Dam - Region of Piemonte da Chapada, BA



Construction work delivered in 2012

- Glória Sanitary Sewer Systems, BA
- Macururé Sanitary Sewer Systems, BA
- Ibimirim Sanitary Sewer Systems, PE
- Igaporã Dam, BA
- Mulungu do Morro Dam, BA
- PE 270 Highway (portion between Arcoverde, PE, and Buiqui, PE)
- Ayacucho Highway - Abancay, Peru

Construction work gained in 2012

- Volta Redonda Olympic Arena, RJ
- Expansion of the headquarter of the Federação das Indústrias do Estado da Bahia (FIEB)
- SENAI-CIMATEC Unit in Salvador, BA - Federação das Indústrias do Estado da Bahia (FIEB)
- SESI Unit in Jandira, SP
- SESI Unit in Jundiá, SP
- SESI Unit in Osasco, SP
- SESI Unit in São José do Rio Preto, SP
- SENAI Unit in Paulínia, SP
- Sanitary Sewer System of the City of Juanjuy, Peru

Communication

To promote a direct channel with its customers, GPO conducted a complete revision of its institutional material, including a new website. And, with an eye on the alignment of internal information, the company created the Jornal de Obras, a quarterly periodical distributed to all employees, with the main themes addressed in the period.

Quality Management

ISO 9001 and Duns Number certifications were the goals achieved in the area of Quality Management, which now is getting ready for receiving ISO 14001 and OHSAS 18001 certifications by 2014.

About the Report

This report presents the Solví Group and the activities of the Solví Group's companies in 2012, based on the principles of ISO 26000 of Social Responsibility and Global Compact, and it incorporates the guidelines of G3.1 of the Global Report Initiative (GRI). Qualitative changes have been made in relation to the 2011 report, in data consolidation and reporting, to show the progress towards the consolidation of the Solví Group's aspiration to its future and ensure better accountability to the organization's stakeholders. For information about data and other questions regarding this publication, please, email us: comunicacao@solvi.com.

Changes in this report

- Chapter 3 addresses now the theme of Corporate Governance as a system of guidance and as a system of guidance and support to business strategy and policies that define the management practices of the Solví Group.
- Chapter 4 innovates when bringing operating, environmental, social and economic indicators in an integrated manner, within the context of the company's performance, favoring sustainability as business and as part of the society that contributes to the sustainable development as a whole.
- In addition, we've inserted views of representatives of the Group's various audiences which, during the report, bring their considerations on aspects related to actions, improvements and/or challenges reported.

GRI ITEM	PARAMETERS FOR THE ELABORATION OF THIS REPORT
Materiality	The Solví Group fully observe the regulations of sectors where it operates and sector agreements and trade negotiation agreements, with its operations also guided by its policies of Quality, Safety, Environment and Social Responsibility and its Code of Conduct. In addition, it voluntarily follows the guidelines of ISO 26000 and the United Nations Global Compact. Then, the content reported here allows to identify the alignment of the Solví Group's companies with the commitments and guidelines of these documents. Regarding the indicators, they were selected according to the objectives the Solví Group intends to achieve. Objectives that contribute to sustainability of business and society where the business takes place.
Stakeholder Inclusiveness	The expectations, interests and reporting needs of the Solví Group's stakeholders were assessed and are addressed not only in this document, but especially in the routine the routine of services provided by the Solví Group's companies, through systematic satisfaction surveys, assessment meetings and by offering various contact channels to clients, population, suppliers, partners and employees. Regarding the employees, more than just serving them, several initiatives reported in this document promote their participation in the definition and monitoring of policies and practices of the companies.
Sustainability Context	When describing the activities performed by the Solví Group in 2012, which, due to business nature, acts and impacts directly on the sustainability panorama in the regions where it is present, as it offers infrastructure services, providing environmental engineering solutions in water, sewage, waste, energy and construction work areas, these impacts were demonstrated, also showing a general national scenario.
Completeness	This report seeks to use a systemic approach that describes the activities of the Solví Group and the Solví Holding as references for learning, which, when challenges are indicated, allow to define future commitments.
Balance and Clarity	Understanding that many activities of the Solví Group's companies incorporate concepts and technologies that are not of a common citizen's knowledge, this report seeks to use a clear language, defining abbreviations and new concepts and explaining the technologies.
Comparability	The Solví Group presented significant progress in 2012 in terms of incorporation of social responsibility principles, from the work developed for ISO 26000, which resulted in an analysis of formerly produced reports. The form of content identification and indicators selected have been revised to better explain the company's sustainable performance. The base for building some indicators has been changed too. In addition, this reports seeks to innovate, bringing a systemic view of each company's performance, which means not addressing the performance in an stagnant manner under operating, social and environmental information, but based on proposed objectives. It means that, somehow, some data reported here possibly represent the start of a new method to assess the socio-environmental performance of the Group. On the other hand, traditional data have been kept and can be compared.
Accuracy	The charts are illustrated with cases which jointly enable to assess the performance reported.
Timeliness	The Solví Group had dedicated all efforts to present its annual report in the first quarter of the year after the reporting period.
Reliability	This report is not submitted to the analysis of any auditor and/or multi-stakeholder group, as a whole. The only data submitted to audit are the financial statements. The other information are under the responsibility of the Solví Group's companies.

GRI Index and Global Compact Index, ISO 26000

GRI	GRI PROFILE INFORMATION	PAGE	SECTION OF THE 2012 ANNUAL REPORT	GLOBAL COMPACT	ISO 26000
1	STRATEGY AND ANALYSIS				
1.1	CEO Statement	4, 5	Our Message	7, 8, 9	6.2
1.2	Description of key impacts, risks and opportunities	18, 19	Corporate Governance: Strategy and Management	1	6.2
2	ORGANIZATIONAL PROFILE				6.2
2.1	Name of the organization	6	The Solví Group		6.2.1 – 6.2.3
2.2	Primary brands, products and/or services	8, 9 11	Managerial Structure Services		6.2.1
2.3	Operational structure of the organization	42 - 57	Business Areas: High Points 2012		6.2.1
2.4	Location of organization's headquarters	64	Contacts		6.2
2.5	Countries and regions where the organization operates	12, 13	Map of Operations		6.2
2.6	Nature of ownership and legal form	6	The Solví Group		6.2
2.7	Markets served	12, 13	Map of Operations		6.7.1
2.8	Scale of the reporting organization	16 23 - 39	Profile of Employees Sustainable Performance		6.2
2.9	Significant changes during the reporting period	5	Our Message: Innovation, Business Consolidation and Expansion		6.2
2.10	Awards received in the reporting period	17	Programs and Awards		6.2
3	REPORT PARAMETERS				
3.1	Reporting period for information provided	58, 59	About the Report		
3.2	Date of most recent previous report	58, 59	About the Report		
3.3	Reporting cycle	58, 59	About the Report		
3.4	Contact point for questions regarding the report or its contents	58, 59	About the Report		
3.5	Process for defining report content	58, 59	About the Report		
3.6	Boundary of the report	58, 59	About the Report		
3.7	State any specific limitations on the scope or boundary of the report	58, 59	About the Report		
3.8	Basis for reporting	58, 59	About the Report		
3.9	Data measurement techniques and the bases of calculations	58, 59	About the Report		
3.10	Explanation of the effect of any restatements of information provided in earlier reports	58, 59	About the Report		
3.11	Significant changes from previous reporting periods	58, 59	About the Report		
3.12	Table identifying the location of the Standard Disclosures in the report	60 - 63			
3.13	Policy and current practice with regard to seeking external assurance for the report	59	About the Report		7.5.3
4	GOVERNANCE, COMMITMENTS AND ENGAGEMENT				
	Governance				
4.1	Governance structure of the organization	18 - 21	Corporate Governance: Strategy and Management		6.2
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	18 - 21	Corporate Governance: Strategy and Management		6.2

GRI	GRI PROFILE INFORMATION	PAGE	SECTION OF THE 2012 ANNUAL REPORT	GLOBAL COMPACT	ISO 26000
4.3	Number of members of the highest governance body that are independent and/or nonexecutive members	18 - 21	Corporate Governance: Strategy and Management		6.2
4.4	Mechanisms for shareholders and employees to provide recommendations	33	Promotion of stakeholders' engagement		6.2
4.5	Linkage between compensation and socio-environmental and economic performance	20	Organizational Development Management		6.2
4.6	Processes in place to ensure conflicts of interest are avoided.	19	Ethics Management	10	6.2
4.7	Qualifications and expertise of the members of the highest governance body	18 - 21	Corporate Governance: Strategy and Management		6.2
4.8	Statements of mission and values, codes of conduct and relevant internal principles	6, 7 22	The Solví Group Sustainable Performance		6.2
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks	19 - 21	Principles and Instruments Adopted by the Corporate Governance of the Solví Group		6.2
4.10	Processes for evaluating the highest governance body's own performance.	18	The Constant Progress of the Solví Group		6.2
	Commitments to External Initiatives				
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	19	Risk Management	7	6.5
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	7	Voluntary Commitments		
4.13	Memberships in associations and/or national/international organizations	7	Relations with the Market and the Organized Society		
	Approach to stakeholder engagement				
4.14	List of stakeholder groups				6.8
4.16	Approaches to stakeholder engagement	30 - 33 59	Incorporation of Social Responsibility Principles About the Report		6.8
5	MANAGEMENT APPROACH AND PERFORMANCE INDICATORS				
	Management approach of economic responsibility	23 38, 39	Sustainable Performance Economic Performance	1, 4, 6, 7	6.2
	Management approach of environmental responsibility	23 24 - 31	Sustainable Performance Contributions to Sustainable Development	7, 8, 9	6.5
	Management approach of work and decent work practices	23	Sustainable Performance	1, 3, 6	6.4
		32, 34, 36, 37	Incorporation of Social Responsibility Principles		
	Management approach of human rights	34	Incorporation of Social Responsibility Principles	3,4,5,6	6.3
	Management approach of the society	22 - 39	Incorporation of Social Responsibility Principles	1,2, 7,8,9	6.8
	ECONOMIC PERFORMANCE INDICATORS				
	Economic Performance				
EC1	Direct economic value generated and distributed	38	Economic Performance		6.8
	Market Presence				
EC5	Range of ratios of standard entry level wage compared to local minimum wage	35	Incorporation of Social Responsibility Principles	1	
EC7	Local hiring	16		6	
	Indirect Economic Impacts				
EC8	Infrastructure investments and services provided primarily for public benefit	24	Investments in Environmental Protection		

GRI Index and Global Compact Index, ISO 26000

GRI	GRI PROFILE INFORMATION	PAGE	SECTION OF THE 2012 ANNUAL REPORT	GLOBAL COMPACT	ISO 26000
ENVIRONMENTAL PERFORMANCE INDICATORS					
Energy					
EN3	Direct energy consumption	27	Contributions to Sustainable Development	8	6.5
EN5	Energy saved due to conservation and efficiency improvements.	27	Contributions to Sustainable Development	8, 9	6.5
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives	28	Contributions to Sustainable Development	8	6.5
Emissions, Effluents and Waste					
EN16	Total direct and indirect greenhouse gas emissions	29	Contributions to Sustainable Development	8	6.5
EN17	Other relevant indirect greenhouse gas emissions	29	Contributions to Sustainable Development	8	6.5
EN18	Initiatives to reduce greenhouse gas emissions	28, 29	Contributions to Sustainable Development	7, 8, 9	6.5
EN19	Emissions of ozone-depleting substances	29	Contributions to Sustainable Development	8	6.5
EN22	Total weight of waste	24 - 26	Contributions to Sustainable Development	8	6.5
EN24	Weight of transported waste deemed hazardous	24 - 27	Contributions to Sustainable Development	8	6.5
Products and Services					
EN26	Initiatives to mitigate environmental impacts.	22 - 37	Sustainable Performance	7, 8, 9	6.5
Overall					
EN30	Total environmental protection expenditures and investments	24	Contributions to Sustainable Development	7, 8, 9	6.5
SOCIAL PERFORMANCE INDICATORS					
Social – Labor Performance					
<i>Employment</i>					
LA1	Total workforce by employment type, employment contract and region	16 34, 35	The Solví Group Incorporation of Social Responsibility Principles		6.4
<i>Occupational Health and Safety</i>					
LA6	Percentage of total workforce represented in formal joint management	33	Incorporation of Social Responsibility Principles	1	6.4
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of workrelated fatalities	36	Incorporation of Social Responsibility Principles	1	6.4
LA8	Education, prevention and risk-control programs	36	Incorporation of Social Responsibility Principles	1	6.4
<i>Training and Education</i>					
LA11	Programs for skills management andlifelong learning	17 34	Programs and Awards Incorporation of Social Responsibility Principles		6.4
<i>Diversity and Equal Opportunity</i>					
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity	18 16	Corporate Governance The Solví Group	1, 6	6.4
LA14	Ratio of basic salary of men to women by employee category	35	Incorporation of Social Responsibility Principles	1, 6	

GRI	GRI PROFILE INFORMATION	PAGE	SECTION OF THE 2012 ANNUAL REPORT	GLOBAL COMPACT	ISO 26000
HUMAN RIGHTS					
HR4	Total number of incidents of discrimination and actions taken	19	Ethics Management	1, 2, 6	6.4
SOCIETY PERFORMANCE INDICATORS					
Community					
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities	19	Risk Management		6.8
Corruption					
S03	Anti-corruption training	19	Ethics Management	10	
Public Policies					
S05	Public policy positions and participation in public policy development and lobbying	23	Incorporation of Social Responsibility Principles	10	6.6, 6.8

Contacts

THE SOLVÍ GROUP

Chairman: Carlos Leal Villa
CFO: Celso Pedroso
Organization and People Director: Delmas Abreu Penteadó

Rua Bela Cintra, 967 – 10º andar
Bela Vista – 01415-000 – São Paulo (SP)
Tel.: 55 11 3124-3500
e-mail: solvi@solvi.com
www.solvi.com

VEGA ENGENHARIA AMBIENTAL

Chairman: Carlos Alberto Alves de Almeida Jr.
Rua Clodomiro Amazonas, 249 – 1º andar
Itaim Bibi – 04537-010 – São Paulo – SP
Phone: 55 11 3491-5133 – Fax: 55 11 3491-5134
e-mail: vega@vega.com.br
www.vega.com.br

KOLETA AMBIENTAL

Chairman: Ronaldo Gaspar
Av. Pastor Martin Luther King Júnior, 8745
Colégio – 21530-012 – Rio de Janeiro (RJ)
Phone: 55 21 3278-9300 – Fax: 55 21 3278-9331
e-mail: koletarj@koleta.com.br
www.koleta.com.br

RELIMA AMBIENTAL S.A.

Chairman: Marcelo Cicconi
Av. Tomas Marsano, 432
Surquillo – Lima 34 – Peru
Phone: (511) 618-5400 – Fax: (511) 618-5429
e-mail: informes@relima.com.pe
www.relima.com.pe

ESSENCIS SOLUÇÕES AMBIENTAIS

Director-Chairman: Carlos Roberto Fernandes
Rua Itapeva, 538 – 11º ao 13º andar
Bela Vista – 01332-000 – São Paulo – SP
Phone: 55 (11) 3848-4500 – Fax: 55 11 3848-4551
e-mail: essencis@essencis.com.br
www.essencis.com.br

GRI – GERENCIAMENTO DE RESÍDUOS INDUSTRIAIS

Chairman: Ciro Cambi Gouveia
Rua Presidente Almeida Couto s/nº
Mooca – 03108-020 – São Paulo (SP)
Phone: 55 11 2065-3500 – Fax: 55 11 2065-3741
e-mail: gri@solvi.com
www.grisolvi.com.br

SOLVÍ SANEAMENTO (SANITATION)

Chairman: Luiz Gonzaga Alves Pereira
Rua Bela Cintra, 967 – 10º andar
Bela Vista – 01415-000 – São Paulo (SP)
Phone: 55 11 3124-3500
e-mail: solvi@solvi.com
www.solvi.com

SOLVÍ VALORIZAÇÃO ENERGÉTICA – SVE (ENERGY VALORIZATION)

Chairman: Vicente Ferreira Linhares Júnior
Rua Bela Cintra, 967 – 10º andar
Bela Vista – 01415-000 – São Paulo (SP)
Phone: 55 11 3124-3500
e-mail: sve@solvi.com
www.solvi.com/sve

GPO

Chairman: José Bonifácio Pinto Júnior
Rua Frei Caneca, 1.382 – 3º andar
Cerqueira César – 01307-002 – São Paulo (SP)
Phone: 55 11 3251-4666
www.solvi.com/engenharia

CSC

CENTRO DE SERVIÇOS COMPARTILHADOS (CENTER FOR SHARED SERVICES – CSS)
Director: Lucas Rodrigo Feltre
Av. Maria Coelho Aguiar, 215 – Bloco B, 8º andar
Jardim São Luiz – 05804-900 – São Paulo (SP)
Phone: 55 11 3748-1200
e-mail: comunicacaoosc@solvi.com

THE SOLVÍ INSTITUTE

Chairman: Celso Pedroso
Rua Bela Cintra, 967 – 10º andar
Bela Vista – 01415-000 – São Paulo (SP)
Phone: 55 11 3124-3500
e-mail: institutosolvi@solvi.com
www.institutosolvi.com

Design and development

Elos Comunicação
www.eloscomunicacao.com.br

General coordination

Cláudia Sérvulo and Thalita Fleury

Text

Elos Comunicação

Editorial project
Chris Marin, Natassia Mello and Cláudia Sérvulo

Interviews and text
Angélica Valente

Editing
Cláudia Sérvulo

Proofreading
Jô Santucci

Artwork

Elos Comunicação

Art directors
Adriana Lago and Debora M. Murakami

Layout
Fernanda Prupest

Photos

Marcello Vitorino and Solví database

Print

D'Lippi.Print – FSC certified print shop

Number of copies

2,000 copies

We would like to thank all Soví employees – especially those with direct participation in the provision of information, data and photos – for their contribution and support in the production of this Annual Report.



www.solvi.com