

Integrated Management Policy

Management is aware of the commitment involved in managing natural resources and thus believes that carrying out this task should contribute to people's quality of life and generate value for stakeholders.

The Group's business vision is to become a leading organisation in its areas of activity, and to do so it applies to its methodology **excellence**, **innovation**, **dialogue**, the **development of sustainable business** and **local development** as key corporate values.

To achieve these ends, an **Integrated Management System** has been introduced that adds value to the organisation and provides a framework in which to establish objectives in the following areas:

- Quality management, in compliance with ISO 9001:2015
- Occupational health and safety, in accordance with ISO 45001:2018
- Environmental management, in compliance with ISO 14001:2015
- Energy management, in compliance with ISO 50001:2018
- Business continuity management, in compliance with ISO 22301:2019
- Information security management, in compliance with ISO 27001:2022
- Customer satisfaction management. Complaints and claims, according to ISO 10002:2018

Furthermore, the following management principles shall be adhered to ensure progress, in accordance with the three core areas of sustainable development:

Social

- Increasing knowledge of customers and stakeholders' needs and expectations, considering them when determining risks and opportunities and in establishing strategies, plans and objectives aimed at increasing their satisfaction and shared value.
- Ensuring the quality of products and services, while taking into consideration the need to satisfy commitments to customers and other stakeholders, in coherence with the diversity of local needs.
- Involving our suppliers, contractors and other partners in responsibility and reciprocal commitment based on the principles established in this policy.
- Developing activities, establishing people's health and safety as a fundamental value: staff, customers, suppliers, contractors, other partners and third parties.
- Fostering people's commitment, in all their functions and responsibilities, to their, and others', safety.
- Fostering a healthy inclusive environment, getting involved in staff training and professional development.
- Ensuring that all assumed, legal and regulatory requirements applicable to the products and services managed are met.

Environmental

- Protecting the environment and preventing pollution, respecting biodiversity and improving the organisation's environmental behaviour, by reviewing environmental aspects, improvement programmes and staff awareness.
- Promoting the efficient and sustainable use of natural and energy resources, through conscientious investment and providing the information and resources required to help reduce environmental impact and fight against climate change.
- Supporting the purchase of energy-efficient products and services and designs to improve energy consumption.
- Working with administrations, organisations and public and private bodies to promote actions aimed at environmental improvement.

Efficiency

- Optimising process operations, through quality, efficiency and continuous improvement, strengthening homogeneity, seeking synergies and innovation and also ensuring effective communications between different stakeholders.
- Preventing and reducing the impact of disruptive incidents that may affect the continuity of the organisation's critical processes.
- Regarding information security, ensure the confidentiality, integrity and availability of data and the information systems that support them.

Management will see to it that this policy is disseminated, understood and accepted in the organisation with the aim of making it a differential factor with respect to competitors and contributing to achieving the above-mentioned commitments.

Lines relating to sustainable development and occupational health and safety are developed in specific policies.

Water Territorial Chief Officer Comunidad Valenciana