

POLICY AND MANAGEMENT COMMITMENT TO QUALITY OF SERVICE, OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL PROTECTION

As a leader in the supply of WSS services, Sofiyska Voda endeavors to continuous improvement. The company is committed to providing quality services in a way which ensures the health and safety of the employees, customers, contractors and the community and to protecting the environment. The fulfillment of this commitment is a primary objective of the executive management as well as an individual and collective responsibility of all employed. It shall be proactively communicated internally and externally. For this purpose, Sofiyska Voda JSC shall:

- Provide continuous and quality water supply, sewerage and treatment services
- Comply with the applicable laws, regulations, directives, the internal requirements for the quality, health and safety and environmental, of the services provided to customers and all other commitments with regard to the stakeholders.
- Provide safe working conditions to the employees and visitors at all sites of Sofiyska Voda and prevent work-related injuries and diseases.
- Provide services by meeting the agreed deadlines.
- Effectively and efficiently manage at health and safety risks and the environmental impacts and aim at preventing any harmful effects on human health and the environment.
- Continuously increase customer satisfaction with the provided water supply and sewerage services.
- Encourage the responsible consumption of water and frugal use of all natural resources by integrating the principles of “circular economy”.
- Regularly assess and continuously improve its actions through maintaining management systems, setting objectives and achieving results.
- Commit to continuous improvement of environmental performance and ensure healthy and safe working conditions.
- Train, consult, inform and motivate its employees to actively participate in the quality, safe and environmentally friendly implementation of their obligations in compliance with the accepted requirements by the organization.
- Establish effective communication for understanding the needs and expectations of the stakeholders.
- Encourage the adoption of similar principles by the contractors and suppliers.
- Provide this policy to all stakeholders and the public.
- Ensure the necessary conditions and resources to fulfill the commitments taken.

This policy shall be communicated and explained to all employees and parties working for or on behalf of Sofiyska Voda. The policy shall be regularly reviewed and updated, if necessary.


Vasil Trenev
Executive Director

24.04.2019