

POLICY AND MANAGEMENT COMMITMENT ON QUALITY OF SERVICE, HEALTH AND SAFETY AND PROTECTION OF ENVIRONMENT

As a leader in providing WS&S services, Sofiyska Voda JSC endeavors to continuous improvement. The company is committed to provide quality services in a way ensuring the health and safety of employees, customers, subcontractors, and community, and protecting the environment. The accomplishment of this commitment is a priority for the executive management as well as an individual and collective engagement of all employees, which 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 regulations, the internal requirements for quality of services provided to customers and all other obligations with regard to the interested parties
- Provide healthy working conditions to the employees and visitors at all SV's sites.
- Provide services meeting the agreed deadlines.
- Effectively and efficiently manage the health and safety risks and the environmental aspects and commits to prevent any harmful effects on human health and the environment.
- Continuously increase customers' satisfaction towards WS&S services provided.
- Encourage the responsible consumption of water and sparing use of all natural resources, according to the principles of the "circular economy".
- Regularly assess and continuously improve actions through maintenance of management systems, setting objectives and achieving results.
- Commits to continuous improvement of environmental performance and ensures healthy and safe working conditions.
- Train, inform and motivate its employees in order to execute their obligations for quality, health and safety and environmental protection in a consistent manner and in compliance with accepted requirements by the organization.
- Establish effective communication for understanding the needs and expectations of interested parties.
- Encourage the adoption of similar principles by the sub-contractors and suppliers.
- Provide this policy to all interested parties and the public.
- Provide the necessary conditions and resources to fulfill the taken commitments.

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