

Sofiyska Voda AD

# Our Commitment Our Principles



“Софийска вода” АД

## Нашият ангажимент Нашите принципи

**Safety, Well-being and Risk Management**

Безопасност, благосъстояние  
и управление на риска

Sofia Water



## Our commitment and our principles

**As** CEO of Sofiyska voda AD I fully understand and accept that we need constantly to improve our performance and management in the fields of health and safety and achieve excellent results. This is my commitment and the commitment of the company's Senior Management Team. Our objectives, of course, will be impossible to achieve if we do not have the full support and involvement of our employees and our partners.

It is a key factor for our performance as professionals in the business that we progress in improving our health and safety standards which is in line with Sofiyska Voda values. We understand that minimizing the risk to employees through the implementation of consistent health and safety standards and procedures will help us maximize business performance and enhance our reputation as a responsible company. It is essential that all of our activities perform in accordance with these standards otherwise we can't progress and grow.

We will work together with our customers, partners, contractors, stakeholders always trying to achieve and even exceed their expectations in respect of minimizing risk to the employees and guaranteeing safe and risk controlled working and business environment. Sharing the experience and knowledge will be of benefit to the community, the business and us.

Performance will be monitored and reviewed regularly and we'll provide reports to our internal and external stakeholders as part of our responsible attitude.

These principles will be adopted and complied with by every department and unit of our company and will form an integral part of our business processes.



**Gregory Endemano,**  
CEO  
Sofiyska voda AD  
December 2008

# Sofiyska voda AD Health and Safety Policy

## Introduction

Sofiyska voda AD is committed to achieve the highest standards of safety and health at work in every area of its activity. We believe that through the implementation of well-grounded management practices we can avoid accidents, injuries and occupational ill health, as well as damage to property. Health and safety at work is not minor activity to any other in the company management and as such will be actively managed and measured.

## Our objectives

### We will:

- Integrate our principles for H&S in the management of our business.
- Identify specific objectives, tasks and programmes for management.
- Manage and control our risks related to the safety and health at work through efficient processes of risk assessment.
- Provide management systems, corresponding to the common standards, constantly improve our systems and performance every year.
- Clearly identify the roles and responsibilities and develop an explicit management structure.
- Develop positive culture with trained and competent staff.
- Ensure active consultation with the staff, communication, commitment and participation to facilitate the changes and improvements of health and safety.
- Ensure conformity with the law regulations as a minimum and achieve or surpass the requirements of the business field and other relevant standards
- Work with our customers and partners and share our knowledge, abilities and experience.
- Work with our contractors to ensure efficient health and safety management, conformity with the law and achievement of standards, at least equal to ours.
- Update our approved high standards for H&S communication and reporting, in conformity with the requirements of the stakeholders.
- Carry out monitoring and review of our performance using active and reactive methods.

The achievement of those objectives will be periodically monitored and checked so as to be sure that they remain live and suitable.

## Responsibilities of the company units

All company units will commit to implement the principles in their activity.

The ultimate responsibility to implement the Policy is borne by the CEO of Sofiyska voda.

The Senior Management Team will ensure compliance with the Policy and the Objectives in their areas of responsibilities.

Wherever appropriate, specific arrangements, performance standards and reporting requirements will be developed, so as to provide efficient implementation of the current policy.

## Responsibilities of the managers

All managers at all levels of management shall make regular review of the health and safety standards in the area they manage and provide and maintain working places safe and without any risk to the health of the staff. The managers shall identify and provide enough resources to implement this policy in their field of responsibility. The resources include also competent staff, information and training of them and all other staff, as well as advice from specialists wherever required.

## Individual responsibilities

All staff shall be responsible to work safely for themselves and their colleagues, Sofiyska voda AD and the wider community. They shall work in cooperation with their managers regarding all aspects of the health, safety and well being. The staff will be given every opportunity to give their opinions regarding health and safety.

## Monitoring the implementation of this Policy

The Health and Safety Manager is responsible for the monitoring of the implementation of this Policy and shall regularly submit reports to the Senior Management Team.



**Gregory Endemano,**  
CEO  
Sofiyska voda AD  
December 2006

## Health and Safety Organization, Arrangements and Management

These Principles build the framework of health and safety management. Compliance with them guarantees constant improvement of the health and safety activity, achieving the performance standards, the implementation of plans and objectives. The Principles identify the key areas of activity that we believe are essential in this process. Together with the Policy they include the commitments of Sofiyska voda AD, objectives and governance. A summarized scheme of this framework is presented below.

The role of the Senior Management Team of the company is to provide a clear direction and guideline through strategic planning, identify the objectives of the company, receive feedback and regular review of our performance and status.

We will develop a management system that will include the Principles, together with the processes requires for the efficient applying of those principles.

The various responsibilities of individuals and the supporting structures are also set out in the Policy and Principles. We expect our contractors to work to standards at least equal to our own.

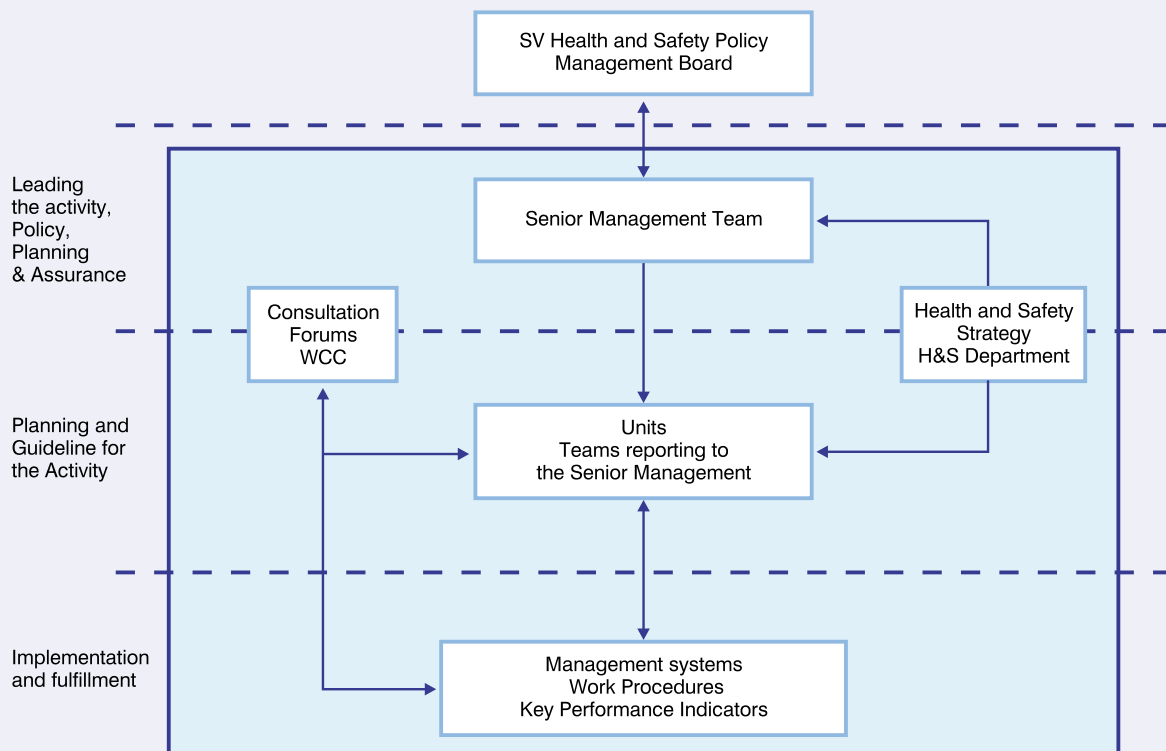
## Organization of Risk Management

At Sofiyska voda AD we have well-established procedures for risk assessment and risk management. We are fully aware that the efficient management of risk to the health and safety is a key factor for our management frame and the respective specific management systems, resulting from it.

- The risk assessment process will apply to all those affected by our activities.
- We will be systematic with the identification of hazards, risk assessment and setting appropriate measures for control, including existing, new or potential risks.
- We will develop and apply appropriate protocols for risk assessment.
- When identifying the appropriate standards special attention shall be paid to the hierarchy of control, for example - minimizing risk through design.
- The risk assessment results will be used to provide input to:

Setting objectives;  
Standards for plant and equipment;  
Control of the activities;  
Requirements for competence and needs for training;  
Changing the process.

- To ensure consistency and effectiveness of the risk management process, we have implemented and will maintain the H&S Management System in compliance with OHSAS 18001. We will update and maintain the emergency plans implemented and the business continuity plans to minimize the risk to the people, the assets and the services we provide. These plans will be regularly tested and exercised.



## Leadership

The leaders are responsible to promote positive culture through visibly proactive, consistent and influential actions.

We expect that all leaders of people throughout the Company, will implement and comply with the Policy and the Principles by engaging everyone from the staff to participate, so that health and safety is a collaborative effort.

- Leaders will have as task of priority the health and safety of the staff and people who could be affected by our activity.
- Leaders will implement the Policy and the Principles by integrating health and safety in the respective activities they lead.
- Leaders will give themselves the example with their own behaviour and will recognise positive behaviour of the others.
- Leaders will actively communicate with the workers so that the latter clearly understand the expected standards.
- Leaders will assign individual responsibilities to the members of their teams, ensure adequate resources, identify the health and safety objectives and monitor and control performance.
- Leaders will share the health and safety lessons learnt with the others.
- The Senior Management Team will clearly demonstrate leadership, both collectively and individually, in effect setting the tone in our organization.
- The Senior Management Team will make periodical review of the Health and Safety Policy and Principles.
- Health and safety policy and direction will be established through the Health and Safety Strategy Group.

## Staff Participation and Partnership

The involvement and commitment of everyone is essential to the successful management of health and safety. The knowledge and experience of the staff are crucial to the development and operation of the health and safety management system.

We will follow the principle of consultations, cooperation and opportunity for the staff to participate in the H&S activity.

- People at all levels are responsible for engaging employees in meeting our health and safety objectives.
- The staff will be encouraged to join in, discuss issues freely and report lapses in standards without fear of blame.
- Where necessary employees will be involved in:
  - Programmes development and other health and safety initiatives.
  - Find solution to problems
  - Annual planning and setting objectives
  - Safety programmes, based on behaviour
  - Accident and incident investigations.
- We will provide forums where staff can become actively involved in health and safety activity. There will be formal consultation through safety /employee representatives.
- The staff will conform to the established safe working procedures and promote safe behaviour by setting a good example to others.



## Well-being and Occupational Health

*We believe that "good health is good business" and that it is crucial to us as individuals and to the company as a whole.*

*We will promote good standards of health and fitness and protect the staff from work related health problems.*

- We will adopt a "professionals in partnership" approach, utilising where necessary the full range of the expertise in health risk management, drawn from the occupational medicine service.
- Well-being and good health will be promoted by regular campaigns and educations.
- We will organize medical examinations as required by law so as to avoid health problems as a result of the work executed.
- We will provide dentist services to all staff.
- A range of measures will be used, including substitution, engineering design, personal protective equipment and other measures to control health risks in accordance with the national legislation.
- We will actively manage absence from work.

## Change Management

Change brings the potential for increased risk and must be managed effectively, whether it is organizational, engineering or operational in nature. We will organize ourselves to react efficiently and effectively to changing demands wherever they may arise, internally or externally.

We need to ensure that transition is planned for and carefully managed during change.

- A risk assessment will always be carried out, and control measures implemented, before changes are made to work activity or before new activity commences. This includes new processes or plant, work procedures, organizational changes, changes of the staff.
- We are committed during times of change and growth to ensure that any potential changes to the risk profile are considered as part of the process.
- We will identify all current and emerging health and safety developments including regulatory changes, best practice guidelines and management practices and develop plans to manage them.
- We will ensure that all organizational, engineering or operational change plans include an assessment of the potential impact on health and safety, and environment, together with appropriate control measures.
- We will, where necessary, include our stakeholders in the decision making process associated with change plans.

## Competence

We believe that the high levels of competence within Sofiyska voda AD will be defining in distinguishing us as a leading organization.

We will therefore identify the skills, knowledge and expertise required at all levels in the business and satisfy any training and development needs arising.

The staff shall be trained in all aspects of risk arising from the work they perform and the necessary measures to reduce risk, and the managers shall be trained in the principles of the management of health, safety and environment, so as to be able to successfully manage the activities they are responsible for.

- The staff will have the necessary skills, experience and authority to carry out their responsibilities.
- We will systematically identify the competencies necessary for all our people, including the health and safety management skills required for managers of all levels.
- We will carry out training needs analysis to identify training and development requirements.
- The suitability of training will be assessed and evaluated to ensure applicability and validity.
- Individuals will be assessed to ensure that they have acquired and maintained the necessary level of competence.
- We will encourage and expect everyone to develop the desired health, safety and environmental competencies.

## Communication

*We believe that an effective two-way information flow both internally, and externally with our stakeholders, is an essential part of our health and safety organizational arrangements.*

*We understand that information needs to move freely throughout the organization, so that we share our good ideas and innovations, enabling us to develop our learning culture.*

- We will determine our information needs at all levels and ensure that these needs are met.
- We will share good practice and lessons learnt within the Company.
- Significant external developments, including changes to regulatory requirements and industry good practice, will be identified and communicated rapidly.
- We will actively communicate with our customers and other external stakeholders. Appropriate forums such as team meetings and briefings will be used for two-way health and safety communications.
- Communication skills will be considered as part of health and safety competence requirements.



## Contractors and Suppliers

*Working with our contractors and suppliers is a key issue for us. We recognize that developing good relationship and sharing information represents both good governance and serves to protect and enhance our corporate reputation.*

*We will expect our contractors and suppliers to work to standards at least equal to our own, giving health and safety a high priority.*

- Procedures will be put in place, which specify requirements for selection, liaison and monitoring of performance.
- We will ensure that such procedures are implemented, monitored and reviewed.
- Arrangements will be made to ensure that appropriate information particularly key performance indicators will be communicated to us on a regular basis.
- Performance will be regularly reviewed and fed back. Steps will be taken to address and remedy any shortfalls.
- Contractors will ensure that the assessment and control of risk is given particular priority.
- Where appropriate, specific performance standards and systems of work will be agreed and monitored.
- Goods purchased by us will conform to appropriate and defined health and safety performance standards.

## Measurement Audit and Review

*The effective management of health and safety requires continual assessment of performance and review at all levels in the organization. This will ensure that we continue to achieve high and improving standards and will be seen to do so.*

- We will measure and audit culture and performance using a range of measures and at scheduled intervals.
- Summaries of audit findings and key performance indicators will be reported to the senior management of the company regularly.
- Managers will measure performance against objectives and conformance standards.
- Arrangements will be made to investigate substandard performance, including accidents and ill health. Remedial actions required will be given priority and lessons shared.
- We will regularly review our performance measures.
- We will compare our performance both internally and externally.

