POLICY AND COMMITMENT OF THE MANAGEMENT OF SOFIYSKA VODA AD TO THE COMPANY'S SUSTAINABLE DEVELOPMENT

(INCLUDING QUALITY OF THE SERVICES PROVIDED, ENVIRONMENTAL PROTECTION, ENERGY MANAGEMENT, OCCUPATIONAL HEALTH AND SAFETY, ANTI-CORRUPTION AND KNOWLEDGE MANAGEMENT)

As a leader in the provision of WSS services, Sofiyska Voda AD strives towards multifaceted performance and continuous improvement of the services offered, believing that honesty, integrity, and fairness, combined with high social responsibility, environmental care, and a culture that values knowledge, are fundamental values. All of our activities are planned and carried out in accordance with the Principles of the UN Global Compact, the OECD Guidelines, and international human rights and labor standards.

The company is committed to providing quality services and responsibly managing its impacts. It plans and undertakes targeted actions across all key areas: climate change mitigation, ensuring a safe and healthy working environment, respecting human rights and diversity, adhering to the highest anti-corruption standards, and effectively managing corporate knowledge.

Implementing these strategic commitments through the Integrated Management System (IMS) is a top priority for the management, as well as an individual and collective responsibility for all employees. This has been proactively communicated both internally and externally. To this end, Sofiyska Voda AD:

General compliance and continuous improvement commitments

- Ensures continuous and quality water supply and sewerage services, complying with the applicable laws, ordinances, directives, company requirements, and all other commitments assumed towards stakeholders regarding quality assurance, occupational health and safety, environmental protection and energy efficiency, energy use and consumption, anti-corruption, and efficient knowledge management;
- Regularly reviews and continuously improves its actions by maintaining management systems, setting objectives and achieving the planned results;
- Commits to continuously improving performance with regard to quality, environmental protection, ensuring healthy and safe working conditions, combating corruption, improving the company's energy performance, and continuously improving the knowledge management system.

Service quality and customer satisfaction

- Constantly improves customer satisfaction with respect to the WSS services provided and guarantees the health and safety of customers through a continuous and stringent laboratory and process control over potable water quality;
- Builds effective communication aimed at understanding the needs, requirements, and expectations of the stakeholders.

Environment, climate, circular economy and energy

- Actively works towards mitigating climate change through decarbonization and emission reduction (compatible with the world's goal of limiting global warming to 1.5°C), as well as through development of renewable energy (bioenergy), supporting the climate change adaption;
- Protects biodiversity and ecosystems, including in and around sensitive areas, by applying the impact mitigation hierarchy and appropriate compensatory measures;
- Prevents, controls, and reduces air, water, and soil pollution, committing to preventing the use of substances of very high concern (SVHC) and strictly controlling and limiting the use of chemical substances and mixtures of concern (SoC) required in production processes to the necessary sanitary minimums;
- Promotes the responsible water consumption of water and uses all natural resources sparingly and sustainably by integrating circular economy principles and transforming waste into a resource;
- Commits to providing the necessary information and resources for achieving the common and specific energy goals of the company;
- Supports the purchase of energy efficient products and services that impact the company's energy performance;
- Supports design activities for improving the company's energy performance.

Health and safety, human rights and inclusion

- Manages efficiently and effectively health and safety risks, while committing to remove the hazards, reduce the occupational health and safety risks and manage the environmental aspects and the undesirable impact, seeking to prevent any adverse effects on human health and the environment;
- Ensures safe working conditions for all employees and visitors at all sites of Sofiyska Voda AD and prevents occupational injuries and diseases;
- Respects fundamental human rights, explicitly prohibiting exploitation, forced or child labor, as well as human trafficking throughout the entire value chain;
- Protects the privacy and the personal data of its employees, partners and customers;
- Undertakes to ensure the staff's safety, health and freedom as a top priority, while allowing payments to be made only in cases of blackmail under imminent threat to the life or health, and commits to provide clear practical guidelines to the employees for action and reporting under such exceptional circumstances;
- Provides its services respecting the approved deadlines, while ensuring equal treatment and encouraging diversity and

inclusion among all employees, visitors and business partners in order to avoid repression, displaying zero tolerance for any forms of harassment and discrimination;

- Minimizes the negative impacts on the local communities from its activities and shows solidarity to them through ensuring support and access to services for vulnerable groups of customers.

Anti-corruption, ethics and leadership

- The management body, the senior management and the other leaders undertake to show active, visible, consistent and sustainable commitment to a common standard of conduct and leadership, which prevents and does not tolerate bribery;
- This policy provides the framework for setting, reviewing and achieving anti-corruption goals;
- Undertakes steps to implement principles aimed at unconditional respect of the commitment to prevent any form of corruption and similar or equivalent to corrupt behavior;
- Ensures the necessary conditions and resources for the fulfilment of the commitments undertaken, including the establishment of an independent anti-bribery unit, which has the relevant powers and autonomy to exercise supervision, provide guidance to the staff and report on the efficiency of the Integrated Management System;
- Encourages all employees and business partners to express concerns in good faith, based on a well-founded presumption of alleged and/or actual bribery, while guaranteeing them the due protection against repressions, discrimination and penalties;
- Undertakes to impose strict prohibition of soliciting and accepting bribes for all employees and any person or business partners, who carry out activities or provide services on behalf of Sofiyska Voda AD.

Knowledge, qualifications and awareness

- Establishes and maintains a culture that values knowledge by defining the expectations for all employees regarding the use of the knowledge management system and managing the balance between sharing knowledge and its protection;
- Trains, advises, informs and motivates its employees to be active while performing their duties, respecting the company's values in a quality, safe, environmentally friendly and energy-efficient way;
- Undertakes actions to raise awareness, knowledge and culture of our employees and business partners by organizing information campaigns, training and meetings on the importance of the implementation of this policy and the efficient management of the Integrated Management System.

Supply chain

- Encourages the adoption of such principles by its contractors, suppliers and business partners;
- Provides this policy to all stakeholders and the public.

Sofiyska Voda's management is aware that the non-fulfillment of the assumed commitments specified in this document leads to a failure to achieve the objectives set to the company. No violation of the anti-corruption requirements is admissible, it will not be tolerated and will lead to holding employees personally liable and imposing penalties on contractors.

Sofiyska Voda's management believes that the implementation of this Policy is a guarantee for the company's success and sustainable development. The achievement of the strategic objectives is a shared mission, which builds on the ethical behavior, mutual trust and a culture of continuous improvement and learning, where every employee and partner has a crucial role.

Vassil Trenev
Executive Director of Sofiyska Voda AD

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