

Aqualia MANAGEMENT SYSTEM POLICY

The General Management of **Aqualia** defines, for all the activities of the company and under a culture of integrity and compliance, the present policy which takes into account all the policies of the **FCC Group** and establishes the guidelines of the Quality, Environmental, Energy, Health & Safety, Innovation and Information Security Management, as well as the Laboratory Test Competence. The activities included under the scope of this policy are the management of water cycle, sports facilities and laboratories of water quality control and the design and construction of water related infrastructure and hydraulic works concessions. The company aims to be a benchmark of best practices through the continuous improvement in all the activities developed.

All Aqualia staff with positions of responsibility must know and promote awareness of this policy among their working teams.

The strategic lines of **Aqualia's** Management System are:

- Assumption of the UN resolution regarding the Human Right of access to drinking water and sanitation and the achievement of the Sustainable Development Goals.
- Management of **Aqualia** activities by implementing an integrated, efficient and unique Integrated Management System, based on a processes and risk management.
- To guarantee satisfaction of all kind of customers and stakeholders by providing services and realization of products which meet the applicable requirements.
- To guarantee the objectivity and impartiality of the results obtained in the analysis of drinking water by developing uniform and verifiable work methodologies.
- To protect the information against the loss of availability, confidentiality and integrity as well as against any unauthorized access.
- To promote R+D+i as an **Aqualia's** competitive strategy and to protect and take advantage of the achieved results.
- Pollution prevention through the application of processes, practices or materials based on a risk management approach in order to achieve improvements in environmental behavior, consumption of resources, biodiversity management and energy and climatic performance.
- To comply with the requirements established by customers, applicable regulations, management system standards, membership of **FCC Group**, and other commitments and agreements signed by **Aqualia**.
- To encourage consultation and participation of workers and their representatives in occupational Health & Safety issues.
- Continuous improvement of the Management System through data analysis, hazard elimination and Health & Safety risk reduction, communication management and accessibility to information, application of quality tools and innovation techniques, procurement and design of energy-efficient products and services, establishment of objectives, goals and short, mid, and long-term improvement actions; the management system review and people's involvement in **Aqualia's** activities.
- To provide the required resources and tools as well as to promote continuous training, to raise awareness, motivation and assurance of competence of **Aqualia's** workers.
- To communicate this Policy, and the required documents to the staff of Aqualia, as well as to partner companies and other stakeholders.

In Madrid, January 2020

Félix Parra Mediavilla, General Manager