



Rules and Aqualia Code of Conduct

Aqualia Code of Ethics and Conduct

The **Aqualia Code of Ethics and Conduct** outlines a series of guidelines applicable to the different areas through which the company carries out its activity, including, but not limited to, social media. As a company employee, you must therefore:

- **Adhere to the ethical standards set out in the **Aqualia Code of Ethics and Conduct****, based on respect for human rights and dignity, objectivity and **professional** impartiality in all our decisions, honesty in all our relationships and intolerance of any form of corruption.
- **Respect confidentiality** so as not to disclose information that has not been disseminated through Aqualia's official channels, or with the express permission of the Communication and CSR department, such as photographs or videos of facilities or works, personnel, plans, designs, or documentation related to projects managed by the company or its subsidiaries.
- **Safeguard the privacy of our customers and professional contacts.**

General tips for use and good practices

- 1** Make sure that what you are saying is true.
- 2** Think before posting something and read it at least twice before posting it.
- 3** Credit the source of every content. Verify the source of shared content.
- 4** Try to add value with the content you publish.
- 5** Deliver each content to its source.
- 6** When sharing links, make sure that they actually lead to the place they specify and not to unwanted content.
- 7** Show respect if you disagree with the opinions of others.
- 8** Respond to criticism or negative comments with justified answers.
- 9** Recognise and correct mistakes quickly.
- 10** Observe the **Personal Data Protection Act** and adhere to the Terms and Conditions of Use established by each platform.

