

Sustainability

2024

REPORT

Contents

Sustainability Report
2024

Chatting with our CEO	04
1 We are Georgia Global Utilities	08
1.1. Value creation in numbers and data 2024	08
1.2. Business model and strategy for a quality service	08
1.3. Our purpose, values and culture	11
2 Strategy to consolidate our roadmap	12
2.1. Our sustainability strategy	12
2.2. Development of double materiality	14
2.3. Relationship with our stakeholders	17
2.4. Economic performance	20
2.4.1. Sustainable finance and taxonomy	20
2.5. Technology and digitalisation for excellent service	23
3 Environmental aspects	24
3.1. Our 'E' strategy	24
3.2. Climate change commitment	26
3.3. Efficiency and optimisation of water consumption	28
3.4. Waste management	31
3.5. Caring about biodiversity	32
4 Social aspects	34
4.1. Our people	34

4.1.1. Diversity, equity and inclusion	35
4.1.2. Professional development and training	35
4.1.3. Health and safety (hereinafter H&S)	38
4.1.4. Labour relation and benefits	41
4.2. Social impacts and trusting relationships	41
4.2.1. Social action	42
5 Governance aspects	43
5.1. Governance structure	43
5.1.1. Shareholder structure	43
5.1.2. Governance bodies	44
5.2. Compliance model	45
5.2.1. Committed to the observance of human rights	49
5.3. Sustainable purchases	50
5.4. Customer's service	51
About this report	52
Annexes	53
Annex I. ESG indicators	53
Environmental indicators	53
Social indicators	58
Economical performance	59
Annex II. GRI Content Index	60

Chatting with our CEO

GRI 2-22

“We present for the first time our Sustainability Report that reflects our performance on environmental, social and governance issues”

An interview with José Miguel Santos, CEO of Georgia Global Utilities (“GGU”), opens this Sustainability Report covering the 2024 financial year. His overall vision highlights the importance of integrating environmental, social and governance issues in the Company’s strategy and decision-making at all levels.



José Miguel Santos González
CEO of GGU

Due to environmental and social global challenges like climate change, inequality and the transition to a circular economy, the legal and formal ESG (environment, social and governance) frameworks have grown significantly, mainly in Europe. As an EU candidate country, the Georgian government has launched and approved its own legal framework on sustainability. Georgian businesses also work hard in their compliance according to the international frame as a sign of their responsibility and competitiveness.

Could you please assess the impact of this regulatory context in Georgia?

The evolution of sustainability regulations in Georgia is a natural and necessary step as the country aligns itself with EU standards. The Georgian government’s legal framework on sustainability has set the stage for businesses to integrate ESG principles into their core operations, ensuring long-term resilience and competitiveness.

GGU Group’s activities operate in compliance with Georgian legislation, as well as IFC Performance Standards. UN Sustainable Development Goals (SDGs) are also directly addressed by GGU’s activities, in particular SDGs 6 Clear water and sanitation; 7 Affordable and clean energy; 11 Sustainable cities and communities; 12 Responsible consumption and production and 13 Climate action.

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As a result, we have seen a rise in green financing options, stronger partnerships with both public and private entities, and a growing awareness among consumers about responsible water and energy use. This shift is transforming the market, and GGU Group is proud to be a leader in this transition by implementing best-in-class sustainable solutions that not only meet but often exceed regulatory requirements.

The need for conscious care of both water and electricity cycles leads to an upgrade in services and infrastructure that directly involves greater investments and alliances with the national government.

How would you describe GGU's policy of investments, including green investments? What has your investment impacted at a national level?

GGU believes that its business model has an important role to play in the transition toward more sustainable and critical clean water resources management in Georgia, both through the current investment portfolio and future investments, including green financing instruments, which are effective tools for channelling investments towards projects and assets that support sustainable development.

Our investment priorities include:

- Water infrastructure modernisation, that consists of improving water supply and wastewater treatment systems to reduce losses and enhance service quality.
- Energy efficiency projects such as the upgrading of our fleet, facilities and processes to optimise resource use and minimise environmental impact.
- Digitalisation and automation of the water supply system, which significantly contribute to sustainable water management.
- Green innovations to adopt circular economy principles, such as water reuse and sludge-to-energy projects, in order to make our operations more sustainable.

At the national level, these investments have had a direct impact on improving the quality of life for Georgian citizens. Better water and energy management means enhanced public health, reduced environmental risks, and a more resilient infrastructure that supports economic growth. Furthermore, our efforts contribute to Georgia's climate commitments and EU integration goals by aligning with international sustainability standards.

From a company like GGU, which is part of Aqualia, a leading group in sustainability, and according to your personal experience as CEO of the company, what would be your ESG positioning and the main milestones to be highlighted in the year 2024?

As part of Aqualia, one of the world's leading companies in sustainable water management, GGU is deeply committed to ESG principles.

GGU's commitment to sustainable business is pursued through Aqualia's Strategic Sustainability Plan, which is relevant for all Aqualia Group companies and provides a roadmap that guides our purpose and culture based

on sustainability, regeneration and circularity. This Plan provides seven guidelines - which we refer to as strategic lines - through which we channel our objectives, goals and specific projects, as the highest expression of the company's present and future activity.

This Policy sets out the company's main guidelines for sustainable development in the following areas: climate emergency and planet preservation, technology for integrates management, people management, financial and business strategy, ethics and compliance, strategic communication and, finally, partnership for the generation of positive impact.

Our approach is built on three pillars. The first one, environmental stewardship, aims to prioritise water conservation, reduce our carbon footprint, and manage sustainable resources. Also, Social Responsibility means ensuring high-quality services, promoting water education, and fostering strong community engagement. The third one is governance and transparency, which we develop through upholding ethical business practises, compliance with ESG regulations, and long-term stakeholder value creation.

In 2024, some of our key ESG milestones include:

- Expansion of water infrastructure projects to improve accessibility and service reliability in key areas
- Scaling up renewable energy initiatives, including increased hydropower generation capacity
- Implementation of smart water management systems, leveraging digital solutions to optimise efficiency.
- Community engagement Programmes, such as our educational and awareness-raising campaign, 'Every Drop is Precious' to raise awareness about water conservation among society
- Strengthening ESG reporting and transparency, aligning with EU sustainability disclosure frameworks

These milestones reflect our commitment to responsible growth, ensuring that we deliver not just essential services but also long-term value to the communities we serve.



ABOUT OUR PLANET

At GGU, environmental sustainability is at the core of our operations. We are committed to protecting natural resources and minimising our ecological footprint through efficient water management (reducing water losses, improving wastewater treatment, and promoting reuse where possible), renewable energy expansion (investing in hydropower and energy-efficient solutions to support Georgia's transition to cleaner energy sources), carbon footprint reduction (implementing energy-efficient technologies to lower emissions across our operations) and biodiversity protection (ensuring our infrastructure projects adhere to environmental best practises to preserve ecosystems).

By integrating these initiatives into our business strategy, we actively contribute to Georgia's sustainability goals and EU alignment efforts.

ABOUT OUR PEOPLE

Our responsibility goes beyond infrastructure and service delivery, we are deeply involved in the well-being of the communities we serve and the people who make our company thrive.

We contribute to employee development as we provide continuous training, upskilling opportunities, and a safe working environment for our workforce. Also, we have a customer-centric approach, enhancing service quality and accessibility while educating communities on water conservation and responsible consumption. Furthermore, we support educational programmes like 'Every Drop is Precious' to instil sustainable water habits in younger generations as part of our community engagement.

On the other hand, ensuring equal opportunities and fostering a workplace culture based on respect and fairness is a part of our DNA. In conclusion, GGU recognises that our long-term success is tied to the well-being of our employees, customers, and the broader society.

ABOUT GOOD GOVERNANCE

Strong governance is the foundation of our ESG strategy. As a responsible utility company, we prioritise regulatory compliance by the adherence to local and international ESG frameworks, including EU standards, to ensure transparency and accountability. We maintain integrity, fair competition, and anti-corruption measures in all aspects of our operations within the framework of our ethical business practises. In relation to stakeholder engagement, we work to build trust through open communication with investors, regulators, and the communities we serve. Finally, I would like to highlight our orientation 'data-driven decision-making', which consists of leveraging digital tools and smart technologies to enhance operational efficiency and sustainability reporting.

By embedding good governance into our corporate structure, we ensure long-term resilience and responsible leadership.

Earlier we referred to the need for Georgia-based companies to move closer to the legal standards created by the European Union on ESG. In fact, this is the first year that they have made your sustainability performance public through this report. What does this mean for GGU?

Publishing our sustainability performance for the first time marks a significant milestone for GGU. It reflects our commitment to transparency, accountability, and continuous improvement in ESG practises.

This report is not just a compliance exercise; it is a strategic tool that demonstrates how we align with Georgia's sustainability regulations and EU standards and showcases our progress in environmental responsibility, social impact, and corporate governance. It also helps us identify areas for further improvement and innovation in sustainable utilities management and reinforces trust with stakeholders, from government bodies to investors and the communities we serve.

By making our ESG performance public, we are setting a new standard for the Georgian utility sector, showing that sustainable business practises are not only necessary but also create long-term value for all.

Besides, GGU is committed to reporting on its green bond issuance in 2024 in line with best market practises. In line with the reporting guideline of the International Capital Market Association (ICMA) GGU will disclose both allocation and impact reports annually, until such time as the net proceeds from each issued green bonds have been fully allocated against Eligible Projects of the company.

In GGU's Allocation Reporting we inform about the amount of money made from through all green financing instruments (listed by ISIN) that have been virtually allocated to eligible projects, and also the figure coming from all green financing instruments that have not yet been virtually allocated to eligible projects.

The impact reports will contain, where relevant and feasible, information addressing the positive environmental impacts of eligible green projects receiving allocations from green bonds issued.

I would like to end thanking all our employees, collaborators, partners and customers who are part of GGU

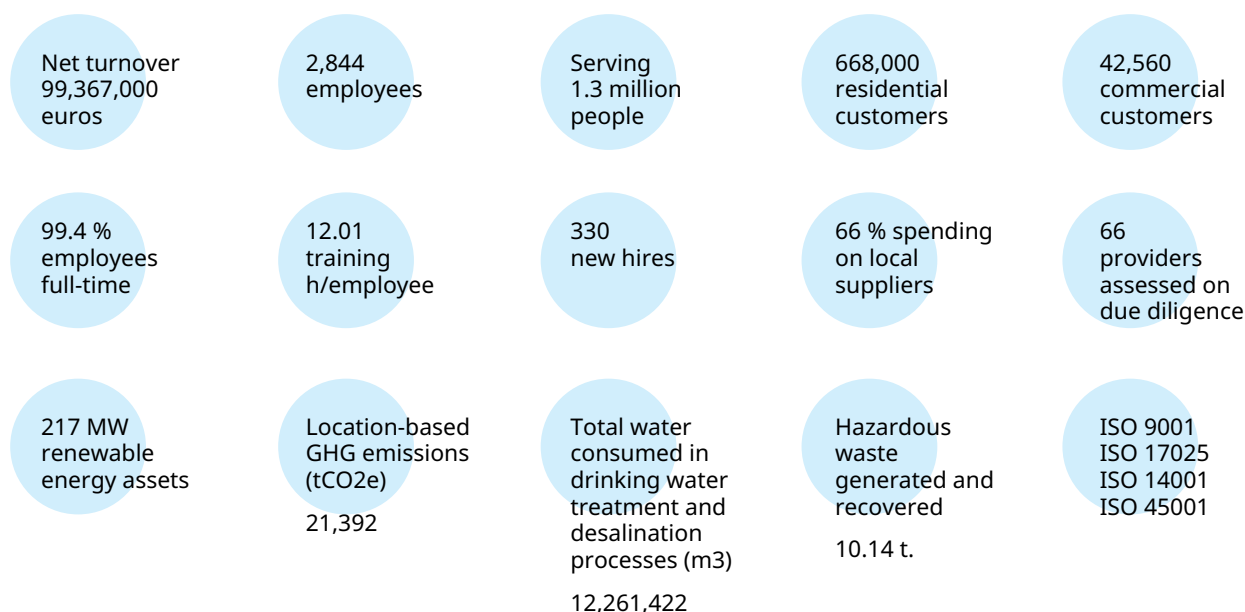
for their support and trust. Together we will be able to develop best sustainability practises in the years to come and achieve our goals.



1. We are Georgia Global Utilities

Our activity covers all stages of the water cycle and renewable energy along our entire value chain, from collection and treatment and purification to distribution, customer management, sewerage and infrastructure construction.

1.1. VALUE CREATION IN NUMBERS AND DATA 2024



1.2. BUSINESS MODEL AND STRATEGY FOR A QUALITY SERVICE

GRI 2-1, 2-6, 3-3

Georgia Global Utilities JSC is a key player that provides technical solutions and quality services at all stages of the water cycle and renewable energy, with **the aim of improving the well-being of the people and communities in which we operate.**

The company is a natural monopoly in Georgia's capital city of Tbilisi and the surrounding areas. Our operations and strategy are guided by three main objectives:

- sustainable water management,
- climate change mitigation through hydropower generation,
- and pollution prevention and control.

The group, consisting of GGU and its subsidiaries, includes Georgian Water and Power LLC, Gardabani Sewage Treatment Plant LLC, Saguramo Energy LLC, Georgian Electricity Trading Company LLC and Georgian Engineering and Management Company LLC.

GGU's purpose is the preservation of environmental resources through innovation to improve management efficiency. Therefore, we follow the guidelines of the United Nations Sustainable Development Goals (SDGs), and the national and international regulatory frameworks.



We supply potable water, provide wastewater collection and processing services to more than one-third of Georgia's population. GGU also generates electricity through its portfolio of four hydropower plants.

Our business models deploy the following activities:

- **INTEGRAL WATER CYCLE (GCIA)**

GGU's water utility business represents a regulated natural monopoly in Tbilisi (the capital of Georgia) and its surrounding areas, including the cities of Rustavi, Mtskheta and Gardabani. GGU supplies potable

water and provides wastewater collection and processing services to approximately 668,000 residential customers (which translates into approximately 1.3 million people) and 42,500 commercial customers.

THE COMPANY OWNS:

- **Zhinvali dam and reservoir, with a capacity of 520 Hm³**
- **6 drinking Water Treatment Plants (DWTP)**
- **1 large Wastewater Treatment Plant (WWTP)**
- **270 pumping stations**
- **118 reservoirs and 4,300 km of distribution networks and 1,700 km of sewerage**

GGU	2024	2023	2022
Supply Network	4,809	4,739	4,606
Sewer Networks	1,905	1,879	1,770
ETAP	6	6	6
Drinking water tanks	133	130	126
Drinking water pumping stations	270	267	257
Treatment plants	2	2	2
IDAM	-	-	-

INHABITANTS SERVED

2024	2023	2022
1.3m	1.3m	1.3m

• Renewable energy

GGU's renewable energy business owns and operates renewable energy assets with 149 MW installed capacity:

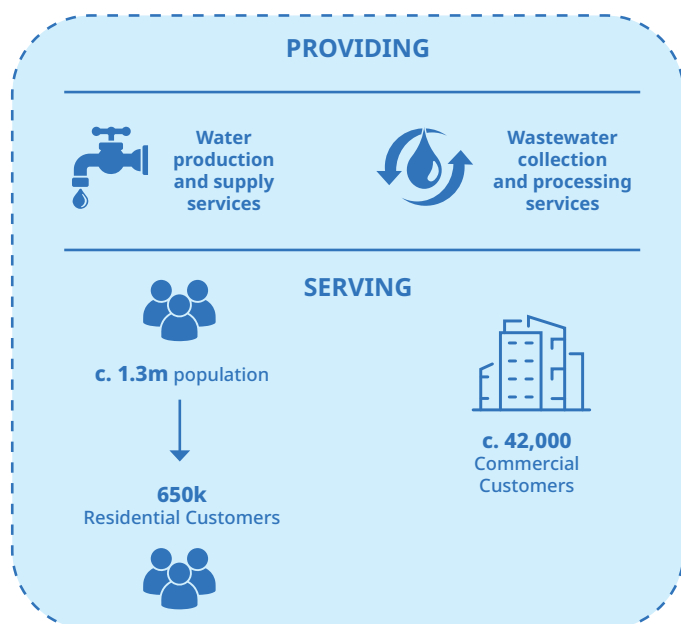
- 4 hydropower plants (Zhinvali HPP, Tetrikhevi HPP, Saguramo HPP and Bodorna HPP) with 149 MW installed capacity which are linked to water utility

services. A part of the power generated by these power plants is used for internal consumption by the water utility business to power its water distribution network, while the remaining electricity is sold on the market.

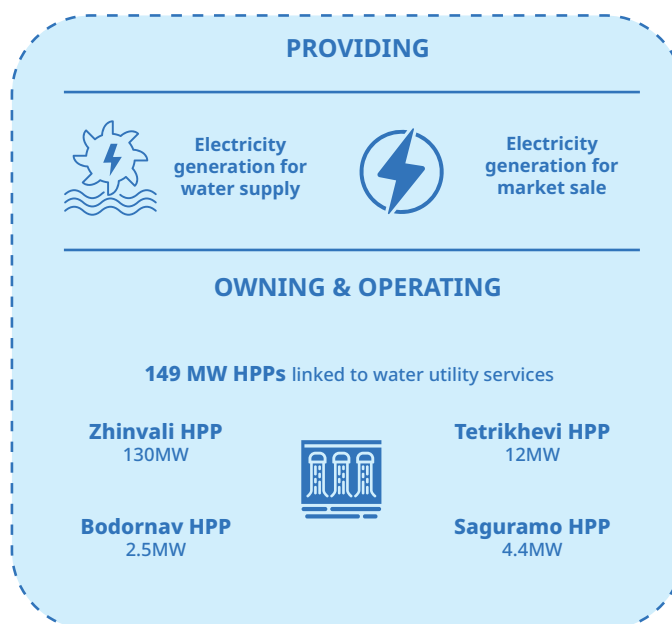
GGU's competitive advantage lies in its ability to offer full-year deals of electricity supply to direct customers.

The renewable energy business is one of the most strongly positioned players in the deregulated and fast-growing electricity market.

WATER UTILITY BUSINESS LINE



ENERGY BUSINESS LINE



Georgian Water and Power LLC
(Georgia)

Gardabani Sewage Treatment Plant LLC
(Georgia)

Georgian Energy Trading Company LLC
(Georgia)

Saguramo Energy LLC
(Georgia)

Georgian Engineering and Management Company LLC
(Georgia)

The Group's companies share an Integrated Management System, also implemented in Georgia, that includes the management of the quality of processes, products and services (ISO 9001) and testing and calibration laboratories (ISO 17025), environmental management (ISO 14001), and security standards (ISO 45001). Said system defines our desire to seek continuous improvement in each activity we carry out through the monitoring and analysis of data, management of communication and accessibility to information, application of quality tools and innovation techniques.

We are aware of the crucial role that integrated management plays in the achievement of global objectives, which is why we align our business strategy with the 2030 Agenda and Sustainable Development Goals (hereinafter, SDG). This is one of the reasons that made us the first company in our sector to obtain AENOR's Sustainable Strategy certification.



Certifications 2024

QUALITY OF ASSETS AND INNOVATION		ENVIRONMENT	PEOPLE, HEALTH AND WELLNESS
ISO 9001	ISO17025	ISO14001	ISO 45001

1.3. OUR PURPOSE, VALUES AND CULTURE

GRI 2-23, 3-3

Our vision brings a purpose to our actions. All the companies share the same corporate culture, despite it is being adapted to each geography.

Vision

Be a benchmark international group in citizen services offering comprehensive and innovative solutions for efficiently managing resources and infrastructure while contributing to improving citizen quality of life and the sustainable progress of society.

Mission

Efficiently and sustainably design, implement and manage environmental services, end-to-end water management and major infrastructure construction works to improve the lives of citizens.

Values

- **Results-oriented approach**

We pursue improvement and endeavour to achieve goals with a view to making the GGU group benchmark in profitability and competitiveness.

- **Honesty and Respect**

We want to be recognised as acting with honesty and integrity, earning the trust of our collaborators, clients and providers as preferential long-term partners.

- **Diligence and Professionalism**

We are scrupulous in our work and oriented towards customer service, nurturing our teams' capacity to seek efficient and innovative solutions.

- **Loyalty and Commitment**

We favour diversity, advocate professional development and acknowledge achievement and creativity as the driving force of productivity and progress.

- **Community well-being and development**

We are aware of the value that our services bring to society and are committed to environmental protection and the development and well-being of the communities where we work.

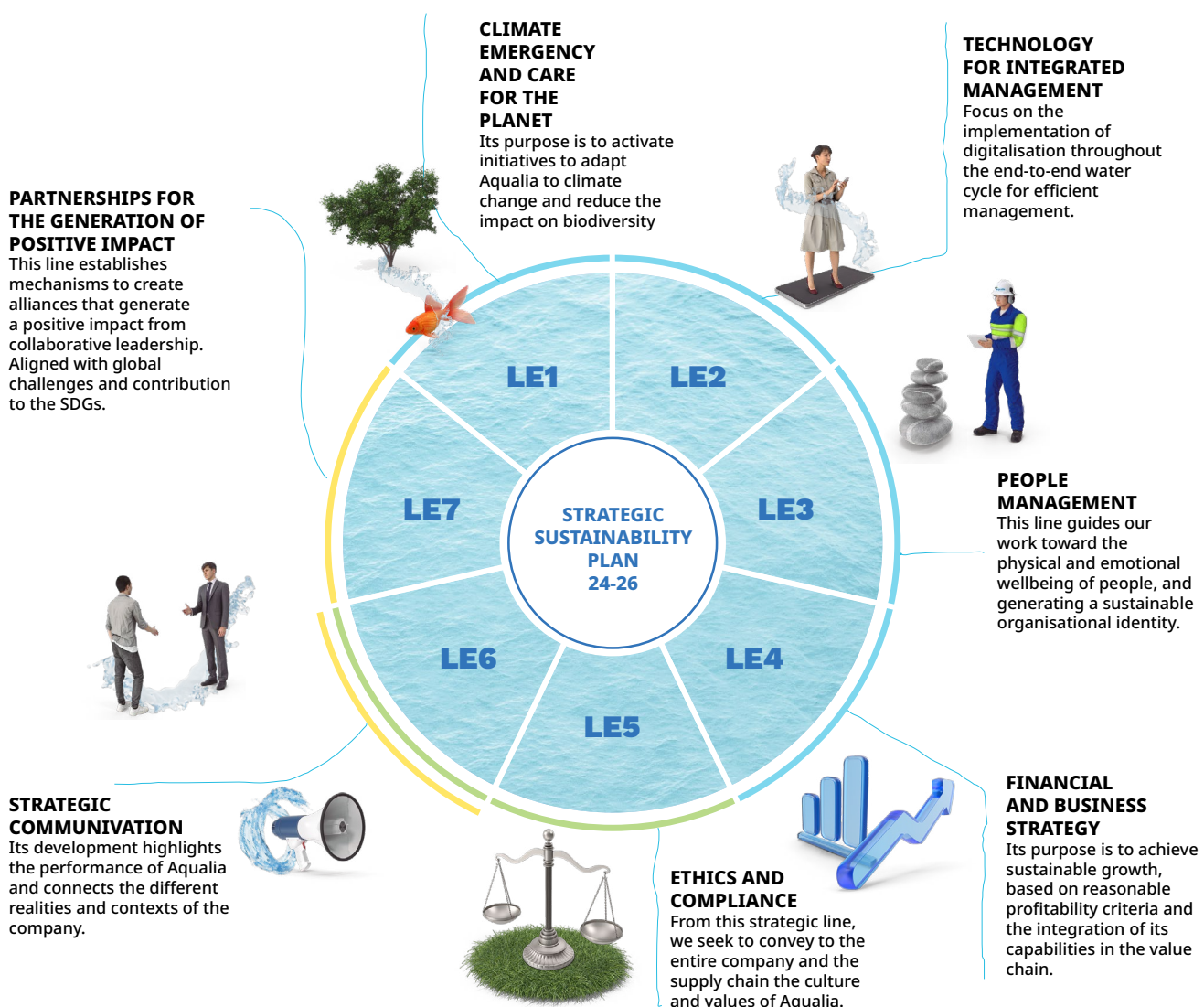
2. Strategy to consolidate our roadmap

We develop our strategy in accordance with the Global Compact, as well as our contribution to the Sustainable Development Goals.

2.1. OUR SUSTAINABILITY STRATEGY

GRI 2-22, 2-23, 2-28, 3-3

GGU's commitment to sustainable development implies adherence to the United Nations Global Compact to promote its 10 Principles of Action on Human Rights, Labour Rights, the Environment and Anti-Corruption.



Our Strategic Sustainability Plan is a solid, cross-cutting roadmap with a positive impact on the business. It gives continuity to the previous plan 2021-2023, which had defined a firm purpose: to ensure the well-being and progress of people and communities through the provision of a public service such as sustainable water management.

The plan has got two main pillars:

1. Sustainability

Our activity contributes to several of the goals of the 2030 Agenda. Specifically, everything related to the use of water as a resource, affordable and clean energy as well as climate action and our environmental and social impact.

2. Digitalisation and technology

The application of technological solutions in the processes allows us to optimise the management of our activities and to improve our internal organisation and customer service.

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Given the changing nature of stakeholder expectations and concerns, as well as the increasingly rapid evolution of events, the plan is subject to an annual review and updating.

We also continue to raise internal awareness through the sustainability training programme, reaching 17 managers and 147 middle managers in 2024. The unique number of participants of managers and middle managers is 54, out of which 6 are manager and 48 middle managers. In 2025 we will expand this training which will be accessible in online format.

Our strategy is based on a Sustainability Policy launched in February 2023. It assumes the United Nations resolution regarding the human right of access to drinking water and sanitation and the achievement of the Sustainable Development Goals (SDGs). Furthermore, said Policy formalizes the following objectives:

- To guarantee the satisfaction of all kinds of customers and stakeholders by providing services and realizing products that 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 unauthorised access.
- To promote R+D+i as an GGU competitive strategy and to protect and take advantage of the achieved results.
- To prevent pollution through the application of processes, practises or materials based on a risk

management approach in order to achieve improvements in environmental behaviour, consumption of resources, biodiversity, 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 GGU.
- To encourage consultation and participation of workers and their representatives in occupational Health & Safety issues.
- To provide the required resources and tools as well as to promote continuous training, to raise awareness, motivation and assurance of competence of GGU's workers.
- To communicate this Policy, and the required documents to the staff of GGU, as well as to partner companies and other stakeholders.

Management of GGU activities are implemented through a unique Integrated Management System, based on processes and risk management. We seek continuous improvement of our model by developing 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, among other initiatives.

Currently, we are working on a new framework according to Aqualia's Sustainability Policy, scheduled to be implemented by 2025.

GGU Alliances

We believe in joining forces with other organisations to achieve greater and faster results in the face of sustainability challenges. This is why we are a corporate B member of the American Chamber of Commerce in Georgia.

Georgian Water and Power LLC (GWP) is also an ordinary member of the Association of Georgian Manufacturers Extended Liability and a founding member of the Georgian National Committee on High Dams.

Milestone 2024

GWP has participated in an important economic forum organised by Business Insider Georgia, which is attended by representatives of the Georgian administration and large Georgian companies. In this edition, the main topic was 'Water supply: opportunities and challenges'.

2.2. DEVELOPMENT OF DOUBLE MATERIALITY

GRI 3-1, 3-2, 3-3

In 2023, our group's double materiality analysis was carried out in accordance with the requirements of the European Corporate Sustainability Directive (hereinafter referred to as CSRD). Once the topics had been identified, they were submitted to a prioritisation both from an impact and financial perspective.

Methodology followed

1. Identification of material topics: a study was carried out on secondary sources both internal to GGU and from external sources, i.e. regulations, sectoral and company information with the aim of collecting information to update the material topics and identify both risks and opportunities regarding sustainability.
2. Analysis of impact materiality: ad-hoc research was carried out using different information extraction techniques, such as working groups with employees from and familiar with the different lines of business and qualitative interviews.
3. Financial materiality analysis: in internal sessions, all risks and opportunities were assessed, from a financial point of view, which had been identified by their impact on stakeholders, society and the environment. As well as the possibility that these may affect the company's financial performance in the short, medium or long term.

Likewise, both internal and external stakeholders were interviewed to determine the scope of the negative impacts – current or potential risks, according to their severity and probability of occurrence – as well as the current or potential positive impacts and their opportunities, according to their magnitude and ability to be affordable in the short, medium or long term.

Material topics at Georgia Global Utilities



ENVIRONMENTAL



ECONOMIC



GEOPOLITICAL



GOVERNANCE



SOCIAL



TECHNOLOGICAL

Material topics resulting from the research

- | | |
|---|--|
| 1 Access to water and sanitation in the towns where Aqualia operates. | 9 Employment, development and culture of belonging. |
| 2 Management of climate objectives. | 10 Safety, well-being and health (physical and mental). |
| 3 Pollution, circular economy, biodiversity, resource and ecosystem management. | 11 Diversity, equity and inclusion. |
| 4 Infrastructure, works and maintenance: assets for water management. | 12 Supplier relationships, assessment and approval. |
| 5 Processes, procedures and digitalisation. | 13 Public-private collaborations. |
| 6 Transparency and accountability. | 14 Social actions such as: donations, sponsorship of cultural or sporting activities or any kind of community support. |
| 7 Ethics and anti-corruption. | 15 Economy and Finance. |
| 8 Customer and user management and support. | |

• Access to water and sanitation in population

GGU's operations positively impact the economy, environment, and people by improving access to clean water and sanitation, enhancing public health, quality of life, and economic productivity. While potential negative impacts such as temporary disruptions during infrastructure projects exist, GGU is not directly involved in any material negative impacts through its activities or business relationships. To manage this material topic, GGU conducts environmental and social impact assessments, engages with affected communities, and implements mitigation measures such as phased construction and grievance mechanisms.

Positive impacts are maximized through expanded access to services and upgraded infrastructure. Since there are strong linkages between gender equality and access to water, sanitation, and hygiene. Providing unlimited access to clean water dramatically reduces women's workloads and frees up time for other activities.

The effectiveness of these actions is tracked through regular monitoring and stakeholder feedback, with progress measured against goals like 100% compliance with national standards and increased service coverage. Documented improvements and lessons learned, such as enhanced communication protocols and better contractor oversight, have been integrated into operational policies. Stakeholder engagement plays a vital role in informing actions and ensuring their effectiveness, helping to refine timelines, mitigation measures, and transparency practises.

• Management of climate goals

Our company is committed to addressing climate change through sustainable water management and energy efficiency initiatives, aligning with Georgia's national climate goals. The company's operations contribute positively by reducing greenhouse gas emissions through energy-efficient infrastructure and renewable energy integration.

Potential negative impacts, such as emissions from construction activities, are mitigated through the adoption of eco-friendly practises and technologies. The company is committed to universal access to safe water and sanitation, aligning with regulations and international standards, including Sustainable Development Goal 6.

Our activities are also related to improvements in the climate resilience of GGU's infrastructure could also contribute to SDG 11 (sustainable cities and communities). GGU is not directly involved in any negative climate impacts through its activities or business relationships.

We have established policies to reduce its carbon footprint and enhance climate resilience, including adopting renewable energy sources and implementing water-saving technologies. To achieve these goals, GGU takes actions such as modernizing water treatment facilities, optimizing energy use. Effectiveness is tracked through progress evaluations against targets, such as reducing operational emissions by a specific percentage annually. We will look forward to documenting some progress in the coming years.

Stakeholder engagement, including partnerships with local authorities, international financial institutions, and community organisations, informs the development and implementation of GGU's climate actions. Feedback from these stakeholders ensures that the company's climate goals are both effective and aligned with broader environmental and social priorities.

• Pollution, circular economy, and management of resources

GGU actively addresses pollution, promotes a circular economy, and manages resources and ecosystems sustainably to minimize environmental impact and align with global environmental standards. Positive impacts include improved water quality, reduced waste. GGU is not directly involved in any negative impacts through its activities or business relationships.

Policies and commitments include compliance with national environmental regulations, adherence to international best practises, and active participation in projects. GGU manages these topics through actions such as implementing advanced water treatment technologies and using circular economy principles to reduce waste. Effectiveness is tracked through regular environmental monitoring, progress toward waste reduction and water reuse targets, and independent audits, with documented improvements and lessons learned informing future actions.

• Infrastructure, works and maintenance: assets for water management

We prioritise the development and maintenance of resilient water infrastructure to ensure efficient water management across its operations in Georgia.

Key initiatives include:

- Modernisation of Infrastructure:
 - Continuous upgrades to existing water supply systems to minimize losses and improve efficiency.
 - Investment in advanced technology for real-time monitoring and control of water networks.

- Capacity Building:
 - Expansion of water treatment plants and storage facilities to meet growing demand.
 - Ensuring infrastructure resilience against physical risks like extreme weather events linked to climate change.
- Preventive Maintenance programmes:
 - Implementation of regular inspection and maintenance schedules to extend asset lifespans.
 - Proactive management to reduce service interruptions and operational costs.
- Sustainability Focus:
 - Integration of sustainable materials and energy-efficient systems in infrastructure projects.
 - Willingness to reduce the environmental footprint of water management activities.
 - Transparent reporting on infrastructure development to ensure stakeholder trust and accountability.

• **Processes, procedures and digitalization**

We have approved procurement procedure which we comply strictly. All the data communicated to the procurement which is centralized and includes procurement of 8000 items (180 million per year) is in the company's ERP system - Axapta (Microsoft Dynamics AX). Request from requesting department, Price survey and purchase requisition is in Axapta.

• **Transparency and accountability**

Our procurement process is transparent, and everybody interested can find total information regarding each purchase in Axapta. All documents are stored in the system, and it is very easy to receive full information regarding process without any help. We have approvals of several departments and Compliance check which is also seen in Axapta.

• **Ethics and anti-corruption**

We can state with confidence that we have all barriers against corruption. In each purchase and process we have Compliance involved and we describe every process in detail. Also, tender committee is recorded so anyone can check how any decision was received.

• **Customer and user management and service**

GGU provides reliable water services while maintaining strong customer relationships and ensuring satisfaction. The company prioritizes uninterrupted service delivery, transparent communication through digital platforms and customer centres, and continuous improvement of quality standards. GGU actively engages customers through education on water conservation and feedback mechanisms, ensuring inclusivity and

accessibility for all user groups. This approach reflects GGU's commitment to excellence in customer management and service.

• **Employment, development and culture belonging**

GGU fosters a supportive workplace culture that emphasizes employee development, engagement, and a sense of belonging. The company invests in professional growth through training programmes, career development opportunities, and mentorship initiatives. By promoting an inclusive and collaborative environment, GGU ensures employees feel valued and connected to its mission, enhancing motivation and retention. This commitment to a positive workplace culture underpins the organisation's success and long-term sustainability.

• **Safety, wellness and health (physical and mental)**

GGU prioritizes the safety, wellness, and health of its employees, both physical and mental. The company implements strict workplace safety protocols, provides regular health checkups, and offers access to wellness programmes. Initiatives such as mental health support, stress management resources, and ergonomic work environments ensure holistic well-being. GGU's proactive approach fosters a safe and supportive workplace, promoting employee productivity and overall satisfaction.

• **Diversity, equity and inclusion**

GGU is committed to fostering diversity, equity, and inclusion across all levels of the organisation. The company promotes equal opportunities, ensuring fair treatment in hiring, career development, and workplace policies. GGU values diverse perspectives and cultivates an inclusive environment where all employees feel respected, valued, and empowered to contribute to the organisation's success. This commitment strengthens innovation, collaboration, and overall organisational growth.

• **Supplier relations, evaluation and certification**

We are evaluating all suppliers – performing vendor and Compliance check.

We have feedback from requesting department for each purchase of material and services and also we have vendor evaluation process in Axapta.

• **Public-private partnerships**

GGU actively engages in public-private partnerships to support infrastructure development, enhance service delivery, and promote sustainable water and energy management. These collaborations leverage the strengths of both sectors to address community needs, optimise resources, and drive innovation. By aligning with public goals and ensuring

accountability, GGU contributes to long-term social and economic development through these strategic partnerships.

- **Social actions**

Donations and sponsorships addressed to support to the community, mainly with vulnerable groups or people. GWP finances the annual water expenses of 13 organisations that provide care for homeless children, children with disabilities, and the elderly in Tbilisi, Mtskheta, and Rustavi. As a result of said cooperation, numerous individuals affiliated with these organisations benefit from the services provided by the company.

- **Economy and finance**

The company maintains a strong economic and financial foundation through prudent management and strategic investments. The company ensures financial stability by leveraging diversified revenue streams from its water and electricity operations,

maintaining high collection rates, and adhering to regulated tariff structures. GGU's transparent reporting and sustainable financing initiatives, such as green bonds, demonstrate its commitment to economic resilience and long-term growth.

GGU also maintains a robust economic and financial position through strategic financial management and prudent risk mitigation. The company holds a 'BB-' credit rating with a stable outlook from Fitch Ratings, reflecting its financial stability and creditworthiness.

Regarding debt management, in July 2024, GGU issued USD 300 million notes with an 8.875% interest rate, maturing in July 2029. This move aimed to refinance existing debts and support capital expenditures, thereby optimizing the company's capital structure.

2.3. RELATIONSHIP WITH OUR STAKEHOLDERS

GRI 2-28, 2-29, 3-3



For us, active listening to stakeholders is strategic, as it forms the basis on which the main axes and commitments at a national and international level are based. Their knowledge, expectations and desires have been listened to, studied and integrated into the company's strategy.

GGU, as an operator of essential public services, is committed to strengthening communication. Furthermore, regarding the interaction with its surroundings and to bring the company's contribution closer to the 2030 Agenda, work has been carried out

on the dissemination of sustainability communication for employees and the public, who can learn about the management of the end-to-end water cycle with simple and understandable messages.

STAKEHOLDER	SOCIETY	SUPPLIERS	BUSINESS PARTNERS	SHAREHOLDERS	PEOPLE	CUSTOMERS AND USERS	REGULATORY ENTITIES
Subgroups	Press/media	Local suppliers	Business partners	Shareholders	Executives	National government	Local, regional, district
	Influencers	International suppliers	Collaborators and agents	Capital suppliers	Middle management	Regional governments	National
	Sectors' organisations	Strategic suppliers			Technicians	Municipalities	International
	Neighbourhood associations				Administrative clerks	Public centres	
	NGO 360°				Customer service	Companies and industries	
	Companies in the industry				Assignees	Water and energy sectors	
	Academic Institutions				Trade Unions	Citizens	
Dialogue channels	Events and meetings	Sustainability Report		Corporate reports	Intranet	News on the company website	News on the company website
	News on specialised websites	Linkedin		Sustainability Report		Events and meetings	Events and meetings
	Sustainability Report	News on corporate website		Website	Sustainability Report	Social networks	Social networks
	News on corporate website	Social networks		Intranet	Events and meetings	Customer service offices	
	Press releases	WhatsApp work groups		Social networks	Social networks		
		Email			Institutional dialogue with the Board		
					Email, including newsletter		

SEP Programmes with stakeholders

GGU ensures stakeholder engagement through its stakeholder engagement plans (SEP), which include public involvement, consultation and a disclosure Programme. The plans are developed at the corporate and company levels and include public participation initiatives under Georgian legislation.

SEP is based on the IFC Performance Standard (PS) 1 requirements and the *IFC Good Practise Handbook for Stakeholders Engagement*. Its purpose is to provide a strategy addressed to both our internal and external stakeholders, which:

- Identifies people or communities that are or are likely to be affected by the organisation's activities or projects, as well as other interested parties.
- Ensures that such stakeholders are appropriately engaged on environmental and social issues that may potentially affect them through a process of information disclosure and meaningful consultation.
- Maintains a constructive relationship with stakeholders on an ongoing basis through meaningful engagement during the company's operations and various project implementation.
- Meets legal requirements related to public consultation.

The Plan also includes a public grievance mechanism for stakeholders to raise any concerns related to the company's activities and receive appropriate response and action on our behalf. This a strategic document for planning a comprehensive and appropriate approach to consultation and disclosure of the company's performance. It is regularly updated throughout the operations, maintenance and development projects as well as outlines additional consultation Programmes, if required.

On the other hand, stakeholders who are the intended users of GGU's grievance mechanisms are engaged through consultations and feedback processes. Their input is considered during the design, review, operation, and improvement of these mechanisms to ensure they remain effective and responsive to stakeholder needs.

GGU provides mechanisms for individuals to both seek advice on implementing the organisation's policies and practises for responsible business conduct and raise concerns about its business conduct. These mechanisms are accessible through established channels managed by the relevant departments, ensuring confidentiality and timely responses.

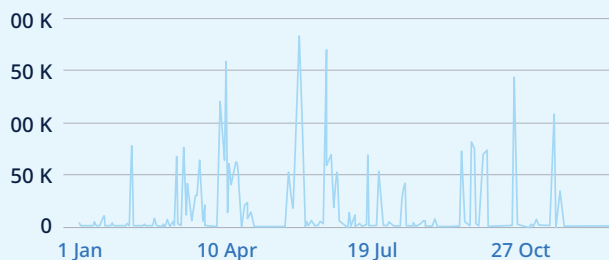
Georgia Global Utilities and its subsidiary company GWP) has got social networks available for Tbilisi and Rustavi customers as one of the main communication channels with stakeholders.

GWP Facebook social network results 2024

1,5 M

↑ 10,1%

Reach 1.5 mln

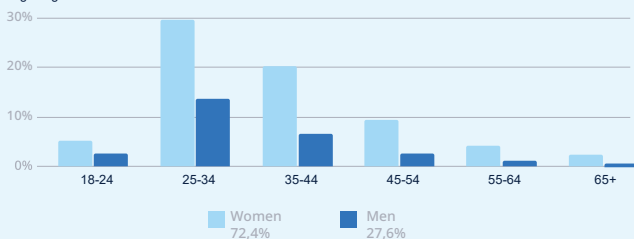


Followers

Lifetime

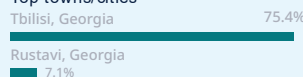
153 115

Age & gender

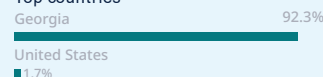


Audience

Top towns/cities

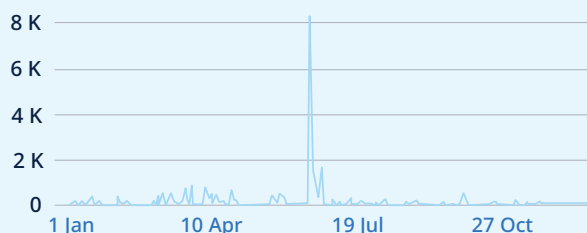


Top countries



46,4 K

↑ 31,3%



Milestones 2024

The communications team kept the public informed about the extent of a failure in Tbilisi, the restoration plan and the daily progress of the work. As part of the crisis communication plan, daily reports, interviews and press releases have been carried out to provide information on the progress of the work and an updated estimate of the completion of the repair.

2.4. ECONOMIC PERFORMANCE

GRI 3-3, 207-1

GGU manages its economic performance through a robust and structured approach centred on its status as a regulated business. The organisation operates under a three-year tariff system, which ensures stable and predictable revenue streams. These tariffs are carefully determined and adjusted in collaboration with regulatory authorities to reflect operational costs, investment needs, and market dynamics.

The company's revenue derives from two primary sectors: water and electricity. In the water sector, the company has consistently maintained a historically high collection rate, underscoring its operational efficiency and customer payment compliance. This strong revenue collection performance is a key driver of GGU's financial stability, enabling it to fund ongoing operations, maintenance, and infrastructure investments.

The organisation also invests strategically in sustainable projects and infrastructure improvements to optimise costs and enhance operational efficiency. These initiatives include adopting modern technologies, such as advanced water monitoring and energy-saving systems, to reduce expenditures and ensure the long-term sustainability of its operations.

In addition to focusing on operational efficiency, GGU places significant emphasis on transparency and accountability. The company publishes regular financial reports, providing stakeholders with detailed insights into its performance and ensuring compliance with regulatory and market expectations. Through this comprehensive approach, GGU effectively manages its economic performance while contributing to the broader development of the communities and industries it serves.

Tax policy

Georgia as a country has several kinds of taxes that apply to businesses. As a legal entity, we are due to pay the Corporate Income Tax (CIT), the Value-added (VAT) when applicable and the Property tax.

The Company recognises taxes based on tax legislation. (Tax Code of Georgia 17/09/2010)

In order to optimise tax risks, in some cases, we implement tax agreements permitted by law by requesting interpretation of the provisions of the Tax Code, specifically regarding the taxation of our operations.

In addition, paying taxes is also a way to benefit society, a practise of ethics and responsibility as economic actors who live and develop our activity in a community. Our strategy is aligned with our ESG objectives so that we can make a positive impact on society.

2.4.1. Sustainable finance and taxonomy

GGU believes its business model has an important role to play in the transition toward a more sustainable and lower-carbon economy in Georgia, both through the current investment portfolio and future investments, according to the United Nations' Sustainable Development Goals and the objectives of the Paris Agreement. Therefore, our company has issued a Green Bond to allow investors an opportunity to support its business model and investment plans, supporting green projects based on main environmental objectives such as climate change mitigation, climate change adaptation, natural resource conservation, biodiversity conservation, and pollution prevention and control.

In fact, the environmental objectives of GGU are part of its overall strategy and are implemented in two main areas: water quality and water resource management and climate and energy. Some of our policies include procurement clauses that are implemented during the investment decision process.

The company has aligned this Green Bond Framework with the Green Bond Principles, 2018. GGU has also considered the developing 'EU Taxonomy' on environmentally sustainable economic activities in determining eligible Uses of Proceeds.

An amount equal to the net proceeds of any Green Bond issued will be used to finance and/or refinance, in whole or in part, eligible green projects as defined below. Said projects are chosen by a Sustainable Bond Committee, formed by the following representatives:

- GGU Chief Financial Officer
- GWP Chief Financial Officer
- GWP Director of Asset Management and Investment Planning
- GWP Head of Integrated Management System (IMS) Department
- GWP Head of Capital Allocation and Investment Planning Service
- GWP Head of Investor Relation and Funding Service

In addition, the following uses of proceeds are specifically excluded:

- Financing of any fossil-fuel power generation projects
- Financing of any activities involving alcohol, tobacco, gaming, or weapons manufacture.

After one year of issuance and annually thereafter until the date of maturity of the Green Bond, GGU will publish an External Report.

Eligible green project categories	Eligibility criteria	Example green projects	Example impact metrics	Relevant EU Taxonomy NACE Codes	Relevant SDG
Renewable energy	Hydropower or Wind Power electricity generation assets with a carbon intensity of less than 100g CO ₂ e/ kWh.	HPP on amelioration channel, HPP on regulated water, HPP with a dam, run of river.	tCO ₂ e avoided	D.35.1.1 (Wind Power, Hydro-power)	
Energy efficiency	Projects which serve to reduce the energy consumption of the water supply system.	Installation of water flow meters and zoning of water supply area Installation of water-level measurement equipment in reservoirs Installation of water pressure loggers at critical points Installation of internal electricity consumption meters.	Energy consumption savings, MWh	C.33.20	
Pollution prevention and control	Projects which improve the quality of discharges to water.	Gardabani wastewater treatment plant, supplying population with wastewater collection and treatment services.	Improvements in key parameters for treated wastewater: e.g. TSS, BOD, COD, Total N, Total P.	E.37.0.0	
Sustainable water and wastewater management	Projects which reduce water losses and pollution from the water supply and wastewater treatment infrastructure.	Refurbishment of the water supply network to reduce water losses Smart water infrastructure projects - introduction of hydro-modelling, SCADA, GIS and other smart systems Installation of customer water meters.	Improvements in key water quality parameters.	E.36.00	 
Climate Change Adaptation	Flood control and prevention systems	Introduction of early warning system for Zhinvali HPP.	Qualitative reporting	D.35.1.1	

GGU HAS ISSUED **GREEN** EUROBONDS

\$ 300 000 000



Milestones 2024

Georgia Global Utilities successfully issued USD 300 million in senior unsecured green bonds in July 2024 under its Green Finance Framework. GGU is the first company to reopen international debt capital markets for Georgian companies since the onset of May-June 2024 volatility in Georgia. The fixed coupon rate for the bonds was set at 8.875%, with an issue price at 100% of the nominal value and a maturity of 5 years.

J.P. Morgan acted as the sole lead manager and bookrunner for the transaction, with TBC Capital and Galt & Taggart serving as co-managers. Legal advisors for J.P. Morgan and GGU included Latham & Watkins, Baker & McKenzie LLP, BLC Law Office, and Dentons, while EY served as the auditor. GGU intends to continue allocation of an amount equal to the net proceeds to eligible projects within its strategic green initiatives. GGU has obtained a second-party opinion from the leading ESG research and analytics firm, DNV.

The issuance was supported by four anchor investors, reinforcing strong market confidence in the company's sustainability strategy. As part of the process, Georgia Global Utilities ensured substantial compliance with environmental and social requirements, as well as applicable regulations.

2.5. TECHNOLOGY AND DIGITALISATION FOR EXCELLENT SERVICE

GRI 3-3

At GGU, we are committed to sustainability and the digital transformation as fundamental pillars in the development of our business. That is why we optimise and improve the management of the entire water and energy cycle. Technology and digitalisation are key components of our company's present and future.

Currently, we have on-premises server infrastructure, firewalls, and two separate data centres. Starting in 2024, GGU has been required to conduct internal and external audits and penetration tests annually.

We also have a System-on-a-Chip (DOC) service for 24/7 monitoring to prevent, detect and respond to cybersecurity incidents as required by the Georgian national law.

Axapta, now called Microsoft Dynamics 365 for finance and operations is our main resource planning solution. Furthermore, we use other independent programmes that are integrated into the said main one.

- Smartweb.gwp.ge: automatic meter reading software
- Asphalts.gwp.ge: asphalt restoration management software
- Accidents.gwp.ge: accidents management software
- Cisco: networking & telecommunications
- Transport System: drivers monitoring software
- Axreadout: metering Programme
- AX Billing: meter reading Programme
- Axmobile: accidents, new connection, operational centres management Programme
- GIS: geographic information system
- SCADA: introduced partly

	2024	%	2023	%	Variation 2024 vs. 2023 (%)
Contracts with e-invoicing	6,887,870	59.9 %	6,772,982	63.1%	1.70%
Clients with e-invoicing	710,838	41.2 %	686,838	43.1 %	3.49%

Data protection and cybersecurity

Cybersecurity appears in fourth place in the World Economic Forum's Global Risks Report 2024 as the main threat in the next two years. At GGU, we are aware of its importance in protecting the tangible and intangible assets of the company in all the areas and services we offer. This is also how we build the trust that presides over our relationship with our customers.

In order to protect the confidentiality, integrity and availability of information, we have a cybersecurity model and a regulatory framework, which define the basic principles and requirements for its development. In addition, we focus our efforts on raising the awareness of all users, both technical and managerial. The ultimate goal is to achieve co-responsibility in the processing of customer data.

We have cybersecurity at the heart of the organisation's, helping us to strengthen the platforms that host the water management tools. To make everything available and secure, control mechanisms such as double factor authentication, backups, user management, event monitoring and incident detection, security policies and IT security procedures are put in place. We also rely on technical guides, IT (information technology) and OT (operational technology) cybersecurity market studies and technical and executive training on IT security to provide the entire organisation with security controls

and prevention and response measures for better cyber defence.

At GGU, we comply with all current data protection regulations, and we continually review both this compliance and the adaptation to the legislation in all entities. This affects several areas:

- Employee area
- Customer area
- Scope of suppliers
- Scope of contractual relations
- Scope of contractual relations with public administrations
- Documentation and internal management
- Sphere of information technology and information security
- Technical and organisational measures

In all these areas, risk maps are drawn up on the different personal data processing activities and reflect the extent to which each activity, due to its characteristics -either the type of data or the type of operations- could cause some damage to data subjects. Accordingly, the necessary mechanisms are established to prevent them. In 2024, we have not had any security breaches.

3. Environmental aspects

One of our greatest challenges is to address the need to stop and mitigate the causes and effects of climate change on the environment with real active commitment.

3.1. OUR 'E' STRATEGY

GRI 3-3

GGU's environmental strategy is focused on innovation, design, regeneration and the development of solutions to provide water in areas with limited availability, proposing projects to reduce water consumption, achieving energy optimisation, the reduction of emissions, the protection and recovery of the ecosystem and promoting the circular economy, the reuse and circularity of water.

The Group's Integrated Management System Committee, sets the global objectives and milestones of the Integrated Management System, such as:

- non-revenue water (NRW) reduction,
- reduction of electricity consumption per m³ water,
- health & safety incident reduction,
- reduction of number of interrupted customers,
- avoided emission monitoring.







The cross-cutting responsible management team consists of the directors of water production and energy, water and sewage network operations, engineering and construction, customer management, communications and public relations, asset management and investment planning of the integral water cycle.

GGU group 's activities operate in compliance with the Georgian environmental legislation, as well as IFC Performance Standards, and support Georgia's national obligation under the EU Association Agreement. United Nations Sustainable Development Goals are also directly addressed by GGU's activities.

In 2016, we implemented an Environmental and Social Policy Framework, that consists of a combination of Environmental and Social Policy Statements, legal and regulatory review, overview of the group's activities and environmental impacts, description of management systems including various management plans, procedures and practises, description of the monitoring Programme and the stakeholder engagement process.

Two years later, in 2018, the group introduced an Environmental and Social Management System (ESMS), which is applicable to all companies managed by GGU and all types of projects. For projects in the development phase, the group elaborates an Environmental and Social Impact Assessment (ESIA) documentation and, if needed, a Resettlement Policy Framework (RFP) and a Resettlement Action Plan (RAP). Both- the group's Environmental and Social Policy Framework and the Environmental and Social Management System emphasize the company's goal to meet international environmental and social standards. Moreover, in January 2020, a major water utility subsidiary of GGU – Georgian Water and Power LLC – was certified as meeting the requirement and scope of registration of the ISO 14001:2015 Standard.

GGU's business strategy aims to generate increasing positive impacts in Georgia through our products and business operations. The table below outlines how the company contributes to specific SDGs and the actions taken to address the identified gaps.

Intended Impacts of business strategy	SDG Contribution	SDG target and indicator	Action taken	How action will address SDG GAP
Products and services #1: Expand access to safe and affordable drinking water #2: Enhance infrastructure resilience #3: Increase hydropower energy generation and avoided emissions		Target 6.1: By 2030, achieve equitable access to safe and affordable drinking water for everybody. Indicator 6.1.1: Proportion of population using safely managed drinking water services.	<ul style="list-style-type: none"> • Increase the number of residential and commercial clients with access to clean drinking water supply and services. • Increase the population served by clean drinking water and processing services. • Increase residential and commercial customer base. 	By increasing access to clean drinking water for residential and commercial clients, expanding the population served by clean water services, and growing the customer base for these services, GGU can improve water quality, reduce waterborne diseases, promote hygiene practises, support sustainable water management, and contribute to achieving universal access to clean water and sanitation.
		Target 11.5: By 2030, significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations. Indicator 11.5.3: (a) Damage to critical infrastructure and (b) number of disruptions to basic services, attributed to disasters.	Continuing to benefit people in the Aragvi river valley area through flood mitigation technology.	The implementation of flood mitigation technology in the region not only protects the local population and infrastructure from the adverse effects of flooding but also fosters sustainable development by reducing vulnerability to disasters, preserving ecosystems, and supporting inclusive and resilient urban growth.
	 	Target 7.2: By 2030, increase substantially the share of renewable energy in the global energy mix Indicator 7.2.1: Renewable energy share in the total final energy consumption (%). Target 13.2: Integrate climate change measures into national policies, strategies and planning. Indicator 13.2.2: CO2 emissions (metric tons per capita)	Continue to operate HPPs and report on their annual energy generation and capacity. Contributing to GHG emissions reduction in Georgia by avoiding emissions through its HPPs energy production.	The consistent operation of HPPs ensures a reliable energy supply, reduces reliance on fossil fuels, and supports the transition to cleaner and more sustainable energy sources, ultimately helping to improve energy access and promote sustainable development in Georgia. By contributing to greenhouse gas (GHG) emissions reduction in Georgia through avoiding emissions in its Hydro Power Plants (HPPs) energy production, GGU contributes toward mitigating the impacts of climate change.
Business operations #4: Improve energy efficiency operations		Target 7.3: By 2030, double the global rate of improvement in energy efficiency. Indicator 7.3.1: Energy intensity level of primary energy (megajoules per constant 2017 purchasing power parity GDP).	Reducing the energy consumption of the water supply system.	By implementing measures to decrease energy usage in the water supply system, such as optimizing pumping processes, upgrading equipment, and adopting renewable energy solutions, GGU can lower its carbon footprint, decrease energy costs, and support the transition towards a more sustainable and environmentally friendly energy system in Georgia.
		Target 13.2: Integrate climate change measures into national policies, strategies and planning Indicator 13.2.2: CO2 emissions (metric tons per capita).	Monitoring Scope 1 and Scope 2 emissions.	By lowering Scope 1 and Scope 2 emissions, GGU contributes toward mitigate the impacts of climate change.

3.2. CLIMATE CHANGE COMMITMENT

GRI 3-3, 305-1, 305-2, 305-3, 305-4, 305-7

In 2024 we faced critical challenges to access to water due to physical risks, such as extreme weather events or infrastructure failures that threaten to limit water availability. Faced with these events, we respond by developing activities in accordance with the commitments established within the 'Climate emergency and care for the planet' line of work of the 2024-2026 Strategic Sustainability Plan. Therefore, we work together with governments, communities and industrial corporations to find effective solutions to the challenges related to water supply, sanitation and treatment, based on models that prioritise energy optimisation, renewable energies and the reduction of emissions.

We are achieving some relevant results. At a group's level, we are responding to the climate challenge with energy management based on optimisation through four lines of action:

1. Calculation of the individualised carbon footprint per country aimed at emission neutrality
2. Improvement of the energy efficiency of facilities
3. Use of renewable energies
4. Transformation of the vehicle fleet

Atmospheric emissions (in tonnes)								
2024			2023			2022		
Nox	Sox	Total	Nox	Sox	Total	Nox	Sox	Total
16,857	0,020	16,877	21,340	0,012	21,352	22,700	0,014	22,714

Carbon footprint calculation in Georgia Global Utilities

GGU has developed plans to control and reduce GHG emissions, with a primary focus on reducing electrical energy consumption, which is the company's main source of emissions.

The reduction in electrical energy consumption through substantial improvements in energy efficiency is realized in our Energy Efficiency Improvement Plan, which is developed under the ISO 50001-Energy Management Systems standard.

As per this management system, the contracts included within its perimeter undergo an energy review audit every four years, according to the guidelines established in the standard. Its purpose is to see the results of the efficiency measures implemented, based on the previous review, as well as propose new measures to improve energy efficiency. We use our RT-BI tool to monitor the proposed improvements and their implementation.

We managed to get excellent results in 2024. The emissions avoided in Georgia are caused by heat production using biogas burning, electricity generation in turbines, and production in renewable photovoltaic energy recovery in pressure exchangers.

Milestones 2024

We have implemented several measures to reduce energy consumption in our plants located in Tbilisi and Rustavi.

a) Tbilisi

- Improving Samgori I elevation, installing new pumps. 2 New pumps already installed, and 1 new pump already bought and must be installed along new months.
- Improving Samgori II elevation. Two new pumps installed, and we are on the way to change other pump too, it's in process to change it.
- Improving N. 540 pump station, reviewing pumps, and changing shafts and impeller. Impeller already changed.
- Improving Bagebi PS. 5 pumps already installed. Taking good results. We have already awarded the installation of a soft starter to improve the pump station's start and stop working and optimise the pumps' work.
- Improving Baktrioni Drinking Water Pumping Station (DWPS)
- We are going to update the project and install the pumps along 2025.

b) Rustavi

- New Variable Frequency Drives (hereinafter, VFD) for Rustavi III elevation. In. Installation has finished. Needs startup and commissioning.
- New VFD for Khrami II elevation. Installation is in progress.
- New booster Gresi. In the warehouse. Waiting for the installation.
- New booster Gardabani Central Aghmashenebeli Street. In the warehouse. Waiting for the installation.
- New 4 turbine pumps for Khrami I elevation. Commissioning.
- New 4 borehole pumps for Khrami I elevation vs. Shaft well number 7. Those pumps were installed and working here until now, but at the end we install here the first turbine pump and it's working because the after some works, we discover that the potential water flow was very high, close to 1.000 m³/h, because of that we decided to install here the first turbine pump instead
- 4 boreholes pumps now are in reserve.

Location-based GHG emissions (tCO ₂ eq)			
	2024	2023	Variation 2024 vs.2023 (%)
Total emissions	21,392	391,900	-95%
Location-based Gross Scope 1 GHG emissions	15,195	11,037	-38%
– Fossil fuels	4,753	5,358	-11%
– Water management complex	10,442	5,680	-84%
Location-based Gross Scope 2 GHG emissions	0	3,975	-100%
– Electricity or steam purchased from third parties	0	3,975	-100%
Location-based Gross Scope 3 GHG emissions	6,198	376,888	-95%
– Purchased items and services	331.64	240	-38%
– Fuel and energy-related activities not included in scope 1 and 2	1,094.48	1,519	-28%
– Waste generated in operations	4,771.43	375,129	-99%

The difference in scope 3 is because last year sewage sludge was taken to landfill, and in 2024 is being recovered.

3.3. EFFICIENCY AND OPTIMISATION OF WATER CONSUMPTION

GRI 3-3, 303-1, 303-2, 303-3

GGU seeks to reduce water consumption through its activity. This is achieved by investing in the construction, expansion and operation of water collection, treatment and distribution systems through public-private partnerships.

We manage our main resource, water, according to the applicable national legislation and established rules by the Georgian National Energy and Water Supply Regulatory Commission. The company also considers other international best practises.

Our main purpose as a company is to ensure the implementation of the UN resolution on the human right to access to drinking water and sanitation and the achievement of the Sustainable Development Goals.

The company supplies water through underground and surface water intakes that are connected to the Aragvi river, on which various types of infrastructure are arranged, including the Zhinvali Reservoir. Water withdrawals are carried out from seven points, according to the technical conditions agreed with the Ministry of Environment Protection and Agriculture of Georgia. Only the Ministry of Environmental Protection and Agriculture of Georgia can carry out the distribution of water resources.

The Law of Georgia on Water Resources Management envisages the introduction of river basin management principles for the sustainable management of water resources. One of the instruments to implement the current approach is to create a River basin management council, which will work on the issue of the distribution of water resources within the river basin, as well as on the implementation of other important activities.

Currently, the process of developing by-laws is underway, which will regulate all important issues related to the management of the basin. GGU is actively involved in this process and, as one of the main water users/stakeholders, will be a member of the Mtkvari river basin management council. Our company systematically implements measures to reduce non-revenue water (NRW). NRW reduction plan and measures agreed with the regulator (GNERC).

Groundwater withdrawals are carried out from the Mukhrani artesian basin and Khrami-Debeda groundwater deposits, both under strict licences' conditions after having conducted a deposit resource assessment in each case. Only 50% of the estimated resources of the Mukhrani groundwater water deposit have been licenced, in fact, the annual volume of extracted water is 35% of the volume of the licence. As for the Khrami groundwater deposit, the total amount of extractable water covered by the licences is 29% of the calculated reserves.



Surface water intakes are carried out in seven physical points, completely connected to the Aragvi river. 40% of the total volume defined by the technical conditions is used for water supply by the distribution of Aragvi river water resources, which has been assessed in three environmental documents: the EIA of Zhinval HPP, the EIA of Bodornah HPP and the EIA of Saguramo HPP. GGU carries out surface water intakes in full compliance with technical conditions too.

The company also collects municipal wastewater and, after treatment, discharges it into the Mtkvari river in the territory of Gardabani Municipality. The municipal wastewater is treated at the Gardabani Wastewater

Treatment Plant (GSTP), owned by the company, which operates based on an environmental impact assessment document by the Ministry of Environment Protection and Agriculture of Georgia.

Along with the growth of urban development as well as the growth of sewerage areas, there was a need to modernise/upgrade the Gardabani Wastewater Treatment Plant. Our goal is to ensure that the GSTP's performance meets the strictest standards of Georgian legislation and the relevant EU directive.

Milestones 2024

Our number of breakdowns in the water supply network remains very high. However, improvements in losses are being made in several areas thanks to the introduction of acoustic detectors and improved training of field staff.

We have invested 46 million euros to renovate 70 kilometres of water supply and sewerage networks in Tbilisi, Rustavi and Mtskheta. This project is part of a 25-year master plan and 3-year investment plan. By September 2024, GWP has already completed 40 rehabilitation projects and has nine more underway.

WATER WITHDRAWAL

Water extraction by source (m3)	2024	2023	Variation 2024 vs. 2023 (%)
Surface water	717,117,273	541,939,444	32.32 %
Groundwater	83,437,294	3,898,380	2,040.32 %
Total	800,554,584	545,837,824	46.67 %

*Fresh water: total dissolved solids ≤ 1000 mg/l.

**Other water: total dissolved solids > 1000 mg/l.

Water quality

Our responsibility at GGU is to guarantee access to quality water, free of any microorganism, parasite or substance that could threaten human health. To this end, we have a network of six accredited laboratories, employing 57 people, analysing 233,831 parameters in 17,854 samples. In total, 149 parameters are accredited among the six laboratories.

PARAMETRIC DETERMINATIONS IN DRINKING WATER

2024					2023				
Total	Compliant		Non-compliant		Total	Compliant		Non-compliant	
	Q	%	Q	%		Q	%	Q	%
150,603	150,257	99.77 %	346	0.23 %	237,222	237,067	99.93 %	155	0.07 %

Water impacts and reporting

Impacts related to both water abstraction and discharge are described and assessed in the following documents:

- Environmental impact assessment documents (EIA)
- Document on maximum permissible discharge
- Technical conditions of surface water intakes and related environmental flow calculation evaluation report
- Groundwater extraction licences and related water extraction plans
- Assessment studies of water intake sanitary zones
- Aragvi river sediment movement assessment document

All official reports are made following the rules, methodology and guidelines defined by the legislation. Environmental impact assessment identifies all types of impacts and establishes appropriate mitigation measures and environmental monitoring plans, detailing all actions to be taken, responsible entities and deadlines for implementation.

The company makes an annual statistical report on water intakes and water discharges to the relevant state agencies.

- Surface water abstraction and discharge data are annually submitted to the National Environment Agency (NEA) is a legal entity of public law within the system of the Ministry of Environmental Protection and Agriculture of Georgia
- Groundwater abstraction and discharge data are annually submitted to the National Agency of Mineral Resources is a legal entity of public law operating under the Ministry of Economy and Sustainable Development of Georgia
- GGU water statistics are annually submitted to the National Statistics Office of Georgia (GEOSTAT)

Water spills

Small local spills of motor and machine oil, brake and hydraulic fluids are associated with the production processes of GGU, which might lead to local soil contamination. The removal of the contaminated layer and further handling is carried out in accordance with the rules established by the company's Pollution Prevention and Control Plan. Its purpose is to identify the necessary arrangements to prevent pollution of water, air and soil that should be adopted by the GGU Group and our contractors in compliance with the International Finance Corporation Performance Standards 3 (IPC PS3) and the World Bank Group General Environmental, Health and Safety Guidelines.

The Pollution Prevention and Control Plan consists of the following components:

- Wastewater Management
- Spill Prevention and Control
- Hazardous Materials Storage and Handling
- Air Emissions Management and Dust Control
- Noise Management



3.4. WASTE MANAGEMENT

GRI 3-3, 306-1, 306-2, 306-3, 303-4, 306-5, 406-3

GGU manages waste in accordance with plans approved by the country's Ministry of Environmental Protection and Agriculture. The company implements the following initiatives:

- Waste separation.
- Waste disposal of temporary storage facilities arranged following the rules stipulated by the legislation. Depending on the type of waste, the company has 3 types of temporary storage facilities: a covered shed for hazardous waste, an open, paved area for non-hazardous waste, and a cabin for laboratory waste. They are optimally distributed according to the location of the facilities with large volumes of waste generation.
- Transfer of waste to a contractor with the appropriate permit for such activity.

In case we detect any kind of negative impact on the environment caused by improper waste management, we implement the correct and compensatory measures provided by the law. Nonetheless, the company does not have such cases.

The company focuses exclusively on managing waste related to its operational processes, with particular emphasis on waste recycling.

GGU has a procurement procedure that defines:

- Prohibition of the purchase of ozone-depleting substances.

- Prohibition of the purchase of excess materials, which is a prerequisite for the generation of waste.
- Preference of materials that are subject to recycling.

The main portion of wastewater generated comes because of the water supply to the customers.

To ensure the traceability of waste management by contractors, all our contracts stipulate that the company has the right to monitor the contractor's subsequent utilisation of waste generated by the company at any time. The company checks the final waste disposal and utilisation process carried out by the contractor on a periodic basis.

The waste collection and accounting process is done by the company's direct waste generation unit, with the assistance of a waste management officer who records and temporarily organises the waste. The waste management officer transfers the stored waste to the contractor and keeps track of their waste utilisation process periodically, determining the weights of the collected waste, which are recorded in the appropriate logbook.

When hazardous waste is transferred, the Ministry of Environmental Protection and Agriculture website is updated with the details of the waste's type and weight.

VOLUME OF WASTE GENERATED BY TYPE (T)	2024
Non-hazardous waste	241,250.39
– Disposal	241,188.82
– Recovery	61.57
Hazardous waste	10.17
– Disposal	0.03
– Recovery	10.14

This document also discusses cases of accidental spills that have not yet occurred at the enterprise. In 2024 there were no significant oil spills, which are theoretically related to accidents.



3.5. CARING ABOUT BIODIVERSITY

GRI 3-3, 304-1, 304-2, 304-3, 304-4

Biodiversity, both within species and in ecosystems, must be protected and managed in a sustainable manner. In fact, the World Economic Forum lists the loss of biodiversity and the collapse of ecosystems among the top ten risks for the next decade. We are aware of the impact of our activity on biodiversity. Therefore, one of our priorities is the management of possible discharges and waste throughout the end-to-end water cycle to avoid contamination of soils or bodies of water, as well as the minimisation of effects on the environment and biodiversity.

The Environment Impact Assessment (EIA) facilities and GGU projects use qualitative criteria for assessing the impact on the biological environment and are introduced for the following categories:

- Habitat integrity, where it can be expected losses or fragmentation of habitats, potential reduction of ecosystem capacity and impacts on natural corridors are assessed.
- Loss of species that can cause changes in their behaviour due to physical changes, including visual impact, noise and atmospheric emissions are assessed, as well as effects on reproduction, mating, spawning, daily or seasonal migration, activity and mortality.
- Impact on protected areas.



IMPACTS ON THE BIODIVERSITY OF THE TERRITORIES WHERE WE OPERATE

The following list of protected territories was created after the arrangement of water supply infrastructure was set up. Accordingly, the applicable regulatory legislation defines the compatibility of the smooth functioning of existing activities related to operational processes in these preserved areas.



GARDABANI MANAGED RESERVE

The Gardabani Managed Reserve comprises 3,484 ha. between the Keshalo Village and Georgia-Azerbaijan Border. Under Georgian Law on Protected Area Systems (1996), managed reserves correspond to IUCN Category IV Habitat/Species Management Areas (i.e., protected area managed mainly for conservation through management intervention).

According to the Gardabani WWTP official EIA (2008), 'the operation of the wastewater treatment plant will not cause any kind of damage to the natural environment, especially the vegetation, also since the ecosystems that are close to the natural ones are significantly distant from the territory of the WWTP. A similar satisfactory situation exists in the case of fauna'. A new EIA is currently being developed and will include updated biodiversity data and information, the impact assessment on biodiversity and, if necessary, appropriate mitigation measures.

TBILISI NATIONAL PARK

International Union for Conservation or Nature (IUCN) Category II (National Park) It was created in 2007. It is located at an altitude of 600-1,700 m above sea level on the slopes of Saguramo-Ialno ridges and their branches of the southern slopes of the main Caucasus range. It extends from the river Mtkvari to the river Lori with an area of 21,036.14 ha.

The EIA for Saguramo HPP was developed in 2014. The mitigation measures defined by the EIA at the construction stage have been fully implemented. According to the mentioned document, 'It is not expected to carry out deforestation works during the operation stage, except during the execution of repair works or in case of emergency situations (cut a single

trees)'. 'Considering the mitigating measures defined by the EIA document, the risk of negative impact is not high. As for the fauna, during the operation of the HPP, the indirect impact on the species of terrestrial fauna living in the area of influence will be so small that no significant mitigation measures are necessary in this regard'.

In 2020 we carried out an assessment, concluding that 'the ongoing works of the HPP do not have a significant direct impact on the habitats and key species presented here'. Therefore, there was no need to carry out special mitigation and correction actions in the biodiversity management process but general mitigation measures and monitor the quality of their implementation.

Also, in 2021 additional studies were conducted, with the conclusion that 'the existing infrastructure of Saguramo HPP does not have an important impact on the existing Tbilisi National Park. The original state of the existing habitats is maximally preserved, without modifications or fragmentations. The environment is favourable for the species common in the protected area. Consequently, as the conducted study shows, there is no need to take additional measures for the conservation of individual components of biodiversity. Rather, the mitigation and preventive measures given in the Biodiversity Management and Monitoring Plan will be sufficient'.

PROTECTED LANDSCAPE OF ARAGVI

Category V of protected area according to IUCN. It was created in 2021. The landscape of Aragvi is in the mountainous region of Eastern Georgia, in the territory of Dusheti municipality, and includes the valleys of the rivers Gudamakri Aragvi, Pshavi Aragvi and Khevsureti Aragvi. Its total area is 99,802 ha.

Zhinvali HPP, which EIA was developed in 2014, is not in direct contact with the protected landscape of Aragvi, created in 2021. According to this document, 'no direct negative impact on biological systems is expected during the operation of the HPP. In the absence of harmful emissions in the environment, there is practically no negative impact on the fauna and flora of Aragvi valley'.

A further assessment of the state of Biodiversity Management and Monitoring Plan for Invasive Species for Zhinvali HPP was developed in 2020 in line with IFC PS6, concluding that the habitats in the area presented experienced high anthropogenic impacts and natural habitats of critical and significant value had not been identified. Therefore, the daily operations do not have any significant impact on the ecosystem and any of its components. Consequently, it is only necessary to take general mitigation measures and monitor the quality of their implementation.

4. Social aspects

We are people working for people. Our aim is to provide stable employment and a quality working environment in which our staff can develop both as professionals and individuals.

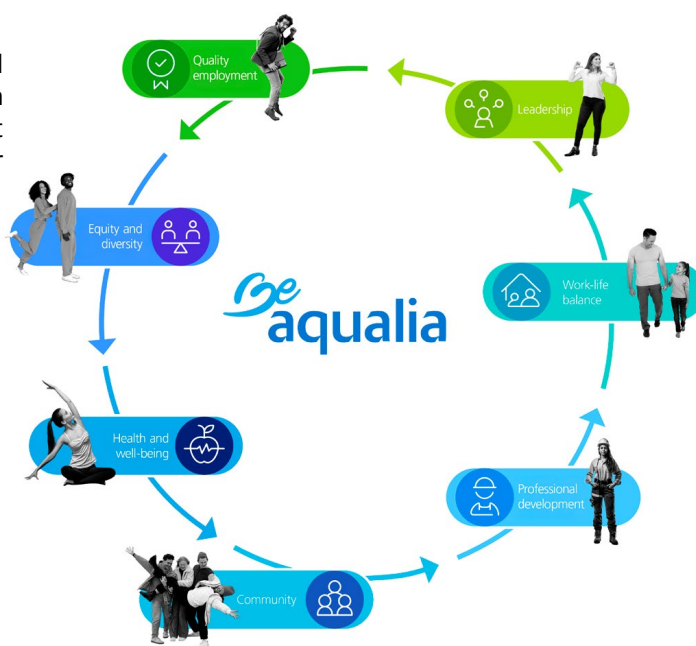
4.1. OUR PEOPLE

GRI 2-7, 2-19, 2-20, 3-3, 401-1, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10, 404-1, 404-2, 405-1, 406-1

GGU's people managements searches the cultural transformation of the company to boost the motivation of the staff, a positive relation between the different areas and teams and the committed fulfilment of their responsibilities.

Our strategy is based on seven pillars:

- Quality of employment
- Leadership
- Conciliation
- Professional development
- Equality and diversity
- Health and Wellness
- Community



GGU maintains a strategy of employment stability, with a total workforce of **2,844** people, being **65 %** permanent contracts. In terms of gender, the percentage of women has increased compared to 2023, from **13 % to 14 %** in 2024.

Employees

N° employees by gender and region (at year-end)	2024	2023	Variation 2024 vs. 2023 (%)
Women	397	403	-1.5%
% Women	13.96%	13.00%	
Men	2,447	2,697	-9.3 %
% Men	86.04%	87.00%	
Total	2,844	3,100	-8,2 %

Staff by age

Less than 35 years	35 - 54 years	More than 54 years	Total
707	1,123	1,014	2,844

4.1.1. DIVERSITY, EQUITY AND INCLUSION

We are committed to a diverse workforce and equal opportunities. Since 2020, GGU has been following the ten principles of the UN Global Compact through the adherence of Aqualia Group, assuming the responsibility of upholding the identity, dignity and equality of people inside and outside the company.

At an internal level, we are fully committed to the elimination of unfair discrimination. We recognise that a diverse workforce strengthens our organisation. This commitment is woven into every policy we have developed, and we wholeheartedly support its execution.

Our internal policies are based on three basic principles:

- **Equal pay for equal work**, meaning that employees should be compensated equivalently for their skills and experience regardless of their gender or status.
- **Transparency**, in the sense that employees of the organisation are rewarded, promoted and compensated as per their respective job roles and performance within the organisation in an objective manner.
- **Equal development opportunities**, by providing opportunities to employees at all levels, including training, skills development, improving existing competencies, retraining, as well as funding for various types of certification exams, etc.

The company has developed and approved alongside the internal regulation policies, sexual harassment policy and gender and diversity policies, where any gender-biased or unfair discrimination is eliminated, stating the full equal support and approach to any employee or candidate regardless of sex, age, race, religion or any other diversity.

In addition, our company actively encourages the employment of people with disabilities and welcomes applications from representatives of various minority groups, including ethnic minorities residing in the local area. We believe that creating an environment where every employee, regardless of their background or personal challenges, can contribute meaningfully and thrive within the organisation. Currently, we have 19 people with disabilities on our staff.

In 2024, no incident of discrimination of any type has been reported.

4.1.2. Professional development and training

We work on the employability, training and professional development of our staff. Therefore, GGU counts with formal procedures to contribute to the human resources development, including the alignment of training with the strategic objectives and requirements of the different positions. Our aim is to improve the global performance and well-being of our people.

The company's training programmes are designed and implemented according to the Annual Training Plan, which is based on the Training Needs Analysis (TNA) conducted at the start of each year to gather the requests from our directors and heads of departments and divisions. It fully complies with the current/ongoing business objectives defined by the company's top management. The heads of departments, in collaboration with Human Resources, define and identify the competences, skills, abilities and knowledge which is crucial and necessary for current and future business operations. Thus, said Plan is developed to support the improvement of the professionalism through internal and external training.

According to the specifics of our business, the gender deviation in our company for the current moment is 86% male vs. 14 % female, considering all categories, but mostly on office-based.

Thus, the Training Plan is implemented and executed without any gender-based differentiation. In 2024 the number of training hours was 34,165, while the average hour of training per employee is 12.01. The company has successfully delivered training sessions to a total of 4,179 participants, of which 489 (11%) are female employees. Out of this number, 2,468 are unique participants who have attended more than one training per year.

Our training programmes are developed and delivered across all employee categories, covering frontline employees, back-office staff, middle managers and executive managers. Said programmes are designed to ensure inclusivity in all senses.

This approach reflects the company's commitment to fostering a culture of continuous learning and professional growth across all levels of the workforce.

TRAINING AND DEVELOPMENT SCOPE

The company is committed to fostering the professional growth of its employees through comprehensive training programmes designed to enhance all facets of professional competencies. These include the development of soft skills, hard skills, and technical-operational skills, ensuring alignment with both individual career growth and the company's sustainable development objectives.

• Training Centre and Expertise

Operating since 2017, the company's training centre provides tailored learning opportunities to support our employees in meeting their requirements efficiently. Specialised training modules have been developed and implemented, focusing on hydro-engineering competencies in water supply and wastewater management. These modules are tailored to various roles across technical and operational functions, including but not limited to workers, locksmiths, plumbers, engineers, senior engineers, and other specific positions.

• Health and Safety Training

In addition to technical and engineering training, the company prioritises health and safety education. Each employee participates in annual health and safety training sessions, complemented by certified health and safety courses. This systematic and sustainable approach underscores the company's commitment to maintaining a safe and compliant working environment.

• Environmental and Social Responsibility Training

The company has also introduced diversified training programmes addressing environmental sustainability, environmental risks and social responsibility. These initiatives are designed to align with the company's broader commitment to ethical and sustainable business practises.

• Training Formats

All training programmes incorporate both theoretical classroom instruction and practical, on-the-job skill development. This blended approach ensures a thorough understanding and application of acquired knowledge.

• Customized and Specialized Training

Beyond technical engineering and health and safety training, the company provides additional training based on Training Needs Assessments (TNA). These include courses in legal compliance, finance, communication, human resource management, Microsoft Office, other specialised software programmes, and specific hard skill development. These sessions are conducted either internally or by external subject matter experts.

Regarding professional attraction and development, GGU implements, in partnership with USAID, a large-scale professional Programme. According to the Survey of Business Demand on Skills carried out by the Ministry of Economy and Sustainable Development of Georgia, water supply and sewage sector is severely suffering from a shortage of qualified technical personnel.

Within the frame of the USAID Industry-led Skills Development Programme, GGU has established two formal long-term professional certificate Programmes on water supply and wastewater technicians authorized

by the country's Ministry of Education, Science and Youth and finance by the State. They count with the support of international experts and are validated and recognised by Aqualia and relevant international institutions. The common aims are to benefit the expertise of professional personnel and to reduce the gap between personnel demand and supply.

Transition assistance Programmes are provided upon request when the employees are promoted to the new position or changing the scope of their function.

In 2024, the total amount invested in training reached 70,193 euros.

Average hours of training per year per employee			
Total training hours by professional category, gender and age (data at year-end)	2024	2023	Variation 2024 vs. 2023 (%)
Managers			
Intermediate	5,815	3,708	56.82 %
Technical	10,880	10,715	1.53 %
Administration	9,101	5,656	60.90 %
Other functions	8,369	4,272	95.90 %
Women	9,184	6,725	26.89 %
Men	24,981	17,626	45. 41 %
Total	34,165	24,351	40.30 %
Average training hours per employee	12.01	7.85	153 %

* Total hours of training are calculated by the total number of trainings given multiplied by the total hours of participants per training. Additionally, the professional categorisation is defined as follows:

- Managers – are country managers (C level),
- Intermediate – Heads of Departments, Deputy Heads of Departments and other minus C Level,
- Technical – Qualified Personnel with higher education and specific technical expertise,
- Administration – Office Staff, clerks and secretaries,
- Other functions - production, operatives, site personnel.

MILESTONE 2024

GWP has signed an agreement with the US aid agency USAID ‘Employers for Vocational Education’ to implement vocational training programmes - specifically on water supply and sewerage systems - among our staff. With an investment of €475,815, this partnership will contribute to reducing unemployment and to the sustainable development of the country and will benefit 90 people between 2024 and 2025.



Remuneration strategy

The company's remuneration strategy is designed to ensure fairness, competitiveness, and transparency in employee compensation. It includes a structured salary framework with fixed, variable, and hybrid pay models, complemented by performance-based bonuses and incentives. Our employees are rewarded based on key performance indicators (KPIs) and key business objectives (KBOs), fostering a results-driven work environment. The strategy also incorporates financial aid programmes, health and accident insurance, and various employee benefits to enhance well-being and job satisfaction. Regular salary revisions consider inflation rates, market trends, and individual performance to maintain equitable and motivating compensation.

The key elements of the strategy include:

1. Compensation structure:

- Employees receive either fixed, variable, or hybrid salaries, with variable pay linked to performance metrics such as working hours, project completion, and workload volume.
- Additional pay components include bonuses, overtime pay, holiday payments, health and accident insurance, and financial aid.

2. Bonus system:

- Bonuses are awarded based on performance, key business objectives (KBOs), and key performance indicators (KPIs).
- One-off bonuses may be granted for exceptional contributions, while incentive plans reward for employees with meeting specific targets.

3. Financial aid and benefits:

- Employees may receive financial assistance for medical care, education, mental health, family emergencies, and victim support.
- Additional benefits include paid leaves (annual, maternity, bereavement, marriage), health insurance, transport subsidies, food allowances, and flexible work arrangements.

4. Salary adjustments and pay revisions:

- Salaries may be revised based on promotions, role expansions, performance, market conditions, and inflation.
- Periodic salary adjustments are conducted triennially in alignment with business reviews.

5. Overtime and leave compensation:

- Overtime work is compensated at an increased hourly rate, with specific calculation formulas for different work schedules.

- Employees covering absences may receive additional pay based on work hours and predefined criteria.

6. Confidentiality and compliance:

- The remuneration policy complies with Georgian labour laws and tax regulations.
- Compensation details are internally confidential and disclosed only to relevant stakeholders.

The company's remuneration strategy aims to attract, retain, and motivate employees by offering a balanced mix of fair wages, performance incentives, and financial security while ensuring alignment with business goals and regulatory requirements.

4.1.3. Health and safety (hereinafter H&S)

The improvement of the health and safety of our employees is one of our main purposes as a company. This is why they are integrated into our certified Management System and Code of Ethics and Conduct.

Health and safety are paramount and are also one of the guiding principles of the whole FCC Group, from the conviction that achieving our goal of zero accidents is everyone's responsibility. The occupational safety system covers all job positions within the company.

Additionally, ISO 45001 has been implemented in GWP, following the requirements for the company Aqualia's occupational safety management system.

The existing occupational safety system is fully compliant with Georgian legislation, including the Organic Law on Occupational Safety and other relevant legislative and subordinate normative acts.

AREAS ARE SUBJECT TO SAFETY CONTROL:

1. Pumping stations
2. Water Treatment Plant
3. Chlorination stations
4. Hydro Power Plants (HPPs)
5. Warehouses and auxiliary facilities
6. Transport Department
7. Fieldworks
8. Contractor companies

Among others.

Workers covered by an occupational health and safety management system			
Workers covered by H&S system	2024	2023	Variation 2024 vs. 2023 (%)
N° and percentage employees	100%	100%	

H&S GOVERNANCE

The company's occupational safety department is managed by 10 accredited and certified specialists and officers. The function includes the development of occupational safety plans, conducting inspections of facilities, daily monitoring of workplaces, providing employee briefings, preparing legally required documentation, conducting employee training and selecting, purchasing, distributing, and controlling the use of necessary personal and collective protective equipment. In addition, the company selected 17 employee representatives from operational staff for effective communication with the H&S Department.

The operation representatives are also involved in ensuring process safety. According to the Aqualia Group and GWP policies, the responsibility for adhering to occupational safety rules lies with the head of the working team and its leader.

RISKS ASSESSMENT AND HAZARDS PREVENTION AND TREATMENT

The identification of hazards related to the work process is carried out by occupational safety specialists, who also create a risk assessment document based on the requirements set by local law. All occupational safety specialists and officers involved in this process are certified with all required competencies. Said document is created in accordance with Order No. 01-15/N, 'On the Approval of the Procedure for Risk Assessment in the Workplace', as stipulated by the regulation. Based on this order, the use of a five-step control hierarchy is mandatory, as described in the company's Occupational Risk Assessment Procedure.

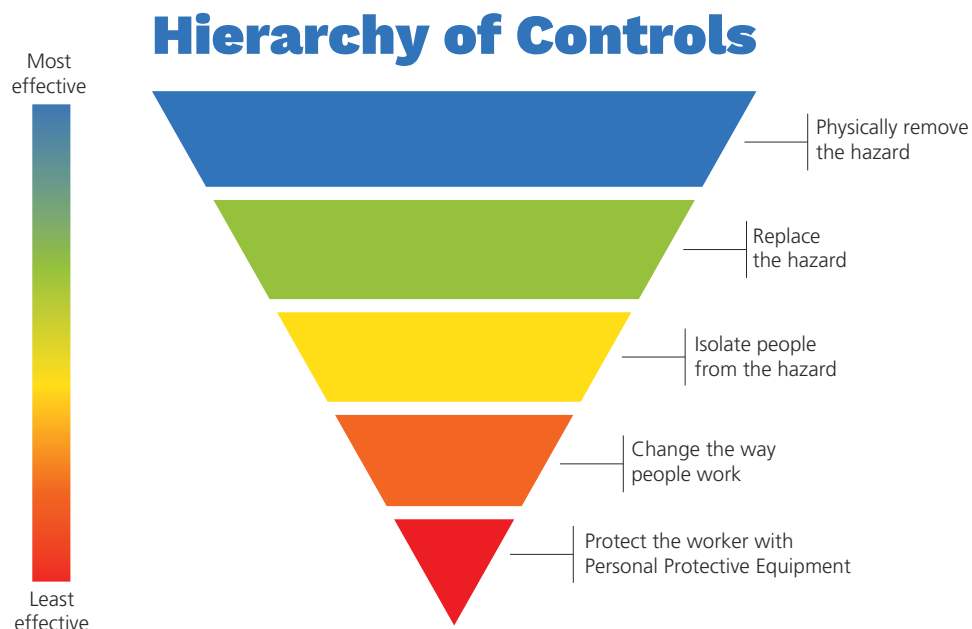
Risk assessment is the process of identifying hazards, protecting the health and safety of employees and other persons, assessing the risk level, and determining and implementing control measures that are focused on preventing or minimising these risks.

1. Identification of hazards
2. Determination of the circle of persons
3. Risk assessment, determination and implementation of control measures
4. Determination of the person responsible for implementing control measures and the deadlines for preventive activities
5. Documenting and monitoring the results

Hazard identification and risk assessment are not carried out on a selective basis, but rather across the entire company, at all levels. For preventive purposes, risk assessment is mandatory before the start of an activity and the performance of a set task.

An investigation team performs the inquiry process. It consists of the following members: accredited occupational safety specialists and officers, individuals directly responsible for the execution of the activity, the working team leader and the head of the division or department.

If an incident related to the production process occurs, it is investigated following the procedures given by the law and the company's internal rules.



We identify any accident and analyse which level of the control hierarchy has been broken. During the investigation, the root cause of the incident is determined, and we take all necessary preventive measures to avoid future incidents.

We provide quarterly meetings with the employees' representatives to discuss H&S ongoing issues and report on lessons learnt. At GGU we take preventive measures considering the risk assessment process -engineering control, substitution of used hazards, administrative and personal protective equipment-.

All employees have the right to inform their immediate supervisor about the current condition in the workplace or contact the representatives of the occupational safety service. They are authorised to immediately stop any work that poses a high hazard. Additionally, they are aware that they have the right to refuse to perform high-risk tasks without the implementation of preventive measures and that they have the right

to stop work in the event of critical non-compliance.

On the other hand, the H&S department conducts periodic audits to determine all existing hazards and sources of the significant negative occupational impacts, including facts such as noise, vibration, temperature, illumination and humidity, as well as electric and magnetic radiation.

Externally, GGU has close communication to the governmental Labour Inspection Organisation, which has made inspections of our facilities for the last five years. Whenever an area for improvement is identified, appropriate action is taken e.g. installation of mechanical devices to reduce manual handling, mobilisation of remotely activated compactor, new pumps with less noise, etc.

GRI 403-9 Work-related injuries		
Workplace accident injuries (for all employees) at year-end	2024	2023
Deaths resulting from a work-related injury	Fatalities	Fatalities
Total number	0	0
Workplace injuries with major consequences (not including deaths)	Serious accidents = 0	Serious accidents = 1
Total number	0	1
Recordable work-related injuries	Medium Serious	Medium Serious
Total number	2	6
Rate	Frequency Index = (Working hours)/ (LTIs) X (1,000000) = 0.32	Frequency Index = (Working hours)/ (LTIs) X (1,000000) = 0.98
Number of hours worked	6,233,298	6,094,650

H&S training and other services

Our people attend training sessions and briefings, which ensure they know the hazards in the workplace, the risks associated with them, how to avoid hazards and how to report to the responsible parties. They are familiar with work procedures, including emergency and crisis management plans, as well as their personal protective outfitting. Therefore, they have at their disposal and must use the necessary collective and technical equipment on a compulsory basis. Occupational safety representatives conduct periodic inspections of the facilities and assess their current condition.

Additionally, the company has created a '11-module OSHA Competent Person' training where employees are familiarised with the safety requirements based on

the specifications of their job. Appropriate trainings are also conducted when a new employee is hired or the job position, the work process or the location change.

With regard to health, Georgian legislation requires periodic medical examinations (screening) of the employees working on heavy, harmful and dangerous tasks.

Consequently, GGU provides an annual medical screening for all staff and the possibility to subscribe to health insurance that, in some cases, is compulsory. Additionally, we have a doctor assigned to the Transport department to maintain health condition control effectively.

We also take care about mental health in the organisation. In addition to the medical examination, additional services are provided to our staff as needed.

4.1.4. Labour relations and benefits

In our internal Human Resources policy, we have included that the company does not restrict or limit the employees to be organised in a trade union. On top of that, the representative of the trade union has office in GGU's headquarters, being available to our staff.

The company creates equal working conditions and opportunities for all employees, regardless of whether the employee is a member of a union. Furthermore, any decision to improve labour conditions applies to all employees without exception.

According to the GGU's internal policy principles, our benefits package applies equally to full-time, part-time, and temporary employees.

- Life insurance
- Health Insurance
- Personal accident insurance
- Maternity, paternity and parental leave
- Retirement provision
- Marriage leaves
- Bereavement leaves
- Sick leave
- Municipal transport card
- Nutrition
- Professional training and development
- Company car
- Childbirth benefit
- Communication costs

4.2. SOCIAL IMPACTS AND TRUSTING RELATIONSHIPS

GRI 3-3, 413-1

The water sector is essential for the quality of life of citizens and societies. Our aim is to guarantee stable and safe access to water and sanitation for the population of the places where we work.

According to the United Nations, despite notable progress in expanding access to drinking water and sanitation, millions of people continue to lack these basic services. In a world where water scarcity and lack of sanitation facilities continue to be a reality for a significant part of the population, the urgency of addressing these challenges comprehensively is evident. In consequence, one in three people in the world do not have access to safe drinking water, and more than two billion lack safely managed drinking water services.

TARIFF MECHANISMS TO ENSURE ACCESS TO WATER AND SANITATION														
2024					2023					2022				
Customers with access to subsidised tariffs for water and sanitation services		Customers benefiting from social vouchers and subsidies		Total clients	Customers with access to subsidised tariffs for water and sanitation services		Customers benefiting from social vouchers and subsidies		Total clients	Customers with access to subsidised tariffs for water and sanitation services		Customers benefiting from social vouchers and subsidies		Total clients
Q	%	Q	%		Q	%	%	Q		%	Q	%	Q	
709.067	100,00%	56.607	7,98%	709.067	733.524	100,00%	49.803	6,79%	733.524	659.388	100,00%	56.607	8,58%	659.388

Undoubtedly, our operations can also have negative impacts on the local communities where we are present.

Four of the company's nine chlorine stations are located within the 100 meters from the settlement. Legally compliant safety systems are in place. GGU's chlorination plants were inspected and evaluated by the relevant experts of Aqualia during 2023 - 2024. An improvement plan for all chlorine stations is in place.

In addition, depending on the operating processes, an emergency release of excess water from the Zhinvali reservoir is necessary, which could cause a large amount of water in the lower basin of the Aragvi river. As a result, flooding of household land plots and agricultural fields is possible. We have an action plan to maintain and ensure an early warning system for the Zhinvali dam and also a new project on due diligence to develop a surveillance guide according to the frame of the International Commission on Large Dams (ICOLD).

HEALTH & SAFETY TOWARDS SOCIETY

During field work, safety rules are observed as much as possible, no matter whether the activities are carried out by our company or a contractor. The work area is fenced, warning signs are placed (dangerous work in progress, do not approach, danger of falling, do not cross, road directions), night work and flashing signs. Constant control is carried out to prevent unauthorised persons from entering the work area. Employees provide citizens with information about the danger zone as much as possible.

4.2.1. Social action

In Georgia, we have long-standing partnerships to ensure access to water for nursing homes and children's homes as part of our commitment to social responsibility. Similar programmes have been implemented for the elderly houses.

In order to help the most vulnerable people, partnership agreements have been signed with 13 new social homes in 2024:

- Child and Environment
- Children's Hospice
- Divine Child Foundation of Georgia
- Association Georgian SOS Children's Village
- Caritas Charitable Fund of Georgia
- Mtskheta Free Canteen for the Deprived of Care
- The first step Georgia
- International Humanitarian Union
- Charitable Foundation named after Monk Andrew
- Union, Geni
- Caritas Charitable Fund of Georgia
- Rustavi St. Akaki the Obedient Home for the Elderly
- Centre for Democratic Development and Initiatives

In all cases our common purpose is to get the most out of life through a personalised care, including physical and mental health and a healthy lifestyle by exercising and eating a balanced diet. Together we try to enhance their quality of life.

For children, we also seek to keep them free from any abuse or exploitation, ensure their education and develop their skills to become prepared adults. The above-mentioned centres ensure the children's rights, respecting their need to play and to have leisure and family life.

On the other hand, old age homes are places for people to need help with their daily activities, such as meals, healthcare, personal hygiene and leisure.

Through these sponsorship actions we impact in 13 organisations and initiatives. The total investment for social action has been 12,900 euros in 2024.

5. Governance aspects

5.1. GOVERNANCE STRUCTURE

GRI 2-9, 2-10, 2-11, 2-14, 405-1

5.1.1. Shareholder structure

Georgia Global Utilities is owned by FCC Aqualia (80 %), a leading international water utility company, and Georgia Capital (20 %), a Georgian investment holding company.

FCC Aqualia is one of the top water management companies globally, ranking as the fourth largest in Europe by population served and ninth worldwide. It provides services to 45.2 million users across 18 countries, including Algeria, Saudi Arabia, Colombia, Chile, Egypt, the UAE, Spain, France, Italy, Mexico, Oman, Peru, Portugal, Qatar, Czech Republic, Romania, the USA, and Georgia. As a subsidiary of FCC, a global infrastructure and environmental services group, Aqualia brings extensive expertise in water supply, wastewater treatment, and sustainable resource management.

Georgia Capital JSC is a leading Georgian investment holding company focused on acquiring, developing, and growing businesses across key sectors.



FCC Aqualia S.A

(Spain)

100%

Georgia Capital PLC

(UK)

100%

Aqualia Georgia LLC

(Georgia)

80%

JSC Georgia Capital

(Georgia)

20%

Georgia Global Utilities JSC

(Spain)

100%

Georgia Water Power LLC

(Georgia)

100%

Gardabani Sewage Treatment

Plant LLC

(Georgia)

100%

Saguramo Energy LLC

(Georgia)

100%

Georgian Energy Trading
Company LLC

(Georgia)

100%

Georgia Engineering and
Management Company LLC

(Georgia)

5.1.2. Governance bodies

Our main governance bodies are the General Meeting of Shareholders, the Supervisory Board and the Executive Management Team.

The **General Meeting of Shareholders** is the highest governance body whose members meet at least once a year. They debate, vote and decide on the strategic and mandatory resolutions affecting GGU.

Our **Supervisory Board** is made up of five non-executive members. Its members are appointed for a three-year term. However, this period can be extended until the election of a new member and there is also the possibility of re-election an unlimited number of times.

Three members of the Supervisory Board are nominated and appointed by the holder of Class A shares (Aqualia Georgia LLC) and the other two are nominated and appointed by the holder of Class B shares (Georgia Capital JSC). They don't receive any kind of remuneration for their services.

COMPOSITION OF THE SUPERVISORY BOARD

José Enrique Bofill Chairman

Isidoro A. Marbán
Deputy Chairman

José M. Álvarez
Member

Irakli Gilauri
Member

Anvanti Namicheishvili
Member

The **Executive Management Team** takes the strategic decisions within our organisation. It is also responsible for supervising the GGU Groups management and providing financial and non-financial accountability to our stakeholders. The chairman of the Supervisory Board is not an executive of the company. Therefore, another professional acts as CEO, guaranteeing the independence of both governance bodies.

COMPOSITION OF THE EXECUTIVE MANAGEMENT TEAM

José Miguel Santos Chief Executive Officer

Ramón M. Pujol
Chief Financial Officer

Jaba Mamulashvili
Chief Legal Officer

Miguel Ángel Mazo
Director of Operations
(Water and Wastewater)

Anvanti Namicheishvili
Director of Water and Power
Production

ESG GOVERNANCE

Our CEO assumes the responsibilities related to overseeing the organisation's due diligence and other processes to identify and manage impacts on the economy, environment, and people, including engaging with stakeholders and considering the outcomes of these processes. He delegates these responsibilities to the different area's managers, retaining the authority to decide and communicate with the Supervisory Board as needed.

Regarding the sustainability reporting, he is also the person in charge of reviewing and approving it, including the organisation's material topics. He is also our main authority for providing a statement about the relevance of sustainable development within the company.

OUR SUSTAINABLE BOND COMMITTEE

A Sustainable Bond Committee (hereinafter the Committee) is established in GGU. Its purpose is to identify projects (completed, ongoing or planned) at GGU, Georgian Water and Power LLC and other subsidiaries that meet the eligibility criteria under our Green Finance Framework, deciding the allocation of proceeds received by GGU through the issuance of sustainable bonds to such eligible projects.

This delegated committee consists of three men (50 %) and three women (50 %):

- GGU Chief Financial Officer
- GWP Chief Financial Officer
- GWP Director of Asset Management and Investment Planning
- GWP Head of Integrated Management Systems (IMS) Department, who serves as chairman
- GWP Head of Capital Allocations and Investment Planning Service
- GWP Head of Investor Relations and Funding Service

5.2. COMPLIANCE MODEL

GRI 2-16, 2-23, 2-26, 2-27, 205-2, 205-3

GGU's Compliance Model covers both regulatory compliance and the principles and values contained in our Code of Ethics and Conduct which refers to four compliance principles:

1. We observe legislation in force and abide by the rules
2. We display exemplary conduct
3. We are diligent and accountable for our actions
4. We report irregularities

The Code of Ethics and Conduct encourages all employees and stakeholders to observe the most stringent conduct guidelines in their commitment to complying with laws, legislation, contracts, procedures and ethical principles. Its content is mandatory within the company, including all employees, providers, contractors, collaborators and other partners. This commitment entails strict adherence to laws, regulations, contracts, procedures, and ethical principles. However, adherence to this internal rule may never contravene applicable legislation, although it prevails over any other internal document.

Another relevant characteristic of our Compliance Model is that it contributes to the identification of risks through the implementation of due diligence and due control procedures. It implies controls as a preventive measure to mitigate the risks of corruption.

Policies within the Compliance Management System

The GGU Supervisory Board is the governance body responsible for approving and enforcing our internal policies and procedures. In our subsidiaries, the general directors are in charge of building its formal framework, taking into account the group's principles. All internal normative acts are communicated to the employees through the Intranet.

Every new employee gets introduced to the corporate policies, procedures and labour benefits during the onboarding process.

POLICY	DESCRIPTION
Code of Ethics and conduct	<p>The purpose of the Code of Ethics and Conduct is to encourage all persons having links with any FCC Group company to observe the most stringent conduct guidelines in their commitment to complying with laws, legislation, contracts, procedures and ethical principles. Compliance with this Code is mandatory for anyone related to our company, regardless of the type of contract or agreement defining their labour relationship, job position or geographical location in which they carry out their work. This document also encourages its investees, even when not under the group's control, providers, contractors, collaborators and other partners to adopt principles and values like the ones set forth herein.</p> <p>It includes a principle about the prevention of money laundering and the financing of terrorism. As a rule, the FCC Group to which GGU belongs does not allow cash payment or collection. Exceptions in this regard must be duly documented and authorised, be for a small amount, which must in any case be less than 1,000 euros for payments to third parties and observe the pertinent local legislation in force.</p>
Human Rights Policy	<p>Through this Policy, aligned with the Guiding Principles on Businesses and Human Rights, approved by the United Nations Human Rights Council (2011), and with the Global Compact to which FCC adhered in 2006, the Group declares its commitment to respect the human rights contained in the United Nations Universal Declaration of Human Rights, and those contained in the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work, as well as in the ILO's eight fundamental conventions.</p> <p>As part of FCC Group, GGU requires the same degree of protection among its employees, partners, collaborators and suppliers, in accordance with the company's current Code of Ethics and Conduct.</p> <p>This policy includes the following commitments:</p> <ul style="list-style-type: none"> • Freedom of association and collective bargaining • Decent and remunerated employment • Forced labour and child labour • Diversity and inclusion • Health and safety • Data privacy • Respect for communities
Sustainability Policy	<p>This Policy sets out how GGU behaves. It expresses our commitment to sustainability and summarises our ESG actions, which are further developed in various documents, such as GGU's Strategic Sustainability Plan. It also sets out our responsibility towards everyone who is part of our company, and our compliance in the performance of our duties in all professional areas where we represent the organisation.</p> <p>This Policy applies to GGU and all investee companies over which GGU has operational control. In those investees over which GGU does not have operational control, we promote the principles set out in this Policy and other key documents for our international operations, such as the Code of Ethics and Due Diligence. We apply the objectives, principles and commitments in this Policy to all our stakeholders – employees, customers and users, suppliers, public and private partners, shareholders, regulatory entities and the media – to the extent that our activity relates directly or indirectly to them.</p>
Compliance Policy	<p>This policy includes our commitment to carry on our business and professional activities in accordance with the legislation in force in Georgia and in accordance with the rules and procedures of the company. GGU complies with the law and the values and principles of ethics and compliance set out in the Code of Ethics and Conduct, based on the principle of zero tolerance of any conduct that involves an illegal act or contravenes its internal rules.</p> <p>The purpose of this Compliance Policy is to define the basic principles and the general framework of action laid down by GGU as regards compliance matters, under the supervision and responsibility of the Board of Directors, promoting those strategic, operational and organisational lines that enable it to achieve its business objectives, in an approach based on rigor and excellence in the carrying out of all its activities.</p>

POLICY	DESCRIPTION
Grievance Policy	<p>This formal internal rule regulates how employees/contractors can voice their complaints in a constructive way. Supervisors and senior management should know everything that annoys employees/contractors or hinders their work, so they can resolve it as quickly as possible. Employees/contractors should be able to follow a fair grievance procedure to be heard and avoid conflicts.</p> <p>The company encourages employees to communicate their grievances for some of the following reasons:</p> <ul style="list-style-type: none"> • Health and safety issues • Sexual harassment • A problem related to their statutory employment rights • Discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin working conditions and hours worked • Pay or benefits • Any other issue affecting their employment • Working conditions • Labour discipline • Career development • Opinion related to the work process • Increase of labour efficiency and productivity • Technological and technical solutions • Innovative changes to the company. <p>The company has a formal grievance procedure in place. Our commitment is to investigate all grievances promptly, treat all employees who file grievances equally, preserve confidentiality at any stage of the process and finally resolve all grievances when possible.</p>
Retrenchment Policy	<p>This policy identifies the circumstances leading to termination of labour relationships with the employees, procedures of labour relationship termination and ensures fair and consistent application of termination criteria. Its main goal is to carry out the retrenchment procedures in compliance with the following principles:</p> <ul style="list-style-type: none"> • When terminating labour relationships protect the interests of both the company and its employees. • The process shall be based on the principles of fairness, transparency, and consistency. • All legal norms defined under Georgian legislation shall be protected. <p>Prior to making extreme decisions, which involves retrenchment of the personnel, if possible, company will apply all possible efforts to mitigate the situation by implementing variety of activities, such as:</p> <ul style="list-style-type: none"> • Personnel retrenchment by means of selection (for example: temporary suspension of recruitment process). • Before the critical situation is over, temporarily provide the employees with reduced pay rate. • Temporarily suspend labour relationships without pay. • Rotate to alternative opening available at the company (taking into consideration the qualification and experience of the employee).
Anti-Corruption Policy	<p>The objective of this policy is to reaffirm the commitment to compliance with regulations and the development of ethical behaviour in its business activities in accordance with the principles set out in the Code of Ethics and Conduct, wherein fraud and corruption are not tolerated and which are applicable to all employees and companies of the group over which direct or indirect management control is exercised.</p> <p>In order to prevent corruption, GGU will carry out all its activities in accordance with current legislation governing all areas of activity, and is committed to compliance with the following principles set out in the Code of Ethics and Conduct</p> <ol style="list-style-type: none"> 1. Compliance with legislation and ethical values 2. Zero tolerance to bribery and corruption 3. Prevention of money laundering and transparent communication 4. Transparent relationship with the community. 5. Conflicts of interest 6. Monitoring of the ownership and confidentiality of data 7. We are diligent in terms of control, reliability and transparency. 8. Extension of our commitment to our business partners 9. Promotion of continuous training on ethics and compliance for all employees, paying special attention to the fight against fraud and corruption, as well as providing the necessary human and material resources for this policy to be disseminated efficiently, as well as implementing measures for the prevention and detection of criminal activities.

Crime Prevention Manual

The purpose of this Crime Prevention Manual is to, on the one hand, to develop the design, structure and operating guidelines of the Criminal Prevention Model of the FCC Group that includes GGU and, on the other, to detail and regulate its bodies and procedures, in accordance with the provisions of the Code of Ethics and the Compliance Policy.

Our Code of Ethics and Conduct materialise a clear opposition to unethical behaviour that would constitute a criminal offence. Our Code of Ethics and Conduct materialise a clear opposition to unethical behaviour that, while benefiting the organisation, could constitute a criminal offence.

The official sanction for the commission of criminal offences is generally a fine. Apart from the sanctions that may be imposed by a court of law, the company is also exposed to other types of consequences that may have an impact on the company.

- Reputational damage in the eyes of society, customers and suppliers.
- Financial value of the company.

Gifts Policy

For the purposes of this policy, a gift is deemed to be any object, that is delivered free of charge and voluntarily within the framework of a social relationship. Said concept of a gift includes hospitality, understood to be invitations to events and cultural or sporting gatherings, social events and holidays, meals or trips, provided they are not institutional, technical or training related.

Thus, gifts will always be granted or received in a transparent and occasional manner, without any employee of the FCC Group accepting or granting a gift that does not comply with the following principles:

- Legitimacy in its content and motivation.
- Reasonableness: as a general rule, gifts provided are those that have a reasonable value, understood as gifts with a value not exceeding 150 Euros, or the corresponding currency.
- Unilateral nature: no gifts may be requested or delivered to third parties outside the FCC Group that have been previously requested.

Policy on Relationship with Partners in relation to compliance

The objective of this policy is to establish homogeneous principles and criteria to be followed with regards to the communication, acceptance and implementation of the compliance mechanisms established in the group's Crime Prevention Model, in all relationships with business partners.

In order to guarantee the reliability and transparency of compliance in the relationships and activities carried out with business partners, the following principles of action must be considered imperative and mandatory, and must be formally supported, documented and filed.

- Due Diligence of the potential partner with regard to compliance.
- Obligation to implement compliance requirements in the management of operations.

Agent Policy

The use of commercial agents or business developers can be fundamental for the entry and operation of GGU in certain areas, given the need to have specific knowledge of a specific market or activity. The selection of these agents or developers must be adjusted, in each case, to the particularities of the business but, in any case, must be governed by the following general principles:

- Ethics: GGU's business partners and, in particular, those that can represent the Group in relationships with third parties must share the fundamental ethical principles of the FCC Group, especially in relation to zero tolerance towards corruption and infringements against the market.
- Responsibility: both GGU and its commercial agents or developers will always assume the responsibility of scrupulously complying with current regulations at all times and with ethical standards and social commitment compatible with those of the company.
- Documentation: the relations between the company and its agents or business developers will be transparent for both parties. The relationship will always be described in writing in a contract in which the obligations and rights of each of the parties are clear and in which the basic guidelines of action of the commercial agent or developer are included, as well as the consequences and effects of the contractual breach.
- Requirements: the use of agents and business developers is always a subsidiary of the direct activity of the company, which will resort to them whenever their need for the development of a specific activity is justified.

GGU require that any commercial agent or collaborator that can represent the company in commercial transactions, national or international, be familiar with these principles of action and is committed to strictly complying with them: legal compliance, control, appropriate structure and resources, remuneration, justification of the activity, reasonable remuneration, avoiding conflicts of interest, confidentiality, integrity, rigour and veracity.

Whistleblowing Channel

GGU hosts a whistleblowing channel on its website that is accessible to any public of interest, including clients, suppliers and employees. Particularly, our staff can also use other means of communication:

- via e-mail at: whistleblowingline@ggu.ge
- the placement of special boxes at large offices

The staff can report anonymously in writing about different issues of concern. The grievances are checked at least on a weekly basis. Complaints are mostly raised on the following topics: workplace change, health insurance, financial aid, periods of sick leave, change of working schedule, etc.

These notifications are then assessed and it proceeds to take the necessary measures to resolve them or to file them for record keeping. Up to 31 December 2024, no communications have been received.

Additionally, our Human Resources Department has an open-door day policy every Thursday. All employees are welcome to address any complaint, initiative or recommendation.

In 2024, GGU has launched 16 communications about different compliance topics addressed to 889 employees. We also developed 12 face-to-face trainings for 106 workers.

GRI 205-2 Communication and training about anti-corruption 2024 policies and procedures

Number of employees who have been trained	102
Number of employees who have been communicated	272

In 2024 we have not been reported any incidents of corruption.

5.2.1. Committed to the observance of human rights

In GGU the protection of human rights is based on the standards, principles and articles set out in our national Constitution, as well as in international conventions and declarations.

In this regard, the internal labour regulations, which serve as an introductory document to our internal policies, outline the fundamental rights guaranteed within the company. Furthermore, their protection is reinforced in other key internal documents, including the Complaints Policy, the Anti-Sexual Harassment Policy, and others.

Our internal framework ensures and guarantees the protection of the following rights:

• Equality

The company provides equal employment and development opportunities to all individuals, irrespective of race, skin colour, religion, creed, gender, nationality, age, or any other characteristic. This principle applies consistently across all employment conditions, including hiring, promotion, training, salary increases, compensation, and more.

• Freedom of expression

Every employee has the right to freely express their opinions, views, initiatives, or complaints. This right is guaranteed by both our internal labour regulations and the Complaints Policy. The company has implemented a grievance mechanism since 2020.

• Harassment and hostile work environment

In accordance with Article 2 of the Internal Labour Regulation, all relationships between colleagues must be based on ethical and respectful standards. Every employee has the right to a work environment free from harassment or hostile behaviour based on race, skin colour, religion, gender, nationality, age, disability, or any other characteristic. The company further safeguards this right through its Anti-Sexual Harassment Policy, which provides protections for employees in this regard.

• Right to form and join unions

The company fully supports employees' rights to form or join any union, including trade unions, without restriction. This right is protected in accordance with the employee's personal choice and freedom.

• Training and development

The company is committed to offering equal opportunities for professional development and growth. To enhance employee efficiency and productivity, we actively promote various training Programmemes and development initiatives designed to support the continued success of our employees.

• Freedom of labour

The company condemns and does not condone child labour or any form of forced or compulsory work. In line with this, the minimum age for employment within the company is 18, in accordance with the legal definition of adulthood.

Conflicts of interest

The Georgian law on entrepreneurs regulates how conflict of interest should be prevented and mitigated. On our behalf, the Charter of GGU and our internal decision-making procedures are in full compliance with all applicable national laws.

In the event of the existence of conflicts of interest, they are duly disclosed and mitigated in accordance with the provisions of the charter of GGU and all applicable law of Georgia.

5.3. SUSTAINABLE PURCHASES

GRI 3-3, 308-1, 204-1

On November 1, GWP started to implement a supplier certification process that assesses some specific criteria related to quality, compliance, ethical standards, and sustainability. The goal is to ensure that GWP suppliers can consistently deliver high-quality and responsible products or services.

Once the supplier meets the certification requirements, the supplier company is approved as a certified supplier, and we discuss procurement opportunities.

We regularly monitor certified suppliers to ensure that they maintain compliance with our standards throughout the partnership. The compliance officer of the GGU Group coordinates the whole process. Procurement is centralised and formalised in writing to ensure compliance in a strictly controlled and transparent way.

All purchases from 0.001 cent to several millions are registered in Axapta (ERP System), including all relevant attached documentation so that they can be checked.

Due diligence

Any new business partner, supplier, collaborator or client of Georgian Water and Power LLC (GWP) is subject to check prior to contracting. The main purpose of this procedure is to facilitate the selection of third parties to avoid and/or mitigate possible future compliance risks for GGU Group arising from the relation with said third parties.

Through due diligence we aim to evaluate the reliability and stability of the supplier. Furthermore, all companies and their ultimate beneficiary owners are screened against sanction lists. This process is coordinated and performed by our compliance officer.

In 2024, we conducted due diligence processes for 66 companies, assessing risks and setting mitigation measures prior to signing business agreements with them.

On the other hand, 70 % of our purchases come from direct manufacturers to avoid extra costs. We place orders and purchase 3-month' stocks to obtain an optimum price and avoid overloading.

A specialised team oversees the approval of each purchase depending on the cost. It is form by members of different areas within the organisation so that we avoid discrepancies:

- Procurement
- Finance, including CFO
- Legal
- Security
- CEO

Only 70 % of our purchases come from foreign suppliers, which are mostly manufacturers with origin in Europe, Usa, China, etc. 30 % are local suppliers, understanding as such those coming from our country, Georgia.

PROPORTION OF SPENDING ON LOCAL SUPPLIERS

Proportion of spending on local suppliers	2024	2023	Variation 2024-2023 (%)
Number of local suppliers	833.00	863.00	-3%
Spending on local suppliers (% of total)	66.00%	68.90%	-4%

5.4. CUSTOMER'S SERVICE

GRI 3-3, 413-1

Our customer' service at GGU is based on an omnichannel strategy that ensures continuous and efficient communication. Through these efforts, we seek not only to satisfy the needs of our customers but also to contribute to the sustainable development of the communities in which we operate.

Customer care is crucial in the management of a water service, as it enables effective and continuous communication between the company and the users. Through efficient customer service, GGU can quickly identify and resolve any incidents, ensuring a constant and high-quality water supply. In addition, proactive and accessible customer service fosters user confidence and satisfaction, which is essential for the long-term success and sustainability of our services.

Customer satisfaction is at the core of our operational strategy. In Georgia, we have implemented an omnichannel approach to ensure that our customers can communicate with us efficiently and continuously, using multiple service channels.

Milestone 2024

In 2024, we introduced a new initiative in the Customer Relations Department by establishing a Customer Support Workgroup whose aim is to identify problematic and prolonged issues, research efficient solutions, and proactively reach out to customers to inform them about the status of their cases. Its members remain in contact with customers until the issue is fully resolved.

The Customer Support Group serves as a defender of customer interest within the company, ensuring that, in the event of any issue, our customers maintain a high level of trust in the company. Now, instead of requiring a written statement, we offer customers the option to report certain issues via telephone, which significantly accelerates the resolution process. This replacement will continue through 2025.

Additionally, customers who contact our call centre on any question related to invoicing and billing, requiring more detailed explanation, will be transferred to this group by our call centre operators.

Omnichannel and personalized service

Our company is committed to providing a seamless and personalised customer experience. To this end, we have developed an omnichannel communication strategy that includes various points of contact:

- Telephone hotlines to resolve queries and manage incidents quickly and efficiently.
- Email where customers can send us their queries and receive detailed answers in a short period of time.
- Social media such as Facebook to interact with our customers, answer questions and provide real-time updates.

- Face-to-face in our offices, open for those who prefer this kind of contact.
- Citizen portal online where users can access information on water quality and tariffs and carry out transactions autonomously.
- Continuous attention

Customer service at GGU does not stop. Our virtual office is available 24 hours a day, 365 days a year, allowing customers to carry out transactions easily and securely at any time. In addition, we have an SMS notification system to inform customers of any relevant incident, such as breakdowns or supply outages.

Quantity	%
Electronic invoicing	
6,887,870	59.9%
Customers with electronic invoicing	
710,838	41.2%

In 2024, we have received a percentage of 1.7% of complaints among our total number of customers.

Innovation and commitment to sustainability

We invest in advanced technologies to improve the efficiency and quality of our services. In Georgia, we have implemented real-time monitoring systems and digital platforms that facilitate communication and service management. These innovations not only optimise the use of resources but also improve the customer experience.

The Customer Relations Department will conduct an NPS survey on a quarterly basis starting in 2025 to check the quality of our customer 'satisfaction. This survey will be carried out randomly and will include all employees who interact with customers. Customers will evaluate the service staff based on predefined criteria. The survey results will provide a clear picture of the current situation and, if necessary, will help determine the areas in which service improvement and development are needed.

Our commitment to sustainability is reflected in all our operations. We promote the use of electronic invoicing, which is more sustainable and easier to manage, and we develop social programmes that benefit local communities.

Customer complaints are monitored via service centres and telephone calls by customer relationship department. There are no material grievances in 2024.

About this report

GRI 2-2, 2-3, 2-4, 2-5, 3-1, 3-2

Georgia Global Utilities JSC prepares the Sustainability Report for the first time, in response to the requirements and expectations of the different interest groups and in line with the company's commitment of transparency. It includes the organisation's management and commitments in the relevant financial and sustainability aspects from 1st January to 31 December 2024.

We are a joint stock company which headquarters are in Tbilisi, Medea (Mzia) Jugheri str, N10 (Georgia)

The scope of this report includes the following companies:

- Georgian Water and Power LLC
- Gardabani Sewage Treatment Plant LLC
- Saguramo Energy LLC
- Georgian Electricity Trading Company LLC
- Georgian Engineering and Management Company LLC

This report is conceived as an instrument that reflects the activity and performance of the company, integrating the three main ESG aspects: environmental, social and governance. The company will provide this information annually.

The company has also considered the application of the GRI principles that determine the quality of the report, which were also taken into account: accuracy, balance, clarity, comparability, reliability and timeliness. This is a 'Reporting with reference to GRI Standards', following the Section 3 in GRI1: Foundation 2021 and does not have an external independent verification.

For any further information or clarification, please contact us at the following email addresses:

nsulokhanishvili@ggu.ge.

tasatiani@ggu.ge



Annexes

ANNEX I. ESG INDICATORS

Environmental indicators

GRI 302-1, 302-4, 303-4, 303-5, 305-4, 305-5

• Energy & GEI

REDUCTION OF ENERGY CONSUMPTION (MWH)			
Energy consumption	2024	2023	Variation 2024 vs.2023 (%)
Fossil fuels	17,775	83,046	-79%
Petrol	181	21,553	-99%
Diesel/diesel	17,589	61,493	-71%
Natural gas	5	0	
Energy from renewable sources*	217,041	611,798	-65%
Self-produced turbines	217,041	611,798	-65%
Direct energy consumption	217,041	694,844	-69%
Indirect energy consumption	-	145,425	-100%
Purchased renewable electricity	-	133,913	-100%
Purchased non-renewable electricity	-	11,512	
Total	234,816	840,269	-72%

*Includes fuel by renewable source (boiler biogas), purchased or purchased electricity, heat, steam and cooling from renewable sources (purchased renewable energy from the electricity mix and PPA) and self-generated renewable energy not used as fuel (self-generated biogas).

GHG emissions intensify based on location by net income	2024
GHG emissions (tCO ₂ eq)	15,195
GHG emissions (tCO ₂ eq) / Production or billing (thousand €)	0.1529

• Water

VOLUME OF UNREGISTERED WATER (ANR)		
2024		
Amount	Total volume of water injected into the distribution network	%
325,343.424	477,695,472	68.11%

WATER DISCHARGE (BY DESTINY)			
(m3)	2024	2023	Variation 2024 vs. 2023 (%)
Surface water	124,426,568	119,464,117	4.15%
Desalination plants & ETAPs	12,261,422	18,264,006	-32,86 %
EDAR	112,165,146	118,464,117	-5.32 %

There has not been any incident of non-compliance with discharge limits during 2024.

OTHER INDICATORS ON WATER	2024
Raw water for management	800,554,568
Drinking water produced	521,861,851
Treated water purchased	0
Water consumption in drinking and desalination processes	
Purified water	112,165,146
Total water consumed in potabilization and desalination processes	12,261,422
Quantity of water distributed	521,300,668

Out of a total of 150,603 drinking water parametric determinations, 99.77 % were compliant and only 0.23 % non-compliant in 2024.

Biodiversity areas

IUCN - Categories are formulated as follows:

- EX - Extinct
- EW - Extinct in the Wild
- CR - Critically Endangered
- EN - Endangered; VU - Vulnerable;
- NT - Near Threatened; LC - Least Concern
- DD - Data Deficient
- NE - Not Evaluated

Bodorna HPP

LATIN NAME	ENGLISH NAME	IUCN	RLG
Salix excelsa	Willow	LG	—
Populus alba-nigra	Poplar		
Carpinus caucasica	Common hornbeam	DD	
Acacia	Wattles	LC	
Quercus iberica	Georgian oak	DD	
Crataegus sp.	Hawthorn	DD	
Corylus spp.	Hazel	DD	
Rubus spp.	blackberry	DD	
Urtica dioica	Common nettle	LC	
Luzula sylvatica	Greater Wood Rush	DD	
Molinia spp	Moor grass	DD	
Juncus squarrosus	common rush	LC	

N	ENGLISH NAME	LATIN NAME	IUCN	RLG
1	Kura barbel	Barbus cyri	NE	NE
2	Kura chub	Alburnoides eichwaldii	LC	NE
3	Kura bleak	Alburnus filippii	LC	NE
4	Chub	Squalius agdamicus	NE	NE
5	Kura goby	Ponticola cyrius	LC	NE
6	Spined loach	Cobitis saniae	NE	NE

LATIN NAME	ENGLISH NAME	IUCN	RLG
Vulpes vulpes	Red fox		
Lepus europaeus	European hare	LG	—
Erinaceus concolor	southern white-breasted hedgehog	LG	—
Talpa levantis	Levant mole		
Sorex raddei	Radde's shrew		
Crocidura gueldenstaedtii	Gueldenstaedt's shrew		
Myotis mystacinus	Whiskered bats		
Myotis daubentonii	mouse-eared bat		
Nyctalus leisleri	lesser noctule		
Microtus arvalis	Common vole	LG	—
Lutra lutra	Otter	NT	VU

Saguramo HPP

LATIN NAME	GEORGIAN NAME	IUCN	RLG
Salix excelsa	Willow	LC	—
Robiniapseudoacacia	Black locust	DD	
Malus spp	Apple tree		
Rubus spp	Blackberr	LC	
Carpinus orientalis	Oriental hornbeam	DD	
Crataegus pentaguna	Hawthorn	DD	
Fraxinus excelsior	Ash tree	DD	
Palustris spina-christi	Christ's thorn Christ's thorn	DD	
Ulmus minor	თიქლა	DD	
Swidaiberica	Gaiter-tree	DD	
Smilax iberica	Oak	DD	
Smilax excelsa	Cat briar	DD	
Rosa canina	Dog-rose	DD	
Corylus spp.	Nut	DD	
Rubus spp.	Blackberry	DD	
Hedera colchica	Hedera colchica	DD	
Ruscusponticus	Butcher's-broom	DD	
Hypericum perforatum	John's-wort	DD	
Origanum vulgare	Origanum	DD	

LATIN NAME	GEORGIAN NAME	IUCN	RLG
<i>Dendrocopos major</i>	Great spotted woodpecker	LC	
<i>Buteo buteo</i>	Buzzard	LC	
<i>Pica pica</i>	Magpie	LC	
<i>Linaria cannabina</i>	Common linnet	LC	
<i>Cyanistes caeruleus</i>	Eurasian blue tit	LC	
<i>Fringilla coelebs</i>	Chaffinch	LC	
<i>Pyrrhula pyrrhula</i>	Eurasian bullfinch	LC	
<i>Turdus merula</i>	Blackbird	LC	

Zhinvali HPP

LATIN NAME	ENGLISH NAME	IUCN	RLG
<i>Salix excelsa</i>	Willow	LG	—
<i>Carpinus caucasica</i>	Common hornbeam	DD	
<i>Fagus orientalis</i>	Oriental beech	LC	
<i>Quercus iberica</i>	Georgian Oak	DD	
<i>Alnus barbata</i>	Black alder	DD	
<i>Corylus spp.</i>	Hazel	DD	
<i>Rubus spp.</i>	blackberry	DD	
<i>Potentilla erecta</i>	Tormentil	LC	
<i>Molinia spp</i>	Moor grass	DD	
<i>Juncus squarrosus</i>	common rush	DD	
<i>Nardus spp</i>	Matgrass	DD	
<i>Myricaria germanica</i>	German tamarisk	DD	
<i>Urtica dioica</i>	Common nettle		
<i>Luzula sylvatica</i>	Greater Wood Rush	LC	
<i>Agrostis capillaris</i>	Common bent	LC	—
<i>Avenula versicolor</i>	Avena bronzea	DD	—
<i>Avenella flexuosa</i>	Wavy hair-grass	DD	—
<i>Sesterietalia rigidae</i>	Blue-grass		
<i>Stipo pulcherrimae</i>			
<i>Vebrascum Thapsus</i>	Mullein white oak	DD	

IUCN - Categories are formulated as follows: EX - Extinct; EW - Extinct in the Wild; CR - Critically Endangered; EN - Endangered; VU - Vulnerable; NT - Near Threatened; LC - Least Concern; DD - Data Deficient; NE - Not Evaluated

Zhinvali HPP

ACCORDING TO THE LITERARY DATA AND THE COMPATIBILITY OF THE HABITATS		IUCN	RLG	Resorded during the study
LATIN NAME	ENGLISH NAME			
Canis lupus	Wolf	LC	—	
Canis aureus	Jackal	LC	—	✓
Capreolus capreolus	Rod dear	LC	—	
Vulpes vulpes	Red fox	LC	—	
Martes martes	European pine marten	LC	—	
Lutra lutra	Otter	VU	NT	
Rupicapra rupicapra	Chamois	LC	EN	
Lepus europaeus	European hare	LC	—	
Erinaceus concolor	southern white-breasted hedgehog	LC	—	
Talpa levantis	Levant mole			
Sorex raddei	Levant mole			
Crocidura gueldenstaedtii	Gueldenstaedt's shrew			
Microtus arvalis	Common vole	LC	—	

N	ENGLISH NAME	LATIN NAME	IUCN	RLG	Zhinvali reservoir fish species	Recording during the study
1	Kura barbel	Barbus cyri	NE	NE	✓	✓
2	South Caspian sprilin	Alburnoides eichwaldii	LC	NE	✓	✓
3	Kura bleak	Alburnus filippii	LC	NE	✓	✓
4	Mursa	Luciobarbus mursa	NE	NE	✓	✓
5	Kura Club	Squalius agdamicus	LC	NE	✓	✓
6	yellowdish	Capoeta capoeta	LC	NE	✓	
7	KURA GOBY	Ponticola Cyrius	LC	NE	✓	✓
8	Caspian salmon	Salmo caspius	NE	VU	✓	
9	rainbow trout	Oncorhynchus mykiss	NE	NE	✓	
10	South Caucasian gudgeon	Romanogobio macropterus	LC	NE	✓	
11	Bulatmai barbel	Luciobarbus capito	VU	NE	✓	
12	common carp	Cyprinus carpio	VU	NE	✓	
13	Prussian carp	Carassius gibelio	NE	NE	✓	
14	vimba bream	Vimba vimba	LC	NE	✓	✓
15	Kura nase	Chondrostoma cyri	LC	NE	✓	

SOCIAL INDICATORS

GRI 2-7, 404-1

EMPLOYEES			
Total number and distribution of contract types by gender (at year-end)	2024	2023	Variation 2024 vs. 2023 (%)
Permanent contract			
Men	1,621	1,767	-8.3 %
Women	235	221	6.3 %
TOTAL PERMANENT EMPLOYEES	1,856	1,988	-6.6 %
Temporary hiring			
Men	826	930	-11.2 %
Women	162	182	
TOTAL TEMPORARY EMPLOYEES	988	11,12	-10.9 %
Full-time hiring			
Men	2,439	2,688	-9.3 %
Women	388	394	-1.5 %
TOTAL FULL-TIME EMPLOYEES	2,827	3,100	-8.8 %
Part-time hiring			
Men	8	9	-11.1 %
Women	9	9	0 %
TOTAL PART-TIME EMPLOYEES	17	18	-5.5 %
NEW EMPLOYEE HIRES			
New hires	2024	2023	Variation 2024 vs. 2023 (%)
Men	283	2,989	-91 %
Women	47	561	-92 %
Under 35 years old	155	1,014	-85%
Between 35 and 55 years old	126	1,356	-91%
Over 55 years old	49	1,080	-95%
Total	330	3,550	-90%
EMPLOYEE TURNOVER			
Turnover	2024	2023	Variation 2024 vs. 2023 (%)
Men	451	35	1,128.57 %
Women	56	230	-76 %
Under 35 years old	226	126	79 %
Between 35 and 55 years old	172	97	77%
Over 55 years old	109	42	160%
Total	507	265	91%

ABSENTEEISM			
Indicators of absenteeism and accidents by gender (Data at year-end)	2024	2023	Variation 2024 vs. 2023 (%)
Hours of absenteeism	2,320	5,256	-56%
Frequency rate	(Working hours)/ (LTIs) X (1.000000)0.32	(Working hours) / (LTIs) X (1.000000)0.98	-65%
Men	Not available	Not available	
Women	Not available	Not available	
Severity rate	(Working hours)/(Lost days incidenst) X (1000) 0.05	(Working hours)/(Lost days incidenst) X (1000) 0.11	-55%
Men	Not available	Not available	
Women	Not available	Not available	

ECONOMICAL PERFORMANCE

GRI 201-4

ECONOMICAL PERFORMANCE (THOUSANDS OF EUROS)	
Net turnover Profit before tax	99,367
Payments to governments before tax	18,451
Payments to governments	-3,414
Operating costs	10,997
Wages and salaries	12,821

PAYMENTS TO GOVERNMENT (THOUSANDS OF EUROS)	
Other taxes /Real	-3,451
Payment IS	47
Fines and penalties	-10
Payments to governments	-3,414

Annex II.

GRI Content Index

STATEMENT OF USE			
GEORGIA GLOBAL UTILITIES, JSC HAS REPORTED THE INFORMATION CITED IN THIS GRI CONTENT INDEX FOR THE PERIOD JANUARY TO DECEMBER 2024 WITH REFERENCE TO THE GRI STANDARDS.			
GRI 1 USED			
GRI 1: Foundation 2021			
GRI STANDARD	DISCLOSURE	LOCATION	PAGE
	2-2 Entities included in the organization's sustainability reporting	6. About this report	page 52
	2-3 Reporting period, frequency and contact point	6. About this report	page 52
	2-4 Restatements of information	6. About this report	page 52
	2-5 External assurance	6. About this report	page 52
	2-6 Activities, value chain and other business relationships	1.2. Business model and strategy for quality services	page 8
	2-7 Employees	4.1. Our people Annex I. ESG indicators	page 34
	2-9 Governance structure and composition	5.1. Governance structure	page 43
	2-10 Nomination and selection of the highest governance body	5.1. Governance structure	page 43
	2-11 Chair of the highest governance body	5.1. Governance structure	page 43
	2-14 Role of the highest governance body in sustainability reporting	5.1. Governance structure	page 43
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns	5.2. Compliance model	page 45
	2-19 Remuneration policies	4.1. Our people	page 34
	2-20 Process to determine remuneration	4.1. Our people	page 34
	2-23 Policy commitments	5.2. Compliance model	page 45
	2-26 Mechanisms for seeking advice and raising concerns	5.2. Compliance model	page 45
	2-27 Compliance with laws and regulations	5.2. Compliance model	page 45
	2-28 Membership associations	2.3. Relationship with our stakeholders	page 17
	2-29 Approach to stakeholder engagement	2.3. Relationship with our stakeholders	page 17
	3-1 Process to determine material topics	2.2. Development of double materiality	page 14
	3-2 List of material topics	2.2. Development of double materiality	page 14
GRI 3: Material Topics 2021	3-3 Management of material topics	All sections	

GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	3.5. Caring about biodiversity	page 32
	101-2 Management of biodiversity impacts	3.5. Caring about biodiversity	page 32
	101-4 Identification of biodiversity impacts	3.5. Caring about biodiversity	page 32
	101-5 Locations with biodiversity impacts	3.5. Caring about biodiversity	page 32
	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	3.5. Caring about biodiversity	page 32
	304-2 Significant impacts of activities, products and services on biodiversity	3.5. Caring about biodiversity	page 32
	304-3 Habitats protected or restored	3.5. Caring about biodiversity	page 32
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Annex I ESG indicators	page 53
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	5.3. Sustainable purchases	page 50
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	5.2. Compliance model	page 45
	205-3 Confirmed incidents of corruption and actions taken	5.2. Compliance model	page 45
GRI 207: Tax 2019	207-1 Approach to tax	2.4. Economic performance	page 20
GRI 302: Energy 2016	302-4 Reduction of energy consumption	3.2. Climate change commitment	page 26
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	3.3. Efficiency and optimisation of water consumption	page 28
	303-2 Management of water discharge-related impacts	3.3. Efficiency and optimisation of water consumption	page 28
	303-3 Water withdrawal	3.3. Efficiency and optimisation of water consumption	page 28
	303-4 Water discharge	Annex I ESG indicators	page 53
	303-5 Water consumption	Annex I ESG indicators	page 53
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	3.2. Climate change commitment	page 26
	305-2 Energy indirect (Scope 2) GHG emissions	3.2. Climate change commitment	page 26
	305-3 Other indirect (Scope 3) GHG emissions	3.2. Climate change commitment	page 26
	305-5 Reduction of GHG emissions	3.2. Climate change commitment	page 26
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	3.2. Climate change commitment	page 26
GRI 306: Effluents and Waste 2016	306-3 Significant spills	3.4. Waste management	page 31
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	3.4. Waste management	page 31

	306-2 Management of significant waste-related impacts	3.4. Waste management	page 31
	306-3 Waste generated	3.4. Waste management	page 31
	306-4 Waste diverted from disposal	3.4. Waste management	page 31
	306-5 Waste directed to disposal	3.4. Waste management	page 31
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	5.3. Sustainable purchases	page 50
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Annex I ESG indicators	page 53
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	4.1. Our people	page 34
	403-2 Hazard identification, risk assessment, and incident investigation	4.1. Our people	page 34
	403-3 Occupational health services	4.1. Our people	page 34
	403-4 Worker participation, consultation, and communication on occupational health and safety	4.1. Our people	page 34
	403-5 Worker training on occupational health and safety	4.1. Our people	page 34
	403-6 Promotion of worker health	4.1. Our people	page 34
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	4.1. Our people	page 34
	403-9 Work-related injuries	4.1. Our people	page 34
	403-10 Work-related ill health	4.1. Our people	page 34
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	4.1. Our people	page 34
	404-2 Programs for upgrading employee skills and transition assistance programs	4.1. Our people	page 34
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	4.1. Our people	page 34
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	4.2. Social impacts and trusting relationships	page 41

