

At Aguas Andinas, Aguas Cordillera and Aguas Manquehue we are dedicated to **our customers** 24 hours a day, we manage the **subway city** to ensure the continuity to our service, delivering quality water and transforming **waste into resources**, **creating shared value** with **our environment**, committed to the **quality of life** and safety of people and the **development** of the country, complying with legal and other applicable requirements, with the ultimate goal of **going beyond water**, managing resources in a **sustainable** manner.

We carry out our activities based on national and international standards, and to this end we have developed a unique management model that adds value to the organization and integrates different certified areas.

- ❑ **CUSTOMER FOCUSED**, aiming to improve the customers experience through multiples channels, fostering dialogue, transparency and ensuring a continuous and quality service.
- ❑ **PROTECTING THE ENVIRONMENT**, including the concept of Circular Economy in all our processes through the reduction, recycling and reuse of waste and the responsible use of natural resources, promoting conservation, the development of biodiversity and the reduction of the impact of our activities on the environment in which we are inserted.
- ❑ **PROTECTING OUR WORKERS**, through the correct implementation of our work and training plans, including external personnel. Achieving the participation and consultation of workers through the Joint Health and Safety Committees. Assuming the commitment to eliminate hazards and reduce risks as fundamental pillars, with the aim of reducing occupational accidents and the organization.
- ❑ **ENTREGANDO UN SERVICIO CONTINUO**, teniendo como propósito minimizar los impactos y disminuir la cantidad de eventos disruptivos en la compañía, implementando medidas preventivas, estrategias para la recuperación del servicio y preparándonos para la respuesta a incidentes y emergencias.
- ❑ **DELIVERING A CONTINUOUS SERVICE**, with the purpose of minimizing the impacts and reducing the number of disruptive events in the company, implementing preventive measures, strategies for service recovery and preparing for incident and emergency response.
- ❑ **IMPROVING ENERGY MANAGEMENT**, through the incorporation of renewable sources and the development of efficiency actions in the facilities, with the aim of achieving energy sustainability throughout the entire water cycle.

- **GENERATING AN INCLUSIVE AND DIVERSE WORK ENVIRONMENT**, ensuring a work environment free of discrimination, violence, prejudice and stereotypes, promoting equal opportunities and diversity, as well as encouraging work-life balance.
- **COMMITTING THE ENTIRE ORGANIZATION TO THE COMPANY'S VALUES**, the culture of integrity, transparency and compliance it promotes, prohibiting corruption in all its forms and fostering confidential and confidential channels of communication and reporting open to workers, employees and other interested parties.
- **STRENGTHENING INFORMATION SECURITY**, in order to guarantee the integrity, availability and confidentiality of the organization's key information.
- **FOCUSED ON THE MANAGEMENT OF PHYSICAL ASSETS**, establishing the best practices and technological applications for the management of all operational assets with an integrated vision throughout their life cycle, to meet the availability, reliability and performance of operational processes, consistently with the company, with a focus on efficiency, safety, continuous improvement and a sense of teamwork.

We recognize our **fundamental role in the functioning of the city** and, in this sense, we understand the importance of integrating these premises in a transversal manner, in each of our daily activities, in order to **continuously improve our processes**, managing and monitoring in a timely and coordinated manner the level of risk, facilitating the decision making of Senior Management and responding to the requirements of our stakeholders.

The specific guidelines of each Management System are detailed in their particular policies for those that apply.