

INTEGRATED MANAGEMENT SYSTEM POLICY FOR QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY, AND SOCIAL RESPONSIBILITY OF EMAPAG-EP

The Municipal Drinking Water and Sewerage Company of Guayaquil EP, EMAPAG EP, is responsible for contractually regulating and controlling the concession of drinking water, sanitary, and storm sewer services in the city of Guayaquil and its rural parishes. As part of the commitment and leadership of the organization's management, the necessary resources, responsibilities, and mechanisms have been allocated for the proper implementation and development of an Integrated Management System for Quality, Environment, Occupational Health and Safety, and Social Responsibility. To this end, EMAPAG EP commits to:

1. Continuously improve the performance of the Integrated Management System, with the participation of all employees and, primarily, senior management.
2. Direct our efforts towards satisfying all stakeholders, meeting their needs, requirements, and applicable legislation.
3. Protect the environment by preventing pollution, controlling environmental impacts, and efficiently using resources through our employees, citizens, community organizations, and other key groups. Promoting awareness of the dependence on a clean environment, which provides the necessary resources to guarantee quality service for our citizens.
4. Ensure safe and healthy working conditions by identifying, evaluating, controlling, and/or eliminating hazards and risks present in all activities carried out in the institution, ensuring the prevention of injuries and occupational diseases, and promoting consultation and participation of employees and workers.
5. Implement actions to ensure socially responsible management in each of the following pillars:
 - **Human Rights:** EMAPAG EP recognizes and protects the civil, political, economic, social, and cultural rights of all individuals, firmly committing to their absolute respect.
 - **Labor practice:** We recognize workers as individuals with inherent rights, guaranteeing fair and favorable working conditions as a fundamental right.
 - **Fair Operating Practices:** Corruption, anti-competitive practices, and the violation of property rights are unacceptable for a socially responsible entity like EMAPAG EP. Consequently, we have implemented the Anti-Bribery Management System based on ISO 37001: 2016 to actively prevent such behaviors within our activities..
 - **Consumer Issues::** EMAPAG EP is committed to respecting citizens, offering transparency, safety, promoting sustainable consumption, and effectively resolving disputes to safeguard their privacy.
 - **Active Participation and Community Development:** EMAPAG EP develops actions to establish a solid relationship with the community and promote their active participation in project execution. We recognize that this interaction is fundamental to carrying out our operations in a socially responsible manner.

The application of this policy strictly requires the participation of EMAPAG EP personnel and all its stakeholders.

This policy will be periodically reviewed to evaluate the fulfillment of commitments and develop continuous improvement in the Integrated Management System.

April 2024

REV 00



MUY ILUSTRE
MUNICIPALIDAD
DE GUAYAQUIL
POR GUAYAQUIL INDEPENDIENTE



ALCALDÍA
DE GUAYAQUIL



EMAPAG-EP
ENTE MUNICIPAL DE REGULACIÓN Y CONTROL