



## INTEGRATED POLICY

### Quality, Environment, Occupational Health and Safety and Compliance

**Iguá Saneamento** believes that our company and all employees and partners are responsible for the commitment to the quality of services provided, **with principles and ethical values, the Integrity Program of Grupo Iguá**, environmental preservation, health and safety of employees and commitment to the socio-environmental development of communities where it operates. It adopts and establishes the following commitments and responsibilities as guiding points to conduct its business, in all stages:

#### **Customer satisfaction**

- Ensuring customer satisfaction, providing services to contribute to the socio-environmental development of the community and social well-being.

#### **Environmental preservation**

- Preventing, monitoring, avoiding and minimizing the environmental risks and impacts of our processes, seeking to protect ecosystems and maintain biodiversity, respecting regional cultural matters, proposing proper mitigation and compensation actions when negative impacts and interferences are inevitable; also developing and supporting socio-environmental education and awareness programs internally and externally.

#### **Legal Compliance**

- Identifying, complying with and registering the applicable legislation in all stages of our projects, in the federal, state and municipal scopes, adopting standards of excellence and best practices.

#### **Prevention of diseases and accidents**

- Ensuring a healthy and safe work environment to satisfy our employees and partners, identifying the hazards and managing the risks and opportunities of the work environment to preserve physical integrity and prevent occupational diseases, promoting a healthy and preventionist behavior as basis for a better quality of life.

#### **Climate change**

- Promoting and supporting initiatives aiming to monitor and control greenhouse gas emissions from operations, identifying opportunities to use new low-emission GHG, as well as influencing the sector and the value chain in the transition to low-carbon economy.

#### **Efficiency in resource consumption**

- Developing actions in our operations aiming to have higher consumption efficiency of energy, water and supplies, ensuring the sustainable use of natural resources.

#### **Compliance and Anti-corruption**

- Ensuring the governance principles of Compliance with Anti-bribery and Anti-corruption Laws and that the Administration Board, Audit Committee, Top Management, employees, suppliers and business partners comply with their obligations;
- Ensuring that the role of compliance is performed by someone with competence, position, authority and independence, with direct access to the Administration Board, Audit Committee and Top Management.
- Having a zero-tolerance approach on corruption, bribery and other acts of corruption, being the managers, employees, suppliers and business partners forbidden to perform payment or receive bribe; and regarding harassment or discrimination.
- Encouraging people to report, in good-faith or based on reasonable conviction of trust, through pertinent communication channels, any matters regarding traces of improper behavior, whether by a manager, employee, public agent, supplier or business partner, without fear of retaliation, including violations of the Integrated Policy and compliance obligations of Grupo Iguá and not being penalized due to reports of non-compliant practices.
- Raising awareness and training employees on disciplinary measures of non-compliance with the premises pursuant to the laws and the ISO 37.301 and ISO 37.001 standards and with Grupo Iguá's own requirements, as set forth in their Compliance, Anti-bribery and Anti-corruption policies, emphasizing each person's obligation and commitment to honesty, integrity, ethics, transparency, equity, corporate responsibility, respect and excellence.

#### **Continuous improvement**

- Stimulating innovation, improvement, development of technologies and processes, combating fraud, corruption and anti-bribery, complying with legal and voluntary standards, providing ethical, integral, transparent and sustainable economic-financial results, respecting our relationship with clients, partners, employees, investors, the community and the environment, and providing the continuous development of the Integrated Management System.