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**Responsible Relationship Policy with Suppliers
Aguas Group**

VALIDATION ROUTE		
FUNCTION	POST	ORGANIZATIONAL UNIT
PREPARED BY:	SUPPLIER MANAGER	PURCHASING MANAGEMENT
REVIEWED BY:	PURCHASING MANAGEMENT COMPLIANCE AND CORPORATE GOVERNANCE MANAGEMENT	PURCHASING MANAGEMENT COMPLIANCE AND CORPORATE GOVERNANCE MANAGEMENT
APPROVED BY:	PURCHASING MANAGEMENT COMPLIANCE AND CORPORATE GOVERNANCE MANAGEMENT	PURCHASING MANAGEMENT COMPLIANCE AND CORPORATE GOVERNANCE MANAGEMENT

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1. GOALS

The main objective of this document is to establish a clear and transparent framework for supplier relationships, promoting ethical, sustainable, and efficient practices and facilitating the construction of strong and lasting relationships with suppliers based on mutual trust and shared benefits.

2. SCOPE

This document applies to all companies that make up the Aguas Group, understood as the group of companies formed by Aguas Andinas S.A., Aguas Cordillera S.A., Aguas Manquehue S.A., Ecoriles S.A., Biogenera S.A., Hidrogística S.A., Anam S.A. and any other that may become part of it in the future.

This Policy applies to all commercial relationships involving the purchase of goods and contracting of services carried out by any of the companies in the Aguas Group, regardless of their nature, price, terms, and conditions.

3. REFERENCE DOCUMENTATION

The reference documentation is as follows:

- Code of Ethics
- Responsible Supplier Relationship Policy.
- Anti-Corruption Policy
- Conflict of Interest Management Procedure
- Instructions for situations of Conflict of Interest and PEP
- Purchasing Procedure
- Tendering Procedure
- SGI 2.0 Model
- Criminal prevention policy
- Supplier Integrity and Compliance Manual
- Human Rights Policy

4. RESPONSIBLE

The Financial Department, through the Purchasing Department and its supplier department, is responsible for ensuring this policy is up to date and up to date.

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POLICY WITH AGUAS GROUP SUPPLIERS

At **Group Aguas**, we recognize the importance of forging fair and responsible relationships with our suppliers. Our **Responsible Supplier Relationship Policy** is the cornerstone of this commitment, ensuring that every interaction is based on transparency, integrity, and mutual benefit.

Our Purpose

The main purpose of this policy is:

- **Clarify our commitment** to purchasing management, fostering strong and lasting relationships.
- **Promote sustainability standards** among our suppliers, encompassing human rights, occupational health and safety, respect for the environment, and impeccable ethical behavior, aligned with our corporate culture.
- **Establish clear criteria** for our purchasing processes, ensuring a fair, transparent, and high-quality business relationship in the provision of goods and services.

Reference Frames

Esta política es un pilar fundamental que se complementa con otras políticas y códigos del Grupo Aguas, como la **Política de Compras**, el **Código Ético**, la **Política de Sustentabilidad**, el **Modelo de Prevención de Delitos**, la **Política Anticorrupción**, la **Política de Prevención Penal**, la *Política de Derechos Humanos* y la Política de Donaciones, entre otras. Todas estas normativas se aplican plenamente a nuestros proveedores, porque aseguran que la selección, gestión y conducta de los proveedores estén alineadas con los valores y estándares legales, éticos y de sostenibilidad de la empresa.

Scope

This policy applies to:

- **Aguas Group** : Includes Aguas Andinas SA, Aguas Cordillera SA, Aguas Manquehue SA, Ecoriles SA, Biogenera SA, Hidrogística SA, Análisis Ambientales SA and any other company that may form part of the Aguas Group in the future.
- **Suppliers**: Refers to contractors, consultants, and suppliers of goods or services, as well as their directors, managers, executives, employees and subcontractors, who maintain or may maintain business relationships with any company of the Aguas Group.

The policy covers **all purchases of goods and services** contracted by any company in the Aguas Group, regardless of their nature, price, or conditions, and always in strict compliance with current legal and regulatory requirements.

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OUR COMMITMENTS:

At Group Aguas, we are committed to the following actions to ensure an exemplary relationship with our suppliers:

Integrity and Conflict of Interest Management

- Velar por el **cumplimiento de nuestras políticas, procedimientos y otros documentos internos**
- **Apoyar y guiar a desarrollar buenas prácticas**
- **Honor the commitments** made to each supplier.
- Generar las instancias que permitan de manera clara y transparente la **resolución de posibles conflictos** que pudieran ocurrir en el proceso de abastecimiento.

Promoting Sustainable Business Practice

- Encourage suppliers **to comply with legislation and our regulations.**
- **Engage our suppliers** in the application of sustainable development principles and practices.
- Promote **equal technical and economic conditions**, encouraging free competition and considering the supplier's commitment to environmental, social, and economic management as a relevant criterion.
- **Standardize the quality** of services.

Equal Opportunities and Transparency

- Ensure **transparency and competitiveness** in all our purchasing processes.
- **Promote the development of new suppliers.**

Supplier Evaluation and Recognition

- supplier **performance using objective, clear, and public criteria.**
- **Recognize outstanding suppliers** in their respective categories.

Timely Payment

- We commit to **paying our suppliers in a timely manner**, according to the agreed contractual conditions and without any distinction.

Dialogue and Communication

- Develop and maintain a dedicate a fortalecer la comunicación con los proveedores. **Supplier Portal**
- Disponer, como medida de reclamación y remediación, un canal de denuncias confidencial y anónimo, accesible desde nuestro sitio web corporativo, para dar cuenta de cualquier irregularidad que pudiese implicar una violación a leyes, a los principios de la empresa, a sus Valores, al Código Ético, al Modelo de Prevención de Delitos de la Ley N° 20.393, a la Política de Anticorrupción y los Procedimientos que la integran, a la Política de Derechos Humanos o a cualquier situación relativa de discriminación y/o situaciones no equitativas y de acoso laboral y/o sexual.
- Fomentar la **comunicación directa** para una respuesta oportuna a las dudas y consultas de nuestros proveedores.

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At Group Aguas, we believe that a strong relationship with our suppliers is key to our shared success and building a more sustainable future.

Sustainability Policy for Suppliers

Aim

Our company is committed to promoting sustainability throughout our value chain. This policy establishes the principles and expectations that our suppliers must meet regarding environmental, social, and governance (ESG). We seek to collaborate with partners who share our commitment and contribute to a more sustainable future.

General Principles

1. **Legal Compliance:** Suppliers must comply with all local, national, and international laws and regulations applicable to their operations.
2. **Transparency:** Suppliers are expected to be transparent about their sustainability practices and provide accurate and timely information upon request.
3. **Continuous Improvement:** We foster a culture of continuous improvement in sustainability practices, promoting the adoption of new technologies and methodologies that reduce negative impacts.

Environmental Criteria

Para integrar nuestra cadena de valor, los proveedores son invitados a fomentar una gestión ambiental responsable y proactiva que esté en línea con nuestros principios de sostenibilidad. Esto implica fomentar las mejores prácticas ambientales para asegurar un compromiso con la gestión ambiental responsable, lo que incluye:

1. **Resource Management:** Optimize the use of energy, water and other natural resources.
2. **Waste:** Implement programs to reduce, reuse, and recycle waste, and ensure proper disposal of hazardous waste.
3. **Emissions:** Measure and, where possible, reduce emissions of greenhouse gases and other pollutants.
4. **Biodiversity:** Prevent damage to sensitive ecosystems and promote the protection of biodiversity.

Social Criteria

Suppliers must ensure a safe and respectful working environment by adhering to the following standards:

1. **Labor Rights:** Respect the human and labor rights of all employees, promoting freedom of association and the effective right to collective bargaining.
2. **Working Conditions:** Provide a safe and healthy working environment, free from harassment and discrimination in employment and occupation, elimination of forced or compulsory labor, abolition of child labor, and human trafficking.
3. **Health and Safety:** Implement occupational health and safety management systems to prevent accidents and occupational illnesses.

Governance Criteria

Suppliers must operate with the highest ethical standards:

1. **Business Ethics:** Act with integrity and honesty. Corruption, bribery, and any form of unethical behavior are strictly prohibited.
2. **Conflict of Interest:** Properly manage situations involving conflicts of interest.

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3. Data Management: Protect the confidentiality and privacy of information, both company and third-party, in accordance with regulations governing data protection, taking into account rules for the protection of personal and sensitive data.

Monitoring and Evaluation

We reserve the right to assess compliance with this policy through audits, questionnaires, and additional information requests. Failure to meet these criteria may result in the review or termination of our business relationship.

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Occupational Health and Safety Policy for Suppliers

Commitment

Our company is committed to creating a safe and healthy work environment, not only for our own employees but also for all business partners involved in our value chain. This policy establishes the minimum occupational health and safety (OHS) requirements that our suppliers must meet.

Requirements and General Principles

1. **Legal Compliance:** Suppliers must comply with all applicable OHS laws, regulations, standards, and norms in the jurisdictions where they operate.
2. **Risk Management:** Suppliers must proactively identify, assess, and control health and safety risks in their operations, as well as communicate any significant risks to their employees and our company.
3. **Prohibition of Hazardous Activities:** Suppliers are not permitted to engage in activities that endanger the life or health of people, or that may cause damage to property or the environment.
4. **Non-Discrimination:** The supplier must ensure that the people who work for them and who interact with us are not discriminated against on the basis of age, sex, religion, nationality, **sexual orientation, physical or mental condition, or other factors.**

Operational Criteria

1. **Safety Program:** Suppliers must have a documented OHS program, which includes procedures for incident management, employee training, and risk communication.
2. **Training:** Supplier personnel must be properly trained to perform their duties safely, especially in the use of equipment and machinery.
3. **Personal Protective Equipment (PPE):** Suppliers must provide adequate and well-maintained PPE to all employees, ensuring that its use is mandatory and supervised.
4. **Incident Reporting:** Suppliers are required to immediately report any accident, incident, or hazardous condition that occurs on our premises or is related to the provision of their services.

Monitoring and Control

Our company reserves the right to audit suppliers to verify compliance with this policy. This may include inspections of their facilities, review of training and incident records, and evaluations of workplace safety practices. Failure to comply with this policy may lead to the review of the business relationship or its termination.

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Compliance management system policy for suppliers

Aim

Integrity is a fundamental pillar of the Aguas Group's Compliance Management System. This value allows us to build trust, establish more secure relationships, and reduce the risks associated with malpractice.

This policy is intended to serve as a guide for our suppliers, providing them with guidance on their business relationships with the Aguas Group, which must incorporate the principles of integrity, probity, anti-corruption, and respect for human rights.

Fundamental Principles

1. **Legal and Regulatory Compliance:** Suppliers must comply with all laws, regulations, rules and standards applicable to its operations, including, but not limited to, anti-corruption laws, labor regulations, and data protection regulations.
2. **Integrity and Ethics:** Suppliers are expected to operate with honesty, fairness, and integrity in all their business transactions. Bribery, corruption, and any form of improper payment or benefit are strictly prohibited.
3. **Conflict of Interest:** Suppliers must act in the best interests of our company and avoid any situation that could create a conflict of interest. Should a conflict arise, they must notify us immediately.
4. **Confidentiality:** Our company's and its customers' confidential information must be protected. Suppliers must implement appropriate measures to safeguard this data and prevent unauthorized disclosure.

Operational Requirements

1. **Anti-Corruption Laws:** Suppliers must not offer, give, solicit, or accept bribes, kickbacks, or illegal payments. This includes any type of gift or benefit that could improperly influence a business decision.
2. **Competition Laws:** Suppliers must comply with competition laws, avoiding illegal agreements, price manipulation, or any other practice that restricts free competition.
3. **Accounting Records:** Accounting records and books must be accurate and complete. The falsification of documents or the creation of misleading records to conceal improper activities is prohibited.

Monitoring and Consequences

We reserve the right to conduct periodic audits and evaluations to verify compliance with this policy. Failure to comply with any of the points set forth herein may result in the immediate termination of the business relationship and, if necessary, notification to the relevant authorities.

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Aim

Our company recognizes the importance of energy efficiency and reducing our carbon footprint. This policy establishes the requirements and expectations for our suppliers to responsibly manage their energy consumption, thereby contributing to our sustainability goals.

General Principles and Requirements

1. **Legal Compliance:** Suppliers must comply with all local and international laws and regulations related to energy and the environment.
2. **Energy Efficiency:** Suppliers are expected to implement measures to improve energy efficiency in their operations, processes, and equipment.
3. **Measurement and Monitoring:** Suppliers must measure and record their energy consumption regularly and accurately.

Operational Criteria

1. **Energy Management:** We encourage suppliers to adopt energy management systems, such as ISO 50001, to systematically optimize energy use.
2. **Energy Sources:** Suppliers are expected to evaluate and, where possible, increase their use of renewable energy sources, promoting the transition to a cleaner energy matrix.
3. **Emissions Reduction:** Suppliers must take steps to reduce greenhouse gas (GHG) emissions associated with their energy consumption. This includes optimizing processes and implementing cleaner technologies.
4. **Performance Reporting:** Suppliers must be prepared to report on their energy consumption, energy-saving initiatives, and progress toward reducing emissions upon request.

Monitoring and Evaluation

Our company reserves the right to assess compliance with this policy through audits, questionnaires, and data requests. Failure to comply with these requirements may affect our business relationship.

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Commitment

Our company is committed to promoting a fair, equitable, and respectful work environment throughout our value chain. This policy establishes the principles and expectations for our suppliers to ensure workplace inclusion, gender equality, and a balanced work-life balance.

Principles of Labor Inclusion and Gender Equality

The Aguas Group expects its suppliers to actively embrace and promote the following principles, considering them essential pillars for ethical and responsible people management:

1. **Culture of Non-Discrimination:** Our suppliers are expected to maintain a zero-tolerance policy against discrimination. Decisions regarding hiring, promotion, and compensation must be based strictly on individuals' qualifications, experience, and performance, prohibiting any distinction based on gender, sexual orientation, gender identity, ethnicity, age, nationality, religion, disability, or any other personal condition.
2. **Promotion of Equal Opportunities:** Suppliers must actively promote and ensure a work environment that offers real equality of opportunity for development, training, and professional growth. This means that all individuals, without distinction, must have equal access to the tools and pathways to reach their full potential.
3. **Commitment to Equal Pay:** Suppliers are required to ensure fair and equitable remuneration. They must guarantee that people performing work of equal value receive the same compensation, regardless of gender, closing any unjustified pay gaps.
4. **Zero Tolerance for Harassment:** It is a fundamental expectation to maintain a work environment free from harassment, violence, or intimidation in all its forms (physical, psychological, or sexual). Suppliers must implement clear and effective protocols for the prevention, detection, and immediate punishment of any inappropriate behavior that violates the dignity of their workers.

Conciliation and Well-being

We expect our suppliers to join us in our commitment to fostering a work environment that values the overall well-being of their employees:

1. **Promoting Work Flexibility:** The Aguas Group values partners who collaborate in the search for a better work-life balance. We encourage suppliers to actively evaluate and implement work flexibility policies, such as flexible schedules or teleworking models, provided they are compatible with service operations.
2. **Leadership in Family Leave and Licenses:** We expect providers to demonstrate a firm commitment to family support by offering maternity, paternity, and other types of family and personal leave that not only comply with current legal regulations but also seek to exceed them in order to protect and support their employees at key moments.
3. **Active Promotion of Mental Health and Well-being:** We seek providers who prioritize the mental health and well-being of their teams. We invite you to collaborate in creating a work culture that proactively reduces stress and burnout, promoting resources and environments that strengthen the resilience and emotional well-being of your employees..

Monitoring and Control

We reserve the right to request information, conduct surveys, and perform audits to verify compliance with this policy. Failure to comply with these requirements could affect our business relationship or lead to its termination.

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Aim

Our company is committed to protecting the environment and promoting sustainable practices throughout our value chain. This policy establishes the minimum environmental management requirements that our suppliers must meet to align their operations with our sustainability goals.

General Principles

1. **Legal Compliance:** Suppliers must comply with all environmental laws, regulations, and standards applicable to their operations.
2. **Impact Reduction:** Suppliers are expected to implement measures to proactively reduce their environmental impact, focusing on resource use, waste management, and emissions.
3. **Continuous Improvement:** We promote continuous improvement in environmental management by encouraging the adoption of cleaner and more efficient technologies and practices.

Operational Criteria

1. **Waste Management:** Suppliers must have a plan to reduce, reuse, and recycle the waste they generate. They must ensure the proper handling and disposal of hazardous waste, complying with current regulations.
2. **Resource Use:** Suppliers are expected to optimize their consumption of energy, water, and raw materials by adopting practices that promote efficiency and prevent waste.
3. **Emissions and Discharges:** Suppliers must control and reduce atmospheric emissions (including greenhouse gases) and water discharges to comply with legal limits. Measures must be taken to prevent pollution.
4. **Hazardous Substances:** Suppliers must safely manage and store chemical and hazardous substances. They must also have response plans in place for accidental spills or leaks.

Monitoring and Evaluation

Our company reserves the right to audit suppliers to verify compliance with this policy. This may include reviewing certifications (such as ISO 14001), conducting on-site inspections, and requesting reports on environmental performance. Failure to comply with these criteria may impact our business relationship.

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Quality Management Policy for Suppliers

Aim

Our company is committed to maintaining the highest quality standards in all our products and services. This policy establishes the requirements our suppliers must meet to ensure that the materials, components, and services they supply us consistently meet our specifications and quality expectations.

General Principles and Requirements

1. **Compliance with Specifications:** Suppliers must provide products and services that strictly comply with agreed technical specifications, design requirements, and quality standards.
2. **Quality Management System:** Suppliers are expected to implement a robust quality management system. ISO 9001 or similar certification is highly valued.
3. **Continuous Improvement:** We foster a culture of continuous improvement, so we expect suppliers to constantly look for ways to optimize their processes, reduce defects, and increase efficiency.
4. **Traceability:** Suppliers must maintain a system that allows for the traceability of their products, from raw materials to final delivery, to facilitate the identification and resolution of any quality issues.

Operational Criteria

1. **Quality Control:** Suppliers must have documented and effective quality control processes in place at all stages of production, from receipt of materials to final inspection.
2. **Non-Conformity Management:** If a non-conforming product or service is identified, suppliers must notify our company immediately and collaborate in the investigation and implementation of corrective actions.
3. **Audits:** Our company reserves the right to conduct quality audits at supplier facilities to verify compliance with this policy and contractual requirements.

Follow-up and Consequences

Failure to comply with this policy may result in the review of our business relationship, temporary suspension, or termination of contracts. Quality is a fundamental pillar of our company, and we expect our partners to share this commitment.

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Business Continuity Management Policy for Suppliers

Aim

Our company recognizes the importance of operational continuity to protect our services and supply chain from any disruptive event. This policy establishes the requirements and expectations for our suppliers to maintain and demonstrate the resilience of their operations, minimizing the impact of potential disruptions.

General Principles

1. **Continuity Planning:** Suppliers must have a documented and updated business continuity plan (BCP) or disaster recovery plan (DRP). This plan should address management of events such as natural disasters, technological failures, cyberattacks, pandemics, or supply disruptions.
2. **Operational Resilience:** Suppliers are expected to implement measures to ensure the continuity of their critical processes, even in emergency situations. This includes system redundancy, data protection, and the ability to operate from alternate locations if necessary.
3. **Incident Communication:** Suppliers must immediately notify our company of any incident that may affect the delivery of products or services. A clear communication channel and event reporting protocol must be established.

Operational Criteria

1. **Testing and Maintenance:** Providers should regularly test and exercise their NCP or DRP to ensure its effectiveness. The results of these tests should be documented and used to improve the plan.
2. **Critical Resources:** Suppliers must identify their critical resources (key personnel, equipment, technology, etc.) and have strategies for their recovery or replacement in the event of a disruption.
3. **Information Security:** Suppliers are expected to have robust information security measures in place to protect their systems and data, which is essential for business continuity.

Monitoring and Evaluation

Our company reserves the right to request information about suppliers' continuity plans and to audit their preparation. Failure to comply with these requirements may result in the review of our business relationship, as the resilience of our suppliers is crucial to the stability of our own operations.

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Commitment

Our company recognizes that information security is critical to protecting our assets, the privacy of our customers, and the trust of our partners. This policy establishes the minimum security requirements that all our suppliers must meet to ensure the confidentiality, integrity, and availability of the information entrusted to them.

General Principles and Requirements

1. **Legal and Regulatory Compliance:** Suppliers must comply with all applicable laws and regulations regarding information security and data protection, such as the GDPR (General Data Protection Regulation) or other regulations.
2. **Confidentiality:** Our company information, including customer data, intellectual property, and trade secrets, must be treated as confidential. Suppliers must not disclose, copy, or use this information for unauthorized purposes.
3. **Integrity:** Suppliers must take measures to ensure that information is not altered or modified in an unauthorized manner, maintaining its accuracy and completeness.
4. **Availability:** Providers are expected to keep their systems and services available to meet service level agreements (SLAs) and ensure business continuity.

Operational Criteria

1. **Access Controls:** Providers must implement strict access controls to ensure that only authorized personnel can access confidential information.
2. **Data Protection:** Confidential information must be protected with appropriate security measures, such as data encryption in transit and at rest.
3. **Network and Systems Security:** Providers must protect their networks and systems from cyberattacks, malware, and other threats by using firewalls, intrusion detection systems, and regular security updates.
4. **Incident Management:** In the event of a security incident (e.g., a data breach), suppliers must immediately notify our company, provide a detailed analysis, and assist in the investigation and resolution of the incident.

Follow-up and Consequences

Our company reserves the right to audit suppliers to verify compliance with this policy. This may include reviewing their security policies, certifications (such as ISO 27001), and conducting vulnerability assessments. Failure to comply with these requirements may result in the termination of our business relationship.

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VERSION NO.	DATE	OBSERVATIONS
0	28/02/2019	Not Applicable
01	05/28/2018	<p>Related companies are included</p> <p>Critical validation fields are included for supplier creation</p> <p>Weekly report of modifications to the teacher is included</p> <p>Transactions affecting master modification and creation are included.</p>
02	28/02/2019	<p>The supplier creation form has been modified, which includes:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Good or Service. <input type="checkbox"/> Estimated purchase amount. <input type="checkbox"/> Deadline. <input type="checkbox"/> Annual Supplier Billing. <input type="checkbox"/> Compliance Policy Adherence Form. <input type="checkbox"/> Conflict of Interest Form. <input type="checkbox"/> PEPS form. <p>The last 3 forms are for services older than 3 months, not for purchases. sporadic goods.</p> <p>If the supplier is a new company, legal and financial documentation must be attached.</p> <p>requested.</p>
03	02/18/2021	<p>General procedure updated:</p> <p>Chapter on supplier monitoring is incorporated.</p> <p>Compliance procedures are incorporated</p> <p>SAP tool, transaction ZSIDP, is incorporated to control requirements in the supplier master.</p> <p>The company ESSAL is eliminated from the procedure</p>
04	08/28/2025	<p>General procedure updated: Supplier monitoring, compliance procedures, SAP tool, ZSIDP transaction for controlling requirements to the supplier master.</p> <p>The following policies are incorporated:</p> <p>Responsible relationship policy with suppliers of the Aguas Group.</p> <p>Sustainability Policy for Suppliers</p> <p>Occupational Health and Safety Policy for Suppliers</p> <p>Compliance Management Policy for Suppliers</p>

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