

Community Relations Policy - Aguas Andinas

At Aguas Andinas, we are committed to the sustainability of the water and sanitation services we provide to people, contributing to their ability to live in a healthy environment.

In this context, we aim to develop our operations while ensuring the sustainable development of our main stakeholders, including the diverse communities living in the Metropolitan Region, with whom we seek to foster relationships based on trust, transparency, dialogue, and collaboration.

We assume the role of a corporate citizen, focused on generating social impact in the communities and improving people's quality of life through three main areas of work:

1. **Dialogue:** We establish partnerships and collaborations with functional and/or territorial community organizations, local governments, and other stakeholders to address shared needs and concerns, particularly in areas influenced by our main infrastructure, and key interventions we carry out in the city.
2. **Education:** We develop educational programs and awareness campaigns on the importance of sustainability and environmental protection, sharing our expertise in water resource management and highlighting its importance in the lives of communities.
3. **Social Investment:** We implement social programs that generate shared value in the communities, focusing on local development and sustainability, as well as collaborating in access to drinking water and sanitation. Additionally, we promote the enhancement of archaeological and cultural heritage, recognizing the importance of preserving and promoting local culture in our areas of influence.

We carry out processes of identification and mapping of key stakeholders for each area of work, highlighting community dialogue, considering the communities that may be affected by our operation. Social investment programs also prioritize groups in vulnerable situations.

Each of our programs considers direct contact with its participants, establishing communication channels known to all involved actors, providing clear, relevant, and accessible information.

We understand that sustainability involves a constant challenge of adapting to the environment, so we commit to continuously monitoring and evaluating the impact of our community relations activities, incorporating the involved actors and disseminating our progress to raise awareness both inside and outside the company.

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