

# Corporate Social Responsibility

At EPTISA we believe that the development of our work entails social responsibility. Our social commitment grows every year and is the basis of the trust that our clients and collaborators place in us.

## Implementation of Good Corporate Governance

The implementation of good corporate governance practices has a direct impact on the generation of trust, security and value.

Good Corporate Governance is the framework for managing relations between shareholders, the Board of Directors, Management and EPTISA's main stakeholders in an efficient manner.

Our company's management team is committed to ensuring that its executives act responsibly and ethically and apply the best practices of Good Corporate Governance in accordance with national and international standards and recommendations in this area.

These guidelines have also been incorporated into EPTISA's company culture and internal operations, without neglecting the efficiency of the company's operations and strategic management.

## Governing bodies

In order to incorporate these good practices of Good Corporate Governance and comply with the commitments to transparency and business ethics, EPTISA has the following governance entities: the General Shareholders' Meeting, the Board of Directors and the Management Committee.

The main objectives of these governance entities include:

- Guaranteeing the sustainability of the organization, both from an economic-financial and social and environmental point of view.
- Nurturing a climate of business ethics that helps directors, managers and employees to prevent possible irregularities that may occur in EPTISA.
- Providing an effective framework for Corporate Governance by establishing the necessary relevant internal policies and rules.
- Integrating stakeholders in the Corporate Governance model to foster collaboration and cooperation with the aim of wealth creation.
- Caring for corporate reputation to contribute to long-term value creation.
- Enhancing transparency to ensure the reliability of public financial information.
- Monitor management efficiency, process improvement and regulatory compliance.

## General Shareholders' Board

The General Meeting of Shareholders is where the will of EPTISA's shareholders is expressed by majority decision on matters within its competence. All shareholders are represented at the General Meeting, which

meets at least twice during the financial year.

## Board of Directors

The composition, regime of meetings and rules of procedure of the Board of Directors of EPTISA are defined in the specific articles of the Articles of Association of the company and in the Companies Act. In addition, the functioning of the Board of Directors of EPTISA follows the principal recommendations applicable to it in accordance with the Code of Good Governance. The Board of Directors is composed of five directors.

## Management Committee

The main function of EPTISA's Management Committee is to define, implement and evaluate the company's strategic and operational plans approved by the Board of Directors. The Chief Executive Officer of EPTISA appoints the members of the Management Committee from amongst the members of his management team.

## Commitment to People

The well-being and employees' professional development are a commitment at Eptisa.

### Technical Resources Area

To improve efficiency, productivity and knowledge management, Eptisa promotes training, creativity and synergy among its professionals. With these objectives in mind, **the technical resources area** was created, which provides Eptisa's professionals anywhere in the world with the support of a technical team of engineers, architects, economists, geologists, programmers, etc., who work to apply innovations, modernize and optimize the services provided and make them available to Eptisa's joint structure.

### Occupational risk prevention policy

Eptisa, in its desire to promote and protect their staff's health and contracted companies, assumes, takes responsibility for and promotes the integration of Occupational Risk Prevention in any activity carried out, and in all decisions adopted by the different levels of the Organization, this being one of the fundamental pillars. This commitment extends not only to our employees, but also to suppliers, contractors, collaborating companies and customers.

To this end, at Eptisa we have implemented an Occupational Health and Safety Management System in accordance with the international standard ISO 45001, and we have a Joint Prevention Service for the companies, all of which is legally audited. Our OSH Policy therefore complies with the regulations of each country where we operate.

This policy, integrated into our general policy, has, as one of its essential objectives, the safe provision of healthy working conditions, with maximum levels of protection for our workers. We therefore ensure the means of providing healthy and safe working conditions for the prevention of injury and deterioration of health related to work. All this in accordance with the context and nature of the risks and opportunities for health and safety at work and always in full agreement and preventive harmony with the provisions of current legislation and with the commitments of its customers in this area.

This policy is transmitted to the entire organization and assumed individually by each and every one of the employees, as a work of ongoing improvement that includes the following COMMITMENTS to Health and Safety at Work:



- Integration of occupational risk prevention in the organization and execution of production activities.
- Organization of the appropriate technical and human resources for the development of occupational risk prevention in the Group.
- Assessment of the risks present in professional activities, in order to eliminate them and, failing that, to adopt preventive or protective measures to control them.
- Planning of preventive actions to avoid or control risks, establishing deadlines, persons in charge, means, methods and costs.
- Training and information of employees in the policy, objectives and risks derived from their work as well as their prevention and protection measures.
- Regular monitoring of the state of health of employees relative to the risks of their job.
- Provision of appropriate work equipment to ensure that work is carried out safely.
- Analysis of emergency situations in order to adopt the necessary measures for first aid, fire-fighting and evacuation of workers.
- Coordination of business activities with service providers and customers visiting our facilities.
- Control of preventive efficiency through the review of working conditions.

### Equality and Family Reconciliation Policy

The work-life balance and equality plans have contributed to the professional development of women in the company, being an example of the company's commitment to families. The company also maintains its commitment to families, developing work-life balance plans.

We are also a member of the Diversity Charter. Thanks to the signing of this code, we are committed to adequately managing diversity, equality and non-discrimination policies in the performance of our business activity and, more specifically, to promoting our commitment to:



- Respect for the right to inclusion of all people, regardless of their diverse backgrounds, in the workplace and in society.
- Recognition of the benefits of including cultural, demographic and social diversity in our organization.
- Implementation of specific policies to foster a bias-free work environment in employment, training and promotion
- Promotion of non-discrimination programmes towards disadvantaged groups.

### Commitment to Environmental Sustainability

Eptisa is committed to developing solutions to guarantee the socio-environmental sustainability of our planet and improve the development of society.

At Eptisa we believe that progress must go hand in hand with the preservation of the environment. Without a healthy environment, societies will not be able to develop qualitatively. In order to maintain the environment, recover natural spaces, manage water resources and waste efficiently, and obtain alternative energies, engineering the sector to which we are dedicated is fundamental. For this reason, we strive to minimize the environmental impact of our activities, applying **a programme of good environmental practices** in order to save on the resources consumption and to manage waste appropriately. The environmental management system in place outlines the organization's commitment to reducing its environmental impact.

**Integration of Environmental Sustainability Values in Services and Products**

We are working on the integration of socio-economic and environmental criteria in our production processes that guarantee the sustainability of the solutions provided and add value to the environment in order to be a driving force for social development. To this end, among the operational action plans developed to safeguard environmental sustainability, we highlight the following:

**Sustainable Mobility**

Eptisa is committed to optimizing travel in order to minimize environmental and economic impact and maintain the growth of the welfare state without over-exploiting the earth's resources.

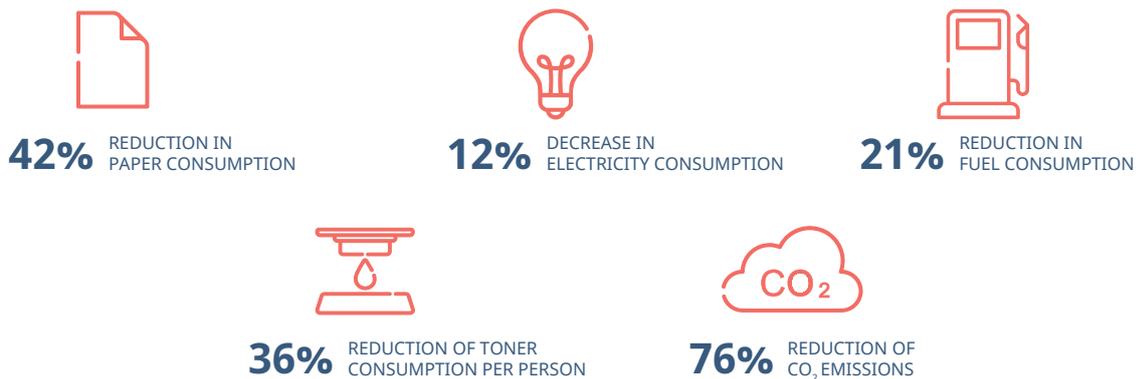
**Energy Consumption**

Our company focuses on energy saving and the search for new alternative sources of energy generation through the design of energy efficient facilities and infrastructures, having collaborated in several countries in the development of the renewable energy sector.

**Water Conservation**

In the water sector, Eptisa is committed throughout the world to improving citizens' access to water by offering its engineering and management know-how and services. It collaborates with multilateral organizations in projects to improve water supply and sanitation infrastructures in developing countries.

**Objectives Achieved in 2020**



**Environmental Management Certificates**

Eptisa has an Environmental Management System certified in accordance with ISO 14001 as an essential tool to contribute to sustainable development and achieve a balance between the environment, society and the economy.

## Commitment to quality

EPTISA's commitment to quality in management is translated into continuous improvement plans that form part of its business strategy. The company's management understands quality as the appropriate management of all resources to achieve optimum results, and thus ensure the achievement of excellence in the provision of services to customers.

At Eptisa, customer satisfaction has always been a priority objective and for this reason it has a Quality Management System certified in accordance with the international ISO 9001 standard, which applies to all the processes and activities carried out in the company, regardless of the brand with which it works in the market.

## Integrated Quality and Environmental Management System

At Eptisa, quality management and customer satisfaction has always been a priority objective. So much so that it has had a Quality Management System in place, certified for more than 10 years now, which applies to all the processes and activities carried out in the company, regardless of the brand it works with in the market.

For the sake of simplification and operation efficiency, the quality and environmental management systems are merged into a single Integrated Quality and Environmental Management System (SIGQA), which means that all the people who work at Eptisa share a commitment to quality and a deep respect for the environment, whose ultimate goal is customer satisfaction.

## Commitment to the Social Environment

The company is a major player in the development of society, both through the provision of services, the execution of works and the supply of equipment and through the transfer of know-how, technology and management capacity to the most disadvantaged areas of the planet.

## Public Policy Development

Aware of this reality, Eptisa began in 1996 to specialize in the development of public policies, the main objective of which is to bring together business opportunities that benefit the company and society as a whole. It is currently a reference in the management of multilateral funds and works with the principal international development agencies.

The development of public policies has many objectives, which fundamentally focus on the fight against poverty, the scope of which requires the capabilities of very diverse individuals, such as those of a more technical nature where engineering companies accumulate very extensive knowledge.

Eptisa's qualities are technical and management capabilities, the knowledge to identify and define technical solutions, the contribution to the improvement of the people's environment and the fast response to commitments under high levels of demand.

## Responsibility and Respect for the Local Community

In developing countries there are no purely technical projects; technical problems are always associated with social problems. It is therefore necessary to understand how the local socio-cultural variables work (and in each place they are different) so that the technical solutions proposed respond adequately to all dimensions.

Eptisa's corporate responsibility focuses on respecting a series of principles in its interventions and projects, such as:

- (i) Valuing local human and material resources
- (ii) The population's sense of ownership
- (iii) Awareness and consensus of the different local actors
- (iv) Compatibility with local development processes
- (v) Conservation of natural resources

Eptisa's team of professionals fully understands that to compliment other entities such as consultancy firms, research centres, public institutes or universities that provide local knowledge, is very important, as well as the role of NGOs, which have experience and knowledge of the dynamics of civil society, are able to relate to and understand the needs of the population, have experience in the design of social interventions and usually have knowledge of the appropriate local techniques/technologies.

Eptisa's Management, aware of the importance and dimension of social responsibility and aspects related to working conditions in the development of the organization's activities, actively promotes the responsibility of each employee to comply with national and international laws on working conditions and respect for the local community with which they interact.

## Commitment to Innovation

### Innovation as a basic pillar of the evolution of civilization.

The evolution of civilization has been marked by a series of technological innovations, which have generated economic benefits for the innovators who commercialized them, but above all for society as a whole.

Innovation is the factor par excellence for creating sustainable competitive advantages. That is why the capacity for learning and innovation are a sure reserve to increase competitiveness, and to amp up new product development, services and processes that better meet customer needs.

At Eptisa we have adopted a management model based on the continuous introduction of improvements in those business activities that we know how to do best, in other words, in the change and improvement of our processes, products and services, always based on the knowledge of our customers' needs.

Eptisa's professionals use their know-how to introduce technological innovations that improve products and services for customers and benefit society as a whole.

### Eptisa's R&D projects

Eptisa's R&D projects aim to create innovative products to satisfy the needs of customers and society, to improve internal management processes and to promote internal changes focused on improving the economic and social potential of the company.