

Management System Policy

Quality, Environment, Occupational Health and Safety, and IT Services

Idrica is an international company that provides unique differential value based on its experience in digital transformation and its knowledge of management of the integral water cycle.

We are committed to creating a world in which water issues no longer pose an obstacle to human health, prosperity and sustainable development.

Our values of efficiency, responsibility, integrity and teamwork, together with our integrated management system for quality, environmental management, occupational health and safety, and IT services, as well as the security of our Xylem Vue & Billing One software platforms—specialized in water resource management—and our extensive experience in the water sector form the basis of our company's business strategy. It guides us to act with the aim of driving efficiency within organizations in the water sector, supporting them in their digital transformation.

Our Policy summarizes the commitments shared by all members of our company:

- To create value through our constant commitment to the continuous improvement of our integrated management system, to prevent incidents related to product quality and/or safety, to protect the environment, and to ensure the health and safety of those working in and for our organization, by eliminating hazards and reducing risks.
- To ensure the quality, availability, continuity, security and performance of the IT services we provide, guaranteeing their effective management throughout their entire lifecycle.
- To stimulate the personal and professional growth of our staff, fostering individual respect, maximizing teamwork and ensuring consultation and participation of employees regarding health and safety at work.
- To foster a commitment to Quality, the Environment, and the Health and Safety of our employees, with the aim of designing, developing and providing safe products and services tailored to the needs of our customers and users, enabling the efficient and responsible use of resources with the lowest possible environmental impact.
- To prioritize the satisfaction of our customers and users as the central focus of our activities, ensuring that our products and services – including IT services and our Xylem Vue & Billing One software platforms – meet their requirements and expectations, by promoting active listening, efficiency in service delivery and the continuous improvement of their experience.
- To comply with applicable business, legal and regulatory requirements, in particular those arising from our business activities.

At Idrica, teamwork, commitment and support from everyone are vital to achieving our objectives. In this context, we are committed to providing the necessary leadership, support and resources, and to ensuring that the Policy is reviewed annually and communicated to employees and third parties.

Jaime Barba

CEO

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