

Policy of the Integrated Management System - IMS



We are an organization that regulate, standard and oversee the supply of sanitation services by providers, penalising them when not complying with legal and contractual obligations and regulations within the scope of SUNASS. We also guide users to solve administrative appeals so that they are solved independently, technically, objectively, impartially, transparently and timely, considering context, risks, and opportunities. We commit ourselves to:

- ✓ Ensure sanitation services supplied to users be under conditions of quality, contributing to the population's health, the preservation of the environment, the economic-financial sustainability of sanitation service, and social equity among users.
- ✓ Prohibit all acts of bribery within the entity and apply the corresponding sanctions in case they occur. Establish channels for reporting acts of bribery and other types of corruption, promoting the raising of concerns in good faith or based on a reasonable belief without fear of reprisals by guarantying confidentiality of information and protection in case of threat or reprisal.
- ✓ Have a Compliance Officer with the authority and independence to develop the anti-bribery compliance function.
- ✓ Protect information assets by managing risks and implementing controls to preserve confidentiality, integrity, and availability.
- ✓ Fulfil the legal and other requirements of the customer application to IMS.
- ✓ Continuous improvement of IMS effectiveness. Promote training and staff's awareness by fostering a culture of quality, anti-bribery and information security.

