

EP Group Operational policy

BASIC PRINCIPLES & COMMITMENTS

EP Group, a.s. and the subsidiaries and companies controlled by it ("EP Group") are committed to conducting their business activities in an environmentally safe, secure and responsible manner. The principles laid down in the ESG Master policy are at the core of the EP Group's business activities and they are to be respected and followed by all subsidiary companies.

The subsidiary companies follow at minimum these main principles and implement them in their own binding internal policies in their country.

This Policy defines commitments in regard to the behaviour that has a direct or indirect impact on the safety and efficiency:

The EP Group follows these basic principles:

- A. **ACCESS TO BASIC SERVICES.** The EP Group strives to continue to provide affordable, high quality and reliable basic services and commodities to its customers, which must be compliant with the specific regulatory regime. The EP Group aims to keep implementing and improving products for our disadvantaged customers.
- B. **HEALTH AND SAFETY MANAGEMENT.** The EP Group is committed to ensuring the best applicable standards in regard to the work-related health and safety management of its employees, contractors, customers and all stakeholders. The EP Group aims for maintaining or obtaining its certification standards at minimum meeting the regulatory requirements and if feasible also on par with international levels at major group companies.
- C. **ENVIRONMENTALLY SAFE OPERATION OF FACILITIES.** As one of the leading providers of basic commodities and services, the EP Group is responsible for ensuring reliable, quality and environmentally safe deliveries.
 - The EP Group is committed to updating information on the safety risks associated with its services and operations.
 - The EP Group conducts its business in compliance with legal requirements and regulations to ensure an environmentally safe and reliable provision of its services and to minimise negative impacts.
 - The EP Group's continuous goal is to ensure compliance with the local operational regulations.
- D. **SOCIAL IMPACTS.** Following the relevant regulations, the EP Group is conscious of the social impact of its services and strives to improve them, by developing business models that contribute to local social development and improve people's quality of life.
- E. **INNOVATION AND MODERNISATION.** The EP Group is using new technologies and innovating where suitable, to further increase their efficiency and lessen their environmental impacts. In this area, the EP Group focuses equally on all our business areas.
- F. **EMERGENCY MANAGEMENT.** The EP Group is committed to upholding and continuously updating and improving its emergency plans. The plans are designed to include best practices in safety management. In case of any emergency, the EP Group communicates quickly, transparently with all involved stakeholders and governmental bodies in case of any emergency.

- G. **STAKEHOLDER ENGAGEMENT.** The EP Group sets an open constructive dialogue with its key stakeholders, including employees, customers, government and regulators, investors and lenders, suppliers, labour and trade unions, NGOs and local communities, to better understand their expectations in relation to its business decisions.

- H. **RESPONSIBLE MARKETING.** The aim is to uphold responsible marketing practices, to avoid unsubstantiated product claims, providing truthful, transparent and accurate information.

Approved by the EP Group, a.s. Board of Directors on 5 September 2024