

NWS Environmental, Social, and Governance (ESG) Policy

Document No: QHSSE-PLC-004


Issue Date: 02-Dec-2025

Revision: 01

Classification: Restricted

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|  نماء nama لخدمات المياه WATER SERVICES | Document No: QHSSE-PLC-004 | Revision: 01 | Classification: Restricted |
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i Document Authorisation

This document is authorised for issue.

| Reviewed by | Approved by |
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| BA&E Chief: Date: 30/11/25 Signature:  | CEO: Date: 21/2/2025 Signature:  |

This document is to be presented to the Board of Directors, and the Minutes of Meeting shall be recorded and maintained in the Revision History.

ii Revision History

The following is a brief summary of the most recent revisions to this document. Details of all revisions prior to these are held on file by the issuing department.

| Revision No. | Date | Author | Scope / Remarks |
|--------------|--------------|---|-----------------|
| 01 | 06 July 2025 | Raiya Ali Hamdan Al-Abri (Sustainability & Environment Affairs Senior Engineer) | First Issue |
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Note: Policies are short statements that outline the business direction, intentions, or principle of NWS. All policies are reviewed by the leadership team and signed by CEO and endorsed by BOD. All NWS employees and contractors have to adhere to all policies as applicable.

Nama Water Services is committed Nama Water Services (NWS) is committed to integrating Environmental, Social, and Governance (ESG) principles into its operations to support Oman's sustainable development and ensure safe, reliable water and wastewater services. This policy aligns with NWS's vision of being a leading water utility and its mission of safeguarding water for current and future generations.

NWS is committed to:

Environmental Sustainability:

- Promoting efficient water usage and waste Management.
- Reducing greenhouse gas (GHG) emissions and energy consumption.
- Conserving biodiversity and protecting ecosystems around our operations
- Minimizing environmental impact and supporting climate resilience.

Social Responsibility:


- Ensuring the health, safety, and well-being of employees, customers, and communities.
- Promoting diversity, equity, and inclusion in the workplace.
- Supporting community engagement, awareness, and local development initiatives.
- Providing accessible and affordable water and wastewater services.

Governance & Ethics:

- Uphold transparency, accountability, and regulatory compliance.
- Integrate ESG risks into corporate strategy and governance.
- Specify roles for key internal stakeholders within the ESG governance structure to ensure cross-departmental collaboration.
- Integrating ESG criteria into procurement and promoting responsible supply chain practices.

Implementation & Monitoring:

- Align ESG initiatives with corporate strategy and Oman's Vision 2040.
- Establish NWS sustainability committee for monitoring and reporting ESG initiatives.

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- Track progress through KPIs and annual reviews.
- Reporting ESG progress in line with national disclosure standards and stakeholder expectations.
- Provide resources & methods to ensure monitoring, review of performance, effectiveness, continual improvement and enhancement of overall performance.

The CEO is the owner of this policy; He shall ensure compliance by setting suitable KPIs and tracking progress through the Balanced Scorecard. KPIs will be reviewed annually.

Accordingly, this policy and the associated Management Systems will be reviewed regularly to ensure continuous suitability and effectiveness.