

# 10 COMMITMENTS THAT TOGETHER FORM THE BODY OF OUR MISSION

## 1

To be a benchmark public water company and driver of the economy and development of the Community of Madrid.

## 2

To work to manage the entirety of integrated water management throughout the Community of Madrid.

## 3

To lead the way in the sector's challenges and regulatory changes.

## 4

To maintain, innovate and plan our infrastructures and services, adapting them to the future needs of society.

## 5

To minimise environmental impact in all our processes, promoting the circular economy, efficient use of resources and energy, and strengthening renewable generation.

## 6

To increase customer and user satisfaction, ensuring a level of excellence in quantity, quality and continuity of service.

## 7

To ensure progressive, affordable and equitable tariffs which encourage savings in consumption and guarantee access for all to an essential resource.

## 8

To strengthen digital transformation for more accessible and more effective management.

## 9

To implement rigorous and transparent financial management, ensuring the correct economic balance, financial independence and the sustainability of the company.

## 10

To support our professionals, attracting, retaining and encouraging talent.

